



Glen Eira 2040 Community Vision

Community Engagement Report

To support the deliberation and creation of the 2040
Community Vision and for public release

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CONTENTS

| | |
|--|----|
| Executive overview of findings | 3 |
| How this report was produced | 3 |
| Overview of community feedback | 5 |
| Part A: Who we heard from - participation profile..... | 10 |
| Overview of engagement activities and participation..... | 10 |
| Description of participants | 12 |
| Part B: Overview of Community Vision process and approach to data analysis..... | 16 |
| Community Vision process roadmap and stages of engagement..... | 16 |
| Approach to data analysis, interpretation and reporting..... | 17 |
| Part C: Detailed consultation findings by Action Area for the future..... | 18 |
| Action Area 1: Green, sustainable and environmentally conscious | 18 |
| Action Area 2: Well designed, with a mix of quality housing and local neighbourhood character..... | 24 |
| Action Area 3: A place for active, leisure and sporting activities | 30 |
| Action Area 4: Connected and easy to move around using any mode of transport | 35 |
| Action Area 5: Diverse, inclusive and healthy..... | 41 |
| Action Area 6: Thriving, with vibrant shopping strips and businesses | 46 |
| Action Area 7: Safe, clean and tidy | 52 |
| Action Area 8: A place to connect, create and learn | 58 |
| Action Area 9: Supportive of residents in need..... | 63 |
| Action Area 10: Informed and involved..... | 68 |
| Action Area 11: Effectively and efficiently supported by Council’s organisation | 73 |
| Action Area 12: Home to arts and culture that celebrate our identity and heritage | 77 |
| Out of the box hopes for 2040 (imaginative and futuristic ideas)..... | 81 |
| Part D: Advice for the Deliberative Citizen’s Panel from community members..... | 82 |
| Decision-making principles for visioning | 82 |
| Suggestions relating to the Community Vision processes..... | 82 |
| Conclusion..... | 83 |

EXECUTIVE OVERVIEW OF FINDINGS

How this report was produced

This Report presents the findings from community engagement undertaken from September 2019 to March 2020. It also incorporates input from Co-design Workshops held in June and July 2019.

Figure 1 shows how the input was gathered and developed into this report.

In Stage 1, the aim was to engage broadly. A variety of approaches and activities were used to raise awareness and encourage participation. The focus was to gather personalised views from a cross-section of the Glen Eira community using **broad open-ended questions**, modified to suit each audience.

The engagement activities successfully reached **3,023 participants** and generated approximately 200 A4 pages of text. The community feedback was collated and analysed to identify 12 Action Areas for the future outlined in a Preliminary Findings Report. This report was used internally to inform the consultation approach for Stage 2 Engagement.



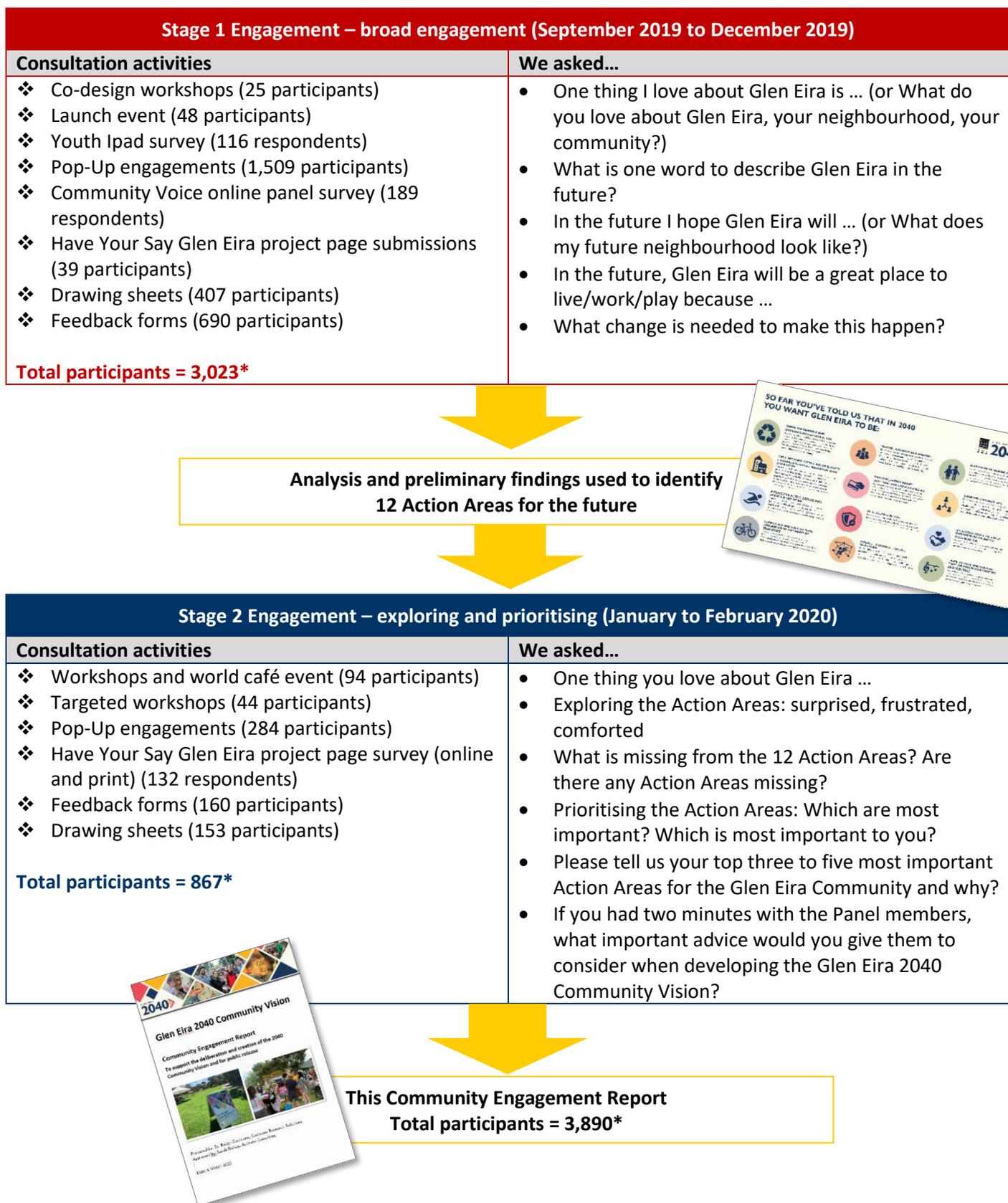
In Stage 2, the focus shifted to community members exploring and **prioritising the 12 Action Areas for the future** identified through Stage 1 and also captured some new ideas. The engagement activities successfully reached **886 participants**. Community feedback was mostly collected by Action Area and is reflected in the detailed findings presented in Part C.

Overall, there were **3,890 participants** in the engagement. Some individuals may have participated in more than one activity and not all engagement activities and participants produced useable community feedback for this report.

See Part A for a description of the participation profile. See Part B for an overview of the Community Vision process roadmap and approach to data analysis, coding and reporting.



Figure 1: Overview of how this report was produced



*Some individuals may have participated in more than one activity. Not all activities and participants produced useable feedback for this report: The Stage 1 voting pod activity (pop-up engagement) was intended as a conversation starter (How old will you be in 2040?). Drawing sheets provided children with an opportunity to participate.

Overview of community feedback

What we love about Glen Eira and our hopes for the future - 12 Action Areas

In Stage 1, participants were asked what they **love about Glen Eira** and what they **hope for the future of Glen Eira**. The volume of “hopes” feedback for each Action Area varied substantially. In Stage 2, participants were then asked **which Action Areas are most important**. A snapshot is provided below (see Part C for the detailed findings for each Action Area).

Understanding this snapshot:

| Column | Description | Legend |
|---|--|---|
| Hopes (vol) | Based on the overall number of ideas received in the Stage 1 feedback (from community members of all ages), <i>Hopes volume indicators</i> were calculated. These indicators reflect the number (volume) of Hope ideas relating to each Action Area. | Very high=400+ references in feedback, High=250-399, Moderate=100-249, Low=50-99 and Very low=<50 |
| Importance (Community aged 12+ years) | Based on the overall number of times an Action Area was identified as important or in the top 3-5 most important in Stage 2 feedback (from community members aged 12 years and over), <i>Action Area importance indicators (commy)</i> were calculated. These indicators reflect the number of times an Action Area was indicated by participants as important. Importance ratings from children aged under 12 years were gathered separately. | Extremely important=81+ references in feedback, Very important=51-80, Moderately important=31-50, Important=20-30 |
| Importance (Children aged under 12 years) – six action areas only | In Stage 2, children aged under 12 years were asked to indicate which two Action Areas were most important from the top six Action Areas emerging from the children’s feedback in Stage 1. Based on the overall number of times an Action Area was identified as important, <i>Action Area importance indicators (children)</i> were calculated. These indicators reflect the number of times an Action Area was indicated by child participants as important. | Extremely important=201+ references in feedback, Very important=101-200, Moderately important=51-100, Important=30-50 |

| Action Area | What we love | Our hopes for future | Hopes (vol) | Import (commy) | Import (children) |
|---|--|--|-------------|----------------|-------------------|
| 1. Green, sustainable and environmentally conscious  | <ul style="list-style-type: none"> ♥ Beautiful parks ♥ Trees and gardens ♥ Natural, green open spaces with birdlife and wildlife ♥ Commitment to the environment and sustainability | <ul style="list-style-type: none"> 👤 Access to more green spaces and parks with trees, nature and wildlife 👤 Recognition as a leader in sustainability and climate change 👤 Cleaner and more environmentally-friendly living 👤 More, suitable trees and vegetation on street strips with urban forests and community gardens | Very high | Extremely | Extremely |
| 2. Well designed, with a mix of quality housing and local neighbourhood character  | <ul style="list-style-type: none"> ♥ Heritage housing and neighbourhood character ♥ Neighbourhood gardens and trees ♥ Variety of housing options ♥ Current population density | <ul style="list-style-type: none"> 👤 More low-rise housing and less over-development and apartments 👤 Preservation of heritage features, trees and local neighbourhood character 👤 Population growth balanced with adequate supporting infrastructure 👤 Future housing designs with quality and sustainability features 👤 Social housing and more affordable and diverse housing | Very high | Extremely | Important |
| 3. A place for active, leisure and sporting activities  | <ul style="list-style-type: none"> ♥ Public parks and reserves ♥ Leisure and recreation centres ♥ Outdoor spaces to be active ♥ Playgrounds ♥ Dog-friendly spaces ♥ Public amenities in outdoor spaces | <ul style="list-style-type: none"> 👤 Access to more, upgraded public open spaces for active and passive leisure activities 👤 More or improved playgrounds, skate parks and dog-friendly areas 👤 Access to leisure/recreation centres specifically Carnegie Pool (as is or redeveloped) 👤 More or improved sportsgrounds and playing fields | High | Moderately | Very |
| 4. Connected and ease to move around using any mode of transport  | <ul style="list-style-type: none"> ♥ Public transport facilities ♥ Ability to move around with a car ♥ General accessibility | <ul style="list-style-type: none"> 👤 Improved traffic management, movement and roads 👤 Active transport integration with bike lanes, quality footpaths and pedestrian crossings 👤 Regular, reliable and more public transport options 👤 Improvements to car parking options, particularly on-street parking arrangements 👤 Environmentally friendly and emerging forms of transport | High | Very | Important |
| 5. Diverse, inclusive and healthy  | <ul style="list-style-type: none"> ♥ Community events and activities ♥ My family, friends and home ♥ People are welcoming and inclusive ♥ Diversity ♥ Sense of community ♥ Community groups and clubs | <ul style="list-style-type: none"> 👤 Community activities, events and celebrations 👤 Welcoming, inclusive and caring City 👤 Family homes and friendly neighbourhoods 👤 Strong sense of community and connection 👤 People who are active, healthy and well | High | Moderately | Extremely |

| Action Area | What we love | Our hopes for future | Hopes (vol) | Import (commy) | Import (children) |
|--|--|--|-------------|----------------|-------------------|
| 6. Thriving, with local shopping strips and businesses  | <ul style="list-style-type: none"> ♥ Plenty of choice for cafes and restaurants ♥ Vibrant local shopping strips and centres ♥ Variety of local shops ♥ Local entertainment options | <ul style="list-style-type: none"> 👤 Vibrant local shopping strips and centres with a variety of quality shops 👤 A range of local dining and entertainment options 👤 Support, spaces and technologies for local businesses to thrive 👤 Access to better amenities in shopping and business areas 👤 Local work-related programs and employment opportunities | Moderate | Very | Important |
| 7. Safe, clean and tidy  | <ul style="list-style-type: none"> ♥ Feeling safe in public ♥ It is beautiful and clean | <ul style="list-style-type: none"> 👤 Safe, clean and tidy neighbourhoods 👤 A sense of feeling safe in public 👤 Lighting, security and technologies to improve public safety | Moderate | Very | N/A |
| 8. A place to connect, create and learn  | <ul style="list-style-type: none"> ♥ Our libraries are great ♥ Our schools are very good | <ul style="list-style-type: none"> 👤 Council facilities, spaces and amenities for our growing community 👤 More quality education institutions and providers 👤 Continued improvements to our libraries | Low | Moderately | N/A |
| 9. Supportive of residents in need  | <ul style="list-style-type: none"> ♥ Access to medical and support services and centres | <ul style="list-style-type: none"> 👤 Support services for those in need 👤 Place to care for those in need 👤 Access to medical and allied health services | Low | Moderately | N/A |
| 10. Informed and involved  | <ul style="list-style-type: none"> ♥ Community members have opportunities to provide feedback to Council ♥ Our community and volunteers are active | <ul style="list-style-type: none"> 👤 A Council that listens and empowers its residents 👤 An involved and engaged community | Very low | Important | N/A |
| 11. Effectively and efficiently supported by Council's organisation  | <ul style="list-style-type: none"> ♥ Council's organisation is progressive, well managed and provides quality services | <ul style="list-style-type: none"> 👤 Strong leadership, efficient administration and quality services 👤 Affordable, equitable Council rates | Very low | Important | N/A |

| Action Area | What we love | Our hopes for future | Hopes (vol) | Import (commy) | Import (children) |
|---|--|---|-------------|----------------|-------------------|
| 12. Home to arts and culture that celebrate our identity and heritage  | <ul style="list-style-type: none"> ♥ Arts and cultural activities, programs and spaces ♥ Recognition of our local history and heritage | <ul style="list-style-type: none"> 👁 Arts and cultural activities, communities and spaces 👁 Our identity, history and heritage to be celebrated | Very low | Important | N/A |

Changes required to make this future happen

After being asked about their hopes for the future of Glen Eira, participants were asked **what change is needed to make this happen**.

Here is an overview of what was said:

Council will need to review or restrict current **planning regulations** (developments, apartments) and review or increase **funding for green spaces and infrastructure**. There will need to be **advocacy** to the State Government regarding a range of matters (i.e. public transport, bike and road infrastructure housing density, police, education, housing affordability).

Council will also need to review or increase **funding for certain services, programs and activities**.

Community members will need **education, incentives, monitoring and enforcement** to encourage good citizenship. We will need Council to **communicate, consult and listen** and to be a leader which may encompass reviewing or changing an existing attitude, plan or policy.

There will need to be partnerships and **collaboration with stakeholders** (i.e. traders, neighbouring councils and community groups). Council will need to allocate and **spend funds wisely**. There will be a need for new initiatives and Council will need to seek **innovations, research or best practice**. We will need to consider **accessibility** for people of all ages and abilities.

Out of the box hopes for 2040 (imaginative and futuristic ideas)

When being asked about their hopes for the future of Glen Eira, some participants submitted ideas that did not fit neatly within the 12 Action Areas. These ideas were imaginative, futuristic and playful and many were submitted by children. Examples of the **Imaginative** ideas include: *Flying house* (5-11, McKinnon); *Have a unicorn theme park*; *Magic beach with sand* (5-11, Caulfield) and *Never-ending festivals*. Examples of the **Futuristic** ideas include: *Flying cars*; and *Robots taking over hard, dirty jobs*.

Advice for the Deliberative Citizen's Panel from community members

Many participants offered advice to the Panel members when deliberating to develop the Glen Eira 2040 Community Vision, providing a substantial amount of feedback. These are summarised below:

Decision-making principles

- Being open-minded
- Being bold
- Considering all people in our community
- Building upon our strengths of the municipality

Community Vision process

- Transparency in processes and reporting back
- Listening, analysing and questioning
- Ensuring the feedback is reflective of the Glen Eira Community
- Vision output/document.

PART A: WHO WE HEARD FROM - PARTICIPATION PROFILE

Stage 1 engagement activities successfully gathered personalised views from a broad cross section of the community. The total participation level in Stage 1 was 3,023, and a further 867 community members were involved in exploring and prioritising Action Areas and generating new ideas as part of Stage 2. The total number of participants is 3,890. The profile of the participants shows a large and broad cross-section of the Glen Eira community were involved in terms of suburb, gender, diversity characteristics and connection to Glen Eira.

Overview of engagement activities and participation

As shown in Table 1, the pop-up engagements and drawing sheets generated the largest number of participants in Stage 1 Engagement. Feedback forms generated the greatest volume of useable data and participant demographic details.

Table 1: Participation by engagement activity

| Engagement activities | Participants |
|--|--------------|
| Stage 1: Broad engagement = 3,023 (September 2019 to 12 January 2020) | |
| 2x Co-Design Workshops (19 June & 15 July) | 25 |
| 1x Launch Event | 48 |
| Youth Ipad Survey (schools and stations) | 116 |
| 7x Pop-Up Engagements (Bentleighx2, Carnegie, Elsternwick, Glen Huntlyx2 and McKinnon) Love hearts (print) = 161 Voting pod = 1089 Main chatboard (by hand) = 140 One word chatboard (by hand) = 119 Drawing sheets = 141 (included below) Feedback forms = 221 (included below) | 1,509 |
| Community Voice Online Panel Survey | 189 |
| Have Your Say Glen Eira Project Page submissions | 39 |
| Drawing Sheets (print) | 407 |
| Feedback Forms (print) | 690 |
| Stage 2: Exploring and prioritising = 867 (13 January to 1 March 2020) | |
| 4x Workshops | 59 |
| 1x World Café Event | 35 |
| 3x Pop-Up Engagements (Caulfield South, East Bentleigh, Murrumbeena) Voting pod = 270 Main chatboards (by hand) = 14 Drawing sheets = 31 (included below) Surveys = 58 (included below) | 284 |
| Have Your Say Glen Eira project page surveys | 62 |
| Targeted demographics workshops (Young people, Multi-cultural, All-abilities) | 44 |
| Drawing Sheets (print) | 153 |
| Feedback Forms (print) | 160 |
| Surveys (print) | 70 |
| Total participation as at 1 March | 3,890 |

As shown in Table 2, engagement activities were designed to enable broad participation (in-person, online and in writing). Consequently, participant demographic details were captured to varying degrees and some individuals may have participated in more than one engagement activity.

