



GLEN EIRA
CITY COUNCIL



GLEN EIRA CITY COUNCIL

Community Voice
Engagement report
March 2025

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

Executive summary

This report presents the findings from a Community Voice survey held from 6 to 30 March 2025.

The survey covered:

- Our digital services
- Our Biodiversity Plan
- Investing in Council's properties and assets
- Travelling in Glen Eira

As of 30 March 2025, the panel includes 348 Glen Eira residents that represent the diversity of our community in terms of age, gender, suburb, housing situation and cultural background.

This report presents the findings of the survey, including each question, and the responses received. Open question responses are analysed and reported against key themes.

Who we heard from

A total of 138 Community Voice members responded to the survey, giving us a response rate of 40 per cent.

	Age group All age ranges were represented in the survey, the top three were: • 55–64 (35 respondents, 25%) • 35–55 (27 respondents, 20%) • 65–74 (27 respondents, 21%).
	Gender • Women (76 respondents, 55%) • Men (57 respondents, 41%) • Non-binary (2 respondents, 1%) • Prefer not to say (3 respondents, 2%)
	Suburb All suburbs were represented except for Gardenvale. • Carnegie (20 respondents, 14%) • Bentleigh East and Caulfield South (17 respondents, 12%) • Ormond (15 respondents, 11%) • Caulfield North (14 respondents, 10%) • Bentleigh and Elsternwick (12 respondents, 9%) • Glen Huntly, McKinnon and Murrumbeena (8 respondents, 6%)

	• Caulfield (4 respondents, 3%) • Brighton East, Caulfield East and St Kilda East (1 respondent, 1%).
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What we heard — key findings

Our digital services

	• Most respondents are satisfied with their experience using Council's website (46%), Glen Eira Libraries website (40%) and Glen Eira Leisure website (21%) — but many respondents have also not used several of Council's online services — including Live Chat (78%), Snap, Send, Solve (49%), Glen Eira Leisure website (56%), and Glen Eira Libraries website (36%).
	• Most respondents don't face challenges (or know someone else who does) when using Council's online services (70%) — but for those who do — the top suggestions for improving the experience was improving website navigation and providing digital literacy training (60%, respectively).

Our Biodiversity Plan

	• The top actions selected to support biodiversity in Glen Eira were — help keep parks and gardens clean (67%), provide feedback on local projects and environmental plans (59%), and provide water and shelter for native wildlife in home gardens (59%).
	• The top challenges preventing community participation were — availability (43%), limited knowledge and skills (13%), and low interest (12%).
	• The top suggestions to address participation challenges were — more promotion of activities and events (24%), improving accessibility and encouraging participation for all abilities and demographics (17%) and scheduling more events or at different times (14%).

Investing in Council's properties and assets

	The top three Council buildings used most frequently include — libraries (75%), public toilets (62%), and sports and aquatic centres (55%).
	Most respondents said Council should maintain assets and facilities to the same standard they are now and maintain the same level of investment (66%) — this is compared to maintaining them to a lesser standard and reducing our investment (20%) or maintaining them to a higher standard and increasing our investment (14%).

Travelling in Glen Eira

	Most respondents use multiple modes of transport in a typical week of travel (62%).
	Driving is the most common primary mode of transport (64%) and public transport is the most common secondary mode of transport (22%).
	The suburbs with the highest number of reported travel issues were Bentleigh East (29 pins), Carnegie (24 pins), and Elsternwick and Glen Huntly (21 pins, respectively).

Engagement report

Background

About Community Voice

Community Voice is Council's online panel of Glen Eira residents who regularly share their views on a variety of topics through online surveys. The goal of the panel is to gather feedback that reflects the diverse experiences and perspectives of our community.

Launched in early 2018, Community Voice was a key commitment in the *Council and Community Plan 2017–2021*. It was created to improve transparency in decision-making, better understand the diverse needs of our community and explore ideas together with residents.

Engaging with residents online allows Council to gather representative feedback on important issues. This feedback is analysed and shared with relevant Council departments and Councillors, where it helps guide their decisions.

Panel membership

From February 2024, the membership of the panel was refreshed and updated through a recruitment drive of both new and returning members. This update aimed to ensure the panel remains as representative as possible of Glen Eira residents, with membership based on the 2021 Australian Bureau of Statistics (ABS) Census data. The update also aimed to increase the diversity of the panel with the additional collection of housing and cultural background information.

As of 30 March 2025, the panel includes 348 Glen Eira residents. These members represent the diversity of our community in terms of age, gender, suburb, housing situation and cultural background. We continue to recruit panel members with the aim of achieving over 400 members.

Survey

The March survey included questions on four topics:

- Our digital services (4–5 questions)
- Our Biodiversity Plan (6–8 questions)
- Investing in Council's properties and assets (11 questions)
- Travelling in Glen Eira (3 questions)

At the end of the survey, members had the option to share feedback on the survey itself to inform a continuous improvement approach to future surveys.

Section one: our digital services

Survey objective

We manage a range of digital services that support everything from paying rates to borrowing library resources. These online services play a key role in shaping how residents interact with and experience Council.

This section of the survey aimed to understand Community Voice members' experiences using our online services. We wanted to learn which platforms are being used, how easy they are to navigate, and whether there are any barriers that might prevent some members of our community from accessing them.

This feedback will help us improve existing services and guide the development of future digital options to better meet the needs of our community.

Key findings

	Most respondents are satisfied with their experience using Council's website (46%), Glen Eira Libraries website (40%) and Glen Eira Leisure website (21%) — but many respondents have also not used several of Council's online services — including Live Chat (78%), Snap, Send, Solve (49%), Glen Eira Leisure website (56%), and Glen Eira Libraries website (36%).
	Most respondents don't face challenges (or know someone else who does) when using Council's online services (70%) — but for those who do — the top suggestions for improving the experience was improving website navigation and providing digital literacy training (60%, respectively).

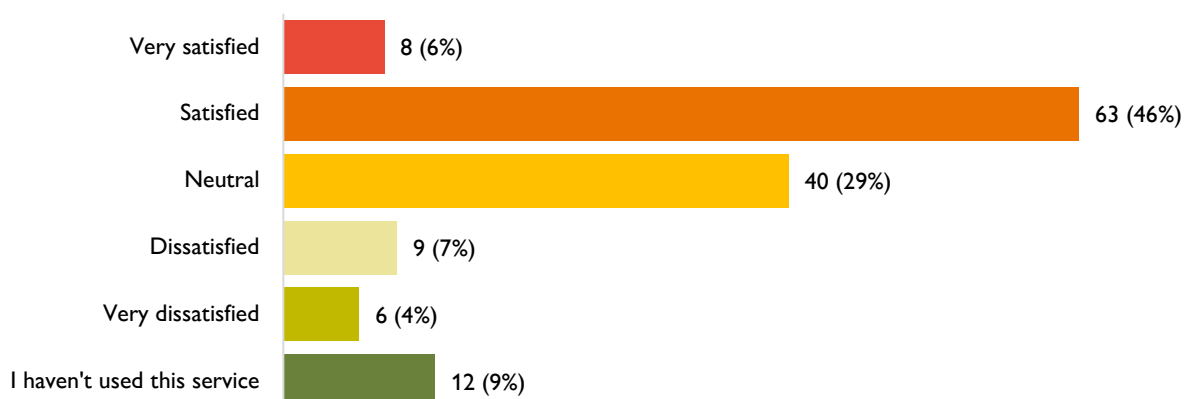
Question one: How would you rate your overall experience using these online services?

This was a required question. It received 100 per cent response rate (138 respondents).

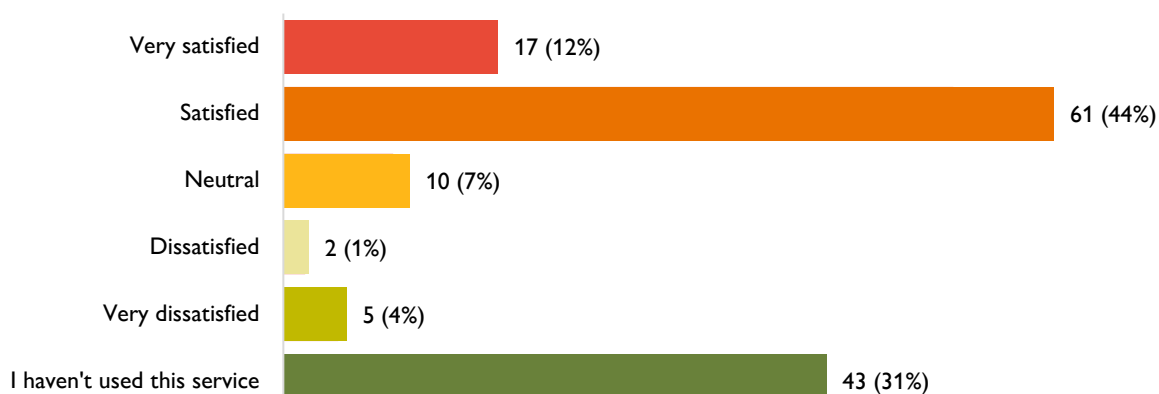
Most respondents are satisfied with their experience using Council's website (63 respondents, 46 percent), online forms (61 respondents, 44 percent), and payment portals (43 respondents, 31 percent).

Many respondents have not used one or more of Council's digital services, including Snap, Send, Solve (68 respondents, 49 per cent) or Live Chat when contacting Customer Service (107 respondents, 78 per cent).

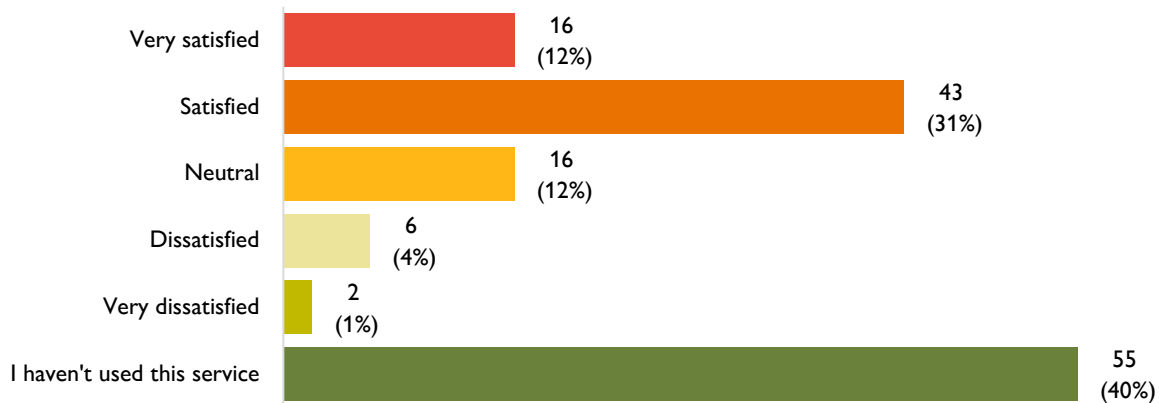
Council's website — finding information about services, news, and resources



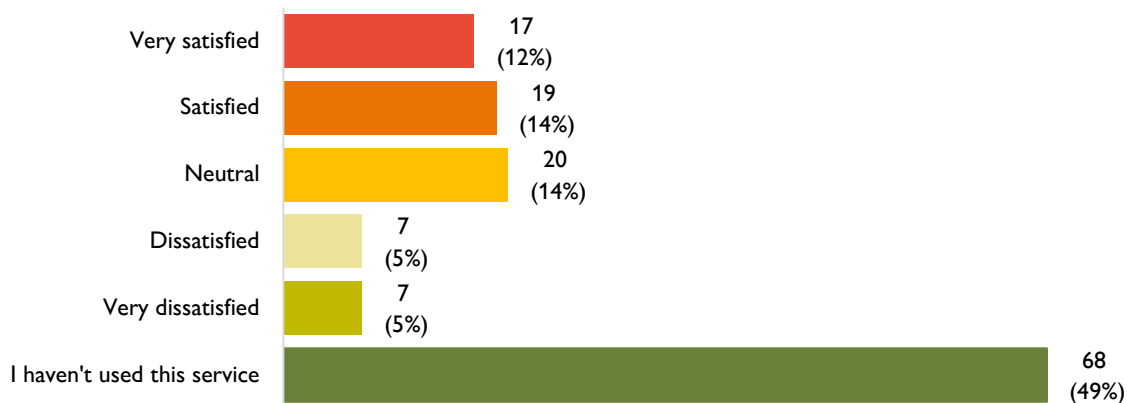
Online forms — bookings and applications, like hard rubbish collection, a facility booking or planning permits.



