

**COMMUNITY  
VOICE**



# **Community Voice Survey November 2020 Summary Report**

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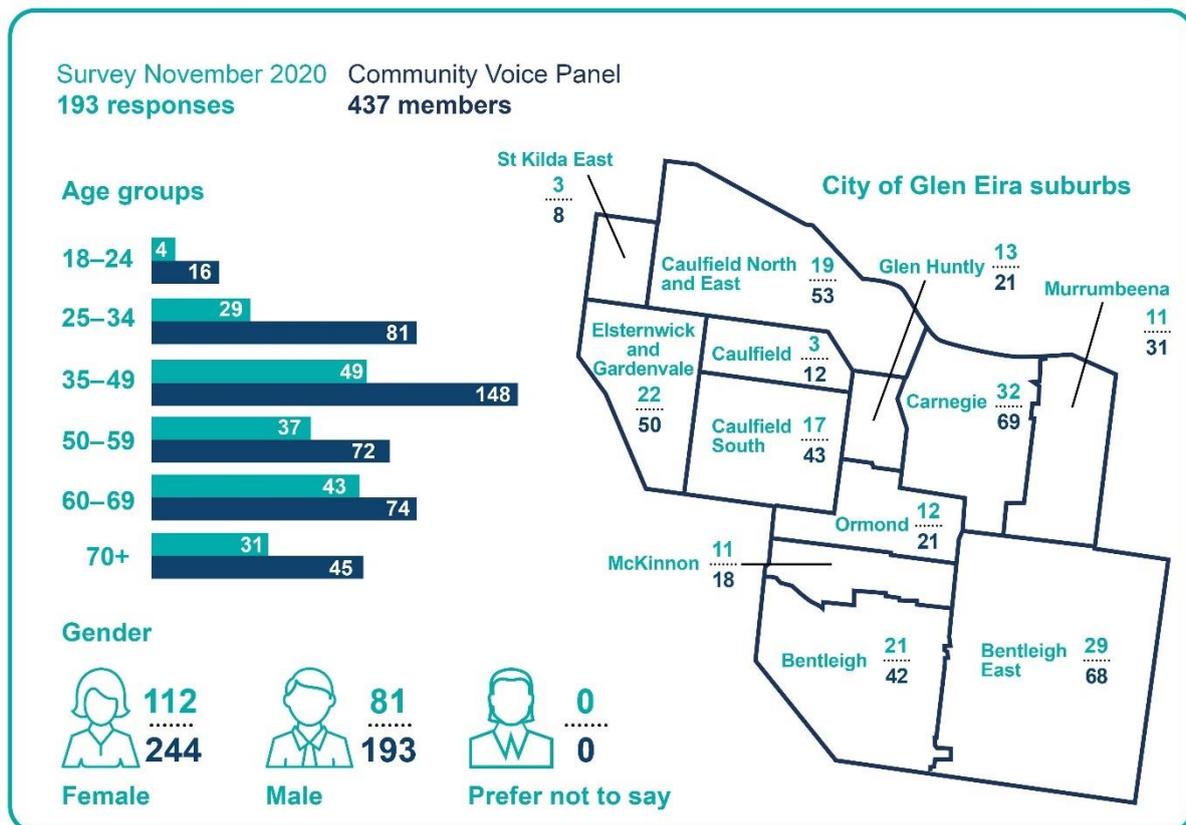
## COMMUNITY VOICE SURVEY NOVEMBER 2020

This report presents findings from a Community Voice survey that was open from 26 November to 10 December 2020.

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

- **The Social Impact of COVID-19** to identify the appropriate supports needed to help our community recover and thrive.
- **Engaging with members on urban planning** to develop a plan that will improve the Urban Planning service for Glen Eira residents.
- **Your feedback and ideas to refine Community Voice** to help Council assess activity and ensure members are satisfied and continue to participate in 2021.

Community Voice is an online panel of 437 residents who broadly represent the Glen Eira Community in terms of age, gender and suburb. This survey had 193 responses, a response rate of 44%.



## SECTION ONE: THE SOCIAL IMPACT OF COVID-19

In our June survey, we asked Community Voice members questions about the impacts of COVID-19. Feedback from that survey helped us implement programs and policies that responded to the pandemic.

Nearly six months later, we wanted to revisit the topic, particularly those relating to mental health and wellbeing, as many Victorians continue to face various challenges due to the impacts of COVID-19.

Responses will help Council and partner organisations identify the appropriate supports needed to help our community recover and thrive. They will also inform our Municipal Public Health and Wellbeing Plan and our Council Plan for the next planning cycle (2021–25).

### Key findings

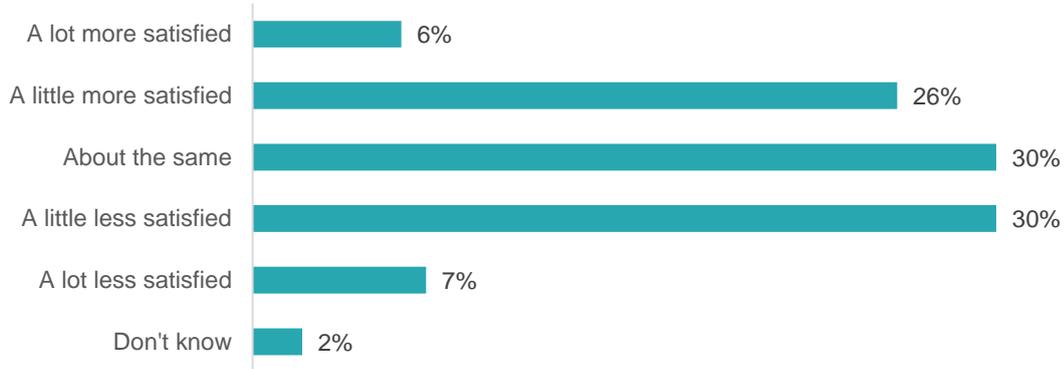
- 62% of participants (118 of 191) indicated their standard of living was ‘about the same’ compared with before COVID-19.
- 45% of participants (86) indicated they were buying from local businesses ‘more’ compared with before COVID-19.
- At least three-quarters of participants indicated that since restrictions had eased that they either ‘strongly agree’ or ‘agree’ that:
  - They were proud to be a member of their community (150 of 193).
  - Their neighbourhood was a good place to live (172 of 193).
  - They trusted their neighbours (153 of 192).
- 40% of participants (77 of 191) indicated they had experienced lasting ‘negative’ changes to social connections due to COVID-19.

1.1 We would like to know whether COVID-19 has impacted you in certain ways. For each of the following, how do you feel now compared with before COVID-19?

For this multi-part question, participants could choose one of six options for each question.

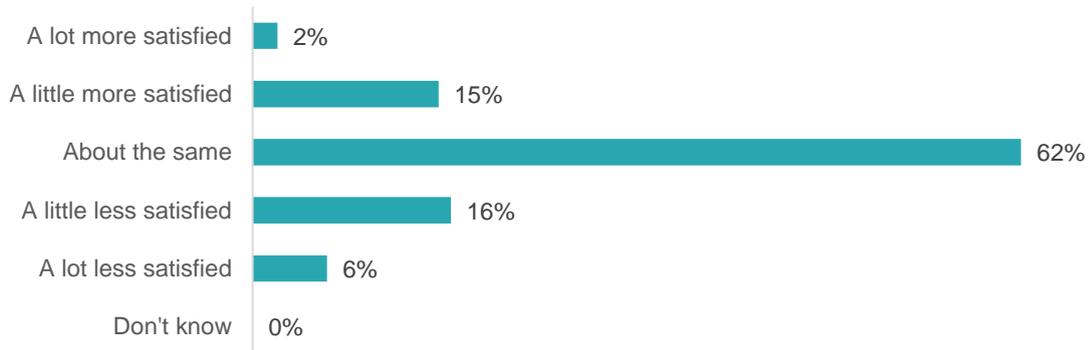
### Your life as a whole

193 responses received.



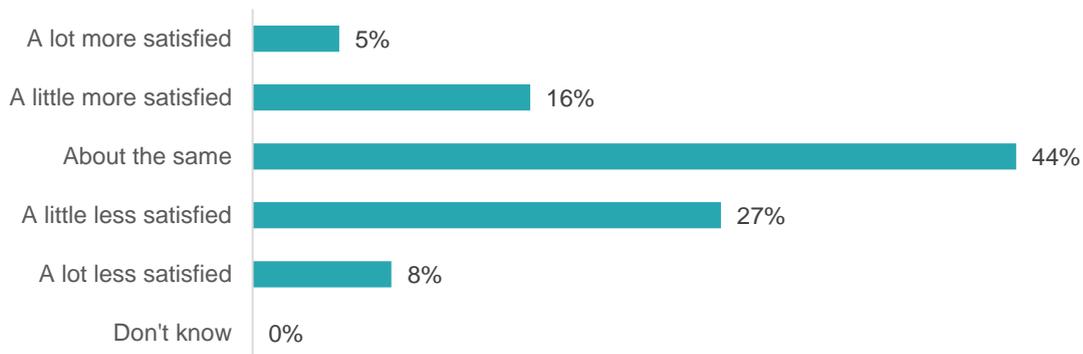
### Your standard of living

191 responses received.



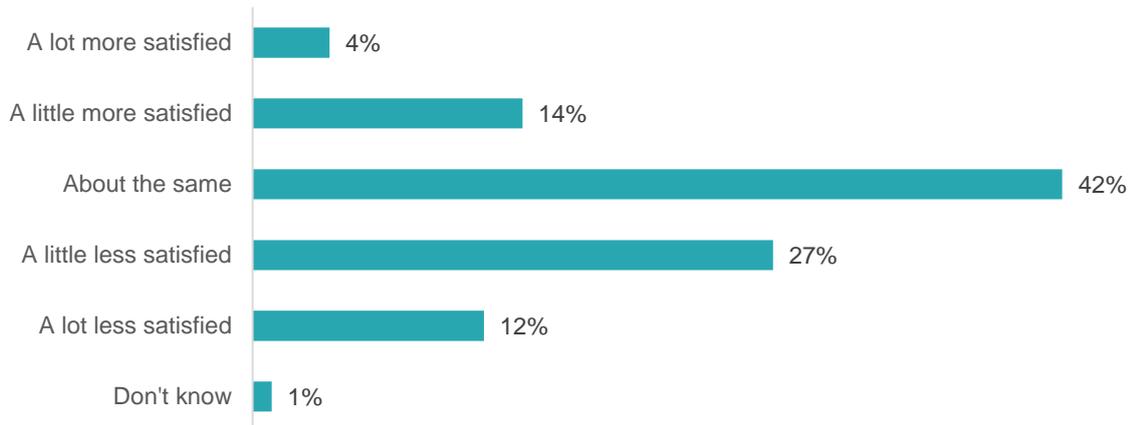
### Your health

193 responses received.



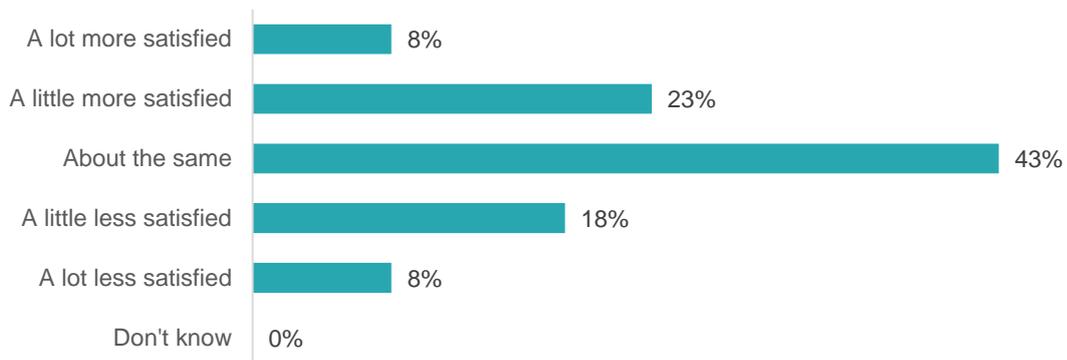
### What you are currently achieving in life

193 responses received.



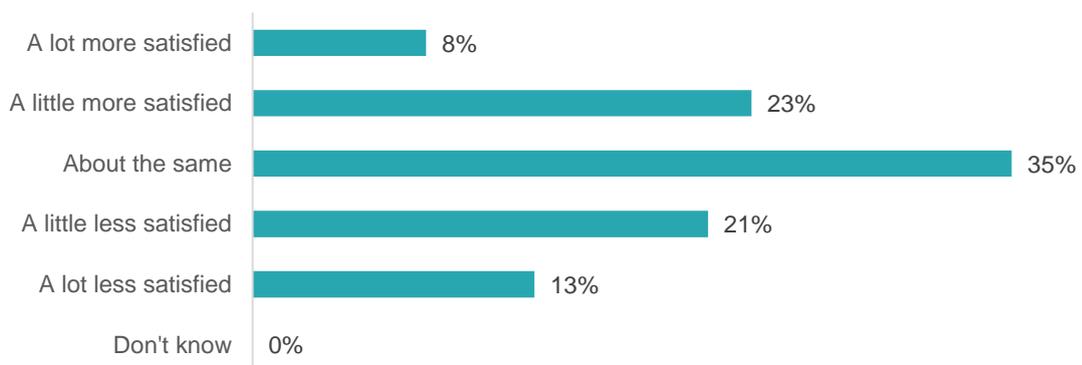
### Your personal relationships

192 responses received.



### Feeling part of your community

189 responses received.

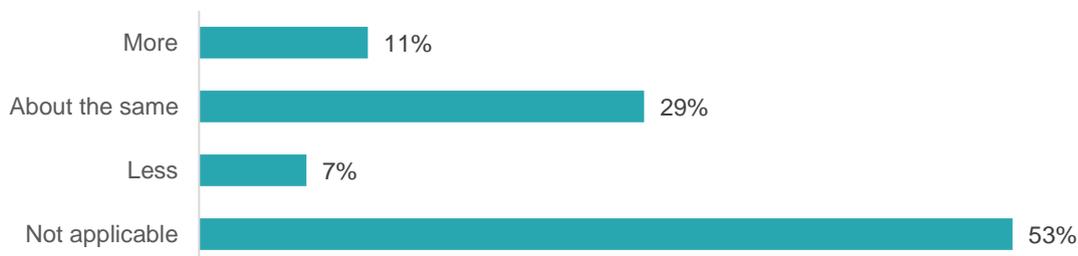


1.2 Since the restrictions have eased, have you been doing the following more, about the same, or less compared with before COVID-19?

For this multi-part question, participants could choose one of four options for each question.

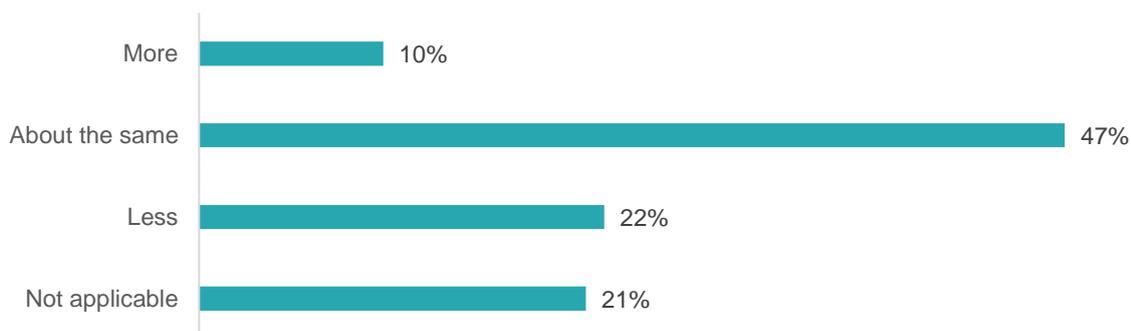
**Studying**

189 responses received.



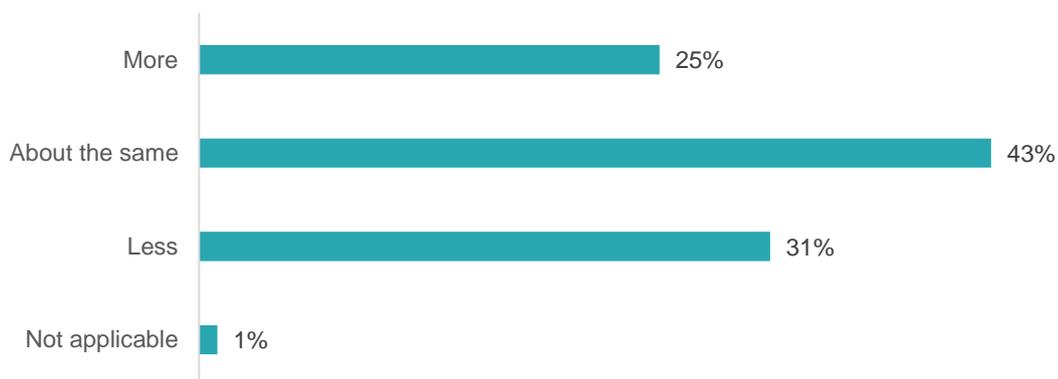
**Drinking alcohol**

193 responses received.



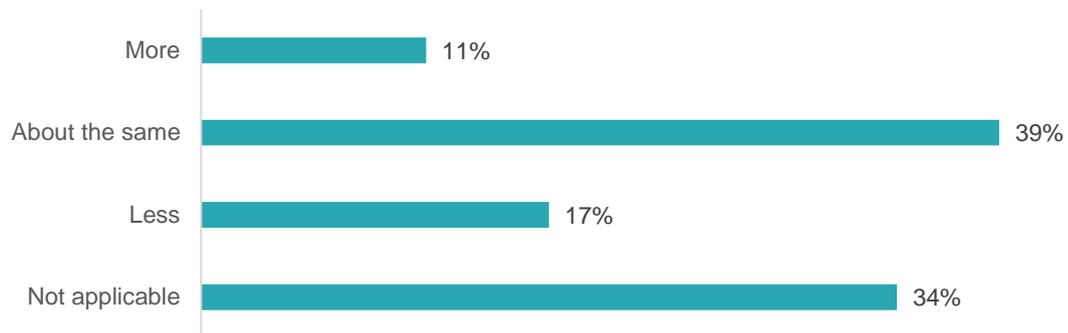
**Exercising**

193 responses received.



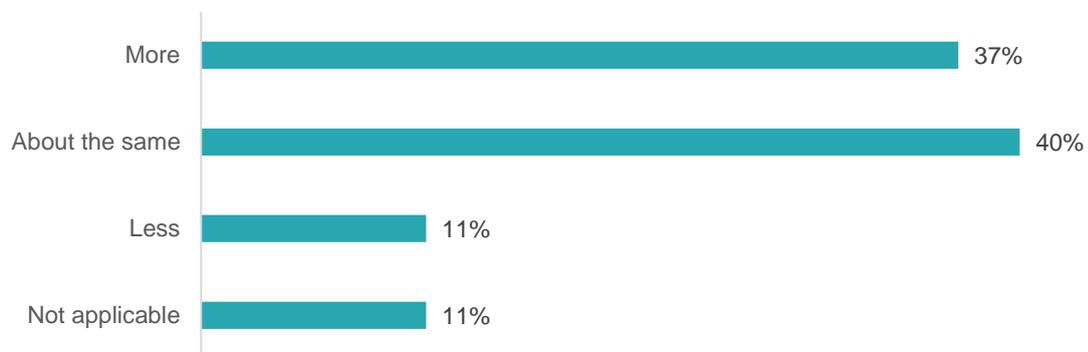
### Volunteering

192 responses received.



