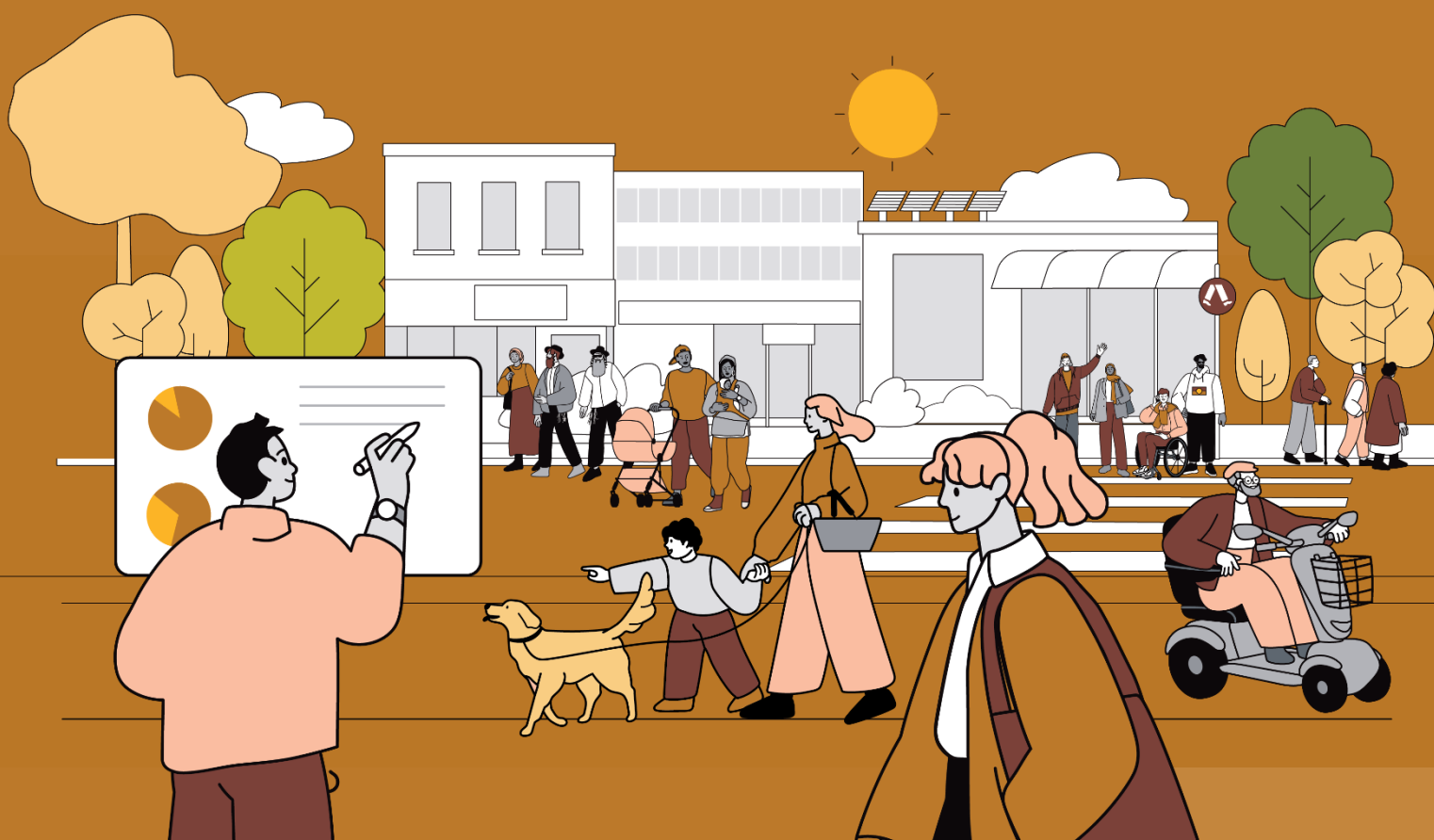


SEPTEMBER 2025

Our Place, Our Plan

Engagement summary report



GLEN EIRA
CITY COUNCIL

BENTLEIGH, BENTLEIGH EAST, BRIGHTON EAST, CARNEGIE, CAULFIELD, ELSTERNWICK,
GARDENVALE, GLEN HUNTLY, MCKINNON, MURRUMBEENA, ORMOND, ST KILDA EAST

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Executive summary

Our Place, Our Plan: Shaping Glen Eira together

Phase 4B exhibition results

Our Place, Our Plan is a comprehensive, multi-phased community engagement initiative aimed at guiding Glen Eira's strategic planning for 2025 and beyond. This program is designed to ensure that the voices of our community are heard and integrated into the Council's planning process.

This report provides the outcomes of phase four (b) engagement of *Our Place, Our Plan* program. It includes the engagement results of the exhibition of our final draft plans including our:



Council Plan 2025–2029



Financial Plan 2025–2035



Climate Emergency Response Strategy 2025–2029



Asset Plan 2025–2035

We invited our community to share their thoughts from Wednesday 13 August to Wednesday 10 September through engagement activities on our Have Your Say website. We also connected with our community through nine pop-up engagements across each of our nine wards and engaged with stakeholder groups and community organisations.

We promoted the engagement extensively through various channels, including *Glen Eira News*, social media, e-newsletters, emails to stakeholder groups, our website, posters, postcards, bookmarks, and other multimedia communication platforms.

We asked the community to review the draft plans — either all of them or those of most interest — and provide a final round of feedback before the plans are presented to Council for adoption. As the *Council Plan* guides all other plans, we emphasised its overarching importance and how it links with the other three supporting plans.

The feedback we received provides us with a clearer picture of whether we're on the right track. It also helps us make any final adjustments to better reflect what the community told us throughout the engagement process.

Most of the engagement activities were online, making it easy for people to review the plans and share their views. We also welcomed feedback via hardcopy survey, email and phone for those who preferred other ways to get in touch.

At the end of the engagement period we received a total of:

- **2,964 views** on our Have Your Say page 📊
- **100 submissions** — **62 quick poll** submissions and **38 survey responses** 📝
- **1,161 downloads** across our four draft plans. 📄
- **110 Expressions of Interest** submissions for Advisory Committees 📋
- **Seven email** submissions ✉️



Council Plan

Engagement activities on the draft *Council Plan 2025–2029* included a quick poll for people short on time and a longer-form survey for people who wanted to leave more detailed feedback.

The draft *Council Plan* received a total of 88 submissions including:

- 62 quick poll responses 
- 21 survey responses 
- Five email submissions 

Quick poll

The 62 quick poll responses were from 56 respondents, providing a snapshot of the community's sentiment on whether the *Council Plan 2025–2029* is on the right track.

- 21 per cent (13 respondents) said the plan completely reflects their priorities.
- 29 per cent (18 respondents) said the plan mostly covers what is important to them.
- 24 per cent (15 respondents) said the plan partially covers some important aspects.
- 22 per cent (14 respondents) said the plan does not reflect their priorities at all.
- Three per cent (2 respondents) were not sure and may need more information.

The results show a diverse mix of views with around half of the respondents feeling that the plan is heading in the right direction, while others seeing room for improvement.

Survey results

Survey feedback on the draft *Council Plan 2025–2029* was mixed and covered a range of themes, from infrastructure to diversity.

Theme	Description	Mentions	Percentage
Infrastructure	Concerns that plan lacks attention to basic infrastructure like roads, footpaths, bins, signage and parking, as core Council responsibilities.	6	29%
Safety and security	Concerns about school zone parking, lighting design and public safety.	5	24%
Climate and sustainability	Calls for stronger, more measurable climate action goals, including better bicycle infrastructure, more greenery and increased biodiversity protection.	3	10%

Housing and social issues	Concerns around social issues like homelessness and mental health.	2	10%
Diversity and inclusion	Calls for more inclusive planning, more explicit support for neurodiversity, and more accessible public spaces.	2	10%
Positive feedback	Feedback that plan was well structured and comprehensive.	2	10%
Negative feedback	Expressed negativity on gaps and priorities.	2	10%

Email submissions

A summary of the five emails referencing the *Council Plan* included:

- Mentions of positive feedback on the plan alongside recommendations for improvements.
- Request to update all references to “disability” to “people with visible and non-visible disabilities” to reflect inclusive language.
- Suggestion to add a priority focused on the support and promotion of intercultural interactions, as well as a call to include an explicit reference to combatting antisemitism or, at a minimum, racism.
- Emphasis that physical infrastructure must not be overlooked as it underpins community wellbeing, and along with a request for Council to focus on “regeneration” in response to worsening climate data.
- The Youth Engagement Team sent a combined submission strongly supporting the plan’s emphasis on wellbeing, inclusion and sustainability, noting its alignment with youth concerns such as safety, housing, and the environment. They recommend clearer prioritisation of mental health and social connection, greater investment in arts and culture, and a more balanced representation of young people, who receive less mentions in the plan than older adults.