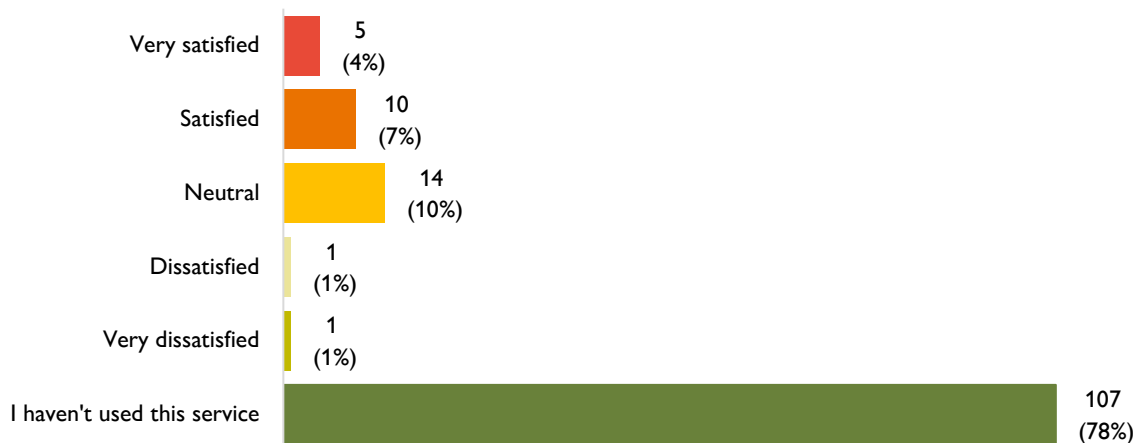
Online payment portals — paying rates, animal registration, or other payments



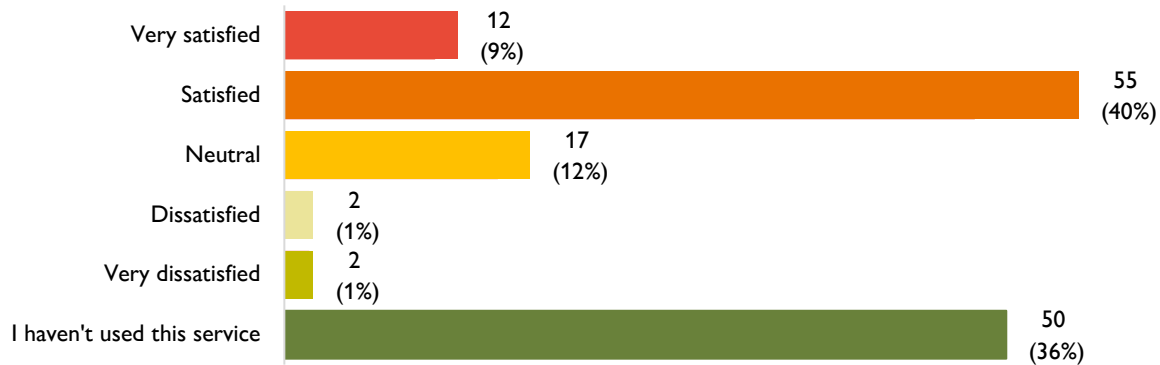
Snap, Send, Solve — reporting issues in your area through this app



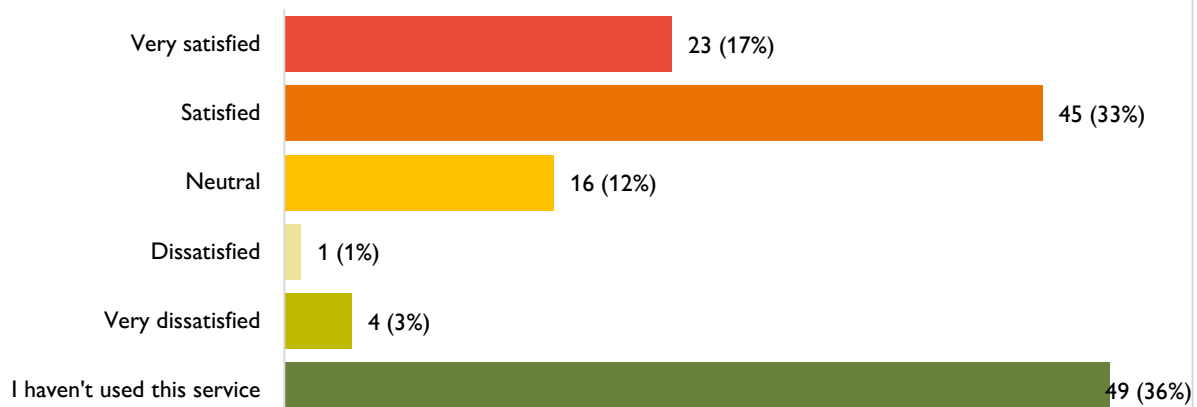
Live chat — chatting online with our Customer Service team



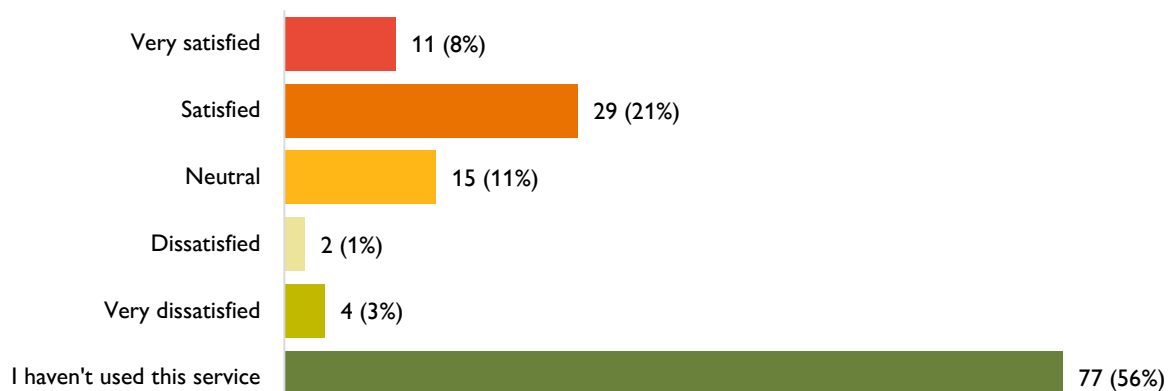
Glen Eira Libraries website — finding information about services, news, resources and upcoming events and workshops



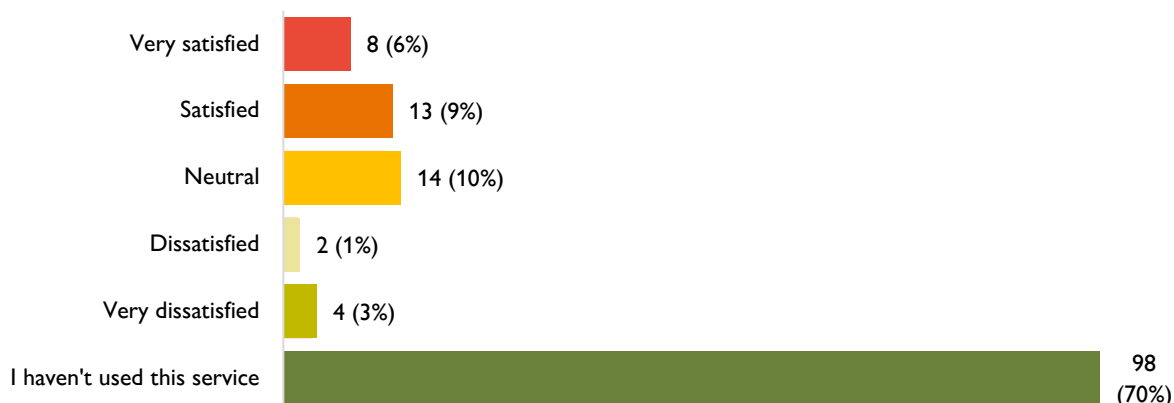
Glen Eira Libraries website – searching the online catalogue and borrowing items



Glen Eira Leisure website — finding information about services, classes membership, and events



Glen Eira Leisure — becoming a member or booking into class or swim school



Question two: Would you like to share more about your above ratings?

This was an optional question. It received a 33 per cent response rate (45 respondents).

The survey asked respondents to share feedback on what's working well or suggestions for improving these online services.

Listed below are the top themes from the responses received. A participant's responses could reference more than one theme (i.e. a comment).

The highest response theme was about **Council's website** (10 comments, 22 per cent).

Theme	Description of comments	# of comments	% of comments
 Council's website	- The website is hard to navigate and search using key search terms. - Not enough 'in-depth' or up to date information. - Issues using online forms.	10	22%
 Postive experience	- The libraries and GEL websites, and Snap, Send, Solve work well and are easy to use. - Appreciate that the GEL membership prices are advertised online. - Customer Service are responsive.	9	10%
 	- Difficult to use booking system. - No online process for cancelling membership or reactivating an old membership.	6	13%

Theme	Description of comments	# of comments	% of comments
Glen Eira Leisure (GEL)	- Hard to find information about swim school. - A GEL app with site specific information would improve the experience.		
 Rates	- Difficult to pay rates online and setting up direct debit. - The ability to check rates balance and payment history online would improve the experience.	5	11%
 Unresponsive	Responses to online enquiries are slow or unresolved.	5	11%
Other themes: - Glen Eira Libraries — difficult browsing and borrowing e-books; option to renew library membership online: 3 (7%) - Snap, Send, Solve — the app doesn't work, or the issues aren't resolved: 3 (7%) - Prefer talking to someone on the phone or in-person: 3 (7%) - Didn't know that all or some of these digital services were available: 2 (4%) - Haven't used any digital services, but would like to in the future: 1 (2%) 4 comments (9%) were unrelated to the scope of the question.			

Illustrative verbatim quotes

- 'Sometimes I feel the Council home page looks a bit cluttered. It's really easy to book a hard waste collection. The Library System's site has always been pretty easy to use'. — Woman, 55–64, Ormond.*
- I do find the Council website difficult to go through. There is a lot of information there and often there is too much and outdated information. It is too complicated. I nearly always call reception. — Woman, 55–64, Bentleigh.*
- 'I found it difficult to pay my rates online. I tried a couple times to set up direct debit online to pay rates and I couldn't figure out how. I ended up having to call to organise this. It would be nice to have a profile that we could log into and have all services linked to it, with the current cost. For example: dog registration, bin sizes, council rates etc. all*

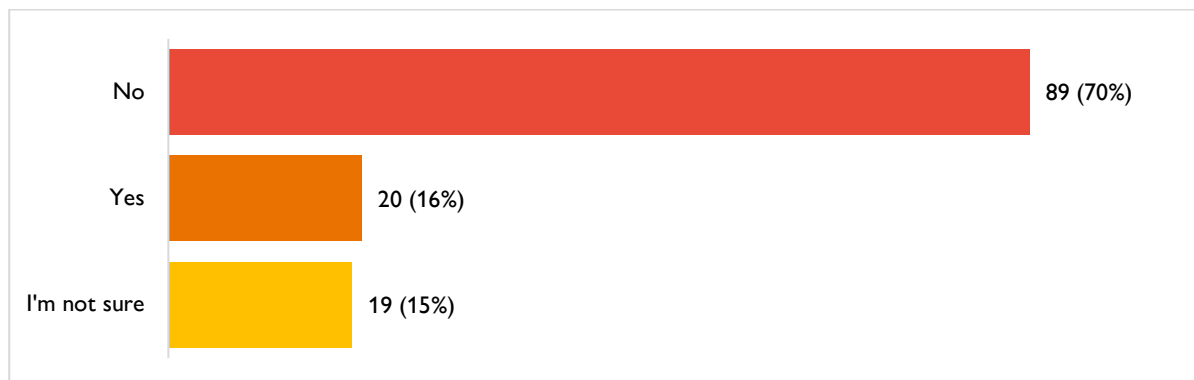
in one profile'. — Woman, 35–44, Carnegie.

- *When paying my rates, I would like to be able to check my account balance/record of payment, to ensure I am not in arrears.* — Woman, 75–84, Glen Huntly.
- *'GEL booking system needs work. Should be the option to select which location you want straight away on landing page.'* — Woman, 45–54, Carnegie.
- *'The library website and catalogue works well and seems equivalent with other public library websites I've seen (and better than some). The menu is pretty well organised and the catalogue works well.'* — Woman, 25–34, Caulfield North.
- *'Snap, Send, Solve is VERY good. Council response is always (in my experience) very quick. Just browsing ebooks is tricky. You need a more prominent link rather than 'Read anywhere, anytime for free! Just download our e-books with the BorrowBox app and start reading.' Once I click on / select 'Browse ebooks' when I'm logged in, it should take me to the BorrowBox window. Intermediate step is confusing.'* — Man, 65–74, Caulfield South

Question three: Do you, or someone you know, face any challenges when using these online services?

This was an optional question. It received 93 per cent response rate (128 respondents).

Most respondents indicated that they, and those that they know, don't face challenges when using Council's online services (89 respondents, 70 per cent).



Question four: If yes, please share how we can improve the experience.

This was an optional question. It received a 12 per cent response rate (16 respondents).

Listed below are the top themes from the responses received. A participant's responses could refer to more than one theme (i.e. a comment).

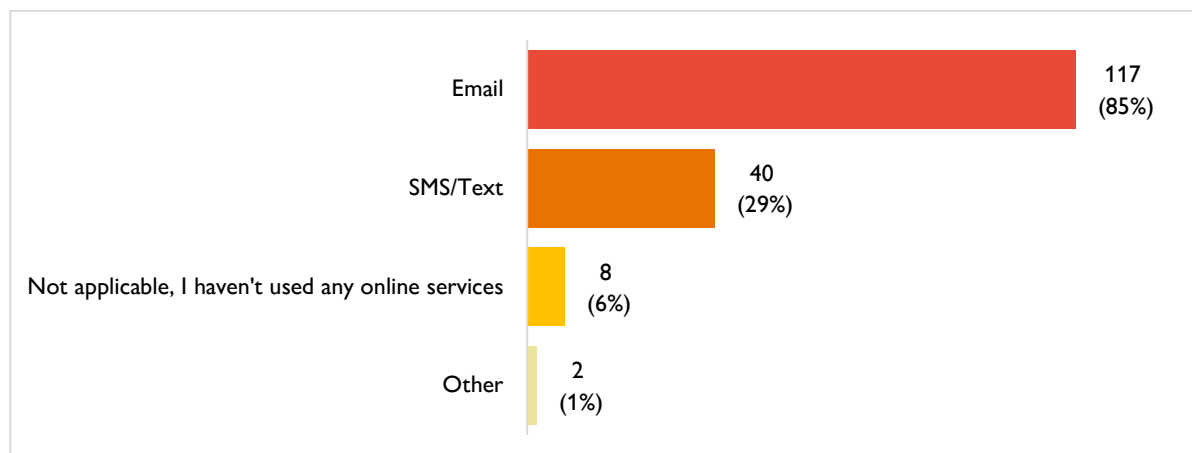
The top themes were both improving website navigation and providing digital literacy training and resources (6 comments, 60 per cent respectively).