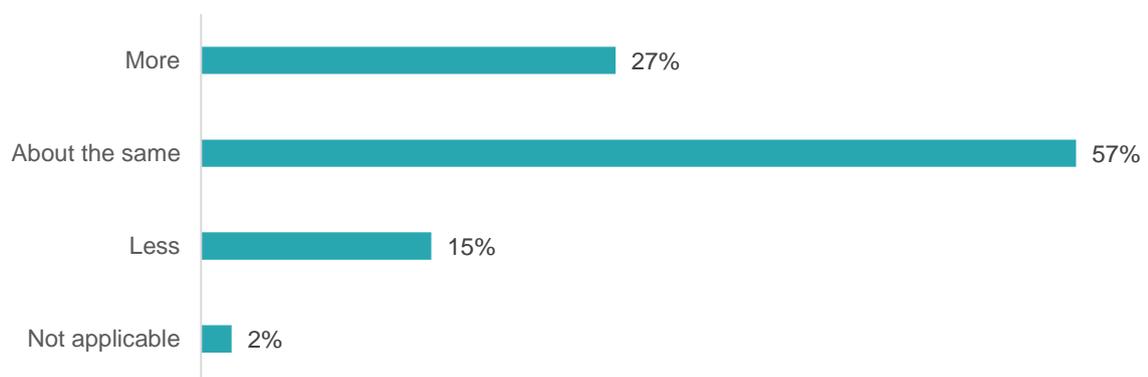
### Online shopping

193 responses received.



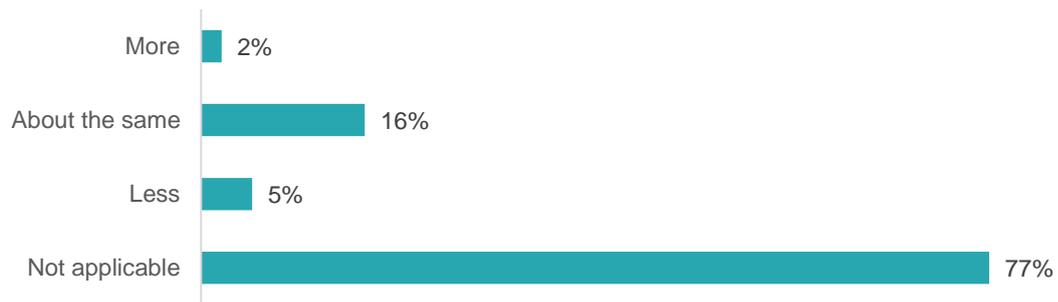
### Talking to neighbours

193 responses received.



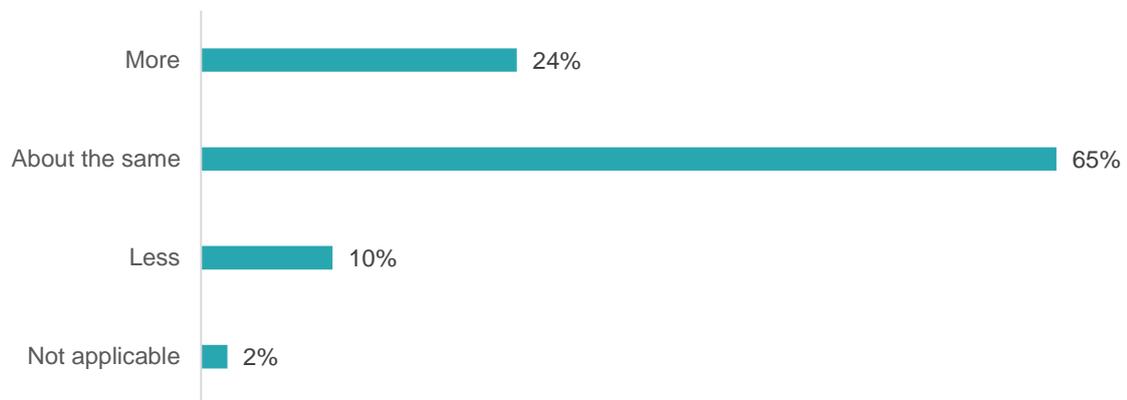
### **Gambling**

191 responses received.



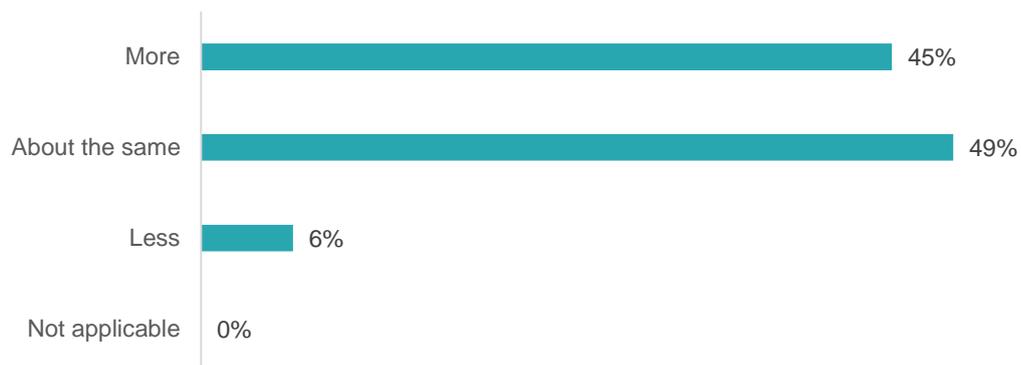
### **Eating healthy food**

192 responses received.



### **Buying from local businesses**

191 responses received.

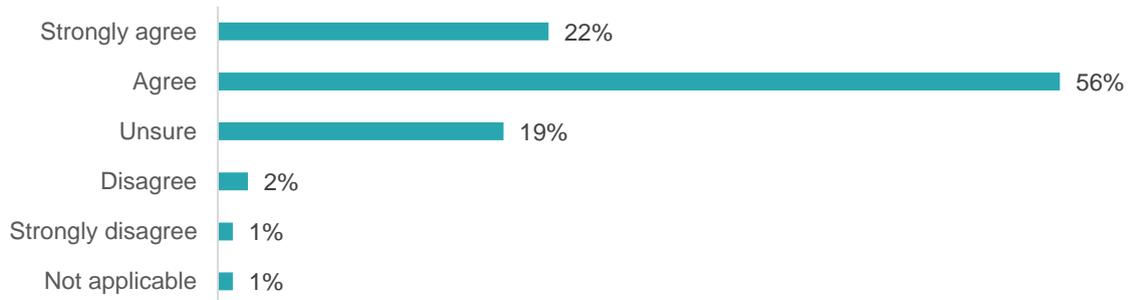


1.3 Many Victorians were required to change their behaviours over past months due to COVID-19, such as spending more time in their immediate neighbourhoods. Now that restrictions have eased, to what extent do you agree with the following statements?

For this multi-part question, participants could choose one of six options.

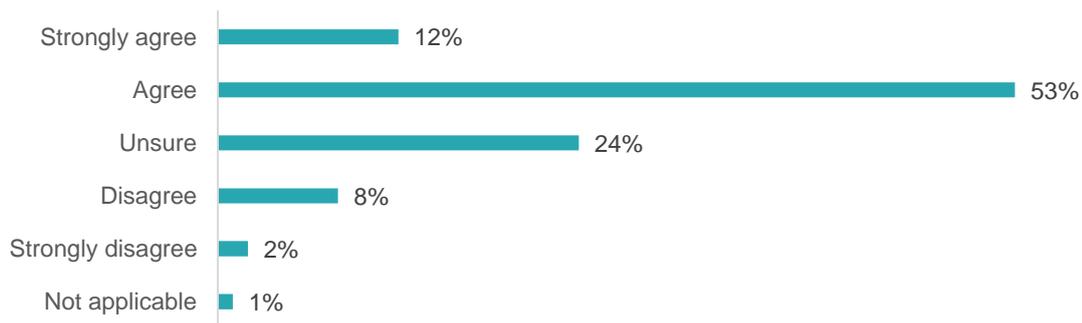
**I am proud to be a member of my community**

193 responses received.



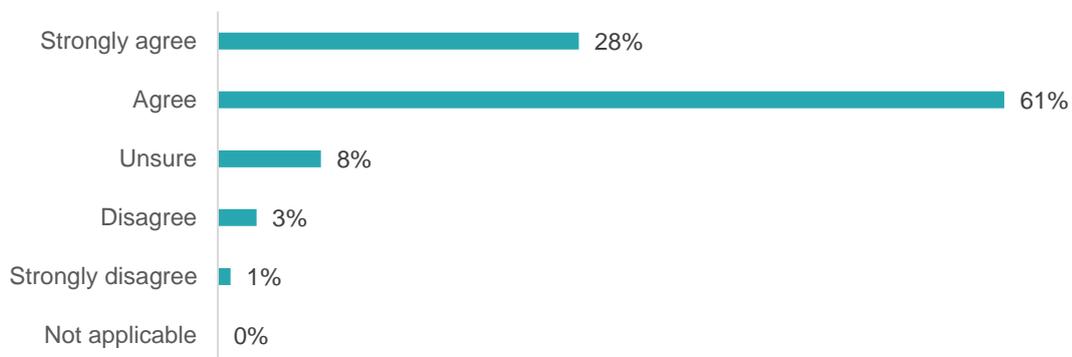
**I feel I am part of the community**

189 responses received.



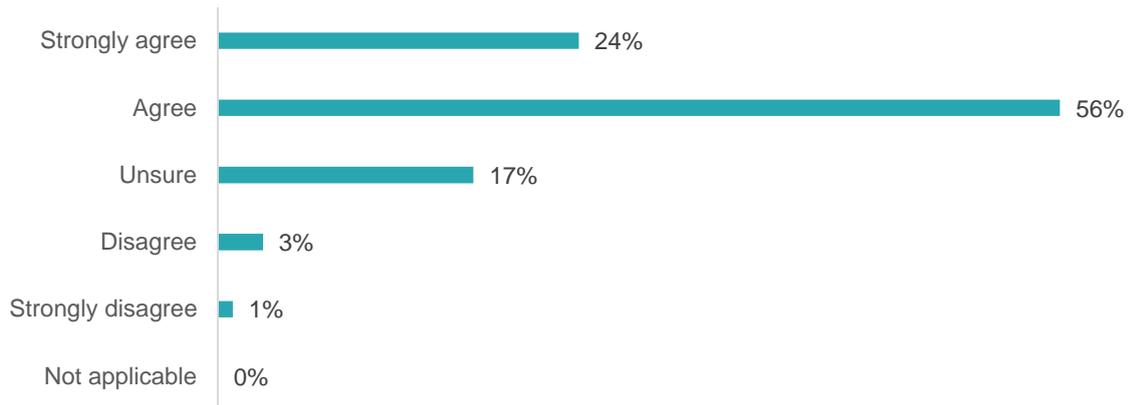
**My neighbourhood is a good place to live**

193 responses received.



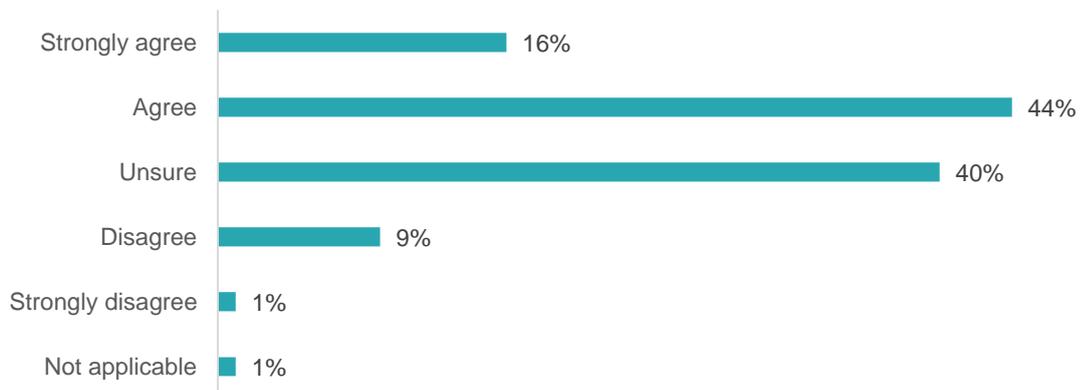
### I trust my neighbours

192 responses received.



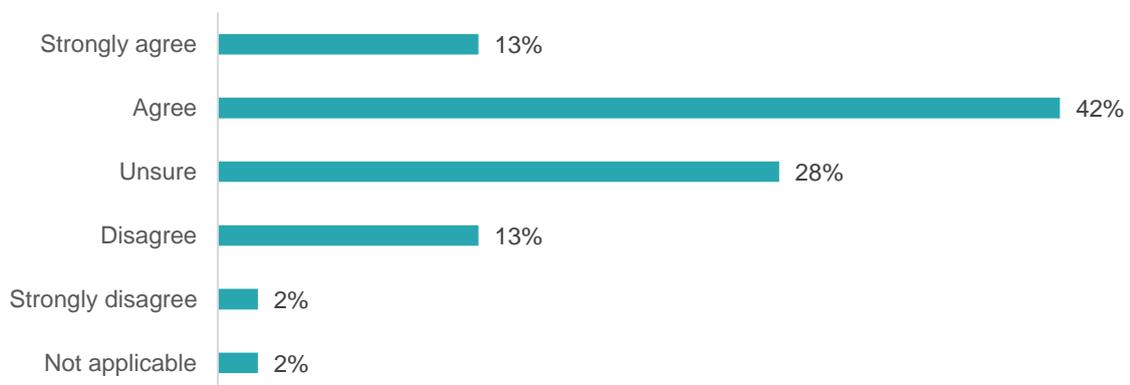
### People work together to get things done for this community

192 responses received.



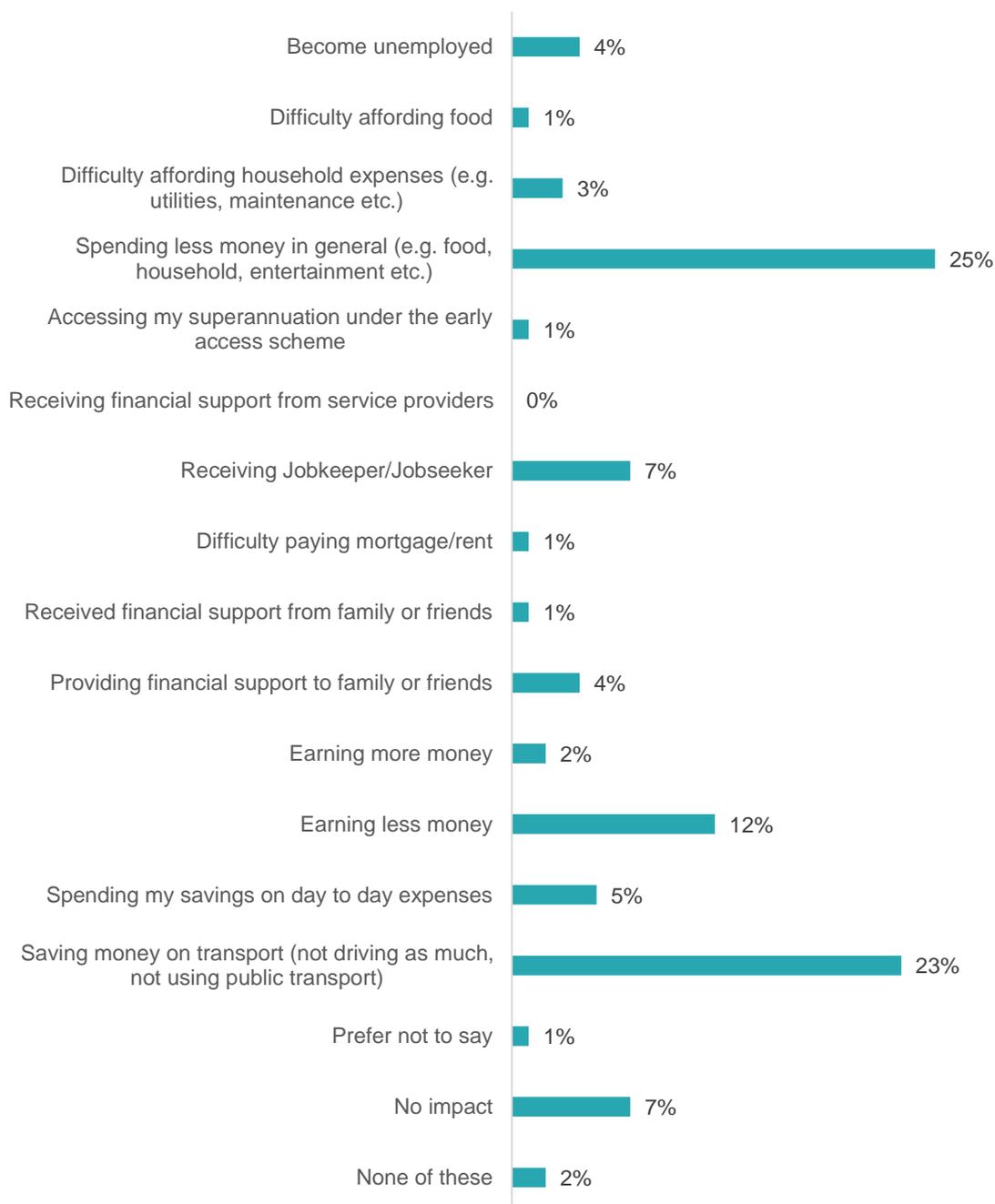
### My neighbours help each other adapt to changing circumstances due to COVID-19

190 responses received.



## 1.4 Has COVID-19 impacted your life in a financial way?

Participants could select as many options as they wanted. In total, 431 options were selected.

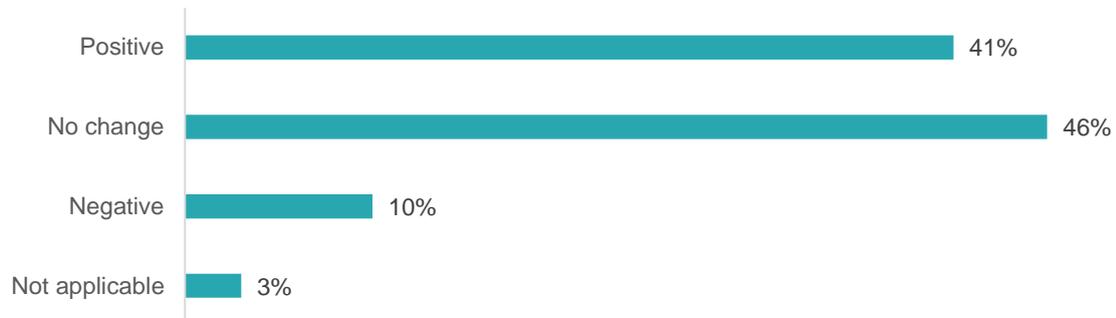


## 1.5 Have you personally experienced any lasting changes due to COVID-19 in the following areas?

For this multi-part question, participants could choose one of four options for each question.

### Time for hobbies/family

191 responses received.



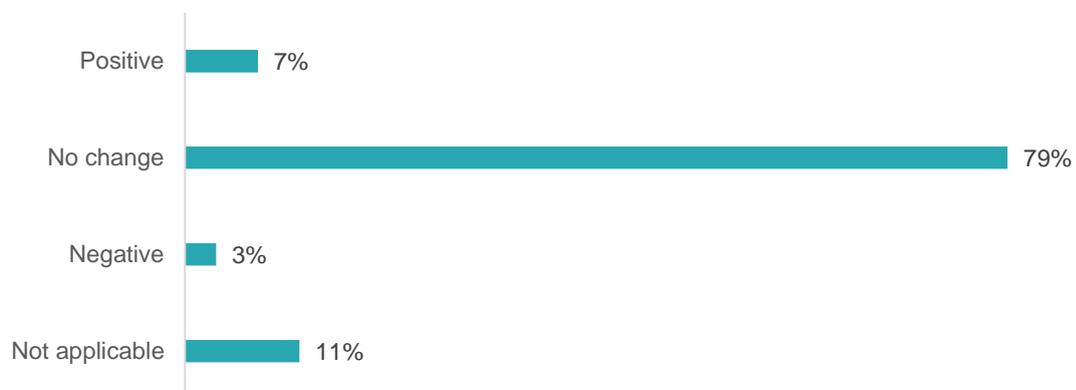
### Anger and violence in the community

189 responses received.