Financial Plan

The draft *Financial Plan 2025–2035* received a total of nine submissions including:

- 8 survey responses 
- One email submission 

Survey results

Survey feedback on the *Financial Plan 2025–2035* was diverse and raised concerns around rates increases, fairness, clarity, and transparency in Council spending.

Theme	Description	Mentions	Percentage
Rates and clarity	Concerns about rate increases and how rates are charged, especially to private institutions. Lack of clarity on rates.	4	50%
Financial Transparency	Concerns that the plan lacked clear links to Council goals. Calls for more transparency in how funds are allocated.	2	25%
Reduce spending and costs	Calls for reduced spending, fewer staff and no new projects.	2	25%
Negative feedback	Criticism focused on rate increases and lack of clarity.	2	25%
Positive feedback	Feedback that the plan is reasonable and encouraged residents to contribute.	1	13%

Email submission

The one email submission came from the Youth Engagement Team. They commended the plan's balanced approach to budgeting and reinvestment in valued community assets like open spaces and community facilities. They advocated for more direct support for young people, such as youth-led micro-grants or participatory budgeting to empower local youth initiatives. They also requested clearer visibility on funding allocated to youth centres, digital access, and youth-specific programs.

Asset Plan

The draft *Asset Plan 2025–2035* received a total of nine survey responses. 📝

Survey results

Survey feedback on the *Asset Plan* shared views on the condition and management of parks, roads and public infrastructure.

Theme	Description	Mentions	Percentage
Environmental assets and parks	Support for investment in gardens, new parks and nature reserves, seeing them as vital community assets.	3	33%
Road maintenance and infrastructure	Concerns over potholes, footpath conditions, road safety and general standards of maintenance.	2	22%
Sustainability of asset investments	Comments calling for sustainability promotion through infrastructure investments.	2	22%
Community services and housing	Comment on investing in housing and mental health.	1	11%
Positive feedback	Appreciation for community engagement and links to the <i>Council Plan</i> .	1	11%



Climate Emergency Response Strategy

The draft *Climate Emergency Response Strategy 2025–2029* received a total of 13 submissions including:

- 10 survey responses 
- Three email submissions 

Survey feedback on the draft *Climate Emergency Response Strategy* covered a broad range of topics, including emissions reduction, severe weather preparedness, urban greening and renewable energy.

Theme	Description	Mentions	Percentage
Positive feedback	Support for Council's climate leadership, for embedding climate action, and for the importance of the plan.	3	30%
Climate scepticism	Denial of a climate emergency as well as scepticism about net zero feasibility and whether the plan's goals are achievable.	3	30%
Emission targets	Suggestion to clarify targets and actions to reduce emissions and transition to renewables.	2	20%
More urban forests and nature	Requests to see more trees, urban green spaces, and native and indigenous plants.	2	20%
Climate preparedness	Calls for more support for the community to prepare for severe climate events.	1	10%

Email submissions

The Youth Engagement Team's submission commended Council's leadership on climate action and supported the goals around pollution reduction and renewable energy. They suggested public progress updates on emission targets and advocacy to expand investment in active transport infrastructure — such as bike lanes and e-scooters — which are popular among young people and promote more sustainable transport.

Background

Council is integrating our *Council Plan* with the *Municipal Health and Wellbeing Plan*. Our integrated planning process also links the development and engagement of other key plans including:

- *Annual Budget 2025–2026*
- *Revenue and Rating Plan 2025–2029*
- *Strategic Property Plan 2025–2030*
- *Biodiversity Plan 2025–2029*
- *Financial Plan 2025–2035*
- *Asset Plan 2025–2035*
- *Climate Emergency Response Strategy 2025–2029*
- *Workforce Plan* (organisational plan)
- *Digital and Technology Strategy* (organisational plan)



Our Place, Our Plan was our 12-month campaign to gather feedback from our community. This multi-phased engagement and communication campaign helped shape all these plans in a cohesive, streamlined and aligned manner.

The campaign met requirements under the *Local Government Act 2020* and our *Community Engagement Policy and Framework*.

Our Place, Our Plan has been the biggest conversation we've ever had with our community, rolled out in four phases to support Council's planning. Working across the 'consult' and 'collaborate' levels of the IAP2 spectrum we have reached out to the community in multiple ways to make sure people's voices have been heard.

The feedback we've collected over this time reflects what matters most to our community — their priorities, concerns and what they want to see happen over the next four years. We developed our plans with the community's feedback in mind and, in phase four (b), checked one final time to make sure we were heading in the right direction.

Our Place, Our Plan engagement phases

The first phase of community engagement started in August 2024 with a check-in to confirm the ongoing relevance of the *Glen Eira 2040 Community Vision*. The findings from 114 survey responses confirmed that 88 per cent of participants agreed that the *Community Vision* still felt right to them and accurately reflected their aspirations for the future.

In early 2025, we delivered phase two of *Our Place, Our Plan* — our broad community engagement program running from Wednesday 5 February to Sunday 16 March 2025.

This engagement phase featured extensive communication and engagement activities and included 52 pop-up and targeted engagement activities. Council received 1,578 pieces of feedback during this broad engagement, including 832 survey responses, 211 idea cards, 371 social map pins, and 119 expressions of interest for our Community Priorities Panel.

Phase three was the re-establishment of our Community Priorities Panel. This engagement phase satisfied our statutory obligations for deliberative engagement in developing our future strategic plans. The panel brought together 39 community members selected from 119 applicants to represent Glen Eira's rich diversity. The panel met five times over 25 hours to develop recommendations for Council through a deliberative process. The Panel presented their 35 recommendations in a report endorsed by Council at the ordinary Council meeting on Tuesday 20 May 2025.

Insights from these previous engagement phases helped inform the development of the draft plans. The engagement reports from these engagements can be read at:

www.haveyoursaygleneira.com.au/OPOP

The draft plans developed were then exhibited in two phases.

The first exhibition took place from Wednesday 30 April to Sunday 18 May 2025, seeking feedback on the following four draft plans.

- *Budget 2025–2026*
- *Revenue and Rating Plan 2025–2029*
- *Strategic Property Plan 2025–2030*
- *Biodiversity Plan 2025–2029*

A total of 75 feedback responses were received across these plans, made up of 62 survey submissions and 13 email submissions. The plans were finalised after reviewing the feedback. The *Budget 2025–2026* and *Revenue and Rating Plan 2025–2029* were adopted at an ordinary Council meeting on Tuesday 10 June 2025 and the *Strategic Property Plan 2025–2030* and *Biodiversity Plan 2025–2029* were adopted at an ordinary Council meeting on Monday 30 June 2025.

This report focuses on the final stage of engagement — the exhibition of our final four plans:

- *Council Plan 2025–2029*
- *Financial Plan 2025–2035*
- *Asset Plan 2025–2035*
- *Climate Emergency Response Strategy 2025–2029*

Engagement findings

Engagement methods

The final engagement phase took place from **Wednesday 13 August to Wednesday 10 September**. To support the promotion of the campaign and encourage participation in activities, we conducted twelve in-person engagements and held more than 460 conversations with community members throughout this period.

The main feedback activity was a survey, available both online and in hardcopy, as well as email or telephone submissions directed to the Engagement team.

We received:

- 2,964 views on our Have Your Say page 📄
- 62 quick poll submissions 📊
- 38 survey submissions 📝
- 1,161 downloads of our four plans 📄
- Seven email submissions ✉️

At the same time we ran an Expression of Interest recruitment to promote applications from community members to join one of four new Advisory Committees. We received a total of 110 applications across the four Committees.