Theme	Description of comments	# of comments	% of comments
 Website navigation	• Prioritise improving website navigation. • Improvements should be tested with a range of user groups of different abilities.	6	60%
 Digital literacy	• Provide digital literacy training and resources, particularly for older adults.	6	60%
4 comments (40%) provided no further comment or were unrelated to the scope of the question.			

Question five: How would you prefer to be contacted when using these digital services?

This was a required question. It received 100 per cent response rate (138 respondents).

The highest response was email (117 responses, 85 percent).



Other responses: Phone call; It depends on the contact (e.g. GEL SMS/Texts, others email).

Section two: Our Biodiversity Plan

Survey objective

In 2023, we asked the Glen Eira community to help shape our first *Biodiversity Plan*. Since then, we've continued working with Traditional Owners and neighbouring councils to develop new ideas and opportunities.

This part of the survey focuses on how we can put the Plan into action. We wanted to hear ideas on how the community can get involved in supporting biodiversity in Glen Eira, and to understand what might make it difficult for people to take part.

Key findings

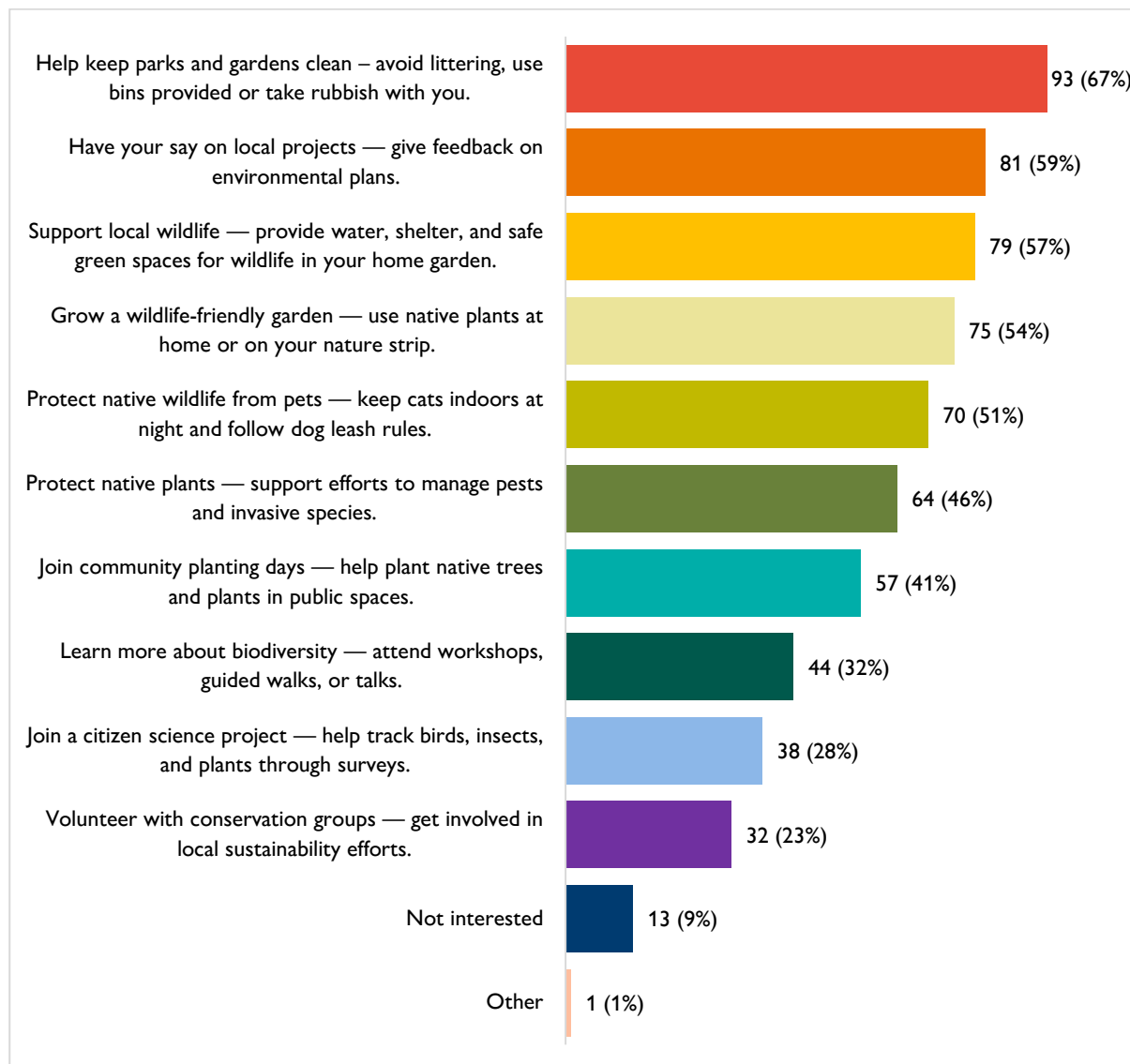
	The top actions selected to support biodiversity in Glen Eira were — help keep parks and gardens clean (67%), provide feedback on local projects and environmental plans (59%), and provide water and shelter for native wildlife in home gardens (59%).
	The top challenges preventing community participation were — availability (43%), limited knowledge and skills (13%), and low interest (12%).
	The top suggestions to address participation challenges were — more promotion of activities and events (24%), improving accessibility and encouraging participation for all abilities and demographics (17%) and scheduling more events or at different times (14%).

Question one: Would you be interested in participating in any of the following actions to support biodiversity in Glen Eira?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select multiple responses.

The top three actions selected were to help keep parks and gardens clean (93 responses, 67 per cent), provide feedback on local projects and environmental plans (81 responses, 59 per cent), and provide water and shelter for native wildlife in home gardens (79 responses, 59 per cent).

The actions that received the lowest number of responses were attending workshops or events to learn about biodiversity (44 responses, 32 per cent), participating in a citizen science project (38 responses, 28 per cent), and volunteering with conservation groups (32 responses, 23 per cent). These results might suggest there is a general preference for individual led action over collective action to support biodiversity.



Other responses: Install wildlife nesting boxes or insect hotels.

Question two: What challenges might prevent people from getting involved in these actions?

This was an optional question. It received a 61 per cent response rate (84 respondents).

Listed below are the top themes from the responses received. A participant's responses could refer to more than one theme (i.e. a comment).

The highest theme response is capacity and availability — due to scheduling conflicts or other commitments (36 comments, 43 per cent).

Theme	Description of comments	# of comments	% of comments
 Availability	Low capacity — scheduling conflicts or higher priority commitments.	36	43%
 Knowledge	Limited knowledge of biodiversity — unsure if they have the skills or experience to get involved.	11	13%
 Low interest	- Low motivation or willingness to participate. - Disinterest in volunteering or contributing without incentives.	10	12%
 Accessibility	Activities are not accessible for people of all abilities to participate.	9	11%
 Lack of awareness	Interested in participating, but not aware of opportunities.	7	8%
Other themes: Age — physical activities are not accessible for all age groups, particularly older adults (e.g. tree planting): 7 (8%)			

Theme	Description of comments	# of comments	% of comments
	• Apartment living — limited space to plant home gardens: 6 (7%) • Cost — unable to purchase resources (e.g. plants for home garden) or prefer to prioritise spending on other needs: 5 (6%) • Location — in-person events or activities are too far away to attend: 5 (6%) • Council and community — a lack of previous biodiversity events and/or initiatives coordinated by Council and community together. Need to see more collaboration to encourage participation: 5 (6%) • Injuries — fear of injury from physical activities, such as planting for long durations of time: 3 (4%).		

Question three: Do you have any suggestions for how these challenges could be addressed?

This was an optional question. It received a 41 per cent response rate (58 respondents).

Listed below are the top themes from the responses received. A participant's response could refer to more than one theme (i.e. a comment).

The suggestion with the most comments is more promotion of events or initiatives — and providing incentives for participation (14 comments 24 per cent).

Theme	Description of comments	# of comments	% of comments
 Promotion	• More promotion of activities or events. • Provide incentives to boost contributions (e.g. free plants, badges, certificates).	14	24%
 Inclusion	• Encourage contributions from all demographics. • Improve the accessibility of community events for people of all abilities.	10	17%
 Scheduling	• Consider a more flexible range of event times to increase participation.	8	14%

Theme	Description of comments	# of comments	% of comments
 Collaboration	• Work collaboratively with the community to source new ideas and implement initiatives. • Collaborate with other councils.	6	10%
 Green Spaces	• Choice of plantings (e.g. inclusion of more non-native plants and wildlife).	4	7%
Other themes: • More events — create more community events and utilise council venues to host them: 3 (5%) • Transport — provide free transport services to community events: 2 (3%) • Planning — focus on integrating biodiversity initiatives across Council's planning: 2 (3%) 6 comments (10%) had no suggestions for how these challenges could be addressed.			

Question four: Do you have any other ideas for how the community can help support biodiversity in Glen Eira?

This was an optional question. It received a 41 per cent response rate (57 respondents).

The purpose of this question was to identify actions to support biodiversity in addition to the options outlined in question one.

19 comments (34 per cent) reiterated one or more of the community actions listed in question one.

Other comments identified ways Council could support biodiversity initiatives — and encourage community participation.

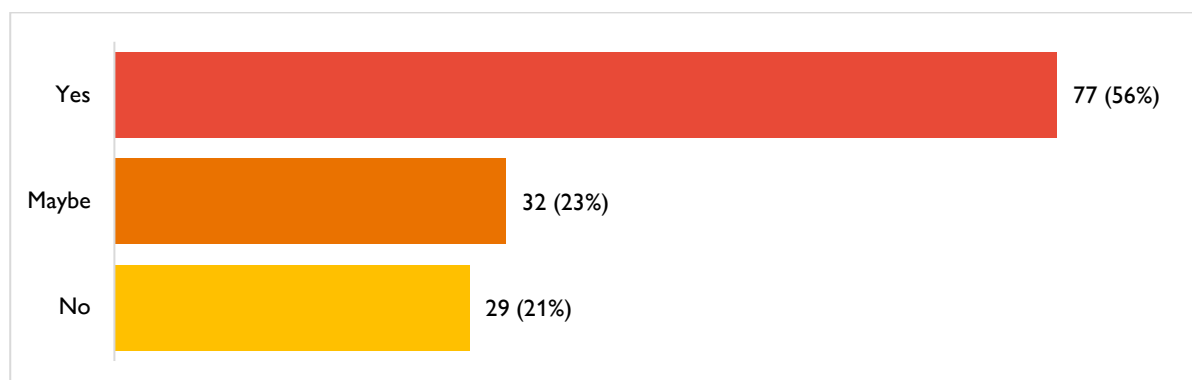
Theme	Description of comments	# of comments	% of comments
 Trees and vegetation	• Focus on planting more trees, and more tree species, across Glen Eira. • Protect existing trees. • Focus on planting native vegetation.	14	25%

Theme	Description of comments	# of comments	% of comments
 Costs	• Focus on lowering costs that act as a barrier to contributions (e.g. cost of native plants). • Provide incentives for residents to contribute to community events.	6	11%
 Urban Development	• Prioritise creating more green spaces, to account for the increase of high-density developments.	4	7%
Other themes: • Amenity — Improving amenity in open and green spaces to encourage participation in biodiversity activities. • Support tools — Provide equipment, such as sprinklers to assist with the upkeep of home gardens: 3 (5%) • Promotion — provide more information about biodiverse locations in Glen Eira: 3 (5%) • Drainage — Implement alternative natural draining (e.g. rock riverbeds): 1 (2%) • Renewable energy — encourage residents to switch to solar power, less gas usage and reducing water usage: 1 (2%) 10 respondents (18%) provided no further suggestions or listed issues related to other municipalities.			

Question five: Would you like to receive updates about biodiversity projects and ways to get involved?

This was a required question. It received a 100 per cent response rate (138 respondents).

Most respondents want to receive updates on biodiversity projects and ways to get involved.

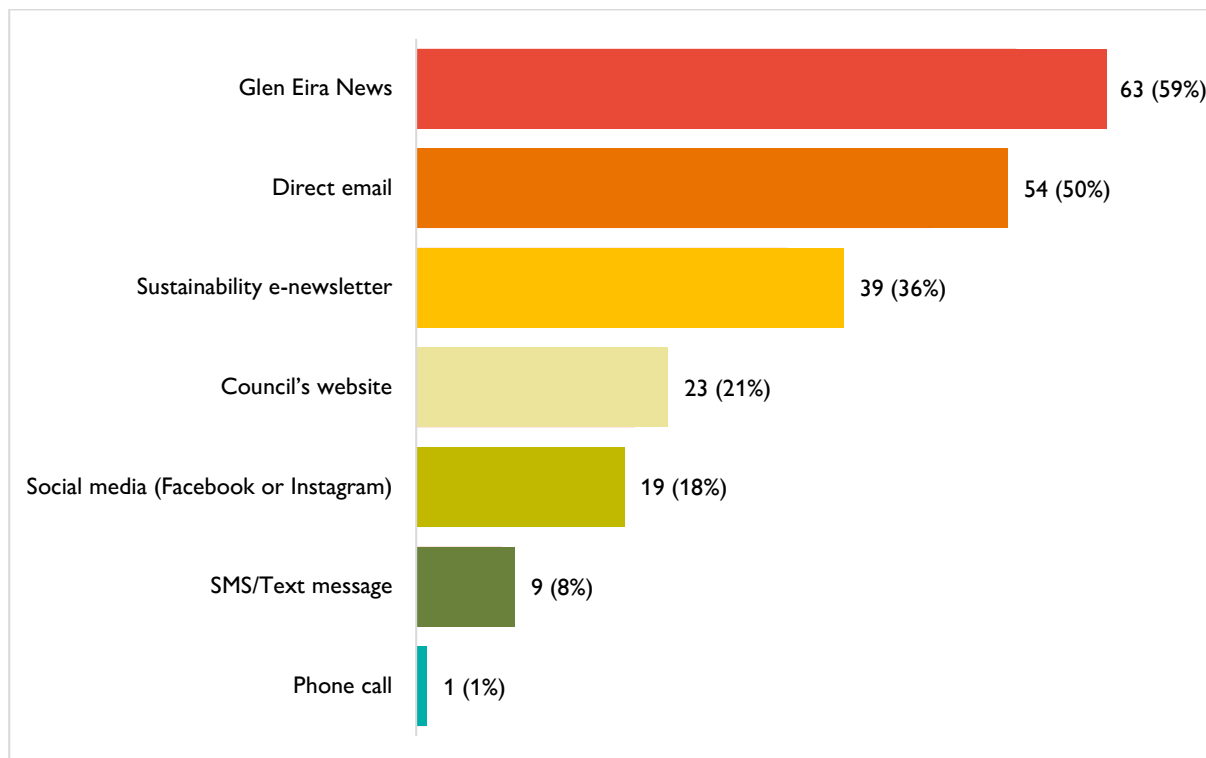


Question six: How would you like to receive updates?

