

A photograph of a person sitting at a table outdoors, using a tablet. On the table are various items: a 'Council Community' document, a 'Plan 17/27' brochure, and several pens. The background shows a bicycle and a patterned bag.

Engagement findings report

March 2017



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Council respectfully acknowledges the Yalukut Willam Clan of the Boon Wurrung. We pay our respect to their Elders, both past and present. We acknowledge and uphold their continuing relationship to this land.

1. Executive summary



The City of Port Phillip is facing a future of exciting possibilities - as well as new challenges. A future with more residents, higher density housing developments, impacts from a changing climate, and new ways of working and living in a modern world. There is a choice - to embrace and manage change to make the City an even better place for people or let change happen to us all. The stakes are high, and what has been done in the past may not work in the future.

From Monday 30 January to Sunday 26 February 2017, Council ran a comprehensive community engagement program to invite the community (including residents, workers, community groups, business owners and visitors) to provide feedback to Council about what they valued most about the City, and what they thought Council should address in the new Council Plan 2017-2027.

A number of avenues were provided for the community to contribute feedback and ideas, including a community survey, avatar, pop-up conversations with Councillors, targeted focus groups, online discussion forums and special focus workshops. The engagement activities focused on values-based questions, as well as key dilemma questions on water, diversity and inclusion, waste management and transport and parking, which will be important elements of the new Council Plan.

Community engagement was widely promoted across a variety of channels, including Council and library websites, social media, advertisements in the local Leader newspaper and email updates to community networks. Postcards were distributed in town halls, libraries, shopping precincts, markets, childcare centres, community centres and various other sites across the City. Colourful and creative displays at the St Kilda, Port Melbourne and South Melbourne town halls helped raise awareness, including floor decals leading to the entrances.

The engagement program was in-depth and effective in reaching a broad audience of Port Phillip's residents, workers and visitors. Key findings are presented in the table below.

The feedback and ideas received from this community engagement program will be used to develop the new Council Plan 2017-2027, which will set out Council's vision for the City of Port Phillip and how it will respond to the opportunities and challenges the City faces over the next 10 years and beyond. The plan will set a 10 year direction, with a four year focus on the specific actions Council will undertake to work towards achieving the vision for the City.

The draft Council Plan 2017-2027 will be presented for public exhibition in late April 2017, with the opportunity for the community to provide feedback via submissions, prior to the plan being finalised for adoption in late June 2017.

1.1 Key themes and findings

The following key findings emerged from the Council Plan community engagement process.

Key theme	Key finding
Supportive City for all	There is an ongoing desire to support all people in the Port Phillip community – including those who are most vulnerable and from diverse backgrounds – and to invest in a City that supports healthy living and community wellbeing for people of all ages, abilities and life stages. Council's role in developing community spirit, capacity and connections was emphasised. Increasing social housing, using the skills of local people, and community garden initiatives are just some of the ideas people shared to support people in their community.
Transport choice and parking management	<p>Improving transport, traffic management and parking management is one of the City's greatest challenges. Parking (space, permits and payment systems) and traffic congestion was noted in community feedback. Our community wants a City that makes it easier and more enjoyable to walk, bike ride or use public transport than cars, and there is a desire for behaviour change programs.</p> <p>This challenge area was the most popular topic on the chatter wall at the pop-up conversations and was one of the most frequently raised issues in the engagement with targeted groups. The community survey results identified that improvements to bus, train and tram services and stops were most likely to get car drivers out from behind the wheel. Better access, connections to and frequency of public transport were seen as the most likely to reduce the number of people using their cars. Public transport was preferred over active transport (bike and walking). Over half (59%) of survey responses supported converting existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking; however, this was a divisive topic at the special focus workshop so further consultation may be needed.</p>
Creating a sustainable Port Phillip and managing a changing climate	Reducing carbon emissions and managing a changing climate are considered key challenges for the City. Ensuring a sustainable City (particularly in regards to waste and water management) is considered important.
Sense of place and community	The people of Port Phillip highly value the place in which they live – including the beach, parks and gardens. Clean, safe and inviting streets, spaces and amenities are of high importance to our community, now and in the future. Protecting the City's heritage and iconic buildings is also considered important.
Developing our streets and neighbourhoods in a balanced way	How our neighbourhoods can provide for growth but maintain their character is considered a key challenge for the City. This is evident in the community survey results, open text avatar results, pop-up chatter wall and engagement with targeted groups.
The vibrancy, creativity and diversity of the City	The arts, culture, vibrancy and 'vibe' of Port Phillip is highly regarded and considered a part of what makes the City unique.
Balancing activation and visitation with local amenity	Supporting businesses and activating shopping strips (such as Acland Street and Fitzroy Street) is recognised as a key opportunity. Events, festivals and attractions that bring people to the City need to be managed in a way that protects local amenity.

Water	<p>Water use in the City was the focus of one of the workshops and online forums, and the community has many ideas to address future challenges, including returning to a more natural landscape, and various ways to increase water harvesting through better use of space, partnerships and innovations.</p> <p>In the community survey, 44% of respondents supported less irrigation of our parks, gardens and playing surfaces to save water use.</p>
Waste management	<p>Challenges in relation to waste were noted, particularly in regards to services and facilities in apartments and new developments, the provision of green waste bins, localised composting, bins on the foreshore, street litter, litter education programs, and hard waste issues. Many behaviour change and advocacy ideas were generated by participants in a special focus workshop in response to these challenges.</p> <p>Within the community survey, 61% of participants were willing to pay more or the full cost for other options to reduce the amount of waste going to landfill, while 34% did not support paying more.</p>
In-depth engagement process	<p>Participants of the Council Plan 2017-2027 engagement process valued the opportunity to contribute, and appreciated that their ideas, views and comments were listened to, noted and considered as part of the Council Plan development process.</p>
Broad community cross-section	<p>A broad cross-section of the Port Phillip community took part in the range of activities available to them. The community survey and avatar tool results revealed participants from under 18 to over the age of 85 took part. Half of the special focus workshop respondents were randomly selected based on gender, age and postcode, and engagement with targeted groups also ensured a representative and inclusive process.</p>

2. Introduction

2.1 Background

Every four years Council has the important task of developing a new Council Plan – a plan that sets out Council’s vision for the City of Port Phillip and how it will respond to the opportunities and challenges the City faces, including significant population growth, an increasing density of development, climate change and rapid technological change.

The Council Plan will set a 10 year direction, with a four year focus on the specific actions Council will undertake to work towards achieving the vision for the City. A long term focus is needed to ensure Council, together with the community, can respond to these challenges in a way that enhances Port Phillip as a place to live, work and visit.

The new Council Plan will integrate Council’s planning, budget and resource allocation process. This will ensure strong alignment between Council priorities and strategies, and the services, programs and projects that it delivers.

The outcomes of community engagement is fundamental to the Council Plan development as it provides the foundation for this guiding document. Understanding what the community values, their ideas on future opportunities, and solutions for future challenges is key to Council developing a ‘living and breathing’ plan that Council can own and deliver with confidence.

This Engagement Findings Report details the feedback, ideas and recommendations received during the four week community engagement period from Monday 30 January to Sunday 26 February 2017.



2.2 Limitations

The below limitations are to be considered when reading this report:

- As engagement was voluntary (and opportunistic at the pop-up conversations), it is not statistically representative of the Port Phillip community. However, with this in mind, the community survey results revealed there is a good demographic spread, reflective of the Port Phillip community in participant rates. Those community members who are considered 'harder to reach' by Council were targeted to ensure representation in the engagement process.
- The report is based on feedback from the community and, therefore, some information provided may be factually incorrect.
- The online tools were difficult to use for people with a vision impairment. In response, Council provided hard copy surveys in large print.
- Comments on the online discussion forum were from a small number of contributors; therefore, comments may be unrepresentative of a wide variety of views.
- In the community survey, the selection drop down list was the same on the most valued and least valued, and it was compulsory to select five options. At this section of the survey, some participants selected 'other' to specify an option not provided in the list. Council received feedback that respondents found it difficult to choose from the 'value least' section, as they felt all items on the list were important to them.
- The digital survey included functionality to ensure people responded consistently – for example, all respondents chose their top five from the lists as requested, as the survey tool could not progress to the next question without doing so. This function could not be applied to hard copy surveys, and it should be noted that some respondents skipped questions or chose more or less options than requested, therefore the total number of responses will vary.
- The special focus workshops were limited to 40 places at each workshop and these reached capacity prior to the closing date for registrations. It was important to try to achieve a cross representation of the Port Phillip community and an independent recruitment consultant from Deliberately Engaging randomly selected participants who had registered through Council's website based on postcode to ensure a spread of people across the City.
- The interactive polling (Poll Everywhere) used in the special focus workshops was used as an estimate of people's level of support. This is not 100% accurate as some people struggled with the technology and others had the potential to vote twice on ideas.
- The findings forum held by Council at the end of the special focus workshops series was not as well attended as Council would have hoped (with 18 participants overall). Therefore, the content (including further prioritisation of ideas and comments) was unrepresentative of the full spectrum of views of workshop participants.

3. Engagement approach

3.1 Objectives

The key objectives for engagement are outlined below:

- to promote the Council Plan engagement process widely and provide the Port Phillip community with a clear understanding of the different ways they can be involved in the Council Plan engagement process
- to hear from a broad cross-section of our community including those who are typically harder to reach
- to increase the rate of engagement by 10% from the previous Council Plan 2013-17 community engagement process.



3.2 Engagement process

An overarching description of the key activities and their reach are provided in the table below:

Activity	Description	Reach
Promotion		
Have Your Say website	Council's Have Your Say website page was launched and promoted across many channels. This site provided a platform for people to access information on the Council Plan community engagement – including information packs, FAQs and videos – and it promoted the upcoming engagement events, links to the community survey, avatar and online forums. Informed participants include those who performed an action, such as downloaded a document or viewed the FAQs; engaged participants are people who contributed to the forums.	1,820 site visits in total 1,253 unique visitors 284 informed participants 22 engaged participants
Postcards	Postcards were designed to promote the variety of engagement opportunities available. The postcards were distributed at key community spaces across Port Phillip. They were also handed out at the pop-up conversations to encourage people to complete the survey at home.	Over 4,000 postcards distributed
Print media	Advertisements promoting the engagement activities were published in the local Leader newspaper, and information was included in various Council newsletters.	Leader circulation to an audience reach of 88,000 people
Social media advertising	Seven paid promotional advertisements were posted on social media throughout the engagement period to inform the community of the opportunities to provide feedback (five through Facebook and two through Twitter).	65,507 people reached through Facebook; 24,172 Twitter impressions (a total of 552 link clicks)
Engagement		
Community survey	A survey was the primary method of engagement with the Port Phillip community. The survey asked participants to answer questions based on what they valued most and least about Port Phillip, the challenges they would like Council to tackle as well as specific questions around water, diversity and inclusion, waste management, and transport and parking. The survey was available on Council's website and Have Your Say site, and it was also	651 surveys were completed

available as a hard copy standard and large print format to allow for accessibility.

Avatar	The avatar tool was a unique and fun way to involve the community (particularly younger people) in engagement for the Council Plan. A series of values-based questions were asked and an avatar character was allocated to the participant. There were seven potential avatars: Culture Vulture, Enviro Champ, Community Connector, Heritage Hero, Active Bunny, Business Bear and Social Justice Defender. A hard copy version was designed for engagement with targeted groups.	619 avatars were completed
Online discussion forums	An online discussion forum based on the special focus workshop questions ran throughout the engagement period. The forum provided an opportunity for those community members who could not attend the workshops to participate in the conversation. Presentations and information from the workshops were uploaded to allow for an informed discussion.	189 visits in total 173 contributions 22 contributors
Social media channels #futurecopp	An active social media campaign promoted the engagement activities and provided another avenue for community input. Channels included Facebook, Twitter, LinkedIn and Instagram.	684 likes 37 comments 20 shares (on Facebook, Twitter and Instagram)

Face to face conversations

Pop-up conversations with Councillors	Pop-up conversations were held in six different locations across Port Phillip. Participants were encouraged to fill out the survey and avatar, and a chatter wall was displayed to enable participants to write their comments to the question "Thinking about our City in 10 years' time, what are the things you value most and want to keep?"	305 chatter wall participants and 476 ideas
Engagement with targeted groups	To ensure a broad reach of the community and an inclusive process, Council officers worked with established networks to facilitate conversations about the new Council Plan. A range of tailored conversations and activities took place to ensure groups (including some which are typically harder to reach) were included: <ul style="list-style-type: none"> • Indigenous • culturally and linguistically diverse (CALD) • older people • faith-based communities 	450 participants

- youth
- children.

Where appropriate, participants were encouraged to complete the community survey or avatar, and in some cases Council officers designed a process specifically for their particular audience. For example, a number of focus groups were run based on two questions: “What do you love most about your neighbourhood?” and “What would make your neighbourhood better?”

Special focus workshops	Four evening workshops were held throughout February to hold a deeper conversation on the special focus areas of water, diversity and inclusion, waste management, and transport and parking. The workshops allowed community members (half self-selected and half randomly selected) to deliberate over challenging issues and questions Council wishes to respond to in the new Council Plan. Participants were informed on the topics, with the help of presentations by topic specialists and participant briefing packs provided prior to the workshops. Ideas were generated and ‘pitched’ from the group, in answer to the questions posed. These were then polled (using the online technology Poll Everywhere) to gauge participant support.	A total of 128 participants attended the four workshops Around 300 people registered their interest to attend
Findings forum	The findings forum was an opportunity for special focus workshop participants to come together to view the priority ideas that had been raised at the workshops and to hear an initial response from Council officers. Participants were asked to advise Council of anything else they should consider in progressing the idea further, and consider how the community could also contribute.	18 participants

4. Engagement findings (method analysis)

4.1 Community survey

4.1.1 Methodology

The community survey collected qualitative and quantitative information using both an online and a hard copy version.

The survey contained the following sections:

- demographic information of participants (relationship to the area, household type, postcode, age, gender)
- a vision for the future, including questions to explore what the community valued today and for the future
- embracing change, challenges and opportunities, with questions to explore and prioritise changes which Council identified will impact on future planning.

Questions were a mix of multiple choice, open text and ratings questions. Within the section relating to change, the following topics were explored:

1. Transport and parking
2. Waste
3. Water
4. Diversity and inclusion
5. Other challenges Council should focus on

The online version of the survey was available via Council's main and Have Your Say websites, and through social media and email links.

The survey was open from Monday 30 January to Sunday 26 February 2017.

All surveys received after 27 February 2017 were treated as late responses. These have not been included in this report, but have been read and filed by Council officers and will be considered as part of officer's recommendations in the Council report. Up to and including 15 March 2017, ten late surveys were received.

In reading the results, it should be noted that:

- not all people answered all questions, therefore the total number of responses will vary
- in some questions, people were asked to provide up to five choices or 'choose all that apply', therefore the total number of responses will exceed the number of respondents
- numbers listed in the tables and graphs relate to the number of responses, not respondents
- likewise, percentages for each question are based on percentage of responses, and not percentage of respondents
- bars in graphs are based on numbers of responses and may finish at different points on axis while sharing the same percentage value; this is due to rounding of percentages.

4.1.2 Community survey responses

Section 1: How do you fit into the picture?

99% of respondents had a connection to the City of Port Phillip, with 71% of respondents being residents. An additional 22% worked or studied in the City.

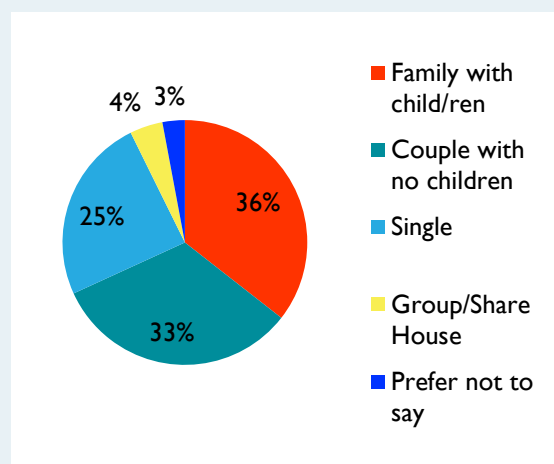
Respondents came from a broad mix of household types, with roughly a third living as a couple with no children, another third identifying as a family living with children, and a quarter living alone.

There was strong representation from postcode 3182, with almost a quarter of respondents from St Kilda and St Kilda West. Port Melbourne comprised 14% of respondents and Elwood comprised 13%.

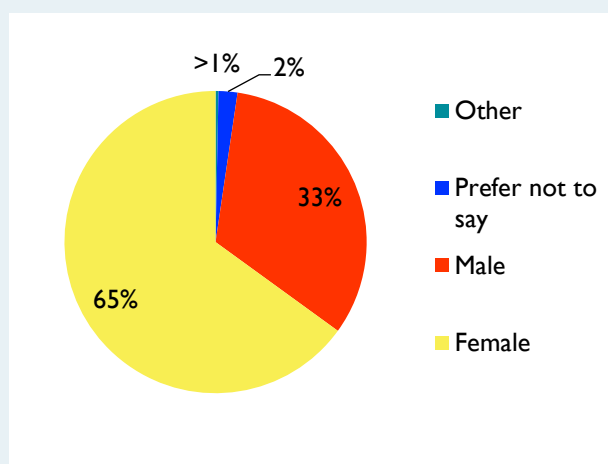
Almost four out of ten respondents (38%) were aged between 35-49, with 15% aged younger than this group, and 46% aged over. The age of respondents was older than the age distribution for the City of Port Phillip as per the 2011 census data.

Twice as many females responded (65%), compared to males (37%).

What best describes your household?



What is your gender identity?



What is your residential postcode?	Number of Responses	%
3182	152	24%
3207	103	16%
3184	82	13%
3183	68	11%
3206	61	10%

3205	50	8%
3004	12	2%
3185	8	1%
3181	7	1%
3000	3	>1%
Other	88	14%
TOTAL	634	100%

Please indicate your age:	Number of Responses	%
Under 18 years	2	>1%
18-24 years	9	1%
25-34 years	90	14%
35-49 years	243	38%
50-59 years	116	18%
60-69 years	112	17%
70-84 years	62	10%
Over 85 years	4	1%
Prefer not to say	7	1%
TOTAL	645	100%

Section 2: Vision questions

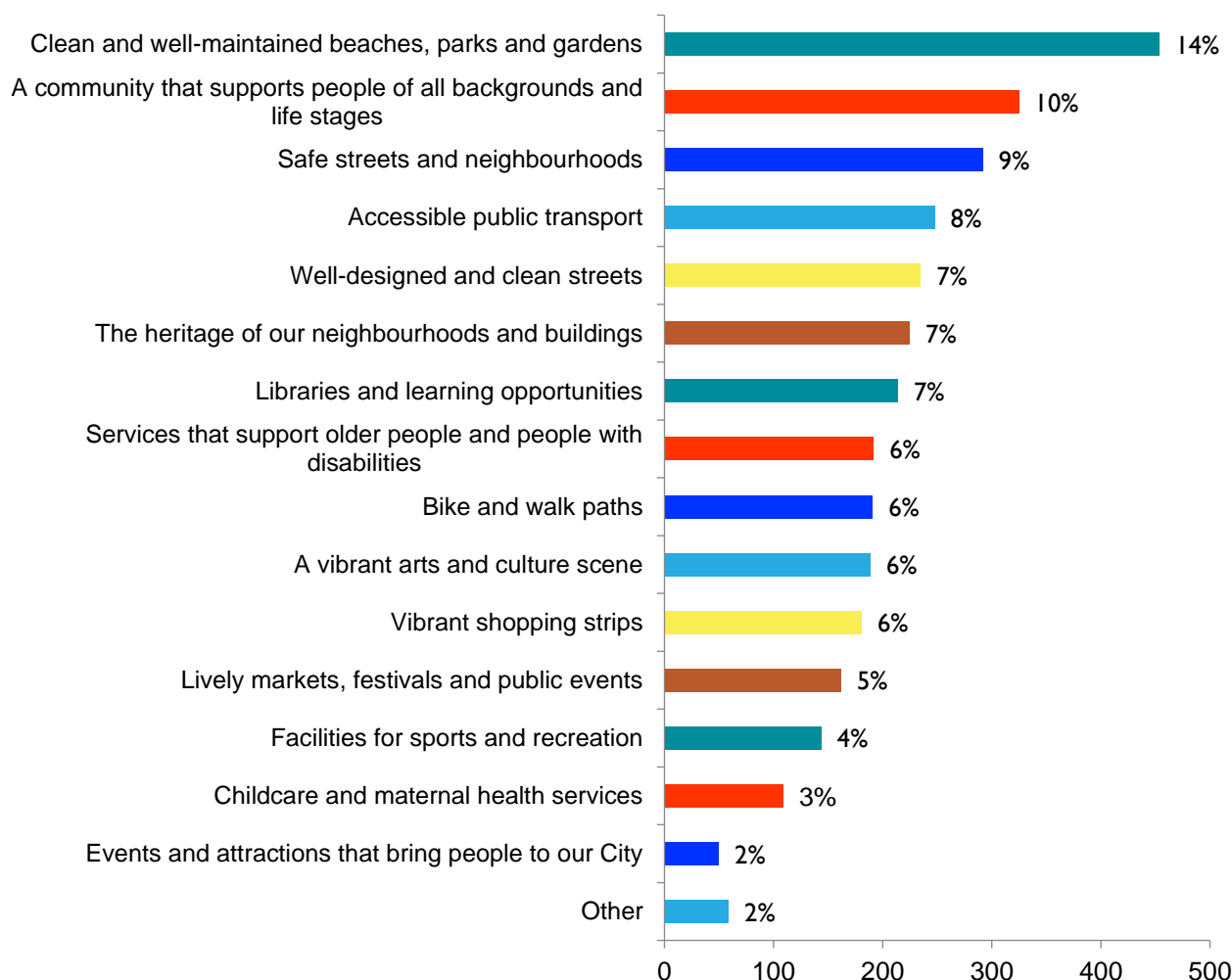
Thinking about our City in 10 years' time, what are the things you value most and want to keep?