Quick poll

On our Have Your Say webpage, respondents could respond to a quick poll if they were short on time. The quick poll asked one multiple choice question — *Does the draft Council Plan feel like it's on the right track?* — with five choices:

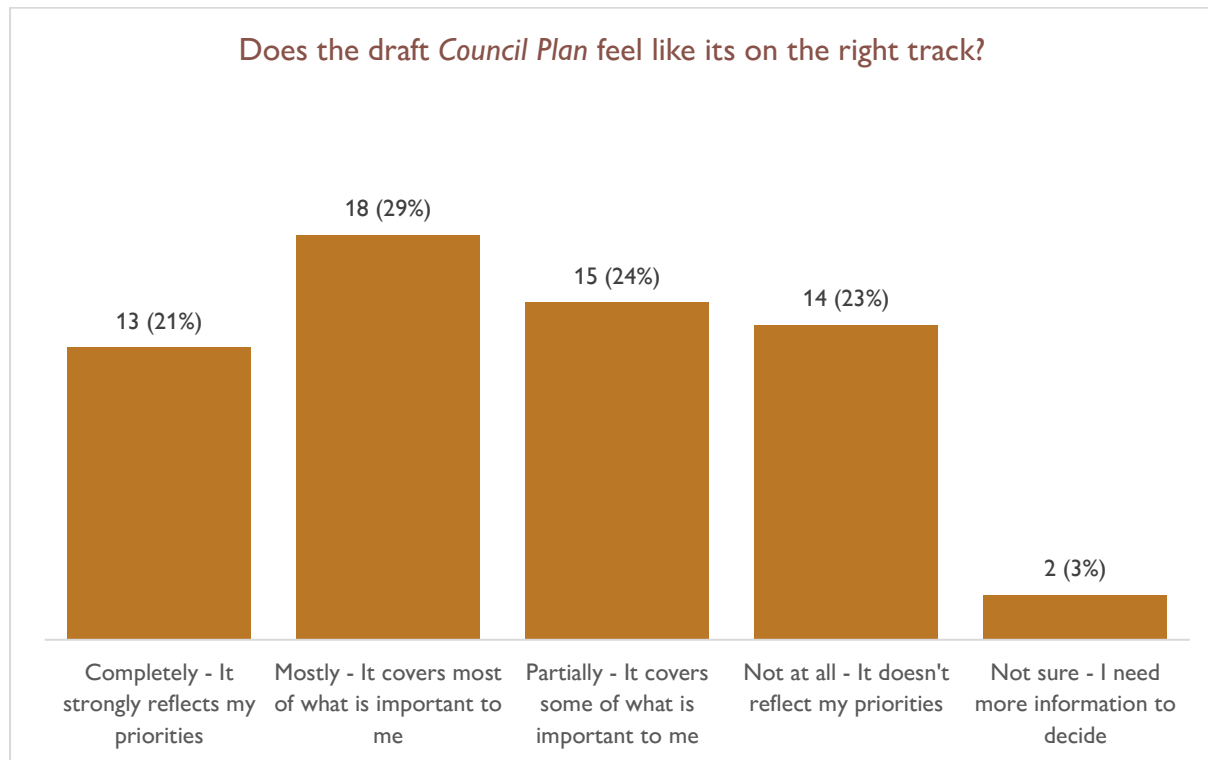
- Completely — It strongly reflects my priorities 🥇 😊
- Mostly — It covers most of what is important to me 🥈 😊
- Partially — It covers some of what is important to me 🥉 😊
- Not at all — It doesn't reflect my priorities 🙅 😞
- Not sure — I need more information to decide 🤔 🤔

Fifty per cent (31 respondents) believe the *Council Plan* is on the right track: 21 per cent (13 respondents) believe it strongly reflects their priorities and 29 per cent (18 respondents) believe it covers most of what is important to them.

Around a quarter, 24 per cent (15 respondents), believe the *Council Plan* is partially on the right track as it covers some of what is important to them. A further 23 per cent (14 respondents)

believe the plan is not on the right track as it does reflect their priorities.

The results reveal a diverse mix of views with a good portion of respondents feeling that the plan is heading in the right direction, while others see room for improvement.



Survey

The survey consisted of 13 questions in total. Five of these questions focused on the draft plans.

The first question asked respondents to select the plan(s) they wished to provide feedback on, while the next four asked respondents to share their feedback.

At the end of this section, there were eight demographic questions. These help us understand who in our community we were hearing from.

Survey responses were received from 38 respondents. Of these:

- 21 respondents provided feedback on the *Council Plan 2025–2029*.
- Eight respondents provided feedback on the *Financial Plan 2025–2035*.
- Nine respondents provided feedback on the *Asset Plan 2025–2035*.
- 10 respondents provided feedback on the *Climate Emergency Response Strategy 2025–2029*.

Council Plan survey feedback

Survey feedback on the draft *Council Plan 2025–2029* was mixed and covered a range of themes. Many responses focused on infrastructure management — particularly roads, footpaths, parking and lighting. Safety and security around schools and public spaces was also raised, along with calls for stronger climate action, improved biodiversity and more support for active transport. Respondents

highlighted the importance of inclusive and accessible places for community wellbeing, and some advocated for greater recognition of hidden disabilities, neurodiversity and social housing needs.

Some participants praised the plan's comprehensive approach, while others expressed concern about the clarity of goals and whether key priorities — such as environmental sustainability and community wellbeing — were adequately addressed.

Theme	Description	Mentions	Percentage
Infrastructure	Concerns that plan lacks attention to basic infrastructure like roads, footpaths, bins, signage and parking, as core Council responsibilities.	6	29%
<i>“To allocate more rubbish bins around Caulfield Park. To educate more the community about the bad use of rubbish. To install more cameras around the park.”</i> <i>“The diverse, welcoming and accessible places does not reference management of roads, footpaths and other infrastructure that is important to the community. It looks like it may not be a priority in the plan to improve these assets, which could disappoint some members of the community who regard it as a significant role of Council.”</i> <i>“The local roads are not maintained, constant patching due to various works has created potholes everywhere.”</i>			
Safety and security	Concerns about school zone parking, lighting design and public safety.	5	24%
<i>“I am concerned about the community safety issues around parking in streets where there are schools... dangerous.”</i> <i>“Keeping our community safe is a priority give the crime rates have gone up. What are the council plans for this?”</i> <i>“Council is currently behind on best practice for public and street lighting... Glen Eira has an opportunity to lead in sustainable lighting design.”</i>			
Climate and sustainability	Calls for stronger, more measurable climate action goals, including better bicycle infrastructure, more greenery and increased biodiversity protection.	3	10%
<i>“I don't think it sets strong enough goals for climate action, bike accessibility, walkability and rehabilitation of biodiversity within the council. The goals need to be much more specific and measurable.”</i> <i>“We must keep our community with more greenery, plants etc. We don't want a concrete jungle happening here.”</i>			
Housing and social issues	Concerns around social issues like homelessness and mental health.	2	10%

<i>“What is council doing about increased homelessness, the critical housing crisis, mental health epidemic and the increasing number of people experiencing poverty and disadvantage? Not reading anything addressing any of that in any of the plans.”</i>			
Diversity and inclusion	Calls for more inclusive planning, more explicit support for neurodiversity, and more accessible public spaces.	2	10%
<i>“Accessibility to places is very important, as is caring for the environment. The plan as outlined sounds good as long it is carried out in practice.”</i> <i>““improving your approach to promoting diversity and inclusion, gender equity, and supporting people with disability” is specifically mentioned, but I think you also need to mention support for people with neurodevelopmental differences...”</i>			
Positive feedback	Feedback that plan was well structured and comprehensive.	2	10%
<i>“The plan seems to cover everything in detail required. The goal now is to carry forward the actions to maintain and improve the Glen Eira community.”</i> <i>“Good themes.”</i>			
Negative feedback	Expressed negativity on gaps and priorities.	2	10%
<i>“The council priorities outlined are not providing the residents with the pain points we are going through.”</i>			

Other feedback included extending Council support for micro-businesses and providing further clarity on the future of the Glen Huntly shopping strip.

Financial Plan survey feedback

Survey feedback on the *Financial Plan 2025–2035* was diverse and raised concerns around rates increases, fairness, clarity, and transparency in Council spending.

Some respondents expressed concern about potential rate increases and called for clearer links between financial planning and Council’s goals. Some respondents found the plan reasonable and acknowledged the importance of resident contributions to resource efficiency, while others questioned specific expenditure items and the overall direction of financial priorities.

The sentiment ranged from cautious support to calls for a reduction in staff and spending.

