# Integrated Planning Project
# Community Engagement Report

This report focuses on results from the Integrated Council Planning Community Engagement activities conducted in May, June and July 2024.

This report will be used as a key input into the development of the below key Council strategies and plans:

- 2025-2034 Community Vision
- 2025-2029 Council Plan
- 2025-2029 Health and Wellbeing Plan
- 2025-2034 Financial Plan, including Revenue and Rating Plan
- 2025-2034 Asset Management Plan
- 2025-2026 Annual Budget.

Other consultations conducted by Council over the last two years have also been referenced where questions, responses and the scope of engagement were relevant.

## What engagement took place?

The IPP Community Engagement activities were:




Splitting the engagement activities into three streams allowed Council to hear from hundreds of community members in different formats and locations. From quick conversations in public spaces, to people taking 10-15 minutes to complete a more detailed survey, and in-depth conversations with our various advisory committees.

The information received through these activities is rich in detail and, when combined with results and findings from other public consultations over the last two years, will help to inform and inspire more conversations and direction from Council's community panel as it goes through a deliberative engagement process in August and September.

# Executive Summary

## Community vision

While there is community support for the Monash Community vision that was adopted in 2021, more than half of respondents indicated an appetite for changing at least part of the vision. Reasons for changing the community vision were mainly related to the vision themes rather than feedback on the aim that 'Monash is the most liveable city in Victoria'.

Across all consultation streams, our community have told us they are concerned with the amount of development in Monash and are worried that we are losing the 'green, leafy city'. Committee members acknowledged the need for growth yet want to ensure sustainable development. Concerns included the loss of trees and too many high rises and 'McMansions', and the consultation indicated that the community want Council to develop planning controls to prevent this. There was an awareness amongst some Advisory Committee Members that planning decisions may be made outside of Council's control.

Council received strong encouragement from our community to continue seeking the community's voice. There was an undertone of frustration with Council in some of the survey open-ended responses. This included overdevelopment and subsequent loss of trees, the need for Council to review its own operational costs and a sense of neglect for areas north of the municipality.

## Health and wellbeing aspirations

Having a respectful and safe community and increasing active living and healthy eating were the top priorities identified by the community in the listening posts and in the survey for the health and wellbeing Plan.

The top health and wellbeing aspirations for the future community of Monash in the survey also focused on themes of safety, respect, health, equal access and connection. The importance of a safe and respectful community was also evident in the Advisory Committees. Different committees highlighted aspects of safety most relevant to them, as well as the need for safe and accessible places and services in the municipality.

Tapping into respect and inclusivity, the desire for a community that embraces diversity, addressing discrimination and accessibility was also clear in the Advisory Committees. The community want everyone to feel included with a strong sense of community and identified that there is room for improvement for this in Monash. Most Committees emphasised the increase in loneliness and the importance of social connection, and this was particularly the case for older residents, those living alone, young people, the LGBTIQA+ community and new migrants, especially those who do not speak English. Mental health was seen as a significant challenge for young people.

## Council priorities and assets

When it comes to Council priorities, our community wants Council to focus its efforts and spending on the services for which Council is usually the main provider, that is 'planning, building, renewing and maintaining community infrastructure, assets and public space'.

The top three Council asset priorities selected by the community were services provided primarily by Council that impact day-to-day liveability. These were parks and open space, roads, drains and footpaths as well as street trees and bushland.

Buildings such as aquatic and recreational facilities, sporting pavilions, houses and activity centres received fewer votes for spending over the next 10 years. Council's Museum of Australian Photography (MAPh) was rated the lowest priority for spending over the next 10 years. Across all consultation options, when having to choose Council's focus and priorities, there was consistently less support for Council to focus on a vibrant and creative community.

## Council facilities

Overwhelmingly, our community would prefer Council to renew and modernise existing facilities and assets rather than build new ones. Most of the community would prefer Council to prioritise using environmentally friendly and sustainable methods in infrastructure projects over more cost-effective, less sustainable ones. The community was divided in their support for spreading investment in assets across all suburbs versus where it is needed most. The community was also split in their support for maintaining current single-use facilities compared to new multi-purpose hubs.

## Funding levers

Council's short- and long-term challenge is funding its current operations and offerings to the community. Consultation across the levers showed there was most support (albeit still moderate) for attracting additional revenue sources such as external grants and increasing fees and charges, and there was the least support for reducing services.

The community were divided on revenue generation options such as separate waste charge or reducing Council's subsidy level on user pay services, and there was low support for introducing paid parking.

Comments from our community clearly showed a desire for Council to look within its own operating costs, budget allocation to assets, rather than employing financial levers or generating additional revenue.

## Shape Monash Survey

A summary of the methodology and demographic results for the Shape Monash survey are at the end of this Report.

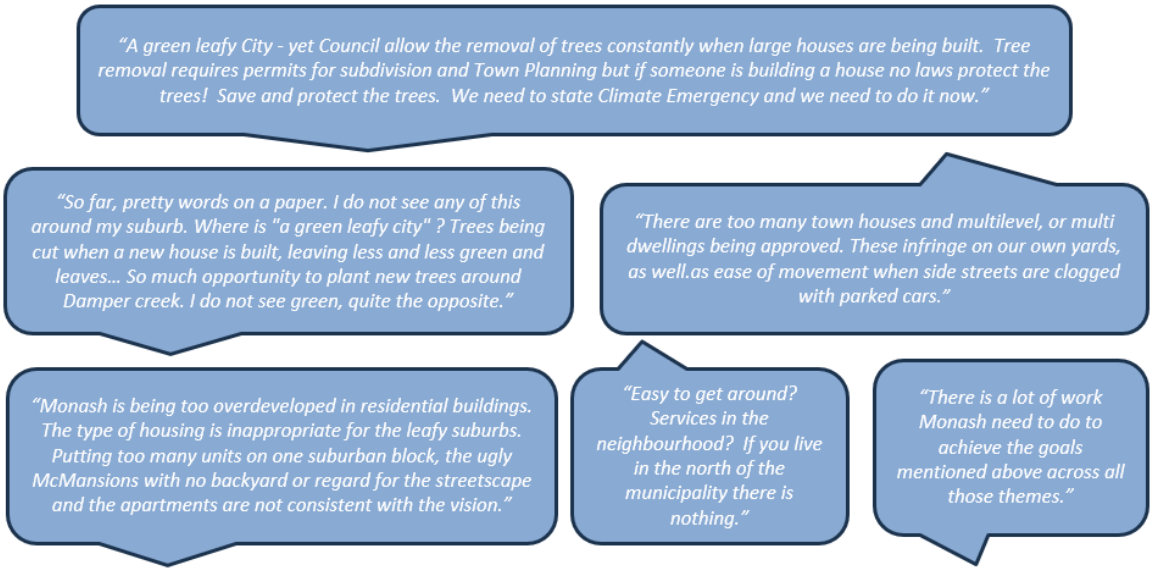
### Community vision

Shape Monash respondents were asked to consider Monash's current 2040 Community Vision, which is presented below. Survey respondents were asked if the current community vision reflects the Monash community. Less than half (44%) of the respondents agreed, whilst just over one in four (26%) said 'no' and the remaining 30% selected 'maybe'. More than half (56%) of men agreed that the current vision reflects the Monash community, compared to 39% of women.




Reasons for changing the community vision were mainly related to the vision themes rather than feedback on the aim that 'Monash is the most liveable city in Victoria'. The main reasons the community thought the current Community Vision did not or may not reflect the Monash community were:

- Reality does not align with 'Green, leafy city'
- Does not suitably address overdevelopment, road congestion / parking / busy
- Criticism of Council, including neglecting areas outside of Glen Waverley
- Lacking a strong sense of community / engaged community



Advisory Committee members were invited to reflect on their aspirations for Monash and whether the vision reflects what they/the community wants for the municipality. The majority (70%) agreed that it did, with 11% disagreeing and 19% selecting 'maybe'. Comments from those who did not or may not agree, centred on:

- Importance on maintaining the green, leafy vision
- Sustainable growth / overdevelopment
- Inclusive community and sense of community
- Social connectedness and mental health

It's important to highlight that there were significant synergies among the feedback and comments from various Advisory Committees.

## Council priorities

The community were asked to rank the following Council priorities in order of importance. The community want Council to focus on 'plan, build, renew and maintain community infrastructure, assets and public spaces' and 'an active and healthy community' which were rated considerably higher as priorities compared to all others.

| % top three | Rank | Council Plan priorities |
|---|---|---|
| 73% | 1 | **Plan, build, renew and maintain community infrastructure, assets and public spaces**<br>To meet the current and future needs of our community |
| 69% | 2 | **An active and healthy community**<br>Where all people have the opportunity to experience enhanced levels of social, emotional and physical wellbeing |
| 40% | 3 | **A Council that takes a leadership role in addressing climate change**<br>Ensure we protect and enhance our natural environment |
| 35% | 4 | **A culturally rich and inclusive community**<br>Promote diversity, social connection and access to community services |
| 28% | 5 | **A Council that provides governance and leadership**<br>With our community through advocacy, decision-making and action |
| 26% | 6 | **A thriving economy**<br>Facilitate business growth and prosperity through business diversity, collaboration and innovation |
| 18% | 7 | **A future ready Council**<br>Embrace changes in technology, enhance our services and provide innovative digital solutions |
| 11% | 8 | **A vibrant and creative community**<br>The celebration of arts, cultural expression and diverse entertainment options |

When looking at the top priorities by gender, 'plan, build, renew and maintain community infrastructure' and 'an active and healthy community' were the top two priorities for most respondents' of both genders. However, more women rated 'an active and healthy community' as their top three priorities (72%) compared to men (63%). More men chose 'plan, build, renew and maintain community infrastructure' (85%) compared to women (68%). Results cannot be analysed for non-binary, prefer not to say and self-describe respondents, as the number of respondents were too small.