Table 2: Demographic details captured by engagement activity

| Engagement activities | N= 3,890 | Demographics | | | | |
|--|-------------|---|---|---|--|--|
| | | Age | Gender | Suburb | Diversity | Work study play |
| Stage 1: Broad engagement | | | | | | |
| 2x Co-Design Workshops | 25 | | | | | |
| Launch Event | 48 | | | | | |
| Youth Ipad survey | 116 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| 7x Pop-Up engagements | 1,509 | | | | | |
| Love hearts | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |
| Voting pod | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |
| Main chatboard | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |
| 1 word chatboard | | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |
| Community Voice online panel survey | 189 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| Have Your Say Glen Eira project page submissions | 39 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | | |
| Drawing sheets (print) | 407 | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |
| Feedback forms (print) | 690 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) |
| Stage 2: Exploring and prioritising | | | | | | |
| 4x Workshops & World café event | 94 | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| 3x Targeted demographics workshops | 44 | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) |
| 3x Pop-Up engagements | 284 | | | | | |
| Voting pod | | | | | | |
| Main chatboards | | | | | | |
| Surveys (Have Your Say Glen Eira project page and print) | 132 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Feedback forms (print) | 160 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> (some) | <input checked="" type="checkbox"/> (some) |
| Drawing sheets (print) | 153 | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | | |

* Not all engagement activities and participants produced useable community feedback for this report

Description of participants

The following tables show that a broad cross section of the Glen Eira community participated, in relation to suburb, gender, diversity characteristics and connection to Glen Eira. **It is noteworthy that participant demographic details weren't able to be captured in every activity, so not all participants are represented in this profile.**

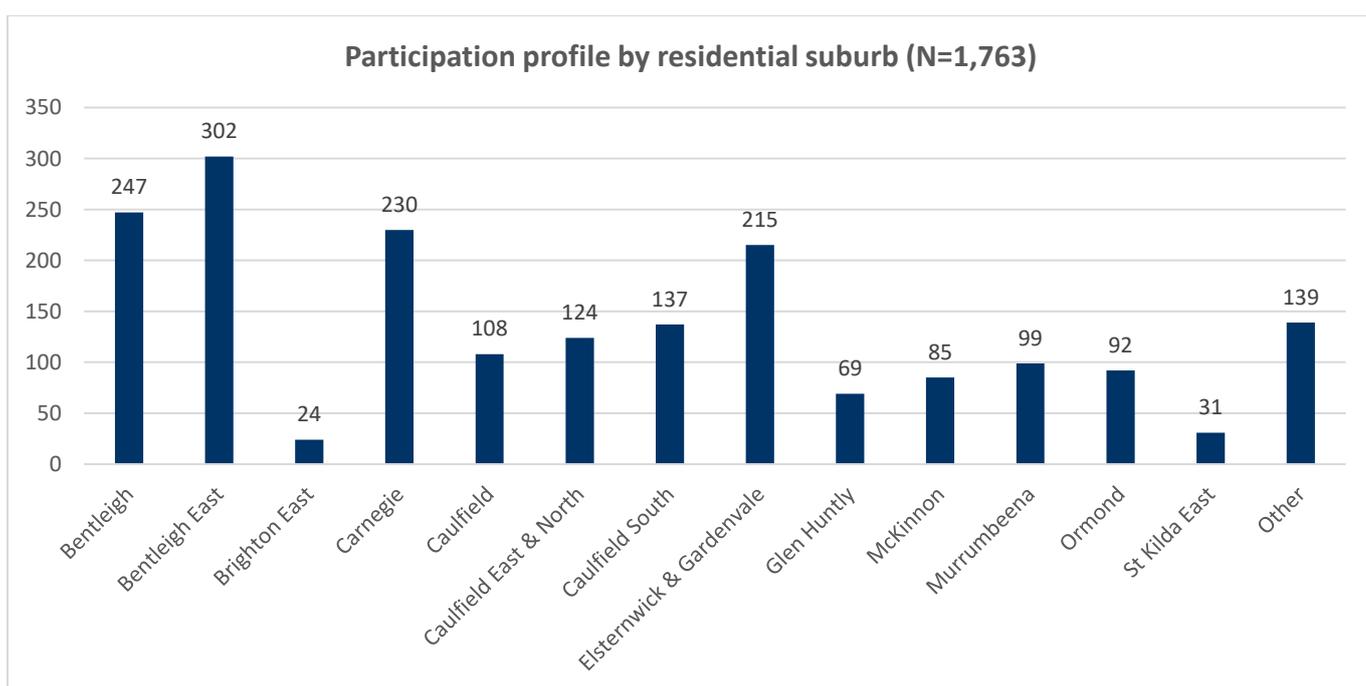
While the participation profile was not intended to mirror the ABS (2016) resident population profile for Glen Eira, these figures are included for comparative purposes (see <https://profile.id.com.au/glen-eira>).

Suburb

As shown in Table 3, all suburbs have been represented. Residents of Bentleigh East, Bentleigh, Carnegie and Elsternwick/Gardenvale have been highly engaged.

Table 3: Participation profile – residential suburb (Vision vs ABS)

| | This consultation | This consultation (%) | ABS 2016 | ABS 2016 (%) |
|--------------------------|-------------------|-----------------------|----------------|---------------|
| Bentleigh | 247 | 14.0% | 17,772 | 11.9% |
| Bentleigh East | 302 | 17.1% | 28,883 | 19.4% |
| Brighton East | 24 | 1.4% | 0 | 0.0% |
| Carnegie | 230 | 13.0% | 18,199 | 12.2% |
| Caulfield | 108 | 6.1% | 5,920 | 4.0% |
| Caulfield East & North | 124 | 7.0% | 17,849 | 12.0% |
| Caulfield South | 137 | 7.8% | 12,536 | 8.4% |
| Elsternwick & Gardenvale | 215 | 12.2% | 12,061 | 8.1% |
| Glen Huntly | 69 | 3.9% | 5,318 | 3.6% |
| McKinnon | 85 | 4.8% | 6,584 | 4.4% |
| Murrumbeena | 99 | 5.6% | 10,676 | 7.2% |
| Ormond | 92 | 5.2% | 8,856 | 5.9% |
| St Kilda East | 31 | 1.8% | 4,358 | 2.9% |
| TOTALS | 1,763 | 100.0% | 149,012 | 100.0% |
| Other | 139 | | | |

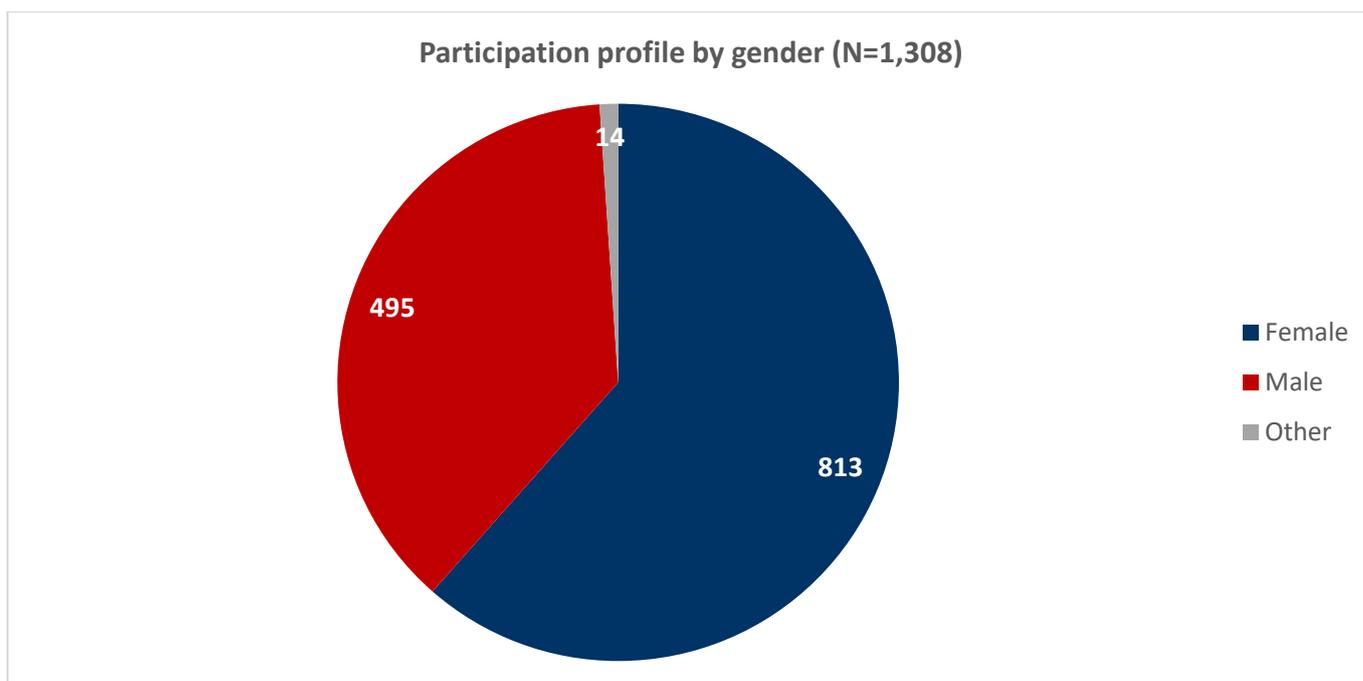


Gender

As shown in Table 4, all genders have been represented. Females have been highly engaged.

Table 4: Participation profile – gender (Vision vs ABS)

| | This consultation | This consultation (%) | ABS 2016 | ABS 2016 (%) |
|---------------|-------------------|-----------------------|----------------|---------------|
| Female | 813 | 62.2% | 72,735 | 51.6% |
| Male | 495 | 37.8% | 68,140 | 48.4% |
| TOTALS | 1,308 | 100.0% | 140,875 | 100.0% |
| Other | 14 | | | |

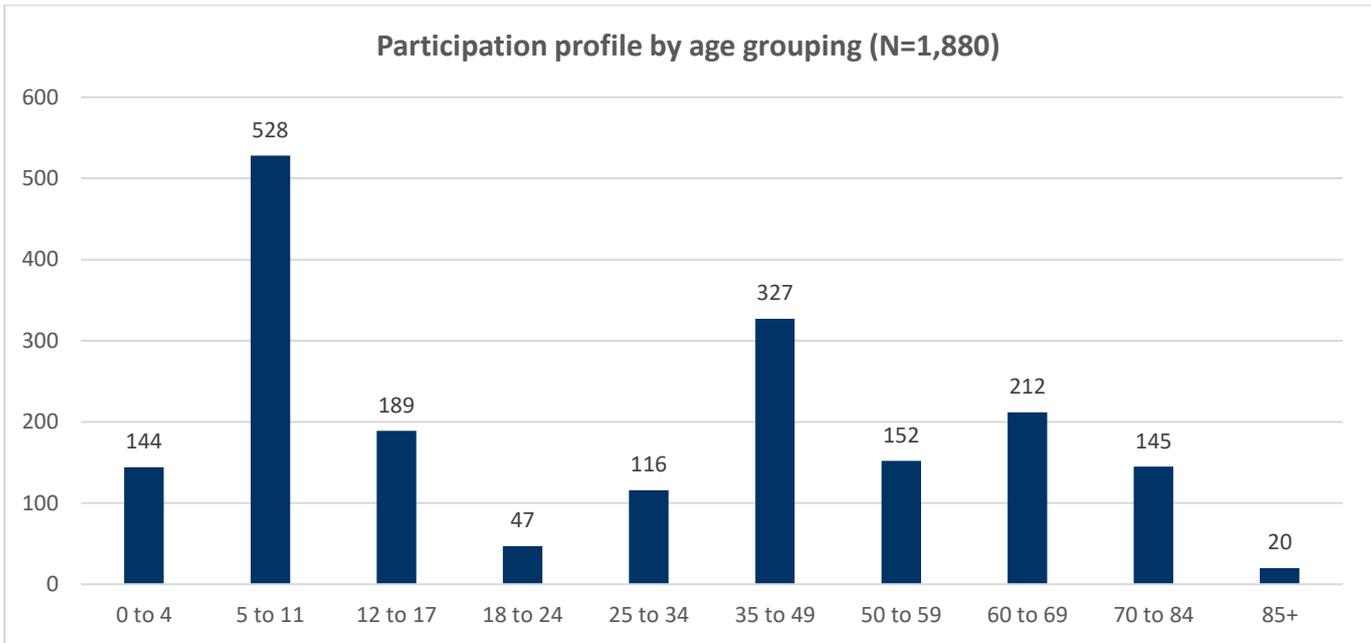


Age groupings

As shown in Table 5, all age groupings have been represented. Residents aged 5 to 11, 35 to 49 and 60 to 69 years have been highly engaged.

Table 5: Participation profile – age grouping (Vision vs ABS)

| Age group | This consultation | This consultation (%) | ABS 2016 | ABS 2016 (%) |
|---------------|-------------------|-----------------------|----------------|---------------|
| 0 to 4 | 144 | 7.6% | 8601 | 6.1% |
| 5 to 11 | 528 | 28.0% | 12387 | 8.8% |
| 12 to 17 | 189 | 10.1% | 9428 | 6.7% |
| 18 to 24 | 47 | 2.5% | 12,989 | 9.2% |
| 25 to 34 | 116 | 6.2% | 22,029 | 15.6% |
| 35 to 49 | 327 | 17.4% | 30,334 | 21.5% |
| 50 to 59 | 152 | 8.1% | 16,861 | 12.0% |
| 60 to 69 | 212 | 11.3% | 13,326 | 9.5% |
| 70 to 84 | 145 | 7.7% | 10,689 | 7.6% |
| 85+ | 20 | 1.1% | 4,240 | 3.0% |
| TOTALS | 1,880 | 100.00% | 140,884 | 100.0% |

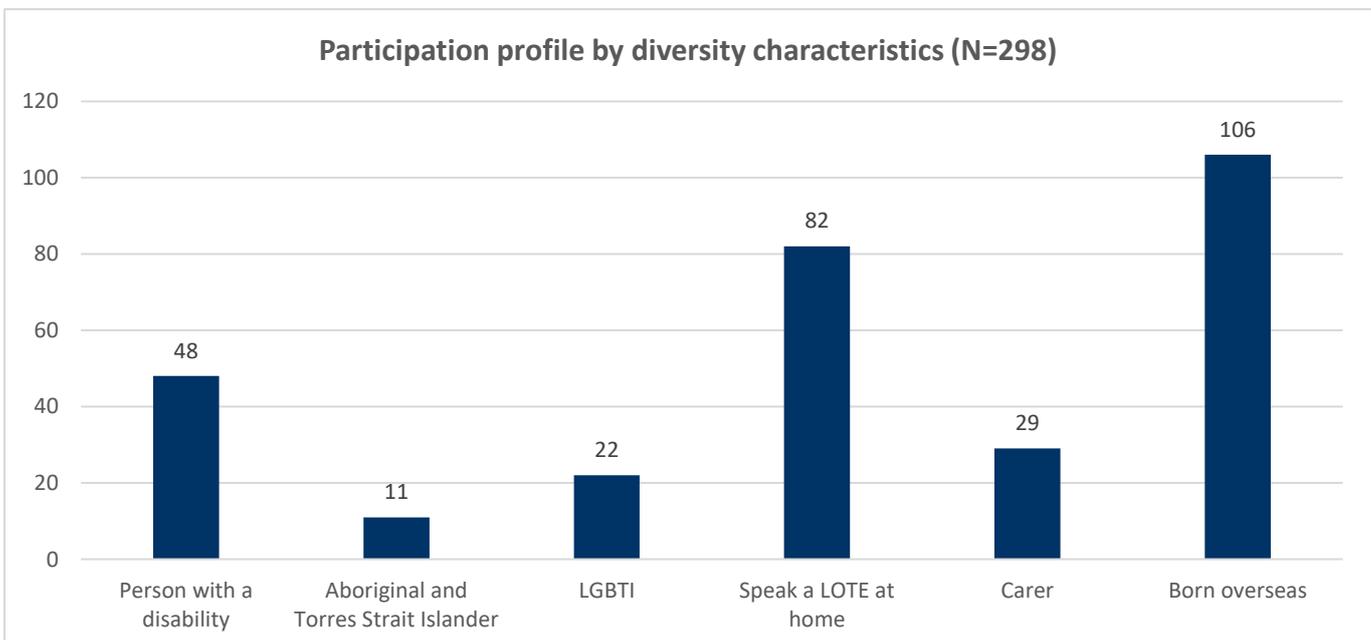


Diversity characteristics

As shown in Table 6, limited details for participants’ “other demographic characteristics” were captured. All diversity characteristics have been represented, albeit to varying degrees.

Table 6: Participation profile – diversity characteristics

| Diversity characteristics | Count |
|--|------------|
| Person with a disability | 48 |
| Aboriginal and Torres Strait Islander | 11 |
| Lesbian, gay, bisexual, transgender and intersex (LGBTI) | 22 |
| Speak a language other than English at home | 82 |
| Carer | 29 |
| Born overseas | 106 |
| TOTAL DIVERSITY CHARACTERISTICS | 298 |

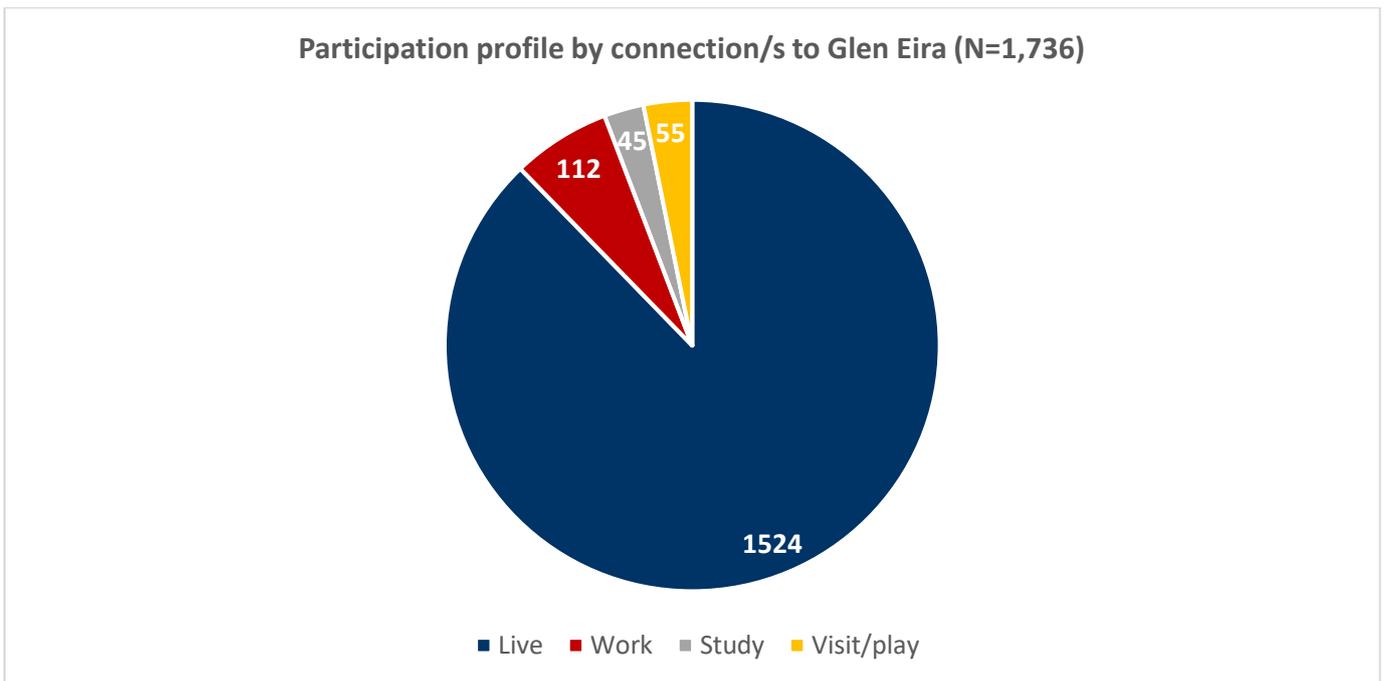


Connection/s to Glen Eira

As shown in Table 7, all connection categories have been represented, albeit to varying degrees. Many participants who indicated a connection identified as living in Glen Eira.

Table 7: Participation profile – connection to Glen Eira

| Connection to Glen Eira | |
|--------------------------|--------------|
| Live | 1,524 |
| Work | 112 |
| Study | 45 |
| Visit/play | 55 |
| TOTAL CONNECTIONS | 1,736 |

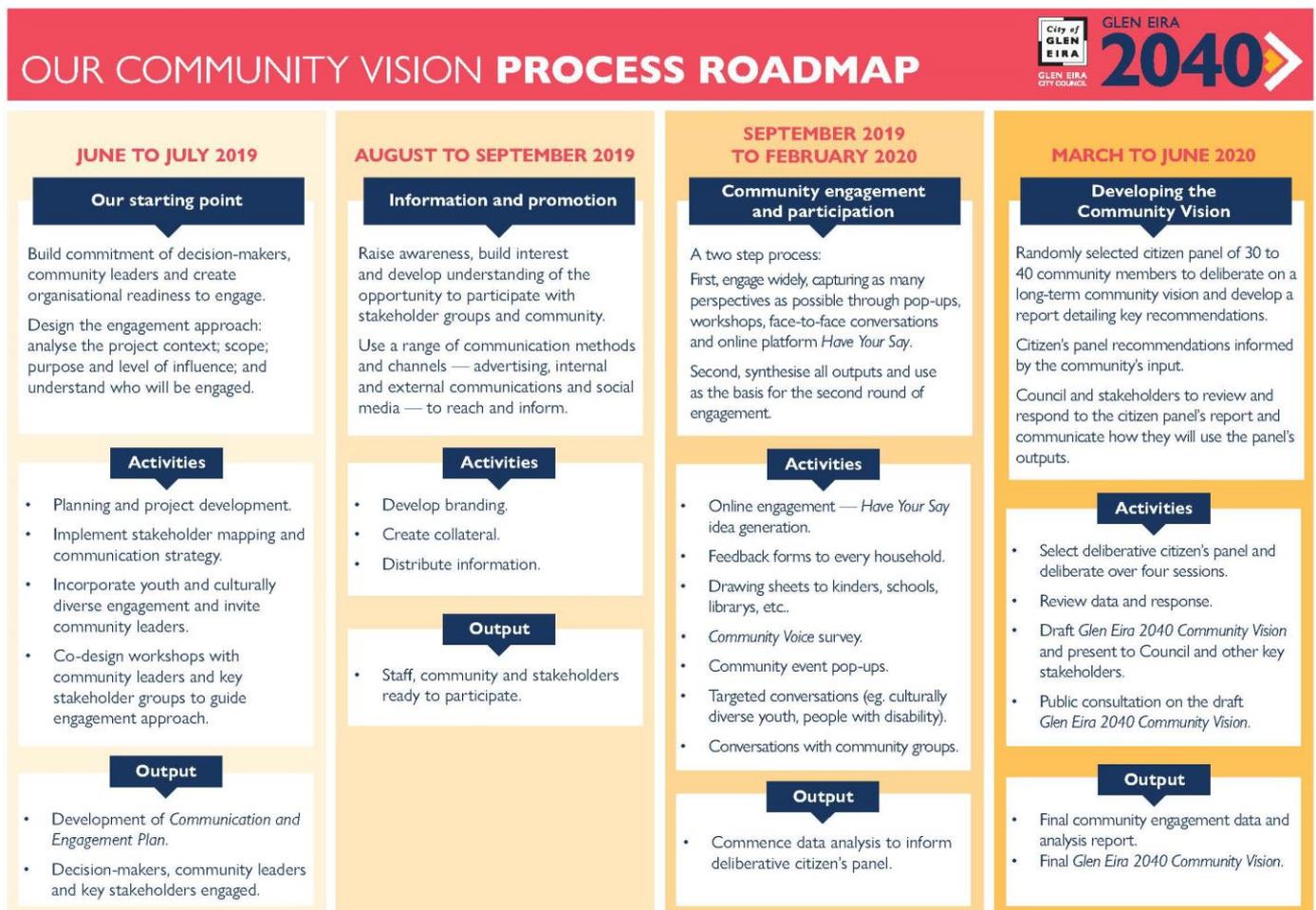


PART B: OVERVIEW OF COMMUNITY VISION PROCESS AND APPROACH TO DATA ANALYSIS

Community Vision process roadmap and stages of engagement

The Community Vision process has many stages (shown in Figure 2). This Community Engagement Report presents the findings from the two stages of “Community engagement and participation” undertaken from September 2019 to March 2020. It also incorporates input from the Co-design Workshops held in June and July 2019.