This was an optional question. It received a 78 per cent response rate (107 respondents).

This question was asked if respondents selected 'Yes' or 'Maybe' to the above question. Respondents could select up to three options.

The option with the highest response rate was Glen Eira News (64 responses, 59 percent).



Biodiversity hotspots

Scientific experts have so far identified eight biodiversity hotspots in Glen Eira — key areas for protecting and restoring nature. These locations have important native plants, animals, and habitats.

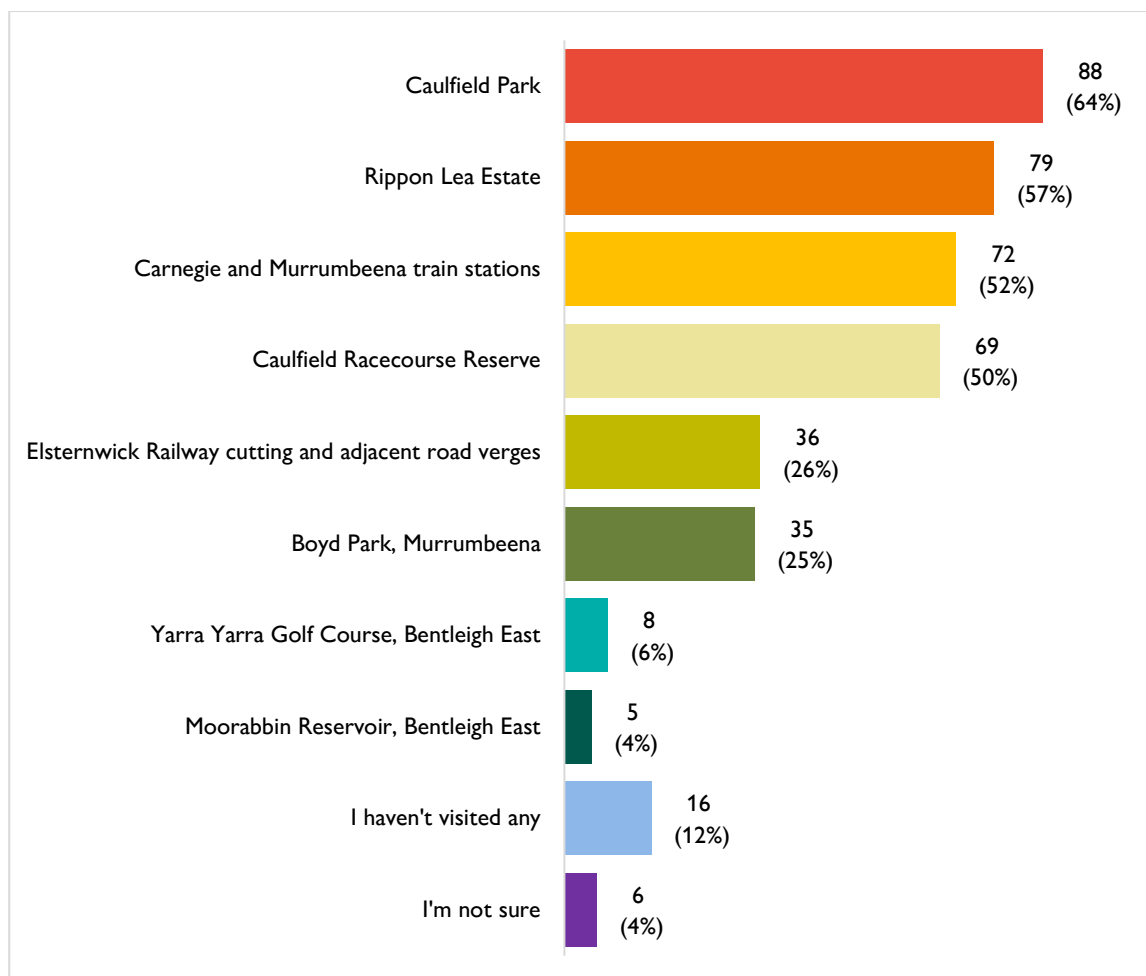
- **Carnegie and Murrumbeena Train Stations:** Home to stands of River Red Gums, some of the last remaining large native trees in the area, providing crucial habitat for birds and other wildlife.
- **Caulfield Racecourse Reserve:** Features lakes and open green spaces that support a variety of locally rare birds, plants, and aquatic life.
- **Caulfield Park:** Known for its lake, which attracts waterbirds and other native species.
- **Rippon Lea Estate, Elsternwick:** A nationally significant heritage estate with a lake and gardens that provide refuge for locally rare plants and migrating species, including the Shortfin Eel.
- **Boyd Park, Murrumbeena:** Includes a fenced sanctuary with River Red Gums, rare plants, and understorey habitat that supports small insect-eating birds.

- **Moorabbin Reservoir, Bentleigh East:** The most biodiverse site in Glen Eira, with a variety of wild indigenous plants and unique flora not found elsewhere in the area.
- **Yarra Yarra Golf Course, Bentleigh East:** An important refuge for birdlife, with a greater diversity of bird species recorded here than anywhere else in Glen Eira.
- **Elsternwick Railway cutting and adjacent road verges:** A functional wildlife corridor with remnant vegetation, rare plants, lizards, and healthy revegetation.

Question seven: Have you visited or interacted with any of Glen Eira's biodiversity hotspots?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select multiple responses.

The top three responses were Caulfield Park (88 responses, 64 per cent), Rippon Lea Estate (79 responses, 57 per cent), and Carnegie and Murrumbeena train stations (72 responses, 51 per cent).

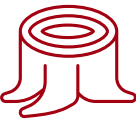


Question eight: Based on your experience, what are the key challenges for protecting and restoring these biodiversity hotspots?

This was an optional question. It received a 46 per cent response rate (63 respondents).

Listed below are the top themes from the responses received. A participant's response could refer to more than one theme (i.e. a comment).

The key challenge identified in the responses is maintenance and enforcement (23 comments, 37 per cent).

Theme	Description of comments	# of comments	% of comments
 Maintenance and enforcement	• Properly resource maintenance — and enforce infringements (e.g. illegal rubbish dumping). • Coordinate with other landowners or land managers to align maintenance strategies.	23	37%
 Low awareness	• Lack of information and awareness on how to support biodiversity.	18	29%
 Vandalism	• Intentional damage to trees and vegetation.	13	21%
 Weeds and pests	• Manage the impacts of weeds, pests, and domestic animals on vegetation and wildlife.	10	16%
 Development	• Impact of development and increased demand for natural space — more human interaction, more potential for biodiversity impacts. • Loss of wild-life corridors for movement.	8	13%

Theme	Description of comments	# of comments	% of comments
 Low interest	Low interest or willingness to change behaviours or actions that negatively impact biodiversity (e.g. littering).	7	11%
 Climate change	Impacts of climate change.	1	2%
4 comments (6%) provided no further input or were beyond the scope of the question.			

Section three: Investing in Council's properties and assets

Survey objective

We continue to invest in quality community facilities and assets. However, with a limited budget, rising costs (e.g. materials, labour, insurances), and more extreme weather events, we need to carefully prioritise our spending.

In this part of the survey, we wanted to find out which Council-owned facilities are most used and valued by Community Voice members, so we can make smarter investment decisions that better meet the needs of our community.

Key findings

	The top three Council buildings used most frequently include — libraries (75%), public toilets (62%), and sports and aquatic centres (55%).
	Most respondents said Council should maintain assets and facilities to the same standard they are now and maintain the same level of investment (66%) — this is compared to maintaining them to a lesser standard and reducing our investment (20%) or maintaining them to a higher standard and increasing our investment (14%).

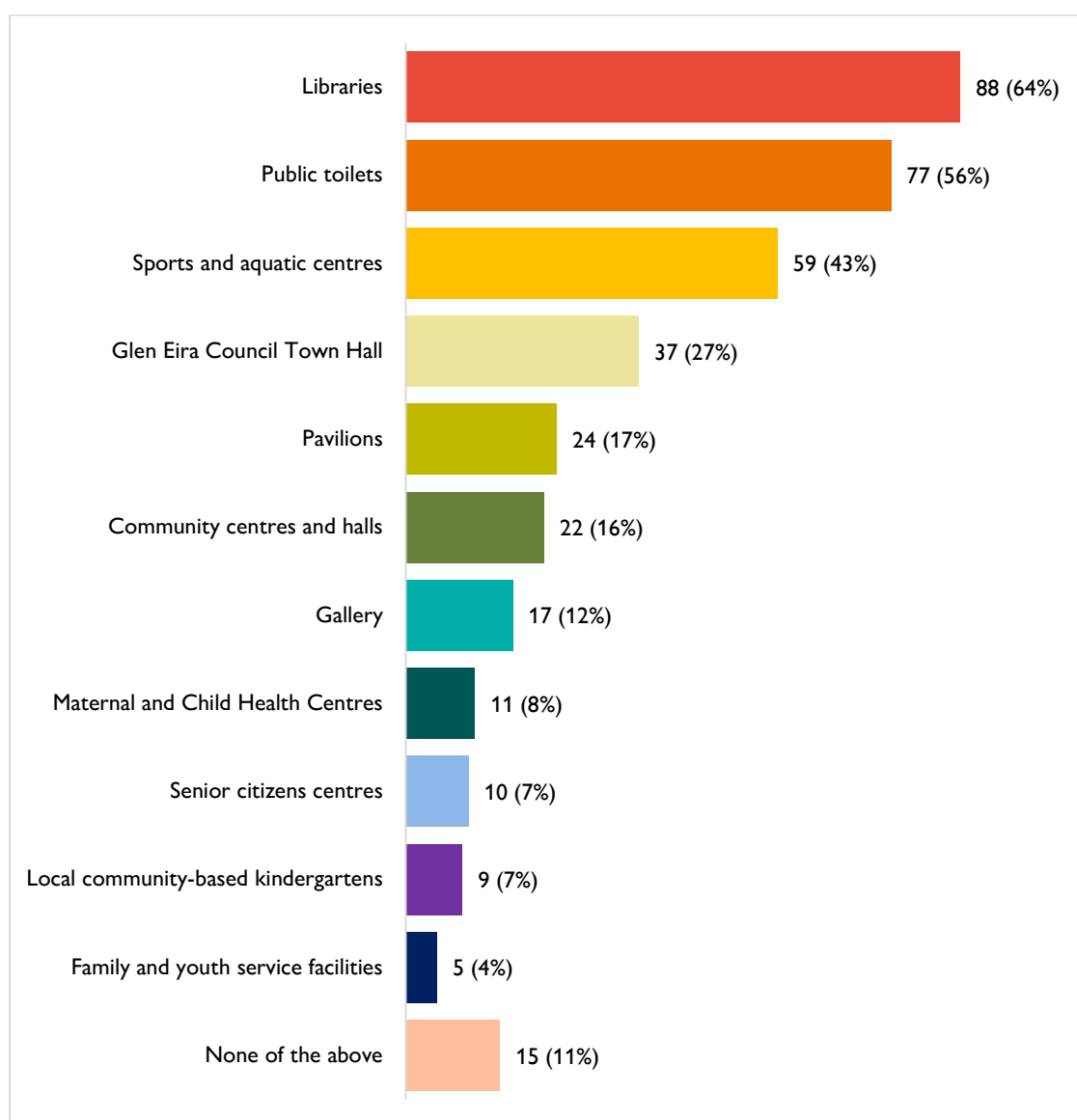
Question one: Which Council buildings do you most frequently use, visit or access for services and programs?

This was a required question. It received a 100 per cent response rate (138 respondents). Participants could select up to five options.

The question sought to identify the Council buildings that are used the most frequently.

The top three responses were libraries (88 responses, 64 per cent), public toilets (77 responses, 56 per cent), and sports and aquatic centres (59 responses, 43 per cent).

The buildings with the lowest responses were senior citizen centres (10 responses, seven per cent), local community-based kindergartens (nine responses, seven per cent) and family and youth facilities (five responses, four per cent).