Theme	Description	Mentions	Percentage
Rates and clarity	Concerns about rate increases and how rates are charged, especially to private institutions. Lack of clarity on rates.	4	50%

"Make sure as part of your financial plan to deliver better services do not fall back on increase rates for us. Times are tough and this is not a solution if rates are hiked up again."

"I think the council should charge rates to private schools and other rates exempt entities."

"these are rich groups that use the same resources as the rest of us, can and should pay their share more so given they cater to the wealthiest of us."

Financial transparency	Concerns that the plan lacked clear links to Council goals. Calls for more transparency in how funds are allocated.	2	25%
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"I don't see much of a link between this Financial Plan and the Council Plan 2025-2029 goals. It doesn't tell me how funding is directed to the Council Plan directions."

"...If the council is serious about equity and user pays then our rates should sit at the forefront of the list..."

Reduce spending and costs	Calls for reduced spending, fewer staff and no new projects.	2	25%
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"I just want to stress the ONLY thing I'm interested in is reducing council expenditure to limit rate increases. Zero new staff. Zero unnecessary projects. Zero renovations to council buildings..."

Negative feedback	Criticism focused on rate increases and lack of clarity.	2	25%
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Positive feedback	Plan described as reasonable and encouraged resident contributions.	1	13%
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"Looks about right. Important also to have the expectations of what we can do as residents to contribute to effective use of resources eg sustainability and recycling is a good example where the costs increase because people do not use their bins correctly."

Asset Plan survey feedback

Survey feedback on the *Asset Plan* shared views on the condition and management of parks, roads and public infrastructure.

Respondents called for more investment in green spaces, parks and nature reserves, as well as improved road maintenance. There were also requests for better support for community services such as housing and mental health. While some appreciated the structure and community engagement reflected in the plan, others criticised the standards of maintenance and questioned the prioritisation of certain assets.

Theme	Description	Mentions	Percentage
Environmental assets and parks	Support for investment in gardens, new parks and nature reserves, seeing them as vital community assets.	3	33%

<i>"The Asset Plan should encourage more parks rather than just maintaining and renewing existing parks."</i> <i>"Why aren't you building more parks!!!! Porter Road is just grass!!"</i> <i>"I think there should be more of a focus to attain assets similar to Yalukit Willam Nature Reserve."</i>			
Road maintenance and infrastructure	Concerns over potholes, footpath conditions, road safety and general standards of maintenance.	2	22%
<i>"I don't see any improvements on our parks, roads, footpaths... potholes everywhere in Glen Eira and quick fix on those pot holes are not an option..."</i> <i>"In recent years, council has lowered speed limits on thoroughfares which is impacting liveability. On paper a reduction of 10km/h doesn't sound significant but this doesn't take into account build up of traffic and saturation of the roads..."</i>			
Sustainability of asset investments	Comments calling for sustainability promotion through infrastructure investments.	2	22%
<i>"Keen to ensure council promotes sustainability through its infrastructure investments."</i>			
Community services and housing	Comment on investing in housing and mental health.	1	11%
<i>"Investment in housing and mental health is critical. Working on new solutions in these areas is critical."</i>			
Positive feedback	Appreciation for community engagement and links to the Council Plan.	1	11%
<i>"I like your asset plan clearly shows how you engaged with the community and you make strong links to your Council Plan. It would be good to see more links to your environmental strategies in your asset plan."</i>			

Climate Emergency Response Strategy feedback

Survey feedback on the draft *Climate Emergency Response Strategy* covered a broad range of topics, including emissions reduction, severe weather preparedness, urban greening and renewable energy.

Many respondents supported Council action on climate change and called for more specific targets and clearer implementation pathways. Some raised concerns about the feasibility of achieving net zero emissions by 2030, while a small number expressed scepticism about the climate emergency or whether climate goals were achievable.

Theme	Description	Mentions	Percentage
Positive feedback	Support for Council's climate leadership, for embedding climate action, and for the importance of the plan.	3	30%

<i>"Great to see council embedding climate action into everything that they do from now on."</i> <i>"Good to see Council targeting emission reduction for operations as a key priority."</i> <i>"Yes this sounds good and is critically important."</i>			
Climate scepticism	Denial of a climate emergency as well as scepticism about net zero feasibility and whether the plan's goals are achievable.	3	30%
<i>"You appear to have a lot of actions contained within the plan for 2025-26 and beyond. Is this achievable... I'm not sure that you will be able to achieve net zero community emissions by 2030. I for one cannot afford to transition either my vehicle or home to more sustainable options and I'm sure many others are in the same position. Is this perhaps a little ambitious?"</i> <i>"I think climate emergency is a man made concoction & it doesn't exist."</i> <i>"Suggest Council stick to its main jobs - rates, roads & rubbish. For one thing I'd be happier with weekly pick ups of bins & recycle! Instead of fortnightly."</i> <i>"...I do not agree if council starts telling us residence what to do on our property regarding 100% renewable energy. Net Zero can never be achieved. It's a false hope, common sense needs to prevail here."</i>			
Emission targets	Suggestion to clarify targets and actions to reduce emissions and transition to renewables.	2	20%
<i>"It needs more of a focus on how emissions will be cut, transport and buildings account for the majority of emissions and there need to be incentives for residents to plant more trees as well as not driving... overall i think the strategy lacks specifics and doesn't provide action on the most needed areas..."</i> <i>"More direct language about electrification, and transition to renewable electricity would be better. I.e..., how about Support homes, businesses and buildings to transition to efficient renewable electricity."</i>			
More urban forests and nature	Requests to see more trees, urban green spaces, and native and indigenous plants.	2	20%
<i>"I would like to know where the urban forests are located."</i> <i>"I would like to see more trees, shrubs, native plants along the railway line..."</i> <i>"I agree with planting more trees and green areas to make our neighbourhoods cooler and climate resilient."</i>			
Climate preparedness	Calls for more support for the community to prepare for severe climate events.	1	10%
<i>"Action 1.5.11 Support our community during and after climate induced events"</i> <i>This action could detail more on preparedness for climate events, e.g. local plans where every household know where to go and what to do if they are affected, and has a disaster preparedness plan for their household."</i>			

Email submissions

We received a total of seven email submissions. Some submissions were directed to only one plan, while others referenced or were relevant to multiple plans.

Email submission one: Inclusive language in the *Council Plan*

This submission came from a person who works and is a resident of Glen Eira. They requested updating all references to “disability” in the *Council Plan* to “people with visible and non-visible disabilities.” The rationale is grounded in the social model of disability, which emphasises systemic barriers over individual impairments.

Email submission two: Intercultural engagement

This submission came from a person who works in Glen Eira. They requested an additional strategic priority to the *Council Plan* Strategic Objective 1.3: “Our community has a strong sense of connection and belonging.” They suggest adding: “*Council grants, arts, and cultural programs support, encourage, and promote intercultural interactions and engagement among community groups and organisations, including First Nations communities.*”

Email submission three: Interconnection of Council themes

This submission came from a resident of Glen Eira who expresses support for the *Council Plan*’s four key areas and emphasise their interconnection. They highlight that without inclusive physical infrastructure — such as diverse parks, safe bike paths and welcoming public spaces — community wellbeing and inclusion cannot be fully achieved. They stress the importance of protecting the environment to maintain healthy green spaces and strongly support small-scale, local activities (e.g. community art, street libraries, planting events) as practical ways to foster inclusion and reduce isolation.

Email submission four: Regenerative futures

This submission came from a resident of Glen Eira in response to the draft *Climate Emergency Response Strategy*. They shared recent data showing that carbon dioxide (CO₂) levels are rising exponentially — getting further away from net zero emissions goals. They’re concerned that while governments talk about reducing emissions, the situation is actually getting worse.

They describe how this worsening climate crisis is linked to other economic and social problems. They also criticise political attitudes worldwide in which sustainability is being dismissed or undermined by powerful interests. They attached a document focused on creating positive, regenerative futures.

Email five: *Council Plan* recommendations

This submission came from a resident of Glen Eira. They requested a specific reference to combatting antisemitism or racism in Strategic Direction 1. They also provided some corrections to wording and suggested the addition of the following strategic indicators.