Figure 2: Community Vision Process Roadmap



Approach to data analysis, interpretation and reporting

Community feedback received through the engagement varied in detail and length, from single words or short sentences to paragraphs of text. Some feedback contained several comments which related to multiple topics. To extract the maximum value from the feedback, **the unit of analysis was at the word, sentence, phrase or paragraph level**, depending on what was appropriate to reflect the view in a meaningful way.

The purpose of data analysis is to distil the data to tell the story without losing the richness and detail associated with gathering qualitative data. Given the large volume of personalised feedback and the Community Vision timeframes, the following approach was taken to ensure rigour and efficiency:

- Collating and manually reviewing and screening the feedback to determine the unit of analysis and to prepare and test the draft coding template (themes and sub-themes).
- Agreement of an initial coding template comprising 12 themes and descriptors (subsequently used to generate sub-themes) to guide the sorting and grouping of the feedback.
- Microsoft Excel was used to undertake the coding of each meaningful piece of feedback, which permitted the generation of frequency counts or indicators to demonstrate the level of repetition in the feedback.
- QSR NVIVO 12 plus was used to generate the word frequency visualisations.
- Using descriptive analysis to generate the participation profiling in Microsoft Excel.
- Subjecting the feedback to content analysis using a template approach. This analysis method is appropriate as it permits the data to be carefully sorted and categorised using prescribed themes as well as emergent themes and sub-themes.
- Firstly, segments of text within each submission were coded to the appropriate theme/s. Once this was completed, the blocks of text coded to each theme were manually reviewed. Then the coded segments of text were re-coded to the most appropriate sub-theme. Descriptive labels were then created to reflect the general sentiment of the text re-coded to each sub-theme.

In relation to reporting:

- For ease of reading, the findings are presented in summary tables and verbatim quotes have been incorporated to retain participants' voices.
- The findings for each Action Area and sub-theme are presented in descending order according to the level of repetition (or volume of references) apparent in the community feedback in Stage 1. For instance, participants generated a very high level of repetitive comments in relation to aspects of *Green, sustainable and environmentally conscious*, which is presented as Action Area 1. Participants generated a very low level of repetitive comments that related to aspects of *Home to arts and culture that celebrate our identity and heritage*, which is presented as Action Area 12.
- **The ordering of the Action Areas in Part C should not be regarded as a priority order or signal of importance. Each Action Area is important and should be considered and reviewed individually.** The Hopes volume indicators are a count of the level of repetition of similar views within the feedback as submitted by participants. Given the qualitative nature of the community feedback, the findings could arguably be presented as statements or groupings, without frequency indicators.
- Stage 2 Engagement focussed on exploring and prioritising the community feedback gathered in Stage 1 Engagement. For all Action Areas, **recurring trends were consistently evident in the Stage 2 Engagement responses** which indicates a saturation point was reached. There is good confidence that the findings from the analysis of the community feedback presented in this report are indicative of the broader Glen Eira population.
- To retain richness and the participants' voices, verbatim quotes are incorporated throughout the report. These quotes were purposely selected as they illustrate the sentiment apparent in multiple submissions. Where similar quotes were submitted by participants with varying demographics, an attempt was made to reflect the ages, genders and suburbs of the entire sample of participants.

PART C: DETAILED CONSULTATION FINDINGS BY ACTION AREA FOR THE FUTURE

This section presents the aggregated findings from Stage 1 and Stage 2 Engagement for the 12 Action Areas for the future. The sentiment emerging from the analysis of the feedback – what we love, our hopes for the future, changes required to make the future happen as well as insights from the ranking and exploring of the importance – is presented for each Action Area.

The numbering of the Action Areas in this section should not be regarded as a priority order or signal of importance. Each Action Area is important and should be considered and reviewed individually.

Action Area 1: Green, sustainable and environmentally conscious

Key highlights for Action Area 1

What we love: Beautiful parks; Trees and gardens; Natural, green open spaces with birdlife and wildlife; and Commitment to the environment and sustainability.

Our hopes for 2040:

This Action Area generated a very high level of comments. Based on the number of times it was selected as important by participants, it was rated overall as extremely important for the future by the community (aged 12 years and over) and extremely important for the future by children.

Participants hope for:

- Access to more green spaces and parks with trees, nature and wildlife
- Recognition as a leader in sustainability and climate change
- Cleaner and more environmentally-friendly living
- More, suitable trees and vegetation on street strips with urban forests and community gardens.

Key changes required to make the future happen:

- For Council to review or increase funding for green spaces and infrastructure
- For Council to review or increase funding for services, programs and activities
- Education, incentives, monitoring and enforcement to encourage good citizenship
- For Council to be a leader, review or change an existing attitude, plan or policy

Why this Action Area is important:

This Action Area was rated as extremely important because:

- It is critical to our long term survival, health, wellbeing and quality of life
- Climate change needs to be addressed
- Council is in a position to act a role model, lead by example and inspire sustainability and environmentally-friendly living.



1.1 What we love about Glen Eira (*Green, sustainable and environmentally conscious*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Green, sustainable and environmentally conscious*.

Participants reported:

- **Beautiful parks:** The well maintained parks, a variety of great local parks, large and small, such as Caulfield Park and Packer Park. There are beautiful improved and new community parks and reserves that are good for families. Having access to parkland to walk and relax.
- **Trees and gardens:** Community gardens, beautiful trees and gardens, variety of trees, mature trees, native trees, shrubs, flowers and gardens.
- **Natural, green open spaces with birdlife and wildlife:** Access to greenery, green spaces, open spaces, bushland and natural spaces to support nature, bird life and native wildlife, fresh air and clean atmosphere.
- **Commitment to the environment and sustainability:** Clean environment, free hard rubbish collections, bundled branches collection, free mulch, sustainability initiatives including the sustainability gardening group, commitment to building 20 minute communities, recycling programs - food waste, bin collections and recycling stations at the libraries.

| | | |
|---|--|--|
| <i>I like the green bin kitchen caddies (12-17, Female, Caulfield North)</i> | <i>Environmental sustainability, food waste recycling, renewable Energy (35-49, Female, Bentleigh East)</i> | <i>Hard rubbish is collected ASAP and is not left on the streets making the area look untidy (70-84, Male, Caulfield South)</i> |
| <i>Mallanbool Reserve for its collection of natives and connection to first people culture (60-69, Male, Bentleigh)</i> | <i>Mature trees and the natural environment. This supports our local wildlife in urban areas and can provide a haven for bird life escaping bush fires areas. It enriches our lives and provides serenity and will reduce local temperatures and heat islands (35-49, Female, Murrumbeena)</i> | <i>The local wild life like birds, magpies, nectar eating birds, "butcher" birds, nature minor birds (angry birds), owls, ringtail possums, reptiles, brush tail possums, lorikeet birds, living in Melaleuca trees (60-69, Female, Glen Huntly)</i> |
| <i>It has wonderful green areas for recreation (70-84, Male, Carnegie)</i> | <i>I love the park at the end of our street (4, Gender not stated, McKinnon)</i> | <i>The nature, trees and parks make Glen Eira a very liveable city (35-49, Female, Caulfield)</i> |

1.2 Our hopes for 2040 (*Green, sustainable and environmentally conscious*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a very high level of comments that related to aspects of *Green, sustainable and environmentally conscious*. This Action Area was rated as extremely important for the future by the general community and extremely important for the future by young people.

As shown in Table 8, overall, respondents told us that they want **cleaner neighbourhoods with more green spaces, parks, trees and nature. This includes more (suitable) trees and vegetation along streets and community gardens. You hope to live more environmentally-friendly and for Glen Eira to be a leader in sustainability and climate change.**

Table 8: Sub-themes, sentiment and quotes for hopes – Green, sustainable and environmentally conscious

| Sub theme: Access to more green spaces and parks with trees, nature and wildlife | | |
|--|---|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Having more, local green spaces and parks with large trees that are bird and bee friendly • Having access to unpolluted green areas where the natural vegetation/habitat, biodiversity, native wildlife and birds are cared for | <i>Increase the amount of green spaces and vegetation cover. Glen Eira is losing its vegetation, especially large trees, at an increasing rate that is having a detrimental impact through loss of wildlife. We need more trees (60-69, Male, Caulfield East)</i> | <i>Have lots, lots, lots more trees. We don't have much green space, but where we do, can we have forests to soak up the heat (climate change) and clean the air (more cars only adding to pollution) (35-49, Female, Bentleigh)</i> |
| | <i>Continue to appreciate nature, trees and birds here (70-84, Female, Caulfield South)</i> | <i>Be greener with more public spaces, more trees and greater focus on the natural landscape to create a beautiful area to live (35-49, Male, Elsternwick)</i> |
| | <i>Carefully managing commercial rubbish skips to improve amenity of public spaces (Workshop participant, no details recorded)</i> | <i>I would like more protection of native wildlife and to create suitable habitat in our green spaces for wildlife to live. Biodiversity - flora - fauna / provision of habitat (Workshop participant, no details recorded)</i> |
| | <i>Convert car parks to green parks and no litter around (5-11, Female, Glen Huntly)</i> | <i>Encourage bee and bird friendly trees and plants, especially around train areas (Age not stated, Female, Bentleigh East)</i> |
| Sub theme: Recognition as a leader in sustainability and climate change | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Being a role model and continuing to support the community to minimise waste and embrace sustainability initiatives • Reducing carbon emissions and working towards carbon neutral | <i>Be a leading municipality in reducing carbon emissions thereby making a local contribution to arresting climate change (70-84, Male, Elsternwick)</i> | <i>Be food waste, climate and population ready. KEEP THE EARTH GREEN, THERE'S NO PLAN B (5-11, Female, Brighton East)</i> |
| | <i>Carbon neutral with strong, progressive approaches to reducing our footprint (35-49, Female, Caulfield South)</i> | <i>Educate the community on climate change, engaging community members in all aspects of a transition to reduce and eliminate emissions. Leadership from councillors and</i> |

| | | |
|--|--|--|
| <ul style="list-style-type: none"> • Appreciating climate change and declaring a climate emergency | | <i>officers in decision making, ground breaking initiatives and personal choices (35-49, Female, Carnegie)</i> |
| <ul style="list-style-type: none"> • Using green and environmentally friendly chemicals to prevent pollution and environment degradation • Recognising the need for a local 'circular economy' | <i>Using green and environmentally friendly chemicals to prevent pollution and the degradation of the environment (water, pollution, pesticides, GMOs) (Workshop participant, no details recorded)</i> | <i>Recognising the need for a local 'circular economy' in waste disposal, recycling, micro grids and small grids (Workshop participant, no details recorded)</i> |

Sub theme: Cleaner and more environmentally-friendly living

| What this means | What was said | |
|--|---|--|
| <ul style="list-style-type: none"> • Being more conscious and active about environmentally-friendly living • Minimising waste, recycling and re-using where possible | <i>Be clean and waste free with six different bins (5-11, Male, Bentleigh)</i> | <i>Use more sustainable strategies like renewable energy, means of transport and ways to handle pollution in an eco-friendly way (12-17, Female, Bentleigh)</i> |
| <ul style="list-style-type: none"> • Reducing the need for energy, embracing solar and renewable energy and emerging technologies | <i>Continue and improve sustainability projects, central battery collection points, mobile phone and e-waste collection points, paint and chemical central collection (35-49, Female, Bentleigh East)</i> | <i>Find ways to get homes and businesses off coal powered electricity, get business especially food related, to separate their waste. Do more to educate public and need to conserve resources, water supplies, including communal bore, change those who waste most (50-59, Female, Carnegie)</i> |
| | <i>There is room for improvement on the recycled of IT equipment, TVs, phones and for the recycling of hard rubbish (Workshop participant, no details recorded)</i> | <i>I hope that we can clean up and have a more sustainable energy source (12-17, Female, Caulfield)</i> |

Sub theme: More, suitable trees and vegetation on street strips with urban forests and community gardens

| What this means | What was said | |
|--|--|--|
| <ul style="list-style-type: none"> • Continuing to grow and plant suitable native, indigenous and other trees and vegetation on our streets • Encouraging the establishment of an urban forest canopy, community market gardening and colourful community gardens in shared spaces | <i>Assist residents/tenants to develop gardens (food) so when climate change lower food we have trees and urban gardens to utilise (50-59, Female, Carnegie)</i> | <i>Not have tower buildings, the area needs to have human scale buildings, small pocket gardens without concrete edgings but with seating. Will have more greenery around blocks of flats 70-84, Female, Carnegie)</i> |
| | <i>Allow nature strips to be used for edible gardens/veggie patches (25-34, Female, Murrumbeena)</i> | <i>More green in terms of streetscape. (35-49, Female, Elsternwick)</i> |
| | <i>Plant more trees, ensuring the suitability of being planted in residential streets (Workshop participant, no details recorded)</i> | <i>Council does not have policy in tree removal restrictions to house owners and developers, needs some form of publication (Workshop participant, no details recorded)</i> |
| | <i>Urban forest canopy actual targets as per Living Melbourne strategy –</i> | <i>Permanent community market gardening of realistic size - to grow</i> |

| | | |
|--|---|---|
| | <i>sustainability (Workshop participant, no details recorded)</i> | <i>flowers, veggies (Workshop participant, no details recorded)</i> |
|--|---|---|

1.3 Changes needed to make this happen (*Green, sustainable and environmentally conscious*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 9, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Green, sustainable and environmentally conscious*.

Table 9: Summary of changes that are needed – Green, sustainable and environmentally conscious

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for green spaces and infrastructure | Moderate |
| For Council to review or increase funding for services, programs and activities | Moderate |
| Education, incentives, monitoring and enforcement to encourage good citizenship | Moderate |
| For Council to be a leader, review or change an existing attitude, plan or policy | Moderate |
| For Council to review or restrict current planning regulations | Low |
| For Council to communicate, consult and listen | Very low |
| Advocacy to State Government | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| New initiatives | Very low |
| Seek innovations, research or best practice | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 9:

- Improve building designs. Sustainability in the planning scheme. Reduce the need for energy by having awnings and roof insulation as pre-requisites for permits to install air conditioning and through mandatory requirements.
- Consider policy for all new developments, include minimum greenery and mandate vertical gardens. Stop the concrete structures and towers, adding to heat and less of vegetation.
- Improve waste management infrastructure. Increase the frequency of green bin collection and provide regular community education programs.
- Encourage sustainable living in all areas by having recycling stations - money back for cans, bottles and plastics.
- Work with State and Federal Governments to promote the use of green and environmentally friendly chemicals to prevent the degradation of the environment (i.e., water, pollution, pesticides and GMOs).
- Prepare contingency plans for a changing climate. Become serious about climate emergency, have a progressive plan with short term targets (step by step).
- Review the definition for Open Space (remove pavilions and car parks). Use gap analysis and have good policies to assess local neighbourhood needs and purchase land for parks.
- Maintain gutters and drains, remove tree refuse from streets and footpaths.
- Stop plastics bags totally.
- Council to set an example. Use promotions, incentives and subsidies to encourage residents, businesses and suppliers to up-cycle, recycle, use solar power, water tanks and reduce their carbon footprint. Influence through procurement policies, visible action, energy efficient buildings and electric vehicles.
- Convert parking space and car parks into urban agriculture and community spaces (by 2040 we will have driverless cars).
- Create community 'knowledge hubs' of people or groups. There will be experts on almost everything (i.e. to support the embracing of sustainability initiatives and emerging practices).
- Create roof top veggie gardens on Council buildings.

- Refer to data/research and make progress against the outcomes, strategies and defined targets measurable with timeframes (i.e. carbon neutral goal is 'zero' by year xx).
- Council to work in partnership with schools, traders and shopping centres to understand waste behaviours and improve recycling.
- Develop a nature strip tree strategy with the true value of trees increased and fines brought against those destroying trees. Value more treed street scapes and shading.

1.4 Explaining the importance of this Action Area (*Green, sustainable and environmentally conscious*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of extremely important for the future by the community (aged 12 years and over) and extremely important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **It is critical to our long term survival, health, wellbeing and quality of life:** This is the most important of all the vision - it is a human right to breathe clean air! For our quality of life, air quality, natural resources/waste management and human rights. Without a change in environment and sustainability nothing else is significance - should be a consideration in every decision. Big effect on our long term future and it is cost effective. Public hygiene and sanitation considerations.
- **Climate change needs to be addressed:** This is a high priority for our ability to survive in a 'comfortable' world. It is essential to preserve a living and comfortable community. Climate emergency is now, climate change needs to be addressed.
- **Council is in a position to act a role model, lead by example and inspire sustainability and environmentally-friendly living:** There is a need for quality building designs in the future, with minimum sustainability standards for new residential and commercial buildings. Council could educate and support residents and businesses to make good choices. Council could create shared community gardening spaces which are great for health, social interactions (meet your neighbours, kindergartens interacting with seniors) and the planet.

Action Area 2: Well designed, with a mix of quality housing and local neighbourhood character

Key highlights for Action Area 2

What we love: Heritage housing and neighbourhood character; Neighbourhood gardens and trees; Variety of housing options; and Current population density.

Our hopes for 2040: This Action Area generated a very high level of comments. Based on the number of times it was selected as important by participants, it was rated overall as extremely important for the future by the community (aged 12 years and over) and important for the future by children.

Participants hope for:

- More low-rise housing and less over-development and apartments
- Preservation of heritage features, trees and local neighbourhood character
- Population growth balanced with adequate supporting infrastructure
- Future housing designs with quality and sustainability features
- Social housing and more affordable and diverse housing.

Key changes required to make the future happen:

- For Council to review or restrict current planning regulations
- Advocacy to State Government
- For Council to communicate, consult and listen.

Why this Action Area is important:

This Action Area was rated as extremely important/important because:

- Glen Eira needs to have well-planned, quality housing
- Quality housing positively influences community wellbeing and sense of pride
- Affordable housing must be acceptable housing
- It is difficult for residents to object to developments



2.1 What we love about Glen Eira (*Well designed, with a mix of quality housing and local neighbourhood character*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Well designed, with a mix of quality housing and local neighbourhood character*.