Participants were asked to choose their top five responses from the list below, or to specify their own by selecting 'other'.

Engagement findings report 2017



Clean and well maintained public spaces (14%) was the topic the community valued most, in combination with a supportive community embracing people from all backgrounds (10%). This was followed by safe streets and providing access to public transport. Events and attractions appear to be valued least in combination with childcare and maternal and child health services.



Residents were more likely to value well-designed and clean streets (39% of residents compared to 29% of non-residents); the heritage of our neighbourhoods and buildings (37% of residents compared to 29% of non-residents); and accessible transport (39% of residents compared to 31% of non-residents).

Non-residents were much more likely to value a vibrant arts and culture scene (35% of non-residents compared to 26% of residents).

People aged between 25 and 49 were much more likely to value lively markets, festivals and public events than other age groups. Those aged 50-59 were more likely than other age groups to value clean and well-maintained beaches, parks and gardens.

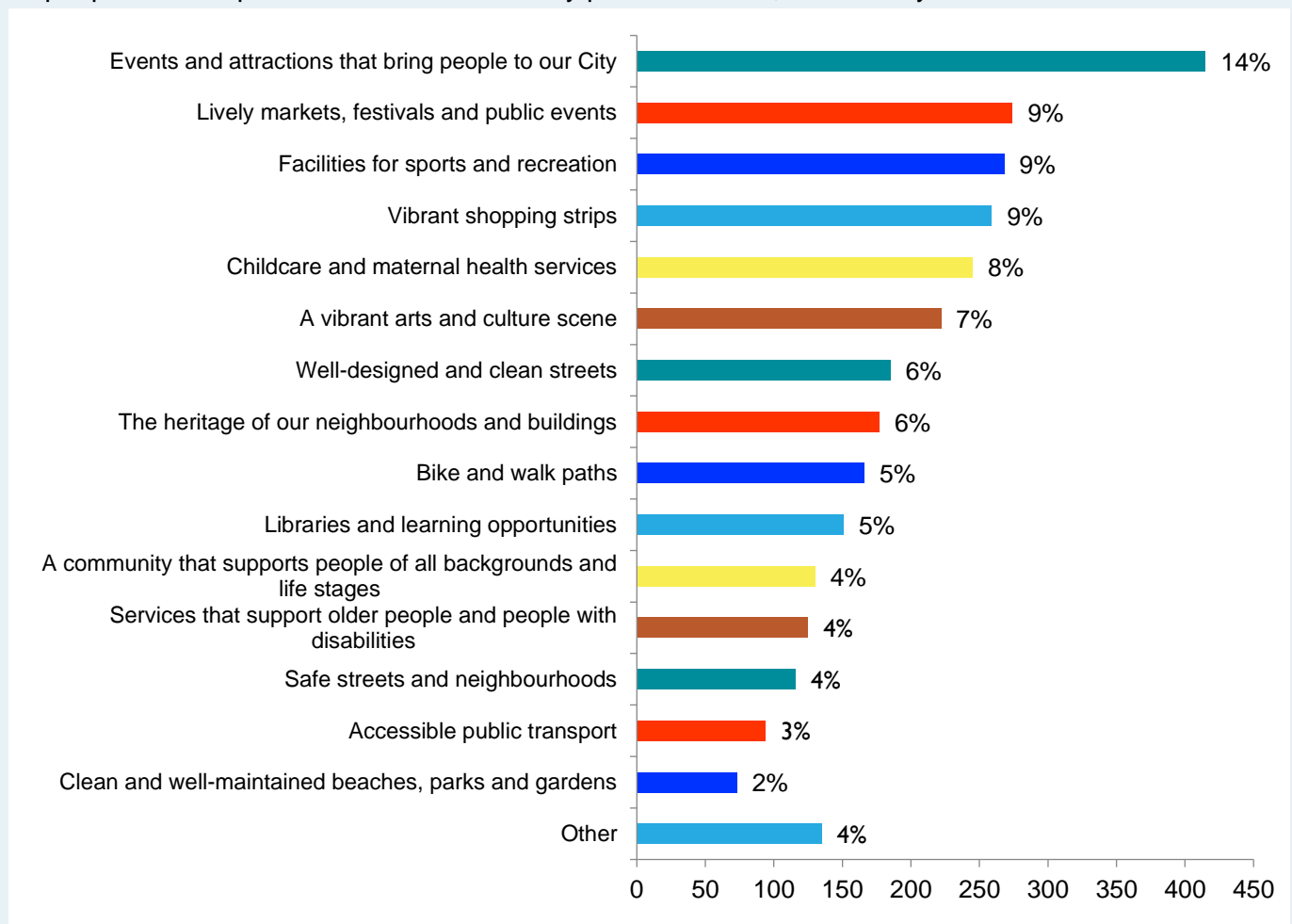
We received 61 open text responses that covered a range of topics, including environmental sustainability, housing and diversity. Please see Appendix 2 for more detail.

Thinking about our City in 10 years' time, what are the things you value least?

Respondents were asked to choose their top five responses from the list below, or to specify their own by selecting 'other'.

Events-related activities were the things the community valued least, with almost a quarter (23%) choosing events and attractions that bring people to the City (14%) and lively markets, festivals and public events (9%). Sports and recreation, along with vibrant shopping strips recorded the next highest responses.

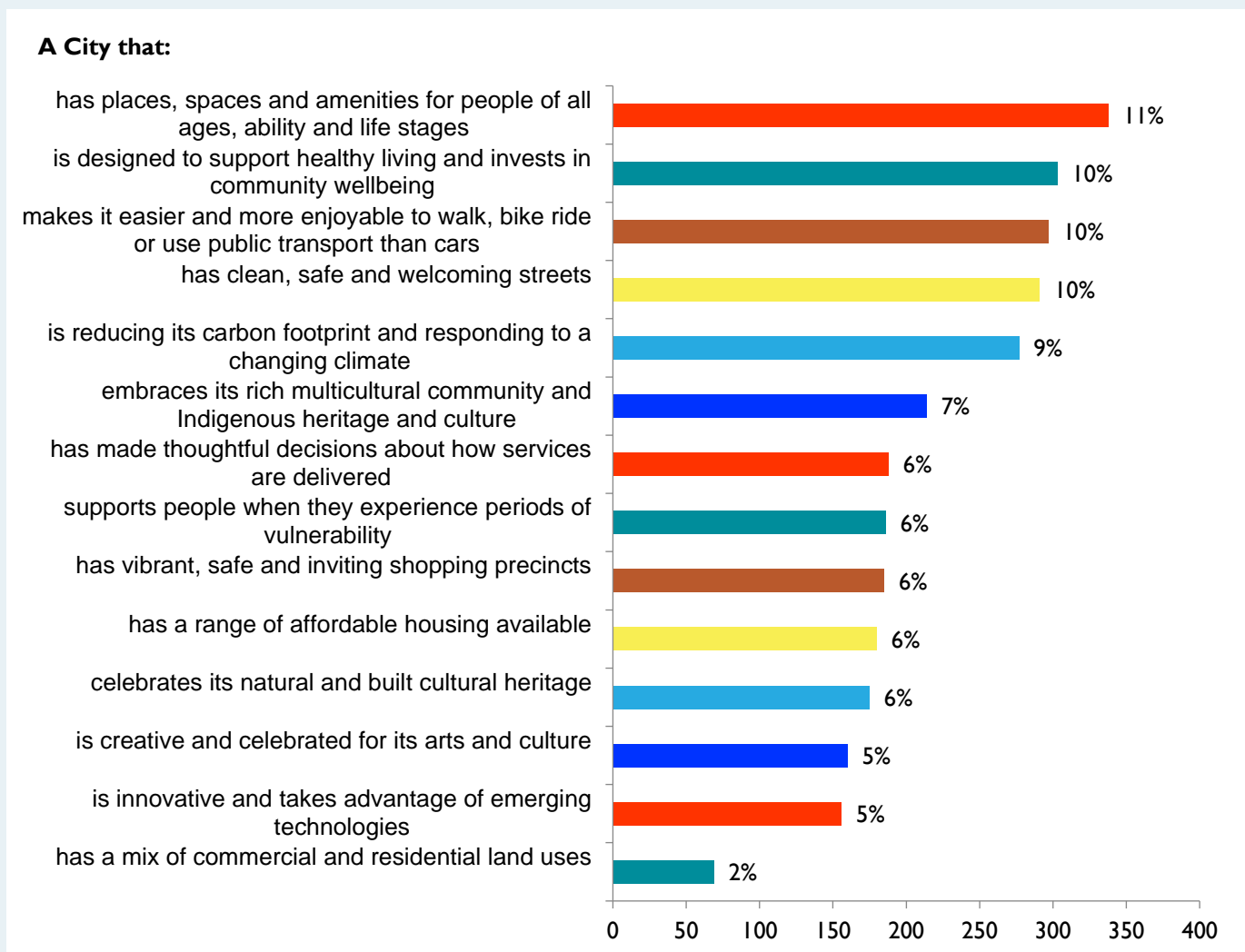
As noted earlier in the limitations, Council received feedback about this question being challenging to respond to. Some people commented they valued all the options; however, it was a compulsory question so people were requested to choose what they prioritised least, even if they still valued these services.



A total of 108 respondents chose 'other' and provided their own suggestions, including parking and transport, development, Council management and consultation, liveability, events and festivals. The largest group of respondents for this question could not decide what their least important item was in the list provided and quite often stated that everything on the list was important to them. They used the "other" section to cite this. Please see Appendix 2 for more detail.

In 10 years' time, what sort of City would you like Port Phillip to be?

Participants were asked to select their top five responses from the list.



Residents were more likely to want a City that is reducing its carbon footprint and responding to a changing climate (49% of residents compared to 38% of non-residents); made it easier to walk, bike ride or use public transport (51% of residents compared to 44% of non-residents); has vibrant, safe and inviting shopping precincts (33% of residents compared to 23% of non-residents); and has clean and welcoming streets (50% of residents compared to 42% of non-residents).

Younger people (those aged 34 and under) were much more likely to want a City that is innovative and takes advantage of emerging technologies. Older people (those aged over 50) were more likely to want a City that has places, spaces and amenities for people of all ages, ability and life stages.

How well do we do now?

Respondents were asked to rate Council's actions on the topics they selected from the previous question. The likert scale used was 1 to 7, with 1 being the lowest and 7 being the highest.

The below table shows the range of responses.

	Total no. of responses	Rating with 1 being the lowest and 7 being the highest						
		1	2	3	4	5	6	7
Supports people when they experience periods of vulnerability	175	6%	5%	18%	26%	30%	7%	7%
A City that is reducing its carbon footprint and responding to a changing climate	265	6%	14%	23%	24%	24%	6%	3%
Makes is easier and more enjoyable to walk, bike ride or use public transport than cars	281	6%	8%	15%	24%	29%	13%	5%
Has a mix of commercial and residential land uses	66	2%	5%	18%	24%	29%	15%	8%
Is creative and celebrated for its arts and culture	153	1%	7%	12%	28%	27%	18%	8%
Has vibrant, safe and inviting shopping precincts	174	4%	10%	24%	28%	18%	11%	5%
Celebrates its natural and built cultural heritage	168	6%	10%	23%	27%	19%	13%	2%
Embraces its rich multicultural community and Indigenous heritage and culture	206	4%	6%	17%	28%	28%	11%	6%
Is innovative and takes advantage of emerging technologies	146	14%	20%	28%	23%	8%	3%	3%
Has made thoughtful decisions about how services are delivered	178	6%	12%	23%	31%	19%	6%	3%
Is designed to support healthy living and invests in community wellbeing	293	3%	9%	18%	31%	23%	11%	5%
Has places, spaces and amenities for people of all ages, ability and life stages	331	2%	5%	15%	29%	31%	12%	5%
Has clean, safe and welcoming streets	275	7%	15%	24%	23%	17%	8%	6%
Has a range of affordable housing available	172	23%	20%	24%	16%	9%	5%	2%

For people who selected 'a City that is innovative and takes advantage of emerging technologies', the majority felt Council was not performing well in this area. The same is true for those who selected 'has clean, safe and welcoming streets' 'has a range of affordable housing'.

If there is one thing you could do to make a positive difference for our City, what would it be?

Respondents were invited to share ideas via open text. Responses could be categorised into the following themes:

Parking, traffic and public transport	Housing	Business, commerce and shopping	Education, schools and childcare
Community, culture and diversity	Public safety	Heritage	Fitzroy Street
Council management and consultation	Development	Events and festivals	Tourism
Environment and sustainability	Social issues	Arts and culture	Infrastructure

Please see Appendix 2 for more detail on open text responses.

Section 3: Embracing change, challenges and opportunities

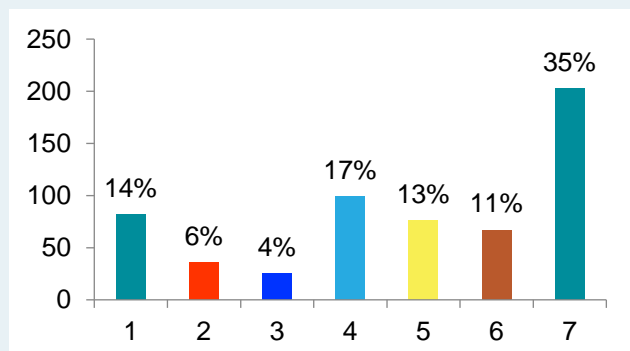
This section of the survey identified several challenges, which Council needs specific feedback on to address in the new Council Plan.

Transport and parking

As Port Phillip and Melbourne's population increases, we need to enable more people to safely move into, out of and around our City while managing traffic congestion.

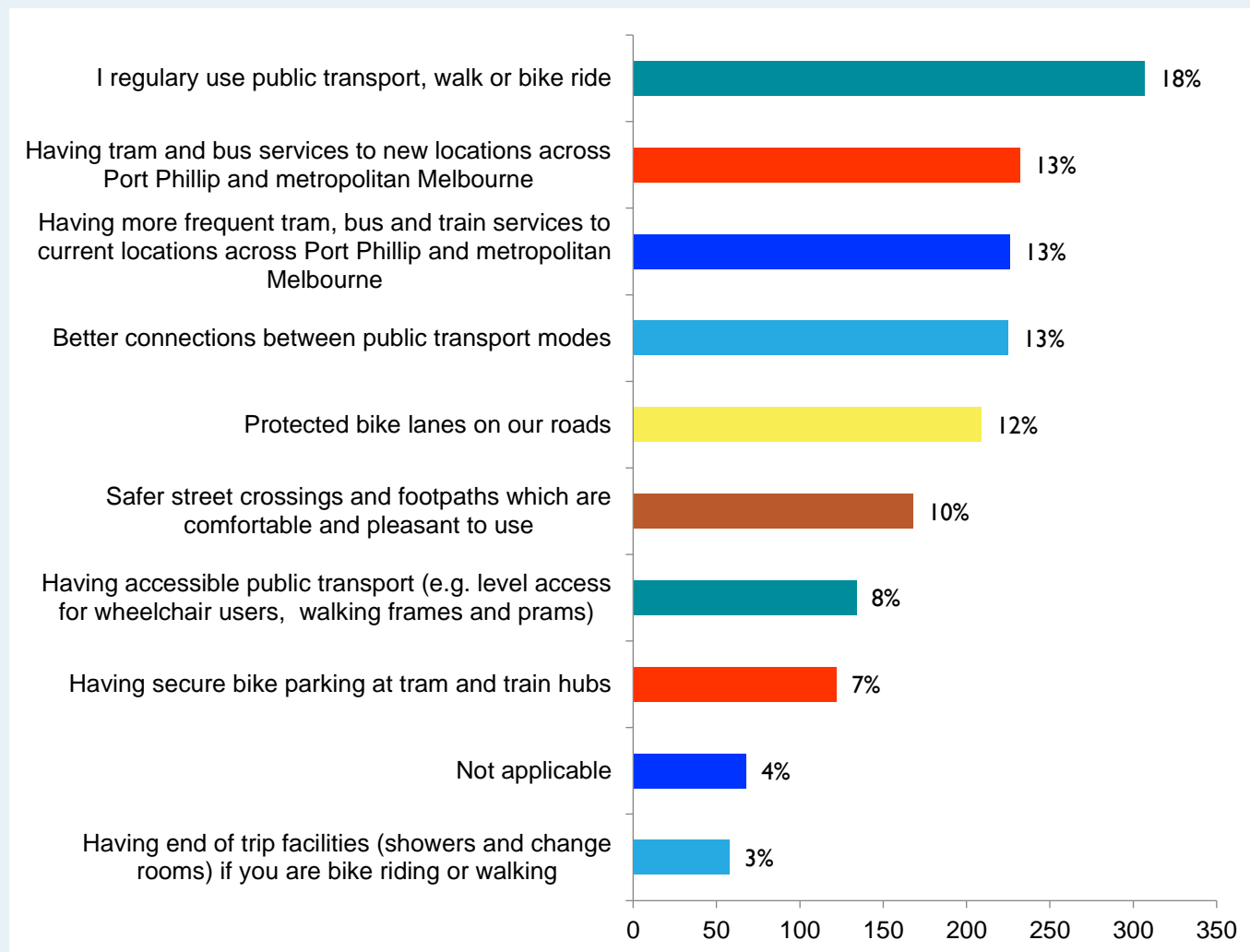
To what extent would you support converting some existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking?

We asked respondents to use a likert scale of 1 to 7, with 1 being not supportive, 4 being neutral and 7 being very supportive. 59% of responses support converting existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking.



If you travel by car regularly, what would make it easier for you to switch to public transport, walking or bike riding?

Respondents were invited to choose all that apply.