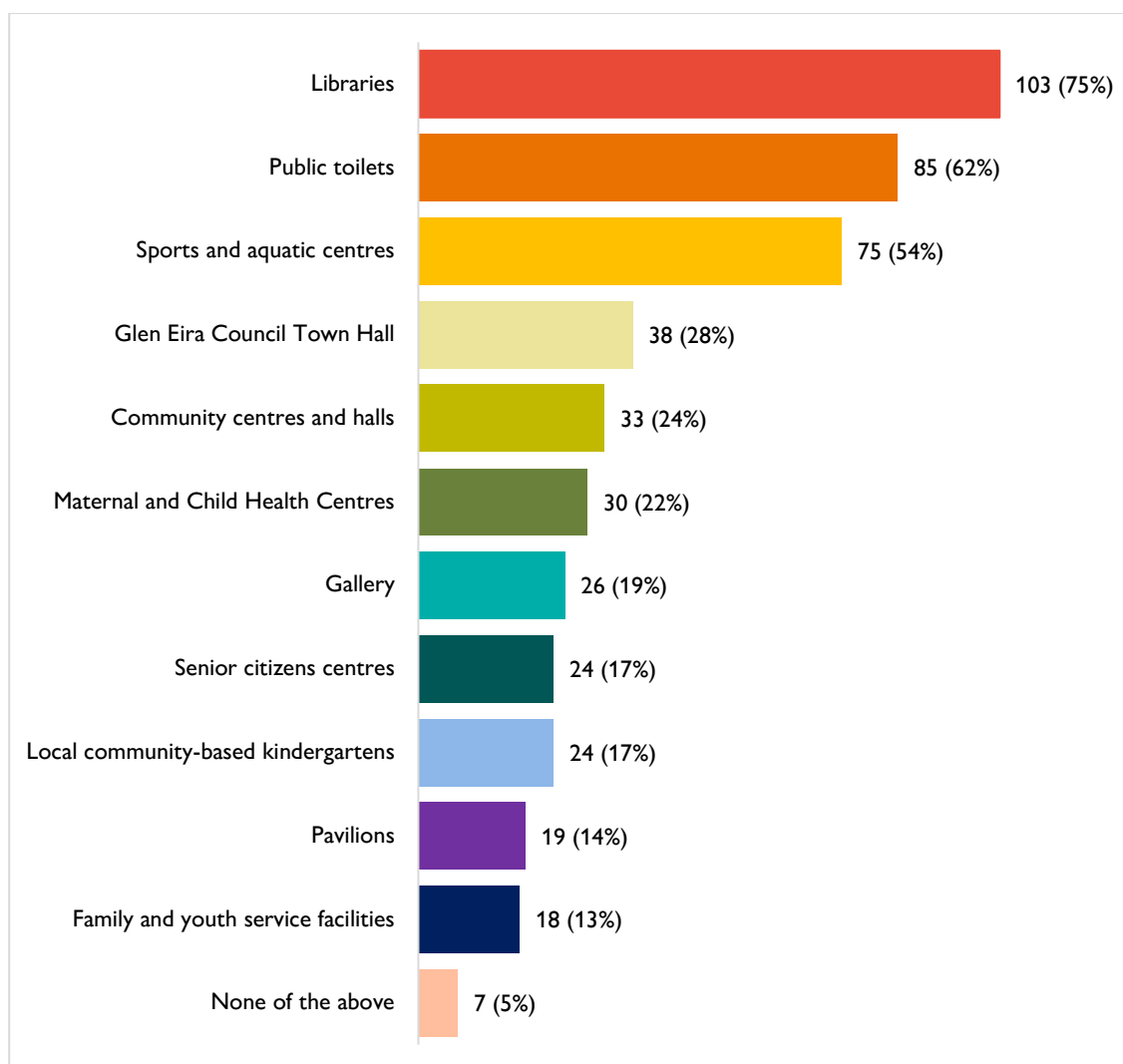
Question two: Which Council buildings are the most important to you?

This was an optional question. It received a 99 per cent response rate (138 respondents). Participants could select up to five options.

In contrast to the above question, this question sought to understand what Council buildings are most **important** to members. The response results (in order of highest to lowest) broadly align the results of the above question.

The top three responses were consistent with the above question — libraries (103 responses, 75 per cent), public toilets (85 responses, 62 per cent), and sports and aquatic centres (75 responses, 55 per cent).

The buildings with the lowest responses were local community-based kindergartens (24 responses, 17 per cent), pavilions (19 responses, 14 per cent), and family and youth facilities (18 responses, 13 per cent).



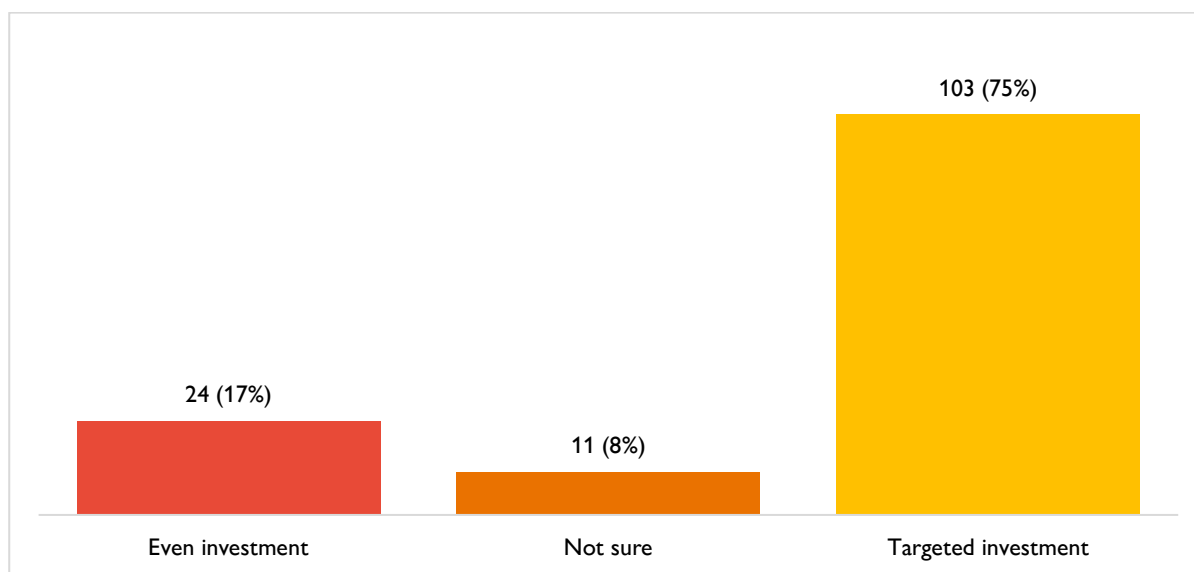
Investment in assets and facilities

This section of the survey sought to gain an understanding of general preferences for one option over another. These responses will help inform further community engagement on how Council invests in our assets and facilities.

Question three: Should Council spread investment evenly across our assets and facilities OR invest where it's needed most?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select one response.

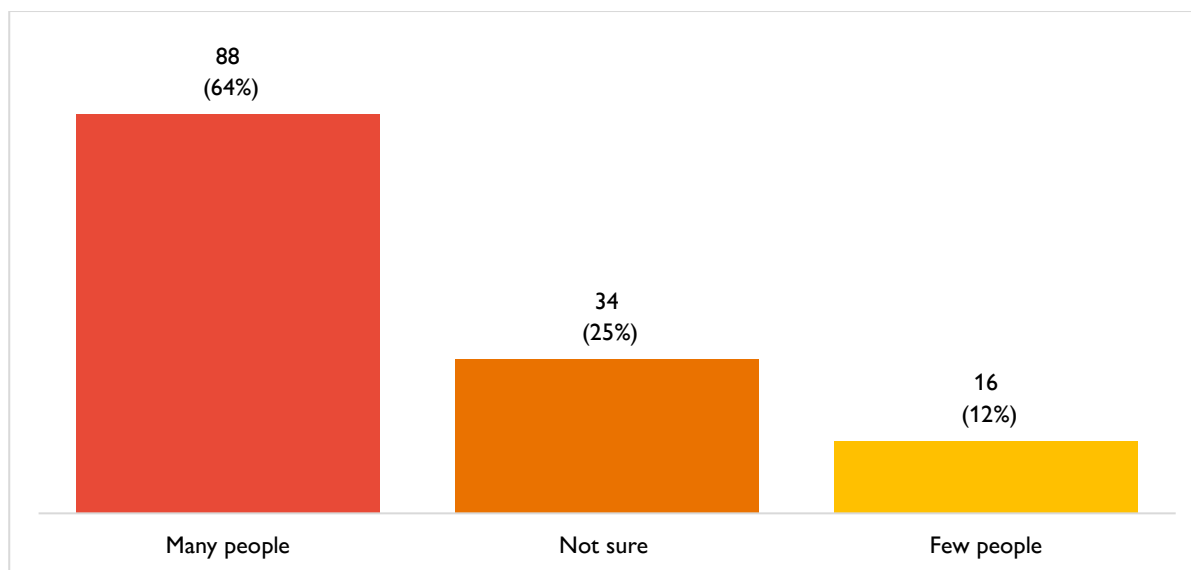
The option with the highest response rate was targeted investment (103 responses, 75 percent), followed by even investment (24 responses, 17 per cent).



Question four: Should Council invest in assets used by many people OR invest in specific facilities, even if only used by a few?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select one response.

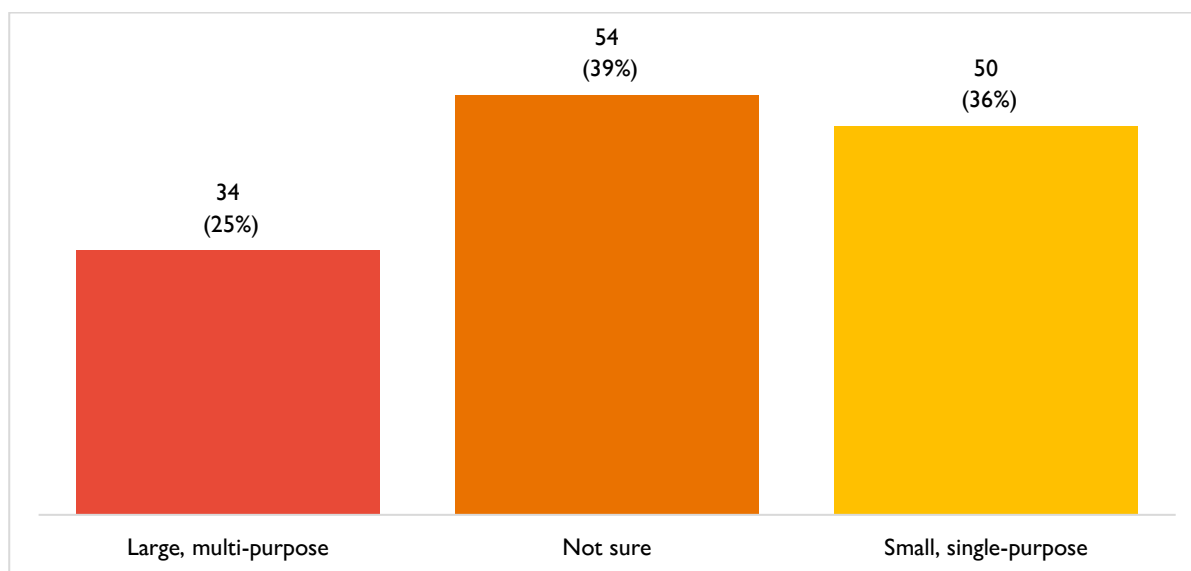
The option with the highest response rate was to invest in assets used by many people (88 responses, 64 percent), followed by people who weren't sure (34 responses, 25 per cent).



Question five: Should Council keep and maintain smaller, single-purpose facilities OR create larger, multi-purpose facilities?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select one response.

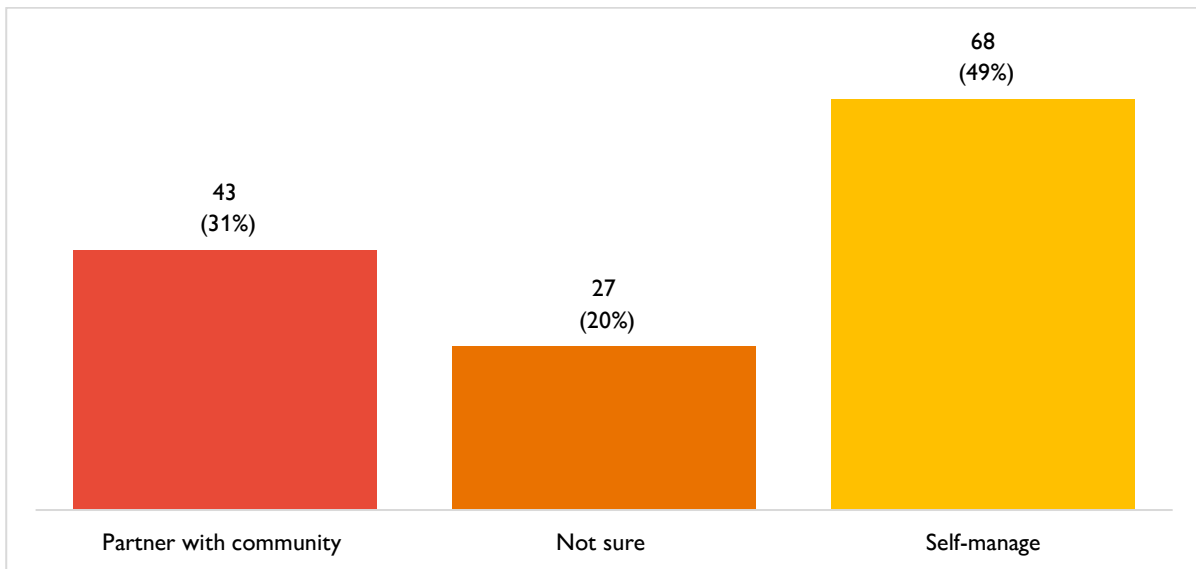
The option with the highest response rate was not sure (54 responses, 39 percent), followed by keep and maintain smaller, single-purpose facilities (50 responses, 36 per cent).



Question six: Should Council manage facilities OR partner with the community to help manage facilities?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select one response.