Participants reported:

- **Heritage housing and neighbourhood character:** Historical developments, local heritage, old cottages and picket fences, period houses, heritage homes and architecture, housing character, heritage of the area, village and heritage feel of the area, lovely character, lovely old homes, heritage features of beautiful old homes, beautiful old weatherboard houses and older houses with charm, character and historic significance.
- **Neighbourhood gardens and trees:** Garden streetscapes, leafy walkable streets, leafy suburbs, tree lined streets, old established shade trees that meet in the centre of the road and the old-fashioned ambiance of being able to walk along the footpath.
- **Variety of housing options:** Rental apartments, heritage listed homes, upmarket houses, mix of housing, apartments, dual occupancy and family homes on individual blocks.
- **Current population density:** Not overly populated, current population density, one storey buildings, low rise and low density housing.

| | | |
|---|--|---|
| <i>We love the streets with old cottages and picket fences, and the trees which spread across these roads (50-59, Female, Carnegie)</i> | <i>I love the variety of residences from rental apartments to heritage listed homes and upmarket houses (85 and over, Female, Bentleigh)</i> | <i>I love my house and my neighbourhood because it is friendly and is very green (9, Female, Bentleigh)</i> |
| <i>The current density of population, the trees, birds and green space (70-84, Male, Carnegie)</i> | <i>The trees, landscapes, 1940's style architecture in homes (35-49, Male, McKinnon)</i> | <i>Heritage of the area (18-24, Male, Elsternwick)</i> |
| <i>Love houses so people have places to live (7 years)</i> | <i>I love that there is little or few high rise buildings in my area (70-84, Female, Caulfield North)</i> | <i>The style of homes, nice Californian bungalow style family homes (35-49, Female, Carnegie)</i> |

2.2 Our hopes for 2040 (*Well designed, with a mix of quality housing and local neighbourhood character*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a very high level of comments that related to aspects of *Well designed, with a mix of quality housing and local neighbourhood character*. This Action Area was rated as extremely important for the future by the general community and important for the future by young people.

As shown in Table 10, overall, respondents told us that **over-development (apartments) is an issue. You want to preserve Glen Eira's heritage and neighbourhood character. New housing should be high in quality and sustainability, and population growth supported with adequate infrastructure. There should be diverse housing options (including affordable and social housing) so many people can enjoy living in Glen Eira.**

Table 10: Sub-themes, sentiment and quotes for hopes – Well designed, with a mix of quality housing and local neighbourhood character

| Sub theme: More low-rise housing and less over-development and apartments | | |
|--|--|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Stop overdevelopment and building apartments • Limit the height and bulk of future developments | <i>Continue to control urban high rises as the streets are already busy. Don't allow multi-storey complexes to continue being built (50-59, Female, Caulfield North)</i> | <i>Greed and total disregard had led to the Council not listening to the population. The City of Glen Eira has become an overpopulated slum with too many people crammed into a small space (25-34, Male, Carnegie)</i> |
| | <i>Control the level of high rise, high density development (60-69, Male, Caulfield South)</i> | <i>Cease pulling down houses and replacing them with boxes. The whole community feel is being eroded by greedy developers and a council who seems to back them up (50-59, Female, Glenhuntly)</i> |
| | <i>Restrictions on the height of development (Workshop participant, no details recorded)</i> | <i>By 2040 the many apartment blocks will be aging, potentially giving the area a rundown character, high building quality continued would help (Workshop participant, no details recorded)</i> |
| | <i>Limits on high rise (Workshop participant, no details recorded)</i> | <i>Lovely houses are being replaced by overdevelopment and overcrowding - developments cover entire blocks all is removed and the streetscapes destroyed (Workshop participant, no details recorded)</i> |
| Sub theme: Preservation of heritage features, trees and local neighbourhood character | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Preserve our heritage architectural features, period homes and mature trees | <i>Embrace the heritage of our roots. The buildings are changing quicker than our society and suburbs can keep up with. We are not protecting or celebrating the old (35-49, Female, Carnegie)</i> | <i>Plant more trees and pay more attention to heritage. The area is simply not green enough. There is too much focus on development that is not appropriate and is destroying what little architectural heritage remains, forbidding the environment</i> |

| | | |
|---|---|--|
| <ul style="list-style-type: none"> Retain the local neighbourhood character and residential feel | | <i>of much-needed flora (60-69, Female, Caulfield East)</i> |
| | <i>Heritage list, protect neighbourhood character (25-34, Female, Caulfield South)</i> | <i>Keep its heritage and stop multi-storey apartment blocks (35-49, Male, Bentleigh)</i> |
| | <i>Too many period buildings being lost (Workshop participant, no details recorded)</i> | <i>Preservation of heritage (Workshop participant, no details recorded)</i> |

Sub theme: Population growth balanced with adequate supporting infrastructure

| What this means | What was said | |
|---|---|---|
| <ul style="list-style-type: none"> Plan for and accommodate the infrastructure needs of our growing population | <i>Limit the number of developments that can happen in a particular period within a locality. We live in Murrumbeena and the number of demolitions and rebuilds has been huge and relentless, giving the feeling of living in a new estate, but unlike a new estate, the building phase never ends. We have building project fatigue (35-49, Male, Murrumbeena)</i> | <i>Cut back on household development, maybe put a cap on house constructions, infrastructure has not kept pace with developments, causing congestion on roads, causing accidents, people taking risks (70-84, Female, Ormond)</i> |
| | <i>Stop permitting all these constructions and developments which take away from people's privacy and quiet enjoyment. There is far too little parking made available and the infrastructure of pipes and utilities and phone/ internet is already under pressure. Too many people using old infrastructure which can't cope with the increased population (50-59, Female, Bentleigh)</i> | <i>Consider new developments are appropriate, traffic congestion, parking and sustainability (35-49, Male, Bentleigh East)</i> |

Sub theme: Future housing designs with quality and sustainability features

| What this means | What was said | |
|---|--|---|
| <ul style="list-style-type: none"> New multi-storey housing developments are safe and aesthetically appealing New housing developments integrate sustainability design principles | <i>Be a great example of best urban design practice, sustainable design, walking communities, community building infrastructure that is accessible for everyone (35-49, Female, Murrumbeena)</i> | <i>Continue to facilitate the growing population, whilst being mindful that allowing multi-storey developments will accommodate the population, we still need to value a balanced and aesthetic neighbourhood (70-84, Male, Bentleigh East)</i> |
| | <i>Tighter building regulations of toxic materials (70-84, Female, Caulfield South)</i> | <i>Become more sustainable (limiting heights, external over-heating), more greenspace without being over-shadowed by taller developments (60-69, Female, Caulfield)</i> |
| | <i>High density residential apartments should be restricted with carbon</i> | <i>Greater Council involvement in quality of buildings being erected</i> |

| | | |
|--|---|---|
| | <i>reduction requirements (Workshop participant, no details recorded)</i> | <i>(Workshop participant, no details recorded)</i> |
| Sub theme: Social housing and more affordable and diverse housing | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Access to more affordable housing options including apartments • Access to social housing and student accommodation | <i>Have more apartments (60-69, Male, Bentleigh)</i> | <i>Have more affordable housing (25-34, Male, Bentleigh)</i> |
| | <i>Have more social housing (50-59, Female, Elsternwick)</i> | <i>Provide more affordable housing that can change as people's need change through various life changes. I want to be able to stay in my street, but afford to build smaller houses on my lot. Being able to sell them would allow me to downsize, pay off my large mortgage and stay where I am (50-59, Female, Murrumbeena)</i> |
| | <i>Council should have designated areas for high density student accommodation buildings and social housing (Workshop participant, no details recorded)</i> | <i>Appears to be underutilized spaces for social housing that already exist - so better utilisation (Workshop participant, no details recorded)</i> |

2.3 Changes needed to make this happen *(Well designed, with a mix of quality housing and local neighbourhood character)*

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 11, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Well designed, with a mix of quality housing and local neighbourhood character*.

Table 11: Summary of changes that are needed – Well designed, with a mix of quality housing and local neighbourhood character

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or restrict current planning regulations | Extremely high |
| Advocacy to State Government | Moderate |
| For Council to communicate, consult and listen | Moderate |
| For Council to be a leader, review or change an existing attitude, plan or policy | Low |
| For Council to review or increase funding for green spaces and infrastructure | Low |
| For Council to review or increase funding for services, programs and activities | Very low |
| Education, incentives, monitoring and enforcement to encourage good citizenship | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| Seek innovations, research or best practice | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 11:

- Glen Eira is great for higher density including apartments as it has the capacity to provide the amenities of walkability, neighbourhood centres and public transport with it. For higher quality of life and walkable

neighbourhoods, higher density is needed. But houses must be designed well, ESD in building design to make it fit for colder winter and warmer summers

- Cease approval of multi developments. Cease dual occupancy. Buy property for parks
- Council planning and managing population influx into council and better management of building approvals. Take into consideration sustainability and liveability.
- Create heritage protections for houses and buildings from different eras.
- Make developers more responsible for improving infrastructures and community facilities rather than just users of them.
- Heritage listing for Californian bungalows in good condition. More consultation on development
- On the understanding that the Glen Eira council has to abide by the will of the Victorian state government please push back on behalf of Glen Eira residents
- Communication, consistency, / developing and maintaining high standards.
- Council should have designated areas for high density student accommodation buildings and social housing.
- Stricter building permits and designs.
- Passive solar protection (awnings) before installing air conditioning.
- More attentive planning - surrounding infrastructure - road access.
- Stop catering to the needs of big businesses and putting developers before home owners. Families before profit.
- Sustainability / environment as action areas should be top priority with all new apartments.
- Some green space in townhouse developments should be encouraged - solar rooftop gardens?
- Council needs to fight VCAT on poor decisions that affect the amenity of the current residents - raise levies for an infrastructure fund for future improvements.
- Need better building inspectors, building code needs to be adhered to. Council could invest \$\$ to upgrade the technology of new housing to make it more sustainable. Publicly list new housing in local paper. Require solar powering.
- Difficulty and cost of objecting to new development. Would like better access to 'planning' expertise as part of ratepayer role.
- Better zone management so that existing people are not gradually built out (creeping developments).
- Improve community aspects of large developments - not just apartments and shops - require community spaces (e.g. gardens, common facilities useable by the community).
- Better control over designs and streetscapes. Limit height in residential areas. Better consultation with public - McKee's building was demolished while council is looking for heritage overlay.

2.4 Explaining the importance of this Action Area (Well designed, with a mix of quality housing and local neighbourhood character)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of extremely important for the future by the community (aged 12 years and over) and important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **Glen Eira needs to have well-planned, quality housing:** Housing drives everything else and we need to have well-designed houses. We need robust long lasting housing that is environmental friendly and do not want to lose the village nature of the areas being destroyed through over development.
- **Quality housing positively influences community wellbeing and sense of pride:** Quality housing positivity influences wellbeing, happiness and quality of life for residents. It creates a sense of pride in the neighbourhood. With the erosion of backyards and front gardens there is less play area for children and less opportunity to meet neighbours. New houses and apartments with hostile high front fences along street make streets unsafe for walking and kids on bikes and scooters hit by reversing cars and it is less leafy.

- **Affordable housing must be acceptable housing:** Ugly apartments are not attractive or affordable to live in. Newer apartment buildings are built too cheaply and in 10 or 20 years they will be falling apart. It is important that we have stronger building codes to make buildings more sustainable. As housing pressures increase we will need well-designed community housing for a range of community members.
- **It is difficult for residents to object to developments:** Difficulty and costly for residents to object to new developments.

Action Area 3: A place for active, leisure and sporting activities

Key highlights for Action Area 3

What we love: Public parks and reserves; Leisure and recreation centres; Outdoor spaces to be active; Playgrounds; Dog-friendly spaces; and Public amenities in outdoor spaces.

Our hopes for 2040: This Action Area generated a very high level of comments. Based on the number of times it was selected as important by participants, it was rated overall as moderately important for the future by the community (aged 12 years and over) and very important for the future by children.

Participants hope for:

- Access to more, upgraded public open spaces for active and passive leisure activities
- More or improved playgrounds, skate parks and dog-friendly areas
- Access to leisure/recreation centres specifically Carnegie Pool (as is or redeveloped)
- More or improved sportsgrounds and playing fields

Key changes required to make the future happen:

- For Council to review or increase funding for green spaces and infrastructure
- Advocacy to State Government
- For Council to review or increase funding for services, programs and activities

Why this Action Area is important:

This Action Area was rated as moderately/very important because:

- As population density increases, the need for access to all types of open spaces is going to become critical
- There is a need to cater for the activity needs of all, especially older children, for overall community wellbeing



3.1 What we love about Glen Eira (A place for active, leisure and sporting activities)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of A *place for active, leisure and sporting activities*.

Participants reported:

- **Public parks and reserves:** Well-planned, well-maintained and clean parks, community parks, public parks, family friendly parks, parks with walking tracks, Booran Reserve, Caulfield Park, Caulfield Racecourse, Duncan McKinnon Reserve, Harleston Park, Hopetoun Park, Joyce Park, Packer Park, South Avenue Park and the new area under sky rail.
- **Leisure and recreation centres:** Carnegie Pool, GESAC, Caulfield Recreation Centre, Moira Avenue swimming pool, gym, leisure centre, basketball courts, community sporting and recreation facilities, outdoor and indoor pools.
- **Outdoor spaces to be active:** Football fields, tennis courts, ovals, running tracks, soccer fields, velodrome, skate park, sports fields, outdoor areas to have fun, exercise and be active, areas for walking and playing both summer and winter sports.
- **Playgrounds:** Quality, interesting playgrounds, areas for children, fun playgrounds, great playgrounds, swings and slides.
- **Dog-friendly spaces:** Areas for dogs, dog parks and off-leash dog parks.
- **Public amenities in outdoor spaces:** BBQs and seating, public seating, outdoor amenities and public toilets.

| | | |
|--|---|--|
| <i>The parks are fabulous and they are great fun to play and socialise with my friends as well as meet new ones! (12-17, Male, Carnegie)</i> | <i>Carnegie Pool. The 50m pool open all year around and heated to the right temperature for lap swimming (50-59, Female, Caulfield North)</i> | <i>The one thing I like about Glen Eira is the availability of sporting grounds, Duncan McKinnon, GESAC, Packer Park, Velodrome and Netball Courts (70-84, Male, Carnegie)</i> |
| <i>I love the park at the end of our street (4, Gender not stated, McKinnon)</i> | <i>Booran Reserve, specifically the design, history, nature and recreational pursuits (Age not stated, Female, Glenhuntly)</i> | <i>Caulfield Park, new dog off leash area near the race course is the best thing council has done for years (35-49, Female, Caulfield North)</i> |
| <i>Great quality interesting playgrounds (35-49, Female, Caulfield North)</i> | <i>I love the newly developed parks, Booran Reserve and Harleston Park (Seymour Road) (18-24, Female, Elsternwick)</i> | <i>Playgrounds are fantastic (35-49, Male, Caulfield South)</i> |

3.2 Our hopes for 2040 (A place for active, leisure and sporting activities)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a very high level of comments that related to aspects of *Spaces for active, leisure and sporting activities*. This Action Area was rated as moderately important for the future by the general community and very important for the future by young people.

As shown in Table 12, overall, respondents told us **they want access to more, improved public open spaces for leisure activities, playgrounds, skate parks and dog-friendly areas. In addition to this respondents hope for high quality leisure/swimming centres and more or improved sportsgrounds and playing fields.**

Table 12: Sub-themes, sentiment and quotes for hopes – A place for active, leisure and sporting activities

| Sub theme: Access to more, upgraded public open spaces for active and passive leisure activities | | |
|---|--|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Maintained and upgraded open spaces with shade, toilets, lighting, technology, bins and seating • More parks, some with bike/walking paths and gym equipment | <p><i>Provide large parks and open spaces. These parks to have passive areas, shady greens, sitting areas and not be entirely devoted to sport. As a result of so many apartments built, people need open space (60-69, Female, Glen Huntly)</i></p> | <p><i>Continue to beautify and make their open spaces accessible. Multi-use for different groups, abilities and clubs and safe. Implementing smart technology in the parks could help with monitoring usage, safety, sustainability and purpose. I hope Glen Eira will be adaptable and progressive in implementing technology (35-49, Female, Bentleigh East)</i></p> |
| | <p><i>Have more parks and at those parks will have a gym and a lot of people to use the gym equipment and parks (5-11, Female, Bentleigh East)</i></p> | <p><i>Put more shaded areas in public spots, cover parks with sails (Age not stated, Female, Caulfield South)</i></p> |
| | <p><i>Sporting ground updates, toilet open to public access out of sporting hours (Workshop participant, no details recorded)</i></p> | <p><i>Caulfield racecourse public recreation land a long term issue (Workshop participant, no details recorded)</i></p> |
| | <p><i>A commitment to native vegetation (trees) needs to be balanced by other choices - how much shade is provided etc. (Workshop participant, no details recorded)</i></p> | <p><i>Technology emphasis (Smart city) such as panic buttons in parks, solar lights, H2o recycling in parks (Workshop participant, no details recorded)</i></p> |
| | <p><i>Council should promote more the facilities that we already have i.e. bowl clubs rather than have them close down due to lack of participant (Workshop participant, no details recorded)</i></p> | <p><i>Balance between playgrounds and quiet spaces for people to meet, engage in social activities / community gardens / opportunities to interact (Workshop participant, no details recorded)</i></p> |
| Sub theme: More or improved playgrounds, skate parks and dog-friendly areas | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • More open spaces with improved outdoor play areas | <p><i>Be a peaceful and friendly place for all, with dog friendly parks (60-69, Female, Murrumbeena)</i></p> | <p><i>Have more fit and active people outdoors. have better spaces for 'older' children, not just toddler</i></p> |

| | | |
|--|---|--|
| <ul style="list-style-type: none"> • More spaces that are dog-friendly | | <i>playgrounds (35-49, Female, Bentleigh)</i> |
| | <i>Make the playground bigger (5-11, Male, McKinnon)</i> | <i>More skate parks (12-17, Male, Bentleigh)</i> |
| | <i>Not dog friendly enough, places to take dogs (50-59, Male, McKinnon)</i> | <i>Bins for dog excrement. Dog friendly cafes within parks to encourage use. Exclusive dog only parks but also human parks - sharing does not work (Workshop participant, no details recorded)</i> |

Sub theme: Access to leisure/recreation centres specifically Carnegie Pool (as is or redeveloped)

| What this means | What was said | |
|---|--|---|
| <ul style="list-style-type: none"> • Continue affordable access to leisure and swimming facilities • Retain and redevelop Carnegie Pool | <i>Leisure centres and pools Carnegie and GESAC (Pop-up engagement, no details recorded)</i> | <i>The changes to Carnegie swimming pool would be fantastic with indoor pool and sauna!! (60-69, Male, Caulfield South)</i> |
| | <i>They will keep the diving board and pool (5-11, Female, Carnegie)</i> | <i>Have free access to plenty of local swimming pools (35-49, Female, Caulfield South)</i> |
| | <i>Keep Carnegie pool outdoor. Reduce cost of entry to pools for residents (Workshop participant, no details recorded)</i> | <i>That there is no discussion about swimming facilities for people in the western section of Glen Eira (Workshop participant, no details recorded)</i> |

Sub theme: More or improved sportsgrounds and playing fields

| What this means | What was said | |
|--|--|--|
| <ul style="list-style-type: none"> • Continue investing in sports grounds and playing fields | <i>Better soccer pitches (astro turf) (12-17, Male, Bentleigh)</i> | <i>Continue to have many outdoor parks and sporting clubs/facilities. (35-49, Female, Bentleigh East)</i> |
| | <i>My future neighbourhood will have a new footy oval with Bombers and Hawks playing (5-11, gender not stated, Bentleigh East)</i> | <i>Continue to look at ways to source open spaces for both sporting opportunities and general recreation (Age, gender and suburb not stated)</i> |
| | <i>Shading for parents to support kids development (35-49, Male, Bentleigh East)</i> | |

3.3 Changes needed to make this happen (*A place for active, leisure and sporting activities*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 13, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *A place for active, leisure and sporting activities*.

Table 13: Summary of changes that are needed – A place for active, leisure and sporting activities

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for green spaces and infrastructure | Moderate |
| Advocacy to State Government | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| For Council to communicate, consult and listen | Very low |
| For Council to allocate and spend funds wisely | Very low |
| Consider accessibility for people of all ages and abilities | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 13:

- Sporting facilities and open spaces need to be better connected by bike and walking paths. Remove car parks from open spaces.
- Address the lack of sportsgrounds and open space by negotiating access to access to Caulfield racecourse and develop facilities inside the race track. Need to think about grounds outside of the square and look for alternative solutions.
- More dog friendly open spaces please!
- Provide a variety of play spaces for young people of all ages, specifically older children and teenagers.
- Try to negotiate more money from developers through the 'open space' levy.

3.4 Explaining the importance of this Action Area (*A place for active, leisure and sporting activities*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of moderately important for the future by the community (aged 12 years and over) and very important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **As population density increases, the need for access to all types of open spaces is going to become critical:** Many new developments do not have green areas within them. There are concerns that parkland is turning into play areas and there is a need for green areas to relax. Open space must increase directly in proportion to the population growth.
- **There is a need to cater for the activity needs of all, especially older children, for overall community wellbeing:** There are concerns that there will be insufficient playing fields for future generations. Sporting clubrooms are starting to deteriorate and many need improvement. Older children require playgrounds and activities. Having space to be active leads to personal and community health and well-being outcomes and often generates a sense of community, safety, belonging and identity.

Action Area 4: Connected and easy to move around using any mode of transport

Key highlights for Action Area 4

What we love: Public transport facilities; Ability to move around with a car; and General accessibility.