- For Objective 2.1: *Community satisfaction with recreation facilities.*
- For Objective 2.5: *Community satisfaction with Council's general town planning performance.*
- For Objective 3.1: *Tree canopy coverage percentage.*
- For Objective 4.5: *AI Framework, Policy and Roadmap developed.*

Email six: Glen Eira Emergency Climate Action Network submission

This submission came from the Glen Eira Emergency Climate Action Network, a group of local residents who advocate for climate action. They provided a very detailed submission of feedback for the *Climate Emergency Response Strategy*. In summary, they recommended that we:

- Refocus the *Strategy* on climate emergency response, not general sustainability.
- Emphasise bold, high-impact actions with clear prioritisation.
- Create a *Distilled Action Plan* using a decision matrix to prioritise actions by impact and feasibility.
- Set quantitative targets for key actions (e.g. solar installations, EV chargers, air quality sensors).
- Reinstate and strengthen a monitoring and evaluation framework for the plan.
- Include a graph of emissions progress and recap achievements from the *Strategy 2021–2025*.
- Expand the mitigation section with ambitious actions for both Council and community emissions.
- Include strategies like solar on schools and public buildings, electrification and battery storage.
- Foreshadow a net-negative emissions target for Council operations.
- Convene a Community Net-Zero Task Force to harness local expertise.
- Be proactive in promoting rebates and climate actions through outreach and education.
- Improve school engagement and support community-led initiatives with resources and funding.
- Balance *Adaptation* and *Mitigation* actions more evenly.
- Relocate biodiversity and waterway actions to relevant strategies.
- Clarify and correct language, data inconsistencies and typos throughout the document.
- Acknowledge climate action as both an ethical and legal responsibility, referencing recent international legal advice.

Email seven: Youth Engagement Team submission

This submission came for Youth Engagement Team, a group of local young people who advocate for improving engagement with young people across Glen Eira. They provided feedback on the *Council Plan*, *Financial Plan* and *Climate Emergency Response Strategy* as summarised below.

Council Plan 2025–2029 recommendations:

- Embed youth voices more deeply across the plan; currently, older citizens are referenced twice as often.
- Prioritise mental health and social connection, with clear goals for youth participation in wellbeing programs.
- Support creative expression through increased investment in arts, music and culture.
- Respond to youth safety concerns by improving street lighting, reducing anti-social behaviour

and promoting inclusion.

- Use *Youth Survey* data to inform priorities, reflecting concerns around money, housing, work, relationships and the environment.

Financial Plan 2025–2035 recommendations:

- Introduce micro-grants or participatory budgeting for youth-led initiatives.
- Provide a clear breakdown of youth-specific funding, including youth centres, digital access and programs.
- Include scenario planning to show how Council would respond to funding changes or challenges (e.g. cost-of-living, climate emergencies).

Climate Emergency Response Strategy 2025–2029 recommendations:

- Ensure transparent progress updates on emission targets.
- Expand investment in active transport infrastructure (bike lanes, walking paths, e-scooters), which is popular with young people.
- Continue to engage youth meaningfully in climate action planning.

Expressions of Interest submissions

During the same engagement period, we recruited for four Advisory Committees. These Advisory Committees are being formed to guide the work that we do over the next four years to deliver the *Council Plan*. Each Committee will focus on one priority theme from the *Council Plan*:

- Community safety, cohesion, health, and wellbeing
- Diverse, welcoming, and accessible places
- Environmental stewardship
- Innovation and financial sustainability

Each Committee will include 10 community members, who will work with Councillors over the next four years to implement the *Council Plan*. We received 110 Expressions of Interest, divided as follows. Respondents could express interest in one or more Committee.

Advisory Committees	# of EOIs
Community Safety, Health and Connection Advisory Committee	37
Public Spaces, Places and Accessibility Advisory Committee	24
Environmental Stewardship Advisory Committee	28
Innovation and Financial Sustainability Advisory Committee	42

The selection of Advisory Committee members is being managed by the respective Council directorates responsible for each committee.

Appendix A

Engagement activities

During the engagement, we delivered nine pop-up engagements using our engagement trailer or marquee at different locations across our nine wards during the engagement period. We also held one intercept session at Caulfield Library.

We engaged hundreds of community members and had more than 460 conversations with the community as they visited our facilities, spaces and events. The aim of these conversations was to encourage people to get involved and share their opinions via our online survey or by submitting an expression of interest in our Advisory Committees.

We shared information and postcards about the four draft plans, provided hardcopy surveys, and had an iPad available to complete the online survey on the spot. Almost 700 postcards were handed out to community members — one type had information about the survey and the Advisory Committees, while the other type was about the Advisory Committees only.

We also conducted fun interactive activities, including a word search featuring some of Council's core services, a ball game and a map activity. These activities helped draw people into conversations about the exhibition of our draft plans and the recruitment of our Advisory Committees.

Pop-up events

Pop-up event	Location	Ward	Date	# of conversations
Elsternwick shopping strip	Corner Staniland Grv and Glenhuntly Rd	Orrong	Thursday 14 August	20
Caulfield Park	Near Caulfield Park Pavilion and playing fields	Caulfield Park	Saturday 16 August	35
Alnutt Park	Near the children's playground	Wattle Grove	Sunday 17 August	32
Carnegie Memorial Swimming Pool	Near entrance to the pool	Booran	Wednesday 20 August	42
Bentleigh Farmers Market	Bignell Road, Bentleigh East	Moorleigh	Saturday 23 August	91

Glen Eira Sport and Aquatic Centre	East Boundary, near the front entrance	Mallanbool	Monday 25 August	83
Carnegie Library	Between library and Koornang Rd	Murrumbeena	Wednesday 27 August	42
Bentleigh Library	In carpark near entry	Jasper	Monday, 1 September	49
Caulfield Library intercept	Inside library	Bambra	Wednesday 3 September	17
Princes Park	Near ovals	Bambra	Saturday 6 September	56



A pop-up in Elsternwick Major Activity Centre

Network meetings

During the engagement period, we attended several network meetings that were held within the timeframe. We gave presentations, promoted the exhibition of the plans, explained the ways to provide feedback, and encouraged joining the Advisory Committees.

Network	Date	Location	# of community members
Community Organisations Network	Thursday 14 August	Glen Eira Town Hall	13
Disability Reference Group	Thursday 21 August	Glen Eira Town Hall	6
Youth Engagement Team	Monday 1 September	Bentleigh Library and Youth Hub	9



A pop-up in Allnutt Park, McKinnon

Appendix B

Communications activities

The communications campaign for *Our Place, Our Plan* — *Shaping Glen Eira together* ran from Wednesday 13 August to Wednesday 10 September 2025. We used a wide variety of communication and advertising methods to reach the broadest possible audience.

Owned channels

Glen Eira News is our monthly newspaper that is delivered to 64,500 residences across Glen Eira. Information about the campaign included:

- September edition: A half-page article and a half-page advertisement.



September edition, page 4

September edition, page 16

Other communications tools included:

- Council's website: A banner on the top of our website and a feature in the Have Your Say section on the homepage, the active engagements page, and a news item. Together, these had 17,312 pageviews and prompted 128 visitors to visit the *Have Your Say* website.
- Digital screens at the Service Centre at Glen Eira Town Hall.
- Customer service on hold message, which was listened to by 9,650 callers.

We also included information about the campaign in various e-newsletters sent to a total of more than 38,000 subscribers.

Newsletter	Recipients	Open rate	Click throughs
Arts and Culture — September edition	6,279	55.6%	7
Community engagement — August edition	2,448	55%	106
Community engagement — September edition	2,394	53%	56
Sustainability — September edition	3,798	50%	10
Libraries — September edition	23,159	42%	20

Public and Council spaces

Printed assets	Quantity	Notes
Billboards	10	At various locations throughout Glen Eira, including parks, open spaces and libraries.
Postcards	800	Placed in Council facilities like libraries, community centres and leisure centres, and handed out at pop-up engagements.
Posters	100	Placed in Council facilities like libraries, community centres and leisure centres.
Bookmarks	2,000	Placed in library book reservations across our four library branches during the campaign.
Display banner	1	Placed in Glen Eira Town Hall's Service Centre.

External channels

Advertising on local stations SouthernFM, Golden Days radio and Spotify was undertaken throughout the campaign.