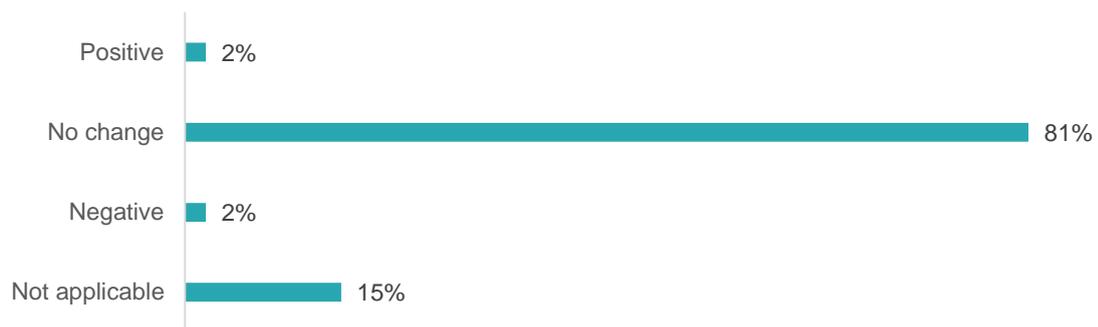
### Access to food

189 responses received.



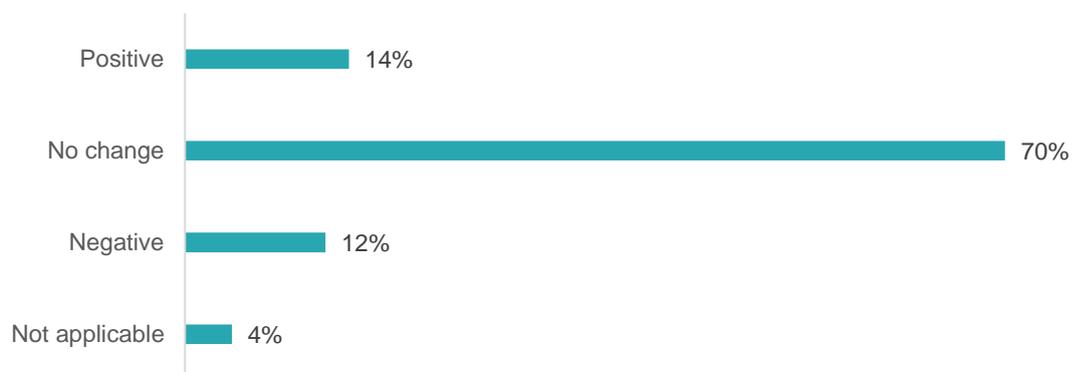
## Housing

191 responses received.



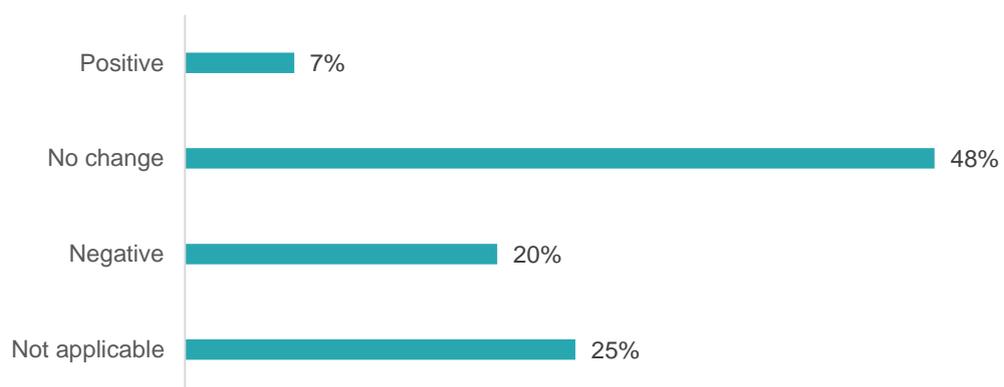
## Access to medical services

190 responses received.



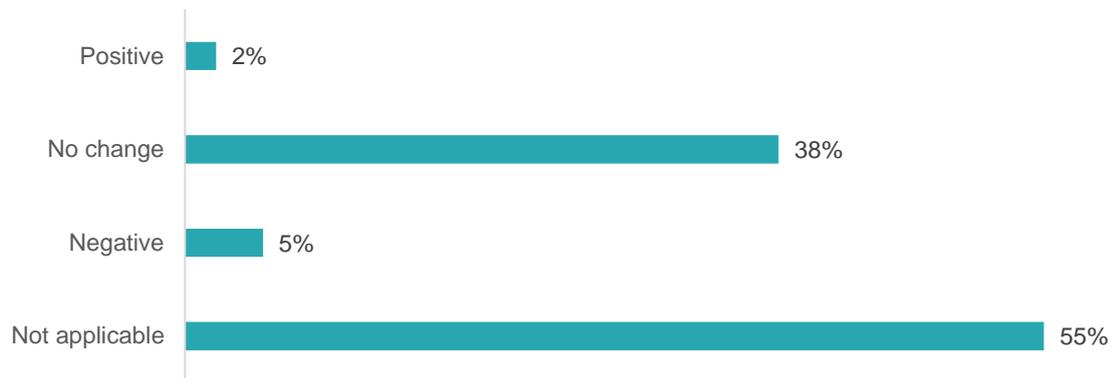
## Employment situation

192 responses received.



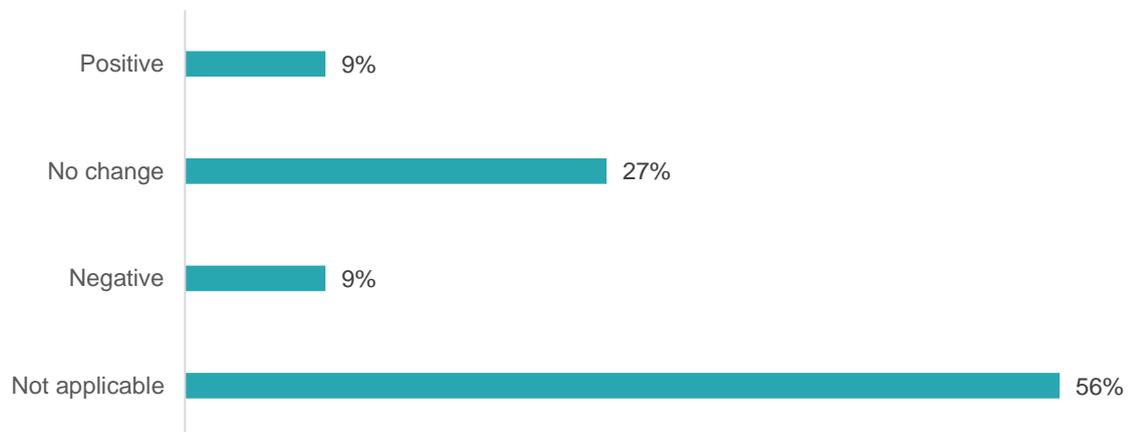
### Anger and violence at home

190 responses received.



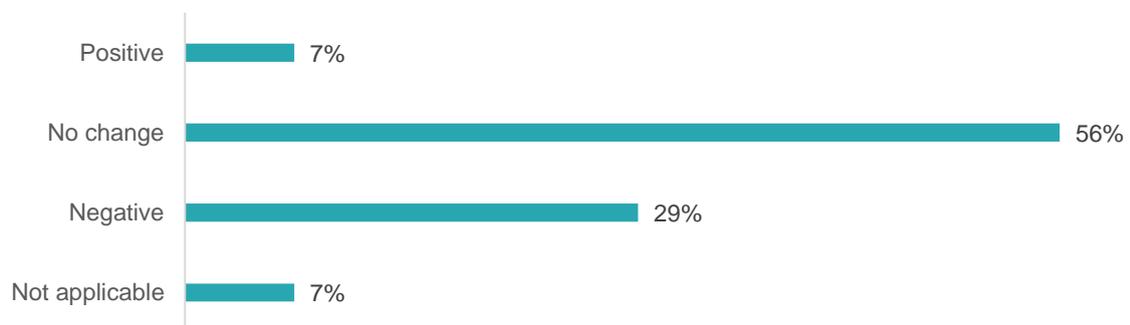
### Child wellbeing

188 responses received.



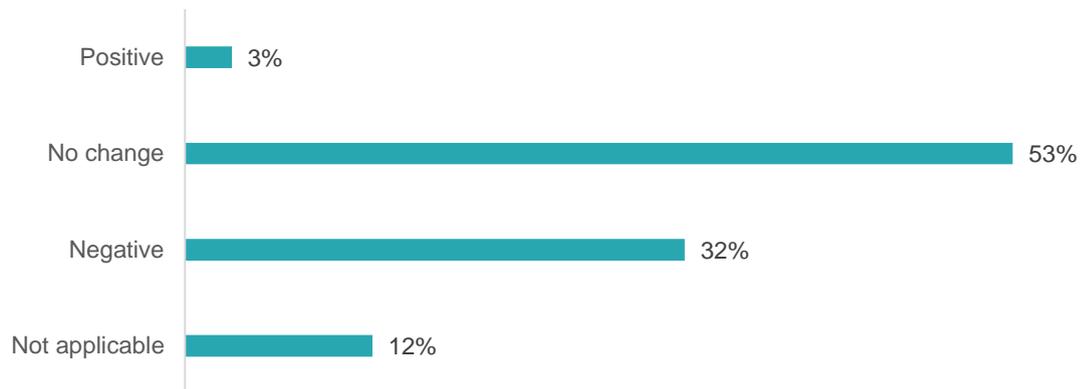
### Mental health

191 responses received.



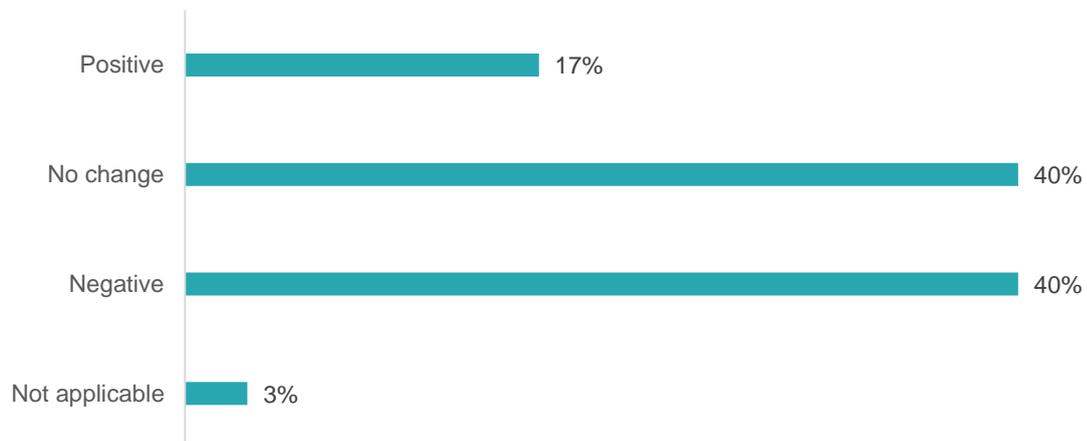
### Social isolation/loneliness

192 responses received.



### Social connections

191 responses received.



Are there any other changes you would like to tell us about?

Theme or topic	No. of responses
Social interactions	9
Sense of community	7
Employment	6
Impacts on family unit	6
Mental health	6
Economic impacts	5
Online communication	4
Health and wellbeing	3
Community facility/spaces	2
Other	11

**Illustrative quotes:**

“More likely to appreciate outdoor spaces now.” **(Female, 25-34, Murrumbeena)**

“The ability to drop off and pick up kids without then having to commute for an hour into the city has been a positive.” **(Male, 35-49, Bentleigh)**

“*Carnegie Kindness* Facebook page continues to support local community.” **(Female, 60-69, Carnegie)**

“The need to adapt to new work and living circumstances has been constantly required to get through the pandemic and can eventually be very tiring.” **(Female, 50-59, Ormond)**

“I redirected my travel spending to home improvements.” **(Male, 60-69, Bentleigh East)**

“Putting on weight.” **(Female, 60-69, Caulfield North)**

1.6 Have you noticed whether COVID-19 is having any lasting impacts on your local community? Please tell us of any positive or negative impacts that you have observed.

#### Negative impacts on the local community

Theme or topic	No. of responses
Community angst	28
Shop / local business closures	27
Social isolation	21
Increased rubbish	8
Financial stress	6
Open space	4
Increased traffic	2
Other	8

**Illustrative quotes:**

“Lost some meaningful connection with the neighbours, particularly the ones who had recently moved or moved in during COVID.” **(Female, 18-24, Bentleigh)**

“Hard for me to say. I suspect this will depend on personal hardships experienced - money, loneliness, etc.” **(Female, 70+, Ormond)**

“People are slightly more hesitant or guarded around strangers.” **(Male, 25-34, Caulfield North)**

“A few businesses seem to have closed down.” **(Male, 50-59, Bentleigh)**

“A lot of masks lying around in gutters etc. - rubbish that no one picks up.” **(Female, 35-49, Bentleigh East)**

“Businesses closing down, empty shops. Lots of places with for lease signs. Rubbish and disposable masks thrown on the ground and not disposed of properly.” **(Female, 60-69, Carnegie)**

### Positive impacts on the local community

Theme or topic	No. of responses
Community spirit	71
Physically healthy behaviours	21
Council facility usage	18
Local business	17
Work and life balance	5
Time to reflect	5
Initial positives waning	3
Outdoor dining	2
Less traffic	1

### Illustrative quotes:

“I am of the opinion that this period has been an opportunity for people/businesses to re-evaluate their core activities. Hopefully this will give the opportunity to seek positives goals in the future.” **(Male, 60-69, Carnegie)**

“Made us more aware of contagious diseases and to be more mindful of hygiene practices.” **(Female, 18-24, Bentleigh)**

“Feeling more connected as a community more emphasis on local shopping etc.” **(Female, 50-59, Glen Huntly)**

“Council services and outdoor spaces and parks are being accessed by a wider section of the community.” **(Male, 25-34, Caulfield North)**

“The best part of Covid was seeing children playing in the street and adults walking around. I think more people have discovered the joys of walking.” **(Male, 70+, Caulfield North)**

“I think there are more people out and about exercising.” **(Female, 35-49, Ormond)**

1.7 What types of supports might you or your family need to recover from the impacts of COVID-19 longer term? These may not necessarily be provided by Council but can give service providers in the area an idea of what the community might need.

Participants could select as many options as they wanted. In total, 614 options were selected.



Responses from participants who indicated 'other' included:

Responses
Community programs. i.e. physical and mental health programs.
Help get international students back (hosts benefit from having them).
Council support. i.e. customer service, lowering of rates, inclusiveness of communication for vulnerable.
Employment opportunities at Council.

## 1.8 What do you think you and your family can do to help our community recover?

Theme or topic	No. of responses
Supporting local business	46
Volunteering	31
Community activities	27
Social support	15
Physically healthy behaviours	8
Other	11

### Illustrative quotes:

“If the local government were to organise community events (e.g. BBQs in the park - not too big, maybe on suburb level in local parks), you could get people like us to volunteer to help. This would bring community together. We lack festivals in Australia!” **(Male, 35-49, Glen Huntly)**

“Financial support or volunteering support for those in need.” **(Female, 18-24, Bentleigh)**

“Get out there and spend money in local businesses.” **(Male, 50-59, Ormond)**

“Would like to find a way to help international students, refugees etc.” **(Female, 60-69, Carnegie)**

“I am a meditation teacher and mindfulness facilitator, so could run sessions to help with mental health, and foster that sense of community.” **(Female, 25-34, Bentleigh)**

“Support local retailers and service providers. Volunteer to help organisations providing assistance to those in need.” **(Male, 70+, Elsternwick)**

1.9 When we surveyed Community Voice in June, 58% of respondents said they were unsure or disagreed with the statement: “I am confident in understanding the signs of someone in a mental health crisis situation such as suicide”. If Council was to offer Community Voice members a free 90-minute self-paced evidence-based online training course in suicide prevention, is this something that would interest you?

188 responses received.



1.10 Is there anything else you would like to tell us about how you are currently feeling now that restrictions have begun to ease?

Theme or topic	No. of responses
Excited / relieved for more normality	37
Anxious / cautious about complacency	22
Still adjusting	18
More focused on my community	15
Enjoyed social connections	14
Concerned for vulnerable	8
Other	21

**Illustrative quotes:**

“Really pleased to see the support the council is providing local businesses with the conversion of parking spaces to outdoor eating areas.” **(Female, 25-34, Bentleigh)**

“Feel a bit in limbo... as there's a feeling of more ability to socialise, but we're not yet calibrated as to how to do so in a socially acceptable way. Looking forward to a time when the various groove 'n' graze events can return. They are great at making families (in particular) feel the community around them.” **(Male, 35-49, Carnegie)**

“It feels great to be going out again, seeing friends and family in person and supporting local bars/cafes/restaurants more frequently. The lockdown period made me more knowledgeable about my local area, and this is something that I want to explore further.” **(Female, 18-24, Bentleigh East)**

“Difficult to get back into the flow of socialising and my previous routine.” **(Female, 70+, Caulfield South)**

“It's good to be attending things associated with the Performing Arts again. That the prospect of being able to travel within Australia is again a possibility, and our own State. That we can begin to see family and friends face to face.” **(Male, 60-69, Bentleigh East)**

“Happy to get back to the gym. A little concerned that people think it's over. We have another 12 months or more before we get from Covid-Normal to Normal-Normal.” **(Male, 50-59, Elsternwick)**

## SECTION TWO: ENGAGING WITH YOU ON URBAN PLANNING

In November 2018, we asked Community Voice members these same questions to identify aspects of Urban Planning that could be improved for the residents of Glen Eira.

We wanted to know how far we'd come since implementing some changes following the last survey and improve our services to the community by determining where we could offer additional information or clarify processes. We have included results from 2018 in our graphs for comparison.

Glen Eira's Urban Planning team is responsible for receiving, assessing and making decisions regarding planning applications to use, develop or subdivide land in Glen Eira, processes legislated by State Government.