## Health and Wellbeing

### Health and Wellbeing Plan priorities

The community were asked to rank the following health and wellbeing priorities. The results are below. It is noted that the priorities of 'Building a Respectful and Safe Community' and 'Promoting and Supporting a Fair and Inclusive Community' may have been perceived as similar.

Analysis showed that 69% of respondents selected 'building a respectful and safe community' as one of their top three priorities, and 64% selected increasing active living and healthy eating' as one of their top three priorities. For both men and women, these were the top-rated priorities as well. However more men rated 'reducing injury and harm' as a top three priority (48% compared to 30% of women), whilst more women rated 'tackling climate change' as a top three priority (45% compared to 29%).

Only 40% of people indicated that 'tackling climate change and its impact on health' as one of their top three health and wellbeing priorities, but climate change adaptation and prevention was prominent in other sections of the survey.

| % top three | Rank | Health Plan priorities |
|---|---|---|
| 69% | 1 | Building a Respectful and Safe Community |
| 64% | 2 | Increasing Active Living and Healthy Eating |
| 53% | 3 | Strengthening Mental Health and Social Connection |
| 40% | 4 | Tackling Climate Change and its impact on Health |
| 39% | 5 | Promoting and Supporting a Fair and Inclusive Community |
| 36% | 6 | Reducing injury and harm |

## Health and wellbeing aspirations

The community were asked to consider and rate their top five health and wellbeing aspirations of the community. The results are below.

When asked to think about their top five aspirations for the future community of Monash, 67% of respondents selected ‘Monash is a safe city where everyone participates without fear or risk of injury or harm’ and 66% selected ‘our community has good physical health and access to affordable services’. These were the same top two aspirations for both men and women. However, more men selected ‘Monash is a safe city where everyone participates without fear or risk of injury or harm’ (79%) as a top five aspiration, compared to 61% of women. The aspiration for women that received the most top five ratings was ‘our community has good health and access to affordable services’ (65% compared to 71% of men).

Whilst only 27% of respondents selected ‘people of all genders are valued and treated as equals’ and 29% selected ‘the Monash community are accepting and welcoming of people from diverse backgrounds’ in their top five aspirations, ‘Monash is a safe city where everyone participates without fear or risk of injury or harm’ may have been viewed by respondents as including these aspirations.

| Votes | % top 5 | Rank | Health and wellbeing aspirations for our future community |
|---|---|---|---|
| 107 | 67% | 1 | Monash is a safe city where everyone participates without fear or risk of injury or harm |
| 106 | 66% | 2 | Our community has good physical health and access to affordable services |
| 91 | 57% | 3 | Our community has equal access to adequate, appropriate and safe community services, facilities and housing |
| 65 | 41% | 4 | Residents feel supported and strong in their mental wellbeing and selfcare |
| 64 | 40% | 5 | Our community has access to nutritious and affordable food and are supported to make healthy choices |
| 64 | 40% | 5 | There are adequate opportunities for people to socialise and connect with other people in the local area |
| 61 | 38% | 6 | Climate change is a priority in all Council decisions, actions and resourcing |
| 55 | 34% | 7 | Our community is prepared for and resilient to current and future public health threats and emergencies |
| 52 | 33% | 8 | Harms associated with gambling, smoking, alcohol and other drugs are prevented and reduced |
| 46 | 29% | 9 | The Monash community are accepting and welcoming of people from diverse backgrounds |
| 46 | 29% | 9 | Monash residents and businesses are encouraged and supported to reduce their greenhouse gas emissions (carbon emissions) |
| 43 | 27% | 10 | People of all genders are valued and treated as equals |

## Health and wellbeing priorities and aspirations

Survey participants were invited to identify ideas, actions and gaps that Council could focus on to meet the health and wellbeing needs and aspirations of the Monash community.

In the health and wellbeing component of the survey, participants were asked three slightly different questions relating to health and wellbeing, due to similarities and overlap in participant responses the qualitative responses have been consolidated and grouped together under the following priorities and themes.

Please note that percentages refer to percentage of responses for priority not total number of responses. For example, of the 49 comments classified under the priority 'Increasing Active Living and Healthy Eating', 32% were about 'increase access to opportunities for physical activity'. Samples of the comments are included under each priority.

### Priority: Promoting and Supporting a Fair and Inclusive Community (66 comments)

- Minimise health and wellbeing inequities and barriers - 33%
- Embracing diversity - 24%
- Access affordable and inclusive programs and services - 23%
- Housing and homelessness - 15%

*"I want to see a greater emphasis on making the area and suburb accessible for those with a disability. Currently disability options are limited and not informed by lived experience. I want to see less hostile furniture and more that can be used by those with a disability."*

*"More community centres providing a wider variety of activities for all age groups and walking distance for most residents."*

*"Needs to be inclusive of all suburbs not just centralised around the Glen Waverley area."*

### Priority: Increasing Active Living and Healthy Eating (49 comments)

Themes grouped under this priority include:

- Increase access to opportunities for physical activity - 32%
- Affordable sport and recreational activities - 27%
- Food Security and Healthy Eating - 16%
- Community education and health promotion - 12%
- Update and maintain facilities - 14%

*"To increase fitness levels and overall healthiness of the people of Monash, a good first step would be reducing the cost of MARC services and opening more pools and fitness centres around all suburbs."*

*"Focus on helping build more walkable cities, with more bike lanes, quieter and safer streets near activity areas for pedestrians and helping sculpt the planning schemes toward denser, liveable urban areas."*

*"Future aspirations that have to be prioritised should be basic human rights in particular the reference to nutritious and affordable food."*

*"Some free classes are only held during working hours. Only retired and non-working people can attend."*

## Priority:  Strengthening Mental Health and Social Connection (47 comments)

- Affordable and accessible opportunities to connect - 34%
- Accessible mental health support - 30%
- Reducing social isolation and loneliness - 15%
- Local opportunities to connect - 15%

*"Assistance to people who are struggling, community social events and organisations to give people a sense of belonging."*

*"More mental health service for children and young people."*

*"Getting to know neighbours and funding social gatherings."*

*"Council also should invest more in the issues of mental health. It sometimes falls way behind all things green when council considers its spending."*

## Priority: Tackling Climate Change and its Impact on Health (38 comments)

- Green cover, open spaces and environmental sustainability - 37%
- Community understanding and connection environment - 26%
- Reduce Green house emissions - 24%
- Health and wellbeing impact - 12%

*"Maintain natural green spaces so people can connect with nature (do not convert the few natural spaces to parks for examples)."*

*"Planting more native mini forests in local parks."*

*"Green spaces and greenery in general. We know that nature is important for both physical and mental health. This should be on the health list too."*

## Priority: Building a Respectful and Safe Community (39 comments)

- Community safety - 44%
- Access & Participation and community engagement - 44%
- Enhancing diversity and responding discrimination - 36%
- Community education and capacity building - 8%
- Responding to violence against women and family - 5%

*"Building a respectful & safe community may mean more lighting, more CCTV linked to security response as well as continued investment in easily accessible mental health services."*

*"Better street lighting and accessibility to long term parking."*

## Priority: Reducing Injury and Harm (22 comments)

- Physical safety and injury reduction - 45%
- Advocacy and community education - 36%
- Reducing harm from harmful industries - 18%




Additional themes that were identified in the analysis that cannot be grouped under the above priorities include;

- Advocacy
- Community and civil engagement
- Good governance
- Strong partnerships

## Finance planning

### Funding levers

Survey respondents were asked to consider the funding levers that are available to Council. Overall, support for employing funding levers was low to moderate. The results show the most support was for 'attract additional revenue sources' (58% yes). Reducing Council services obtained the least support (24% yes). The other funding levers received support from approximately two in five respondents (38% to 44% yes).

Similiar community results were seen in the Budget 2024/25 Planning Process, with the most support also seen for attracting additional revenue sources (61% yes) and the least support for reducing Council services (27%).