Advertisement	Dates	Listenership
Southern FM advert	3 March–16 March	80,000 listeners weekly
Southern FM interview with the Mayor	3 March, 5 May, 4 August	80,000 listeners weekly
Golden Days Radio advert	1 March, 15 March, 10 May, 16 August	75,000 listeners weekly

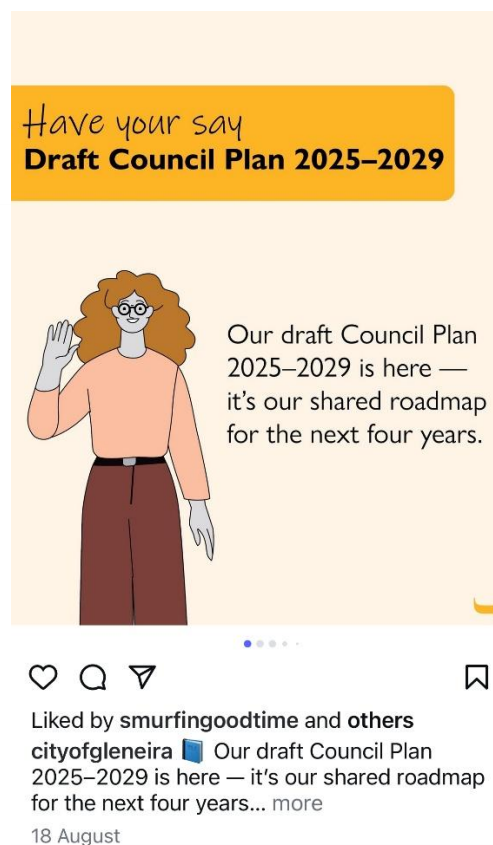
Social media

Glen Eira City Council Facebook, Instagram and LinkedIn accounts concluded the campaign with 32 posts, including main feed, stories and reels.

Organic posts	Views	Reach	Interactions	Clicks
Posts, stories and reels	25,451	18,277	213	126



Facebook post on Monday 8 September



Instagram post on Monday 18 August

Paid ads on our Facebook, Instagram and Spotify accounts concluded the campaign with 8 posts, including in-language posts.

Facebook and Instagram	Reach	Impressions	Clicks
General ad	30,333	64,697	804
Language: Hebrew ad	1,280	14,137	129
Language: Chinese ad	1,238	12,182	56
Language: Hindi ad	1,524	12,938	82
Language: Russian ad	1,295	16,578	112
Language: Greek ad	959	17,439	86



Instagram ad in Chinese



Facebook ad in Hebrew

Spotify	Reach	Impressions	Clicks
Audio ad	21,175	30,207	107
Video ad	15,118	21,818	337

Appendix C

Demographic analysis

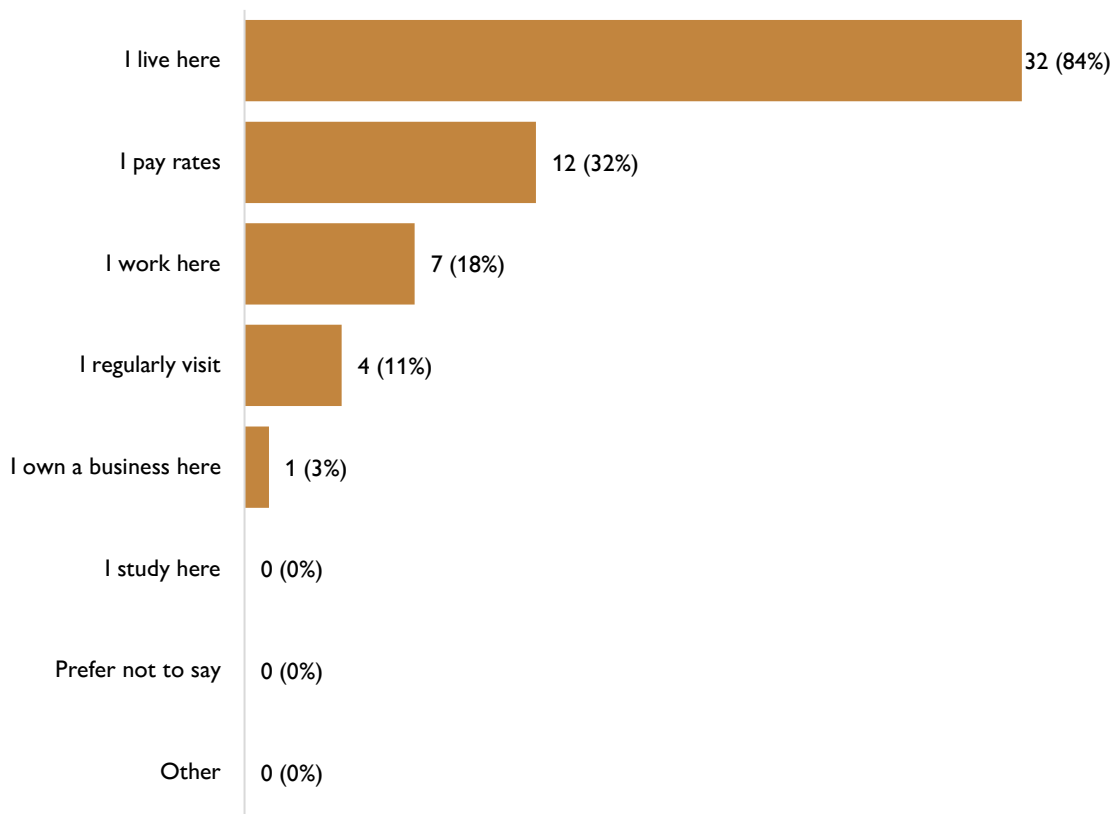
The following questions asked respondents for demographic data. The required questions all received 38 responses. This helps us understand who in the community we were hearing from as part of this engagement program.

Most of our respondents were residents between the ages of 45 and 65. Two-thirds of respondents identified as women or girls. We received the most responses from residents of Caulfield South, followed by Bentleigh, Bentleigh East, Elsternwick and Glen Huntly. Nearly half of respondents did not identify with any minority group or vulnerable cohort.

What is your connection to Glen Eira?

Required question

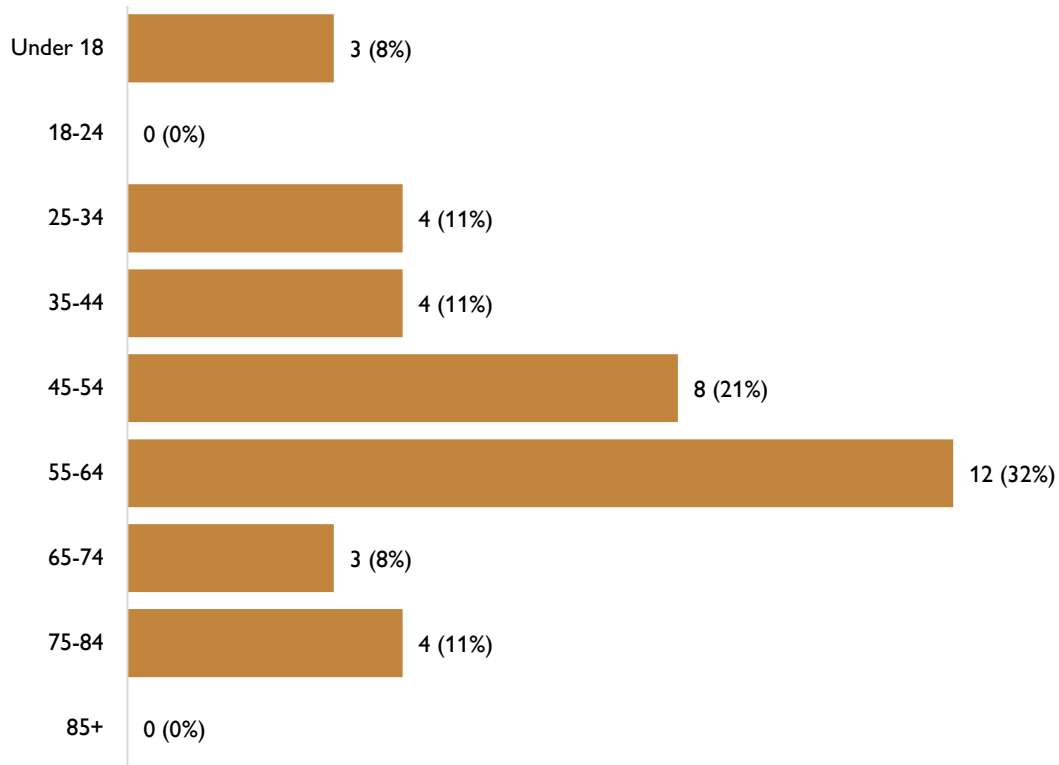
'I live here' received the highest response rate with 84 per cent (32 respondents), followed by 'I pay rates' with 32 per cent (12 respondents) and 'I work here' with 18 per cent (7 respondents).