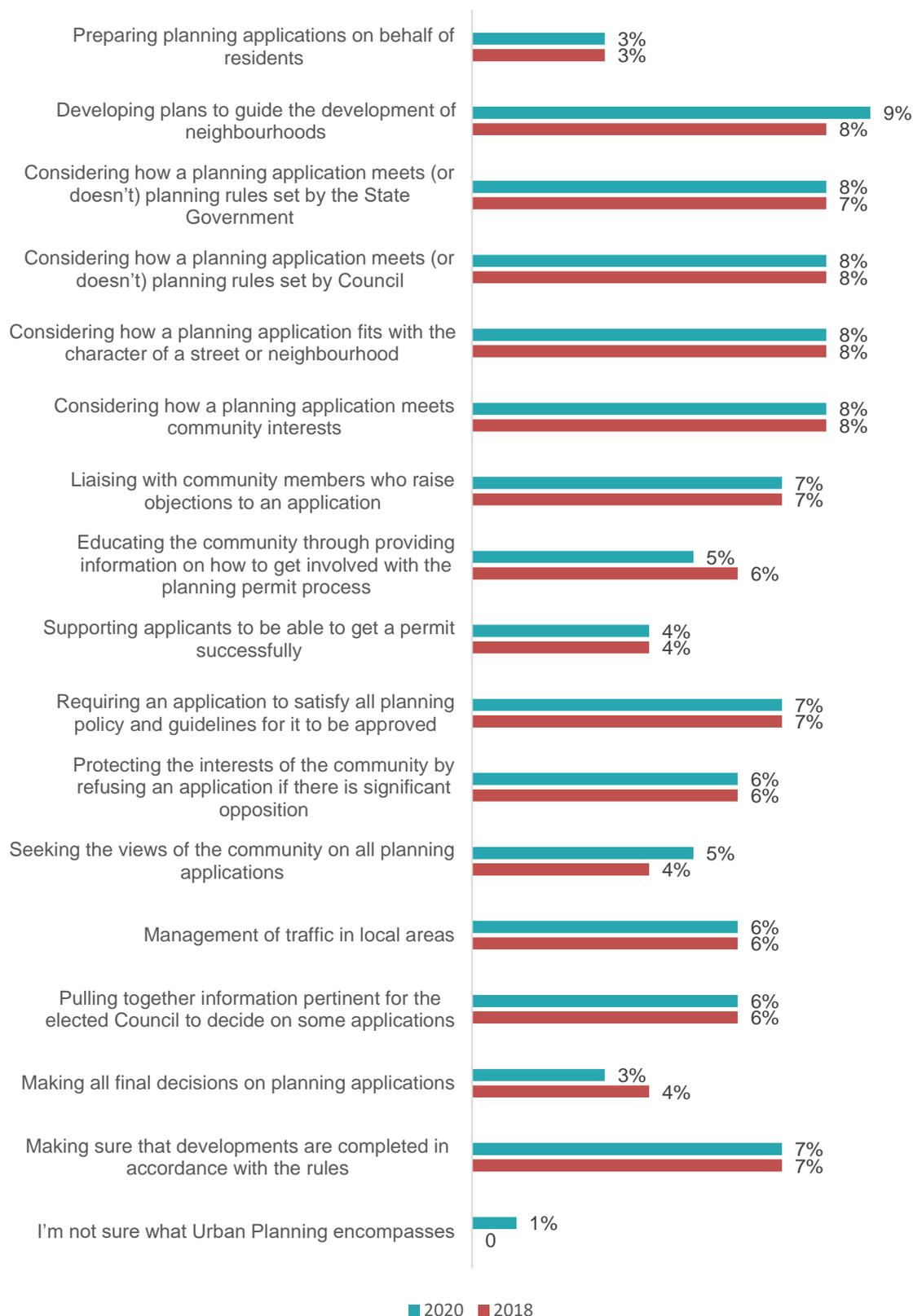
When reading the results, it is important to note that we had 171 responses to the survey in 2018 compared to 193 this year.

### Key findings

- 86% of participants (165) indicated they 'strongly agreed' or 'agreed' that the Urban Planning service must balance the views and opinions of different stakeholders as part of its decision-making process.
- 23% of participants (44) 'strongly disagreed' or 'disagreed' that the Urban Planning service makes decisions quickly, compared to 26% in 2018.
- 20% of participants (38) 'strongly disagreed' or 'disagreed' that the Urban Planning service is known for highly quality customer service, compared to 26% in 2018.
- More than 50% of participants who had engaged the Urban Planning team for a planning application indicated:
  - They were 'very satisfied' or 'satisfied' with support offered to them in the preparation of their application and during the processing stage (58%, a jump of 27% from 2018).
  - They were 'very satisfied' or 'satisfied' with the timeframe involved in processing their application (53%, a jump of 11% from 2018).
  - They were 'very satisfied' or 'satisfied' with the rationale / reasons provided in the determination of their application (53%, a jump of 7% from 2018).
- More than 32% of participants who had engaged with the Urban Planning team as an objector or supporter of a planning application indicated:
  - They were 'very satisfied' or 'satisfied' by the availability of information on the application they objected to or supported (58%, a jump of 12% from 2018).
  - They were 'very dissatisfied' or 'dissatisfied' with the support provided by Council when submitting an objection or support (38%, down by 4% from 2018).
  - They were 'very satisfied' or 'satisfied' with the overall outcome of the application they objected to or supported (50%, down by 5% from 2018).

## 2.1 Which of the following do you think Urban Planning encompasses?

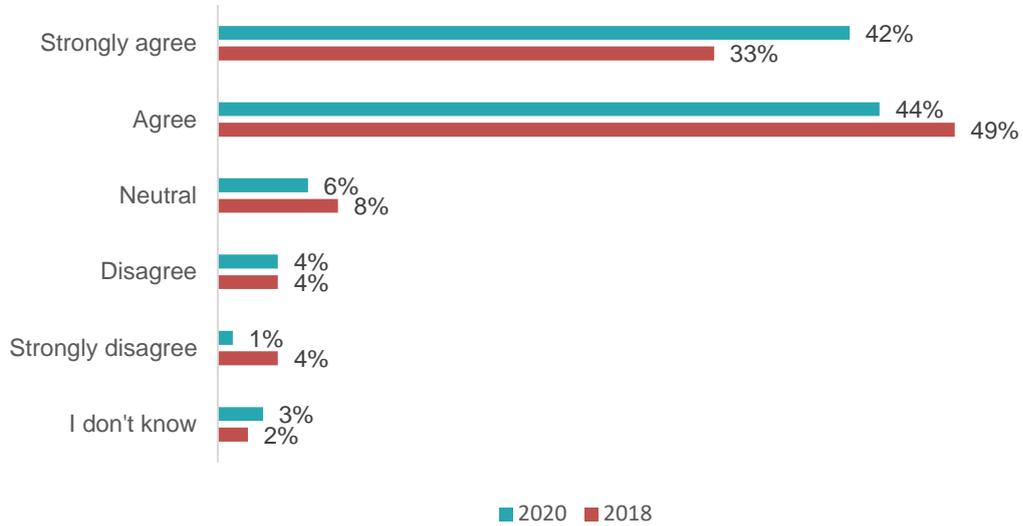
Participants could select as many options as they wanted.



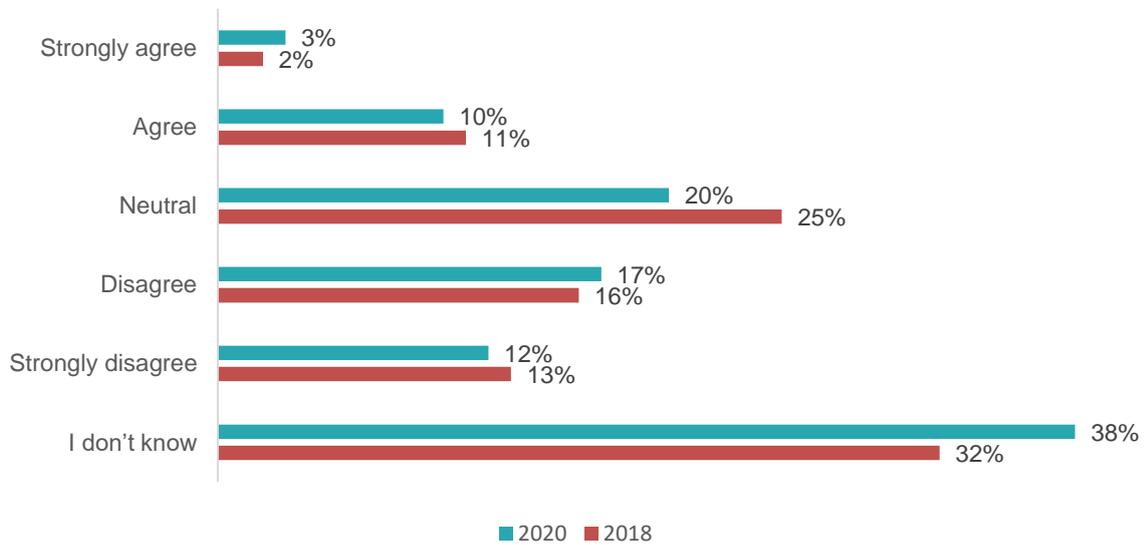
## 2.2 Please indicate the extent to which you agree/disagree with these statements:

For this multi-part question, participants could choose one of six options.

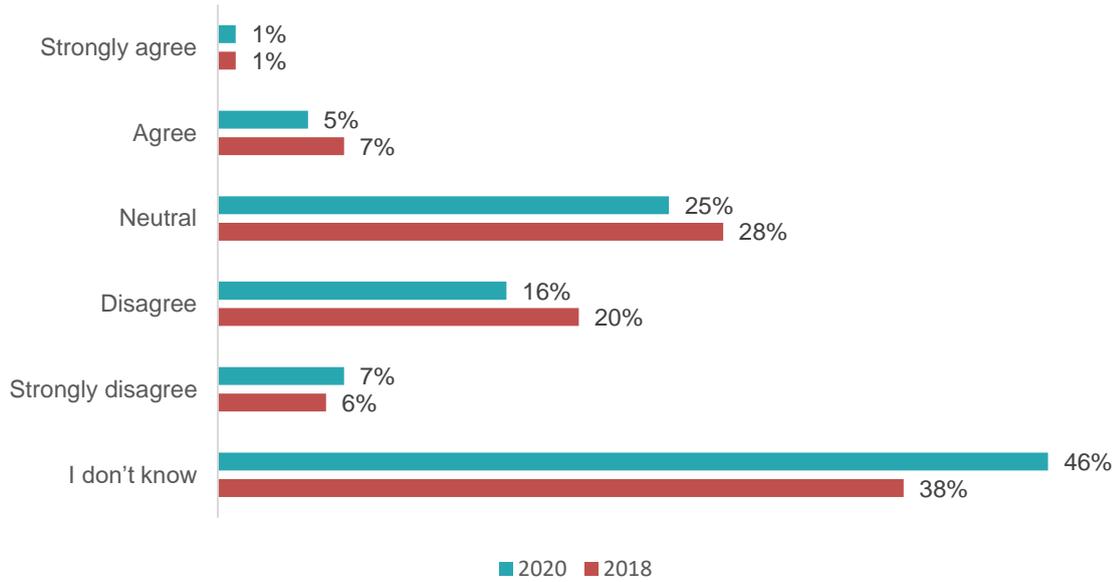
### The Urban Planning service must balance the views and opinions of different stakeholders as part of its decision-making process



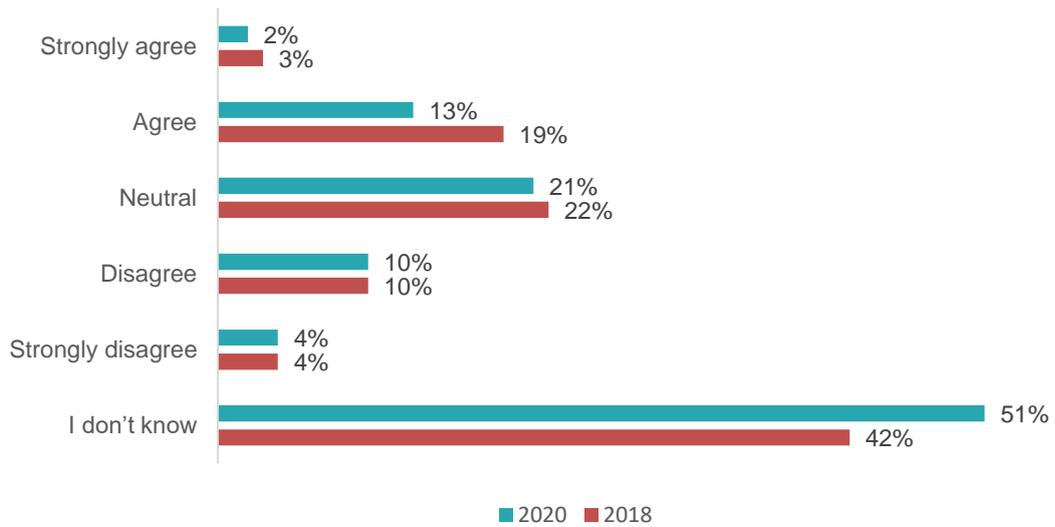
### The Urban Planning service responds well to community feedback



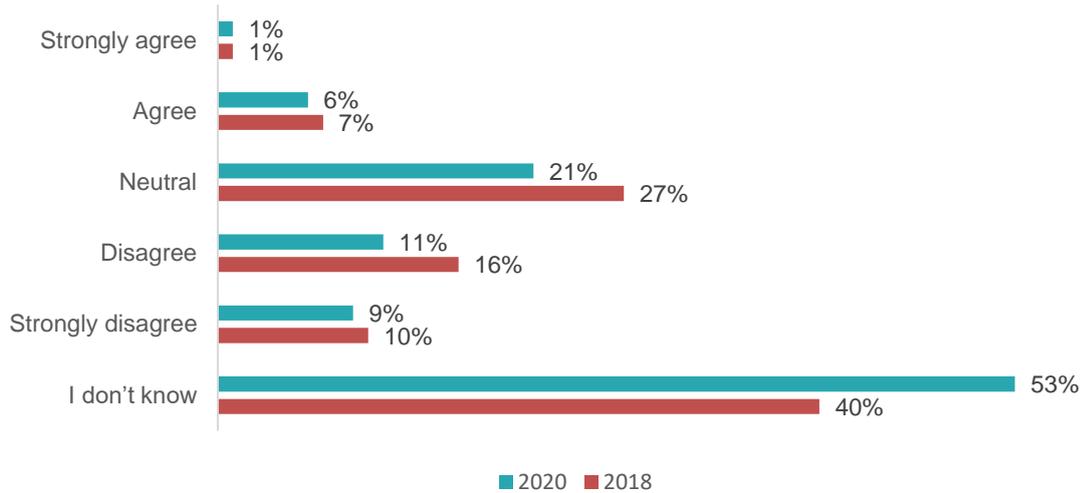
### The Urban Planning service makes decisions quickly



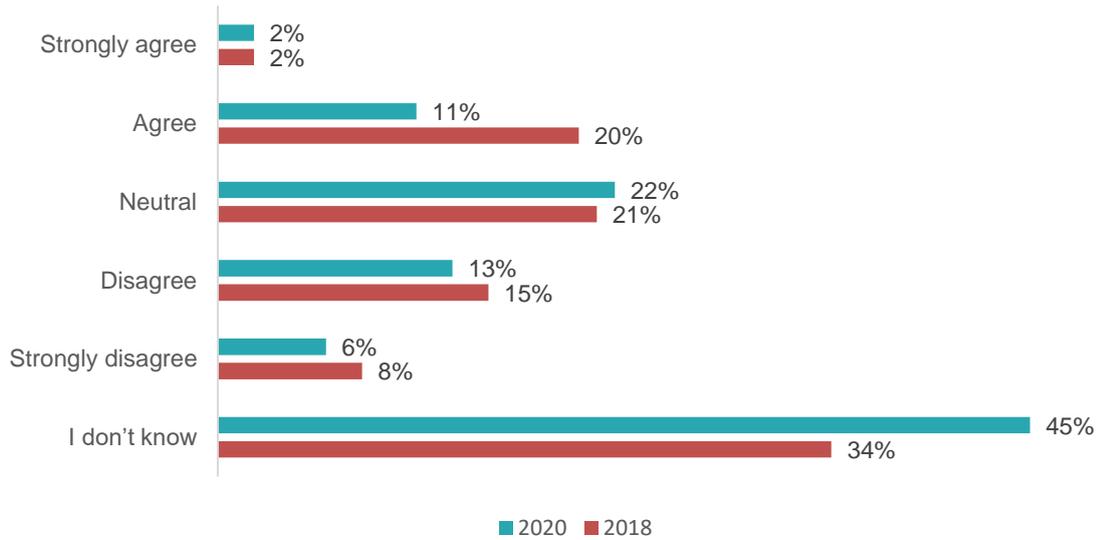
### The Urban Planning service keeps customers updated on the status of applications



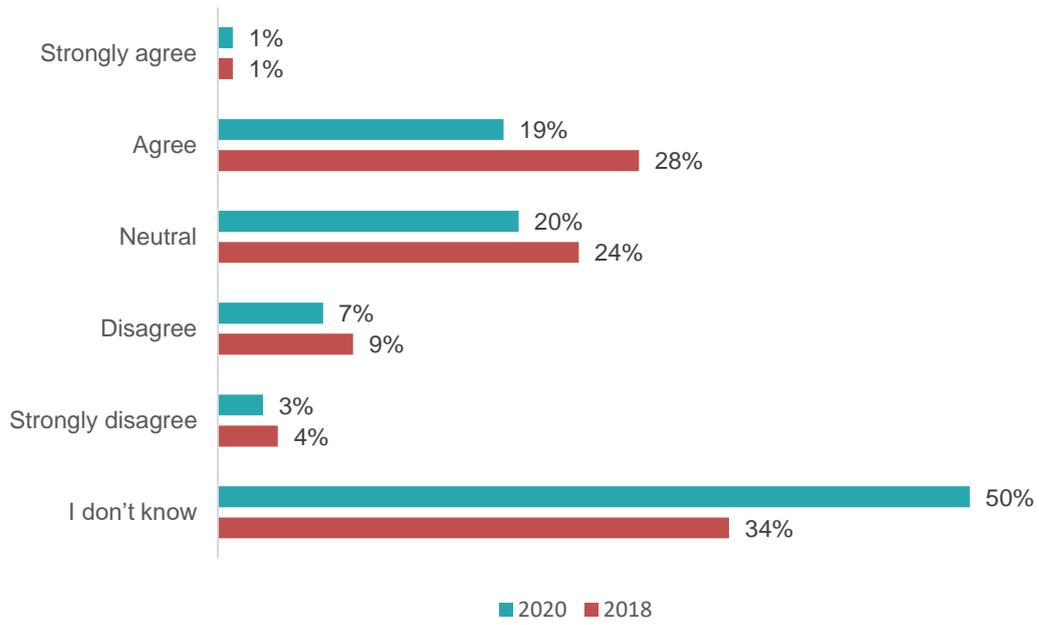
### The Urban Planning service is known for providing high quality customer service



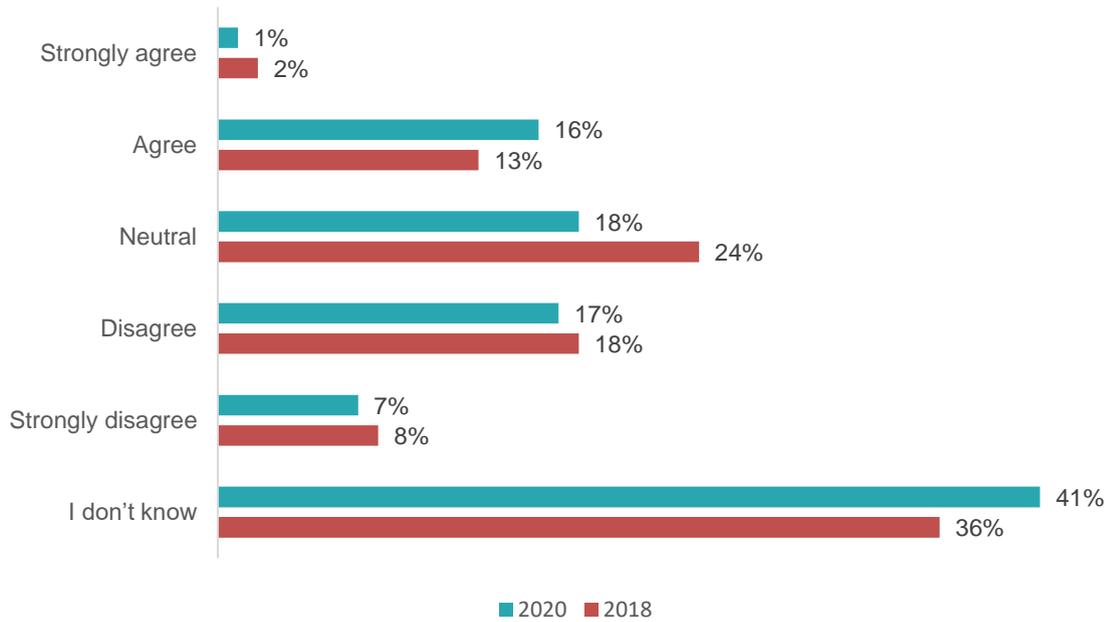
### The Urban Planning service clearly communicates the planning process to its customers