Our hopes for 2040: This Action Area generated a high level of comments. Based on the number of times it was selected as important by participants, it was rated overall as very important for the future by the community (aged 12 years and over) and important for the future by children.

Participants hope for:

- Improved traffic management, movement and roads
- Active transport integration with bike lanes, quality footpaths and pedestrian crossings
- Regular, reliable and more public transport options
- Improvements to car parking options, particularly on-street parking arrangements
- Environmentally friendly and emerging forms of transport

Key changes required to make the future happen:

- Advocacy to State Government
- For Council to review or increase funding for green spaces and infrastructure
- Education, incentives, monitoring and enforcement to encourage good citizenship

Why this Action Area is important:

This Action Area was rated as very important/important because:

- There is currently poor traffic flow which is creating many challenges and hazards
- In a growing population, everyone has to commute in some form
- Safe, active transport forms are good for the environment and our health

4.1 What we love about Glen Eira (*Connected and easy to move around using any mode of transport*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Connected and easy to move around using any mode of transport*.

Participants reported:

- **Public transport facilities:** Pretty good public transport around (buses, trains and trams), reliable transport routes in the area, train stations are close and convenient, accessible public transport, variety of public transport, train accessibility to the CBD, extensive public transport infrastructure, removal of the level crossings, and undercover car parking at Elsternwick station.
- **Ability to move around without a car:** Can ride a bike safely, the area is walkable, area is largely flat and easy to walk around, cycling infrastructure, bike lanes, good walking and cycling paths, bike path under sky rail, walking and bike trails, and improved railway crossings.
- **General accessibility:** public and private transport accessibility, parking accessibility, easy to access key locations, easy to travel and get around by car and within close proximity of everything.

| | | |
|--|---|---|
| <i>Pretty good public transport around (buses, trains and trams) (12-17, Male, Brighton East)</i> | <i>Ride bike safely (6, Gender not stated, Caulfield North)</i> | <i>The availability of public transport (18-24, Male, Carnegie)</i> |
| <i>Transport availability, roads and bike lanes easy access (70-84, Male, Elsternwick)</i> | <i>Access to city without a car (35-49, Male, Bentleigh)</i> | <i>Easy access to both city and beach including by public transport (50-59, Female, McKinnon)</i> |
| <i>For most parts of Glen Eira I like the ease of getting around, especially by public transport. This, in addition to it is relatively close proximity to the CBD, makes it easier to access essential services (60-69, Male, Caulfield East)</i> | <i>Improved Metro stations and passenger railway crossing (70-84, Female, Bentleigh East)</i> | <i>Walking and bike trails (Age not stated, Female, Carnegie)</i> |

4.2 Our hopes for 2040 (Connected and easy to move around using any mode of transport)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a high level of comments that related to aspects of *Connected and easy to move around using any mode of transport*. This Action Area was rated as very important for the future by the general community and important for the future by young people.

As shown in Table 14, overall, respondents told us they want **improved traffic flow and better bike lanes, quality footpaths and pedestrian crossings. This includes more on-street parking for those that drive. They hope for regular, reliable and improved public transport and for emerging transport options to be embraced.**

Table 14: Sub-themes, sentiment and quotes for hopes – Connected and easy to move around using any mode of transport

| Sub theme: Improved traffic management, movement and roads | | |
|---|---|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> Improving traffic flow generally Addressing the traffic congestion resulting from new housing developments Having quality roads and traffic management systems that permit safe vehicle movements | <i>Infrastructure has not kept pace with developments, causing congestion on roads, causing accidents, people taking risks. (70-84, Female, Ormond)</i> | <i>LISTEN TO THE RESIDENTS. Do something about parking and traffic management. Nothing has been done to ease congestion or the dangers on the roads in East Bentleigh (Age not stated, Female, Bentleigh East)</i> |
| | <i>Re-surface roads, there are many uneven surfaces (Age not stated, Female, Bentleigh)</i> | <i>Have easier roads to navigate during peak hour (35-49, Male, Elsternwick)</i> |
| | <i>The possible introduction of the bike lanes will cause major issues on Inkerman Road (Workshop participant, no details recorded)</i> | <i>Build safe cycle connections on Inkerman Road to build safe, healthy communities (18-24, Male, Caulfield North)</i> |
| | <i>How will parking and traffic flow be managed on and near Glen Huntly Road? (Workshop participant, no details recorded)</i> | <i>No mention of improving traffic flows throughout the municipality, only where new developments are taking place (Workshop participant, no details recorded)</i> |
| Sub theme: Active transport integration with bike lanes, quality footpaths and pedestrian crossings | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Building more suitably located bike paths/lanes for safe cycling and secure parking Having safe pedestrian movements on quality footpaths and via new pedestrian crossings | <i>Have a cycle or tram connection to the beach or cable car. Cycle lanes in general (25-34, Female, Bentleigh)</i> | <i>Be better for outdoor activities, like fitness and cycling for all members of the community. Lack of safe cycling corridors is behind the times and not sustainable (50-59, Male, Caulfield South)</i> |
| | <i>Make it safer to ride bikes for kids and commuters (25-34, Male, Carnegie)</i> | <i>I hope there will be a pedestrian crossing on Neerim Road (35-49, Female, Murrumbeena)</i> |
| | <i>Secure bike parking at stations (pop-up participant, no details recorded)</i> | <i>Greater emphasis on cycling accessibility. Greater emphasis on making movement accessible to all ability levels (50-59, Female, Caulfield South)</i> |

| | | |
|--|--|---|
| | <i>Instead of saying 'facilities to support active transport' it should be integrated into our thinking about travel (Workshop participant, no details recorded)</i> | <i>Pedestrians, cycling and walkability will need to be more of a focus (Workshop participant, no details recorded)</i> |
| | <i>Healthy school zones - supporting kids to travel by scooter, bike or foot safely. Have connected cycle and walking paths with water fountains (Workshop participant, no details recorded)</i> | <i>We need an overall strategy plan to 'green' the driving lanes which are neglected, dirty and detract from the amenity of Glen Eira neighbourhood. Maybe residents near these lanes could be supported to 'own' those laneways and make them attractive (Workshop participant, no details recorded)</i> |

Sub theme: Regular, reliable and more public transport options

| What this means | What was said | |
|--|--|---|
| <ul style="list-style-type: none"> • Having a better and expanded public transport system across Glen Eira Ensuring public transport accommodates people of all-abilities and mobility (height and width for walkers, walking canes) | <i>Have more public transport options, less traffic (18-24, Male, Elsternwick)</i> | <i>The bus transport may be improved a bit in terms of frequency and the timing (25-34, Female, Bentleigh East)</i> |
| | <i>More well connected in terms of trams, train timing, take reference from Switzerland, where the different modes of transportation are well coordinated so that one never needs to wait more than 2-3 minutes during transport change (35-49, Female, Elsternwick)</i> | <i>Have the number 67 tram extended to East Boundary Road and a light rail along South Road Brighton Beach to at least Warrigal Road, thus nudging the Glen Eira council as well, in the process. There is no trail or tram facilities in the East Bentleigh area. The route 627 bus to Chadstone is a good start, but we need tram extensions. (Male, 35-49, Ormond)</i> |
| | <i>Support public transport use by having benches and shelters at all bus and tram stops. Liaise with PTV to increase frequency of buses and trams. Establish charging stations for electric cars and bicycles (Age not stated, Female, Caulfield)</i> | <i>Public transport extensions and improvements will help manage population growth (Workshop participant, no details recorded)</i> |

Sub theme: Improvements to car parking options, particularly on-street parking arrangements

| What this means | What was said | |
|---|---|---|
| <ul style="list-style-type: none"> • Increasing on-site parking provision in future housing developments • Restricting and making changes to some on-street parking areas to reduce congestion • Improving parking options for residents, commuters and disabled parking permit holders | <i>Reduce car parking in Glenhuntly road. Direct cars to numerous parking facilities behind Glenhuntly Road (70-84, Other, Elsternwick)</i> | <i>Increase all-day parking spaces near stations and tram stops, as this will increase the use of public transport (60-69, Female, Elsternwick)</i> |
| | <i>Improve parking provision in new developments as the roads around Centre Rd in Bentleigh are turning</i> | <i>Less trees more on street parking for disabled. Less loading zones more parking (70-84, Female, Bentleigh)</i> |

| | | |
|---|---|--|
| | <i>into congestion (35-49, Female, Bentleigh)</i> | |
| | <i>More disabled parking at GESAC (pop-up participant, no details recorded)</i> | <i>No longer have streets blocked with cars (Age not stated, Female, Caulfield South)</i> |
| Sub theme: Environmentally friendly and emerging forms of transport | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Providing affordable and environmentally-friendly community transport options • Understanding and supporting emerging forms of transport | <i>Have more car share options available, especially in areas more densely populated (25-34, Female, Murrumbeena)</i> | <i>Community transport at regular times (70-84, Female, Carnegie)</i> |
| | <i>Have a fleet of cyber trucks and run off solar panels (18-24, Male, Ormond)</i> | <i>More mini buses to collect people (50-59, Female, Other)</i> |
| | <i>Helping the environment. We want cars to be electric and if they have time, to walk to places as well as riding (12-17, Male, Caulfield South)</i> | <i>Recharging station for electrical vehicles (Workshop participant, no details recorded)</i> |
| | <i>Council should provide community transportation to supplement bus and train services (Workshop participant, no details recorded)</i> | <i>Bigger vision - being ready for the changes afoot - circular economy driverless cars / better walkability (Workshop participant, no details recorded)</i> |

4.3 Changes needed to make this happen (*Connected and easy to move around using any mode of transport*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 15, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Connected and easy to move around using any mode of transport*.

Table 15: Summary of changes that are needed – Connected and easy to move around using any mode of transport

| Action statements for change | Frequency of references* |
|---|--------------------------|
| Advocacy to State Government | High |
| For Council to review or increase funding for green spaces and infrastructure | Low |
| Education, incentives, monitoring and enforcement to encourage good citizenship | Low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Low |
| For Council to review or restrict current planning regulations | Very low |
| For Council to communicate, consult and listen | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| New initiatives | Very low |
| Seek innovations, research or best practice | Very low |
| Consider accessibility for people of all ages and abilities | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 15:

- Centre Road East Bentleigh is pretty bad for traffic between Tucker Road and East Boundary Road. Make a clear way zone. Sick of hearing about South Road clear way and nothing happening. Cut half a lane into the large medium strip and there would be no need for a clearway strip. Start clearway first "as promised"
- An efficient ebike scheme (is there even a thing?) - bike decking.
- Introduce more paid parking because this is a user pays system (free parking is paid for by everyone including non-drivers)
- Traffic flow analysis in and through the municipality. Growing congestion year after year look at how streets are currently used year after year and how we can change roads to reduce congestion i.e. one way streets, roundabouts, modified traffic light cycles etc.
- Council should plan charging stations for electric cars to encourage carbon reduction and emission pollution reduction.
- More bike paths - more consideration to cyclists, slowing down aggressive inconsiderate motorists.
- I agree but this is a state government issue - how can council and residents make a difference?
- Interconnected, safe cycling strategy - engage with schools - connect with sporting facilities / require at destination facilities (parking, changing / showering).
- Create a better bicycle strategy - make car share more widely available.
- New ideas required e.g. suspended or elevated bike tracks away from vehicle traffic.
- Better investment in activity centre transport plans - frequent services on PT lines / transit orientated development to help lower traffic.
- Leadership - change our view on transportation in the next ten years - model our youth utilising public transport, electric vehicles.
- Active strategies from council and residents to find the best solution to traffic problems.

4.4 Explaining the importance of this Action Area (*Connected and easy to move around using any mode of transport*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of very important for the future by the community (aged 12 years and over) and important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **There is currently poor traffic flow which is creating many challenges and hazards:** There is poor traffic flow especially around schools and high density housing areas. Traffic light sequencing makes it worse than it needs to be. Vehicles are using residential streets to avoid congestion. Attention in this area is likely to improve likeability and community health and reduce stress, congestion and road trauma.
- **In a growing population, everyone has to commute in some form:** There is a need for diversity in transport solutions or else we will all have to drive. To alleviate this situation, there needs to be trains, connectivity and support for those who are more vulnerable.
- **Safe, active transport forms are good for the environment and our health:** Cycling is good for the environment and our health and we need to prioritise active modes to reduce reliance on cars and improve safety for cyclists and pedestrians. We need to keep up with the rapid changes in modes of transportation (i.e. electric cars, communal transport options and alternative forms of transport).

Action Area 5: Diverse, inclusive and healthy

Key highlights for Action Area 5

What we love: Community events and activities; My family, friends and home; People are welcoming and inclusive; Diversity; Sense of community; and Community groups and clubs



Our hopes for 2040: This Action Area generated a high level of comments. Based on the number of times it was selected as important by participants, it was rated overall as moderately important for the future by the community (aged 12 years and over) and extremely important for the future by children.

Participants hope for:

- Community activities, events and celebrations
- Welcoming, inclusive and caring City
- Family homes and friendly neighbourhoods
- Strong sense of community and connection
- People who are active, healthy and well

Key changes required to make the future happen:

- For Council to review or increase funding for services, programs and activities
- For Council to communicate, consult and listen
- For Council to review or increase funding for green spaces and infrastructure

Why this Action Area is important:

This Action Area was rated as moderately/extremely important because:

- High density and apartment living can create social isolation
- There is a need to understand and support of our diverse community

5.1 What we love about Glen Eira (*Diverse, inclusive and healthy*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Diverse, inclusive and healthy*.

Participants reported:

- **Community events and activities:** Community events and activities, activities and games for kids in the parks, child friendly festivals, outdoor events and activities, always something to do, fun activities for children, families and seniors, festivals and public events, free community activities especially in the parks, free music events, information events, cultural events and celebrations.
- **My family, friends and home:** Friendly neighbours, living near friends, my home, my friends, nice neighbours, our family and grandchildren, family connections and a family friendly environment.
- **People are welcoming and inclusive:** People are nice and friendly, Jewish community inclusive, excellent people, kind people, nice people, family friendly, peace between communities, peaceful community, people are happy and help each other.
- **Diversity:** Cultural diversity, diversity of religious faiths, vibrant Jewish community, multicultural population, age diversity, growing and developing cultures, many different faiths and socio-economic diversity.
- **Sense of community:** Community feel, how we come together as a community, community vibe, community atmosphere, my community and the amazing community, being part of a community, village feel and community spirit.
- **Community groups and clubs:** Sporting clubs, footy community, youth groups, local community groups, the dog community, senior’s social clubs and events.

| | | |
|--|---|---|
| <i>Everyone is nice to other people (12-17, Male, St Kilda East)</i> | <i>I love my friends, family and pets (9, Female, Bentleigh East)</i> | <i>It is a family friendly neighbourhood (35-49, Female, Caulfield)</i> |
| <i>The people here are really nice, they are so friendly (12-17, Female, Bentleigh)</i> | <i>That my friends live close and there is a footy community (5-11, Male, St Kilda East)</i> | <i>A vibrant sense of community diversity in cultures, food, activities (35-49, Male, Elsternwick)</i> |
| <i>Families representing many races and backgrounds who all contribute to our society. I love the strong emphasis of family and family values and the range of young and old that love together respectfully (60-69, Gender not stated, Elsternwick)</i> | <i>The effort made to bring the community together and participate in a whole range of different local events (12-17, Female, Carnegie)</i> | <i>Diversity of its people which then reflects in the surroundings from a culture down to the type of shops/restaurants that are available (25-34, Female, Glen Huntly)</i> |

5.2 Our hopes for 2040 (*Diverse, inclusive and healthy*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a high level of comments that related to aspects of *Diverse, inclusive and healthy*. This Action Area was rated as moderately important for the future by the general community and extremely important for the future by young people.

As shown in Table 16, overall, respondents told us they want a **strong sense of community and connection, with family and friends living nearby. They want a community that is active, healthy and well, and celebrates through activities and events that are welcoming, inclusive and caring.**

Table 16: Sub-themes, sentiment and quotes for hopes – Diverse, inclusive and healthy

| Sub theme: Community activities, events and celebrations | | |
|---|--|---|
| What this means | What was said | |
| <ul style="list-style-type: none"> Having local activities and events that bring people together, are suitable for individuals of all ages and abilities and involve fun, music and celebration | <i>Continue to support community events to maintain the friendly vibe (35-49, Female, Bentleigh)</i> | <i>Have more festivals (12-17, Female, Elsternwick)</i> |
| | <i>Grow as a community and continue having these amazing events that can get the whole community together and keep up the amazing reputations it has already got (12-17, Female, Carnegie)</i> | <i>Bring back Christmas decorations (35-49, Female, Caulfield)</i> |
| | <i>Want more community activities for young people (Youth Workshop participant, no details recorded)</i> | <i>As a musician, more live music events (35-49, Male, Bentleigh East)</i> |
| | <i>More initiatives in parks and community areas like food truck festivities and charity events. Clean up initiatives (25-34, Female, Glen Huntly)</i> | <i>Let's have an annual music festival and annual book festival (Workshop participant, no details recorded)</i> |
| Sub theme: Welcoming, inclusive and caring City | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Continuing to embrace and celebrate our diversity and differences Accepting each other and celebrating our different cultural and indigenous backgrounds | <i>Continue to be a safe, inclusive suburb for people to live. The elderly, families, young and old from any/all countries (60-69, Female, Carnegie)</i> | <i>Encourage more of this and build on this to make Glen Eira more cosmopolitan area, and attract more ethnic groups and greater numbers of different cultures to the city (70-84, Male, Glen Huntly)</i> |
| | <i>Continue to be inclusive to all members of society (50-59, Male, Caulfield South)</i> | <i>More cultural arts, recognizing our first native people (25-34, Female, Bentleigh)</i> |
| | <i>More awareness on discrimination. Need more inclusion and visibility of people with a disability. Better accessibility for disabled (Youth Workshop participant, no details recorded)</i> | <i>Better communication and promotion about NAIDOC week activities and other cultural activities / events (Workshop participant, no details recorded)</i> |
| | <i>There are no references to the inclusion and support of people with a disability (Workshop participant, no details recorded)</i> | |

| Sub theme: Family homes and friendly neighbourhoods | | |
|--|--|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> Being with my family and friends in a family-friendly neighbourhood | <i>Being close to family and friends (5-11, Gender not stated, Caulfield South)</i> | <i>Playing with mum and dad (0-4, Gender not stated, Carnegie)</i> |
| | <i>Be an established communal area, with families in mind (25-34, Male, Bentleigh)</i> | <i>Continue to evolve and remain family friendly (25-34, Female, Bentleigh)</i> |
| Sub theme: Strong sense of community and connection | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Strengthening our sense of community Supporting volunteering and community groups | <i>Maintain it's 'old school' neighbourhood vibe and not become too busy and lose its sense of people connection (50-59, Female, Carnegie)</i> | <i>More promotion of volunteer work (35-49, Male, Carnegie)</i> |
| | <i>Be a more connected community. (12-17, Female, Bentleigh)</i> | <i>Continue to support local sporting clubs (50-59, Male, Bentleigh East)</i> |
| | <i>There is always scope for greater support of U3A and for community organisations (Workshop participant, no details recorded)</i> | <i>University/tertiary students add significant vibrancy and diversity (Workshop participant, no details recorded)</i> |
| Sub theme: People who are active, healthy and well | | |
| What this means | What was said | |
| Providing opportunities and supporting public health and wellbeing | <i>Be a great place to live with interesting diversity and a healthy and happy community (35-49, Male, Bentleigh East)</i> | <i>Active and vibrant community (50-59, Female, Caulfield East)</i> |
| | <i>Continue to get families engaging in the community parks, sports etc. (35-49, Male, Other)</i> | <i>Focus on the quality of life (neighbourhood) for the residents (50-59, Male, Bentleigh East)</i> |
| | <i>Look for ways to connect people and reduce isolation during Winter months when people aren't out in their yards and street so much = a danger time! (Workshop participant, no details recorded)</i> | <i>Not enough focus on health - access to markets, controls on fast food density and inclusion of active travel / walkability (Workshop participant, no details recorded)</i> |
| | <i>Teenagers and older children miss informal, nature based play involving basketball half courts and safe bike trails (Workshop participant, no details recorded)</i> | <i>Continue to explore GESAC as a central focus of health and wellbeing in our community - encouraging our large community of carers to prioritise their mental health (Workshop participant, no details recorded)</i> |

5.3 Changes needed to make this happen (*Diverse, inclusive and healthy*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 17, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Diverse, inclusive and healthy*.