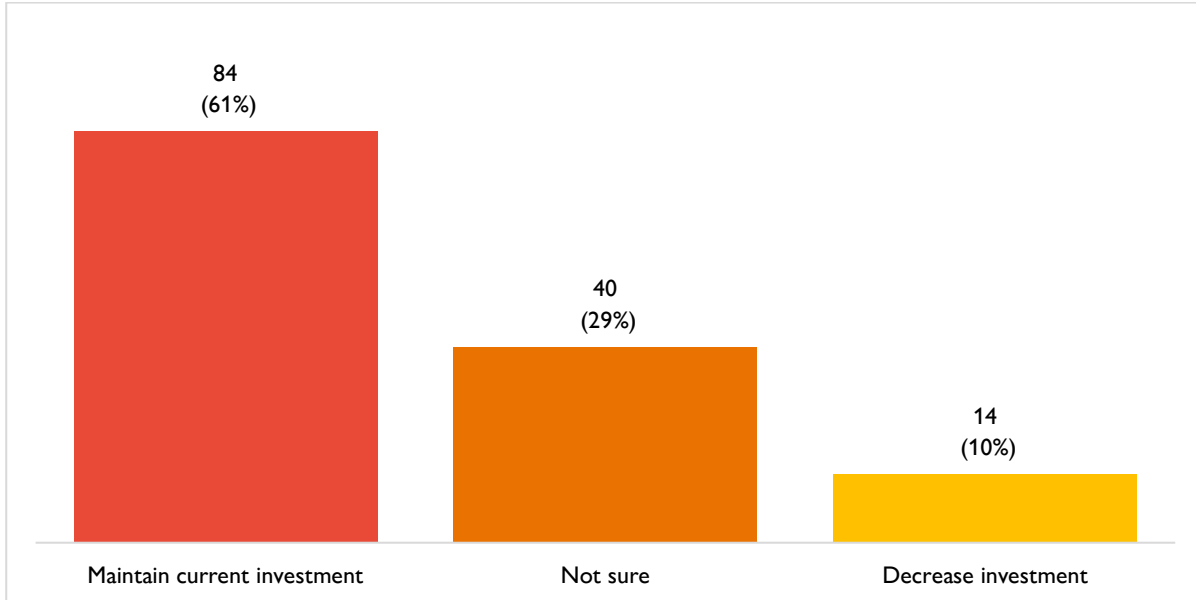
The option with the highest response rate was Council management of facilities (68 responses, 49 percent), followed by partner with community (43 responses, 31 per cent).



Question seven: Should Council decrease its investment in assets and facilities and spend this money on other services to the community?

This was a required question. It received 100 per cent response rate (138 respondents). Participants could select one response.

The option with the highest response rate was maintain current investment (84 responses, 61 percent), followed by not sure (40 responses, 29 per cent).

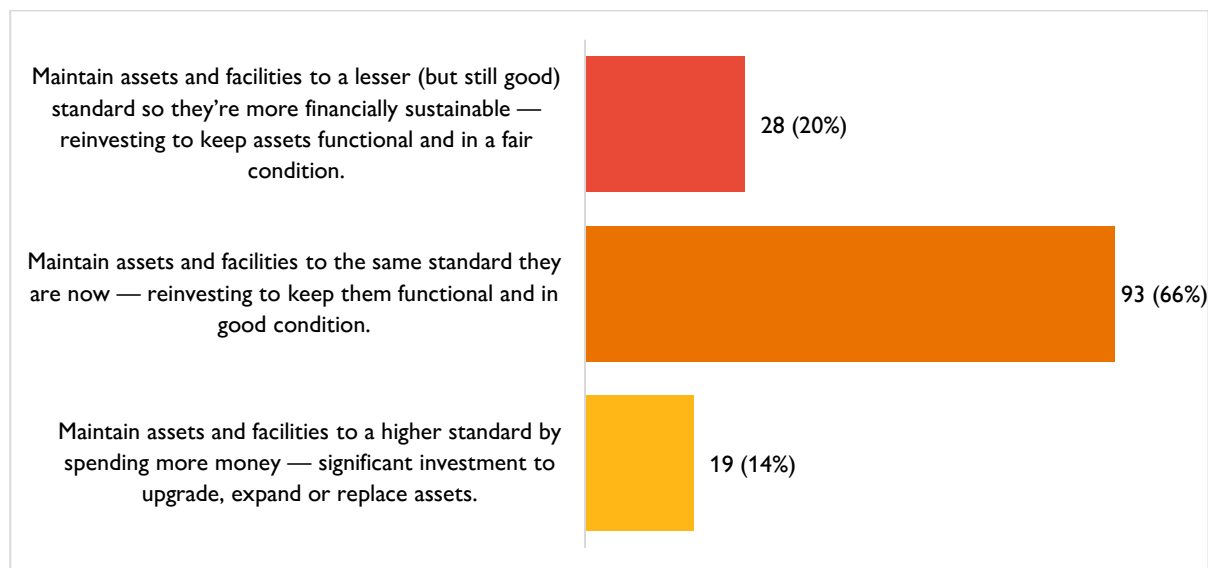


Maintaining assets and facilities

Question eight: Council must maintain its assets and facilities to meet regulated minimum standards to function and operate. Considering this, how should Council manage the cost of maintaining and improving ageing infrastructure, so it remains fit for purpose?

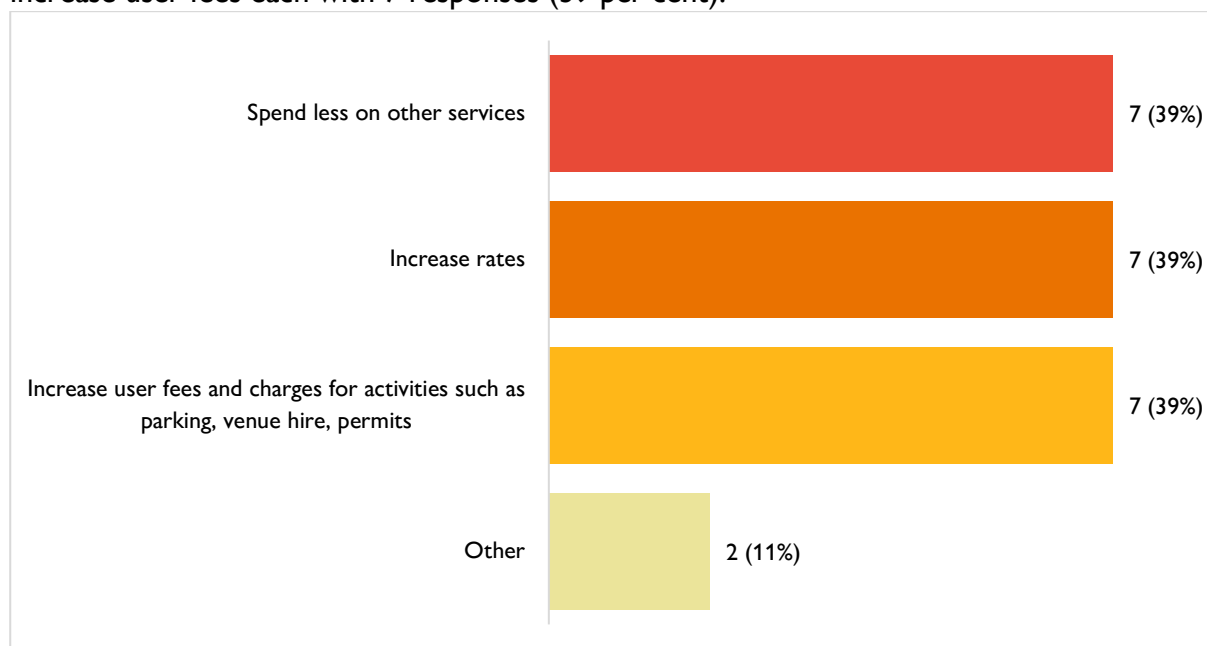
This was a required question. It received 100 per cent response rate (138 respondents). Participants were asked to select the answer they saw as the highest priority.

The option with the highest response rate was maintain assets and facilities to the same standard they are now (93 responses, 66 percent), maintain to a lesser (but still good) standard (28 responses, 20 per cent).



Question nine: To maintain at a higher standard, how should Council pay for the increased costs?

This was a required question but only asked if participants selected to maintain assets and facilities to a higher standard. It received a 14 per cent response rate (18 respondents). There was an equal response rate to spend less on other services, increase rates and increase user fees each with 7 responses (39 per cent).



Utilisation

Question ten: Are there any Council-owned buildings, facilities, or public spaces you think are underused or not meeting community needs?

This was an optional question. It received a 38 per cent response rate (52 respondents).

Listed below are the top themes from the responses received. A participant's responses could refer to more than one theme (i.e. a comment). The highest theme response was pavilions and function rooms associated with open space (5 comments, 10 per cent).

Theme	Description of comments	# of comments	% of comments
 Pavilions and function rooms	- Facilities are used by a small number of people or groups (e.g. sporting clubs). - There is a cost barrier for broader community use.	5	10%
 Outdoor exercise equipment	Outdoor exercise equipment/gyms are used by few or used infrequently.	3	6%
Other themes: - McKinnon Public Hall: 2 (4%) - Former Rosstown Aged Care Centre: 2 (4%) - Glen Eira Gallery: 1 (2%) - Packer Park Velodrome: 1 (2%) - Moorleigh Community Village Gym: 1 (2%) 10 comments (19%) highlighted buildings and facilities that require improvement, including Glen Eira Libraries (specifically Elsternwick and Caulfield), Glen Huntly Maternal and Child Health Centre; Bentleigh Community Space (Centre Road); public toilets; and the future Porter Road Park. 12 comments (23%) provided no further input, and 16 comments (31%) were unrelated to the scope of the question.			

Based on their responses to the above question, members were asked to share any ideas to better use these spaces.

This was an optional question. It received a 31 per cent response rate (43 respondents).

The top theme from the responses received was **identifying opportunities for shared or multiple uses in a space** (10 comments, 23 per cent). Other themes include:

- Reducing the cost of hiring a space (2 comments, 5 per cent).
- Regularly auditing the use of Council owned buildings (2 comment, 5 per cent).
- Investing in improvements or beautification to make a space more appealing to use (1 comment, 2 per cent).

28 comments (65 per cent) provided no further input or were unrelated to the scope of the question.

Section four: Travelling in Glen Eira

Survey objective

This section of the survey aimed to gain insights into our community's typical travel experiences in and around Glen Eira — to help us understand how people in our community travel and what improvements or changes might be needed.

Key findings

	• Most respondents use multiple modes of transport in a typical week of travel (62%).
	• Driving is the most common primary mode of transport (64%) and public transport is the most common secondary mode of transport (22%).
	• The suburbs with the highest number of reported travel issues were Bentleigh East (29 pins), Carnegie (24 pins), and Elsternwick and Glen Huntly (21 pins, respectively).

Your typical weekly travel experience

This section of the survey sought to understand Community Voice members' typical travel experiences in and around Glen Eira, including:

- their main destinations (e.g. work, shops, school)
- how they get there (e.g. car, bus, walking)
- the purpose of their trips (e.g. leisure, recreation, religious reasons).

The following examples were provided to help inform the survey responses:

- Your weekday and weekend travel may differ — such as taking the train to work on weekdays and driving on weekends for sport, shopping or visiting family.
- You might take different types of trips in a single day — such as walking or biking to a gym class in the morning, driving for school drop-off and pick-up, and taking a tram to the shops or appointments.
- You may need support from a carer, friend or family member to drive you or assist you on public transport to reach your destination.

Question one: What is your typical weekly travel experience like?

This was a required question. It received 100 per cent response rate (138 respondents).

The open responses will assist our City Transport and Place Design team to better understand travel patterns in Glen Eira.

Below is a high-level summary of the responses received.

How they get around

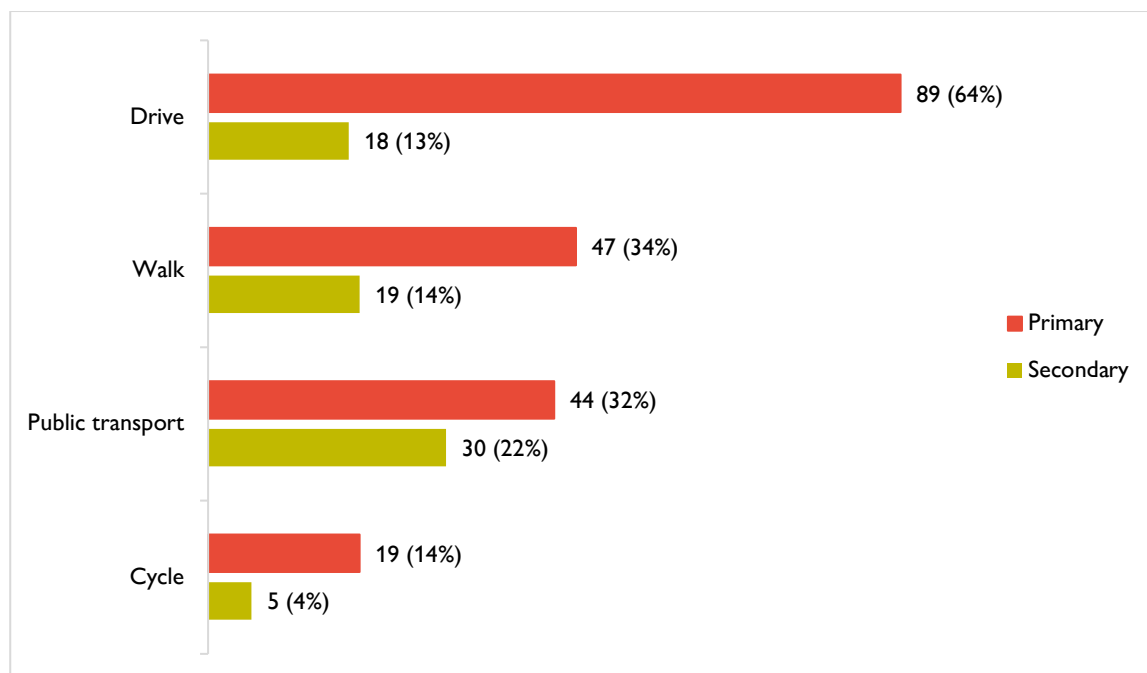
Most members typically use multiple modes of transport in their week.