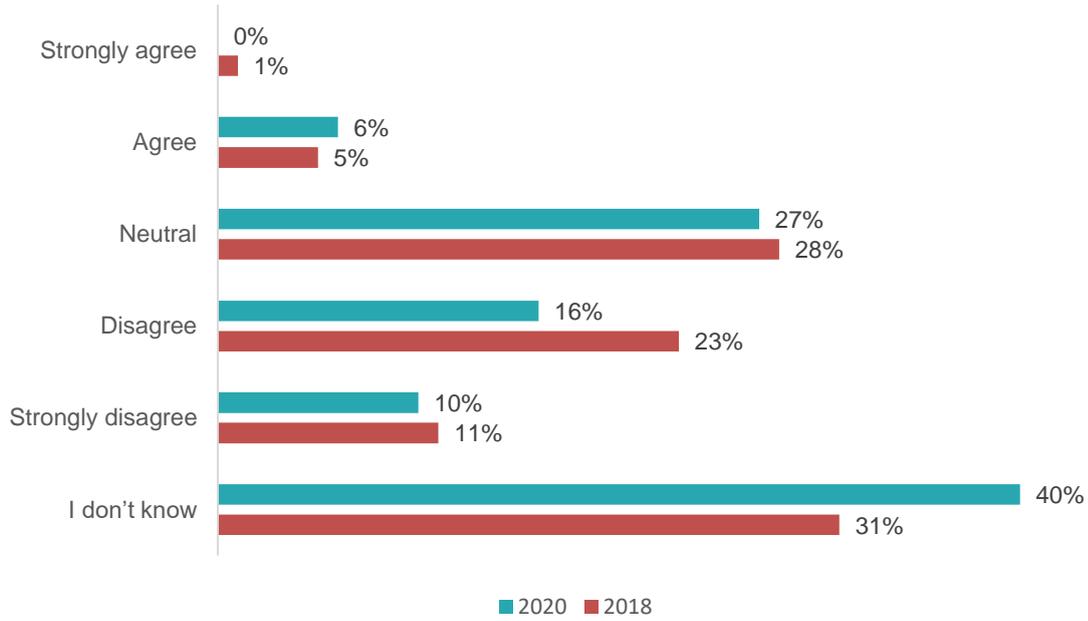
### It is easy to contact Urban Planning



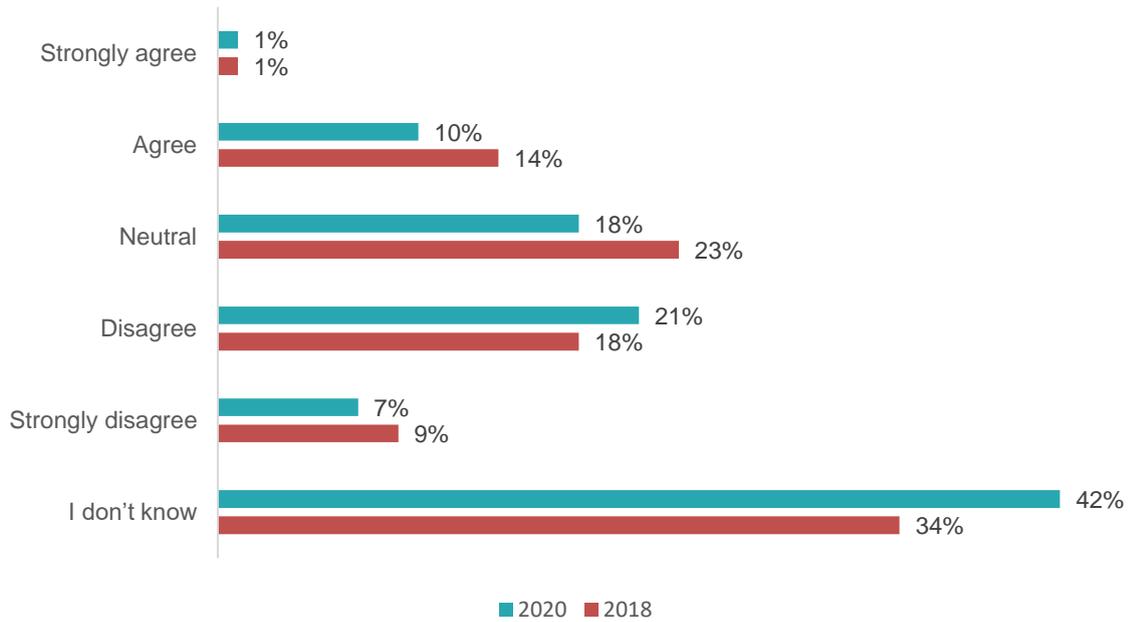
### Urban Planning clearly explains why it makes the decisions it does



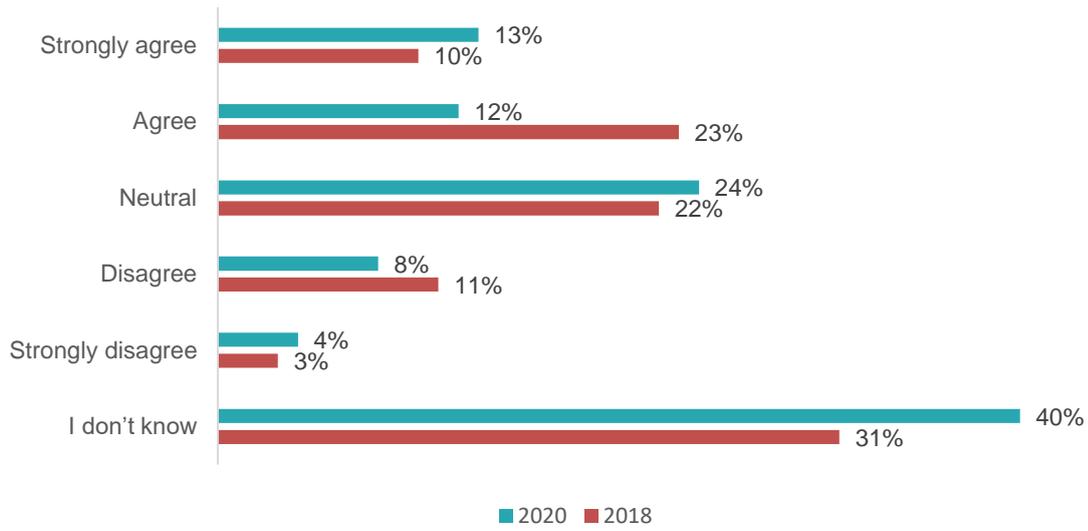
### The Urban Planning service delivers the decisions you expect



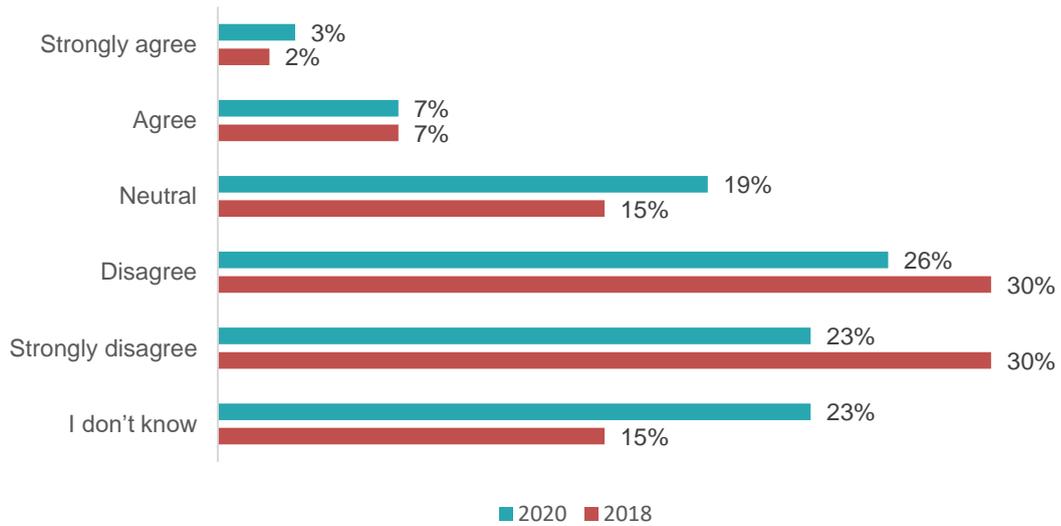
### The Urban Planning service consults well on planning applications



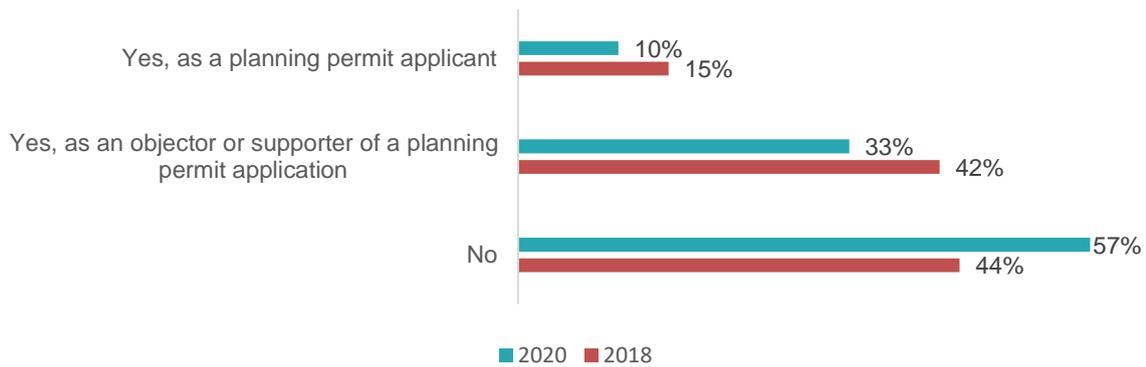
### The Urban Planning service approves too many applications



### Decisions made by the Urban Planning officers should instead be made by elected Councillors



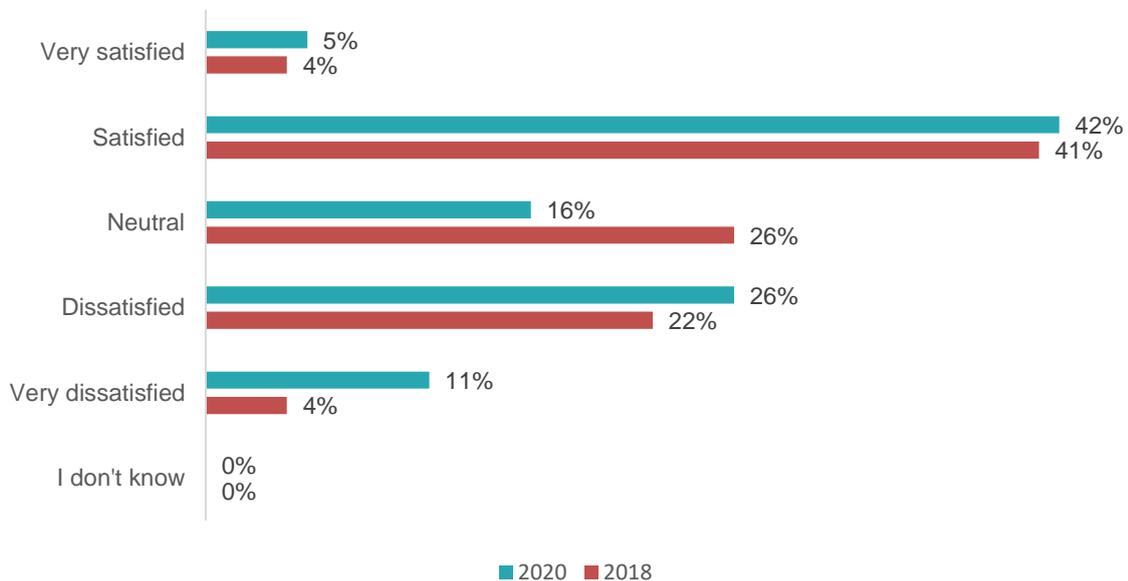
## 2.3 Have you personally engaged with the Urban Planning service at Glen Eira?



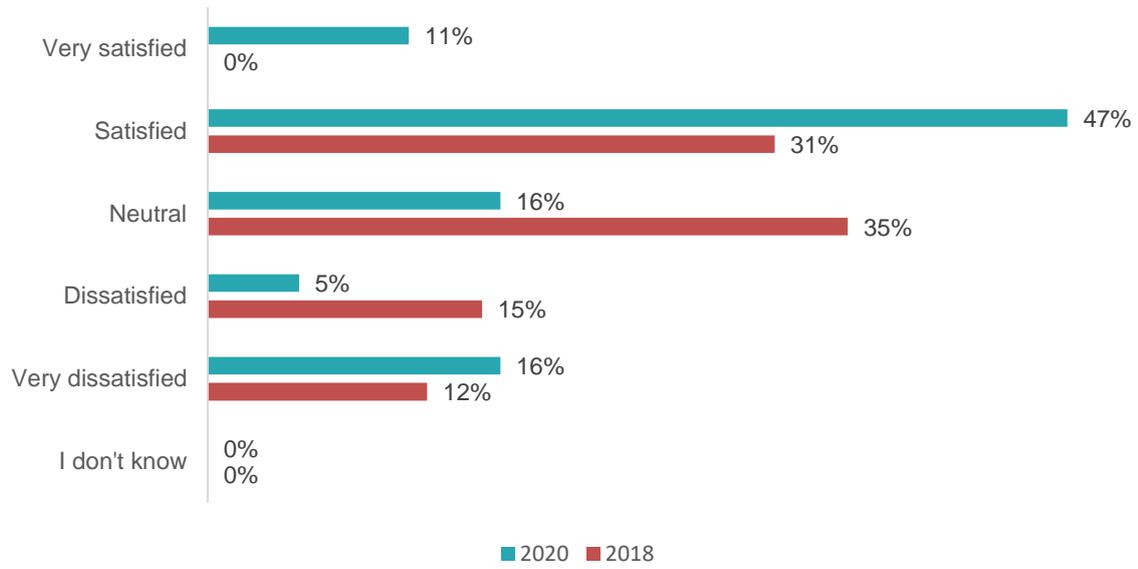
2.3.1 (conditional - if 'yes, as a planning permit applicant') Could you tell us how satisfied you were / are with the following elements of the application process? If you have made a number of applications, please consider your most recent application when answering this question.

For this multi-part question, participants could choose one of seven options.

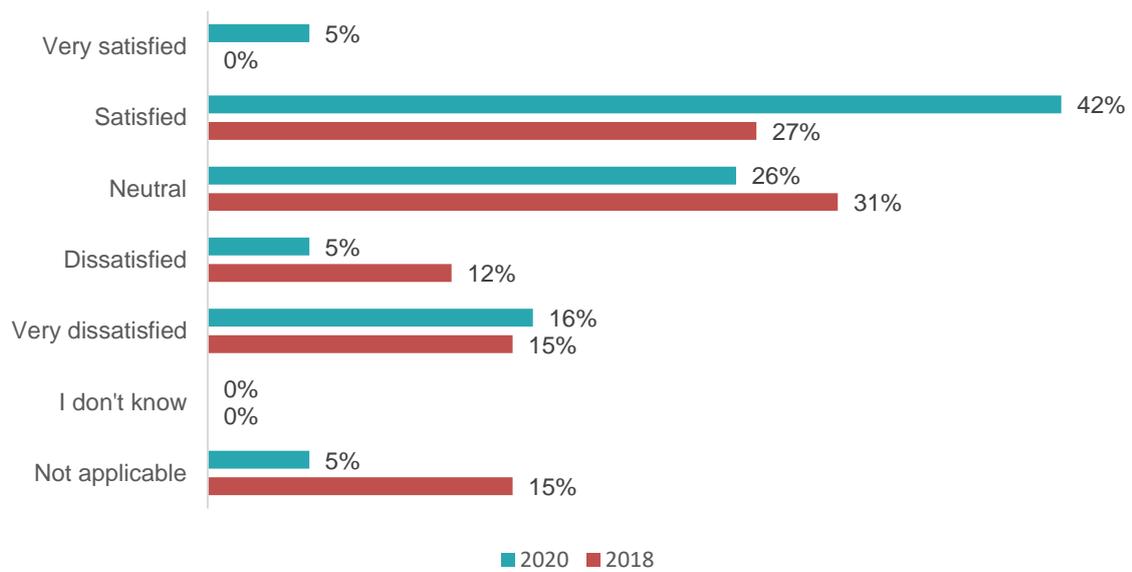
### The clarity of advice available regarding the information you needed to provide as part of your application



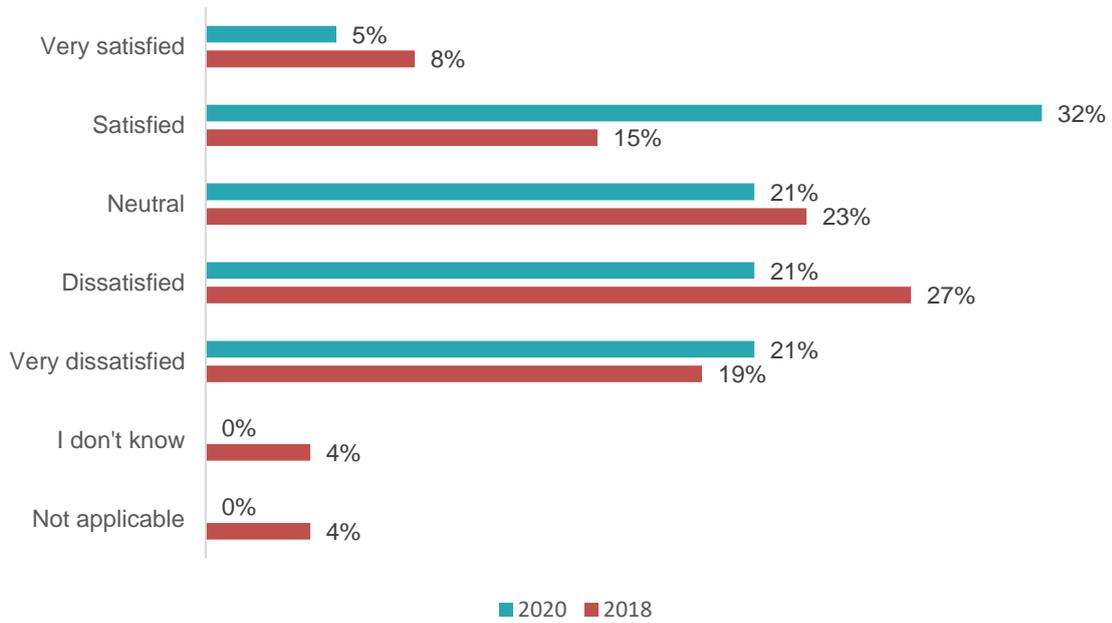
**The support offered to you in the preparation of your application and during the processing stage**