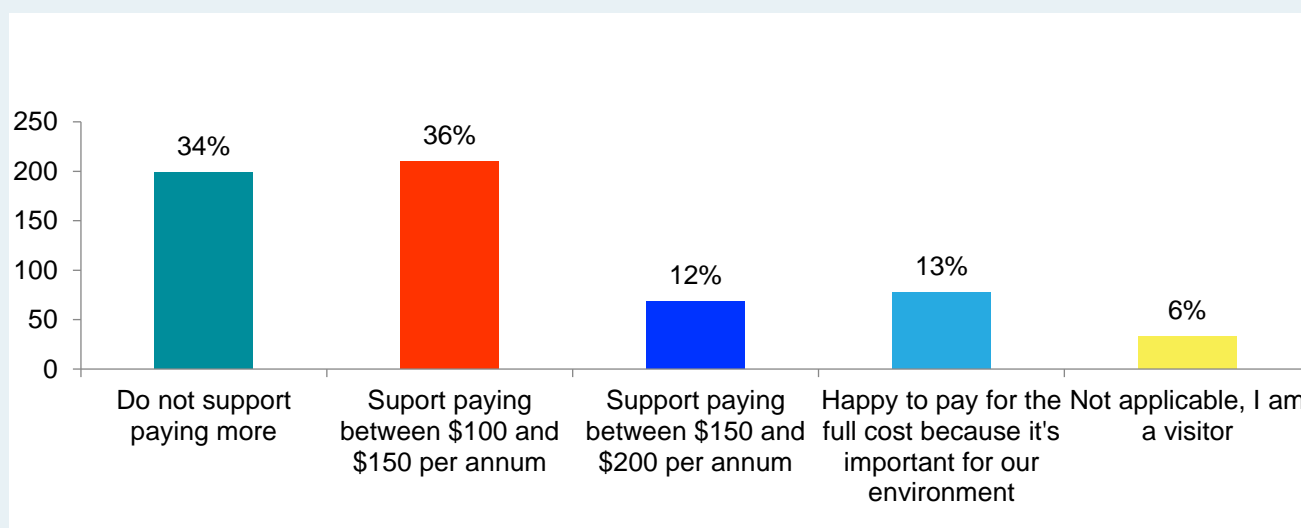


Waste

With landfills reaching capacity across metropolitan Melbourne and our growing population, we need to find better options to manage our waste. Currently, only 40 per cent of community generated waste material is diverted from landfill.

To what extent would you support paying a bit more for other options to reduce the amount of waste going to landfill, including green and organic waste collections?

We asked people to choose the option they supported, and observed that 61% of respondents support paying more for waste services.

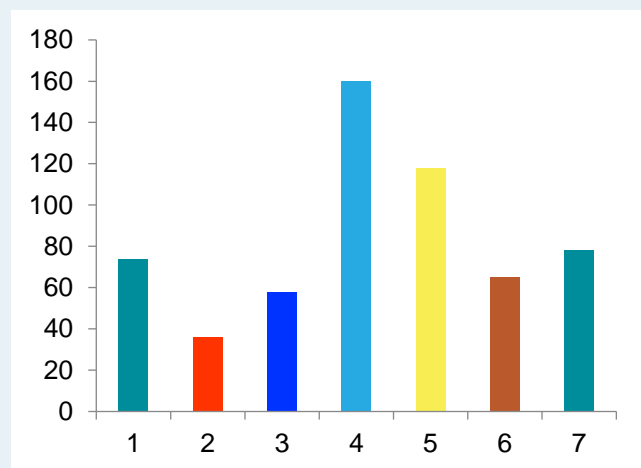


Water

As our climate changes, water will increasingly become a scarce resource. Rainfall patterns are insufficient to maintain many of our parks, gardens and playing surfaces so we need to look at ways to manage our water use wisely.

To what extent would you support less irrigation of our parks, gardens and playing surfaces?

We asked respondents to use a likert scale of 1 to 7, with 1 being not supportive, 4 being neutral and 7 being very supportive. 44% of respondents support less irrigation of our parks, gardens and playing surfaces.



Diversity and inclusion

One of the attributes Port Phillip is known for is its diverse community, where people from all walks of life, come together and have access to support services.

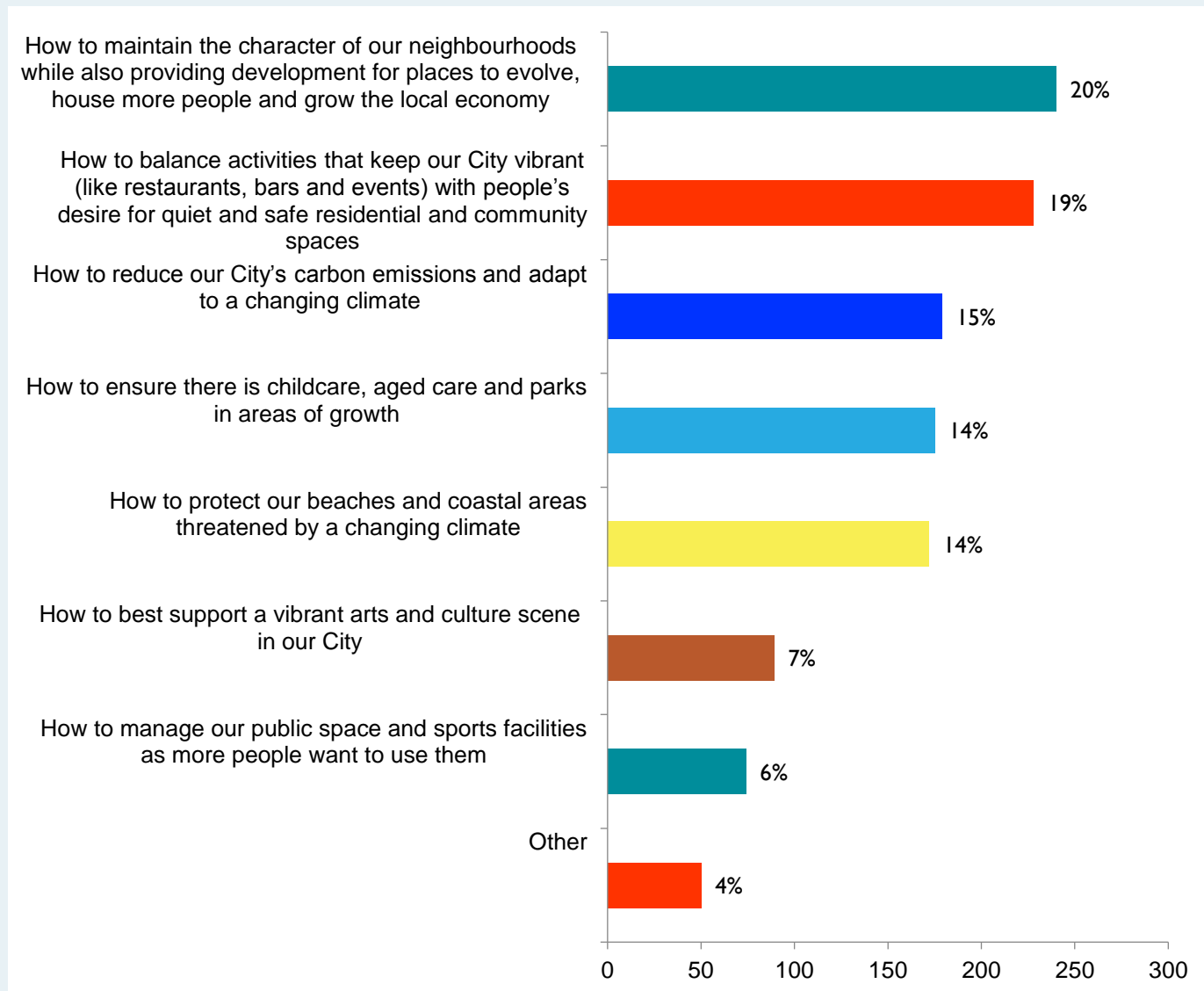
To what extent should Council support people experiencing periods of vulnerability like those undergoing health or housing crises?

We asked people to indicate their level of support for Council's involvement in these services using a likert scale of 1 to 7, with 1 being not supportive, 4 being neutral and 7 being very supportive. The below table shows the range of responses.

	Total no. of responses	Rating, with 1 being not supportive and 7 being very supportive						
		1	2	3	4	5	6	7
Contributing to an affordable housing supply by providing opportunities to develop on Council land (e.g. above car parks) and funding to community housing organisations	588	9%	3%	6%	13%	19%	14%	35%
Funding services like Meals on Wheels and activity groups that support older people and people with disabilities to be active in our City	592	2%	1%	2%	8%	14%	21%	53%
Funding art and recreation opportunities for people with disabilities and those at risk of social exclusion	590	3%	2%	4%	14%	19%	21%	37%
Providing enhanced maternal and child health services to support people with additional needs	588	4%	2%	4%	18%	17%	20%	37%
Funding services for youth experiencing life changes or are at risk of disengagement	591	4%	1%	4%	13%	17%	21%	40%
Advocating for the needs of our community and developing health promotion programs	591	3%	2%	5%	13%	20%	19%	38%

What other challenges in the next four years should we spend more time and effort in addressing through our plan?

Participants were invited to choose their top two from the list, or specify 'other'.



The most selected option was how to maintain the character of our neighbourhoods while also providing development for places to evolve, house more people and grow the local economy. The second highest response was 'how to balance activities that keep our City vibrant with people's desire for quiet and safe residential and community spaces'. Residents were more likely to want Council to address this challenge (41% of residents compared to 30% of non-residents). A connection could be made between this and the response to the question about what people value least – with the top rated item being 'events and attractions that bring people to our City'.

Of those who chose 'other', open text responses included amenity, liveability, services, environmental sustainability, parking and transport, Council management and consultation. Please refer to Appendix 2 for more detail.

4.1.3 Key findings

The following key findings were identified through analysis of the survey.

Broad representation for age, households and connection to the City

A total of 651 responses were received, with a broad range of ages spanning from those under 18 to those over the age of 85. 99% of respondents had a personal connection with the City, with 71% of respondents being residents and a further 22% studying or working in the City. Families with children comprised just over a third of respondents (36%), with those aged 35-49 comprising 38% of responses. Twice as many women completed the survey as men.

Places and community valued more than activities and events

Respondents placed higher value on the places and spaces in which they lived – in terms of the cleanliness, sense of community and safety. In contrast, they placed a noticeably lower value on activities and events, as well as vibrant activity areas. This was evidenced across three key questions that explored what the community valued most and least for the City in 10 years' time.

Only 2% of the responses value events and attractions that bring people to the City of Port Phillip. This correlates directly with what the community values least, which saw 415 responses or 14% stating events and attractions that bring people to our City. A connection could be made between this and the response to the question about what challenges Council should spend more time on – 'how to balance activities that keep our City vibrant with people's desire for quiet and safe residential and community spaces'.

In ten years' time, there is an interest in Port Phillip preserving clean safe and welcoming places, spaces and amenities for people of all ages, ability and life stages in combination with desire to support healthy living and community wellbeing.

The following table depicts the top rated responses to the three questions focusing on what the community values most and least for the future.

What do you value most for the future?	What do you value least for the future?	What sort of city would you like Port Phillip to be?
Clean and well maintained beaches, parks and gardens	Events and attractions that bring people to our City	Has public places, spaces and amenities for people of all ages, ability and life stages.
A community that supports people of all backgrounds life stages	Lively markets, festivals and public events	Is designed to support healthy living and invests in community wellbeing.
Safe streets and neighbours	Facilities for sports and recreation	Makes it easier and more enjoyable to walk, bike ride or use public transport than cars.
Accessible public transport	Vibrant shopping strips	Has clean, safe and welcoming streets
Well designed and clean streets	Childcare and maternal health services	Is reducing its carbon footprint and responding to a changing climate

A supportive City for all

When asked what sort of city Port Phillip should be, respondents chose options relating to the provision of services or amenities that supported all people, as well as investing in community wellbeing.

Valuing a supportive City was also reflected in high levels of support for the provision of services for vulnerable people.

Almost half (44%) of the 175 people who rated how well we do now agreed that the City of Port Phillip is supportive of people when they experience periods of vulnerability, with 26% rating Council's support at the midpoint of 4 in a 1 to 7 point likert scale.

Developing our streets and neighbourhoods in a balanced way is the big challenge

How to develop our neighbourhoods for growth while maintaining the character of our neighbourhoods was considered the greatest challenge for the City to address over the coming four years (20% of responses), closely followed by the need to balance vibrant activities with the desire for quiet and safe residential and community spaces (19%).

Managing a changing climate a key priority for the community

Reducing carbon emissions and managing a changing climate was rated as the third highest challenge for Council over the next four years, with almost half the community also aspiring for the City to place importance on reducing its carbon footprint and responding to climate change. Protecting beaches and coastal areas threatened by a changing climate also rated as the fifth most important challenge to address.

Council's performance on reducing its carbon footprint and responding to climate change received a low rating, from 43% of the 265 people who rated this area on a 1-7 likert scale. The Port Phillip EcoCentre was highlighted as playing an important role to raise community awareness of sustainable environment practices.

Affordable housing desired but not delivered well

Although the provision of affordable housing was considered an important issue, the City rated poorly in its provision. 67% of the 172 people who rated how well we do now rated the range of affordable housing as below average, with almost a quarter of people rating it the lowest rating of 1 out of a scale of 1-7.

City performs best on its vibrancy, creativity and diversity

The City's mix of commercial and residential space received the highest positive rating, from the people who rated how well we do now; followed by being creative and being celebrated for its arts and culture; and then the provision of places, spaces and amenities for all ages, ability and life stages. For all three options, roughly half of all respondents or more rated the City's performance positively (at least 5 out of a scale of 1-7).

City rated poorly for being innovative and in having clean and welcoming streets

Being innovative and taking advantage of emerging technologies was rated poorly by 62% of the 146 people who rated how well we do now in this area (rated 1 to 3 on the 7 point likert scale). The cleanliness, safety and welcoming nature of streets also received a poor rating from 46% of the 275 people who rated how well we do now in this area. The safety of streets was raised in questions seeking open text responses.

Improvements to bus, train and tram services and stops most likely to get car drivers out from behind the wheel

Better access, connections to and frequency of public transport were seen as the most likely to reduce the number of people using their cars. Public transport was preferred over active transport (bike riding and walking).

Strong support for funding services for vulnerable people, road changes, investing in affordable housing, and advocating for communities

Funding services for older people and those with a disability received the strongest level of support with 88% of people supporting Council funding of these services. Funding for youth experiencing life changes or at risk of disengagement was supported by 78%, funding for art and recreation for people with disabilities and those at risk of social inclusion was supported by 77%, and funding for enhanced maternal and child health services was supported by 74%. Council's role in advocating for the needs of the community and developing health promotion programs was supported by 77%. Support measures were based on scores of 5 or more out of a scale of 1-7.

4.2 Avatar



4.2.1 Avatar methodology

The avatar was a short survey exploring values people held in the City of Port Phillip. Responses created a character, which represented the values of respondents, which could then be shared via Facebook. A tie breaker question was presented to determine the respondent's avatar character, if a majority was not achieved in the values section of the survey. The avatar character was a fun and engaging tool, but did not affect the data captured in any way – that is, if a respondent was assigned a Culture Vulture character, the tool did not give more weighting to answers valuing arts and culture than those valuing heritage.

The avatar tool was primarily designed as a digital tool; however, the community researchers utilised a hard copy version of the survey underpinning the avatar when conducting targeted outreach to the harder to reach groups within the community. The short, simple questioning technique of the avatar worked well as an intercept survey for this target audience.

4.2.2 Avatar response and key findings

Representation for age, gender identity and location

From a total of 619 responses, there was once again strong representation across the Port Phillip community. The largest representation was from those aged between 35 and 49 years (33%) followed by those aged between 25 and 34 years (24%). Female (56%) responses as compared to male (41%) responses were more closely correlated than with the main survey group. Half of the respondents (311) preferred not to nominate a specific location within the City of Port Phillip with the greatest representation from those located in St Kilda and St Kilda West (3182). For those nominating 'other' for location, an explanation for this may be one or a combination of: the City of Port Phillip receiving a vast array of visitors; lack of permanent residences (renters, boarders); or, this may simply be, a direct reflection of opting out from supply of information.

Port Phillip identity and values

Responses to the first three questions in the avatar reinforce what is most valued within the community of Port Phillip – a sense of belonging. 33% of responses to the question 'how would you most like to describe Port Phillip's identity' picked a place for everyone, where people can be themselves. 25% of responses to the question 'what do you value most about living in Port Phillip' selected everyone is welcome. A combined 37% of responses value both arts and cultural activities inclusive of live music as part of Port Phillip's identity. Importance was placed on the natural environment being well cared for (18%), with the majority of people (84%) preferring to spend their time in cafes, shopping, being outside or appreciating nature. People were least likely to spend their time exploring the history and heritage of the City (4%).

Interestingly, 24% of respondents said what they most valued about living in Port Phillip was cultural activities like events, markets and live music. This is somewhat different from the main community survey and may be attributed to a better age representation from younger people and a higher proportion of visitors.

The biggest challenges for the future

The biggest current challenges identified by the community through the avatar included protecting nature, recycling and living in a way that supports our environment (23%) and making sure people have access to support when they need it (22%). The smallest challenge for the future was ensuring there was enough sports and recreation facilities for everyone in the community (4%); however, ensuring there is childcare, aged care, parks and sport grounds for a growing community were rated equally with protecting the unique character of the neighbourhoods (13%).

Focus and importance for the future

Responses to the question on 'what should Council focus on most for our future City' saw 22% of respondents choosing ensuring the community supports people in times of need and 19% of respondents choosing reducing the impact to the environment.

Detailed responses can be found in Appendix 3.

4.2.3 Avatar open text question

Hard copy avatar surveys were conducted with around 400 members of the community. An additional question was asked to provide an opportunity to expand on how they believe Council can support their values. Themes identified, including some individual comments, are as follows:

Social Justice Defender	<ul style="list-style-type: none"> • support people experiencing vulnerability, including homelessness and mental health issues • more funding for community centres and low cost education • boost emergency relief • support the LGBTIQ community (lobby for same sex marriage) • welcome refugees
Enviro Champ	<ul style="list-style-type: none"> • educate community on garbage collection • save water • support more community gardens • focus on sustainable buildings • support energy projects (solar/wind) • educate residents on how their households can be more environmentally friendly
Culture Vulture	<ul style="list-style-type: none"> • support funding projects for the arts (including those for vulnerable groups) • continued support for Gasworks and Malthouse Theatre • more street art • support live music • more night entertainment and pubs
Sporty Super Star	<ul style="list-style-type: none"> • more bike paths • collaborative exercise programs for local community • more sports facilities and spaces • improve bike paths so that we can access the beach paths safely with kids
Heritage Hero	<ul style="list-style-type: none"> • keep heritage buildings to keep the character of Port Phillip • heritage buildings should be kept safe, clean and respectful • ensure the icons of our heritage are protected for future generations • keep new buildings at a low level
Business Bear	<ul style="list-style-type: none"> • sustain and support small and new businesses • keep clean and tidy business façades • encourage shop owners to lower rents to attract new businesses • support high speed broadband
Community Connector	<ul style="list-style-type: none"> • support libraries • maintain community spaces and learning centres • support childcare centres and mothers' groups • support extracurricular activities • continued community engagement • supporting community involvement in creating future plans the way the Council is with their plan • safer streets

4.3 Social media

Social media provided another avenue to promote the engagement process and for people to share comments. In terms of promotion, the following adverts were posted by Council:

Social media avenue	Audience Reach	Advert posted
Facebook	2,082 people reached, 80 post engagements	Workshop nominations
Facebook	9,737 people reached, 79 link clicks	Workshop nominations
Facebook	12,620 people reached, 143 link clicks	Survey promotion
Facebook	6,198 people reached, 63 link clicks	Avatar promotion
Facebook	10,698 people reached, 150 link clicks	Survey promotion - last days
Twitter	18,803 impressions, 25 link clicks	Survey promotion
Twitter	5,369 impressions, 12 link clicks	Council Plan - last days

#futurecopp

Council posted 42 times throughout the engagement period. Posts included photos of the pop-up conversations at markets, invites and videos all linked to the hashtag # futurecopp

The hashtag was used to promote engagement activities and help generate organic conversations on Facebook, Twitter and Instagram. The hashtag gained greatest traction on Instagram with 251 likes on images of the pop-up conversations and avatar promotion.

LinkedIn posts were successful in generating a significant organic reach (without paid advertising). Across three posts, we achieved 5,594 impressions, 49 clicks through to web content and 25 likes.

Comments posted on Facebook included concern for large development, desire for safer streets where everyone can enjoy themselves, a call for more live music, art and culture, commercialisation of South Melbourne Market, and enabling local businesses to thrive.

4.4 Pop-up conversations

Councillors were out and about at six different locations across the municipality during February. These pop-up conversations were an opportunity for community members to meet their local Councillors and share their ideas for the new Council Plan.

Locations included the Veg Out Farmers' Market, Elwood Farmers' Market, Gasworks Farmers' Market, South Melbourne Market, Bay Street, Port Melbourne (out the front of Coles), and Hank Marvin Market.