 • 62 percent use multiple modes of transport in a week. • 16 per cent use multiple modes in a single day.	 • 25 percent use a single mode of transport in a week.
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Listed below are the top themes (modes of transport) from the responses received. A participant's responses could reference more than one mode of transport (i.e. a comment).

The broadly indicated primary and secondary modes of transport in a typical week — with a primary mode being something they use frequently, and a secondary mode being something they use occasionally.

Driving is the most common primary mode of transport (89 comments, 64 per cent) and public transport is the most common secondary mode of transport (30 comments, 22 per cent).



Where and why, they're travelling

The top three destinations or reasons for travel are:

 Shopping, errands, or dining out 49%	 Work 42%	 Entertainment and leisure 21%
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Other destinations or reasons for travel:

- Sports and recreation: 25 (18%)
- Fitness — Gym, pool, or exercise classes: 22 (16%)
- Socialising — visiting friends and family: 19 (14%)
- Education — school or childcare (drop off/pick up), university: 16 (12%)
- Appointments: 9 (7%)
- Volunteering: 4 (3%)
- Religious services: 2 (1%)
- Care giving: 2 (1%)

37 comments (27%) didn't provide a destination or reason for travel.

Question two: Would you like to use different ways to travel?

This was an optional question. It received a 67 per cent response rate (92 respondents).

This question aimed to determine if members would prefer to use alternative travel options — based on their typical travel experience. If there are reasons they can't or don't use other travel options, we asked members to share why.

Listed below are the top themes from the responses received. A participant's responses could refer to more than one theme (i.e. a comment).

Theme	Description of comments	# of comments	% of comments
 Cycling	41% of comments indicated a preference to cycle more — but the primary reasons they don't include: • Feeling unsafe riding on roads with car traffic and parked cars — not enough protected bike lanes or designated bike paths. Where there are safe bike paths, they are not well connected — particularly travelling out of Glen Eira to other areas. • Feeling unsafe and/or not confident riding with young children. • Feeling unsafe riding at night or in wet weather. • Inconvenient for carrying heavy or large items (e.g. groceries, sports equipment). • Lack of secure bike storage locations.	38	41%
 Public transport	33% of comments indicated a preference to use public transport more — mostly to rely less on a car — but reasons they don't include: • Time — it takes longer compared to driving. • Unreliable — services are infrequent, delayed or the commute time is unpredictable. • Indirect — services are indirect and would require multiple transfers.	30	33%

Theme	Description of comments	# of comments	% of comments
	• Location — live far away from a public transport service (e.g. would need to drive to a train station) or an area has limited-service options (e.g. Bentleigh and Bentleigh East are mostly serviced by bus). • Cost — the price of a day fare is a financial barrier. • Accessibility — not always accessible for all abilities or people with physical health challenges. • Inconvenient to travel with young children.		
6 comments (7%) indicated a preference to walk more — and reasons they don't — included indirect walking routes, footpaths obstructed by parked cars, lack of shops and/or services within walking distance, and heat stress. 4 comments (4%) indicated a preference to drive more — and reasons they don't — included no access to a vehicle and lack of parking. 29 comments (32%) indicated they were satisfied with their current travel experience.			

Travel-related issues in Glen Eira

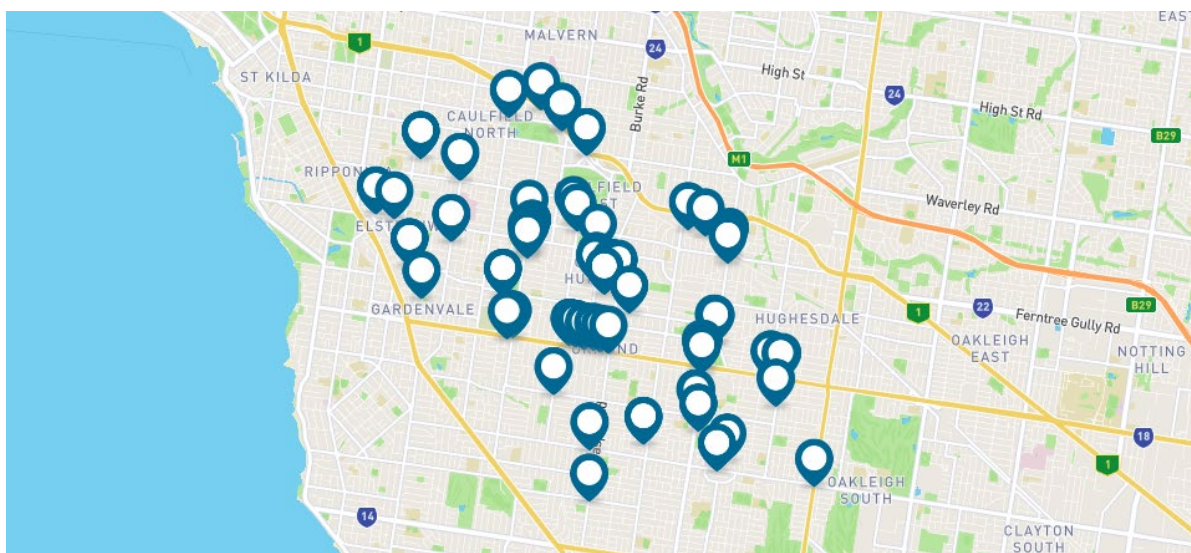
This section of the survey sought to understand the locations where members have experienced travel-related issues in Glen Eira, by pinning comments on a map.

Travel-related issues can include problems with infrastructure (e.g. roads, bike lanes), public transport services, or how a street influences feelings of safety, accessibility, and comfort.

While Council is not responsible for arterial roads, highways, traffic signals, public transport, vehicle and traffic regulations, we can work with the Victorian Government to advocate for improvements — based on what we hear from the community.

Question three: Where have you experienced travel-related issues in Glen Eira? 📍

This was an optional question. It received 209 pins from 72 members (68 per cent response rate).



The suburbs with the highest number of reported issues were **Bentleigh East** (29 pins), **Carnegie** (24 pins), and **Elsternwick** and **Glen Huntly** (21 pins, respectively).

Listed below are the top themes from the responses received across Glen Eira and for each suburb. A participant's responses could refer to more than one theme (i.e. a comment).

Theme	Description of comments	# of comments	% of comments
 Bike lanes	- Lack of protected bike lanes or designated bike paths. - Improve the safety and accessibility of existing bike paths.	44	21%
 Parking spaces	- Locations of parking spaces and their duration. - More affordable parking spaces needed. - Detering two-sided parking in local streets.	39	19%
 Traffic congestion	Traffic congestion and traffic flow issues.	35	17%
 Speed limits	Speed limits and the impact on traffic flow and safety.	17	8%

Theme	Description of comments	# of comments	% of comments
 Traffic lights	• Streets where traffic lights are needed or relocated. • Roads reported to have excessive amounts of traffic lights. • Improving the timing and sequences of traffic lights.	16	8%
Other themes: • Turning lanes — need more turning lanes for safety and flow of traffic, or traffic lights to incorporate turn signals: 15 (7%) • Road conditions — road hazards such as potholes, uneven surface areas and road works that impact traffic safety: 12 (6%) • Pedestrian crossings — locations where crossings are needed to enhance safety, and locations where crossings are believed to be too narrow, impacting accessibility: 9 (4%) • Public transport — accessibility issues at stations, and need for more frequent services: 9 (4%) • Driver behaviour — concerns about unsafe or dangerous driving: 5 (2%) • Signage — prioritise making road information clearer through more signage (e.g. clear away zones, give way, keep clear and mirrors for blind turns): 5 (2%)			

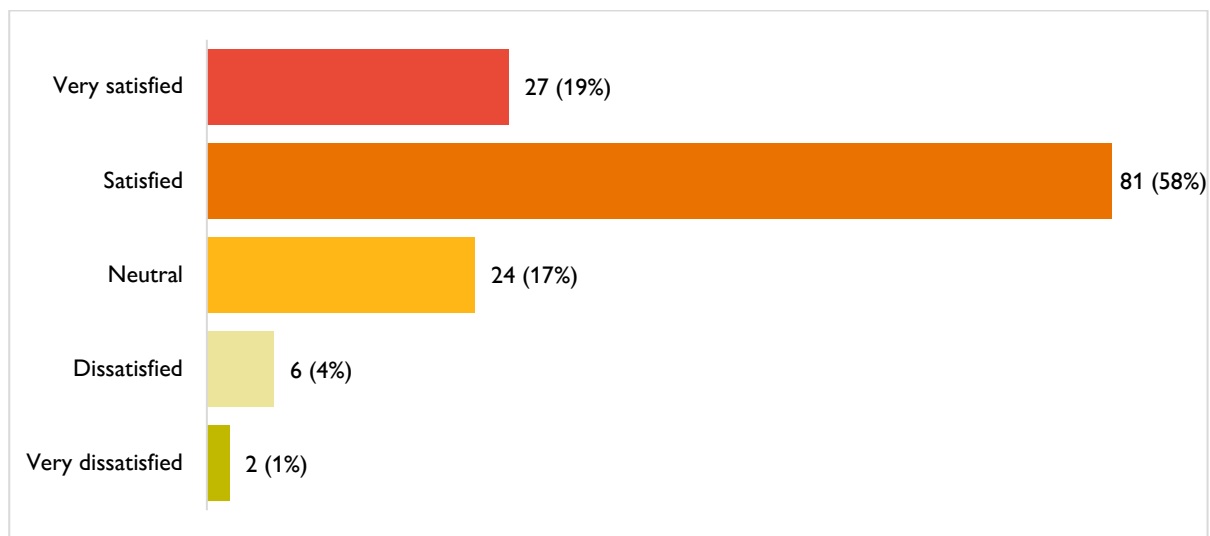
Survey feedback

Feedback from Community Voice members will help us to continually improve the survey experience.

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

This was a required question. It received 100 per cent response rate (140 respondents).

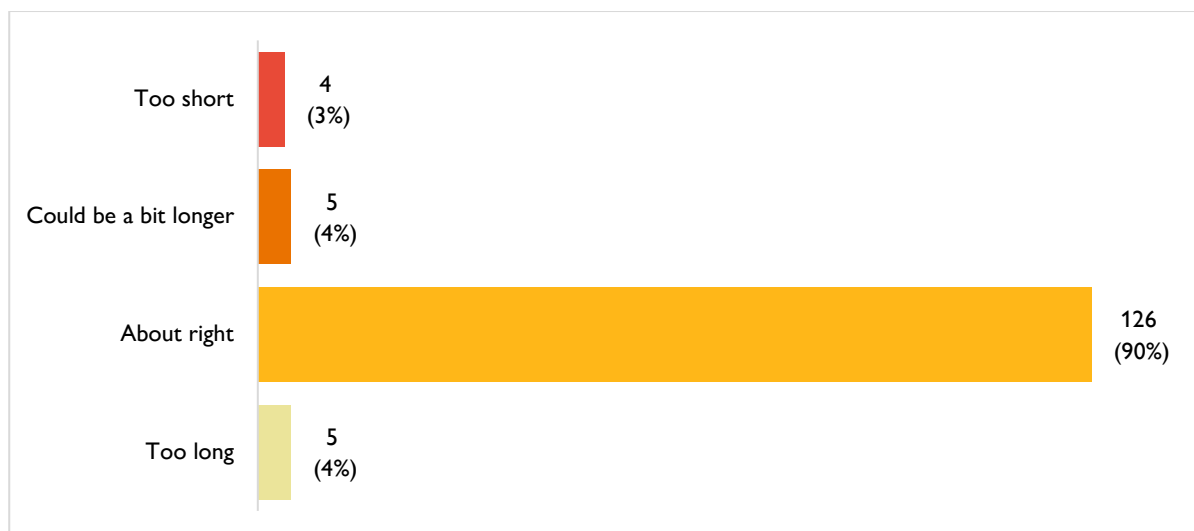
The option with the highest response rate was satisfied (81 responses, 58 percent), followed by very satisfied (27 responses, 17 per cent).



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

This was a required question. It received 100 per cent response rate (140 respondents).

The option with the highest response rate was about right (126 responses, 90 percent), followed by could be a bit longer and too long (5 responses, 4 per cent).



Question three: Do you have any comments on the questions in this survey?

This was an optional question. It received a 30 per cent response rate (42 respondents). Some comments included more than one theme.

Theme	Description of comments	# of comments	% of comments
 Poorly written questions	Comments referred to poor questions based on them being closed rather than open ended, leading, restrictive, ambiguous or vague.	14	33%
 Limited response options to some questions	Some questions seen as important where thought to have lacked detail, sufficient response options or options for self-input.	9	21%
 No further comment	Comments included 'no' or 'nothing to add'.	5	12%
 Positive comments on survey	Comments included 'good' and 'good work' 'happy with experience' and enjoyed placing markers on map.	4	10%
 Comments included not knowing much about some topics to comment, the topic not being relevant and difficulties	Comments included not knowing much about some topics to comment, the topic not being relevant and difficulties	3	7%

Theme	Description of comments	# of comments	% of comments
Lack of knowledge on topics	commenting on some topic areas without additional information.		
 Poor survey functionality	Some improvements to functionality of survey were raised e.g map didn't work, allow stop and save option so you don't have to do it in one go, use photos to better describe what you mean (e.g gardening along the verge) to gain more ideas and feedback.	3	7%
Other themes: • More questions on amenity — one member requested more questions on topics like parking spaces and access to shops: 1 (2%) • Dislike of survey topics — one respondent did not like that the topic of cycling was included in this and previous surveys. 11 comments (26%) were unrelated to the scope of the question.			

Question four: Do you have any comments about your overall experience and expectations for Community Voice?

This was an optional question. It received a 29 per cent response rate (40 respondents).