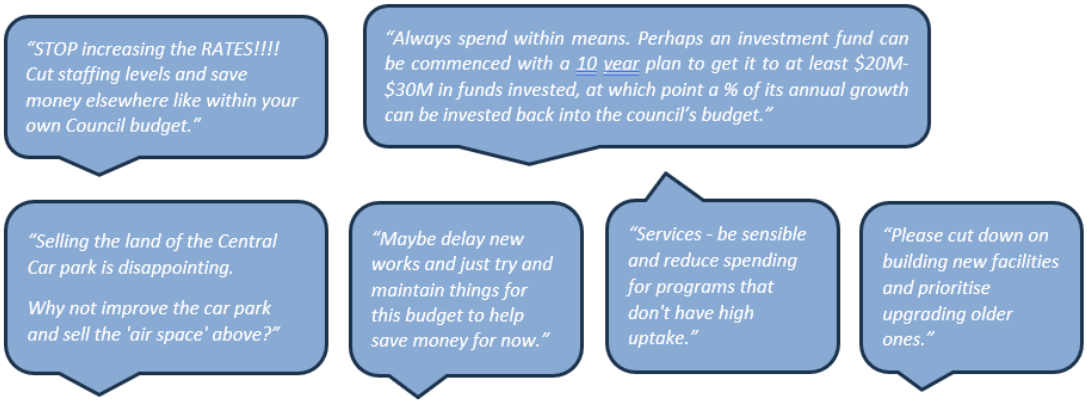
| Funding levers | Shape survey | Budget 2024/25 survey |
|---|---|---|
| **Attract additional revenue sources** This could include increasing council's fees and charges, seeking more external grants, and investigating options for other alternate funding sources. | 58% | 61% |
| **Slow down our capital works program** Delay renewing and upgrading existing assets and slow our program of building new community facilities. | 44% | 32% |
| **Seek 'rate cap' variation from State Government** Monash has the lowest rates per capita of any council in Victoria, and asking the State Government for an increase would support our ability to deliver additional projects or maintain and grow the services we provide the community | 42% | 33% |
| **Take out loans to be able to fund major projects** Council could borrow money to fund large capital works where the benefits are provided to future generations | 39% | 40% |
| **Sell land to fund major projects** Selling Council land to increase funding, particularly for major capital projects. | 38% | 34% |
| **Look to reduce the services we provide** Council could consider reducing or moving out of services we currently provide | 24% | 27% |

Looking across gender differences, the biggest difference in support was for 'slow down our capital works program', with 55% of females supportive, compared to only 21% of males.

Comments from the community about the funding levers suggested that Council look within its own operating costs, budget allocation or Council assets:

- Refocussed spending (35 comments)
- Better or innovative use of Council assets (16 comments)
- Alternate revenue streams (15 comments)
- Resistance to rates or levies (14 comments)
- Investigate financial planning options and pursue loans if needed (7 comments)

A sample of the comments are below.




## Alternate revenue generation options

The community were divided on whether they support reducing Council's subsidy level on user pay services (such as aquatics, recreation services, hall hire) and a separate waste charge (49% and 47% respectively). Support for the introduction of paid parking was much lower, with only 34% supportive. Women were notably more supportive of reducing Council's subsidy level on user pay services (56%) compared to men (38%).

| Alternative revenue generation options | Support |
|---|---|
| Reduce Council's subsidy level on user pay services (such as Recreation Services) | 49% |
| Support a separate waste charge | 47% |
| Introduce paid parking | 34% |

The community suggested the following key ways to generate revenue:

- Undertake service reviews and financial prioritisation (27 comments)
- Support other charges for services/permits or increased fines (26 comments)

A sample of the comments are below.



During the Budget 2023/24 Planning Process, the deliberative panel identified the following as guiding principles for Council budgets:

- **Optimisation of assets**
- A framework to justify further investment in assets to ensure their relevancy and performance to ensure community gets best value and use.
- Maintain the ownership of the land (asset), ensure the land is not reduced in size by selling off parts of the land or the asset is diminished.
- Spread our assets across different investment classes eg land, shares, bank accounts.

- **Maintain and improve on Current Services**
- Rather than diversifying service, focus on improving/maintaining the current services. (eg. public parks, roundabouts, streetlights etc). Public places should be maintained very well.
- Improve the current community consultation process. (Increase the frequency and open to accepting recommendations).

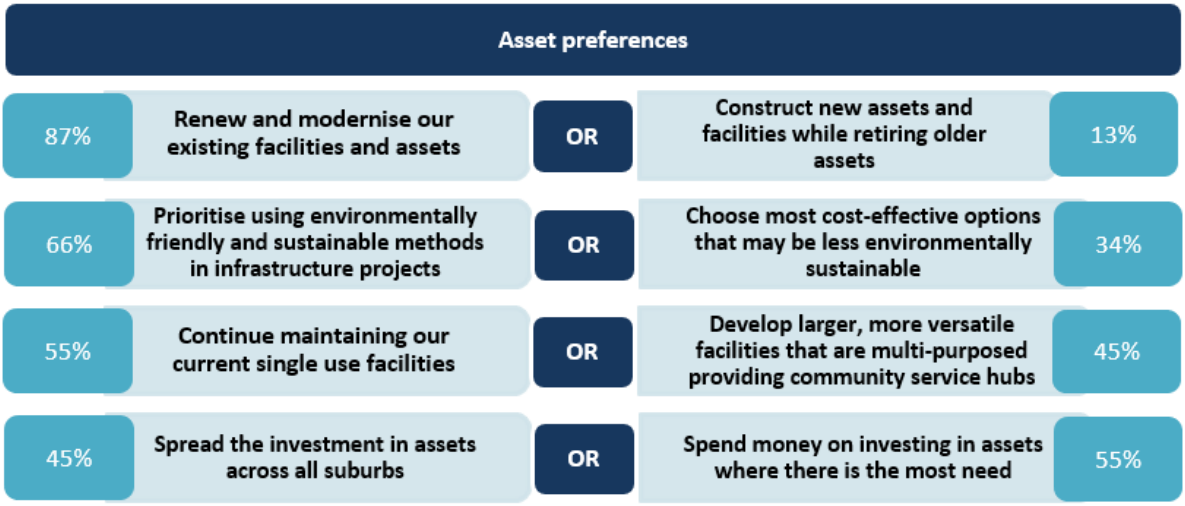
These principles are relevant for both the Financial and Asset Plans.

## Asset planning

### Asset preferences

Most respondents would like to see Council 'renew and modernise our existing facilities and assets' (87%) rather than 'construct new assets and facilities while retiring older assets' (13%). More respondents would like to see Council prioritise using environmentally friendly and sustainable methods in infrastructure projects (66%) compared to most cost-effective options that may be less environmentally sustainable (34%).

Support was split between maintaining current single use facilities (55%) or developing larger, more versatile facilities (45%), and also spreading investment across suburbs (45%) compared to locations where there is the most need (55%).




Women showed a stronger preference for using existing facilities:

- Renew and modernise existing facilities and assets (91% of women compared to 77% of men)
- Maintain single use facilities (61% of women compared to 42% of men)

Women also showed a stronger preference for prioritising the use of environmentally friendly and sustainable methods in infrastructure projects (70% of women compared to 58% of men).

The community were asked whether there are community facilities that do not exist in Monash that Council should consider providing. The main suggestions were:

- Community connection and accessibility (19 comments)
- More recreational and sporting facilities (12 comments)
- Transport and mobility (12 comments)
- Sustainability hubs (6 comments)
- Cultural development (6 comments)

A sample of the comments are below.



## Asset priorities

Respondents were invited to select three asset types that Council should prioritise for spending over the next ten years. The community prioritised 'parks and open space' and 'roads, drains and footpaths' with 66% and 59% of respondents selecting these assets in their top three priorities for Council asset spending over the next 10 years. Rounding out the top three priorities was 'street trees and bushland', with 38% of respondents selecting this in their top three priorities.

The top three asset priorities selected by the community impact residents' day-to-day liveability. The community are also likely to view these assets as services provided primarily by Council and not by other providers, and therefore should be the highest priority for Council spending.

Buildings such as aquatic and recreational facilities, sporting facilities, community halls and neighbourhood houses as well as activity centres were seen as less of a priority (23%, 19%, 19% and 16% respectively) for spending over the next ten years. Council's Museum of Australian Photography (MAPh) was rated the lowest priority for spending over the next 10 years (2% of respondents rated the MAPh in their top three priorities).

The top three asset priorities were the same for men and women, however more men rated parks and open space (79%) and roads, drains and footpaths (67%) in their top three priorities, compared to women (58% and 55% respectively). Other notable differences between the genders were more women rating libraries in their top three (38% compared to men at 19%) along with community halls and neighbourhood houses (22% compared to 12% of men). However, more men rated sporting facilities in their top three (27% compared to 15% of women).