The pop-up conversations were highly visual and interactive, designed to draw people into a conversation about what they valued most about their neighbourhoods, and what they would like Council to tackle in the next four years, and the next decade. The vibrant branding, colourful avatar posters and bubble machine were used to create a buzz around the Council Plan. People were encouraged to complete the community survey or avatar on iPads, leave a comment on the chatter wall, or simply take a postcard promoting the online tools if they were short on time. The avatar was used as the basis for a fun and interactive activity, whereby people were invited to place a coloured ball in front of the avatar that best represented them. This became a visual drawcard and talking point for others walking by. A sticker of the avatar character was also offered to anyone who completed an avatar. While these activities engaged people of all ages, they also kept younger children entertained as parents completed the community survey.

4.4.1 Chatter wall activity

The chatter wall was a popular mechanism for people to express their views and provide input for the Council Plan at all pop-up conversations. The chatter wall was a large format coreflute board displayed to allow people to write their ideas to the following values-based question:

“Thinking about our City in 10 years’ time, what are the things you value most and want to keep?”

A total of 305 participants contributed 476 comments to the chatter walls. The following is a summary of themes prioritised in terms of number of comments that emerged (see Appendix 4 for more detail).

Transport and parking

There were 86 comments in reference to transport and parking in Port Phillip, many valuing and considering the parking availability, cost and technology of parking in the area. Lowering traffic speeds, reducing car use, building new tramlines, reducing trucks and improving tram accessibility were also included as suggestions. There was also particular emphasis on the value of bike and walking paths in Port Phillip.

“We desperately need 10 times more bike racks in Acland Street and around St Kilda”

The natural environment (beaches, parks and gardens)

The proximity to, and the maintenance of, Port Phillip beaches, parks and gardens was one of the most frequently noted areas on the chatter wall overall (with 68 responses). It was of particular focus for Elwood Farmers Market participants (including the maintenance of Elwood Canal). Suggestions included litter reduction programs and planting more trees (palm trees and indigenous trees).

“All the parks are so special please keep the same especially the tall old trees – perfect!”

Sports and recreation facilities

The availability of outdoor sports and recreational facilities was highly valued by chatter wall participants with 40 comments in reference to it. Activities and suggestions such as fishing in clean water, basketball courts, a running track, footy at peanut farm, cycling, kite surfing, tennis, fitness facilities near Elwood foreshore, the skatepark, and walking with friends and dogs were all highly valued.

“Water slide (re-do the pontoon as an actual pontoon with a water slide)”

Planning and development

Thirty-two comments on the chatter walls related to planning and development in Port Phillip, some encouraging sustainable and careful development. Particular areas of Port Phillip were also highlighted. Some participants also requested more consultation on upcoming development, particularly high rises.

Community diversity and character

Thirty-seven comments relating to the community ‘feel’ and ‘vibe’ of Port Phillip were provided, with some participants identifying the “village feel in our community.” Others identified the “diversity of cultures and socio economic groups” as a key value.

Ten participants valued supporting the vulnerable community, with some mentioning support for the homeless and Indigenous communities, others valuing “affordable housing to encourage a diverse community.” Services for the ageing and for people with a disability were also highlighted as highly valued.

Arts and culture

The value of arts and culture was particularly high for chatter wall participants (31 comments overall) with most comments on this subject arising at the VegOut Farmers Market.

“Street artist to do a mural over graffiti on Elwood beach (toilet block)”
(concerned that the toilet block will continually be graffitied and look terrible if a mural is not done)

Other themes included protection of local markets, heritage, activating shopping strips, cleaning streets, water and waste management, safety and sustainability.

4.5 Engagement with targeted groups

To ensure a broad cross-section of the community was included in the development of the Council Plan, Council ran targeted engagement activities with various community networks, including typically harder to reach groups, such as Indigenous, Culturally and Linguistically Diverse (CALD), children and young people.

Council employed a variety of methods, including facilitated focus group conversations, interpreters to assist with completing the community survey or avatar, and translated feedback forms in Greek, Polish and Russian. A large print survey was provided to various community members as requested, to ensure the engagement activities were accessible and everyone had an opportunity to contribute their ideas.

The focus group conversations and feedback forms centred on two questions to determine what people value about Port Phillip:

Question 1: “What do you love most about your neighbourhood?”

Question 2: “What would make your neighbourhood better?”

Throughout February, the following groups were engaged as part of this process.

Community	Network name	Activity	Participant numbers
Indigenous community	Urban South Local Aboriginal Network. The work of Aboriginal Elder, Aunty Judith ‘Jacko’ Jackson, during the consultation period is acknowledged.	Focus group	16 participants
	Multicultural Forum	Focus groups	10 participants
	Multifaith Network	Focus group	9 participants
	Community centre groups (Russian, Polish and Greek communities members) with assistance from interpreters	Translated feedback forms	29 participants
Culturally and Linguistically Diverse (CALD) community	Four Greek senior citizen groups	Group response to community survey (assisted by interpreter) – data included in the community survey results	166 participants

Community	Network name	Activity	Participant numbers
Older people	Older Person's Consultative Committee	Focus group	7 Participants
Youth	The Youth Advisory Committee	Online community survey	
	FReeZA group		
	Youth Services Network	Presentation	
Children (2 to 8 year olds)	<ul style="list-style-type: none"> - Albert Park Primary School - Middle Park Primary School - St Kilda Park Primary School - The Avenue Children's Centre - Coventry Children's Centre - Clarendon Children's Centre - North St Kilda Children's Centre 	Group discussions with picture card activity	191 children
Children (3 to 5 year olds)	Clarendon Children's Centre	A tailored survey to facilitate individual conversations	21 children

In addition, community researchers targeted a number of locations across Port Phillip with the short avatar survey. This significantly increased the reach of the avatar, included people who do not typically engage with Council and supported the community researchers program. Community researchers are graduates of the 'Voices of the South Side' program. This program provides public speaking, advocacy, research, communication and teamwork skills to people who live in social and public housing in City of Port Phillip. The organisations targeted and the locations are outlined below:

Activity	Location
Library program activities	Albert Part Library
Community meal attendees	Hare Krishna
Immunisation sessions	Maternal and Child Health centres across Port Phillip
Classes/Groups meetings	Elwood St Kilda Neighbourhood Learning Centre (ESNLC)
Shopping precincts	Across Port Phillip
Coffee catch-up	PM's Café
Dirty Dozen	ISCHS / Emerald Hill Mission
Community Food Services	Temple Beth Israel
Our Rainbow Place	VegOut

Activity	Location
Communal coffees with community members	St Kilda Community Housing
Community meal attendees	Christ Church Community Centre
Port Phillip residents	St Kilda Bowling Club
Yalukit Wilum Ngargee Festival	O'Donnell Gardens
St Kilda Twilight Market	St Kilda

4.5.1 Multicultural Forum, Multifaith Network, Older Person's Consultative Committee, Urban South Local Aboriginal Network and Culturally and Linguistically Diverse (CALD) community

A summary of the four focus group conversations – Multicultural Forum, Multifaith Network, Older Person's Consultative Committee and the Urban South Local Aboriginal Network – and the translated feedback forms is outlined below.

In response to the question 'What do you love about your neighbourhood?' the following themes emerged:

Theme	Key findings
Natural environment	All groups valued the natural environment in Port Phillip, in particular the proximity to the beach, local parks and community gardens.
Cultural diversity	The diversity and inclusivity of the City was extremely important to all of the groups. The diversity of faith, celebration of aboriginal culture, and learning about other cultures and faiths 'welcoming sharing and supporting Muslims living in a traditionally Jewish community', were highlighted by the Multifaith Network. Social cohesion and the fact there is 'no racism or discrimination', and assistance to the homeless community was raised as a key value from the Multicultural Forum.
Transport and parking	The accessibility of public transport and the new Acland tram stop was important to all groups and 'more attention to cleaning roads' was mentioned by a feedback form respondent.
Services and facilities	Access to the community legal service, libraries, Melbourne Sports Aquatic Centre (MSAC) public swimming pool, St Kilda Baths swimming pool, playgrounds, library, schools and health centres were highly valued by participants.

Shopping and markets	The proximity to, and variety of, markets, shops, cafés and places to ‘chill out’ were mentioned. The vibrant activity and eclectic mix of shopping strips (for example, Carlisle Street and South Melbourne Market) was also mentioned by participants in all of the groups.
Sustainability	The Multifaith Network loved the Port Phillip EcoCentre and the Multicultural forum participants loved the community gardens, stating ‘they allow us to grow plants from our own countries’.
Community connectedness and community ‘feel’	The friendliness of people in Port Phillip and the sense of community – including the ‘village’ feel, mix of people of all ages and stages of life and neighbourhood support – were valued, and provided a sense of belonging to members of the Older Persons Consultative Committee. This was also reflected in the Multifaith Network with people noting the neighbourhood feel and the friendly community atmosphere.
Arts and culture	Events such as the Solstice Global Healing Event, Pride March and Interfaith (Iftar) dinners to celebrate Ramadan were important to the Multifaith Network participants, and they liked the artistic environment and called for Council to support more multifaith initiatives. The theatres and celebrations of cultural diversity were raised as important by the Multicultural Forum participants.
Council	The open mindedness and proactive and inclusive approach of Council was mentioned by group participants, along with the fact that Council consults and engages with its community, is accountable, transparent, and responds to community needs.
Other themes	Other things participants loved about their neighbourhoods included the history and heritage of the City, and attractions (such as Luna Park and Acland Street).

In response to the question ‘What would make your neighbourhood even better?’ the following themes emerged:

Theme	Key findings
Improve local facilities and services	All groups identified a number of facilities and services that could be developed or improved in terms of maintenance. Suggestions included public toilets at all precincts, maintenance of footpaths, shelters for protection from sun and rain, more public seating, clear signage to local facilities, more gym equipment in parks. More primary schools (in Port Melbourne) and clearer communication about Council services was suggested.
Better accessibility to transport and more parking options	Increased parking around shopping precincts and community centres was suggested, along with increased crossing time on pedestrian crossings. Less road closures, more off-road bike paths, better network of bike trails, more speed humps and timed traffic lights were also noted.

Theme	Key findings
A more sustainable environment	Increasing the number of community gardens for sustainability purposes as well as social inclusion was suggested by all groups, along with supporting renewable forms of energy.
Celebrating diversity and inclusion	The Multifaith Network suggested a welcome program and support for refugees and asylum seekers. They noted a need to ensure Port Phillip is age-friendly for all stages of life, and has more accessible spaces and transport for older people. Other initiatives, such as community co-housing, decreasing homelessness and education programs (anti-racism and preventing discrimination), were highlighted. More multicultural events and celebrating diversity was suggested by the Multicultural Forum participants.
A safer environment	Increased safety was suggested by all groups. The Urban South Local Aboriginal Network raised the issue of night time safety and other groups suggested increasing safety specifically on Carlisle and Fitzroy streets. The Gatwick was also raised as an issue and more police presence was suggested.
Looking after health and wellbeing	Some groups suggested drug injection rooms as a benefit for their neighbourhoods. The Urban South Local Aboriginal Network raised the impact of the drug Ice and Methamphetamine on Indigenous people locally.
Careful planning and development	The careful planning of new development, fewer high rise buildings and integration of services and amenities into high rise buildings were highlighted.
Other themes	Other themes included arts and culture (the introduction of more public art and street art), increasing flexibility on heritage buildings ('cannot put notice board up because it covers the bricks'), more cost effective Council budgets, and a better mix of businesses on shopping strips. More support with community grants, more inclusive engagement with the vulnerable, and protection of the City from a changing climate were suggested as ways to make their neighbourhoods better.

4.5.2 Children (2 to 8 year olds)

A kids' consultation conducted by Council's Family, Youth and Children department coincided with the Council Plan community engagement program, and the feedback received will help inform the new Council Plan as well as service planning in general for local children. Council hosted conversations with 191 children across 7 locations, including Albert Park, Middle Park and St Kilda Park primary schools, as well as the Avenue, Coventry, Clarendon and North St Kilda children's centres. Picture cards depicting various activities and locations were used as prompts.

Themes	Key findings
Port Phillip locations and facilities	Children thought the parks, beaches and libraries they visited were very good.
Shopping	A discussion about shopping received a mixed response with many recognising it as necessary even if boring.
Rock and climbing structures	Rock structures or unusual climbing structures that can be jumped off safely were very popular and often more popular than constructed playgrounds – unless those playgrounds were in some way different or contain something unique and challenging. A majority of respondents indicated they felt conventional play equipment to be boring.
Parks close to home	Most children who expressed a liking for the park indicated that one thing they liked was that it was close to home. Additionally, they indicated that they liked spaces that had multiple uses, such as picnics, playing, sport, seeing ducks and bike riding.
Decision making opportunities	Students at St Kilda Park Primary School particularly discussed a desire for children to be involved in decision making.
Libraries	Going to the library was a subject that excited many people. The greatest joy was in being able to borrow the books and take them home. They indicated an awareness of other services such as loaning DVDs, but books were certainly the favourite. Respondents indicated a desire for the libraries to have more books and to have all shelves accessible to people of their height.
Helping others	Several children at different locations indicated a strong desire to be able to help other people. They saw this as a responsibility and had quite a lot of enthusiasm for the notion. They indicated Council should be aiming to help less fortunate people such as the 'homeless' and the 'sick'.

4.5.3 Children (3 to 5 year olds)

The Clarendon Children's Centre staff conducted a survey with 21 children between the ages of three to five years about the Council planning process. The children's ideas aligned well with the options presented within the Council community survey – they greatly value facilities for sport and recreation; a community that supports people of all backgrounds and life stages; a vibrant arts and culture scene; and safe streets and neighbourhoods. The data also showed that the children would like Council to focus their efforts over the next four years on supplying housing for our homeless citizens.

4.6 Special focus workshops

Council hosted a series of special focus workshops across the four topics of water, diversity and inclusion, waste management, and transport and parking.

The topics were selected as they were issues considered important and urgent enough to address, or begin responding to, during this four year term of Council. The topics were complex and multi-faceted, and required a deeper conversation in order for the community to provide useful advice. Council sought considered input from a cross-section of the Port Phillip community to help determine Council's policy or strategic response.

We hosted online discussion forums on the same topics for anyone who was unable to attend the workshops. Presentations and information from the workshops were available on Council's Have Your Say website, and all ideas gathered from the community are being considered as part of the development of the Council Plan.

Workshop methodology

All four workshops used an approach that was deliberative in style and structured in a way to generate and filter priority ideas from the group. This involved:

- effectively informing participants on the subject matter and questions to be deliberated during the workshop, by providing participant briefing packs before the workshops and sharing video presentations by a range of Council and independent topic specialists on the night
- running table activities to generate ideas
- exploring and pitching 'priority' ideas – participants were asked to join a table group based on the priority idea they wished to discuss further and then deliver a 'pitch' of their priority idea to the rest of the group
- using an online polling technology called 'Poll Everywhere' to indicate the group's level of support for each priority idea pitched.

Workshop recruitment methodology

To ensure workshop participants were representative of a broad cross-section of the City of Port Phillip community, Council undertook a two pronged selection process:

1. Anyone who lives, works or owns a property in the City of Port Phillip was invited to register their interest. The workshops were promoted in the local Leader newspaper, via postcards, on Council's website and social media during January. An independent recruitment consultant from Deliberately Engaging randomly selected participants based on postcode to ensure a spread of people across the City.
2. In addition to the registration process open to all interested community members, Council also worked with Deliberately Engaging to recruit and randomly select a portion of workshop participants to further ensure a representative cross-section of our community in the workshops. This ensured the workshops included people to match the broad demographics of the City of Port Phillip – including age, gender and postcode.

Council offered a \$50 voucher to offset expenses, like transport costs and care arrangements, to enable people to participate.

Forty participants were invited to attend each workshop (with 20 participants selected from each selection process group). Councillors were invited to attend as observers.

4.6.1 Workshop 1 - Water

Forty participants attended the special focus workshop on water, which focused on the following question:

How do we reduce usage of potable water (in line with Council targets and in response to a changing climate) while meeting community expectations for level of amenity (that is, green spaces, sports fields, passive recreation and health of street trees)?

Workshop presenters

Three topic specialists were invited to present at the workshop via video, and attend as part of a Q&A panel and to provide guidance to workshop participants in forming their ideas and recommendations for Council.

Speaker 1 - Renae Walton, Acting Coordinator Sustainable Policy, City of Port Phillip

Outlined the City of Port Phillip's 'Toward Zero' water savings targets, and the context of why we have these targets, and the challenges of meeting these. Discussed increased community use of reserves and new demands for irrigation in response to this, and a lack of consistent rainfall.

Speaker 2 - Jamie Ewert, Regional Executive Director (Southern), Cooperative Research Centre for Water Sensitive Cities

Discussed integrated water management (as a concept and in practice) outlining innovative options from around the world, including storm water harvesting, as well as the costs, benefits, key challenges and opportunities into the future.

Speaker 3 - Yvonne Lynch, Team Leader Urban Forest & Urban Ecology, City of Melbourne

Discussed the importance of our green urban spaces and trees to the wellbeing of people in a city and how City of Melbourne is responding to climate adaptation.

Priority ideas for water

The below five priority ideas were generated by workshop participants in response to the question posed at the beginning of the workshop:

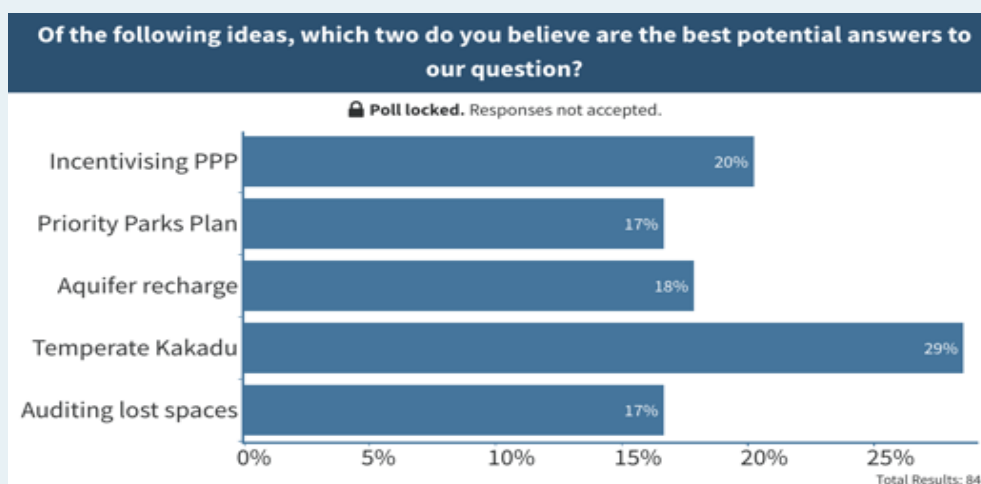
Priority idea	Pitch description	Group poll
Incentivising (or making mandatory) private / public partnerships –	<p>This idea focuses on developer contributions to water harvesting; and private household harvesting.</p> <ul style="list-style-type: none"> To provide education and support for private property owners in Port Phillip to harvest rainwater from roofs and ground runoff To include mandatory water tanks for all new dwellings for non-potable (not drinking quality) use Harvesting water from private property for Council / public space use – developers to provide water harvesting and offsets to be shared with Council for public use 	<p>53% support 37% can live with 11% not sure</p>
Creating a Priority Parks Water Plan – catching the water parks need locally	<ul style="list-style-type: none"> A plan to help the water needs of local parks and public open spaces in Port Phillip (including school open spaces, public parks or community gardens) To build a priority parks water community, such as ‘friends of’ groups Roof areas near parks or public open space to be used to harvest storm water, with the rainfall to be fed by gravity to the park or public open space Incentives could potentially include 50% value of water harvested as discount on rates 	<p>60% fully support 13% can live with 18% not sure 10% do not support</p>
Managed Aquifer Recharge	<ul style="list-style-type: none"> Inject storm water into aquifers (underground layers of rock that are saturated with water) in Port Phillip Managed aquifer recharge is a way to store water until it is needed at a later date; in times of low rainfall water can be pumped to the surface 	<p>40% fully support 15% can live with 43% not sure 3% do not support</p>
Temperate Kakadu, returning to natural landscapes, ramping up Water Sensitive Urban Design (WSUD)	<ul style="list-style-type: none"> Re-wilding public spaces with native vegetation to reintroduce the natural shape and absorbency of the landscape through water treatments, such as wetlands, lakes and swamps Planting to better follow natural systems – reconsider the planting mix to focus on urban development improvements (especially in Fishermans Bend) Education about household water usage and the natural environment (past and present), and a vision created to galvanise the community into action 	<p>41% fully support 31% can live with 15% not sure 13% do not support</p>

Priority idea	Pitch description	Group poll
	<ul style="list-style-type: none"> Hold back population growth through planning controls 	
Activating lost spaces	<p>Activating spaces not currently being used for water retention, harvesting or treatment in Port Phillip. These spaces could be:</p> <ul style="list-style-type: none"> vertical spaces – including commission and public housing unused asphalt medians – including Broadway, Westbury, Inkerman, Canal-Tide Street Triangle, especially broad ones with no parking decommissioned gas / sewer pipes – including a 1m diameter decommissioned pipe under Richardson Street, previously used gas pipes either side of the Elwood Canal and Glen Huntly Road, and wrought iron sewer pipes tram track and railway verges – underneath for water retention (collaboration with Planning and Transport departments on future infrastructure promises) vaults under St Kilda – how can heritage also preserve the future? creek beds and springs – additional sources of fresh water (including, Bothwell Street and Town Hall Main Drain, St Kilda Cemetery Spring Reserve, Elwood Poets Corner Spring, Elsternwick Pub Well. 	<p>50% fully support 18% can live with 21% not sure 11% do not support</p>

The final poll

Towards the end of the workshop, participants were asked to vote on the two ideas they believed to be the best potential answer to the question posed to the group. The priority idea 'Temperate Kakadu, returning to natural landscapes, ramping up WSUD' was the most supported by the group (29%).