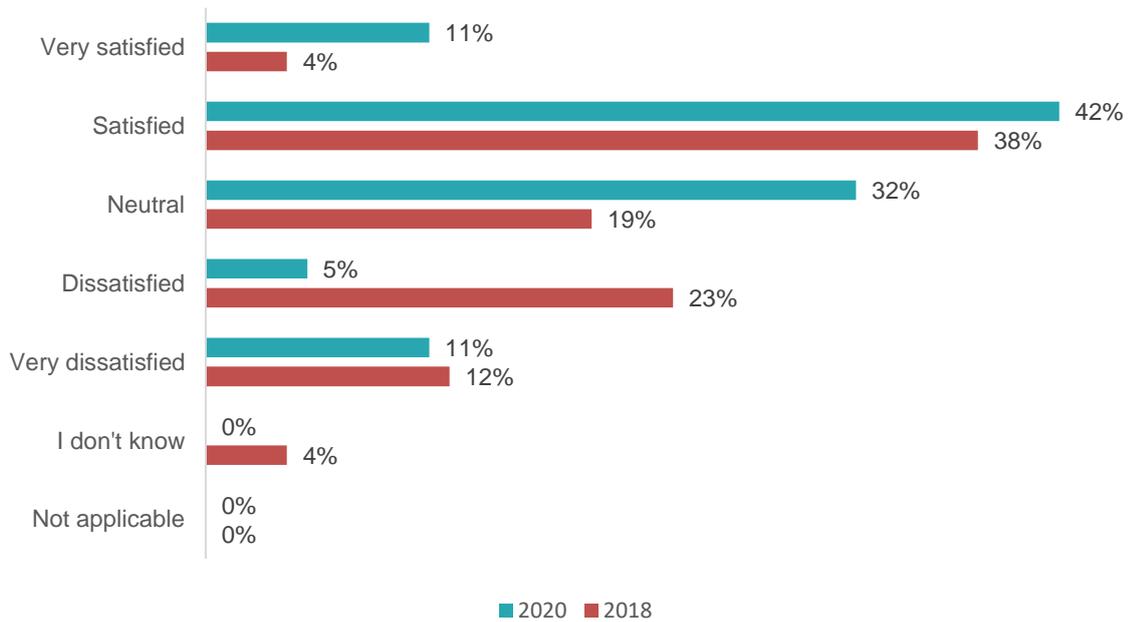
**Communication from Council on issues or queries during the process**



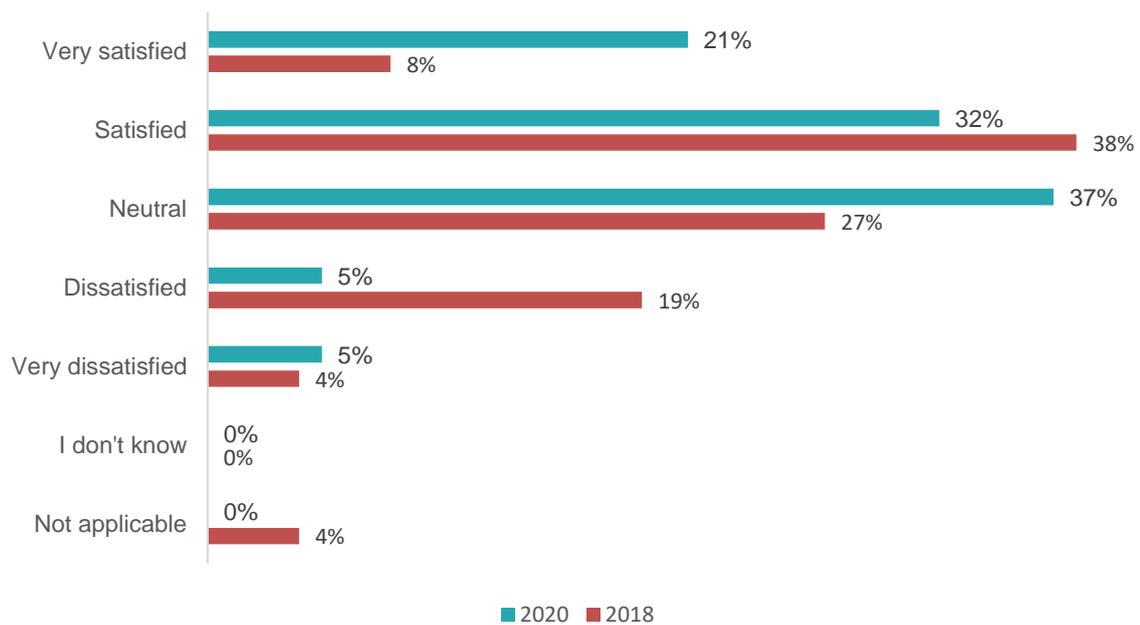
### The timeframe involved in processing your application



### The rationale/reasons provided in the determination of your application



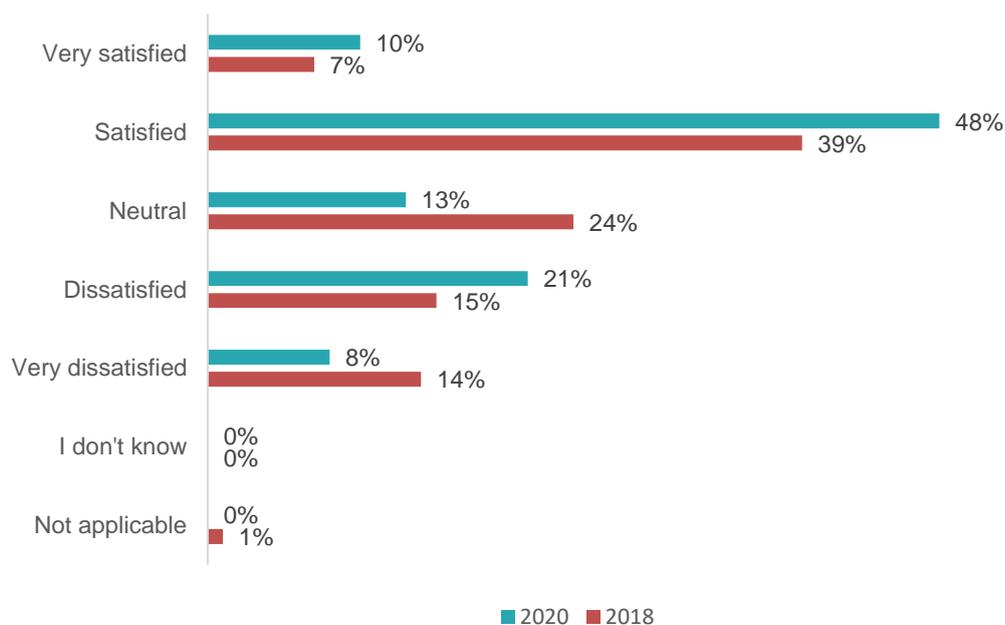
## The overall outcome of the application



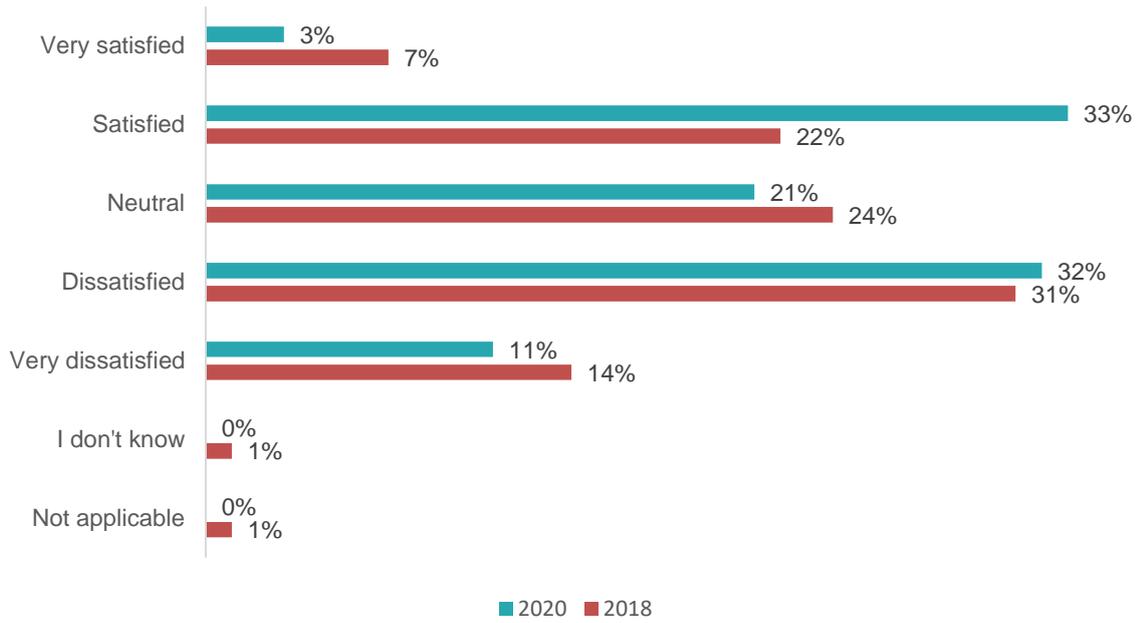
2.3.2 (conditional - if 'yes, as an objector or supporter of a planning permit application')  
 Could you tell us how satisfied you were/are with the following elements of the objection process? If you have made a number of objections or supports, please consider your most recent objection/support when answering this question.

For this multi-part question, participants could choose one of seven options.

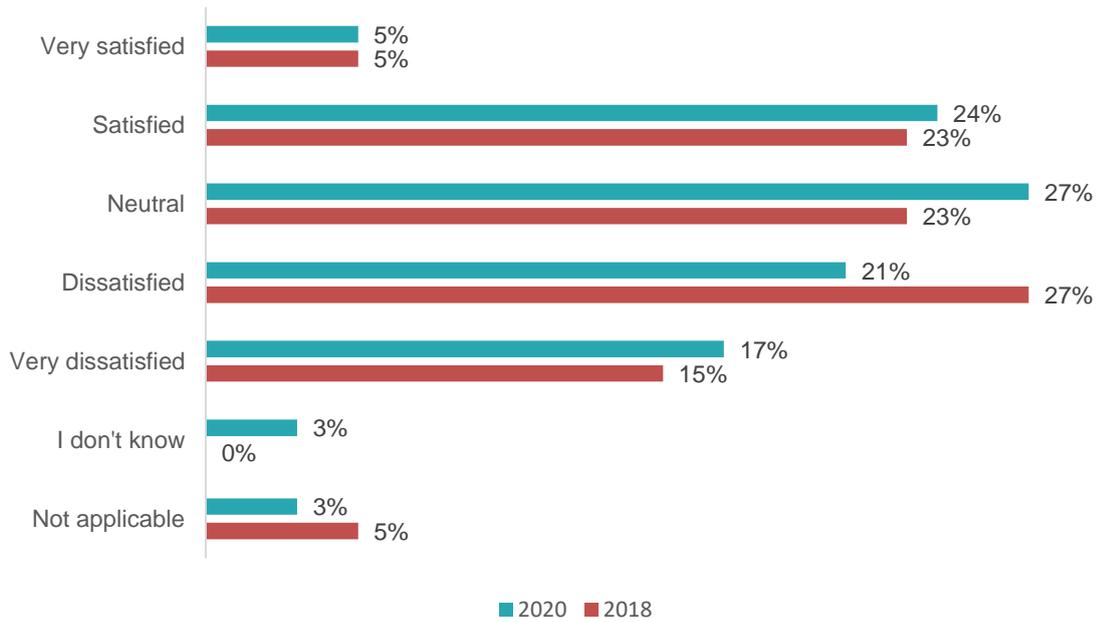
## The availability of information on the application you objected to or supported



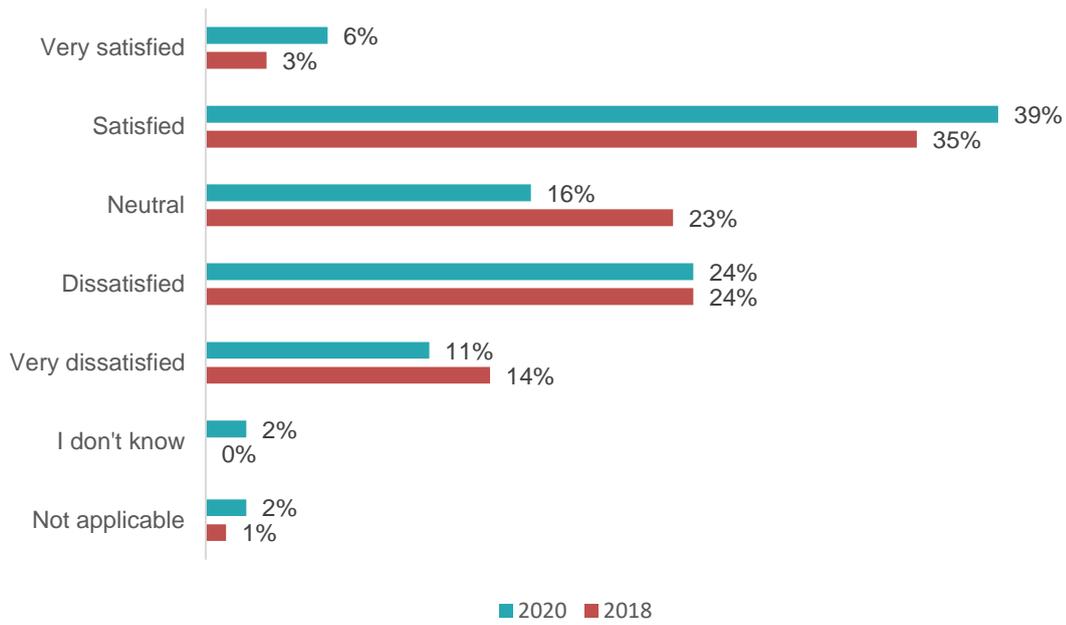
### The clarity of information available on what can be objected to



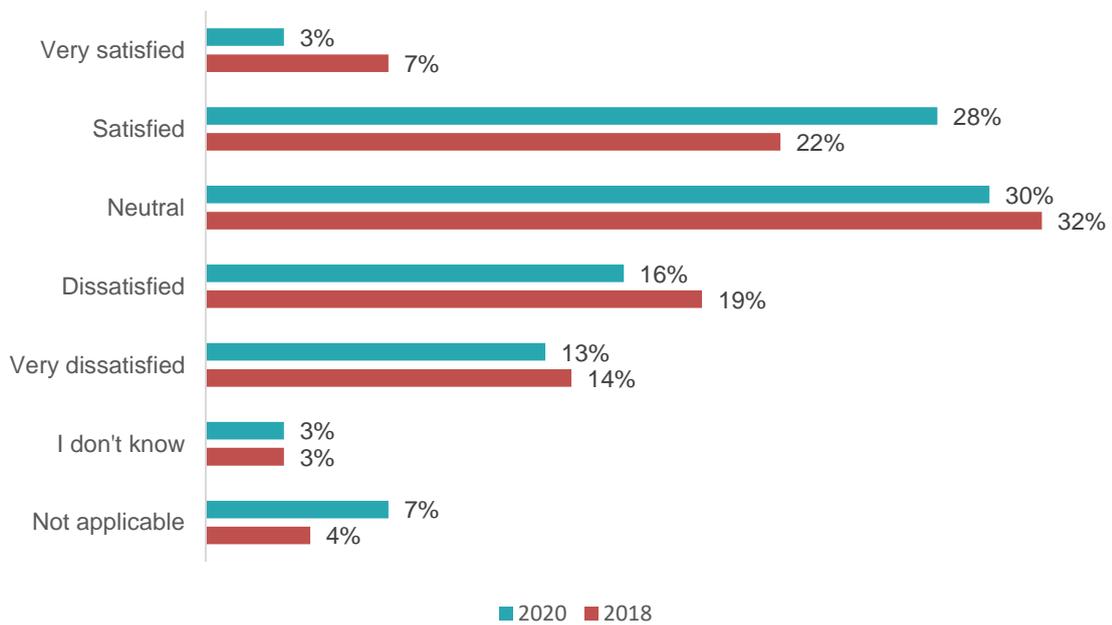
### The support provided to you by Council when you submitted your objection/support



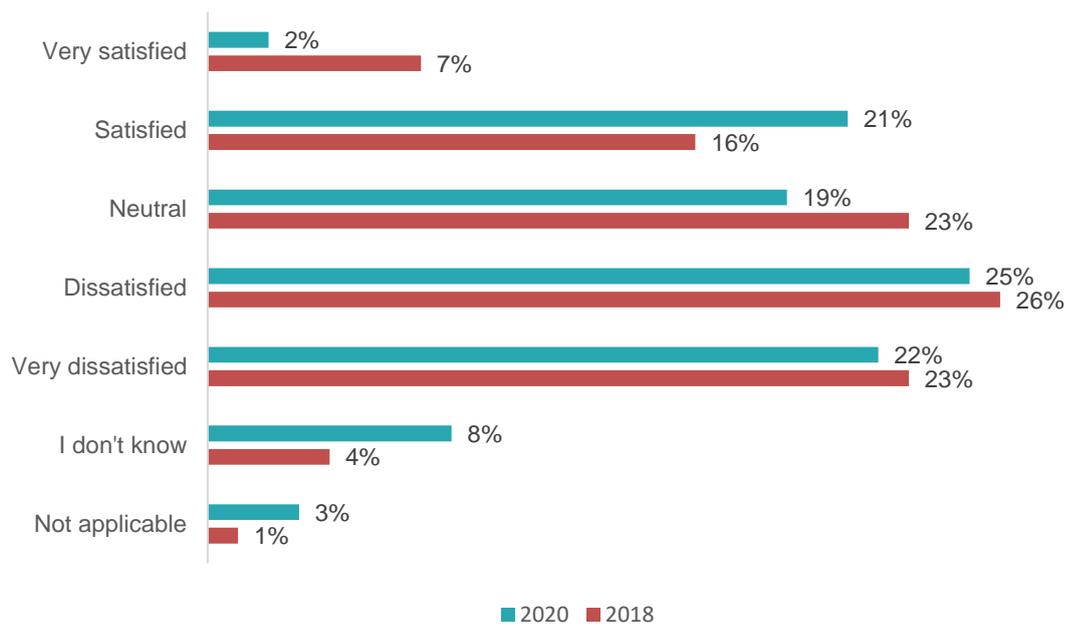
### Council's communication with you during the process



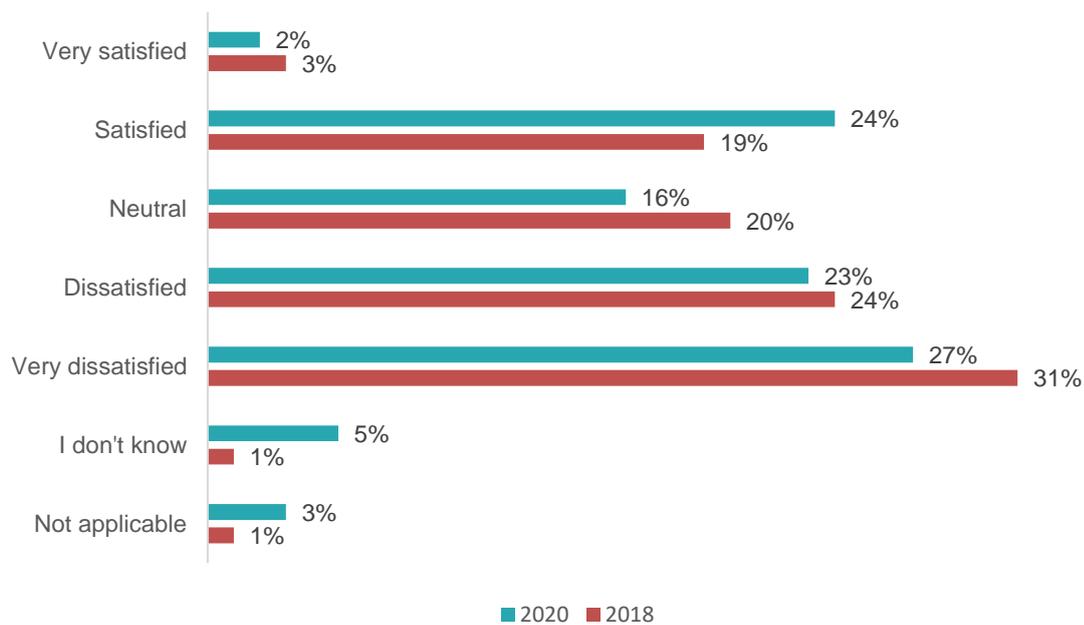
### The clarity and timeliness of Council's communication with you on the outcomes of your objection/support