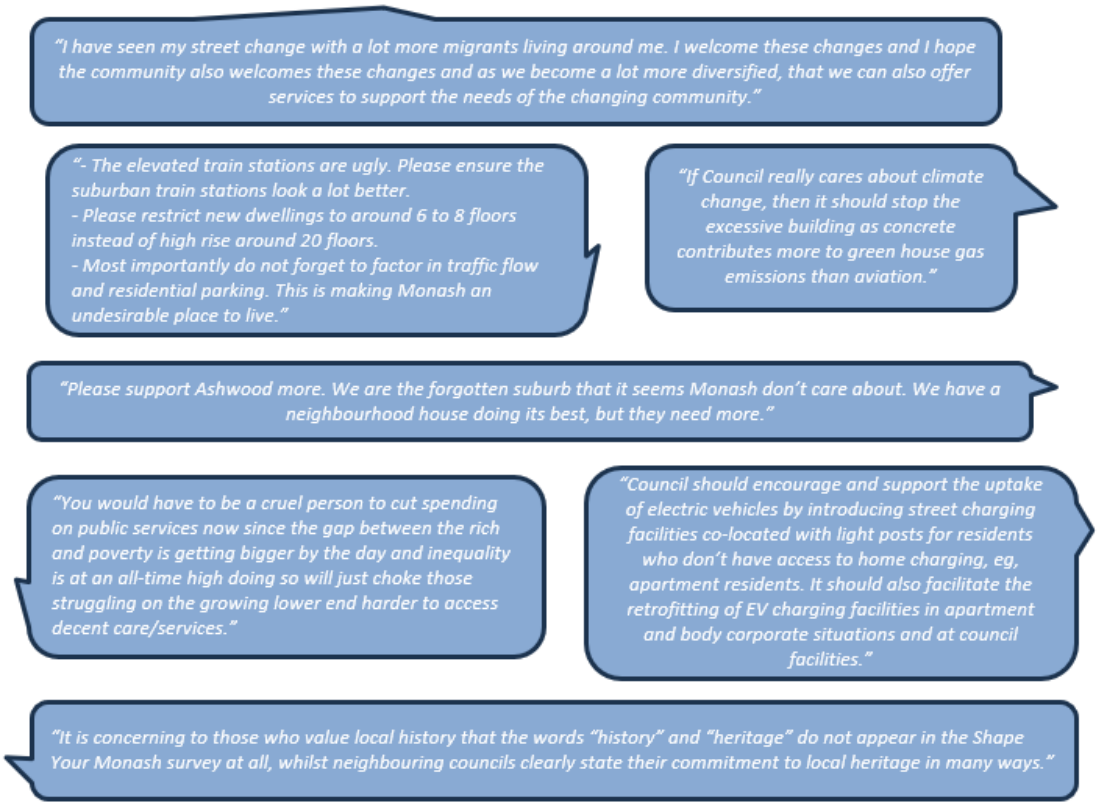
| Top 3 % | Rank | Asset priorities over the next 10 years |
|---|---|---|
| 66% | 1 | Parks and open space |
| 59% | 2 | Roads, drains and footpaths |
| 38% | 3 | Street trees and bushland |
| 32% | 4 | Libraries |
| 28% | 5 | Kindergarten and Childcare centres |
| 23% | 6 | Aquatic and recreational facilities |
| 19% | 7 | Sporting facilities |
| 19% | 8 | Community halls and Neighbourhood houses |
| 16% | 9 | Activity centres |
| 2% | 10 | Museum of Australian Photography (MAPh) |

## Final survey comments

Shape respondents were invited to provide any final comments at the conclusion of the survey. Comments centred on the following themes:

- Governance and policy or funding priorities for Council consideration (27 comments)
- Provision of infrastructure and services (21 comments)
- Addressing sustainability and climate (20 comments)
- Community connection and inclusion (14 comments)

A sample of the comments are below.



# Advisory Committee engagement

## Where and when

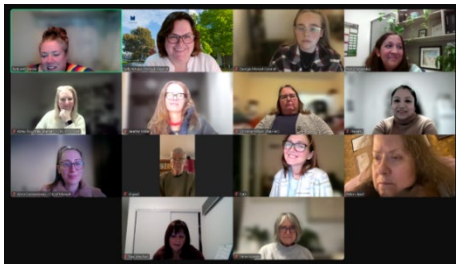
Community Advisory Committees play a vital role in providing community insights, sharing lived experience, and offering ongoing feedback on the work of Council. Committees meet regularly throughout the year and have an ongoing relationship with Council. This means that Committee members have a deep understanding of Council's role and services provided to the community. Advisory Committees are not decision-making bodies but play an important role as a connection between Council and our community to provide input and feedback on services, programs and plans. Advisory Committees also provide insight into experiences of intersectionality and ensure different voices and experiences are captured and better understood by Council.

The following Advisory Committees were consulted with for the Integrated Planning Project:

- Gender Equity Advisory Committee – 3 June
- Positive Ageing Reference Group – 6 June
- Multicultural Advisory Committee – 13 June
- Disability and Access Advisory Committee – 20 June
- LGBTIQA+ Advisory Group – 24 June
- Monash Environmental Advisory Group- 1July
- Monash Youth Committee – 10 July
- Junior Advisory Group* - 18 July

*Engagement activities for the Junior Advisory Group were similar to the Listening posts.

During the Advisory Committees, the Community Vision, Health and Wellbeing Plan and Council Plan were consulted on separately. For the Health and Wellbeing Plan, consultation focused on the most important health and wellbeing priority/ies identified by the respective Committees. For the purposes of streamlining reporting, the Council Plan and Health and Wellbeing Plan themes have been consolidated into the same six priorities used at the Listening Post engagement. Feedback from the Committees has been summarised and presented under six consolidated priorities.



Disability and Access Advisory Committee



Positive Ageing Reference Group



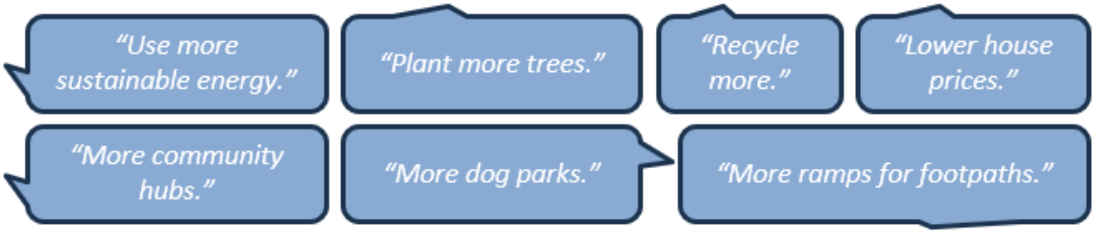


Junior Advisory Group

The Junior Advisory Committee were also asked to draw what they love most about where they live. The themes of these drawings were safety, playgrounds and parks, sport courts, nature, housing, facilities. There were also drawings showing improvements to sustainability.



The Junior Advisory Group provided ideas on how to include their most important topics in the plan. Their ideas centred predominantly on tackling climate change, respectful and safe community and active, healthy and connected community.



## Promoting and supporting an active, healthy and connected community

### Active living - access to services and infrastructure (facilities, paths, open spaces, etc) that promote enhanced levels of social, emotional and physical wellbeing

The Committees commended Council's Active Monash, playgrounds, open spaces, parks and sports facilities. The Youth Committee raised concerns about risky behaviour amongst young people, such as vaping and underage drinking. To improve the health and wellbeing of future residents, Committee members encouraged Council to provide more health and wellbeing activities and spaces for older residents, more affordable gym membership options, health checks as well as improved safety on cycling and walking paths.

### Healthy eating

There were limited comments on healthy eating from Committee members.

### Social connection and mental health

Most Committees emphasised the increase in loneliness and the importance of social connection, and this was particularly the case for older residents, those living alone, young people, the LGBTIQA+ community and new migrants, especially those who do not speak English.

The Committees suggested creating spaces, events, and activities to foster connections within communities and to create opportunities to connect across different communities, for example those within the LGBTIQA+ community and those who do not identify as LGBTIQA+. During the Budget 2023/24 Planning Process, the deliberative panel also identified the importance of connections between local communities as being valuable and important for the community in the future.

The Committees recommended to offer a variety of opportunities to suit individuals, including programs for different interests, programs that do not need upfront commitment, and programs/events that are ongoing to allow time to form friendships. The importance of promoting of these opportunities was highlighted, especially for harder-to-reach communities. Council could also build partnerships with neighbouring councils to increase and strengthen local community connections particularly for diverse communities.

A number of Committees identified mental health as a main challenge faced by their community. However, the Youth Committee expanded significantly on their community's mental health challenges, including school stress. Supporting this, a Council survey of Monash young people conducted in 2023 amongst Monash young people found 27% felt stressed most of the time and 7% all of the time. One in two (52%) young people aged 17-18 years (VCE age group), reported feeling stressed 'most or all of the time'. Gender diverse young people reported the highest combined percentage of feeling stressed 'most of the time' and 'all of the time' (62%). School problems, overthinking, high self-expectation, and negative self-perception were listed as the top stressors for young people. The Youth Committee would like greater support for mental health.

## Environmental sustainability and addressing climate change

### Protecting our natural environment

Some Committee members acknowledged the Council for its sustainability efforts and maintaining green spaces such as parks, however there was clear feedback that more needs to be done. Members would like to see a greater focus on climate change and sustainability. There was support for Council to move beyond tree planting and instead focus on creating habitats that support biodiversity. Members raised concerns about the loss of the 'green, leafy city' to make way for development. They would like to see Council do more to protect the community's vision of a 'green, leafy city' from a planning perspective.

### Waste diversion

Some Committee members highlighted the need to improve availability of hard rubbish collection, as well as more waste education to the community. However, overall, Committee members commended Council for their waste and recycling services, including the hard rubbish collection and access to recycling centre. In Council's Annual Satisfaction Survey of residents, Council's regular garbage and waste collection services were rated by Monash residents as the two most important Council services. These services are likely highly valued by residents because they impact everyone and are exclusively provided by the Council, without easy alternatives from other providers.

Looking at satisfaction with these services, satisfaction with Council's fortnightly green waste service was 8.5, measurably higher than the metropolitan Melbourne average of 8.1. However, satisfaction with Council's fortnightly garbage service was 8.0, slightly lower than the metropolitan average of 8.2. Council's regular garbage collection changed from weekly to fortnightly in 2023, with the community informed about the upcoming change in 2022. Prior to this frequency change, annual satisfaction with the weekly garbage collection was consistently rated 8.5 or higher. Over the last few years, rubbish and waste issues, including garbage collection, have been identified by the community as one of the top three issues for Council. This coincides with the change in frequency of kerbside collection.

### Planning and building community infrastructure that meets sustainability guidelines

During the recent Budget 2023/24 Planning Process, the deliberative panel concluded that 'sustainable resource management' was important for the community in the future. This included better waste management, sustainability with zero carbon footprint from Council assets and being innovative in reducing costs in relation to sustainability. There was limited direct feedback from Committee members on this topic.