The idea that had the least support in terms of answering Council's original question, was a tie with both the Priority Parks Water Pan and Activating Lost Spaces (both 17%).



4.6.2 Workshop 2 – Diversity and inclusion

Thirty-eight people attended the special focus workshop on diversity and inclusion, which focused on the following questions:

1. How can Council best support our community to be diverse and inclusive?
2. In a climate of rate capping, what should Council's priorities be to ensure best value for investment in diversity and inclusion?

Workshop presenters

Three topic specialists were invited to present at the workshop via, and attend as part of a Q&A panel and to provide guidance to workshop participants in forming their ideas and recommendations for Council.

Speaker 1 - Vanessa Schernickau, Acting General Manager, Community Development, City of Port Phillip.

Discussed the work of the Community Development division of Council, which supports and delivers a range of services that support diversity and inclusion.

Speaker 2 - Graduates of 'Voices of the South Side' program, Bill, Bianca and Maurya

Discussed the impact of this program, which provides public speaking, advocacy, communication and teamwork skills to people who live in social and public housing in City of Port Phillip who have experienced homelessness, drug abuse or physical/mental illness.

Speaker 3 - Rhonda Garad, General Manager Policy, Health Promotion and Data, at Family Planning Victoria.

Discussed investment in diversity programs leading to direct economic, social capital and security benefits to the wider community; and the importance of early targeted investment.

Priority ideas for diversity and inclusion

The below five priority ideas were generated by workshop participants in response to the question posed at the beginning of the workshop:

Priority idea	Pitch description	Group poll
Improving information provision – to help navigate the system	<ul style="list-style-type: none">• A knowledge management platform – a place where Council can connect people looking for services and provide information; could be linked to social media	50% fully support 26% can live with 24% not sure

Priority idea	Pitch description	Group poll
	<ul style="list-style-type: none"> • Council to provide access to information on all services within Port Phillip for the community, including meeting times and places for: <ul style="list-style-type: none"> ○ local groups ○ sports organisations ○ religious organisations ○ service groups ○ contact points ○ community gardens ○ activities with LGBTI groups. 	
A, B, C, D - Asset Based Community Development and Whole of Government approach (three tiers)	<p>Asset Based Community Development (ABCD) - tapping into and building community knowledge and skills, and physical assets.</p> <ul style="list-style-type: none"> • An asset-sharing model for community organisations, which will allow Council to draw on local skills and talent • Asset based audit of community facilities to identify under-utilised open and public spaces, networks, skill bases, volunteers • Puts back into the community so less outsourcing • Draws on community talent as an asset – Council can contact through a ‘database of talent’ (for example, business analyst, artists, and gardeners) • Increases local support of community assets • Contributes to a sense of belonging for community members 	<p>78% fully support 16% can live with 3% not sure 3% do not support</p>
Increase social housing availability (via changed planning laws that ensure a proportion of buildings are set aside for social housing).	<ul style="list-style-type: none"> • Council to advocate to State Government for more funds • Council to advocate for developers to provide a percentage of social / community housing (for example, Fishermans Bend) • Participation in ‘housing bonds’ to generate a greater supply of affordable housing • More funding commitment to new innovative housing models • Redistribution of funds across more affluent areas to give to those who are not as wealthy in housing 	<p>75% fully support 7% can live with 4 % not sure 14% do not support</p>

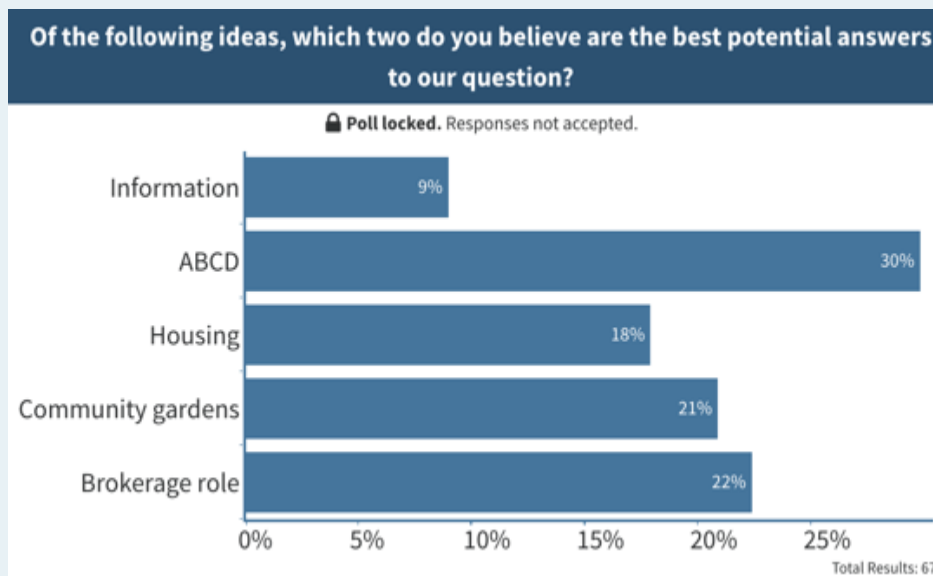
Priority idea	Pitch description	Group poll
Community Gardens	<ul style="list-style-type: none"> • Increase the number of community gardens in Port Phillip • Everyone can get involved (can involve festival bake ups and community / multicultural dinners) • Many spaces (nooks, gardens, nature strips) can be converted and can include multi-purpose spaces (for example, BBQs, chess and playgrounds) • Affordable and reduces cost of waste management • Easy and quick to action • Health and wellbeing benefits • Local cafes and restaurants can partner and provide compost • Roadside fruit trees could be planted (inspiration from Ted X talk: How can we eat our landscapes?) • Encourage native flora and elevated plots / boxes 	90% fully support 10% can live with
An effective Council as partnership broker to deliver actions, not just rhetoric with community	<ul style="list-style-type: none"> • Council to be an active leader in diversity and inclusion • Council to act as a broker – tapping into local expertise by working in partnership with groups (such as advisory groups) to optimise value in budget allocation and prioritise Council budget to achieve diversity and inclusion • Council to broker connections and partnership opportunities to connect Council neighbourhood houses (for example, Skills Victoria and Leadership Victoria, and other relevant organisations to leverage additional funding) • Multifaith initiatives to develop greater awareness of leadership in this area • Develop a cultural diversity unit and funding in Council to increase diversity and social inclusion • One person to deal with procedures for the funding of the neighbourhood houses 	41% fully support 9% can live with 50% not sure

The final poll

Towards the end of the workshop, participants were asked to vote on the two ideas they believed to be the best potential answers to the questions posed by Council. The most supported idea was 'ABCD - Asset Based Community Development' with 30% of votes.

It is noteworthy that in the earlier round of individual polls, the 'community gardens' idea was the most supported by the group, with 100% of participants either selecting 'fully supporting' the idea or 'can live with'.

The least supported idea when polled individually was 'Council as partnership broker', with 50% of participants either 'unsure' or 'do not support'. However, in terms of answering the workshop question posed by Council, it was voted as the second best idea to address that dilemma.



4.6.3 Workshop 3 – Waste

Thirty-five people attended the special focus workshop on waste management, which focused on the following question:

To significantly reduce the volume of waste going to landfill, should we focus more on supporting people to minimise the waste they produce or pursue new organic waste processing solutions that may need to be paid for by higher rates?

Workshop presenters

Three topic specialists were invited to present at the workshop via video, and attend as part of a Q&A panel and to provide guidance to workshop participants in forming their ideas and recommendations for Council.

Speaker 1: Nick Dunstan, Acting Coordinator Waste Management Services, City of Port Phillip

Provided an overview of Council's waste management challenges, how much waste currently gets diverted to landfill, the issues of local landfills reaching capacity and costs / impacts of having to transport waste further afield, practical constraints and considerations of servicing properties.

Speaker 2: Rob Millard (video presentation) and Julie Garbutt (Q&A panel), Metro Waste and Resource Recovery Group

Discussed what is happening with waste solutions across the State, what direction is the State heading and what are some of the potential constraints (including cost) and opportunities.

Speaker 3: Karen Jones, Port Phillip EcoCentre

Discussed behaviour change programs with regard to waste – the journey we have been on, what has worked well, what has been harder to achieve (and the reasons why), what is the next focus for such programs and what is going to be critical to their success.

Priority ideas for waste

The below priority ideas were generated by workshop participants in response to the question posed at the beginning of the workshop:

Priority Idea	Pitch description	Group poll
Minimising waste and banning plastic bags	<ul style="list-style-type: none">• Education – instruct people about 'where waste is going'• Enforce – fining the community for non-compliance (or ask for a fee if not banned)• Reward – incentives for positive behaviour	79% fully support 14% can live with 7% not sure

Priority Idea	Pitch description	Group poll
	<ul style="list-style-type: none"> • Diversity of systems collection – for example, individual households vs apartments buildings; providing cafes or restaurants with big recycle bins • Reducing the demand – based on individuals not buying too much, and buying wise packaging • Council – advocating and decentivising role • Red group soft plastic – recycle, educate and make easy 	
Council advocating for Container Deposit Legislation (CDL) – a law that requires collection of monetary deposit on reusable packaging at the point of sale	<ul style="list-style-type: none"> • Council to lobby State Government to introduce CDL for plastic • Education and instruction to make improvements • Deal with owners and corporations • Other States have proven it works • Healthier environmental outcomes 	77% fully support 13% can live with 10% not sure
'Garbage Champions' – community champions to reinforce good behaviour	<ul style="list-style-type: none"> • Council to reinforce and reward community to 'do the right thing' by educating, instructing and rewarding good waste management (rather than a punitive measure) • Community groups to become 'garbage champions'. Groups (including scouts, schools, local businesses, real estate agents) to demonstrate their responsible reduction of waste measures. Celebrity status provided, including profile, financial reward, opportunity for local business to advertise, certificate, photo, interviewed on community radio • Acknowledge local residents and businesses who demonstrate responsible waste management • Title and financial reward for local businesses • Educating consumers to be educated about buying wise 	31% fully support 48% can live with 17% not sure 3% do not support
Council to take action with regard to dumped rubbish (for example, using levers of	<ul style="list-style-type: none"> • This idea links renters' bonds (or other fees) to waste dumping behaviour. For example, either the renter or the landlord is penalized if rubbish is dumped • Bond cheque to be linked to a clean rental without rubbish 	43% fully support 10% can live with 37% not sure 10% do not support

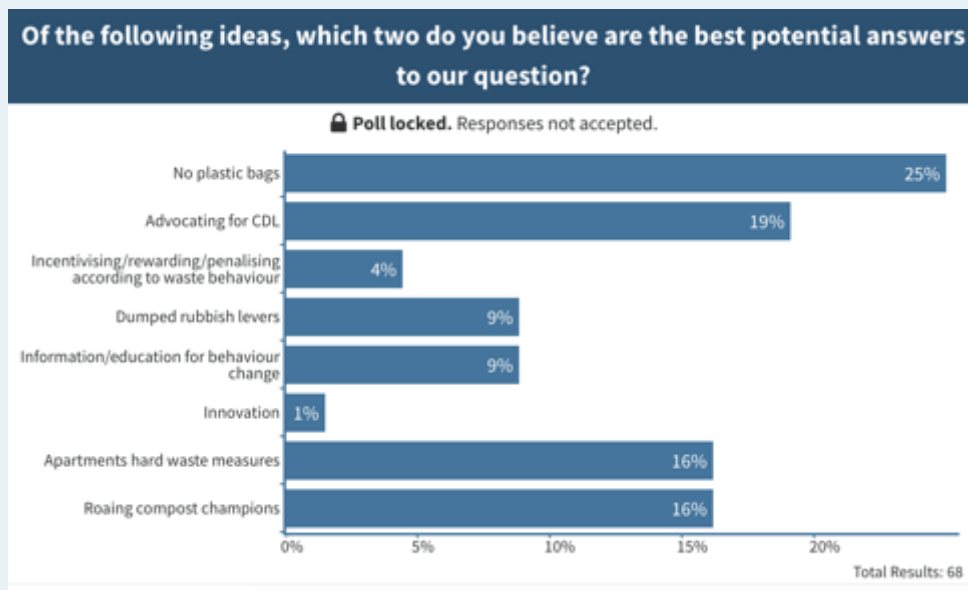
Priority Idea	Pitch description	Group poll
leases, bonds and owners corporations)	<ul style="list-style-type: none"> Information regarding the scheme (and fines) will be included in lease agreements Offer the alternative of a free collection of waste if pre-arranged (and the number for dumped waste provided) Agents to be provided lease information and waste expectations for tenants 	
Individual information and education for waste behavior change	<ul style="list-style-type: none"> Stickers on bins Continue Council initiatives – including brochures and flyers Educate individuals about choices when shopping Improve signage on public and private signs (something more accessible) Local waste champions – within streets, blocks, neighbourhoods – who assist neighbours with what to do Peer pressure to shift community attitudes 	<p>81% fully support 13% can live with 3% not sure 3% do not support</p>
Innovation officer to be employed at Council	<ul style="list-style-type: none"> An innovation officer at Council to be the science and research driver to find and implement ideas within the community Ideas for the officer to pursue could include: <ul style="list-style-type: none"> biodegradable packaging – banana skins and plastic bags garden bed litter interceptors better signage – memorable and catchy reusable packaging producer responsibility cloth nappies garden mulch (free to community) building materials – credits carbon credits. 	<p>43% fully support 17% can live with 27% not sure 13% do not support</p>
Localised composts and roaming compost champions	<ul style="list-style-type: none"> Employ a roaming compost champion in Port Phillip to run weekly work bees and education as well as engagement One site, well managed can process five tonnes a year 	<p>67% fully support 27% can live with 7% not sure</p>

Priority Idea	Pitch description	Group poll
	<ul style="list-style-type: none"> • Send to a specific place – such as a local iconic garden or community garden (people like to know specific impact and will incite local pride) • Healthy compost can handle some contamination and plastics can be sifted out • People are educated (and connected) through participating, and no skills needed to start! • Health minimum – 2 x week turn and check by champion • Connect existing “secret compost sites” around Port Phillip (for example, Wellington Street, EcoCentre and Elwood Primary School) • A roving compost machine would include music (ice cream truck style) and food 	
Different schedules and skips to reduce apartment dumping of hard rubbish, as well as info packs for owners corps	<ul style="list-style-type: none"> • Multi-dwelling blocks have specific problems with rubbish removal • Clear and straight forward messaging to the community is needed about where waste goes – including posters, for apartments and public spaces • Promote alternative ways for people to get rid of hard rubbish (for example, Gumtree) • Council to provide packs to real estate agents and owners corporations including: <ul style="list-style-type: none"> ○ posters for what goes where ○ stickers to go on bins ○ additional resources for recycling (Zilch, Freecycle, Gumtree) ○ Council advocacy for minimising package production ○ need to alter pick-ups from six a year – schedule for collections required ○ more skips needed in Port Phillip. 	72% fully support 14% can live with 14% not sure

The final poll:

Towards the end of the workshop, participants were asked to vote on the two ideas they believed to be the best potential answer to the question posed by Council. The priority idea 'banning plastic bags' was most supported (25%) by the group.

The idea that had the least support in terms of answering Council's question, was 'innovation officer at Council' with 1% of votes.



4.6.4 Workshop 4 – Transport and parking

Thirty-five people attended the special focus workshop on transport and parking, which focused on the following questions:

1. How do we reduce car dependence, and therefore help manage traffic congestion, in Port Phillip, by making other modes of transport more attractive?
2. How should Council respond to growing demands on the available car parking without increasing car dependence?

Workshop presenters

Three topic specialists were invited to present at the workshop via video, and attend as part of a Q&A panel and to provide guidance to workshop participants in forming their ideas and recommendations for Council.

Speaker 1: Claire Ferres Miles, General Manager, Place Strategy & Development, City of Port Phillip

Provided an overview of the transport challenges within the City of Port Phillip, what Council's role is and what key initiatives we are doing to make other modes of transport more attractive.

Speaker 2: Steve Burgess, Principal, MRCagney

Provided an expert view on transforming urban spaces from being car dominated to being places for people, touching on parking issues, walkable communities and economic renewal.

Speaker 3: Michael Tarulli, Port Phillip resident

Shared his experience, as a person with a disability, of having to rely on his car to get around.