What is your age?

Required question

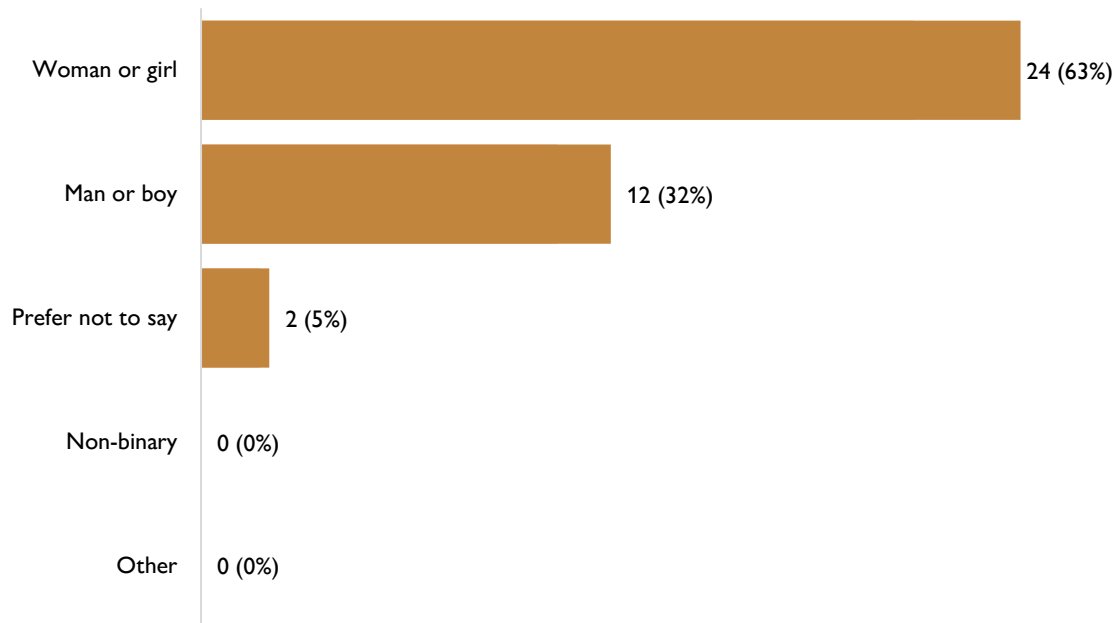
The most common age group was 55–64 years old, making up 32 per cent (12 respondents). This was followed by 45–54 year olds at 21 per cent (8 respondents). Most other age groups had similar response rates between eight and 11 per cent, except for those aged 18–24 and 85+, who were not represented in the survey.



What is your gender?

Required question

The most common gender selected was 'woman or girl', accounting for 63 per cent (24 respondents). This was followed by 'man or boy' at 32 per cent (12 respondents), with 5 per cent (2 respondents) preferring not to say. No respondents identified as 'non-binary'.

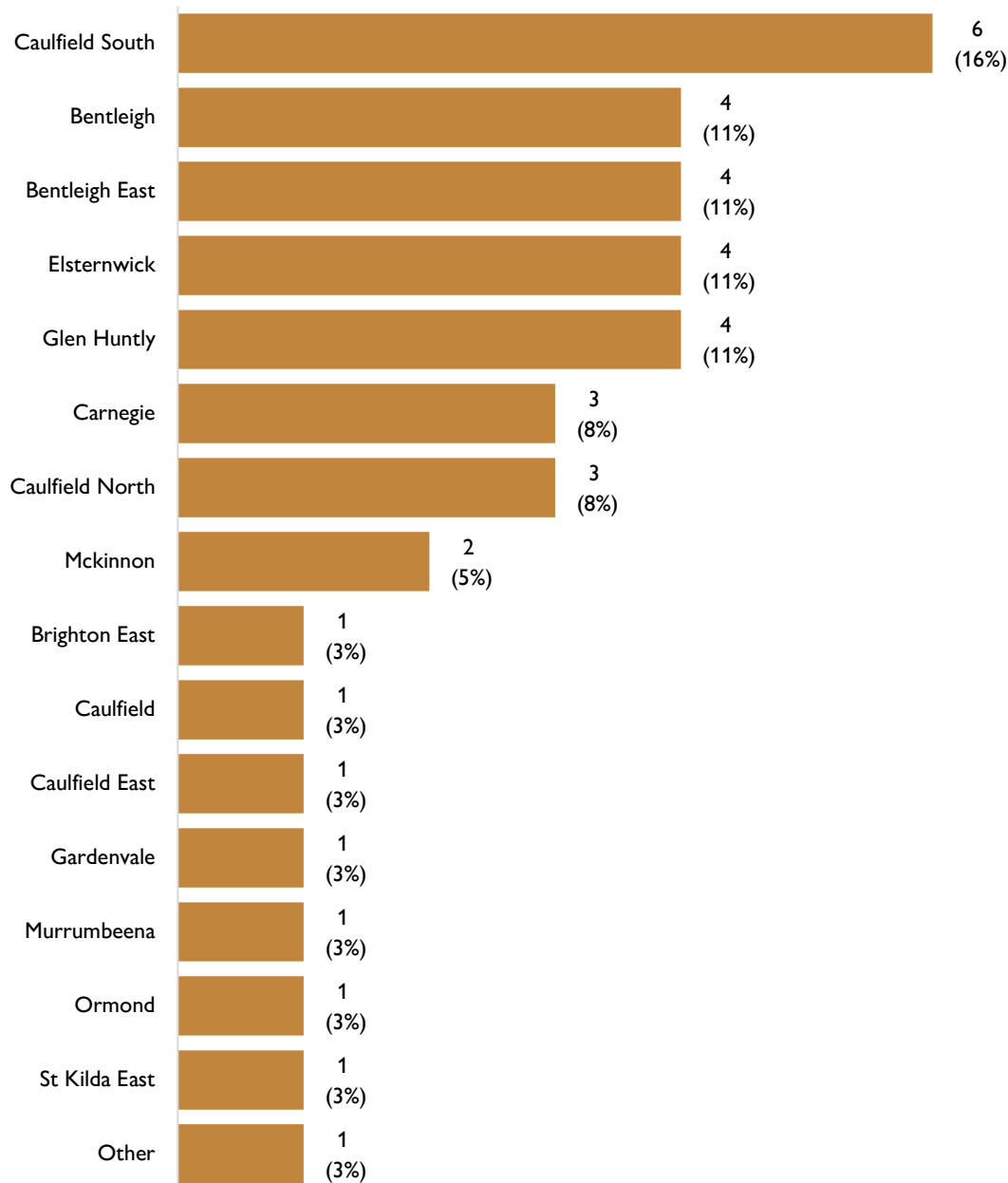


What suburb do you live in?

Required question

Caulfield South was the most common response at 16 per cent (6 respondents). Bentleigh, Bentleigh East, Elsternwick, and Glen Huntly each had 11 per cent (4 respondents). Carnegie and Caulfield North both had 8 per cent (3 respondents), while McKinnon had 5 per cent (2 respondents).

Brighton East, Caulfield, Caulfield East, Gardenvale, Murrumbeena, Ormond, St Kilda East, collectively had the least respondents at 3 per cent (1 respondent) each. Every suburb in Glen Eira was represented.