### Circular economy

There was limited feedback from Committee members about the circular economy.

### Impact on Health

There was limited feedback from Committee members about the impact of climate change on health.

## Promoting a respectful and safe community

### Addressing actual and perceived community safety

The Committees were concerned with actual and perceived community safety, with a desire to see Council do more to keep our community safe. The Committees tended to focus on distinct aspects of safety. The Youth Committee raised concerns about risky behaviour amongst young people, such as vaping and underage drinking. This Committee also raised the importance of cyber safety. Members of the Positive Ageing Reference Group and Disability and Access Advisory Committee were more likely to ask for safety improvements to footpaths and roads, as well as reducing youth crime.

### Safe and accessible places and services

The LGBTIQA+ Advisory Committee, Disability and Accessible Advisory Committee and Youth Advisory Committee raised the importance of safe and accessible places and spaces for their communities. Whilst the Youth Advisory Committee were appreciative of the space to study in Monash's library branches and Euneva Youth Space, safe spaces for youth remains a main challenge for their community. The Disability and Access Advisory Committee would like to have safe spaces for people with invisible disabilities and safe spaces for people with similar disabilities to connect. The LGBTIQA+ Advisory Committee would like Council to continue to roll out all genders public toilet facilities and have more queer social safe spaces available in the municipality.

In line with this, during the LGBTIQA+ Action Plan consultation in 2022, over half of respondents (55%) disagreed that there were adequate opportunities for LGBTIQA+ people to socialise and meet others in the community and over 1 in 3 disagreed that the LGBTIQA+ community has access to adequate, appropriate and safe community services and facilities. Cultural safety, not being LGBTIQA+ friendly, and a lack of awareness of where or how to access services, were seen as the highest barriers to accessing services.

### Addressing gender-based violence

The Gender Equity Committee raised gender equality and preventing gender-based violence as main challenges for their community. The Gender Equity Committee acknowledged Council's efforts to promote gender equality in the community. There were calls from this Committee and others to equip our community through initiatives and programs to support the prevention of gender-based violence and promoting gender equality such as healthy masculinity programs.

## Supporting a vibrant and creative community

### Celebration of arts and cultural events

Committee members praised the arts and cultural events organised by Council, but no further feedback or suggestions were received.

### Diverse entertainment options

There was no mention from Committee members about diverse entertainment options.

## Planning for the future

### Planning and building places (community infrastructure, housing, parks) that meet current and future community needs

All Committees raised concerns over overdevelopment and losing the 'green, leafy feel' of Monash. Members acknowledged the need for growth yet want to ensure sustainable development. Concerns over the loss of trees, too many high rises, particularly large homes, and Committee members want Council to develop planning controls to combat these. There was an awareness amongst some Committee Members that planning decisions may be made outside of Council's control.

There were other suggestions from Committee members on community infrastructure, including library upgrades, loss of carparks, improving accessible toilet facilities and creating more multi-use/multi-generational spaces.

### Accessibility to transport (roads, public transport, footpaths, trails)

There was limited feedback from the Committees about large infrastructure projects such as the Suburban Rail Loop. The focus for Committees was on aspects of transport accessibility and dependence on transport. These included the Positive Ageing Reference Group, who raised concerns about the accessibility of buses in certain areas of Monash and decline in availability of Council's community bus. The Disability and Access Advisory Committee highlighted several inconsistencies regarding designated disabled carparking spots within the municipality as well as improving safety for pedestrians on footpaths.

### Financial sustainability

There was limited feedback from the Committee members on this topic. However, the deliberative panel for the Budget 2023/24 Planning Process recommended the following guiding principles for Council budgets:
- Regular and frequent community engagement
- Innovation in sustainability
- Maintain and improve on current services
- Liveability
- The transparency on the methodology used to evaluate capital projects.
- Diverse community engagement at regular and frequent intervals
- Optimisation of assets
- Build and implement transparent asset risk management processes and framework

### Embracing technology

There was no feedback from the Committee members on this topic.

### Facilitate business growth

There was limited feedback from the Committee members on this topic.

## Fair and inclusive community

### Embracing diversity, addressing discrimination and accessibility

All Committees highlighted the need for an inclusive community that embraces diversity. This was also identified as a challenge for the community by several Committees and the need to educate the community around being inclusive. The Gender Equity Committee also spoke on intersectionality and that some people live with multiple forms of inequality or discrimination.

In the 2023 Youth survey, 21% of respondents reported being victims of discrimination in the last 12 months. The data shows that 50% of gender diverse young people had experienced discrimination in the last 12 months. 32% of respondents reported that someone they knew experienced discrimination. The older the respondents, the more likely they are to know someone who was discriminated against (starting with 19% for 10–13-year-olds, up to 50% for 19-25 year olds). Young people of African and Middle Eastern descent experienced discrimination, at the highest rate with 35% reporting that they have been discriminated against in the last 12 months. Religious beliefs were identified as the main cause of their discrimination. The deliberative panel for the Budget 2023/24 Planning Process also highlighted the importance of equity, diversity and inclusion for the community in the future. This panel also mentioned that disadvantaged groups should be taken care of with regards to services and identified the importance of an inclusive and diverse voice when engaging with the community.

Whilst some Committee members acknowledged Council's efforts to embrace diversity and promote inclusivity, there was a call to do more. Recommendations included community education to better understand the experiences of marginalised communities and education to health professionals to better support marginalised communities. The LGBTIQA+ Advisory Committee also asked for more events that are ongoing rather than one-off that can be seen as tokenistic, the Multicultural Advisory Committee would like opportunities for community members to connect with others and the Gender Equity Committee wanted more speed networking events.

In the LGBTIQA+ Action Plan 2022 consultation, almost half of respondents (43%) said that LGBTIQA+ people were likely (37%) or extremely likely (6%) to experience discrimination, harassment or exclusion in Monash, while 34% were neutral, and 23% said it was unlikely. The respondents acknowledged that recognition, celebration and visibility are important; however, the community have also indicated that there are other areas of importance (e.g. knowledge and education, organisational capability) that they would like to see actioned to make Monash a safer place for LGBTIQA+ people. A clear message from the feedback is that the community feel the City of Monash can demonstrate strong leadership to encourage the broader community to support their LGBTIQA+ peers.

In the 2023 Youth survey, respondents were asked what actions they would like to see to make Monash more inclusive and accepting. Approximately 56% of respondents would like to see some changes happen, with 37% requesting more education to raise awareness of inclusivity and diversity and 19% asking for more advocacy.

### Addressing homelessness, social and affordable housing

There was a small amount of feedback from the Committees on this topic. However, there were mentions about the current cost-of-living.

## Equal access to community services

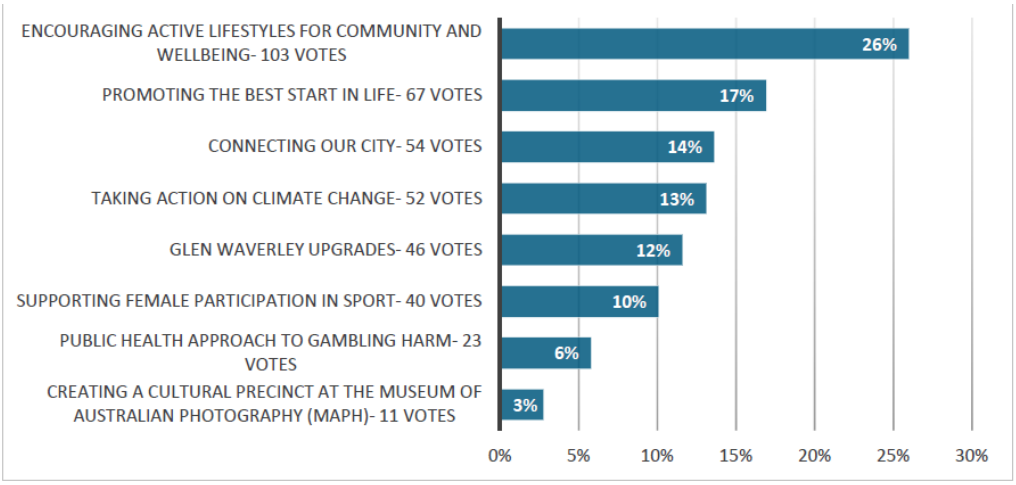
There was limited feedback from the Committee on this topic. It is noted that the Budget 2023/24 Planning Process, the deliberative panel explained that it 'affordable access to Council events and facilities' are important for the community. This included more low-cost events and accessibility of Council facilities (transport, financial affordability and parking).

## Advocacy, decision making and action by Council

The Council received recognition for their communication and commitment to community engagement, especially through the Advisory Committees. However, Committee Members expressed a desire for improvements across these aspects. The Youth and Environmental Advisory Committees were the most vocal in their need for improvements to Council's communications. Specifically, they would like improvements made to the accessibility and navigation of Council's website, better promotion and advertisement of events and services including through social media as well as informing the community about the work Council do.

The Committees encouraged Council to continue seeking the voice of their community. The deliberative panel for the Budget 2023/24 Planning Process also recommended diverse community engagement at regular and frequent intervals. This panel also suggested Council provide transparency on the methodology used to evaluate capital projects. The panel wanted Council to continue utilising evidence-based information to inform capital decisions, ensure proper community communication and receiving feedback, and responding on how they accommodated/considered the community feedback. Some Committees recommended Council develop partnerships with other organisations to share resources, reduce duplication as well as improve services and strengthen networks.