Priority ideas for transport and parking

The below priority ideas were generated by workshop participants in response to the questions posed at the beginning of the workshop:

Priority idea	Pitch description	Group poll
Incentivising alternatives	<p>A strategic behaviour change campaign to “be a better you”, that will increase safety, provide rebates, and change the marginal cost between alternatives; provide more accessible public transport to access points.</p> <p>“To make using alternatives to your car attractive, for those who can, when they can”:</p> <ul style="list-style-type: none"> • you will save money 	<p>46% fully support 16% can live with 24% not sure 14% do not support</p>

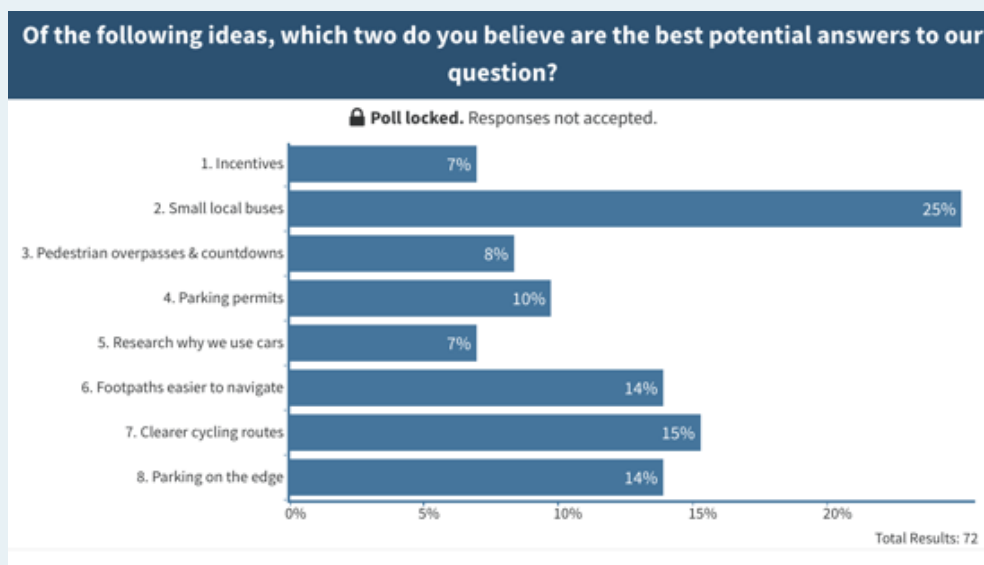
Priority idea	Pitch description	Group poll
	<ul style="list-style-type: none"> • you will be healthier • you are helping the environment • you will meet people • you will enjoy the trip • <u>but</u> it needs to be safe • For example, don't drive to the gym – walk and visit friends • Behaviour change – cultural change – community change 	
Small local buses on demand	<p>Provide small (potentially 9 seater) buses that the user can call on demand for:</p> <ul style="list-style-type: none"> • more flexible routes / times • 'on call' pick up • regular arrival and departure time • real-time information with apps • public transport up and down Beaconsfield Parade. 	<p>66% fully support 22% can live with 6% not sure 6% do not support</p>
Pedestrian countdown clocks and overpasses	<ul style="list-style-type: none"> • Improve the Port Phillip pedestrian experience by including countdown clocks and overpasses • Potential locations for overpasses to include Brighton Road near St Kilda Town Hall, Brighton Road / Nepean Highway and Glen Huntly; Queens Road North of Lorne; Kingsway at Bank Street; to Albert Park and Queens Road and more • Timed pedestrian crossings should be put up on all multi-lane divided road pedestrian crossings • Research for data on pedestrians / cyclists crossing • Improve pedestrian / cyclist crossing on major thoroughfares and the following locations: <ul style="list-style-type: none"> ○ Albert Park and Queens Road ○ Kingsway ○ Brighton Road ○ St Kilda Road 	<p>44% fully support 33% can live with 19% not sure 3% do not support</p>
Parking permits	<ul style="list-style-type: none"> • Provide parking permits to the residents of Port Phillip • Parking permits should be everywhere 	<p>43% fully support 23% can live with 17% not sure 17% do not support</p>

Priority idea	Pitch description	Group poll
	<ul style="list-style-type: none"> • Focus on one car per dwelling (have a scale charge if people want more than two permits) • Consider a City Access Permit • Residents to have priority in their own streets 	
Research into why people use cars the way they do – for example, helping people to walk to most things within ten minutes	<ul style="list-style-type: none"> • Council to carry out research into transport behaviour • For example: why do people use cars in the way they do? What's not within 10 mins that we're driving to? • What influences travel and 'how can our City accommodate the needs of its residents?' • If there is more amenity, services, shops, infrastructure for people within a ten minute walk, would they be less inclined to use their cars? 	59% fully support 16% can live with 22% not sure 3% do not support
Less obstacles on footpaths to make it easier to get around the City of Port Phillip on foot	Minimise obstacles on footpaths in Port Phillip by: <ul style="list-style-type: none"> • removing (or move to the edge) signposts • trash bins at the gutter line • bus stop kerbs • minimise tree trunk surrounds • move bike racks closer to road • objective is two to three people can cross. 	33% fully support 31% can live with 17% not sure 19% do not support
Clearer cycling routes	A strategy to incentivise cycling with clearer cycling routes in the City of Port Phillip with: <ul style="list-style-type: none"> • separated bike lanes for bikes and pedestrians, and journeys that are direct, safe and aesthetically pleasing • removed obstructions to keep bikes moving • clearly marked bike paths. 	51% fully support 14% can live with 26% not sure 9% do not support
Multi-storey parking on the edge, park n ride	<ul style="list-style-type: none"> • People to park their car outside / at edge of the city (potentially in multi-use multi-storey car parks near public interchanges) and collect another form of transport into the City's activity areas from these collection points (freeing up car parking space for residents) • Could consider providing multi-storey car parks in shopping areas to free up road space – Carlisle St supermarket car parking is single, could be a 2-3 level car park. This would improve amenity and provide opportunities such as Alfresco dining. 	32% fully support 5% can live with 24% not sure 38% do not support

The final poll:

Towards the end of the workshop, participants were asked to vote on the two ideas they believed to be the best potential answer to the question posed by Council. The idea about small local buses on demand was the most supported option by the group (25%).

The two ideas that had the least support in terms of answering Council's original question (both at 7%), were incentivising alternatives and research into why people are using their cars.



4.7 Other feedback

In addition to the feedback received via organised community engagement activities, Council received four emails and one piece of feedback in person, covering the following themes: waste management, including investment in Big Belly Bins; transport, traffic and parking permits; water management, including flooding, water quality problems at the beach and stormwater management.

5. Next steps

All ideas gathered from the community are being considered as part of the development of the Council Plan 2017-2027. We will present the draft Council Plan 2017-2027 at the Ordinary Council meeting on 19 April 2017. Pending Council's endorsement at this meeting, the draft plan will be released to the public for comment. Details on how to make a submission on the draft Council Plan 2017-2027 will be available on Council's website.

Council will consider submissions made to the Council Plan 2017-2027 and Budget 2017/18, before finalising the Integrated Plan for adoption in late June 2017.

Appendix 1

- Community survey

Council Plan 2017-2027

Community survey



Together we are facing a future of exciting possibilities - as well as new challenges.

We want you to tell us your ideas and solutions for difficult problems, and ask for your feedback on potential new measures.

Join us as we design an action plan for the future.

This survey will take approximately 15 minutes to complete. We appreciate your time and feedback. The survey closes on Sunday 26 February 2017.

You can complete the survey online at haveyoursay.portphillip.vic.gov.au

Section 1

How do you fit into the picture?

Demographic data allows Council to assess whether it is providing all areas of the community with an opportunity to become involved and be heard. The personal information provided in this section is being collected by Council for the purpose of providing a demographic snapshot of contributions to this project. Your personal information will be used solely by Council and the consultants working on the Council Plan 2017-2027 project for this primary purpose or directly related purposes. Demographic data may be published in an aggregate form and used as part of a Council report.

For more information, please contact Council's Privacy Officer via ASSIST on **03 9209 6777**.

1 What is your relationship to the area? Choose **all** that apply.

I live in the City of Port Phillip ☐

I own or operate a business in the City of Port Phillip ☐

I live outside the City of Port Phillip but own property there ☐

I work or study in the City of Port Phillip ☐

I am a visitor ☐

Prefer not to say ☐

2 What best describes your household? Choose which **best** applies.

Single ☐

Group / share house ☐

Prefer not to say ☐

Couple with no children ☐

Family with child/ren ☐

3 What is your residential postcode?

3000 ☐

3205 ☐

3207 ☐

3182 ☐

3184 ☐

Other

3004 ☐

3206 ☐

3181 ☐

3183 ☐

3185 ☐

Privacy statement:

Any feedback made via this feedback form may be published and used as part of a Council report. However, Council will not publish any personal details collected as part of this form. For more information about Council's Privacy Policy contact the Privacy Officer via **ASSIST on 03 9209 6777** or email assist@portphillip.vic.gov.au

4 Please indicate your age?

Under 18 years ☐ 25-34 years ☐ 50-59 years ☐ 70-84 years ☐ Prefer not to say ☐
18-24 years ☐ 35-49 years ☐ 60-69 years ☐ Over 85 years ☐

5 What is your gender identity? Choose **one**.

Female ☐ Male ☐ Other ☐ Prefer not to say ☐

Section 2

Vision questions

6 Thinking about our City in 10 years' time, what are the things you value **most** and want to keep?

Choose your **top five** from the list below.

Clean and well maintained beaches, parks and gardens	<input type="checkbox"/>	Childcare and maternal health services	<input type="checkbox"/>
Well-designed and clean streets	<input type="checkbox"/>	Services that support older people and people with disabilities	<input type="checkbox"/>
Facilities for sports and recreation	<input type="checkbox"/>	Safe streets and neighbourhoods	<input type="checkbox"/>
Libraries and learning opportunities	<input type="checkbox"/>	The heritage of our neighbourhoods and buildings	<input type="checkbox"/>
Vibrant shopping strips	<input type="checkbox"/>	Bike and walk paths	<input type="checkbox"/>
A community that supports people of all backgrounds and life stages	<input type="checkbox"/>	Accessible public transport	<input type="checkbox"/>
A vibrant arts and culture scene	<input type="checkbox"/>	Events and attractions that bring people to our City	<input type="checkbox"/>
Lively markets, festivals and public events	<input type="checkbox"/>	Other	<input type="checkbox"/>

7 Thinking about our city in 10 years' time, what are the things you value **least**?

Choose your **top five** from the list below.

Clean and well maintained beaches, parks and gardens	<input type="checkbox"/>	Childcare and maternal health services	<input type="checkbox"/>
Well-designed and clean streets	<input type="checkbox"/>	Services that support older people and people with disabilities	<input type="checkbox"/>
Facilities for sports and recreation	<input type="checkbox"/>	Safe streets and neighbourhoods	<input type="checkbox"/>
Libraries and learning opportunities	<input type="checkbox"/>	The heritage of our neighbourhoods and buildings	<input type="checkbox"/>
Vibrant shopping strips	<input type="checkbox"/>	Bike and walk paths	<input type="checkbox"/>
A community that supports people of all backgrounds and life stages	<input type="checkbox"/>	Accessible public transport	<input type="checkbox"/>
A vibrant arts and culture scene	<input type="checkbox"/>	Events and attractions that bring people to our City	<input type="checkbox"/>
Lively markets, festivals and public events	<input type="checkbox"/>	Other	<input type="checkbox"/>

8 In 10 years' time, what sort of City would you like Port Phillip to be?

Choose your **top five** from the list below.

A City that:

- | | | | |
|--|--------------------------|--|--------------------------|
| a. supports people when they experience periods of vulnerability | <input type="checkbox"/> | h. embraces its rich multicultural community and Indigenous heritage and culture | <input type="checkbox"/> |
| b. is reducing its carbon footprint and responding to a changing climate | <input type="checkbox"/> | i. is innovative and takes advantage of emerging technologies | <input type="checkbox"/> |
| c. makes it easier and more enjoyable to walk, bike ride or use public transport than cars | <input type="checkbox"/> | j. has made thoughtful decisions about how services are delivered | <input type="checkbox"/> |
| d. has a mix of commercial and residential land uses | <input type="checkbox"/> | k. is designed to support healthy living and invests in community wellbeing | <input type="checkbox"/> |
| e. is creative and celebrated for its arts and culture | <input type="checkbox"/> | l. has places, spaces and amenities for people all ages, ability and life stages | <input type="checkbox"/> |
| f. has vibrant, safe and inviting shopping precincts | <input type="checkbox"/> | m. has clean, safe and welcoming streets | <input type="checkbox"/> |
| g. celebrates its natural and built cultural heritage | <input type="checkbox"/> | n. has a range of affordable housing available | <input type="checkbox"/> |

9-13 How well do we do now?

Please rate your answers from the previous question on a scale of 1 to 7, with **1** being the lowest and **7** being the highest.

Add your letter from question 8	Rating (1 being the lowest and 7 being the highest)						
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>
	1 <input type="checkbox"/>	2 <input type="checkbox"/>	3 <input type="checkbox"/>	4 <input type="checkbox"/>	5 <input type="checkbox"/>	6 <input type="checkbox"/>	7 <input type="checkbox"/>

14 If there is **one** thing you could do to make a positive difference for our City, what would it be?

Section 3

Embracing change, challenges and opportunities

Change is everywhere and we have a choice to embrace change for the better or let change happen to us. Together, we are facing a future of exciting possibilities and a future of new challenges. A future with more residents, climate change impacts, and new ways of working and living in a modern world. The stakes are high and what we've done in the past may not work in the future. Our challenges will require time and effort from both Council and the community to solve. We have identified several challenges that we want specific feedback on now.

Transport and parking

15

As Port Phillip and Melbourne’s population increases, we need to enable more people to safely move into, out of and around our City while managing traffic congestion.

If you travel by car regularly, what would make it easier for you to switch some trips to public transport, walking or bike riding? Choose **all** that apply.

Having more frequent tram, bus and train services to current locations across Port Phillip and metropolitan Melbourne	<input type="checkbox"/>	Better connections between public transport modes	<input type="checkbox"/>
Having tram and bus services to new locations across Port Phillip and metropolitan Melbourne	<input type="checkbox"/>	Safer street crossings and footpaths which are comfortable and pleasant to use	<input type="checkbox"/>
Having secure bike parking at tram and train hubs	<input type="checkbox"/>	Protected bike lanes on our roads	<input type="checkbox"/>
Having end of trip facilities (showers and change rooms) if you are bike riding or walking	<input type="checkbox"/>	I regularly use public transport, walk or bike ride	<input type="checkbox"/>
Having accessible public transport (e.g. level access for wheelchair users, walking frames and prams)	<input type="checkbox"/>	Not applicable	<input type="checkbox"/>

16

To what extent would you support converting some existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking?

Not supportive				Neutral			Very supportive
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1	2	3	4	5	6	7	

Waste

17

With landfills reaching capacity across metropolitan Melbourne and our growing population, we need to find better options to manage our waste. Currently, only 40 per cent of community generated waste material is diverted from landfill.

To what extent would you support paying a bit more for other options to reduce the amount of waste going to landfill, including green and organic waste collections?

Choose the option you support.

Do not support paying more

☐

Support paying between \$100 and \$150 per annum

☐

Support paying between \$150 and \$200 per annum

☐

Happy to pay for the full cost because it's important for our environment

☐

Water

18

As our climate changes, water will increasingly become a scarce resource. Rainfall patterns are insufficient to maintain many of our parks, gardens and playing surfaces so we need to look at ways to manage our water use wisely.

To reduce potable (drinking quality) water use but still ensure our open spaces are useable, to what extent would you support less irrigation of our parks, gardens and playing surfaces?

Not supportive

☐

1

☐

2

☐

3

Neutral

☐

4

☐

5

☐

6

Very supportive

☐

7

Diversity and inclusion

19-24

One of the attributes Port Phillip is known for is its diverse community, where people from all walks of life come together and have access to support services.

To what extent should Council support people experiencing periods of vulnerability like those undergoing health or housing crises?

Please indicate your **level of support** for each.

	Not supportive			Neutral			Very supportive
	1	2	3	4	5	6	7
Affordable housing - Contribute to an affordable housing supply by providing opportunities to develop on Council land (eg. above car parks) and funding to community housing organisations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support services - Like meals on wheels and activity groups that support older people and people with disabilities to be active in our City	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Art and recreation - Fund art and recreation opportunities for people with disabilities and those at risk of social exclusion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maternal child and health - Provide enhanced maternal child health services to support people with additional needs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Youth services - Fund services for youth experiencing life changes or are at risk of disengagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health - Advocate for the needs of our community and develop health promotion programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

25

What other challenges in the next four years should we spend more time and effort in addressing through our plan? Choose your **top two** from the list below.

How to maintain the character of our neighbourhoods while also providing development for places to evolve, house more people and grow the local economy	<input type="checkbox"/>	How to reduce our City's carbon emissions and adapt to a changing climate	<input type="checkbox"/>
How to ensure there is childcare, aged care and parks in areas of growth	<input type="checkbox"/>	How to protect our beaches and coastal areas threatened by climate change	<input type="checkbox"/>
How to manage our public space and sports facilities as more people want to use them	<input type="checkbox"/>	How to best support a vibrant arts and culture scene in our City	<input type="checkbox"/>
How to balance activities that keep our City vibrant (like restaurants, bars and events) with people's desire for quiet and safe residential and community spaces	<input type="checkbox"/>	Other	<input type="checkbox"/>

Section 4

Thank you and close.



One final question.

26-28 Are you interested in participating in future conversations on the Council Plan 2017-2027 and other Council projects?

Contact details are being requested in order to provide you with project updates.

All responses are anonymous and no IP addresses are tracked. Any feedback provided via this survey may be published and used as part of a Council report.

Privacy statement: Council is collecting this feedback for the purpose of informing the project. Providing contact details is optional. Your details will be used to provide you with project updates and will be kept confidential.

☐

Yes

name

email

☐

No

Thanks for your contribution. We need your intelligence and insights to develop a great Council Plan that will set our direction for the next 10 years.

We will include a report on what people have said through this survey and other engagement activities haveyoursay.portphillip.vic.gov.au in April 2017.

How to submit your survey.

The Council Plan 2017-2027 Community Survey closes on **Sunday 26 February 2017**.

By hand

Hand in to any City of Port Phillip town hall by **Sunday 26 February 2017**.

By mail

Return by mail using the Reply Paid at the front of this survey

1. Fold where indicated and seal with tape
2. Ensure the Reply Paid is facing outwards (you do not need a stamp)
3. Place in mail by **Monday 20 February**.

Online

If you miss the cut-off date to return this survey by mail and cannot make it to a City of Port Phillip town hall, you can submit your survey online.

Please visit haveyoursay.portphillip.vic.gov.au by Sunday 26 February 2017.

Appendix 2

- Community survey responses

Section 1: How do you fit into the picture?

Table responses to each question

What is your relationship to the area?	Number of Responses	%
I live in the City of Port Phillip	514	71%
I work or study in the City of Port Phillip	160	22%
I own or operate a business in the City of Port Phillip	26	4%
I live outside of the City of Port Phillip but own property there	11	2%
I am a visitor	9	1%
Prefer not to say	9	1%
TOTAL	729	100%

Please indicate your age:	Number of Responses	%
Under 18 years	2	>1%
18-24 years	9	1%
25-34 years	90	14%
35-49 years	243	38%
50-59 years	116	18%
60-69 years	112	17%
70-84 years	62	10%
Over 85 years	4	1%
Prefer not to say	7	1%
TOTAL	645	100%

What best describes your household?	Number of Responses	%
Family with children	229	36%
Couple with no children	210	33%

Engagement findings report 2017



Single	158	25%
Group/Share House	28	4%
Prefer not to say	19	3%
TOTAL	644	100%

What is your residential postcode?	Number of Responses	%
3182	152	24%
3207	103	16%
3184	82	13%
3183	68	11%
3206	61	10%
3205	50	8%
3004	12	2%
3185	8	1%
3181	7	1%
3000	3	>1%
Other	88	14%
TOTAL	634	100%

What is your gender identity?	Number of Responses	%
Female	418	65%
Male	210	33%
Prefer not to say	13	2%
Other	2	>1%
TOTAL	643	100%

Section 2: Vision Questions

Question: Thinking about our city in 10 years' time, what are the things you value most and want to keep?

Please choose your top five (5) responses from the list below. If other, please specify.

Thinking about our city in 10 years' time, what are the things you value most and want to keep?	Number of Responses	%
Clean and well-maintained beaches, parks and gardens	454	14%
A community that supports people of all backgrounds and life stages	325	10%
Safe streets and neighbourhoods	292	9%
Accessible public transport	248	8%
Well-designed and clean streets	235	7%
The heritage of our neighbourhoods and buildings	225	7%
Libraries and learning opportunities	214	7%
Services that support older people and people with disabilities	192	6%
Bike and walk paths	191	6%
A vibrant arts and culture scene	189	6%
Vibrant shopping strips	181	6%
Lively markets, festivals and public events	162	5%
Facilities for sports and recreation	144	4%
Childcare and maternal health services	109	3%
Events and attractions that bring people to our City	50	2%
Other	59	2%
TOTAL	3270	100%

Question: Thinking about our city in 10 years' time, what are the things you value least?

Please choose your top five (5) responses from the list below. If other, please specify.

Thinking about our city in 10 years' time, what are the things you value least?	Number of Responses	%
Events and attractions that bring people to our City	415	14%
Lively markets, festivals and public events	274	9%
Facilities for sports and recreation	268	9%
Vibrant shopping strips	259	9%
Childcare and maternal health services	245	8%
A vibrant arts and culture scene	222	7%
Well-designed and clean streets	185	6%
The heritage of our neighbourhoods and buildings	177	6%
Bike and walk paths	166	5%
Libraries and learning opportunities	151	5%
A community that supports people of all backgrounds and life stages	130	4%
Services that support older people and people with disabilities	125	4%
Safe streets and neighbourhoods	116	4%
Accessible public transport	94	3%
Clean and well-maintained beaches, parks and gardens	73	2%
Other	135	4%
TOTAL	3035	100%

Question: In 10 years' time, what sort of city would you like Port Phillip to be? A city that:

Please choose your top five (5) responses from the list below. If other, please specify.