Theme	Description of comments	# of comments	% of comments
 Positive response to providing feedback through Community Voice	Comments included feeling appreciative of being involved and able to participate in providing feedback through Community Voice with it being seen as an essential link between Council and the community on gaps in facilities and services.	12	30%
 No further comment	Comments included 'no', 'none at this time', 'not really' 'defer my response' or 'nothing to add'.	8	20%
 Request to know what actions / outcomes Council	Comments included wanting to know how feedback is followed up by Council and for Council to report on the actions taken and outcomes achieved	7	18%

Theme	Description of comments	# of comments	% of comments
delivers with Community Voice feedback	to validate how feedback has been applied.		
 Survey too broad	Comments on this theme included the need to drill down on topic areas to improve data, to understand smaller issues as well as big ones and enable more opportunities to act on feedback (i.e. when talking about specific facilities don't just reference libraries, specify each one as they are all different so more detailed feedback and data can be gathered.)	3	8%
 Negative response to survey	Comments included 'poor', not robust enough, need more open-ended questions in future.	3	8%
 Provide reports on Community Voice feedback	Comments included the wish to see reports on the feedback received for Community Voice surveys.	2	5%
 Questioning whether feedback is read	Comments queried whether the Community Voice feedback was read and heard by Council.	2	5%
Other themes: - Repeat of survey — a respondent completed the survey twice due to not receiving confirmation email 1 (3%) - Include car parking as a topic — a respondent requested a topic on car parking be included in the future 1 (3%) - Zoom feedback — a respondent suggested meeting on zoom to share ideas 1 (3%) 3 comments (8%) were unrelated to the scope of the question.			

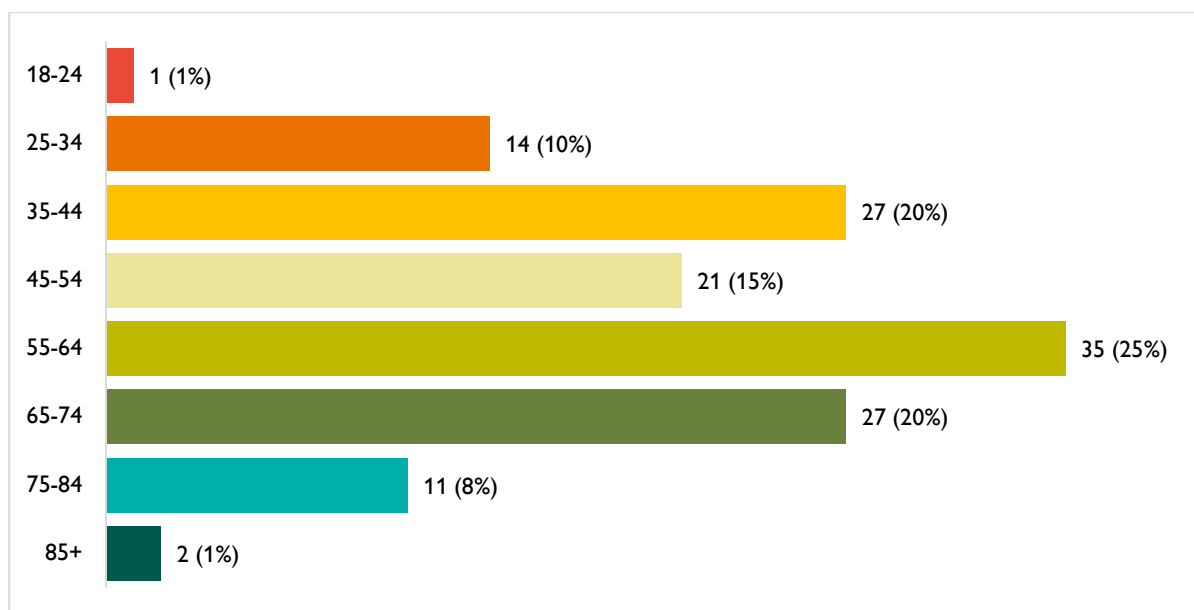
Demographic profile

This information helps us understand who we heard from and whether it is representative of our broad and diverse community.

Question one: What is your age?

This was a required question. It received a 100 per cent response rate (138 respondents).

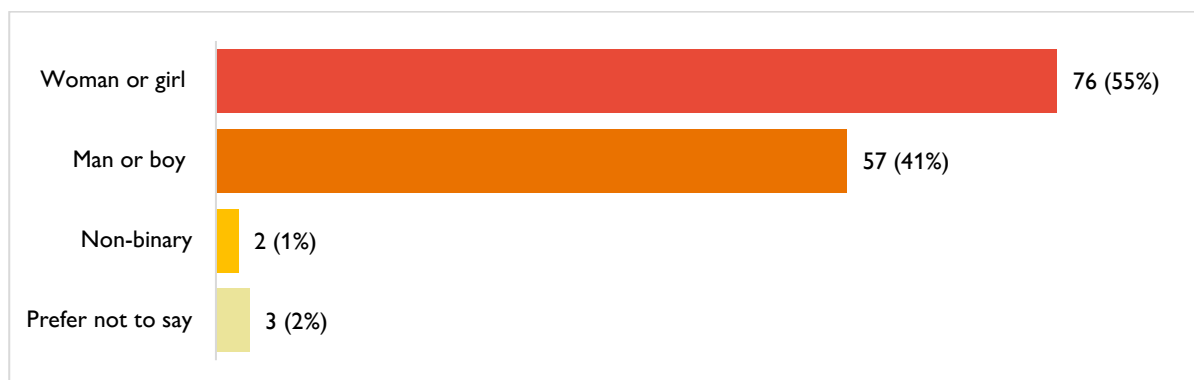
All age ranges were represented in the survey, with the top three age ranges being those aged 55–64 (35 respondents, 25 per cent), 35–54 (27 respondents, 20 per cent) and 65–74 (27 respondents, 21 per cent).



Question two: What is your gender?

This was a required question. It received a 100 per cent response rate (138 respondents).

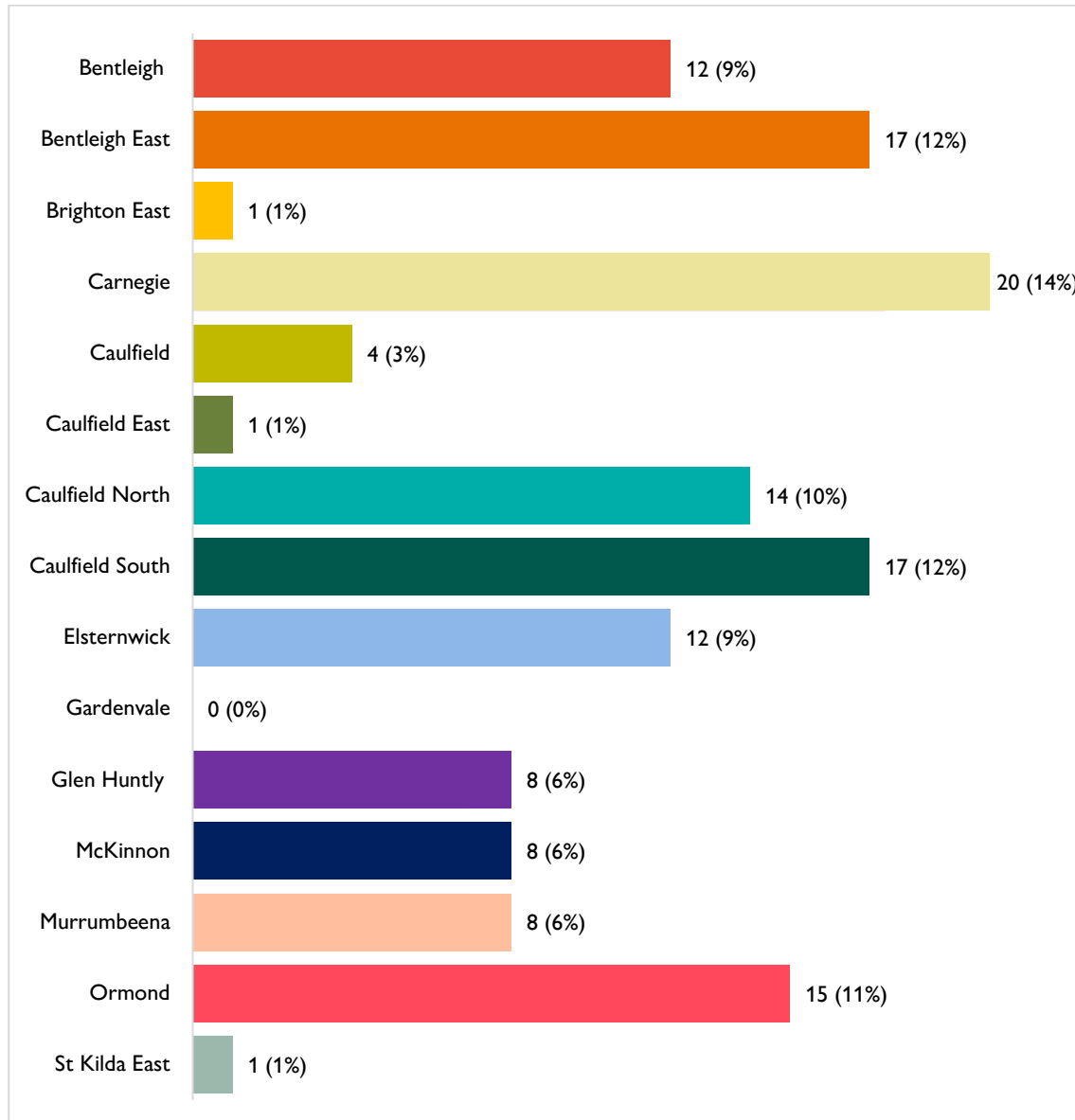
Women were the highest survey participants (76 respondents, 55 per cent), followed by men (57 respondents, 41 per cent).



Question three: What suburb do you live in?

This was a required question. It received a 100 per cent response rate (138 respondents).

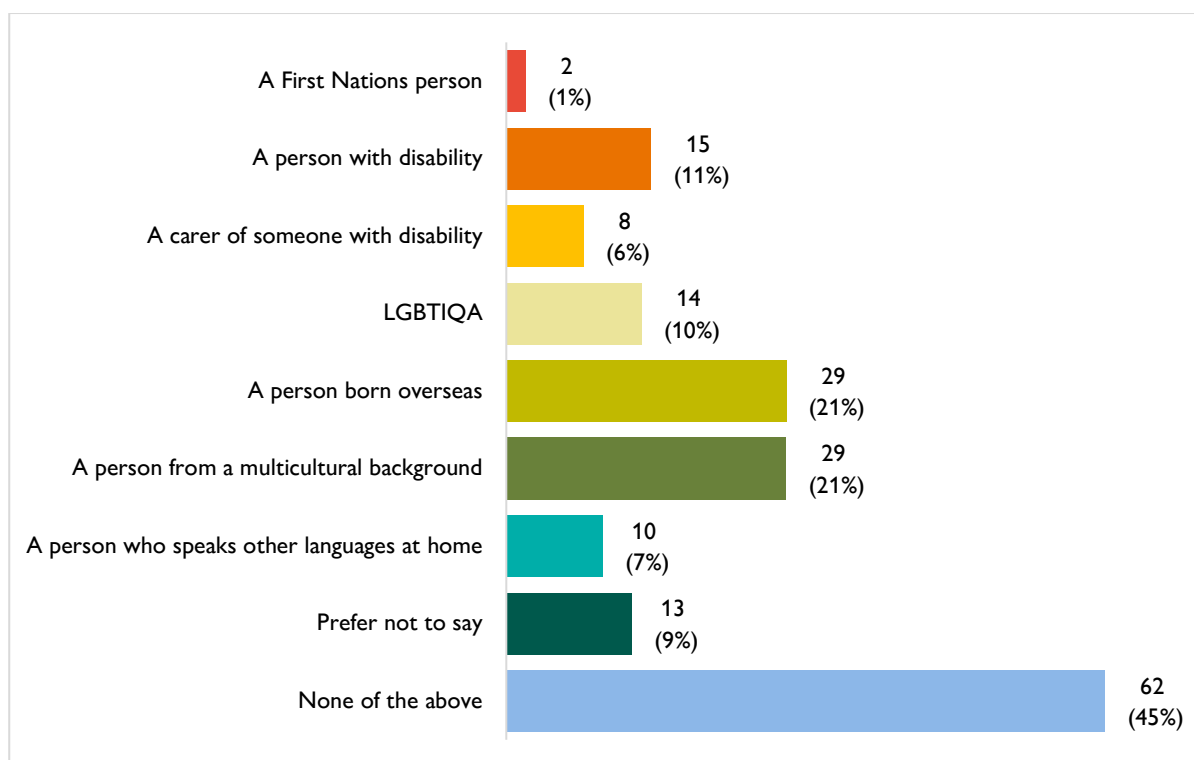
All Glen Eira suburbs were represented except for Gardenvale. The highest suburb response rate was Carnegie (20 respondents, 14 per cent).



Question four: Do you identify as any of the following?

This was a required question. It received a 100 per cent response rate (138 respondents).

The option with the highest response rate was none of the above (62 responses, 45 percent), followed by a person born overseas and a person from the multicultural background (29 responses, 21 per cent).



Following the above question, respondents had the option to provide more information about their identity.

Question	Response	# of responses
Which identity relates to you? (First Nations)	Aboriginal	1
	None of the above	1
Which country?	United Kingdom (England, Scotland, Wales, Northern Ireland)	9
	Germany	4
	New Zealand, South Africa, and United States of America	3
	Canada, China, Egypt, Hong Kong, Hungary, India, Myanmar, and Vietnam	1
Which language/s?	German	3
	Chinese, Greek, Italian, Mandarin, Polish, Shanghainese, Swedish, and Yiddish	1

Question five: What is your housing situation?

This was a required question. It received a 100 per cent response rate (138 respondents).

Most respondents live in a house they own outright (63 respondents, 46 per cent) or own with a mortgage (49 respondents, 36 per cent). All other housing types were represented except for temporary housing.