Table 17: Summary of changes that are needed – Diverse, inclusive and healthy

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for services, programs and activities | Moderate |
| For Council to communicate, consult and listen | Low |
| For Council to review or increase funding for green spaces and infrastructure | Low |
| Education, incentives, monitoring and enforcement to encourage good citizenship | Very low |
| For Council to review or restrict current planning regulations | Very low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| New initiatives | Very low |
| Consider accessibility for people of all ages and abilities | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 17:

- Have more culturally diverse events for better integration of ethnicities.
- Get everyone involved from all experiences, knowledge and learning.
- Encourage street parties in local neighbourhoods and make the process less restrictive and costly.
- Parties in park as an activity can have specific focus e.g. sustainability / ideas for connection (bring a friend / meet a friend / ideas re community know how.
- Facilitate connection and community. Rather than Council-led events perhaps Council could facilitate end support events initiated by residents.
- Provide music in a central location brings people together - if such can be arranged at a greater scale it brings the community closer to each other.
- It would be great to have a Council calendar that lists all events across all areas of the council, art events, open parks, workshops, book clubs, open days etc. The community can add / promote events and there is one place to find everything.
- Council to be more pro-active in engagement with diverse communities.

5.4 Explaining the importance of this Action Area (*Diverse, inclusive and healthy*)

Participants were invited to select the ‘most important’ Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of moderately important for the future by the community (aged 12 years and over) and extremely important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **High density and apartment living can create social isolation:** It is important to be inclusive in the future and we need to look at ways to connect people and reduce isolation, loneliness and violence. Extensive apartment developments produce a lack of community. Population growth has introduced new residents who may lack information and knowledge of Glen Eira and not feel part of a community.
- **There is a need to understand and support of our diverse community:** There needs to be recognition of the demographic changes to support inclusion. Council needs to advocate on behalf of our diverse communities, the elderly, those with limited mobility and marginalised groups. Well-being and sense of belonging are vital for communities and there is a need for inclusive activities that encourage interaction and sense of belonging.

Action Area 6: Thriving, with vibrant shopping strips and businesses

Key highlights for Action Area 6

What we love: Plenty of choice for cafes and restaurants; Vibrant local shopping strips and centres; Variety of local shops; and Local entertainment options.



Our hopes for 2040: This Action Area generated a moderate level of comments. Based on the number of times it was selected as important by participants, it was rated overall as very important for the future by the community (aged 12 years and over) and important for the future by children.

Participants hope for:

- Vibrant local shopping strips and centres with a variety of quality shops
- A range of local dining and entertainment options
- Support, spaces and technologies for local businesses to thrive
- Access to better amenities in shopping and business areas
- Local work-related programs and employment opportunities

Key changes required to make the future happen:

- Partnerships or collaborations with stakeholders
- For Council to review or restrict current planning regulations
- For Council to review or increase funding for green spaces and infrastructure

Why this Action Area is important:

This Action Area was rated as very important/important because:

- Local working spaces build businesses and community wellbeing
- Investment, attention and support is critical for local shopping precincts to survive and thrive

6.1 What we love about Glen Eira (*Thriving, with vibrant shopping strips and businesses*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Thriving, with vibrant shopping strips and businesses*.

Participants reported:

- **Plenty of choice for cafes and restaurants:** Variety of good local restaurants, lots of restaurants especially along Koornang Road and Glenhuntly Road, lots of dining options, many great cafes, outdoor cafes and coffee shops.
- **Vibrant local shopping strips and centres:** Wonderful local shopping strips including Glen Huntly Road, Centre Road and Koornang Road which have a great vibe, cosmopolitan shopping areas as well as great local traders and small businesses.
- **Variety of local shops:** Many and varied local shops that are great including Opportunity Shops, cake shops, food outlets, interesting shops, traditional retail corridors, fruit shops, fine foods, retail, supermarkets, markets, fish and chip shops.
- **Local entertainment options:** Entertainment options include the cinema, movies and night life.

| | | |
|---|--|---|
| <i>The pretty shopping streets in Carnegie and Elsternwick (12-17, Female, Glen Huntly)</i> | <i>Small traders who know my name (35-49, Female, Bentleigh)</i> | <i>Vibrant Glen Huntly Road shopping strip (25-34, Female, Elsternwick)</i> |
| <i>Good local shopping precincts (18-24, Male, Bentleigh East)</i> | <i>I love how close all the shops are (8, Female, Bentleigh)</i> | <i>The vibrant and diverse 'High Street' that isn't dominated by chain/large corporate shops or retail outlets (50-59, Female, Elsternwick)</i> |
| <i>Lots of restaurants in Koornang Road and Glenhuntly Road (70-84, Female, Carnegie)</i> | <i>Pleasant, helpful businesses in shopping areas (70-84, Female, Bentleigh)</i> | <i>The evening coffee culture and fine foods (18-24, Gender not stated, Bentleigh East)</i> |

6.2 Our hopes for 2040 (*Thriving, with vibrant shopping strips and businesses*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a moderate level of comments that related to aspects of *Thriving, with vibrant shopping strips and businesses*. This Action Area was rated as very important for the future by the general community and important for the future by young people.

As shown in Table 18, overall, respondents told us they want **vibrant local shopping strips with better amenities, providing a range of quality shops, dining and entertainment options. They hope there will be support for local businesses, to create jobs and opportunities to work close to home.**

Table 18: Sub-themes, sentiment and quotes for hopes – Thriving, with vibrant shopping strips and businesses

| Sub theme: Vibrant local shopping strips and centres with a variety of quality shops | | |
|---|--|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> Having local shopping strips that are clean, inviting and have a variety of shops | <i>Introduce better shops into Centre Road so that teenagers are able to shop at more teenage friendly places (12-17, Female, Bentleigh)</i> | <i>Build fresh produce/supermarket in Caulfield south. So many take away options but nothing that promotes healthy eating/cooking. Walking distance essential amenities for a healthy lifestyle (35-49, Female, Caulfield South)</i> |
| | <i>My future neighbourhood will have a cupcake shop (5-11, Gender not stated, Bentleigh East)</i> | <i>Maintain and support shopping strips as they are a community asset (50-59, Female, Elsternwick)</i> |
| | <i>Public toilets are not clean. Near Bentleigh Coles the toilets are not maintained, not just dirty, are they cleaned? (35-49, Female, Bentleigh East)</i> | <i>More care around Bentleigh strip shops and rotunda area has been promised an upgrade for a few years (60-69, Female, Bentleigh)</i> |
| | <i>Bring more vegetarian cafes and restaurants and update the shops on Glenhuntly Road. Majority of them look quite outdated (35-49, Female, Caulfield South)</i> | <i>Retain small independently owned shops (Workshop participant, no details recorded)</i> |
| | <i>Bilingual signage in front of commercial shops (Workshop participant, no details recorded)</i> | <i>Large amount of empty shops in McKinnon shopping strip (Workshop participant, no details recorded)</i> |
| Sub theme: A range of local dining and entertainment options | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Having access to a variety of cafes and restaurants Local entertainment options for all ages | <i>Have a greater diversity of restaurants and cafes on Koornang Road and develop old strip shops such as near Murrumbeena and Hughesdale station (Age not stated, Female, Carnegie)</i> | <i>Be open to innovation and be a family friendly/cafe hotspot of Melbourne (25-34, Male, Bentleigh)</i> |
| | <i>A cinema so I can watch Frozen 3 (5-11, Gender not stated, Carnegie)</i> | <i>More nightlife, more trendy cafes, (35-49, Male, Caulfield North)</i> |
| Sub theme: Spaces, technologies and support for local businesses to thrive | | |
| What this means | What was said | |

| | | |
|---|---|---|
| <ul style="list-style-type: none"> • Having spaces, technology and community support for local businesses to thrive | <p><i>Have more office space available, encourage more businesses that are not retail or hospitality related, to set up shop in Glen Eira (25-34, Male, Bentleigh)</i></p> | <p><i>Support its own community and local business (35-49, Male, McKinnon)</i></p> |
| | <p><i>Encouragement by Council for small start businesses (60-69, Female, Carnegie)</i></p> | <p><i>Make sure we have good NBN so knowledge based business can thrive (50-59, Female, Carnegie)</i></p> |
| | <p><i>Technological advancements (Youth Workshop participant, no details recorded)</i></p> | <p><i>Need to explore ideas, more spaces under learn local banner, U3A, even traders, book club, cheap eats Tuesday (70-79, Female, Carnegie)</i></p> |
| | <p><i>If possible encourage local businesses to open later during the weekends and weekdays. It is inconvenient for many people who work late or after 5pm (25-34, Male, Bentleigh)</i></p> | <p><i>Support the local business and empower their staff (Workshop participant, no details recorded)</i></p> |

Sub theme: Access to better amenities in shopping and business areas

| What this means | What was said | |
|--|--|---|
| <ul style="list-style-type: none"> • Local streets that are inviting and have quality public seating and bike facilities | <p><i>More public seats in Glenhuntly Road for seniors. Not everyone wants to buy a coffee for a seat. More street lighting (85+, Female, Elsternwick)</i></p> | <p><i>Clean up Centre Road. Better quality of shops. The rotunda needs lots of work. To be more inviting it is a unique space (Age not stated, Female, Bentleigh)</i></p> |
| | <p><i>Canopies at all stops (bus) and benches where there is still none from the corner of Boundary and Centre Road to corner of Centre Road and Warrigal Road, Bentleigh East (70-84, Female, Bentleigh East)</i></p> | <p><i>Consider spaces, entertainment spots for the elderly with facilities to provide comfort for them in public shared spaces (50-59, Female, Gardenvale)</i></p> |
| | <p><i>Provide safer paths for cyclists with more bike parking in strips shopping centre areas (60-69, Female, Ormond)</i></p> | <p><i>Calls for more car parking when we need more green space and people spaces in shopping on street - safer bike and walking paths (Workshop participant, no details recorded)</i></p> |

Sub theme: Local work-related programs and employment opportunities

| What this means | What was said | |
|--|---|---|
| <ul style="list-style-type: none"> • Access to work, employment programs and local business opportunities • Assisting young people to understand their rights and responsibilities as students and workers | <p><i>Encourage more student placement. Students are the future of industry and have incredible talent. Many of them are seeking their first jobs, and many of the businesses within their area should be encouraged to take them on. Keeping children within local businesses teaches them the value of entrepreneurship and innovation, which are some of Australia's founding ideals. It would be wonderful to see the council</i></p> | <p><i>Having more programs for the increasing growth of youth as they become young adults to make sure they stay on the right path to a positive future (18-24, Male, Carnegie)</i></p> |

| | | |
|--|---|--|
| | <i>encouraging more businesses to come together and take on student interns or student placements, especially within the Council ranks (18-24, Female, Caulfield)</i> | |
| | <i>More local employment and business opportunities (35-49, Female, Caulfield)</i> | <i>If it manages to attract businesses that provide appropriate employment opportunities (Female, 60-69, Caulfield North)</i> |
| | <i>Do something about student rights (5-11, Male, St Kilda East)</i> | <i>Lack of part time professional jobs in council limits diversity of staff and local employment (Workshop participant, no details recorded)</i> |

6.3 Changes needed to make this happen (*Thriving, with vibrant shopping strips and businesses*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 19, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Thriving, with vibrant shopping strips and businesses*.

Table 19: Summary of changes that are needed – Thriving, with vibrant shopping strips and businesses

| Action statements for change | Frequency of references* |
|---|--------------------------|
| Partnerships or collaborations with stakeholders | Moderate |
| For Council to review or restrict current planning regulations | Very low |
| For Council to review or increase funding for green spaces and infrastructure | Very low |
| Advocacy to State Government | Very low |
| For Council to communicate, consult and listen | Very low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| For Council to allocate and spend funds wisely | Very low |
| New initiatives | Very low |
| Seek innovations, research or best practice | Very low |

***Legend:** Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 19:

- Have some night events during summer to encourage people to shop later.
- Bi lingual signage.
- Clean streets and sidewalks.
- Permanent co working spaces for non-retail businesses, maybe in East village.
- Provide a hub to allow people to work locally not everyone can work at home.
- Career seminar or employer activities locally.
- Introduce an office hub for local start-ups.
- Create more employment opportunities for the disability sector within the community.
- Incentive from Council to shop owners.
- Need more parking for cars as you cannot take a large amount of shopping with bikes.
- More long term parking at train stations.
- Have more businesses encouraged to use sustainable packaging There is too much litter on the streets coming from local businesses and their customers
- Local employment for local businesses to reduce congestion. Council could organise or broker jobs to business.

- Employment programs and opportunities for our community would be good.
- Promote the existing shopping strips and restaurants. Keep them tidy, have more police patrols and better lighting and CCTV. This will make people feel safe.
- Better promotion, street lighting, cleaning, policing, CCTV - provide small business consulting to deal with changing environment.
- Better parking, value adding to our centres such as variety of shops, private investors or joint ventures with council – markets and fresh foods.
- We could use a 'shopping' on business 'map' of Glen Eira, retail to home businesses.

6.4 Explaining the importance of this Action Area (*Thriving, with vibrant shopping strips and businesses*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of very important for the future by the community (aged 12 years and over) and important for the future by children.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **Local working spaces build businesses and community wellbeing:** Low cost community working spaces or work hubs can become a hub of the community, build business communities and social enterprises. It is important to have local places for work. Having jobs and activities close to home will provide a 'one-stop shopping' experience and free up time for other things (family, friends, volunteering, sports and exercise)
- **Investment, attention and support is critical for local shopping precincts to survive and thrive:** There is a concern that local shops are becoming vulnerable due to competing online interests and new centres opening nearby. Support is vital to keep our local economy going. Strips are losing character and the mix of shops is changing. There needs to be some retail to provide a reason to shop locally. There is a need for incentives for local businesses to become environmentally friendly, use renewable energy and recycle. Local services like post offices are important for communities.

Action Area 7: Safe, clean and tidy

Key highlights for Action Area 7

What we love: Feeling safe in public; and It is beautiful and clean.

Our hopes for 2040: This Action Area generated a moderate level of comments. Based on the number of times it was selected as important by participants, it was rated overall as very important for the future by the general community (aged 12 years and over). Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- Safe, clean and tidy neighbourhoods
- A sense of feeling safe in public
- Lighting, security and technologies to improve public safety

Key changes required to make the future happen:

- Education, incentives, monitoring and enforcement to encourage good citizenship
- For Council to review or increase funding for green spaces and infrastructure
- Advocacy to State Government

Why this Action Area is important:

This Action Area was rated as very important because:

- People need to feel safe and secure
- Clean and well-lit neighbourhoods encourage activity and wellbeing



7.1 What we love about Glen Eira (*Safe, clean and tidy*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Safe, clean and tidy*.

Participants reported:

- **Feeling safe in public:** the area feels safe, I feel safe living here and there is no violence. It is quiet and peaceful with good lighting at night.
- **It is beautiful and clean:** the area is pleasant, nice and clean. Community groups pick-up litter and Council removes graffiti, collects rubbish and hard rubbish.

| | | |
|--|---|--|
| <i>I love how it feels safe (5-11, Female, Elsternwick)</i> | <i>Safe and peaceful (35-49, Female, McKinnon)</i> | <i>It is a safe and friendly neighbourhood (60-69, Female, Caulfield North)</i> |
| <i>Lack of graffiti and sense of a "safer" community (25-34, Female, Carnegie)</i> | <i>It is nice and quiet (12-17, Male, Murrumbeena)</i> | <i>Our suburb is clean, safe and friendly with open spaces for children to be safe and play (70-84, Female, Glenhuntly)</i> |
| <i>How safe I feel raising my children in Glen Eira (35-49, Female, Elsternwick)</i> | <i>Hard rubbish is collected ASAP and is not left on the streets making the area look untidy (70-84, Male, Caulfield South)</i> | <i>Low crime rate, people are generally well behaved at the outdoor events, a feeling of being safe in the activity centres. Well-lit public areas at night (parks and transport hubs) (50-59, Female, Carnegie)</i> |

7.2 Our hopes for 2040 (*Safe, clean and tidy*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a moderate level of comments that related to aspects of *Safe, clean and tidy*. This Action Area was rated as very important for the future by the general community.

As shown in Table 20, overall, respondents told us they want **neighbourhoods to be clean and tidy and public areas to have quality lighting, security and technology so that they feel safe in public and at home.**

Table 20: Sub-themes, sentiment and quotes for hopes – Safe, clean and tidy

| Sub theme: Safe, clean and tidy neighbourhoods | | |
|--|---|---|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Living in a safe neighbourhood • Being clean and tidy with no rubbish or graffiti on public and private properties • Pet owners acting responsibly | <i>Ensure the area is safe to bring up kids. Ensure the area is kept clean and not congested (35-49, Male, Bentleigh)</i> | <i>Reduce excess signage put around the streets advertising community events outside houses and installed by real estate agents. Too much clutter (35-49, Male, Elsternwick)</i> |
| | <i>Safer, especially when walking the dog at night-time (12-17, Female, Bentleigh East)</i> | <i>Clean roads and grass verges on all main roads (50-59, Male, Brighton East)</i> |
| | <i>Due to the many historic lane ways graffiti is still a problem (70-84, Female, Carnegie)</i> | <i>Random hard rubbish collections (streets look like slums with all the junk on nature strips). Two collections a year would suffice, make residents mow their nature strips (25-34, Female, Bentleigh)</i> |
| | <i>Have less dog poo in the parks (25-34, Male, Elsternwick)</i> | <i>Lane ways behind houses not maintained by Council (Workshop participant, no details recorded)</i> |
| | <i>Invest in local artists especially indigenous to paint more electrical boxes, The painted ones are great but there is often graffiti on unpainted ones (Workshop participant, no details recorded)</i> | <i>Rubbish dumped by railway line unkempt nature strips and gardens. Members of community using nature strips as dumping grounds for their disused household items (Workshop participant, no details recorded)</i> |
| | <i>There is no consideration on the ongoing maintenance of current roads / laneways (i.e. we have a neglected laneway covered in junk and graffiti) (Workshop participant, no details recorded)</i> | <i>Dropped rubbish gets in the drains and our waterways - people do not seem to realise the consequences of their actions and take no care. Native animals have died as a result of choking on or eating rubbish (food and plastic) (Workshop participant, no details recorded)</i> |
| | <i>Something about managing cats being let out at night and people cleaning up after their dogs - more protection for native animals especially birds (Workshop participant, no details recorded)</i> | <i>A section on 'pet management' and how we feel councils enforcing laws / rules aspects of pet ownership (Workshop participant, no details recorded)</i> |

| | | |
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| | | |
|--|--|--|

Sub theme: A sense of feeling safe in public

| What this means | What was said | |
|--|--|---|
| <ul style="list-style-type: none"> Having no anti-social or illegal behaviours including noise congestion | <p><i>Less juvenile delinquents vandalising and loitering community resources (18-24, Male, Bentleigh East)</i></p> | <p><i>A peaceful neighbourhood (5-11, Gender not stated, Elsternwick)</i></p> |
| | <p><i>Be safer. There seems to be a fair bit of petty theft, break ins, opportunistic thieving, car windows broken for example (35-49, Female, Bentleigh East)</i></p> | <p><i>Be a peaceful and friendly place for all, with dog friendly parks. We should get rid of insignificant graffiti as it ruins our suburbs (60-69, Female, Murrumbeena)</i></p> |
| | <p><i>South Road and Jasper Road corner does feel unsafe at night. I have seen cars broken into with my very own eyes :(35-49, Female, Bentleigh)</i></p> | <p><i>For community safety, seek zero tolerance of alcohol. More zero alcohol events for community (Workshop participant, no details recorded)</i></p> |

Sub theme: Lighting, security and technologies to improve public safety

| What this means | What was said | |
|---|---|---|
| <ul style="list-style-type: none"> Increasing lighting along streets and in parks Having security, CCTV, police and technology to improve public safety | <p><i>Put lighting in alleyways, the two alleys off Murray street where I walk are dark and unsafe (60-69, Male, Caulfield)</i></p> | <p><i>Implementing smart technology in the parks could help with monitoring usage, safety, sustainability and purpose. I hope Glen Eira will be adaptable and progressive in implementing technology. (35-49, Female, Bentleigh East)</i></p> |
| | <p><i>Have CCTV along Centre Road shopping strips (Age not stated, Female, Bentleigh)</i></p> | <p><i>Increase the lights on the streets! Laura Street is very dark, making it a heaven for burglars (60-69, Female, Caulfield South)</i></p> |
| | <p><i>Potential for use of solar powered community 'safe' making like lighting (Workshop participant, no details recorded)</i></p> | <p><i>Street cameras installed would ensure secure and safe streets free from violence and crime - especially thefts in the area. What about 2040 version of neighbourhood watch? (Workshop participant, no details recorded)</i></p> |

7.3 Changes needed to make this happen (Safe, clean and tidy)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 21, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Safe, clean and tidy*.