In 10 years' time, what sort of city would you like Port Phillip to be? A city that:	Number of Responses	%
Has places, spaces and amenities for people of all ages, ability and life stages	338	11%
Is designed to support healthy living and invests in community wellbeing	303	10%
Makes it easier and more enjoyable to walk, bike ride or use public transport than cars	297	10%
Has clean, safe and welcoming streets	291	10%
Is reducing its carbon footprint and responding to a changing climate	277	9%
Embraces its rich multicultural community and Indigenous heritage and culture	214	7%
Has made thoughtful decisions about how services are delivered	188	6%
Supports people when they experience periods of vulnerability	186	6%
Has vibrant, safe and inviting shopping precincts	185	6%
Has a range of affordable housing available	180	6%
Celebrates its natural and built cultural heritage	175	6%
Is creative and celebrated for its arts and culture	160	5%
Is innovative and takes advantage of emerging technologies	156	5%
Has a mix of commercial and residential land uses	69	2%
TOTAL	3019	100%

Section 3: Embracing change, challenges and opportunities

Change is everywhere and we have a choice to embrace change for the better or let change happen to us.

Together, we are facing a future of exciting possibilities and a future of new challenges. A future with more residents, climate change impacts, and new ways of working and living in a modern world.

The stakes are high and what we've done in the past may not work in the future. Our challenges will require time and effort from both Council and the community to solve.

We have identified several challenges that we want specific feedback on now.

Transport and Parking

As Port Phillip and Melbourne's population increases, we need to enable more people to safely move into, out of and around our City while managing traffic congestion.

Question: If you travel by car regularly, what would make it easier for you to switch to public transport, walking or bike riding?

Choose all that apply

If you travel by car regularly, what would make it easier for you to switch to public transport, walking or bike riding?	Number of Responses	%
I regularly use public transport, walk or bike ride	307	18%
Having tram and bus services to new locations across Port Phillip and metropolitan Melbourne	232	13%
Having more frequent tram, bus and train services to current locations across Port Phillip and metropolitan Melbourne	226	13%
Better connections between public transport modes	225	13%
Protected bike lanes on our roads	209	12%
Safer street crossings and footpaths which are comfortable and pleasant to use	168	10%
Having accessible public transport (e.g. level access for wheelchair users, walking frames and prams)	134	8%
Having secure bike parking at tram and train hubs	122	7%
Not applicable	68	4%
Having end of trip facilities (showers and change rooms) if you are bike riding or walking	58	3%
TOTAL	1749	100%

Question: To what extent would you support converting some existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking?

To what extent would you support converting some existing road space to support safer, more enjoyable and accessible bike, walking and public transport use, even if this means reducing some on-street car parking? (Rating from 1-7)	Number of Responses	%
1	82	14%
2	36	6%
3	25	4%
4	99	17%
5	76	13%
6	67	11%
7	203	35%
Total	588	100%

Waste

With landfills reaching capacity across metropolitan Melbourne and our growing population, we need to find better options to manage our waste. Currently, only 40 per cent of community generated waste material is diverted from landfill.

Question: To what extent would you support paying a bit more for other options to reduce the amount of waste going to landfill, including green and organic waste collections?

Please choose the option you support

To what extent would you support paying a bit more for other options to reduce the amount of waste going to landfill, including green and organic waste collections?	Number of Responses	%
Do not support paying more	199	34%
Support paying between \$100 and \$150 per annum	210	36%
Support paying between \$150 and \$200 per annum	68	12%
Happy to pay for the full cost because it's important for our environment	77	13%
Not applicable, I am a visitor	33	6%
Total	587	100%

Water

As our climate changes, water will increasingly become a scarce resource. Rainfall patterns are insufficient to maintain many of our parks, gardens and playing surfaces so we need to look at ways to manage our water use wisely.

Question: To what extent would you support less irrigation of our parks, gardens and playing surfaces?

1 = Not supportive 4 = Neutral 7 = Very supportive

To what extent would you support less irrigation of our parks, gardens and playing surfaces? (Rating from 1-7)	Number of Responses	%
1	74	13%
2	36	6%
3	58	10%
4	160	27%
5	118	20%
6	65	11%
7	78	13%
TOTAL	589	100%

Question: What other challenges in the next four years should we spend more time and effort in addressing through our plan?

Please choose your top 2 from the list below. If other, please specify.

To what extent would you support less irrigation of our parks, gardens and playing surfaces? (Rating from 1-7)	Number of Responses	%
How to maintain the character of our neighbourhoods while also providing development for places to evolve, house more people and grow the local economy	240	20%
How to balance activities that keep our City vibrant (like restaurants, bars and events) with people's desire for quiet and safe residential and community spaces	228	19%
How to reduce our City's carbon emissions and adapt to a changing climate	179	15%
How to ensure there is childcare, aged care and parks in areas of growth	175	14%
How to protect our beaches and coastal areas threatened by a changing climate	172	14%
How to best support a vibrant arts and culture scene in our City	89	7%
How to manage our public space and sports facilities as more people want to use them	74	6%
Other	50	4%
TOTAL	1207	100%

Key themes from open text responses

1. Thinking about our City in 10 years' time, what are the things you value most and want to keep?

Key themes:

- Respondents noted significantly that they highly valued a supportive and inclusive community for all members
- Diversity and building community and a sense of connection was important.
- A focus on best practice in sustainability and leading the way in this area was important. The Port Phillip EcoCentre was identified as an important tool and resource for education.
- Programs and activities that encourage people to be sustainable was highly valued.
- Affordable housing was a concern for respondents.

2. Thinking about our city in 10 years' time, what are the things you value least?

Key themes:

- The largest group of respondents for this question could not decide what was their least important item in the list provided and quite often they stated that everything on the list was important to them. They used the "other" section to cite this.
- Parking and fines were identified by respondents along with new tram stops.
- Development that impacted on privacy and blocked out natural light was viewed negatively.
- Respondents felt they wanted the area to be protected from development and the negatives like "loss of identity" that can follow.

3. If there is one thing you could do to make a positive difference for our City, what would it be?

Key themes:

- Respondents were keen to get people out of their cars and create better public transport connections.
- Respondents did not want Council to forget that there are some members of the community who must drive because of disability, their age or they have children to transport.
- Better, safer bike paths that take bike riders away from traffic was noted.
- More consultation on big projects was noted.

4. What other challenges in the next four years should we spend more time and effort in addressing through our plan?

Key themes:

- Cleaning and the beautification of the area were identified by respondents as key issues.
- Programs that beautified and repaired the area was an important theme
- Parking conditions that favour workers in the area was mentioned.
- Parking connections that include North / South rather than always the City was noted.

Appendix 3

- Avatar responses

Avatar

Avatar Survey tabulated results

What is your Gender Identity?	Number of Responses	%
Female	349	56%
Male	254	41%
Other	2	0%
Prefer not to say	13	2%
TOTAL	618	100%

Please indicate your age	Number of Responses	%
Prefer not to say	4	1%
Over 85 years	5	1%
70-84 years	21	3%
Under 18	38	6%
18-24 years	43	7%
60-69 years	69	11%
50-59 years	90	15%
25-34 years	145	24%
35-49 years	202	33%
TOTAL	617	100%

What is your residential postcode?	Number of Responses	%
3000	2	0%
3004	9	1%

3181	26	4%
3182	73	12%
3183	39	6%
3184	31	5%
3185	20	3%
3205	27	4%
3206	31	5%
3207	50	8%
Other	311	50%
TOTAL	619	100%

How would you most like to describe the City of Port Phillip's identity?	Number of Responses	%
A City that cares for and respects the environment	61	10%
A City that is known for its arts and culture	82	13%
A place for everyone, where people can be themselves	204	33%
A place that celebrates its local history and heritage	42	7%
A place that supports active and healthy lifestyles	87	14%
A place with thriving local businesses and shopping areas	56	9%
A strong, connected and supported community	87	14%
TOTAL	619	100%

What do you value most about living in the City of Port Phillip?	Number of Responses	%
There is a good balance between old and new buildings	22	4%
I can shop and access services locally to get what I need	54	9%
I feel part of my local community and enjoy meeting with friends and neighbours	58	9%

Engagement findings report 2017



There are lots of spaces where I can be active and enjoy the outdoors	69	11%
The environment, including parks and beaches, is well cared for	114	18%
There are lots of cultural activities, like events, markets and live music to enjoy	149	24%
Everyone is welcome - people of all ages, abilities, religions and cultural backgrounds	153	25%
TOTAL	619	100%

How do you like to spend most of your time in the City of Port Phillip?	Number of Responses	%
Exploring the history and heritage of the City	22	4%
Playing sport or being outside and active with family and friends	60	10%
Connecting with others by taking part in local programs and activities	77	12%
Talking and spending time with all types of people with different backgrounds	87	14%
Enjoying arts and cultural events	94	15%
Spending time outside and appreciating nature	128	21%
Spending time in local shopping strips, going to cafes and shopping	151	24%
TOTAL	619	100%

What do you think the biggest challenge the City of Port Phillip is currently facing?	Number of Responses	%
Balancing arts and culture activities that keep our City vibrant with people's desire for quiet streets and spaces	93	15%
Ensuring there is childcare, aged care, parks and sportsgrounds for our growing community.	83	13%
Making sure people have access to support when they need it	136	22%
Making sure there are enough sports and recreation facilities for everyone in the community	23	4%
Protecting nature, recycling and living in a way that supports our environment	142	23%

Engagement findings report 2017



Protecting the unique character of our neighbourhoods	78	13%
Supporting business to attract customers, and thrive in their locations	64	10%
TOTAL	619	100%

What should Council focus on most for our future City?	Number of Responses	%
Supporting people's health and wellbeing through active lifestyles	60	10%
Supporting local shopping areas and businesses as the City changes	62	10%
Supporting a local arts and culture scene and a variety of events and attractions	80	13%
Ensuring our special places and buildings are kept as the City grows	84	14%
Ensuring there are services and programs that help people take part in the community	84	14%
Reducing the impact we have on our environment	115	19%
Ensuring there is support for people in times of need	134	22%
TOTAL	619	100%

Avatar open text responses

The following open text responses appeared from participants who took part in the hard copy avatar survey, in answer to the question, "What is the most important thing that Council can do to support the values your avatar represents?"

Social Justice Defender

Responses from Port Phillip's social justice defender community included the following idea and comments:

- Promote diversity and encourage equality
- Support low cost housing and increase availability
- Support lawyers in social justice in payouts
- Improve awareness of legal rights
- Support the homeless; "Temple Beth Israel community meal for the needy at Alma Park request key to Bollard Park padlock for access to the southern cross over to unload the Father Bob Maguire Foundation van. Also better lighting in this area"
- Support people with mental health issues
- Support organisations who help the vulnerable
- More funding for community centres, low cost education and programs; "With the City's increasing disparity of income and other means of social support, Council must step in to unite community and support the vulnerable, both through targeted services and inclusive programs, including through the arts to bring people together, support engagement and build community understanding and solidarity. Also need a separate stream of workshops on arts and festivals".
- Training and education for the needy
- Boost emergency relief
- Drug addiction education for youth
- Assist the removal of drug addicts on our streets (through housing)
- Support the LGBTIQ community (lobby for same sex marriage) "PPC could apply to acquire the rainbow tick which would reflect their commitment via rainbow Tick Accreditation"
- Improve accessibility for aged, people with a disability and mothers; "Improve footpaths for people with physical disabilities – a really safety issue especially for those in motor scooters (disability)"
- Welcome refugees
- Awareness raising campaigns: "Support people and creators to raise awareness about projects (including film and documentary) that make a difference in people's lives and humanise people"

Enviro Champ

Responses from Port Phillip's Enviro Champ community included the following ideas and comments:

- Care for natural spaces (including beaches and parks)
- Educate community on garbage collection
- Plant more indigenous plants and more indigenous land management practises; "Use traditional Aboriginal ways to respect the land, water and air"
- Educate the next generation on the importance of the environment
- Save water
- Support more community gardens; "Create more fruit and vegetable gardens"
- Better waste management, such as litter and bin management; "More battery recycle centres"; "Continuous public advertisements on ways and methods to recycle, re-use and being environmentally conscious"; "Educating people again that littering impacts our beaches and its living creatures as well as birds"; "Supply dog waste bags at parks"
- Focus on sustainable buildings
- More thought towards energy generation and distribution – Support energy projects (solar/wind)
- Educate residents of ways their households can be more environmentally friendly
- The balance of natural environment and events: "Balance care for beaches and natural spaces with supporting inclusive arts and culture events including Yalukit Wilum Ngargee; food security initiatives; rental housing security initiatives and community connecting programming"; and "More programs in natural spaces that bring all diverse demographic of community together"

Culture Vulture

Responses from Port Phillip's arts and culture vulture avatar community included the following ideas:

- Support funding projects for the arts (including those for vulnerable groups)
- Support artists; "Community arts grants and active support for artists"
- More promotion of events; "Support and market our artists and art venues through media e.g, TV on a bigger scale"
- Continued support for Gasworks and Malthouse
- Theatre and improve activities
- More street art
- More coordination and support between Council art spaces and community arts groups
- Support live music; "Continue to support great music events and develop new ones particularly for jazz"
- Support community events for those in need

- Support the use of public spaces for events; “More outdoor activations like Hank Marvin food market in Alma Park”; “Places for people to get together, share experience and ideas”
- More activities for the wide range of demographics in the community: “Provide a wide range of arts and cultural activities for all demographics”
- More night entertainment and pubs

Sporty Super Star

Responses and quotes from Port Phillip’s sporty super star avatar community included the following ideas and comments:

- More bike paths
- Collaborative exercise programs for local community: “Start encouraging sports activities that get everyone involved”
- More sports facilities and spaces; “More activity centres in all ways – indoors, outdoors and swimming”
- “Create more open spaces, community venues (like swimming pools) with various equipment for kids to adults”
- Improve bike paths (like from Alma road to beach) so that we can access the beach paths safely with kids
- Youth: “Kids Sports, Plenty of room and fresh air”

Heritage Hero

Responses and quotes from Port Phillip’s heritage hero avatar community included the following ideas:

- Protection of buildings: “Keep heritage buildings to keep the character of Port Phillip”; “Heritage buildings should be kept safe, clean and respectful”; Ensure the icons of our heritage are protected for future generations
- Community engagement: “listen to the voice of the community”
- Development: “Keep new buildings at a low level”

Business Bear

Responses and quotes from Port Phillip’s business builder avatar community included the following ideas and comments:

- Sustain and support small and new businesses; “Help small businesses become known through advertising and local events/festivals. Bring the community together to celebrate local business.”
- Support for local business during difficult times
- Support traders

- Keep clean and tidy business façades
- Encourage shop owners to lower rents to attract new businesses “Too many empty shops and businesses closing down”
- Support high speed broadband ie 2019 end for broadband installation
- Ensure shopping continues to thrive and grow
- Support economic growth initiatives: “Facilitate economic growth by not imposing unnecessary regulations”

Community Connector

Responses from Port Phillip’s community connector community included the following ideas:

- Support libraries
- Maintain community spaces and learning centres (ie community centres)
- Support childcare centres and mothers groups
- Support extra curricular activities
- Continued community engagement
- Supporting community involvement in creating future plans the way the Council is with their plan”
- Safe streets: “More lighting in darker streets”; “Keeping safety for people high on the agenda”. “Some main shopping strips in Port Phillip are avoided because they do not feel safe”
- Encourage tourism: “Encouraging more tourism in Port Phillip in advertising through the media”
- Improve public transport

Appendix 4

- Pop-up conversations chatter wall

Pop-up chatter wall contributions

Below are some examples of contributions from the pop-up chatter wall.

Transport and parking

- “Application for parking – similar to City of Melbourne” (wants a mobile application that shows where parking is available in the area)
- “More permit parking for residents”
- “We need more car parks in new apt buildings”
- “More parking around South Melbourne Market”
- “we desperately need 10 times more bike racks in Acland Street and around St Kilda”
- “improved bike paths to Glen Huntly Road”
- “More bike lanes especially on Beach St Beaconsfield Pde/Pickles St and bike parking”
- “Linked bike network with spots of interest along the way for kids” (Hank Marvin Market, Alma Park)

The natural environment (beaches, parks and gardens)

- “Access to the beach for kite surfers”
- “More parklands especially family and pet friendly ones”
- “Solar lighting especially for parks at night”
- “More fenced in dog parks”
- “All the parks are so special please keep the same especially the tall old trees – perfect!”
- “The parks and beaches need to be better cared for – parks should not be all given over to spoil”

Sports and recreation facilities

- “Water slide (re-do the Pontoon as an actual pontoon with a water slide off it)”
- “A Playground design competition! Well-designed playgrounds so parents can be close to kids playing (have a seat!)”
- “Make them camp at Elwood beach”
- “More support for our volunteer sporting clubs – Murphy Reserve”
- “Sea baths for Port Melbourne”

Planning and development

- “Fishermans Bend - density impact on community infrastructure”
- “Improving Fitzroy Street, clean more often & reduce crime”
- “Do something with the Triangle – cultural not shops.” The Triangle – integrate into beach so family friendly (use as an open walkway/causeway so community can use the whole space rather than as space for shops).
- “More consultation for development, particularly high rises” from Council

Community diversity and character

- “Diversity of cultures and socio economic groups”
- “Maintain the mixed demographic and character of Port Phillip”
- “Keep Port Phillip accessible for both working and middle class (and the character they both provide)”
- “Keep the great mix of people we have in our community”
- “Affordable housing to encourage a diverse community”

Arts and culture

- “Street artist to do a mural over graffiti on Elwood beach (toilet block)” (concerned that the toilet block will continually be graffitied and look terrible if a mural is not done)
- “Raised amphitheatre”
- “National Academy of Music – future support from Council”
- “Bring back the old Elwood St festival”
- “Keep the Pride march and thanks for the support – doing a great job!”
- “More international and multi-cultural events, food festivals”

The markets

- “Protect the traditions of the South Melbourne Market”
- “Accessible markets for traders to support local produce and traders”

Heritage

- “Keep the old buildings, make South Melbourne special and retains its historical importance”

- “Not allowing demolition of significant buildings” The Espy and Greyhound were noted as buildings that potentially required ‘saving’

Activating shopping strips

- “Filling empty shops - Acland / Fitzroy streets” and “Rent too high for boutique shops”

Clean streets

- “Using nature strips and space for veggie gardens (more planter boxes)”
- “work together to keep our streets clean”

Youth

- “Public schools that have sufficient places within 10 minute walk of residences” (Hank Marvin Market, Alma Park pop-up)

Water

- “Stop using potable water for irrigation it's ludicrous”
- “Need to pay attention to drainage in properties and streets that overflow and flood private homes”

Safety

- “Wage Safety Officers re Bakers Delight, 7-eleven, Dominoes” (Near Coles pop-up) and “too many drunks”

Sustainability

- “zero emissions”
- “Let's power Port Phillip with cheap sustainable energy, i.e. hydro turbine (in the sea)” (Hank Marvin Pop-up)

Rates

- Other comments related to “lower rates” or “keeping rates fixed”

Engagement

- “Encourage to be more collaborative (challenges & ideas)”
- “People are out and communicating face to face not inside all the time”
- “More opportunity for pop-ups in area like Acland Street (perhaps in conjunction with events)”

Appendix 5

- Targeted group engagement detailed comments

Engagement with targeted groups

Detailed reports

Older Person's Consultative Committee focus group; Multifaith Network focus group; Multicultural Forum focus group and translated feedback forms from Russian, Polish and Greek community members.