The Committees did not provide significant feedback on advocacy. However, during the Budget 2024/25 Planning Process community consultation, the community were invited to consider the following advocacy priorities which were based on Council's Advocacy projects 2023 document. The following were rated as the top three advocacy issues and projects for the community:
- 'Encouraging Active Lifestyles for Community and Wellbeing' - Seeking funding to upgrade, improve and better connect or our local parks, reserves, trails and paths to encourage community sport, active transport, recreation and socialisation.
- 'Promoting the best start in life' - Seeking funding to expand, improve and support our playground, kindergarten and MCH programs.
- 'Connecting our city' - Seeking investment for key identified transport projects across Monash such as the Oakleigh train station redevelopment and Westall Road extension.



# Listening posts - hearing from our community

## Where and when

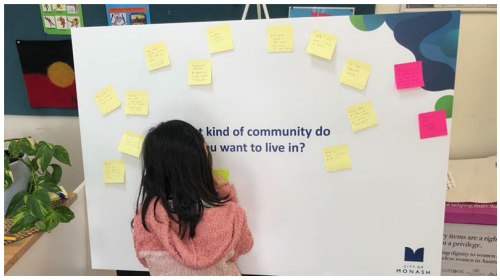
During June and July 2024, Council officers sought input from 237 community members at the following events:

| Listening post locations | |
|---|---|
| Oakleigh Library - Greek Storytime – 17 June<br>Museum of Australian Photography – NAIDOC Week Storytime – 10 July | |
| Learn to Swim at Monash Aquatic and Recreation Centre – 22 June | MCH Immunisation Session at Clayton Playgroup – 25 June |
| Mulgrave Farmers Market – 16 June | Food Safety Handler Course for Monash volunteers – 27 June |
| Pathways for Carers – 13 June | Dad's Playgroup – Mental Health Week – 1 June |

Council staff also spoke to the Junior Advisory Group on 18 June and conducted the voting activity.

At the listening posts, the community were invited to write what kind of community they would like to live in. The key themes were:

- Opportunities to connect/activities/events and promotion of them.
- A safe community
- A community that is inclusive and welcoming
- Green spaces
- Great public transport






**Our community ranked 'respect and safety', 'health and connection' and 'future planning' as their top priorities for Council.**

At the listening posts across the municipality, our community were invited to vote for their top three priorities for Council to focus on. The Council Plan and Health and Wellbeing Plan themes were consolidated into six priorities to streamline the activity for the community. Respondents could place three votes on individual priorities or all on one priority if desired.

Results show that there were two clear top priorities that the community would like Council to focus on as fundamental to the community – a 'respectful and safe community' (188 votes), and an 'active, healthy and connected community' (167 votes respectively). 'Planning for the future' rounded out the top three (127 votes). Some community members mentioned that 'a fair and inclusive community' appeared similar to 'respectful and safe community', which may help to explain the lower result for this priority. The figure below shows the results from the listening posts.

| Votes | Rank | Theme |
|---|---|---|
| 188 | 1 | Respectful and Safe Community |
| 167 | 2 | Active, Healthy and Connected Community |
| 127 | 3 | Planning for the Future |
| 93 | 4 | A Fair and Inclusive Community |
| 81 | 5 | Tackling Climate Change |
| 56 | 6 | Vibrant and Creative Community |

Whilst included in the total results, it is worth noting that the top two priorities for the Junior Advisory Group were 'respectful and safe community' and 'tackling climate change' (12 and 11 votes respectively).

At the listening posts, children were also invited to draw what they would like their community to be like in the future. A sample of the 13 drawings received are shown below.




**Oakleigh Library - Greek Storytime**





**Mulgrave Farmers Market**






**Monash Aquatic & Recreation Centre**



**Dads Playgroup at Men's Health Week**



## Shape Monash Survey – demographic results




The Shape survey was open May 11 – July 14, 2024 and 160 respondents completed the survey. A hard copy of the survey was also available upon request and Council received two completed hard copy surveys. A copy of the survey is available at the end of this Report **(Attachment 1),** as is a submission from History Monash **(Attachment 2)**.

The survey was advertised via Council's social media channels, posters were also placed around some of Council's recreation facilities, community centres and Maternal and Child Health centres.

**Demographics of survey respondents:**

- Most survey respondents were **female** (63%), one in three (33%) were **male**, and 1% **non-binary**
- There was representation from all **age groups**, however 51% were in the middle aged-group (35-54), one in three (31%) respondents were aged 55 and over, and the remaining 15% were under 35 years
- 6% were a person with a **disability or impairment**
- 1% **First Nations**
- 21% spoke a **language other than English** at home
- 2% living in **insecure housing or experiencing homelessness**
- 8% **unpaid carers** for family members or others because of their disability or long-term health conditions
- 8% identify as **LGBTIQA+**
- Survey respondents came from all **suburbs** across Monash. The top five suburbs were:
    - Mount Waverley – 25%
    - Glen Waverley – 16%
    - Mulgrave – 9%
    - Wheelers Hill – 9%
    - Clayton – 8%
- The most common **birthplaces** were:
    - Australia – 63%
    - India – 4%
    - China – 3%
    - Sri Lanka – 3%
    - Malaysia – 3%
    - New Zealand – 3%
- Respondents identified their **connection to Monash**:
    - Monash resident – 93%
    - Work in Monash – 18%
    - Studies in Monash – 4%
    - Visitor to Monash – 3%
    - Trader in Monash – 1%

# Attachment 1: Shape Your Monash 2025-2029 Survey

## What is most important to you and our community for the future?

Your ideas will help shape Council's major long-term plans for 2025-2029 (and beyond), including:

- 2025-2034 Community Vision
- 2025-2029 Council Plan
- 2025-2029 Health and Wellbeing Plan
- 2025-2034 Financial Plan, including Revenue and Rating Plan
- 2025-2034 Asset Management Plan
- 2025-26 Annual Budget.

Your feedback will also be used to check in on the Monash 2040 Community Vision. As a community, you have told us what's important to you through various consultations in recent years. Let us know if the Community Vision still reflects what's important and if anything is missing.

This survey will take approximately 10-15 minutes and has 6 sections:

1. Looking to the future
2. Community health and wellbeing
3. Managing community assets and finances
4. About you
5. Enter prize draw
6. Next steps - Shape Monash Community Panel

## Section 1: Looking to the Future

This is the Monash 2040 Community Vision that was developed in consultation with the community in 2020.

The Vision is "Monash Is The Most Liveable City In Victoria. Monash is a city that gives more than it takes. It:

- Shares its surplus
- Thrives through its rich diversity
- Empowers its community to live healthy, connected lives
- Nurtures innovation and prioritises sustainability, and
- Is a liveable place where we all belong. "

The 6 key themes in the vision are:

- A Sustainable Future
- A Green Leafy City
- Easy to Get Around
- Services in My Neighbourhood
- A Strong Sense of Community
- An Engaged Community

---

01. Do you think the current Community Vision reflects the Monash community? Required

| Select one answer only |
|---|
| ◯ Yes |
| ◯ No |
| ◯ Maybe |

02. If you would like to, please explain why you gave this response.

| |
|---|
| |

**Over the next four years, Council will focus on the following 8 areas to work towards achieving our Community Vision.**

03. Please rate the following areas by importance in terms of what you think Council needs to focus on. Required

| Rate the below statements from 1-8 in order of most to least importance. | |
|---|---|
| ☐ | An active and healthy community where all people can have the opportunity to experience enhanced levels of social, emotional and physical wellbeing. |
| ☐ | A culturally rich and inclusive community that promotes diversity, social connection and access to community services. |
| ☐ | Plan, build, renew and maintain community infrastructure, assets and public spaces to meet the current and future needs of our community. |

| | |
|---|---|
| ☐ | A future ready Council that embraces changes in technology, enhances our services and provides innovative digital solutions. |
| ☐ | A vibrant and creative community recognised for the celebration of arts, cultural expression and diverse entertainment options. |
| ☐ | A thriving economy that facilitates business growth and prosperity through business diversity, collaboration and innovation. |
| ☐ | A council that takes a leadership role in addressing climate change and ensure we protect and enhance our natural environment. |
| ☐ | A council that provides governance and leadership through our community through advocacy, decision-making and action. |

## Section 2: Community Health and Wellbeing

This section includes a list of identified priorities that relate specifically to health and wellbeing in Monash. These have been informed by evidence-based data and previous community feedback.

**Please note:** The below support services and information are available if any of the below topics cause you any distress.

Beyond Blue: 1300 224 636 | Kids Helpline: 1800 551 800 | 1800 RESPECT: 1800 737 732 | Rainbow Door: 1800 729 367

---

04. Which of the following priorities do you think Council should focus on to improve health and wellbeing of people across Monash? Required

| **Rate the below from 1-6 in order of your top priorities. You may rate a minimum of 3 priorities.** | |
|---|---|
| ☐ | Increasing Active Living and Healthy Eating |
| ☐ | Promoting and Supporting a Fair and Inclusive Community |
| ☐ | Reducing Injury and Harm |
| ☐ | Strengthening Mental Health and Social Connection |
| ☐ | Tackling Climate Change and its Impact on Health |
| ☐ | Building a Respectful and Safe Community |

05. Do you have ideas about how Council or other organisations could address your chosen priorities?

Please detail below which priorities you are referring to.