Table 21: Summary of changes that are needed – Safe, clean and tidy

| Action statements for change | Frequency of references* |
|---|--------------------------|
| Education, incentives, monitoring and enforcement to encourage good citizenship | Low |
| For Council to review or increase funding for green spaces and infrastructure | Very low |
| Advocacy to State Government | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| For Council to communicate, consult and listen | Very low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| For Council to allocate and spend funds wisely | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 21:

- Put more cctv cameras around to catch aggressive and inconsiderate drivers. These drivers are dangerous to our community. Council to work closely with police on this matter. More research is required at street level in main shopping areas
- Zero tolerance drink driving, more cctv and bring back neighbourhood watch.
- Commitment by Council / behaviour and attitude.
- Safety is a police / state issue.
- Council to fine people for littering – used dog poo bags, plastic bottles and plastic bags in gutters or dropped on nature strips. More policing of bad dog owners.
- Building sites always seem to have so much rubbish dropped all around the site. When we ask about it they blame someone else - it gets in the drains and our waterways - people do not seem to realise the consequences of their actions and take no care.
- Improving rubbish storage and collection in apartments.
- Ensure new lighting is environmentally sound (not only energy but also in terms of disturbing natural environment).
- Passive surveillance should be improved on our streets.
- More help for residents regarding noise from neighbours, street (speed limits in congested streets near new supermarkets) - understand this requires policy / governance from Vic Roads etc.
- Provision of emergency services (e.g. robbery, personal safety, safety at night).

7.4 Explaining the importance of this Action Area (*Safe, clean and tidy*)

Participants were invited to select the ‘most important’ Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of very important for the future by the community (aged 12 years and over). Children weren’t specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **People need to feel safe and secure:** Safety is at the core of community engagement and is a basic responsibility of Council. Feeling safe is precursor to other action areas. Parents may not allow young people to walk in public at night. More people and children would ride if it was safer to do so.
- **Clean and well-lit neighbourhoods encourage activity and wellbeing:** Places need to be clean so they are used more and people feel safe. Native animals have died as a result of eating rubbish (i.e. food and plastic). Adding sensor lights in parks and picnic areas allows use at night while minimising power usage and environmental impacts. It also promotes safety for late night dog walkers.

Action Area 8: A place to connect, create and learn

Key highlights for Action Area 8

What we love: Our libraries are great; and Our schools are very good.

Our hopes for 2040: This Action Area generated some comments. Based on the number of times it was selected as important by participants, it was rated overall as moderately important for the future by the general community. Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- Council facilities, spaces and amenities for our growing community
- More quality education institutions and providers
- Continued improvements to our libraries

Key changes required to make the future happen:

- For Council to review or increase funding for green spaces and infrastructure
- Advocacy to State Government
- For Council to review or increase funding for services, programs and activities

Why this Action Area is important:

This Action Area was rated as moderately important because:

- Libraries democratise the municipality
- Libraries and community spaces enhance quality of life



8.1 What we love about Glen Eira (*A place to connect, create and learn*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *A place to connect, create and learn*.

Participants reported:

- **Our libraries are great:** The librarians are helpful and wonderful. The library services, programs, books, magazines and spaces are great as are the toy libraries.
- **Our schools are very good:** There are quality schools and public schools that are being upgraded. Our schools are great and highly regarded and some provide child care after school which is valued by parents.

| | | |
|---|--|---|
| <i>The libraries. The Jewish section of books at the libraries and the Jewish magazines in the library (25-34, Female, Balaclava)</i> | <i>Great public places - libraries, parks (25-34, Female, Caulfield North)</i> | <i>Great libraries (60-69, Female, Carnegie)</i> |
| <i>Carnegie toy library (25-34, Female, Murrumbeena)</i> | <i>I like Bentleigh library (and all the local libraries), and also the youth services centre just behind which has great people (especially regarding music and LGBTQI+ help) (18-24, Male, Other suburb)</i> | <i>School building upgrades, school expansion (35-49, Female, Bentleigh East)</i> |
| <i>The Carnegie library is such a happy, vibrant place with so many activities and a wonderful staff (60-69, Female, Suburb not stated)</i> | <i>Great library and free Wi-Fi (25-34, Female, Glen Huntly)</i> | <i>Great environment, several good schools around (35-49, Male, Ormond)</i> |

8.2 Our hopes for 2040 (*A place to connect, create and learn*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated a some comments that related to aspects of *A place to connect, create and learn*. This Action Area was rated as moderately important for the future by the general community.

As shown in Table 22, overall, respondents told us they want **social infrastructure, spaces and amenities to meet the needs of the community and to support the growing community to connect. They hope for more high-quality education options and further improvements to libraries.**

Table 22: Sub-themes, sentiment and quotes for hopes – A place to connect, create and learn

| Sub theme: Council infrastructure, spaces and amenities for our growing community | | |
|--|---|---|
| What this means | What was said | |
| <ul style="list-style-type: none"> Centres, community houses and spaces to socialise More or better public amenities such as toilets | <i>Community building infrastructure that is accessible for everyone (35-49, Female, Murrumbena)</i> | <i>Have better public toilets (5-11, Female, Brighton East)</i> |
| | <i>More attractive public spaces to sit or meet, have coffee or a meal somewhere shady/sheltered amongst shrubs/flowers, with a nice outlook (60-69, Female, Glen Huntly)</i> | <i>Ensure there is enough infrastructure to keep up with the population (i.e. social and physical) (35-49, Female, Carnegie)</i> |
| | <i>Increasing the number of community houses (25-34, Male, Bentleigh)</i> | <i>No support or stability for community houses to thrive and know they can commit to provide affordable activities for the local communities (they are also great at providing activities for local hospitals) (Workshop participant, no details recorded)</i> |
| | <i>Lack of youth clubs. More men's shed programs needed (Workshop participant, no details recorded)</i> | <i>More activities and play spaces are needed for teens and young adults (Workshop participant, no details recorded)</i> |
| Sub theme: More quality education institutions and providers | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Having access to quality education More or improved schools | <i>Improve quality of education (35-49, Female, Elsternwick)</i> | <i>A new school (5-11, Gender not stated, Bentleigh East)</i> |
| | <i>Have more school options and play areas (35-49, Male, Carnegie)</i> | <i>New or improved state secondary school (35-49, Male, Caulfield)</i> |
| | <i>We need schools that include people with special needs like dyslexia (12-17, Female, Caulfield)</i> | <i>Schools have a good reputation and well resources libraries (Workshop participant, no details recorded)</i> |
| | <i>No mention of educational facilities and opportunities for residents and business - joint council and universities (Workshop participant, no details recorded)</i> | |
| Sub theme: Continuing to improve our libraries | | |

| What this means | What was said | |
|---|---|--|
| <ul style="list-style-type: none"> Expanding library programs and services Rethinking libraries as an inclusive community hub/space | <i>Continue to build libraries into community hubs (60-69, Female, Carnegie)</i> | <i>Have a bigger library with huge quiet study area, stronger security (25-34, Female, McKinnon)</i> |
| | <i>Continue to have "talking book" CD's at the library (Age not stated, Female, Caulfield)</i> | <i>Co-working spaces being created within the library. Access to software like Adobe Photoshop and the Unity game engine that can help young people develop new skills (35-49, Male, Carnegie)</i> |
| | <i>Greater focus on public libraries, free and inclusive spaces (50-59, Female, Caulfield South)</i> | <i>Having libraries extend their opening hours on weekends having lectures about many topics (25-34, Male, Bentleigh)</i> |
| | <i>Keep providing a diverse range of books. Offer robotic lego sessions (more so I can get a place). Make it easier to reserve books from other libraries (5-11, Male, Murrumbeena)</i> | <i>Networking with libraries that aren't council libraries i.e. there are museums in the area with interesting libraries (Workshop participant, no details recorded)</i> |

8.3 Changes needed to make this happen (*A place to connect, create and learn*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 23, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *A place to connect, create and learn*.

Table 23: Summary of changes that are needed – A place to connect, create and learn

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for green spaces and infrastructure | Very low |
| Advocacy to State Government | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| For Council to communicate, consult and listen | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| Seek innovations, research or best practice | Very low |
| Consider accessibility for people of all ages and abilities | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 23:

- Maximise under-utilised existing public infrastructure (i.e. schools and playgrounds).
- Provide greater access to audiobooks via the library - the range is too small.
- A TAFE in Glen Eira would make tertiary more accessible within the area.
- Establish a modern study and library (community hub) in East village.

8.4 Explaining the importance of this Action Area (*A place to connect, create and learn*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of moderately important for the future by the community (aged 12 years and over). Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **Libraries democratise the municipality:** Libraries prove their worth and investment in libraries creates more social spaces.
- **Libraries and community spaces enhance quality of life:** Libraries, education and community spaces encourage cross cultural exchanges and enhances quality of life as we learn from each other.

Action Area 9: Supportive of residents in need

Key highlights for Action Area 9

What we love: Access to medical and support services and centres.

Our hopes for 2040: This Action Area generated some comments. Based on the number of times it was selected as important by participants, it was rated overall as moderately important for the future by the general community. Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- Support services for those in need
- Place to care for those in need
- Access to medical and allied health services

Key changes required to make the future happen:

- For Council to review or increase funding for green spaces and infrastructure
- Advocacy to State Government
- For Council to review or increase funding for services, programs and activities

Why this Action Area is important:

This Action Area was rated as moderately important because:

- It is vital for a caring and socially cohesive society
- Homelessness is an issue in Glen Eira



9.1 What we love about Glen Eira (*Supportive of residents in need*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Supportive of residents in need*.

Participants reported:

- **Access to medical and support services and centres:** Access to hospitals, doctors, maternal and child health services. Access to support services and care centres.

| | | |
|--|--|--|
| <i>Council care for the elderly (25-34, Female, Bentleigh East)</i> | <i>Maternal and child health service is excellent (25-34, Female, Murrumbeena)</i> | <i>Transport, hospitals, doctors (70-84, Female, Bentleigh East)</i> |
| <i>Always improving and insightful ways to the community health and wellbeing is important. Inclusion of disabled people, elderly and children (50-59, Female, Other suburb)</i> | <i>The very special health carers, doctors, dentists, optometrists, churches, chemists, hospital, kinders and caring neighbours (70-84, Female, Caulfield South)</i> | <i>I love the sense of community and care in Glen Eira (12-17, Female, Ormond)</i> |
| <i>Good access to aged care facilities and hospitals (Workshop participant, details not recorded)</i> | <i>Ongoing commitment to our aged care centres. Nursing houses still owned by Glen Eira (Workshop participant, details not recorded)</i> | <i>Many medical clinics in the area. An after-hours health clinic on Glen Huntly Road (Workshop participant, details not recorded)</i> |

9.2 Our hopes for 2040 (*Supportive of residents in need*)

When responding to the question prompt "In the future I hope Glen Eira will ...", participants generated some comments that related to aspects of *Supportive of residents in need*. As will be shown, this Action Area was rated as moderately important for the future by the general community.

As shown in Table 24, overall, respondents told us they want **support services to be available for those who need it, particularly vulnerable or isolated residents. This includes places to care for those in need and access to quality medical and allied health services for the whole community.**

Table 24: Sub-themes, sentiment and quotes for hopes – Supportive of residents in need

| Sub theme: Support services for those in need | | |
|---|---|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Access to affordable support and services by those who are disadvantaged • More access to disability and aged care services to support independent living | <i>I'm also hoping that in my dotage, services for the elderly and disabled will be readily available (70-84, Female, Elsternwick)</i> | <i>Provide more services to the vulnerable people in the community, including public transport services, in home care for people who need it, etc (25-34, Male, Caulfield North)</i> |
| | <i>There are not enough services for people with disabilities (35-49, Female, McKinnon)</i> | <i>Better support for our older residents especially in relation to care at home (60-69, Female, Glen Huntly)</i> |
| | <i>More community shuttle buses for the elderly and disabled driving to and from shopping centres, libraries etc. (60-69, Male, Caulfield East)</i> | <i>There is always room for more services for the socially isolated and vulnerable (Workshop participant, no details recorded)</i> |
| Sub theme: Places to care for those in need | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Places to support the vulnerable and socially isolated • Places to care for the homeless, disabled and elderly • Places to care for and house animals in need | <i>Cater for more elderly services such as more aged care facilities and activities (35-49, Female, Bentleigh)</i> | <i>Have a smaller homeless population (not by obscuring the problem through forced relocation but by actually helping those in tough situations) (18-24, Male, Other)</i> |
| | <i>A nice place for homeless people to go (5-11, Male, Bentleigh East)</i> | <i>Have accessible housing for the disabled (25-34, Female, Ormond)</i> |
| | <i>Homeless services. Need to be more supportive of homeless people (Youth Workshop participant, no details recorded)</i> | <i>Aged and vulnerable people, aging population, ensure there is enough places located (35-49, Male, Bentleigh East)</i> |
| | <i>Provision of safe housing for people who are homeless in Glen Eira (or at risk). Especially for people fleeing domestic violence (60-69, Gender not stated, Caulfield North)</i> | <i>Need more animal care especially the homeless animals with homeless people. Animal welfare and protection issues (Workshop participant, no details recorded)</i> |
| | <i>Pet housing, animal welfare - shelters needed, moving away from putting them down (Youth Workshop participant, no details recorded)</i> | <i>Homelessness is an issue within Glen Eira (Workshop participant, no details recorded)</i> |
| Sub theme: Access to medical and allied health services | | |

| What this means | What was said | |
|---|--|---|
| <ul style="list-style-type: none"> • Access to medical and emergency services • Access to professional conventional and alternative health services | <i>More emergency medical centre in more suburbs (25-34, Female, Ormond)</i> | <i>Better medical and easily accessible medical centre (35-49, Male, Ormond)</i> |
| | <i>Invest in infrastructure to support growing populations, such as car parks and services like doctors and dentists (35-49, Female, Bentleigh)</i> | <i>Have its own emergency hospital. Prahran (Alfred) is too far to travel (and wait) for urgent attention. Cabrini is too expensive and is still a private hospital with a significant up front charge even for patients with private health insurance (70-84, Male, Elsternwick)</i> |
| | <i>The wide range of conventional and not conventional medical / health services in the area (i.e. clinics) (Workshop participant, no details recorded)</i> | <i>More visible advocates for people in need (Workshop participant, no details recorded)</i> |
| | <i>We need a local hospital. 24hr ward for emergency needs to be placed back in Moorabbin hospital in Bentleigh East (Workshop participant, no details recorded)</i> | <i>The desire for greater access to emergency health care is understandable but requires significant investment (Workshop participant, no details recorded)</i> |

9.3 Changes needed to make this happen (*Supportive of residents in need*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 25, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Supportive of residents in need*.

Table 25: Summary of changes that are needed – Supportive of residents in need

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for green spaces and infrastructure | Very low |
| Advocacy to State Government | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| Education, incentives, monitoring and enforcement to encourage good citizenship | Very low |
| Partnerships or collaborations with stakeholders | Very low |
| For Council to allocate and spend funds wisely | Very low |
| New initiatives | Very low |
| Consider accessibility for people of all ages and abilities | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 25:

- Reach out / identify people in need.
- Provide advice as to when disabled parking permits expire
- Advise what is Council actually doing about homelessness in Glen Eira
- Ensure there will going to adequate access and facilities given the ageing population
- Council run aged care facilities - not for profit!

9.4 Explaining the importance of this Action Area (*Supportive of residents in need*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of moderately important for the future by the community (aged 12 years and over). Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **It is vital for a caring, socially cohesive society:** This needs to be a real priority for council to implement. We need to care for the vulnerable in the community and advocate for 'invisible' people.
- **Homelessness is an issue in Glen Eira:** It is a sensitive issue but should not be ignored because it is not as conspicuous as in bigger cities. Homeless need a halfway house, showers, voluntary car team / learning / safe space. There are increasing numbers of homeless people sleeping rough in Glen Eira. Provide safe housing and service

Action Area 10: Informed and involved

Key highlights for Action Area 10

What we love: Community members have opportunities to provide feedback to Council; and Our community and volunteers are active.

Our hopes for 2040: This Action Area generated some comments. Based on the number of times it was selected as important by participants, it was rated overall as important for the future by the general community. Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- A Council that listens and empowers its residents
- An involved and engaged community

Key changes required to make the future happen:

- For Council to communicate, consult and listen
- For Council to review or restrict current planning regulations
- For Council to review or increase funding for services, programs and activities

Why this Action Area is important:

This Action Area was rated as important because:

- A small number of people get involved
- It is vital that Council is listening and advocating on our behalf



10.1 What we love about Glen Eira (*Informed and involved*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Informed and involved*.

Participants reported:

- **Community members have opportunities to provide feedback to Council:** Council consults with the community, is open to feedback and willing to listen.
- **Our community and volunteers are active:** Our community is active and volunteers make positive contributions.

| | | |
|---|--|--|
| <i>Love this area. Love also that the Council is so open to community voice in all that they do (50-59, Female, Carnegie)</i> | <i>A Council willing to listen (35-49, Female, Bentleigh)</i> | <i>The fact you guys are asking this our thoughts (25-34, Male, Bentleigh)</i> |
| <i>The awareness that this part of Melbourne is increasingly an ACTIVE community, it appears there an acknowledgement (50-59, Male, McKinnon)</i> | <i>That it is asking questions about what residents want and giving residents opportunities to be consulted (Age not stated, Female, Carnegie)</i> | <i>I love the good people that take the time to volunteer/contribute to make the community better and help the disadvantaged and/or those want positive change (18-24, Male, Other suburb)</i> |
| <i>The opportunities they give to young students wanting to do something different (12-17, Female, Caulfield South)</i> | <i>They have listening booths to hear resident's concerns (35-49, Female, Caulfield North)</i> | <i>The Council shows an interest in residents' experiences and views. (Workshop participant, details not recorded)</i> |

10.2 Our hopes for 2040 (*Informed and involved*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated some comments that related to aspects of *Informed and involved*. This Action Area was rated as important for the future by the general community.

As shown in Table 26, overall, respondents told us they want **to be part of a community that is involved in local activities and initiatives, including volunteering. This includes being informed of local issues and being able to influence Council decisions so they reflect their views.**

Table 26: Sub-themes, sentiment and quotes for hopes – Informed and involved

| Sub theme: A Council that listens and empowers its residents | | |
|--|---|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Listening to residents and reflecting resident views in decision making • Effectively informing and consulting with the community | <i>Keep listening to the community needs and get ready for the future in all areas (35-49, Male, Bentleigh East)</i> | <i>Properly consult residents about decisions which affect them (18-24, Male, Elsternwick)</i> |
| | <i>Continue to inform me, communicating through email, mail, social media and my street newspaper (35-49, Female, McKinnon)</i> | <i>Listen to the community, before deciding on new developments, democratic protocol followed (70-84, Male, Elsternwick)</i> |
| | <i>Greater engagement of those in need in Council activity and deliverables. How does Council build lived experience voice into ongoing governance? (50-59, Female, Caulfield South)</i> | <i>Have twice yearly community forums where the community can ask councillors questions (70-84, Male, Caulfield)</i> |
| | <i>Improve the communication strategy and programs to engage with young people aged 18-30 to improve engagement in the community (Workshop participant, no details recorded)</i> | <i>Seeing council take note and action concerns of residents via community consultation groups (Workshop participant, no details recorded)</i> |
| | <i>More transparency current lack of listening to community recycling on very small sample data (Workshop participant, no details recorded)</i> | <i>More use of citizen juries to review plans and decision options - increase trust in Council planning put pressure on state government (Workshop participant, no details recorded)</i> |
| Sub theme: An involved and engaged community | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • An involved and engaged community, which includes volunteering | <i>Encourage greater community engagement and involvement (70-84, Male, Glen Huntly)</i> | <i>Continue to support and encourage community engagement (35-49, Female, Elsternwick)</i> |
| | <i>Continue to foster community engagement, be open to the essence of what democratic communities really should be the first port of call for the little steps that enhance and improve our</i> | <i>More promotion of volunteer work (35-49, Male, Carnegie)</i> |

| | | |
|--|--|--|
| | <i>world at large (50-59, Male, McKinnon)</i> | |
| | <i>Get more young people involved in volunteering and community consultations (Workshop participant, no details recorded)</i> | <i>Publish what you can volunteer for. Raise value of volunteering (Workshop participant, no details recorded)</i> |
| | <i>It would be great to be made aware of local volunteer groups who need people to volunteer / are seeking more volunteers - this would encourage people to get involved. Finding out about local volunteering opportunities is not easy (Workshop participant, no details recorded)</i> | <i>How about establishing a "Youth Council" for under 25s? (Workshop participant, no details recorded)</i> |

10.3 Changes needed to make this happen (*Informed and involved*)

After providing a response to the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 27, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Informed and involved*.

Table 27: Summary of changes that are needed – Informed and involved

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to communicate, consult and listen | Low |
| For Council to review or restrict current planning regulations | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| New initiatives | Very low |
| Seek innovations, research or best practice | Very low |

***Legend:** Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 27:

- Need to encourage 'micro' communities as density increases.
- Need more Council news and actions in Glen Eira news.
- Need to show more connection between policy and action - should be more visible and accountable.
- Need for more effective consultation on major issues. More use of citizen juries on major planning issues and resource allocation. Letter to editor section of the council newsletter / paper.
- Need a facility to be informed about where the council stands on issues (i.e. heritage buildings, transport availability - greening of Glen Eira).
- Establish a volunteer resource centre?
- Need for more openness, information easily accessible. Councillors could report to their electorates directly (i.e. town hall public meetings).