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
Question 1 – What do you love about your neighbourhood?				
The natural environment (Beaches, Parks, Gardens)	<ul style="list-style-type: none"> • Being by the bay • The views, breezes, recreation around the beach • Close to the coast 	<ul style="list-style-type: none"> • Beaches • St Kilda Botanical Gardens • Penguins 	<ul style="list-style-type: none"> • Beaches • Being by the seaside • Ability to see the horizon from the beach • Character of beaches – each beach is unique • Parklands and gardens 	<ul style="list-style-type: none"> • Good Parkland • Seaside • Picturesque beaches • Good community garden space • Trim trees. • Park on Esp East Port Melbourne
A sustainable environment		<ul style="list-style-type: none"> • Port Phillip EcoCentre 	<ul style="list-style-type: none"> • Community gardens – they allow us to grow plants from our own countries 	
The Built environment		<ul style="list-style-type: none"> • Pedestrian mall – e.g. Acland Street 		<ul style="list-style-type: none"> • Cleaning streets better, neighbourhood cleaner.
Diversity and inclusion	<ul style="list-style-type: none"> • Cultural Diversity and Tolerance • Cultural events 	<ul style="list-style-type: none"> • Diversity of faiths and cultures • Acknowledgement and celebration of Indigenous culture 	<ul style="list-style-type: none"> • Social cohesion • No racism or discrimination • Much assistance to street people 	<ul style="list-style-type: none"> • Multiculturalism

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
		<ul style="list-style-type: none"> • Support for the vulnerable communities • Eg. Sacred Heart Mission • Welcoming, sharing and supportive place for muslims living in a traditionally Jewish community • Learning about other cultures and faiths 		
Community Connectedness and community 'feel'	<ul style="list-style-type: none"> • Friendliness of people/community • The sense of community of neighbours • The Village Feel – mix of people of all ages and stages of life • Neighbourhood Support • Sense of belonging – inclusive society 		<ul style="list-style-type: none"> • Neighbourhood feel • People of all ages and life stages mix together in the neighbourhood • Community connectedness • Inclusive community • Friendly community atmosphere • Sense of belonging • Vulnerable communities are cared and supported • Community services are made accessible to disadvantaged residents 	<ul style="list-style-type: none"> • The People
Transport and Parking	<ul style="list-style-type: none"> • Accessible Transport • Public Transport • Walking (easy to walk around) 	<ul style="list-style-type: none"> • Public transport • The new Acland Street tram stop 	<ul style="list-style-type: none"> • Good public transport • Walking paths 	<ul style="list-style-type: none"> • Good transport • Good public transport, Pay more attention to cleaning roads.

Engagement findings report 2017



Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
	<ul style="list-style-type: none"> The new Acland Tram Stop 			Access to services including public transport
Services and Facilities	<ul style="list-style-type: none"> Availability of Services - both Council and Commercial services 	<ul style="list-style-type: none"> Libraries 	<ul style="list-style-type: none"> Community Legal Service Community Facilities Provide spaces to meet with others Libraries MSAC public swimming pool Playgrounds Schools Health centres 	<ul style="list-style-type: none"> Good community legal service St Kilda Baths swimming pool Good community facilities for get together, Betty Day Community 200m Library
Shopping and markets	<ul style="list-style-type: none"> Variety of markets, shops and cafes Festivals Close to vibrant activity 	<ul style="list-style-type: none"> Eclectic shopping strips Unique E.g. Carlisle Street South Melbourne Market 	<ul style="list-style-type: none"> Markets and shops South Melbourne Market Strip shopping precincts Range of cafes and spaces to 'chill out' 	<ul style="list-style-type: none"> Good shopping
Council	<ul style="list-style-type: none"> Open minded proactive inclusive Council 	<ul style="list-style-type: none"> Council consult and engage with the community Accountable and transparent Council Council responds to community need 		
Heritage	<ul style="list-style-type: none"> Heritage of the City 	<ul style="list-style-type: none"> Community heritage of Port Phillip – i.e. the history of Port Phillip Pier 		
Arts and culture		<ul style="list-style-type: none"> Solstice Global Healing Event Pride March 	<ul style="list-style-type: none"> Theatres Celebrations of cultural diversity 	

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
		<ul style="list-style-type: none"> • Artistic Environment • Interfaith (Iftar) dinners to celebrate Ramadan • Practical support for multifaith initiatives 		
Tourism			<ul style="list-style-type: none"> • Tourist places 	<ul style="list-style-type: none"> • Beautiful tourist place line Acland Street Luna Park
Accessibility			<ul style="list-style-type: none"> • Convenience /Proximity • Everything you need is accessible – schools, doctors, libraries • Close to the Melbourne CBD – only takes 30 minutes 	
Question 2 – What would make your neighbourhood better?				
Health and wellbeing	<ul style="list-style-type: none"> • Drug injection rooms • Food Safety – better inspection of food premises 	<ul style="list-style-type: none"> • Supervised/safe injecting rooms 		
Planning and development	<ul style="list-style-type: none"> • Careful planning of new development • Fewer high rise buildings • Integration of services and amenities into high rise buildings 	<ul style="list-style-type: none"> • Housing affordability and security • Manage overdevelopment • Decrease and manage gentrification 		
Amenity and facilities	<ul style="list-style-type: none"> • Public toilets at all precincts • Maintenance of streets and footpaths 	<ul style="list-style-type: none"> • Less graffiti – tagging 	<ul style="list-style-type: none"> • Shelters for protection from the weather (rain and sun) • Increase public seating – rest 	<ul style="list-style-type: none"> • Sun and rain shelter • Better street cleaning on recycling days

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
			<ul style="list-style-type: none"> areas in public spaces • Clear signs to show public toilets, shelters, drinking fountains • More gym equipment in parks • More sporting and recreational facilities/opportunities for all ages but especially for youth 	
Facilities and services	<ul style="list-style-type: none"> • Clearer and increased advertising of Council Services 	<ul style="list-style-type: none"> • More primary schools • Port Melbourne is overcrowded 	<ul style="list-style-type: none"> • Improve services and facilities for children and families 	<ul style="list-style-type: none"> • Gym in parks • I don't think drain not being cleaned and full of leaves and rubbish. clean roads more
Heritage	<ul style="list-style-type: none"> • Protect Local Heritage character 			
Waste	<ul style="list-style-type: none"> • Increased rubbish/waste collection • Specifically from food premises • More stringent measures for residents placing rubbish in streets/dumped rubbish 			<ul style="list-style-type: none"> • Increase supervision in relation to dumping hard rubbish on the streets in front of the house including fines for people doing this, to keep streets
Climate change	<ul style="list-style-type: none"> • Climate Change Protection Specifically protection from flooding 		<ul style="list-style-type: none"> • More street lighting • Increase safety and accessibility of walking paths for people with mobility problems • Separate cyclists and pedestrian paths 	

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
Safety	<ul style="list-style-type: none"> Increased Safety on Carlisle Street and Fitzroy Street Better behaviour of bike riders 	<ul style="list-style-type: none"> Increase safety on Fitzroy Street Close/manage The Gatwick 		<ul style="list-style-type: none"> More police presence for safety Shouldn't allow to accommodate people who use drugs with older residents. Don't feel safe walking in my 12 story apartment building
Transport and parking	<ul style="list-style-type: none"> Parking around shopping precincts Increase number of parks Increased time limits of parks around shopping precincts – more than one hour More Pedestrian friendly Crossings – increased pedestrian light timings More Public Seating 	<ul style="list-style-type: none"> Less road closures on weekends Decrease the amount of weekend events e.g. triathlons Makes it very difficult to get in and out of St Kilda/Elwood Prevents people from coming to church on Sunday More parking Around community facilities and spaces Around shopping precincts – i.e. Elwood More off-road bike paths Better network of bicycle trails across municipal borders More speed humps and roundabouts – design solutions rather than enforcement Increase traffic light timing for traffic flow and pedestrian crossings 	<ul style="list-style-type: none"> Parking spaces for community clubs Clubs to have transferable permits for specific hours and specific days. This system works well for clubs in City of Monash More parking spaces Particularly near the beaches because they are not very accessible for people with mobility problems – e.g. St Kilda Beach Safer pedestrian crossings Increase pedestrian light crossing times 	<ul style="list-style-type: none"> More parking

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
Businesses	<ul style="list-style-type: none"> • Better mix of businesses on shopping strips • Encourage quirky, diverse businesses 			
Budget	<ul style="list-style-type: none"> • More cost effective use of Council budgets • Footpath repairs • Housing affordability 			
Sustainability		<ul style="list-style-type: none"> • Increased food security • Increase the number of community gardens • For social inclusion • For sustainability purposes • Support renewable forms of energy 	<ul style="list-style-type: none"> • More community gardens in Port Phillip 	<ul style="list-style-type: none"> • More community garden space
Diversity and inclusion		<ul style="list-style-type: none"> • Welcome and provide support for refugees and asylum seekers • Ensure Port Phillip is age-friendly for all stages of life • Accessible spaces and transport for older people • Community co-housing • To decrease homelessness • More initiatives that educate community • Eg. – anti-racism awareness 	<ul style="list-style-type: none"> • Increase Council support to enable clubs to keep running. Many clubs with large memberships are struggling to keep going. If they stop operating members will be socially isolated. This will result in costs for the community in the years ahead. • Increase grants funding • Provide bigger meeting spaces • More multicultural events for the community 	

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
		<ul style="list-style-type: none"> • Preventing discrimination • Cross-community fertilisation 	<ul style="list-style-type: none"> • Celebration of diversity 	
Arts and culture		<ul style="list-style-type: none"> • More public art and street art • More art exhibitions and more support for arts • E.g.. - multifaith art exhibition 		
Engagement		<ul style="list-style-type: none"> • Increase youth/young adult engagement • More inclusive consultation – involve the vulnerable communities i.e. people experiencing homelessness or people struggling with addiction 		
Heritage		<ul style="list-style-type: none"> • Increase flexibility on heritage buildings – eg. currently cannot put a noticeboard on a building as it will cover the bricks. 		
Community			<ul style="list-style-type: none"> • More support from Council to assist with administration of community grants and provide project support • Strengthen partnership between Council and clubs • Look into new ways to provide 	<ul style="list-style-type: none"> • Maintain/keep parks

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
			spaces for clubs – investigate partnering with Office of Housing to make better use of community rooms in public housing e.g. Inkerman Street. Council could reciprocate by allowing Office of Housing initiatives to use its own facilities	
Heritage		<ul style="list-style-type: none"> • Increase flexibility on heritage buildings – e.g.. currently cannot put a noticeboard on a building as it will cover the bricks. 		
Community			<ul style="list-style-type: none"> • More support from Council to assist with administration of community grants and provide project support • Strengthen partnership between Council and clubs • Look into new ways to provide spaces for clubs – investigate partnering with Office of Housing to make better use of community rooms in public housing e.g. Inkerman Street. Council could reciprocate by allowing Office of Housing initiatives 	<ul style="list-style-type: none"> • Maintain/keep parks

Topic	Older Person's Consultative Committee	Multifaith Network	Multicultural Forum	Translated feedback form
			to use its own facilities	

Note, the Urban South Local Aboriginal Network focus group comments are reflected in the main body of the report; the list of comments was short, so they were all included, rather than grouped and themed.

Appendix 6

- Special focus workshops: additional ideas collected

Special focus workshops additional ideas

Throughout the special focus workshops, more ideas and comments were generated by participants and are outlined below:

Water special focus workshop ideas and comments:

- More rainwater tanks around the suburbs and in parks
- More rainwater gardens in public space
- Council give people a discount on their rates if they have large trees on their block
- Modelling of green / blue infrastructure and data showing projections to understand correlations
- Focus on the development industry with a particular emphasis on the opportunities in Fishermans Bend
- Mixed landscape solutions including drier indigenous planning and irrigated playing surfaces
- Working with private owners with large roof catchments to harvest water for re-use
- Advocacy for change within building / planning controls
- Increased treatment at discharge to bay
- Continued education about household useage
- Re-wilding streetscapes
- Education from State government on water restrictions
- Council planning laws
- Tanks under roads
- Sourcing grey water for irrigation
- More affordable water storage solutions
- Incentivise developers to store water
- Education to the community regarding percentage of potable water used for drinking. Is it possible to measure in each household? The percentage from specific taps.
- All new builds to include grey water systems for cisterns
- Establish community car wash bays which use grey water and flow directly to green space recycling tanks
- Adopt the Singapore model of greater recycling and non-potable water
- Greater increase in green canopy
- Bring back water restrictions
- Wider public education
- Parking / parks / shelter as collection of green spaces
- Consider 'caring for country' – indigenous principles.

Diversity and inclusion special focus workshop ideas and comments:

- “In a climate of increasing wealth concentration / polarisation. We want our community of Port Phillip to be a City of equals”
- “The City of Port Phillip has for historical reasons has a high LGBTI population. This community often intersects in areas of disadvantage and marginality – the aged, youth, mental illness drug / substance abuse. It is important for Council to continue and expand its support to the health and cultural wellbeing of this community”
- Extend library hours and services – St. Kilda library services are stretched.
- Where do people find out about Council service offered by community groups?
- How can St Kilda overcome its drug culture?
- Affordability of housing without creating huge public housing ghettos that create stigma.
- Providing opportunities for networking: Like inner South for health, neighbourhood houses for local activities, youth organisations, religious organisations
- Provide access to information on all services in the Council. Where can I find... Where can I find information on...
- Introduce a ‘carrot and stick’ approach to encourage retail premises to be accessible to people with mobility issues
- Less in capital expenditure (road upgrades) (more competitive quoting)
- Knowing what organisations exist (one point of access)
- Using data to identify at-risk groups then focussing services and connections to services to these groups
- Continuing to strengthen connections between services to make it easier for people to access to what they need
- There used to be the best artwork on the corner of Brighton Road and Alma Road in a vacant lot. 100 times better than the art bought by Council. It was a community artist just doing art on a vacant lot. These kinds of things are in St Kilda that we love. Better than the big \$50,000 art work on Fitzroy Street.
- More facilities for teenagers and incentives for young people, scholarships, awards. Teenage-led initiatives – environmental focus
- Special interest groups – Green focus. Clean ups, bikes, planting
- Sister cities celebrate
- As a young person in the arts, investing in local musicians, artists and performers would only enhance diversity and inclusiveness – helping artists connect with the community
- Invest / build community understanding as to what inclusion is
- Celebrate local skills
- Ways to reduce rental costs so diverse communities can afford to live here
- Greater funding could be made available if there was less waste on Capital Expenditure

- Too much money spend on Road Infrastructure – roads upgraded that do not need it
- Need to spend budget in order to retain it
- Uncompetitive tendering process for projects
- How can Council best utilise technology?

Waste special focus workshop ideas and comments

- Connectivity between different forms of transport, time tables location of stops etc
- Apartments should be designed to favour off street parking
- Developments should not occupy footpaths road space
- Tram platform stops are further from crossing and interconnections to other transport
- Windsor Station Dandenong trams
- 5/64 to 246 bus ridiculously difficult
- Bentleigh station poor interconnection and like a roller coaster
- Apartment developers should not lock half of main streets with trams and buses
- Barcelona runs trains under roads does not cut off community or divide in half
- Council advocates State government to educate and change law to put onus on vehicles drivers vs cyclists vs pedestrians
- Super highways
- Local parking passes free from 6pm and high fares during the day
- Pedestrian crossings at schools (Glen Huntley! Elwood Primary)
- Wider footpaths and better street lighting to encourage safety
- Prioritise car parking spaces through a matrix of need
- Slash the cost and increase the frequency of public transport
- Ability to buy and charge myki's in more frequent locations. Market and educate campaigns walk faster
- Increase safety of alternate modes. (Eg increase street lighting)
- Nominal fee parking in Balaclava – improve interchange
- Enforce parking availability in developments. Should be disabled space by default converted to park and storage if not used.
- Use influence to PTV and government for benefit of Council residents especially in Fishermans Bend
- Improve frequency and utility of bus options
- Set maximum not minimum car parking requirements for development
- Think 'whole of system' and enter MoU with VicRoads and PTV for local and full hierarchy

- Be more holistic in considering complaints calls for changes to resident parking
- Destinations to public transport and not parking
- Work with State Government to make public transport attractive and discount. Give advantage for sharing cars
- Increase parking fees to general public and give discounts to residents (car permit). Greater parking restrictions and enforcement at current public transport areas
- Maybe increase the speed of trams so it's more attractive
- Safer bicycle paths – separate from the road and parked cars
- Keeping the charm of the city by retaining the low buildings as opposed to high-rises, keep the unique. Most people don't want high-rises
- Providing electric bicycles for elderly people
- Encourage work places to provide better facilities or bike riders
- Spend more on paths for walking and riding
- Increase community bus routes and number of trips
- Create non drive through 'villages'
- Amsterdam – other large cities in Holland provide car parking outside the town square
- Whenever there is a new development the developer should be made to provide public parking at no charge and car park spaces for hire cars
- Council advocate for a slower rate of growth
- Manage traffic congestion in peak hour
- More accessible alternative transport
- Increase car parks by appropriate lines and 90 degree parking where appropriate
- Is the assumption correct that more spaces = more dependence or is it in fact more convenience more liveability?
- Traffic congestion managed by tolling the major roads through PPCC eg: Beaconsfield Parade and Lakeside Drive
- Issue every house a Council parking sticker for priority free parking outside homes (up to four per house)
- Use St Kilda Road office building at weekends for tourists and visitors
- Why is sea baths not used for park and ride to avoid 300 car uses through Beaconsfield Parade at each day.
- Make local public transport a known service and brand – with our demographic it should be popular
- Put non-resident limits on parking that are not prohibitive to visitors eg: 24 hour near cruise wharf
- Get commercial car park owners to target high volume non-resident users through discounts or memberships

Transport and parking special focus workshop ideas and comments

- Commitment from community channels, owners, residents, body corporates, leading agents, property managers, Council relationships
- Communication between neighbours and cooperation (hard rubbish x 6)
- Apartments – body corporate guidelines, tied to electoral role to connect to new services (Owner / agent / body corporate / rubbish sharing / skips more often / scheduled / freecycle)
- What can be recycled? Organics, no accountability).
- Contact ratepayers – recycling, e-waste, organic waste, Council programs etc
- Reduce consumption and production of waste
- Consumption breaks
- Localised compost
- Direct, clear signed bins and corrals
- Buy recycled
- Lack of knowledge on how to recycle properly – poster on the wall that says what is recyclable

Appendix 7

- Online discussion forum ideas

Online Discussion Forum

Contributions to the online discussion forum included the below ideas and comments:

Water online discussion ideas and comments

- Use reverse osmosis on the sea water
- Use inverted umbrella structure that stores rain water on the roof (costings discussed)
- More rainwater harvesting and use of grey water - From the Byron Street main drain? Or in Ripponlea?
- Existing system is working fine at minimal cost via our water bills, therefore increase in council rates for alternative or duplicated water projects (like water tanks) are not needed / supported
- Retaining stormwater runoff could work but who pays? Expensive to create and maintain – perhaps a poll type levee
- Use hardy, spongy grasses in passive park like Catani Gardens
- Synthetic surfaces for sports fields that will be maintained by the sporting clubs after insulation by council
- Plant plenty of large shady exotic trees and Morton Bay figs with leaf litter mulched used for garden beds and at the base of trees
- More initiatives like Elsternwick Park stormwater
- Population increase to be limited in our cities
- Do not concrete the bluestone streets as this is water sensitive urban design practice and affects permeability

Diversity and Inclusion Online Discussion Forum Ideas and Comments

- Councils can't socially engineer diversity and inclusion - as most of it just happens
- I admire how many new Australian grandparents babysit grandchildren rather than relying on the council or private kindergarten/childcare services
- Having developers subsidise public and social housing is an idea, however this will push up the price of the private flats in the development which may make it difficult for flat buyers and renters to live in them in Port Phillip
- Fishermans Bend – some public housing may be possible if the state buys the land there now... Make unemployment benefits history
- Events and catering for visitors – Events that bring a community together like the Gay Pride March, the Indonesian festival, the St Kilda Festival and some sporting events that don't lock us out and are free are totally acceptable
- What's not acceptable is robbing residents of their public green spaces at an ever-increasing rate

Waste online discussion forum ideas and comments

- Use of compost bins
- Reduce size of wheelie bins or move to a three bin system and standardise bin colours
- Green waste bins
- A system that rewards people who care and take the time to organise and reduce their garbage and charges more for people who don't is a good system
- Mandate businesses to have recycle bins and to use them
- Skills building and knowledge sharing to support growing food in urban environments

Transport and parking online forum ideas and comments

- Council owned multi level carparks
- Making all residential streets 40kph and even slower in shopping strips
- Pickles Street - reducing the speed limit, reducing the two lanes to one, and adding in speed humps, roundabouts, anything to slow and reduce the traffic
- Community bus service should be user pays
- Reassessment of resident work hours to stagger traffic
- Council to ask VicRoads to make the routes around Port Phillip to the South East more effective to minimize banked up congestion
- Maximize on-street car parking spaces and do not remove useful and used angle parking
- More convenient public transport (Extending tram through to Elwood / faster trams)
- New developments to allow for adequate parking
- Fairer parking permit policies
- Engage with the rate payer when parking times / restriction changes are made (not just the tenant)
- Safer bike riding and lanes
- Questioning speed humps on Bay Street
- Embrace working from home would help traffic congestion



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