06. When you think about the health and wellbeing priorities for the Monash community, is there anything missing from the list on Question 4 that you would like Council to focus on?

07. Help us prioritise our efforts by sharing your **top five aspirations** for our future community. Required

| Select your top 5 statements from below and rate from 1-5 in order of your top aspirations. | |
|---|---|
| ☐ | Our community has good physical health and access to affordable activities |
| ☐ | Monash is safe city where everyone participates without fear or risk of injury or harm |
| ☐ | Residents feel supported and strong in their mental wellbeing & selfcare |
| ☐ | Climate change is a priority in all Council decisions, actions and resourcing |
| ☐ | Our community has access to nutritious and affordable food and are supported to make healthy choices |
| ☐ | People of all genders are valued and treated as equals |
| ☐ | Harms associated with gambling, smoking, alcohol and other drugs are prevented and reduced |
| ☐ | Our community has equal access to adequate, appropriate and safe community services, facilities and housing |

| | |
|---|---|
| ☐ | The Monash community are accepting and welcoming of people from diverse backgrounds |
| ☐ | Our community is prepared for and resilient to current and future public health threats and emergencies |
| ☐ | There are adequate opportunities for people to socialise and connect with other people in the local area |
| ☐ | Monash residents and businesses are encouraged and supported to reduce their greenhouse gas emissions (carbon emissions) |

08. Do you or other people you know experience barriers in accessing Monash Council programs? Please tell us what type of support is needed to make sure all people feel welcomed and included?

## Section 3: Managing community assets and finances

Council needs to effectively manage its finances as well as invest in community assets and facilities (capital works program) over the next 10 years. This means we have to effectively prioritise where our money is spent and which assets are maintained and updated or else which capital works program we undertake to meet the future needs of our community.

09. The following funding levers are available to Council to either improve service offering or invest in even more capital works. Required

Select Yes or No under each statement.

| | |
|---|---|
| **SLOW DOWN OUR CAPITAL WORKS PROGRAM:** Delay renewing and upgrading existing assets and slow our program of building new community facilities. Building and maintaining infrastructure assets can place a large financial constraint on Council's funding capacity | |
| ◯ | Yes |
| ◯ | No |
| **ATTRACT ADDITIONAL REVENUE SOURCES:** This could include increasing council's fees and charges, seeking more external grants, and investigating options for other alternate funding sources. We welcome your ideas for these options | |

| |
|---|
| ◯ Yes |
| ◯ No |
| **SELL LAND TO FUND MAJOR PROJECTS:** Selling Council land to increase funding, particularly for major capital projects. In the past Council has sold assets to part fund specific projects like the construction of the Clayton Community Centre, Monash Aquatics & Recreation Centre and Caloola Reserve. We are also currently doing to this to support the future Glen Waverley Civic Centre project |
| ◯ Yes |
| ◯ No |
| **SEEK 'RATE CAP' VARIATION FROM STATE GOVERNMENT:** The Victorian Government's rate capping system limits what Councils limits the amount that councils can raise their rates each year. Monash has the lowest rates per capita of any council in Victoria, and asking for an increase would support our ability to deliver additional projects or maintain and grow the services we provide the community |
| ◯ Yes |
| ◯ No |
| **LOOK TO REDUCE THE SERVICES WE PROVIDE:** Council could consider reducing or moving out of services we currently provide. If this is appealing to you, provide feedback on what services you think council could investigate reducing. List of services Council provides |
| ◯ Yes |
| ◯ No |
| **TAKE OUT LOANS TO BE ABLE TO FUND MAJOR PROJECTS:** Council could borrow money to fund large capital works where the benefits are provided to future generations |
| ◯ Yes |
| ◯ No |

10. Are there any other additional comments you would like to make on the above financial levers?

| |
|---|
| |

11. Do you support the following alternative revenue generation options to either improve service offering or invest in even more capital works? Required

| |
|---|
| **INTRODUCE PAID PARKING:** Monash is the only Melbourne council with no paid parking in Council owned parking facilities. Introducing paid parking could also improve the level of parking availability and turnover in our busy precinct areas. |
| ◯ Support |
| ◯ Don't support |
| **SUPPORT A SEPARATE WASTE CHARGE:** This is more fair and equitable way to charge for the cost of waste and recycling services. Without a separate waste cost, Council is unable to recover the real cost pressures of waste and recycling services above the rate cap. Council is currently partially recovering the cost of recycling and landfill levy increases. |
| ◯ Support |
| ◯ Don't support |
| **REDUCE COUNCIL'S SUBSIDY LEVEL ON USER PAY SERVICES, SUCH AS:** Animal management, Aquatics & Swimming, Recreation Services, Hall Hire. |
| ◯ Support |
| ◯ Don't support |

12. Are there any other additional sources of revenue you think Council could explore?

| |
|---|
| |

The below questions have to do with how you would like us to manage our community assets and facilities.

Council's assets and facilities include our:

- Buildings (libraries, recreation centres, halls, community centres, pavilions, etc)
- Roads, bike paths, footpaths and drains
- Open space (parks, golf courses, playgrounds, sporting grounds, etc)
- Public Lighting

13. Would you prefer us to renew and modernise or construct new assets? Required

| Select one answer only |
|---|
| ◯ Renew and modernise our existing facilities and assets |
| ◯ Construct new assets and facilities while retiring older assets |

14. Would you prefer us to continue maintaining current facilities or develop larger facilities? Required

| Select one answer only |
|---|
| ◯ Continue maintaining our current single use facilities |
| ◯ Develop larger, more versatile facilities that are multi-purposed providing community service hubs |

15. Would you prefer us to prioritise sustainable or cost-effective options? Required

| Select one answer only |
|---|
| ◯ Prioritise using environmentally friendly and sustainable methods in infrastructure projects |
| ◯ Choose more cost-effective options that may be less environmentally sustainable |

16. Would you prefer us to spread investment across all suburbs or where most needed? Required

| Select one answer only |
|---|
| ◯ Spread the investment in assets across all suburbs |
| ◯ Spend money on investing in assets where there is the most need |

17. Which of the following **three asset types** do you think Council should prioritise its spending in the next 10 years? Required

| Select 3 answers and rate from 1-3 in order of your top priorities. |
|---|
| ☐ Aquatic and recreational facilities (Monash Aquatic & Rec Centre, Oakleigh Rec Centre, Clayton Aquatic and Health Club) |
| ☐ Community Halls and Neighbourhood Houses |
| ☐ Kindergarten and Childcare Centres |

| | |
|---|---|
| ☐ | Libraries |
| ☐ | Museum of Australian Photography (MAPh) |
| ☐ | Parks and open spaces (including playgrounds, skate parks, dog off leash reserves, outdoor exercise equipment) |
| ☐ | Activity Centres (Kingsway, Eaton Mall, etc) |
| ☐ | Sporting facilities (sports grounds, pavilions, tennis courts, etc) |
| ☐ | Roads, drains and footpaths |
| ☐ | Street trees and bushland |

18. Are there community facilities that do not exist in Monash that you believe Council should consider providing?

| |
|---|
| |

19. Do you have any final comments that you would like to add?

| |
|---|
| |

Thank you for your valuable feedback. Please continue to complete the final sections and to go into a draw to win one (1) of four (4) x $100 gift cards. You can also express your interest to join our Community Panel.

## Section 4: About you

Your responses help us understand who is interested in and impacted by this project.

20. Do you identify as... Required

Please select all that apply

| Select all that apply |
|---|
| ☐ A person with a disability or impairment |
| ☐ Aboriginal or Torres Strait Islander |
| ☐ A person who speaks a language other than English at home |
| ☐ LGBTIQA+ (i.e lesbian, gay, bisexual, trans or gender diverse, intersex, queer or questioning) |
| ☐ Living in insecure housing or experiencing homelessness |
| ☐ An unpaid carer for family members or others because of their disability or a long term health condition |
| ☐ None of the above |
| ☐ Prefer not to answer |
| ☐ Other (please specify) |
| |

21. Your gender Required

| Select one answer only |
|---|
| ◯ Woman |
| ◯ Man |
| ◯ Non-binary |
| ◯ Prefer not to say |
| ◯ Prefer to self-describe |
| |

22. Your age group Required

| Select one answer only |
| --- |
| ◯ Under 18 |
| ◯ 18-24 |
| ◯ 25-34 |
| ◯ 35-44 |
| ◯ 45-54 |
| ◯ 55-64 |
| ◯ 65-74 |
| ◯ 75 and over |
| ◯ Prefer not to answer |

23. Your suburb Required

| Select one answer only |
| --- |
| ◯ Ashwood |
| ◯ Burwood |
| ◯ Chadstone |
| ◯ Clayton |
| ◯ Glen Waverley |
| ◯ Hughesdale |
| ◯ Huntingdale |
| ◯ Mount Waverley |
| ◯ Mulgrave |
| ◯ Notting Hill |
| ◯ Oakleigh |
| ◯ Oakleigh East |
| ◯ Oakleigh South |
| ◯ Wheelers Hill |
| ◯ Prefer not to answer |

| |
|---|
| ◯ Other |
| |

24. Where were you born? Required

Please note: the below options are the most common birthplaces of Monash residents, based on the recent Census data.

| Select one answer only |
|---|
| ◯ Australia |
| ◯ China |
| ◯ India |
| ◯ Sri Lanka |
| ◯ Malaysia |
| ◯ Greece |
| ◯ United Kingdom |
| ◯ Vietnam |
| ◯ Hong Kong |
| ◯ Italy |
| ◯ New Zealand |
| ◯ Prefer not to answer |
| ◯ Other (please specify) |
| |

25. What best describes your connection to Monash? Required

Please select as many as apply.

| Select all that apply |
|---|
| ☐ Monash resident |
| ☐ Work in Monash |
| ☐ Visitor to Monash |
| ☐ Trader |

| |
|---|
| ☐ Studying in Monash |
| ☐ Prefer not to answer |
| ☐ Other |
| |

26. How did you find out about this survey?

| **Select one answer only** |
|---|
| ◯ Council website |
| ◯ Council social media pages |
| ◯ Council Shape Monash platform |
| ◯ Monash Bulletin |
| ◯ Playgroup, child care or kindergarten |
| ◯ Aquatic Centres |
| ◯ Local sports club |
| ◯ Monash Library |
| ◯ Council Advisory Committee |
| ◯ Council offices |
| ◯ Other |
| |

## Section 5: Enter Prize draw

To be eligible to enter our prize draw you must complete all mandatory (labelled as required) questions by the closing date of Sunday 14 July 2024.