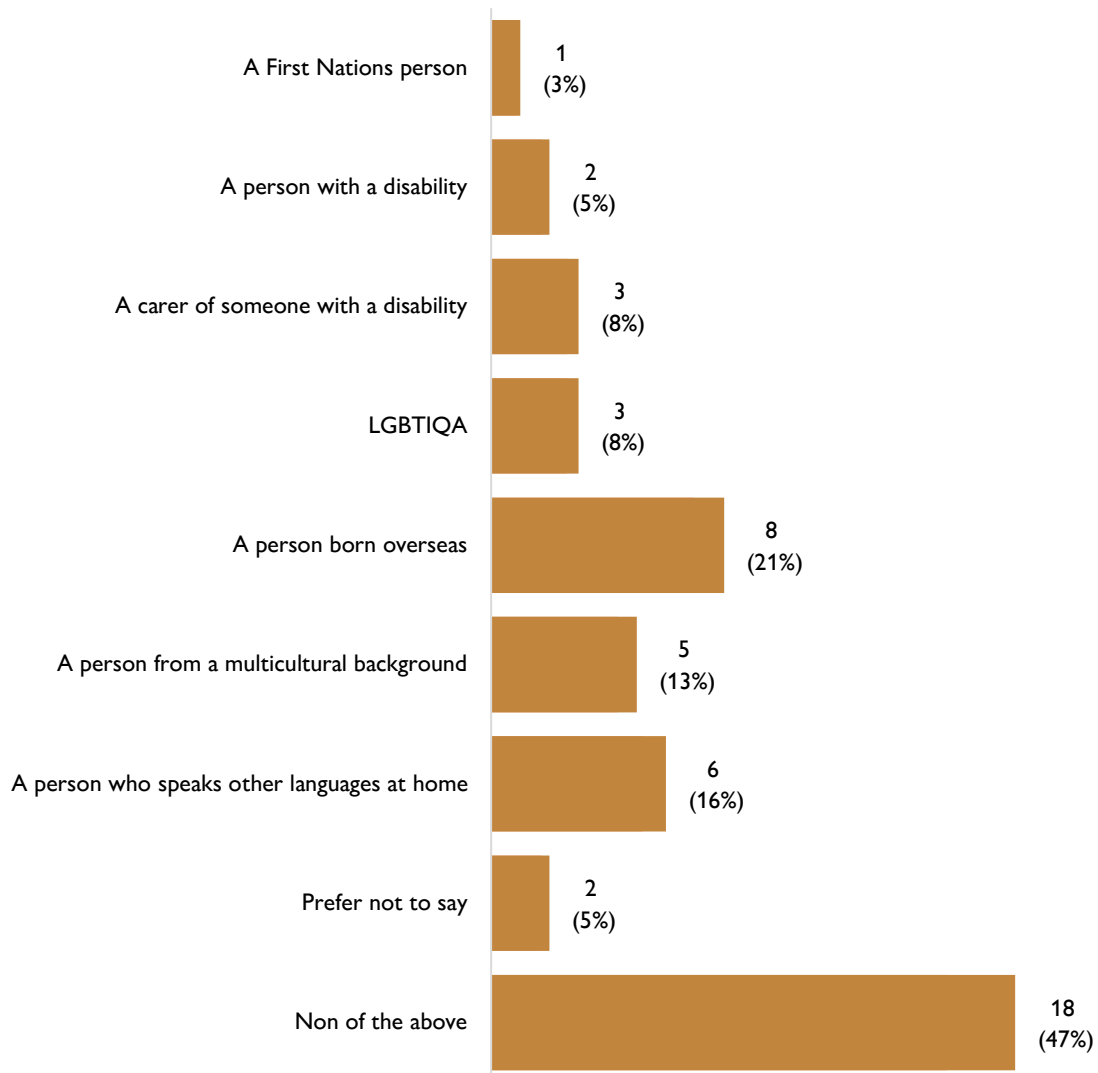


Do you identify as any of the following?

Required question

The highest response rate was 47 per cent of respondents who did not identify with any of the options (18 respondents).

The second most common response was 'a person born overseas' at 21 per cent (8 respondents), followed by 'a person who speaks other languages at home' at 16 per cent (6 respondents), and a person from a multicultural background' at 13 per cent (5 respondents).

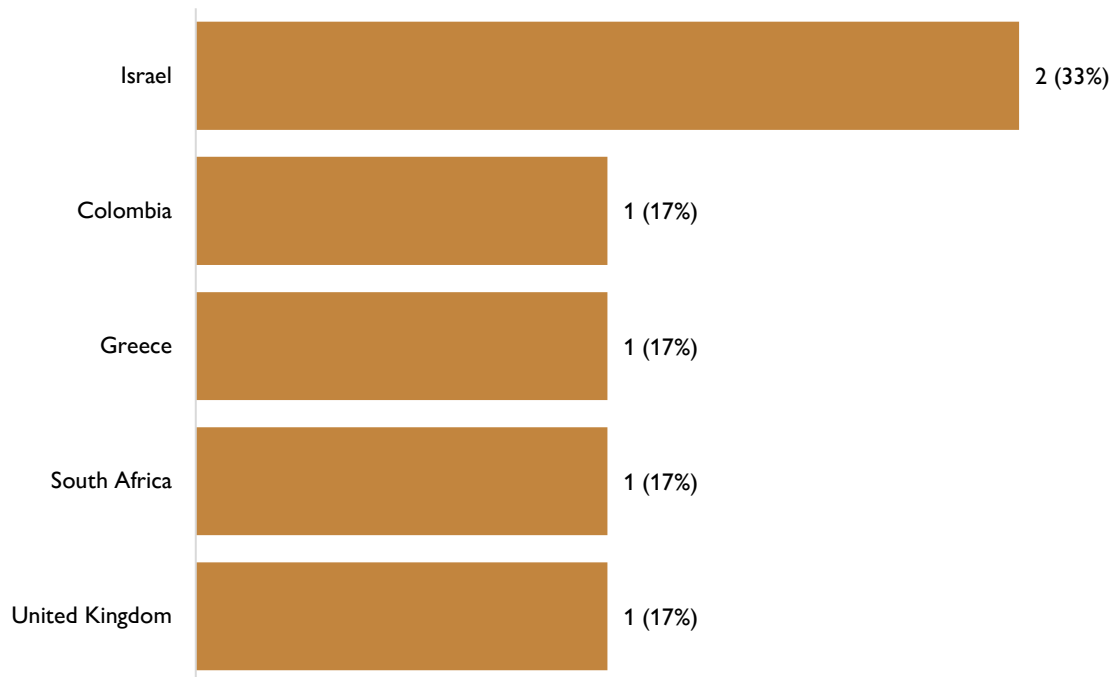


Which country?

Optional question

This question followed on from those who selected that they were 'a person born overseas'. The question received 6 responses in total.

33 per cent responded 'Israel' (2 respondents), with 'Colombia', 'Greece', 'South Africa', and 'United Kingdom' each receiving 17% (1 response each).

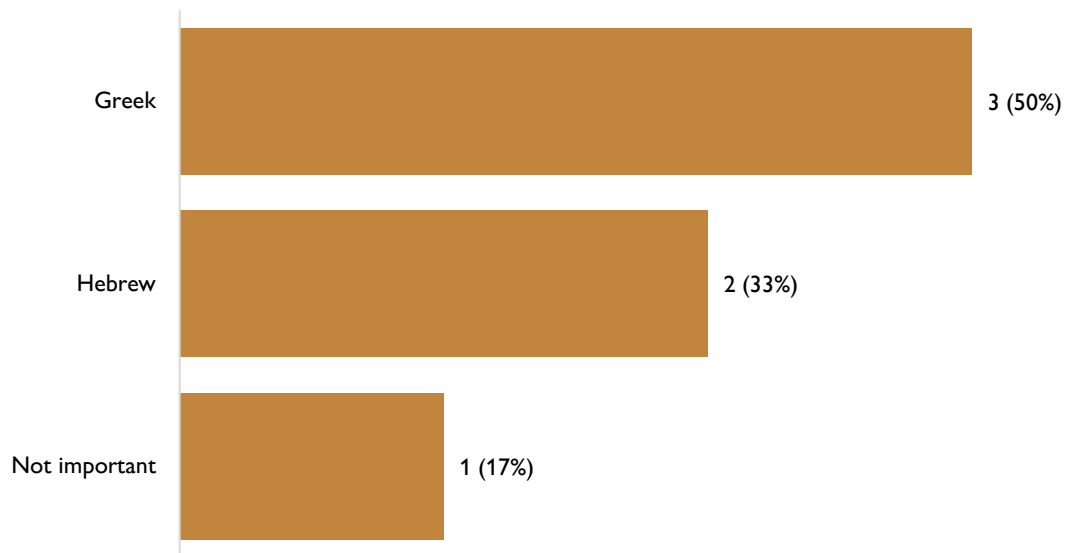


Which languages?

Optional question

This question followed on from those who selected that they were 'a person who speaks other languages at home'. The question received 6 responses in total.

Greek was the most identified other language spoken at home at 50% (3 responses). Hebrew followed this at 33% (2 responses).





GLEN EIRA
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