10.4 Explaining the importance of this Action Area *(Informed and involved)*

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of important for the future by the community (aged 12 years and over). Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in **bold**) and a selection of verbatim comments are presented below:

- **A small number of people get involved:** A small percentage of people choose to be involved in community groups. If people know what is going they will become more involved, develop a sense of community and if people see action they will become more involved leading to a positive circular affect.
- **It is vital that Council is listening and advocating on our behalf:** Without Council listening it is a waste of time, it underpins everything else. There is a need for Council to influence state government and advocate for community sensitive planning and resources.

Action Area 11: Effectively and efficiently supported by Council's organisation

Key highlights for Action Area 11

What we love: Council's organisation is progressive, well managed and provides quality services.



Our hopes for 2040: This Action Area generated some comments. Based on the number of times it was selected as important by participants, it was rated overall as important for the future by the general community. Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- Strong leadership, efficient administration and quality services
- Affordable, equitable Council rates

Key changes required to make the future happen:

- For Council to be a leader, review or change an existing attitude, plan or policy
- For Council to allocate and spend funds wisely

Why this Action Area is important:

This Action Area was rated as important because:

- Good financial management, integrity and transparency underpins everything else

11.1 What we love about Glen Eira (*Effectively and efficiently supported by Council's organisation*)

When responding to the question “One thing I love about Glen Eira is ...” or “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Effectively and efficiently supported by Council's organisation*.

Participants reported:

- **Council's organisation is progressive, well managed and provides quality services:** The organisation is progressive, well run, efficient and easy to contact. Council's services are very good.

| | | |
|---|--|--|
| <i>A progressive Council area (50-59, Male, Bentleigh East)</i> | <i>The Council doesn't mind giving back to the community (35-49, Female, Caulfield)</i> | <i>Good council which concentrates on roads, rubbish and reasonable rates (70-84, Male, Caulfield North)</i> |
| <i>The council services are efficient (Age not stated, Male, Caulfield)</i> | <i>Positive attitude and well run Council (70-84, Female, Caulfield South)</i> | <i>The Council is generally efficient in all sections (70-84, Female, Bentleigh East)</i> |
| <i>Well planned council (25-34, Female, Ormond)</i> | <i>Glen Eira Council is organised, passionate and providing a great service to elderly citizens (Workshop participant, details not recorded)</i> | <i>The excellent services provided by the Council (85+, Male, Bentleigh East)</i> |

11.2 Our hopes for 2040 (*Effectively and efficiently supported by Council's organisation*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated some comments that related to aspects of *Effectively and efficiently supported by Council's organisation*. This Action Area was rated as important for the future by the general community.

As shown in Table 28, overall, respondents told us they want **strong leadership, efficient administration and quality services from Council in exchange for an affordable, equitable level of rates.**

Table 28: Sub-themes, sentiment and quotes for hopes – Effectively and efficiently supported by Council's organisation

| Sub theme: Strong leadership, efficient administration and quality services | | |
|--|---|---|
| What this means | What was said | |
| <ul style="list-style-type: none"> • Strong leadership and administration • Efficient and quality customer service • Regular communication | <i>Be the leading Melbourne council to be sustainable in all areas and financially viable (35-49, Female, Bentleigh East)</i> | <i>Not make it too difficult to get plans, permits approved, including high costs (25-34, Female, Bentleigh)</i> |
| | <i>Continue along what it does now, the staff is so polite and helpful (60-69, Female, Bentleigh)</i> | <i>Less regulated (50-59, Male, Caulfield South)</i> |
| | <i>Have an active and engaged council where the Councillors are accountable to residents NOT the council staff (35-49, Male, Elsternwick)</i> | <i>Be responsible spenders, getting the best community outcome in a financial sensible way (35-49, Gender not stated, Carnegie)</i> |
| | <i>More people would appreciate Council's efforts to make Glen Eira a great city if they were better informed (Workshop participant, no details recorded)</i> | <i>More transparency with how Council funds are spent (Workshop participant, no details recorded)</i> |
| | <i>Better managing infrastructure projects that would result in efficient use of resources and consequently free up funding for use in other community orientated services (70-84, Female, Bentleigh)</i> | <i>Good customer service put rates to good use for the community (Workshop participant, no details recorded)</i> |
| Sub theme: Affordable, equitable Council rates | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> • Lower the rates or keep them affordable • Explain or change the rating system | <i>Keep the rates down (70-84, Female, Bentleigh East)</i> | <i>Not tie land values to rates charges as everyone gets the same services and this system is unfair (60-69, Female, Murrumbeena)</i> |
| | <i>Keep rates cheap (50-59, Male, Gardenvale)</i> | <i>Change rates (35-49, Female, McKinnon)</i> |
| | <i>Cheaper council rates for pensioners. Not everyone in Glen Eira is wealthy a lot of people are struggling most are pensioners (Age not stated, Female, Caulfield North)</i> | <i>More transparency in calculation of rates (Workshop participant, no details recorded)</i> |

| | | |
|--|--|---|
| | <i>The council rates are reasonable the services provided are very good - the goal should be to use the rates less to administer and much more to invest for change to improve community (Workshop participant, no details recorded)</i> | <i>Low council rates so services extra low and people still asking for lower rates. Please raise rates to average for a similar municipality and offer reasonable services and facilities. Rate reductions what do people want to do without? (Workshop participant, no details recorded)</i> |
|--|--|---|

11.3 Changes needed to make this happen (*Effectively and efficiently supported by Council’s organisation*)

After responding at the question “In the future I hope Glen Eira will ...”, many participants also responded to the following question “What change is need to make this happen?”. As shown in Table 29, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Effectively and efficiently supported by Council’s organisation*.

Table 29: Summary of changes that are needed – Effectively and efficiently supported by Council’s organisation

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| For Council to allocate and spend funds wisely | Very low |

*Legend: Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following verbatim suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 29:

- Make rates affordable, there are many pensioners in Glen Eira who are struggling financially.
- Have better coordination with other levels of government and agencies in all initiative areas.
- Cross-fertilization of best ideas, strengths and weaknesses between municipalities 'Best of breed' sharing of success stories.
- Distribute Glen Eira news to every household - libraries, schools, shops as well as letterboxes.
- Ensure policy transparency and communication of policies and implementation of policies.
- Council to focus on core services and seek community input on additional services and costs.

11.4 Explaining the importance of this Action Area (*Effectively and efficiently supported by Council’s organisation*)

Participants were invited to select the ‘most important’ Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of important for the future by the community (aged 12 years and over). Children weren’t specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. A key summary statement reflecting the sentiment of the feedback received (in **bold**):

- **Good financial management, integrity and transparency underpins everything else:** Effective way to represent community needs and priorities. Good financial management underpins everything else. Integrity and transparency.

Action Area 12: Home to arts and culture that celebrate our identity and heritage

Key highlights for Action Area 12

What we love: Arts and cultural activities, programs and spaces; and Recognition of our local history and heritage.

Our hopes for 2040: This Action Area generated some comments. Based on the number of times it was selected as important by participants, it was rated overall as important for the future by the general community. Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants hope for:

- Arts and cultural activities, communities and spaces
- Our identity, history and heritage to be celebrated

Key changes required to make the future happen:

- For Council to review or increase funding for green spaces and infrastructure
- Advocacy to State Government
- For Council to review or increase funding for services, programs and activities

Why this Action Area is important:

This Action Area was rated as important because:

- Arts and culture feeds the soul, builds community and lifts the spirit



12.1 What we love about Glen Eira (*Home to arts and culture that celebrate our identity and heritage*)

When responding to the question “One thing I love about Glen Eira is ...” or asked “What do you love about Glen Eira, your neighbourhood, your community?”, participants provided a range of comments that related to aspects of *Home to arts and culture that celebrate our identity and heritage*.

Participants reported:

- **Arts and cultural activities, programs and spaces:** The art and murals in public spaces, arts program, gallery exhibitions and opportunities.
- **Recognition of our local history and heritage:** There is a lot of history and heritage in this area.

| | | |
|--|--|---|
| <i>Finding 'pop choir' Murrumbeena - a community choir for all ages and abilities (Workshop participant, details not recorded)</i> | <i>Heritage of the area (18-24, Male, Elsternwick)</i> | <i>Art in public spaces, murals (25-34, Female, Bentleigh)</i> |
| <i>Entertainment opportunities by locals, parks open mic (70-84, Female, Ormond)</i> | <i>Arts programs (50-59, Male, Gardenvale)</i> | <i>The wonderful exhibitions in the Town Hall gallery (60-69, Female, Suburb not stated)</i> |
| <i>Great Glen Eira Gallery (Workshop participant, details not recorded)</i> | <i>Power Pole Art (35-49, Male, Bentleigh East)</i> | <i>Booran Reserve, specifically the design, history, nature and recreational pursuits (Age not stated, Female, Glen Huntly)</i> |

12.2 Our hopes for 2040 (*Home to arts and culture that celebrate our identity and heritage*)

When responding to the question "In the future I hope Glen Eira will ...", participants generated some comments that related to aspects of *Home to arts and culture that celebrate our identity and heritage*. This Action Area was rated as important for the future by the general community.

As shown in Table 30, overall, respondents told us they want **to celebrate and preserve Glen Eira's identity and diverse local heritage. They hope for arts and culture to be accessible to all, including public art.**

Table 30: Sub-themes, sentiment and quotes for hopes – Home to arts and culture that celebrate our identity and heritage

| Sub theme: Arts and cultural activities, communities and spaces | | |
|---|---|--|
| What this means | What was said | |
| <ul style="list-style-type: none"> Arts and cultural activities for participants and audiences Arts community groups and arts spaces or hubs Public art and murals | <i>Keep encouraging the arts (60-69, Female, Bentleigh East)</i> | <i>This is the art studio house. There is a place to do art (5-11, Not stated, Carnegie)</i> |
| | <i>Have more theatre, arts, plays, music (Gender not stated, Female, Bentleigh East)</i> | <i>Have more arts, craft and short story writing opportunities that emphasise the young to old skilled locals in the area (Age not stated, Gender not stated, Carnegie)</i> |
| | <i>Have space to exhibit artwork (35-49, Male, Caulfield)</i> | <i>Support arts and culture (60-69, Female, Caulfield South)</i> |
| | <i>Have a tour of museums like a group tour of Glen Eira museums etc. (25-39, Male, Bentleigh)</i> | <i>Art exhibitions to celebrate the work of the local artists with art prizes. No mention of festivals (Workshop participant, no details recorded)</i> |
| | <i>Glen Eira should have a performing arts centre and a high quality auditorium for cultural activities (i.e. art exhibitions, concerts and performances) (Workshop participant, no details recorded)</i> | <i>Glen Eira has little public art and visually engaging structures and installations - more investment in public art that lasts for decades (architecture / stations / council buildings) (Workshop participant, no details recorded)</i> |
| | <i>Building the arts community and having creativity or artistic hubs at community levels (i.e. compared to Northern suburbs) (Workshop participant, no details recorded)</i> | <i>Public murals are great for the area - I'd like to see more (Workshop participant, no details recorded)</i> |
| | <i>One of the great strengths of GECC is the art gallery. Council keep using gallery for exhibitions (Workshop participant, no details recorded)</i> | <i>Needs to be well advertised and a transparent process for local artists to get involved with murals etc (Workshop participant, no details recorded)</i> |
| Sub theme: Our identity, history and heritage to be celebrated | | |
| What this means | What was said | |
| <ul style="list-style-type: none"> Celebrating our identity and diverse local history Preserving and celebrating our heritage | <i>Celebrating that history and continuing to be a great small place for people to be (12-17, Other, Elsternwick)</i> | <i>More cultural arts, recognizing our first native people (25-34, Female, Bentleigh)</i> |
| | <i>Embrace the heritage of our roots. We are not protecting or celebrating the old (35-49, Female, Carnegie)</i> | <i>Develop a sense of community identity (50-59, Male, Glen Huntly)</i> |

| | | |
|--|---|---|
| | <i>More learning our indigenous history (50-59, Male, McKinnon)</i> | <i>Continue to celebrate its significance as the home of the Jewish community (35-49, Female, Caulfield)</i> |
| | <i>Focus on diverse artists e.g. indigenous artists, young people, LGBT folks, etc. (Workshop participant, no details recorded)</i> | <i>Place names, streets, parks, reserves and localities should be supported by signage acknowledging names and titles to reflect heritage and history (Workshop participant, no details recorded)</i> |

12.3 Changes needed to make this happen (*Home to arts and culture that celebrate our identity and heritage*)

After responding at the question "In the future I hope Glen Eira will ...", many participants also responded to the following question "What change is need to make this happen?". As shown in Table 31, participants indicated a variety of actions are required to achieve the Vision they hope for in relation to *Home to arts and culture that celebrate our identity and heritage*.

Table 31: Summary of changes that are needed – Home to arts and culture that celebrate our identity and heritage

| Action statements for change | Frequency of references* |
|---|--------------------------|
| For Council to review or increase funding for green spaces and infrastructure | Very low |
| Advocacy to State Government | Very low |
| For Council to review or increase funding for services, programs and activities | Very low |
| For Council to be a leader, review or change an existing attitude, plan or policy | Very low |
| Seek innovations, research or best practice | Very low |

***Legend:** Extremely high=200+ references in feedback, Very high=100-199, High=50-99, Moderate=25-49, Low=10-24, Very low=1-9

The following **verbatim** suggestions for change proposed in Stage 2 Engagement are generally consistent with, and add detail to, the action statements presented in Table 31:

- Publish - recognise - the history of the city whenever I read about it. Would like to see articles (books) written about the history of the area as Stonnington council do,
- Encourage diverse groups to participate. Have more activities, low cost, where possible.
- Like to see Council (perhaps with some State funding) create an arts centre celebrating the history and achievements of various creative Glen Eira residents (i.e. the Boyd family, George Johnston)
- Would be a good to have some cultural/art centres in Glen Eira. Partner with neighbour (i.e. Malvern theatre)
- Need more funding of local heritage infrastructure,
- More Council support of community theatre groups needed.

12.4 Explaining the importance of this Action Area (*Home to arts and culture that celebrate our identity and heritage*)

Participants were invited to select the 'most important' Action Areas. Based on the number of times this Action Area was identified as important in the feedback, it was given an overall rating of **important** for the future by the community (aged 12 years and over). Children weren't specifically asked to rate the importance of this action area, but their comments are reflected in the broader feedback.

Participants were then invited to explain why this Action Area is important. Key summary statements reflecting the sentiment of the feedback received (in bold) and a selection of verbatim comments are presented below:

- **Arts and culture feeds the soul, builds community and lifts the spirit:** Art is a vehicle and promotes new ideas and adds to diversity and tolerance. Public art is important.

Out of the box hopes for 2040 (imaginative and futuristic ideas)

When responding to the question "In the future I hope Glen Eira will ...", some participants submitted ideas that did not fit neatly within the 12 Action Areas. These ideas were imaginative, futuristic and playful and many were submitted by children.

Participants reported **Imaginative** ideas such as:

- Flying house (5-11, McKinnon)
- Have a unicorn theme park
- Have a zoo
- Have nice water views
- Have Power Ranges and Iron Man statues
- Magic beach with sand (5-11, Caulfield)
- Never ending festivals
- Swans, drink, pizza, cat, igloo, toast, bush, chillies, zig zag snail, spikey bush, bear foot print and pets (0-4, Carnegie)
- Tents with stairs. Flying people. Balloons that can float without helium (5-11, Caulfield South)

Participants also reported **Futuristic** ideas such as:

- Flying cars
- Have floating cars
- Robot (0-4, Moorabbin)
- Robots taking over hard, dirty jobs

PART D: ADVICE FOR THE DELIBERATIVE CITIZEN'S PANEL FROM COMMUNITY MEMBERS

Many participants responded to the question "If you had two minutes with the Panel members, what important advice would you give them to consider when developing the Glen Eira 2040 Community Vision?". A substantial amount of feedback was received. **A large portion of the advice referred to Action Areas, reiterating what had already been heard and reported in Part C or was added if it was new information. This feedback is not repeated here.**

Other participants proposed advice which has been grouped into two categories: 1) Decision-making principles for visioning and 2) Suggestions relating to the Community Vision process.

Decision-making principles for visioning

Some advice referred to key considerations or principles for the Panel to consider in the decision-making process. Respondents proposed:

- **Being open-minded:** Challenging your own pre-conceptions. Decisions today have big ramifications for the future of this area. Represent the broader people, not just have selfish motives. Take notice of what residents want. Look at decisions as though they are affecting you and you neighbours as well as the bigger picture. It's not about what you want - see the big picture and decide for the greater good. Listen carefully - be respectful to other views - challenge your own preconceptions.
- **Being bold:** Consider what legacy you want to leave. Stay focused on the long term vision for the community and make tough decisions for the greater good. Don't be afraid to take bold decisions which might not necessarily follow all the feedback. Opt for substance and sustainability over shallowness and style. Don't be afraid to propose radical change. Think creatively and think big! Future proof the City. Be brave and show leadership.
- **Considering all people in our community:** Consider the needs of all people in the municipality, advocate for the whole community. Build a community for everyone. Ensure families continue to be in the area. Accessibility and equity at the centre of all plans. Choose broad priorities that will improve wellbeing of Glen Eira residents.
- **Building upon our strengths:** Build on the strengths of the municipality. There's a lot to like. Don't try to remake it into something it's not. It's about improving what we have. Considering the diversity of the neighbourhood character. Focus on the needs of the community and reflect upon why people move here.

Suggestions relating to the Community Vision processes

Some advice referred to the Community Vision processes and suggested the Panel consider the reporting back process. Respondents proposed:

- **Transparency in processes and reporting back:** Be open and transparent in how you reached conclusions/ recommendations based on the feedback and declare whatever biases you personally bring to the process. If this document / process is to be effective and credible a method of accountability and reporting needs to be put in place and complied with. The whole process - actions and accountability needs to be highly visible.
- **Listening, analysing and questioning:** Listen and analyse all the feedback. Listen to recommendations provided by broader groups involved in these discussions. Listen - ask questions - get the facts for expectations in the field not just from Council - then consider above all the 'value for the community' as a whole. Take a few breaks during your deliberations and walk in nature, taking a good deep breath to keep a clear calm mind.
- **Ensuring the feedback is reflective of the Glen Eira Community:** Make sure the feedback gathered is reflective of the Glen Eira community. Whose voices are not being heard? Represent the majority and not just vocal.
- **Vision output/document:** Keep it simple, keep it active, keep it modern, keep it affordable. Be mindful of the cost of what you recommend, we want better but don't want punitive rates to pay for it. Focus on the items that are within the Council's control and can be delivered and measured (% complete).

CONCLUSION

This Report has presented the findings from community engagement undertaken from September 2019 to March 2020 and incorporated input from Co-design Workshops held in June and July 2019.

In Stage 1, the aim was to engage broadly. A variety of approaches and activities were used to raise awareness and encourage participation. Community members were asked what they loved about Glen Eira, what they hoped for the future for Glen Eira and what change is needed to make this happen. A variety of online, in-person and print-based engagement activities were used to successfully reach 3,023 participants and generate around 200 A4 pages of text.

The community feedback was collated and analysed to identify 12 Action Areas for the future:

1. Green, sustainable and environmentally conscious
2. Well designed, with a mix of quality housing and local neighbourhood character
3. A place for active, leisure and sporting activities
4. Connected and ease to move around using any mode of transport
5. Diverse, inclusive and healthy
6. Thriving, with local shopping strips and businesses
7. Safe, clean and tidy
8. A place to connect, create and learn
9. Supportive of residents in need
10. Informed and involved
11. Effectively and efficiently supported by Council's organisation
12. Home to arts and culture that celebrate our identity and heritage

In Stage 2, the focus shifted to community members exploring and prioritising the 12 Action Areas for the future and capturing some new ideas. Community members were asked to explore the Action Areas, identify what is missing from the 12 Action Areas and prioritise the Action Areas by identifying which ones are most important. Participants were also asked for advice to give Panel members to consider when developing the Glen Eira 2040 Community Vision. A variety of online, in-person and print-based engagement activities were once again used and successfully reached 886 participants, engaging an overall total of 3,890 participants.

Participant profiling based on available demographic details demonstrated that a broad cross section of the Glen Eira community participated, in relation to suburb, gender, diversity characteristics and connection to Glen Eira. For all Action Areas, recurring trends were consistently evident in the Stage 2 feedback which indicates a saturation point has been reached. There is good confidence that the findings from the analysis of the community feedback presented in this report are indicative of the broader Glen Eira population.

This Community Engagement Report will now be considered by the Deliberative Citizen's Panel.

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