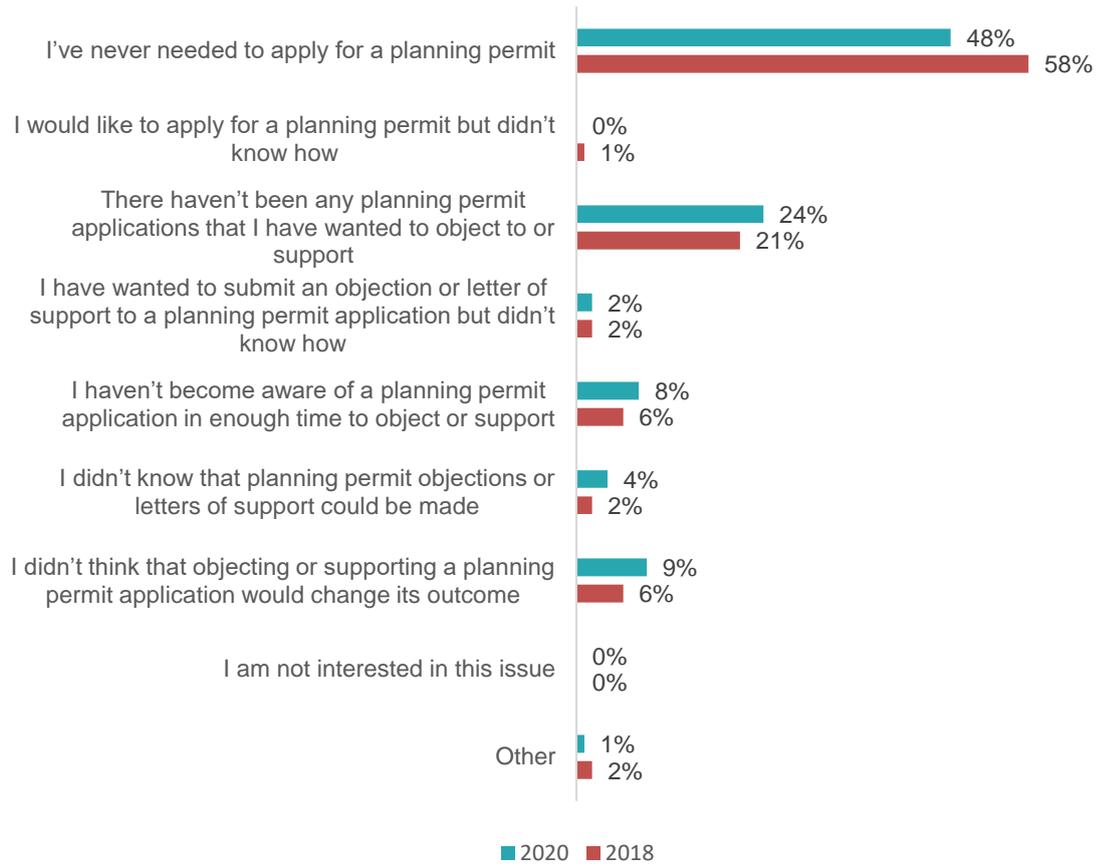
**The reasons provided in the determination of the application you supported/objected to**



**The overall outcome of the application you objected to/supported**

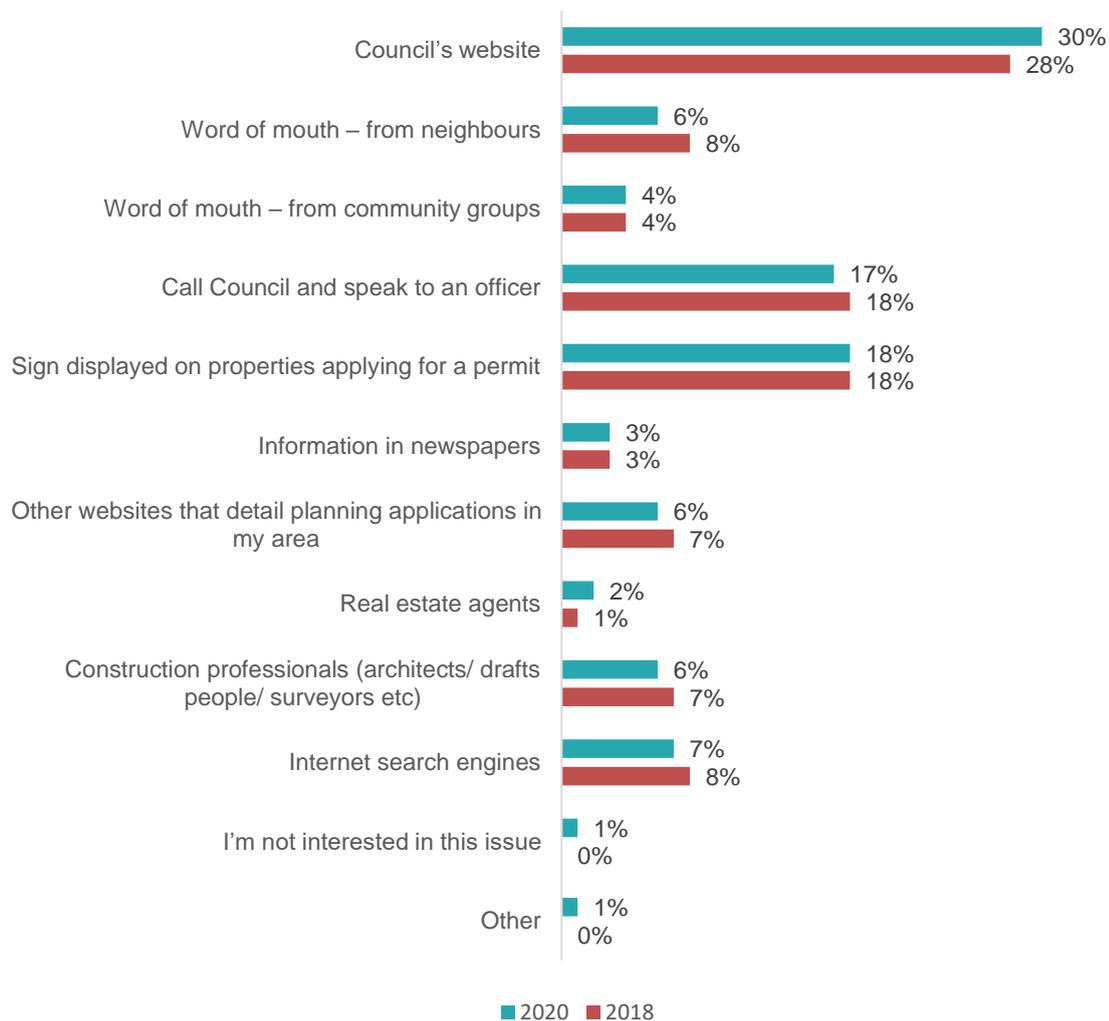


### 2.3.3 (conditional - if 'if 'no') Could you tell us why not?



## 2.4 As a community member, where do you/would you go to obtain information on planning permits in Glen Eira if you wanted/needed to?

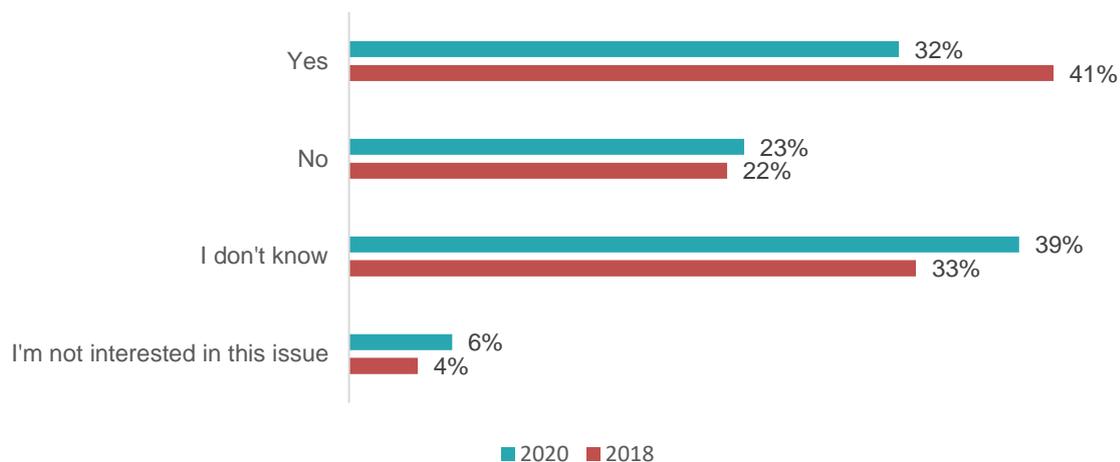
Participants could select as many options as they wanted.



Responses from participants who indicated 'other' included:

Response
Friends working in the field.
Notifications via post if applications were to effect property.
Victorian Building Authority, consumer affairs.
ResCode, planning scheme.

2.5 Do you consider that you have access to sufficient information to engage with the planning permit process in Glen Eira if you wanted to?



2.6 Would any of the following options support you in engaging with the planning permit process?

Participants could select as many options as they wanted.



Responses from participants who indicated 'other' included:

<b>Response</b>
Items 14 to 20 appear to be concerned with private / commercial development within the municipality. There appears to be a lack of structure where Council sets about a civic development and ignores conventions for private / commercial developments.
ESD in the planning scheme - 20 years overdue. Structure plans in place for basing decisions. Stronger urban design plans - not just land-use. Up to date Heritage plans. Transport, bike and walking plans linked into the planning scheme
Plain language. There was an issue that affected my area, but it would have taken another degree to understand it all!! How Council expects that residents can engage in this process is beyond me. It appears that the process is designed to limit feedback.

## 2.7 Do you have any other thoughts or comments?

<b>Topic or theme</b>	<b>No. of responses</b>
Stringency on developments	20
Customer service	10
Sustainability	8
Clarity of process and / or guidelines	6
Consistency of approach/decision-making.	3
Great experiences	3
Community safety	2
Other	10

### Illustrative quotes:

"As a young person (23), it doesn't feel too relevant to my current lifestyle. I would like to know more about this issue, how it is relevant to young people and why we should care about this. Perhaps through a lens of issues that young people do care about, like Indigenous issues or sustainability. Community involvement across all demographics is important, but a lot, if not the majority of young people don't want to feel like "the old man shaking his fist at the sky". **(Female, 18-24, Bentleigh East)**

"Yes - the council is primarily focused on business engagement and commercial solutions with very little interest on impact on residents and local community." **(Male, 50-59, Caulfield North)**

"We engaged a building company to build our two townhouses. This company referred us to Surveyors who expected us to do everything that we'd never done and made the subdivision process needlessly traumatic. We didn't know until much later that Urban Planning could assist with information. We found Glen Eira Planning and other departments extremely helpful and quick and patiently responding to our questions. Lots of friends said "oh, hassles with Council? " and we proudly told them Glen Eira are terrific." **(Female, 60-69, Murrumbeena)**

“In my view the process is pretty straightforward for anyone who wants to engage with the process. But my guess is most residents aren't interested until there is a large-scale development next door to them.” **(Male, 25-34, Murrumbeena)**

“As I said above, plain language. I am a university educated professional and can figure out most things. The time, research and energy required to understand and make a submission (e.g. Glen Eira - Amendment C184) was so onerous that I didn't persist. The documentation needs to be better and clearer, and easier to understand and respond to.” **(Female, 35-49, Carnegie)**

## SECTION THREE: YOUR FEEDBACK AND IDEAS TO REFINE COMMUNITY VOICE

As 2020 draws to a close, we wanted members to reflect on the year that was for Glen Eira Community Voice and gather their feedback and ideas about whether we should refine it heading into a new calendar year.

Community Voice has run for more than two years and many new members have joined in that time. It continues to inform Council about community views and opinions.

We wanted to ensure Community Voice remains vibrant and representative and ensure members continue to be satisfied and participate in activities.

### Key findings

- 61% of participants (116 of 190) indicated they were happy to participate in up to six Community Voice activities each year.
- 54% of participants (102) indicated they had participated in all Community Voice engagement activities in 2020.
- 46% of participants (89) indicated they were happy with Community Voice and online activities only.
- 59% of participants (114) indicated they would be likely to participate in forum/focus groups/working groups around specific topics if they were done in addition to regular Community Engagement activities.

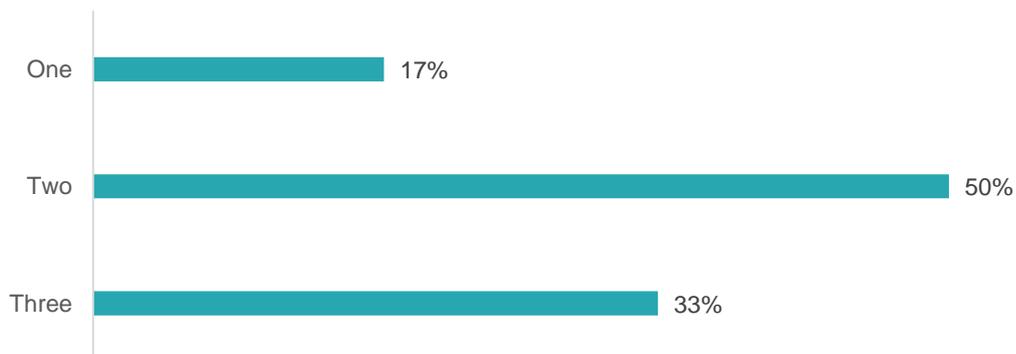
3.1 Council has committed to delivering up to six online activities (surveys and/or polls) through Community Voice each year. Please indicate your preferred number of online activities:

190 responses received.



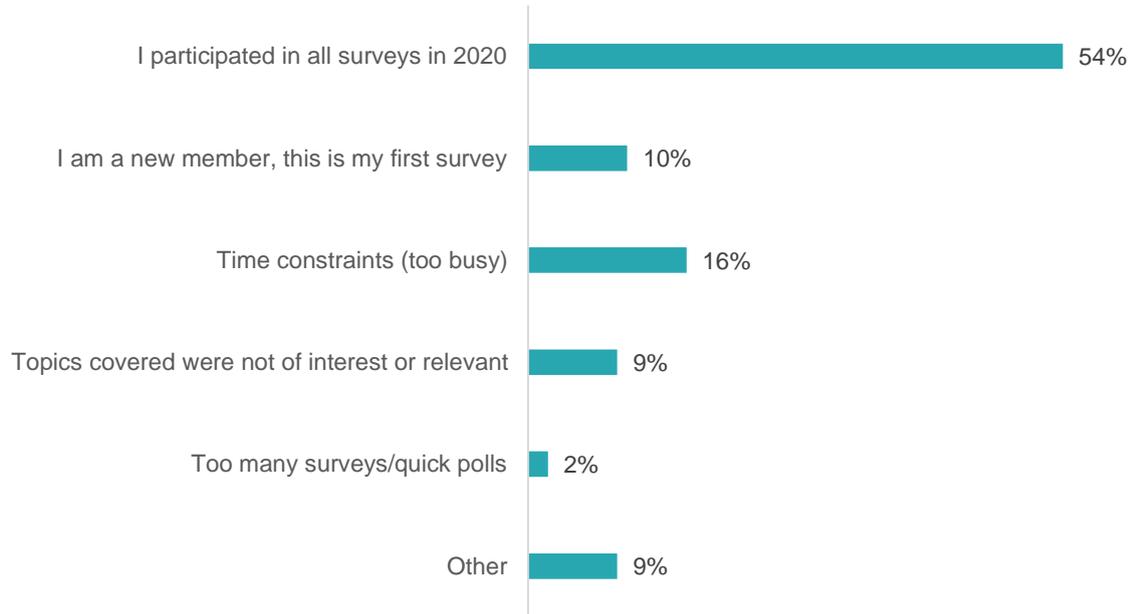
(if respondent chooses last option) How many online activities would you prefer to participate in throughout 2021?

12 responses received.



### 3.2 If you did not participate in one or more surveys in 2020, what was the main reason(s)?

190 responses received.

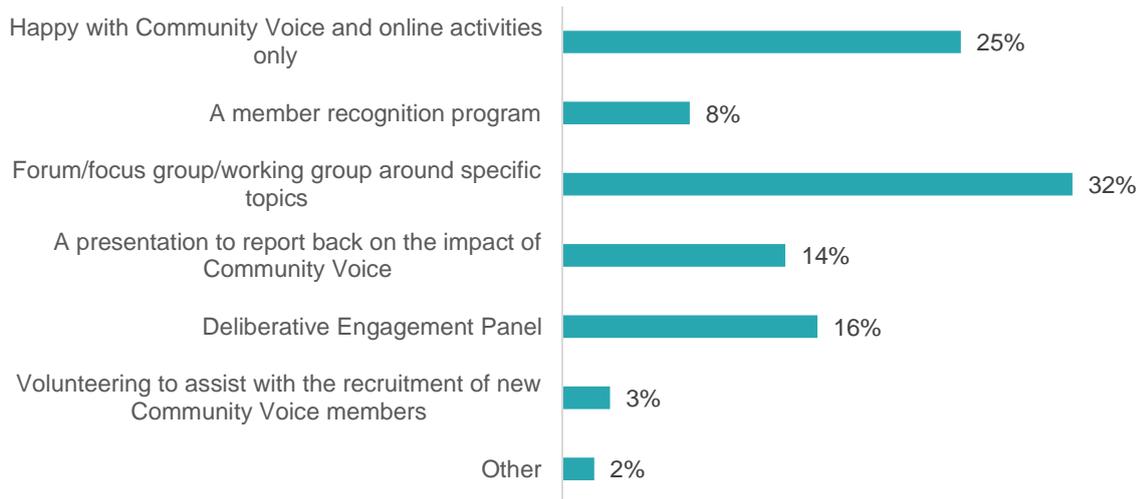


Participants that indicated 'other' specified with:

Topic or theme	No. of responses
Unsure whether I missed any	5
Only joined recently	3
Tech challenges	3
Other priorities	3
Forgot	2

3.3 In 2020, some members expressed interest in having greater engagement with Council. If Council was to offer engagement activities in addition to Community Voice in 2021, which activities would you be likely to participate in?

Participants could select as many options as they wanted. In total, 355 options were selected.

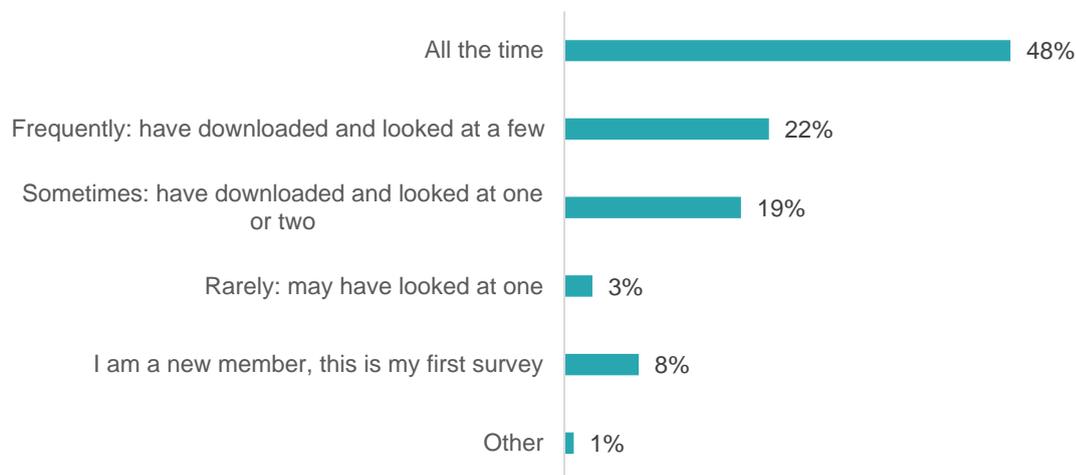


Participants that indicated 'other' specified with:

Topic or theme	No. of responses
Issue-specific activities, including Community Voice	2
Wording of this question problematic	2
Other engagement as necessary	2
Activities outside of normal working hours	1

### 3.4 Following the analysis of survey responses, Council provides members with a Survey Findings Summary Report. How often do you read the Survey Findings Summary Report?