Employees and Councillors from Monash Council are not eligible to win. Winners will be drawn on Wednesday 24 July 2024 and will be contacted directly to claim your prize.

For more information, please refer to the Prize Details - Terms and Conditions at shape.monash.vic.gov.au/vision

27. Do you wish to enter the draw?

| Select one answer only |
| --- |
| ◯ Yes |
| ◯ No |

28. First Name Required

**Skip this question if you answered 'no' to 'Do you wish to enter the draw?'**

29. Last Name Required

**Skip this question if you answered 'no' to 'Do you wish to enter the draw?'**

30. Your best contact number Required

**Skip this question if you answered 'no' to 'Do you wish to enter the draw?'**

| Please write in numbers |
| --- |
| |

31. Your email address Required

**Skip this question if you answered 'no' to 'Do you wish to enter the draw?'**

## Section 6: Join Community Panel

32. Would you like to nominate to join our Community Panel?

| Select one answer only |
| --- |
| ◯ Yes |
| ◯ No |

33. First Name Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

34. Last Name Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

35. Email address Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

## Demographical information

We are asking these next few questions to ensure that our panel is representative of our community.

36. Who do you live with? Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

Choose all that apply.

| Select all that apply |
|---|
| ☐ I live alone |
| ☐ Partner |
| ☐ Child or children |
| ☐ Parent or parents |
| ☐ Extended family |
| ☐ Friends |
| ☐ Other people |
| ☐ Carer |
| ☐ Prefer not to say |
| ☐ Other |
| |

37. Do you require any support to assist you to participate in the panel? Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

| Select all that apply |
|---|
| ☐ No supports required |
| ☐ Translation |
| ☐ Interpreting |
| ☐ Printed information mailed to you |
| ☐ To attend with my support worker |
| ☐ Transport to/from venues |
| ☐ Hearing loop |

| |
|---|
| ☐ Something else (please specify) |

38. Why do you want to be involved? Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

39. What do you think you can bring to the panel? Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

40. Have you ever been a Monash City Councillor, or are you going to nominate for the upcoming election in October 2024? Required

**Skip this question if you answered 'no' to 'Would you like to join our Community Panel?'**

| Select one answer only |
|---|
| ◯ Yes |
| ◯ No |

Completed surveys can be returned via the return paid envelope supplied, or scanned or clearly photographed and emailed to mail@monash.vic.gov.au (ATTN: Shape Your Monash feedback). Please return your survey by Sunday 14 July 2024.

# Attachment 2: Community submission


## History Monash Inc.

Formerly Oakleigh & District Historical Society Inc.

**Monash Federation Centre, 3 Atherton Road, Oakleigh**
**PO Box 2254**
**OAKLEIGH VIC. 3166**

**ABN 15499246104**


**SHAPE MONASH 2025-2029 SUBMISSION DUE 14 JULY 2024**

Question 18: Do you have any final comments that you would like to add?

**Broad statement of recommendation for budget planning**

The City of Monash has a long and rich history, both of the Indigenous people of the area, and of the area since European settlement. History Monash Inc believes that the cultural heritage of the City of Monash should be more actively identified, protected and celebrated by Council.

History Monash Inc urges Council to include **financial provision for protecting and promoting heritage** in its budget for 2025-2029. Funding is needed for a **Heritage Officer** on council's staff, and for a **review of the current Monash Heritage Study** which is now twenty-five years old. It is concerning to those who value local history that the words "history" and "heritage" do not appear in the Shape Your Monash survey at all, whilst neighbouring councils clearly state their commitment to local heritage in many ways. We believe that this omission in the Monash survey reflects a lack of priority currently given to heritage in the City of Monash.

As stated in the City of Greater Dandenong Arts, Culture and Heritage Strategy 2022-2026, for example, "*Heritage refers to the … legacy that is inherited from past generations, maintained in the present and bestowed for the benefit of future generations. This includes Indigenous and multicultural heritage as well as physical objects and places that we inherit from the past and pass on to future generations to use, learn from and be inspired by. Our heritage invites us to reflect on where we came from and imagine how we would like things to be in the future.*"

A recognition of heritage not only builds a sense of community but it brings tangible economic benefits (see final paragraph).

**Compared to nearby local government areas**

History Monash has surveyed our neighbouring councils regarding their commitment to heritage. The Cities of Glen Eira, Greater Dandenong and Whitehorse all have staff and/or committees dedicated to heritage. Glen Eira has three such staff: one in planning (aided by a contractor heritage architect one day per week – like Whitehorse) and two History/Heritage Officers in the Arts Department. Whitehorse's council officer has 2.5 days per week targeted to heritage. Dandenong employs three part-time heritage officers for a total of 10 days per week and has a standing Cultural Heritage Advisory Committee. The City of Greater Dandenong also clearly states its commitment to heritage through inclusion of "heritage" in the name of the Arts, Culture and Heritage Strategy 2022-26.

**The role of the proposed Heritage Officer**

A Heritage Officer would manage the heritage function within the City of Monash in a strategic and co-ordinated manner. They would be involved in:

- improving the status and perception of heritage in the City of Monash
- regularly liaising with the two historical societies in the City of Monash (History Monash Inc and Waverley Historical Society Inc) regarding heritage programs; protection and promotion of heritage documents and assets; and responses to the public on historical matters
- assisting with reviewing and implementing the Monash Heritage Study
- providing advice and information for Council staff on best practice in heritage matters
- heritage appraisal of physical assets
- data collection in relation to heritage
- promoting integration of heritage issues across council, including, for example, the library, arts and culture, town planning, parks and gardens, property, education and marketing areas of council's functions
- public relations and consultation
- education of internal and external stakeholders about local heritage
- input into, and devising of, strategies, policies and projects
- managing a cultural heritage policy for Council's civic collection of artefacts
- developing and delivering cultural heritage risk management training, procedures, contract specifications, and project-specific heritage inductions to support Council's land use activities.

**Review of the heritage overlay**

Funding is urgently required for a review of the Monash Heritage Study 1999 which is now over twenty-five years old. The City of Glen Eira, for example, which has a similar historical timeframe for post-European settlement, reviewed its own heritage plan in 2020 as the "City of Glen Eira Post-War and Hidden Gems Heritage Review 2020". This comprehensive review "*seeks to identify and protect some of the most outstanding heritage sites within the municipality, including underrepresented architectural building styles/periods.*" (Glen Eira City Council, Item 8.4 of Council Meeting 11 Aug 2020, p. 380.) There are many heritage buildings in the City of Monash which require reassessment for their heritage status. As the city ages, more buildings become of heritage interest; for examples, notable examples of inter-war and post-World War II homes and buildings, as well as relics from the area's industrial past.

**How will this idea benefit our community?**

Hearing stories about our past helps us to understand why our City is as it is today, and passing on those stories leaves a legacy to future generations from which they can learn. Valuing heritage strengthens the community's appreciation of, and pride in, its City. A feeling of being part of a generational continuum within a geographical area develops a sense of belonging, as well as a capacity to make informed decisions about the future. Individuals who value heritage see the past as a legacy from former generations which must be valued and protected, and this enhances care and appreciation of local assets. Such appreciation also helps to build shared culture, values and a sense of identity whilst also celebrating the cultural diversity of the generations who have lived in our City.

"*The expression of arts, culture and heritage helps create a flourishing, vibrant and healthy city for all. It supports social connection and wellbeing; creates a sense of place and community pride; enables expression and breaks down barriers…"* (City of Greater Dandenong Arts, Culture and Heritage Strategy 2022-2026.

There will also be **economic benefits** in protecting and promoting built and natural areas of importance and heritage artefacts and stories. Benefits include attracting cultural tourism, patronage of local business, and investment in the area. It will provide more opportunities for local talents to showcase heritage, attracting audiences to their works, and encourage greater use of historic spaces. The preservation of historical streetscapes improves the value and aesthetic appeal of an area's housing, which contributes to the prosperity of a city. (See https://heritage21.com.au/policy-reform/the-economic-benefits-of-heritage and https://www.heritage21.com.au/observations-about-heritage/the-benefits-of-heritage/.)

Thank you for the opportunity to contribute to the Shape Monash process.

Helen Gobbi OAM
President
History Monash Inc
info@historymonash.org.au
2 July 2024