191 responses received.



### 3.5 Do you have any suggestions for improving the Survey Findings Summary Reports?

Topic or theme	No. of responses
Keen to see how Council uses my feedback	13
Continue as is	12
Quick summaries	3
Format/wording is problematic at times	2
Other	7

#### Illustrative quotes:

“Ability for a Q&A to enable members to ask what actions are going to be taken due to certain results etc.” **(Female, 25-34, Glen Huntly)**

“Make the process less ‘invite only’ and engage with the community wide. I know a lot of my neighbors who would be keen to participate in making Glen Eira a great place to live through improved green initiatives if this was facilitated better.” **(Female, 35-49, Caulfield North)**

“It has improved :)” **(Male, 35-49, Glen Huntly)**

“Including more of the comments outside of the majority cluster/category of responses - often it is the voice of those on the fringe that offer the greatest opportunity for improvement.” **(Female, 50-59, Ormond)**

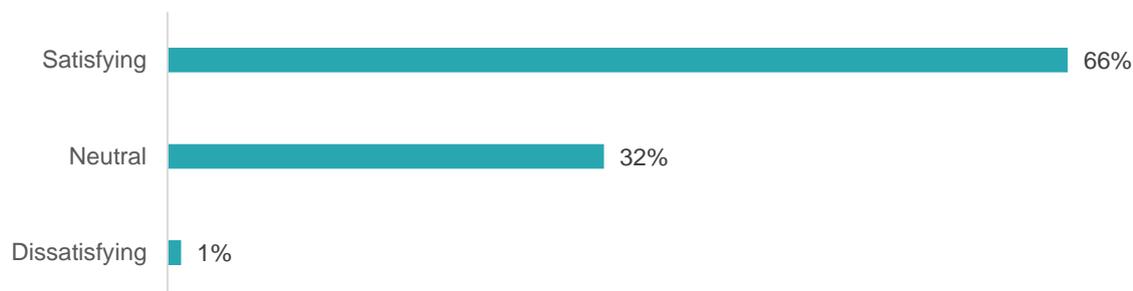
“Too vague.” **(Male, 50-59, Elsternwick)**

“Address concerns of local residents rather than council handpicking topics.” **(Female, 50-59, Elsternwick)**

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

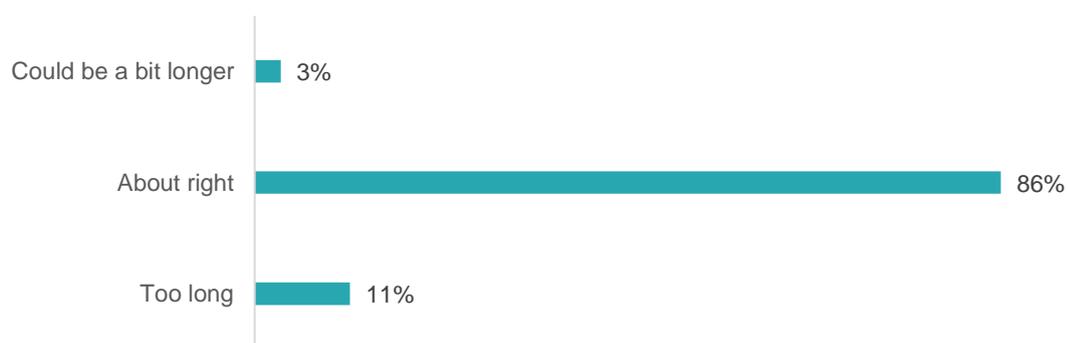
### 3.6 Overall, how would you describe your experience of this survey?

191 responses received.



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

191 responses received.



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

Topic or theme	No. of responses
Grateful for the opportunity	27
Format/wording of survey was problematic	11
Keen to see how Council uses my feedback	10
New to this	5
Would like face-to-face engagement opportunities	3
More accuracy with completion time	3
Other	2

### **Illustrative quotes:**

“It's actually thought provoking having to choose a response to each question, so that alone is useful to me” **(Male, 50-59, Ormond)**

“What will you do with this feedback?” **(Female, 35-49, Carnegie)**

“The event at Duncan McKinnon reserve earlier this year was very positive. It was great to meet others in the group and share ideas.” **(Male, 60-69, Caulfield South)**

“I love that we have an opportunity to provide our thoughts - thank you” **(Female, 35-49, Glen Huntly)**

“Happy with is so far and think its a valuable step in opening up more communication to council.” **(Male, 35-49, Murrumbeena)**

“I love having my say in these surveys as it makes me feel part of Glen Eira. I enjoy looking at the results and findings through these surveys to see how others think about the topics.” **(Female, 60-69, Bentleigh East)**

“It is a constructive initiative which caters to people who do not wish to attend boring meetings. There is time to think and say what you feel. Keen to see how CV evolves. It's a plus and important having an Admin, Chris.” **(Female, 60-69, Murrumbeena)**

“Excellent program delivered by great staff with the correct mindset & values. Such a major turnaround from where Council was 10 years ago. Well done.” **(Male, 60-69, Bentleigh East)**



## Community Voice November Survey 2020

Welcome to the final Community Voice survey for 2020.

This survey has three sections:

1. The social impact of COVID-19
2. Engaging with you on Urban Planning
3. Your feedback and ideas to refine Community Voice

This survey takes around 15-20 minutes to complete. Your input will be kept confidential, you will not be identified in any reports and your privacy will be respected. [Find out more about Council's Privacy statement/policies](#)

Please complete the survey by **7 December 2020**.

To thank you for your time, we are offering members the chance to win one of five Holiday Hampers. Simply complete the survey and opt-in for your chance to win (\*conditions apply).

### **More information**

Contact Community Voice Administrator, Chris Soderstrom: [communityvoice@gleneira.vic.gov.au](mailto:communityvoice@gleneira.vic.gov.au).

## Section One: The Social Impact of COVID-19

In our June survey, we asked Community Voice members questions about the impacts of COVID-19. Responses helped us implement programs and policies that responded to the pandemic. This was before Stage 4 restrictions were introduced.

Almost six months later, many Victorians continue to face various challenges due to COVID-19. We would like to ask more questions about this topic, particularly relating to mental health and wellbeing. Responses will help Council and partner organisations identify the appropriate supports needed to help our community recover and thrive. They will also inform our municipal health and wellbeing planning for the next planning cycle (2021–2025).

A reminder that information gathered from this survey, as with all Community Voice activities, will be handled in accordance with our [privacy policy](#).

**We would like to know whether COVID-19 has impacted you in certain ways.**

**1.) For each of the following, how do you feel now compared with before COVID-19? (Please select one answer per row)**

	A lot more satisfied	A little more satisfied	About the same	A little less satisfied	A lot less satisfied	Don't know
Your life as a whole						
Your standard of living						
Your health						
What you are currently achieving in life						
Your personal relationships						
Feeling part of your community						

**2) Since the restrictions have eased, have you been doing the following more, about the same, or less compared with before COVID-19? (Please select one answer per row)**

	More	About the same	Less	Not applicable
Studying				
Drinking alcohol				
Exercising				
Volunteering				
Online shopping				

	More	About the same	Less	Not applicable
Talking to neighbours				
Gambling				
Eating healthy food				
Buying from local businesses				

Many Victorians were required to change their behaviours over past months due to COVID-19, such as spending more time in their immediate neighbourhoods.

2) **Now that restrictions have eased**, to what extent do you agree with the following statements? (Please select one answer per row)

	Strongly agree	Agree	Unsure	Disagree	Strongly Disagree	Not applicable
I am proud to be a member of my community						
I feel I am part of the community						
My neighbourhood is a good place to live						
I trust my neighbours						
People work together to get things done for this community						
My neighbours help each other adapt to changing circumstances due to COVID-19						

3) **Has COVID-19 impacted your life in a financial way? (Please select all that apply)**

- Become unemployed
- Difficulty affording food
- Difficulty affording household expenses (e.g. utilities, maintenance etc.)
- Spending less money in general (e.g. food, household, entertainment etc.)
- Accessed my superannuation under the early access scheme
- Received financial support from service providers
- Receiving Jobkeeper/Jobseeker
- Difficulty paying mortgage/rent
- Received financial support from family or friends
- Providing financial support to family or friends
- Earning more money
- Earning less money
- Spending my savings on day to day expenses

- Saving money on transport (not driving as much, not using public transport)
- Prefer not to say
- No impact
- None of these

**4) Have you personally experienced any lasting changes due to COVID-19 in the following areas? (Please select one answer per row)**

	Positive	Negative	No change	Not applicable
Time for hobbies / family				
Anger and violence in the community				
Access to food				
Housing				
Access to medical services				
Employment situation				
Anger and violence at home				
Child wellbeing				
Mental health				
Social isolation/loneliness				
Social connections				

**Are there any other changes you would like to tell us about?**

**5) Have you noticed whether COVID-19 is having any lasting impacts on your local community? Please tell us of any positive or negative impacts that you have observed. If you have any examples, that would be appreciated.**

Negative impacts on the local community

Positive impacts on the local community

6) **What types of supports might you or your family need to recover from the impacts of COVID-19 longer term? These may not necessarily be provided by Council but can give service providers in the area an idea of what the community might need. (Please select all that apply)**

- Mental health support/counselling
- Healthy eating advice
- Awareness of what services are available
- Volunteering opportunities
- Support for businesses to get back up and running/new business
- Crisis support (family violence, housing etc.)
- Financial assistance for businesses
- Online social connection opportunities
- Budgeting advice
- Help finding employment
- Assistance for vulnerable groups
- Financial assistance for individuals
- Community events
- Online/tele health services
- More exercise opportunities
- Support to establish/re-establish social connections
- Don't know
- Nothing, don't need any support
- Other (please specify)

7) **What do you think you and your family can do to help our community recover?**

8) **When we surveyed Community Voice in June, 58% of respondents said they were unsure or disagreed with the statement: "I am confident in understanding the signs of someone in a mental health crisis situation such as suicide". If Council was to offer Community Voice members a free 90-minute self-paced evidence-based online training course in suicide prevention, is this something that would interest you?**

- Yes, I would be interested
- No, I wouldn't be interested

9) **Is there anything else you would like to tell us about how you are currently feeling now that restrictions have begun to ease?**

## Section Two: Engaging with you on Urban Planning

In January 2019, we asked Community Voice these same questions to identify aspects of **Urban Planning** that could be improved for the residents of Glen Eira. We would like to know how far we've come since implementing some changes following the last survey, and improve our services to the community by determining where we could offer additional information or clarify processes.

Glen Eira's **Urban Planning** team is responsible for receiving, assessing and making decisions regarding planning applications to use, develop or subdivide land in the Glen Eira area. The process is legislated by the State Government and requires a number of different matters to be taken into consideration including policies set by the State Government, policies set by Council, and views of the community and other stakeholders.

**1) Which of the following do you think Urban Planning encompasses? (Please select all options that apply)**

- Preparing planning applications on behalf of residents
- Developing plans to guide the development of neighbourhoods
- Considering how a planning application meets (or doesn't) planning rules set by the State Government
- Considering how a planning application meets (or doesn't) planning rules set by Council
- Considering how a planning application fits with the character of a street or neighbourhood
- Considering how a planning application meets community interests
- Liaising with community members who raise objections to an application
- Educating the community through providing information on how to get involved with the planning permit process
- Supporting applicants to be able to get a permit successfully
- Requiring an application to satisfy all planning policy and guidelines for it to be approved
- Protecting the interests of the community by refusing an application if there is significant opposition
- Seeking the views of the community on all planning applications
- Management of traffic in local areas
- Pulling together information pertinent for the elected Council to decide on some applications
- Making all final decisions on planning applications
- Making sure that developments are completed in accordance with the rules
- I'm not sure what Urban Planning encompasses

**2) Please indicate the extent to which you agree/disagree with these statements:**

	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I don't know
The Urban Planning service must balance the views and opinions of different stakeholders as part of its decision-making process						
The Urban Planning service responds well to community feedback						
The Urban Planning service makes decisions quickly						
The Urban Planning service keeps customers updated on the status of applications						
The Urban Planning service is known for providing high quality customer service						

The Urban Planning service clearly communicates the planning process to its customers						
It is easy to contact Urban Planning						
Urban Planning clearly explains why it makes the decisions it does						
The Urban Planning service delivers the decisions you expect						
The Urban Planning service consults well on planning applications						
The Urban Planning service approves too many applications						
Decisions made by the Urban Planning officers should instead be made by elected Councillors						

**3) Have you personally engaged with the Urban Planning service at Glen Eira?**

- Yes, as a planning permit applicant  
 Yes, as an objector or supporter of a planning permit application  
 No

**(conditional - if 'yes, as a planning permit applicant' ) Could you tell us how satisfied you were/are with the following elements of the application process? If you have made a number of applications, please consider your most recent application when answering this question.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	I don't know	Not applicable
The clarity of advice available regarding the information you needed to provide as part of your application							
The support offered to you in the preparation of your application and during the processing stage							
Communication from Council on issues or queries during the process							
The timeframe involved in processing your application							
The rationale/reasons provided in the determination of your application							
The overall outcome of the application							

**(conditional – if 'yes, as an objector or supporter of a planning permit application') Could you tell us how satisfied you were/are with the following elements of the objection process? If you have made a number of objections or supports, please consider your most recent objection/support when answering this question.**

	Very satisfied	Satisfied	Neutral	Dissatisfied	Very dissatisfied	I don't know	Not applicable
The availability of information on the application you objected to or supported							
The clarity of information available on <b>what can be</b> objected to							
The support provided to you by Council when you submitted your objection/support							

Council's communication with you during the process							
The clarity and timeliness of Council's communication with you on the <b>outcomes of your objection/support</b>							
The reasons provided in the determination of the application you supported/objected to							
The overall outcome of the application you objected to/supported							

**(conditional – if 'no')** Could you tell us why not? Please select all options that apply.

- I've never needed to apply for a planning permit
- I would like to apply for a planning permit but didn't know how
- There haven't been any planning permit applications that I have wanted to object to or support
- I have wanted to submit an objection or letter of support to a planning permit application but didn't know how
- I haven't become aware of a planning permit application in enough time to object or support
- I didn't know that planning permit objections or letters of support could be made
- I didn't think that **objecting or supporting** a planning permit application would change its outcome
- I am not interested in this issue
- Other (please specify)

**4) As a community member, where do you/would you go to obtain information on planning permits in Glen Eira if you wanted/needed to? (Please select all options that apply)**

- Council's website
- Word of mouth – from neighbours
- Word of mouth – from community groups
- Call Council and speak to an officer
- Sign displayed on properties applying for a permit
- Information in newspapers
- Other websites that detail planning applications in my area
- Real estate agents
- Construction professionals (architects/ drafts people/ surveyors etc)
- Internet search engines
- I'm not interested in this issue
- Other (please specify)

**5) Do you consider that you have access to sufficient information to engage with the planning permit process in Glen Eira if you wanted to?**

- Yes
- No
- I don't know
- I'm not interested in this issue

**6) Would any of the following options support you in engaging with the planning permit process?  
Please select all options that apply.**

- Providing short videos available online that take you through parts of the process (for either making an application or submitting an objection) so you can see how it works
- More communication of planning permit applications made in your area
- A training face-to-face session on how to put together an objection
- Specific information on Council's website
- Access to a Council planner to discuss the process
- Live chat service
- Access to staff outside of ordinary business hours
- None of the above
- I'm not interested in this issue
- Other (please specify)

**7) Do you have any other thoughts or comments?**

## Section Three: Your Feedback and Ideas to Refine Community Voice

As 2020 draws to a close, we would like you to reflect on the year that was for Glen Eira Community Voice and get your feedback and ideas for how we can refine it heading into a new calendar year.

Community Voice has run for more than two years and many new members have joined in that time. Community Voice continues to inform Council about community views and opinions.

As a member, your input influences and guides Council's decision-making, policies and planning. So, it is important that you are satisfied and continue to participate, to ensure Community Voice remains a vibrant and representative group. Help us assess and further refine Community Voice.

**1) Council has committed to delivering up to six online activities (surveys and/or polls) through Community Voice each year. Please indicate your preferred number of online activities:**

- I am happy to participate in up to six online activities
- I would be interested in participating in more than six online activities
- Too early to tell, only recently became a member
- Six online activities is too many for me, I am unlikely to participate in them all

**(if respondent chooses last option) How many online activities would you prefer to participate in throughout 2021? (Please select one response)**

- One
- Two
- Three
- Four
- Five

**2) If you did not participate in one or more surveys in 2020, what was the main reason(s)? (Please select all options that apply)**

- I participated in all surveys in 2020
- I am a new member, this is my first survey
- Experienced technical issues logging on to the Community Voice member portal page
- Time constraints (too busy)
- Topics covered were not of interest or relevant
- Too many surveys/quick polls
- Other (please specify)

**3) In 2020, some members expressed interest in having greater engagement with Council. If Council was to offer engagement activities in addition to Community Voice in 2021, which activities would you be likely to participate in? (Please select all options that apply)**

- Happy with Community Voice and online activities only
- A member recognition program

- Forum/focus group/working group around specific topics
- A presentation to report back on the impact of Community Voice
- Deliberative Engagement Panel
- Volunteering to assist with the recruitment of new Community Voice members
- Other (please specify)

**4) Following the analysis of survey responses, Council provides members with a Survey Findings Summary Report. How often do you read the Survey Findings Summary Report?**

- All the time
- Frequently: have downloaded and looked at a few
- Sometimes: have downloaded and looked at one or two
- Rarely: may have looked at one
- Never: does not interest me or haven't looked at any
- Other (please specify)

**5) Do you have any suggestions for improving the Survey Findings Summary Reports?**

**6) The following questions ask for your feedback for this survey, to help us to continually improve the survey experience for Community Voice members.**

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

- Satisfying
- Neutral
- Dissatisfying

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

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

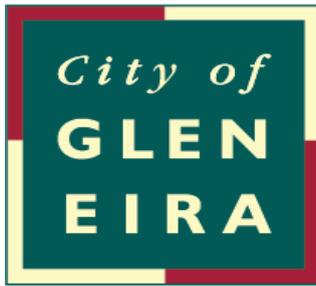
**8) Do you have any comments about your experience to date and your expectations for Community Voice?**

## **Chance to win**

**Please opt-in for a chance to win one of five Holiday Hampers (conditions apply\*)**

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

\*Survey prizes — Five Holiday Hampers— Conditions of Entry: Employees of Glen Eira City Council are not eligible to win. Entries close at 5pm on 7 December 2020. Five Holiday Hampers will be awarded. The prize winners will be randomly drawn on 9 December 2020. Individuals may win a maximum of one prize. The prize winner will be advised via email or phone number contact details as submitted. Subject to meeting the entry conditions, the prize will be transferred to the winner within 14 days after the draw. The name of prize winner/s will not be published. Promotion conducted by Glen Eira City Council, Corner of Glen Eira and Hawthorn Roads, Caulfield, telephone 9524 3333.



## **GLEN EIRA CITY COUNCIL**

Glen Eira City Council  
Corner Glen Eira and Hawthorn Roads, Caulfield

National Relay Service

If you are deaf, hearing-impaired, or speech-impaired, we ask that you call us via the National Relay Service and then ask for (03) 9524 3333.

Online: <https://internet-relay.nrscall.gov.au> Teletypewriter (TTY): 13 36 77

Speak and Listen: 1300 555 727