i.e. community

Online survey report

City of Port Phillip: Council Plan and Budget

9 June 2022

Version	Date	Notes

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Draft v1.2	1 June 2022	Initial results to inform Councillor briefing.
Final	9 June 2022	Final report.

Overview

i.e. community was engaged by the City of Port Phillip to undertake data analysis and reporting of a survey relating to the Draft Council Plan 2021-31 (Year 2) and Draft Budget 2022/23. The survey was designed and implemented by Council, using the City's 'Have Your Say' platform.

This report presents the results of all surveys received during the engagement period. This report has been prepared as one input into the report on the community engagement findings for the Draft Council Plan 2021-31 Year 2 and Draft Budget 2022/23.

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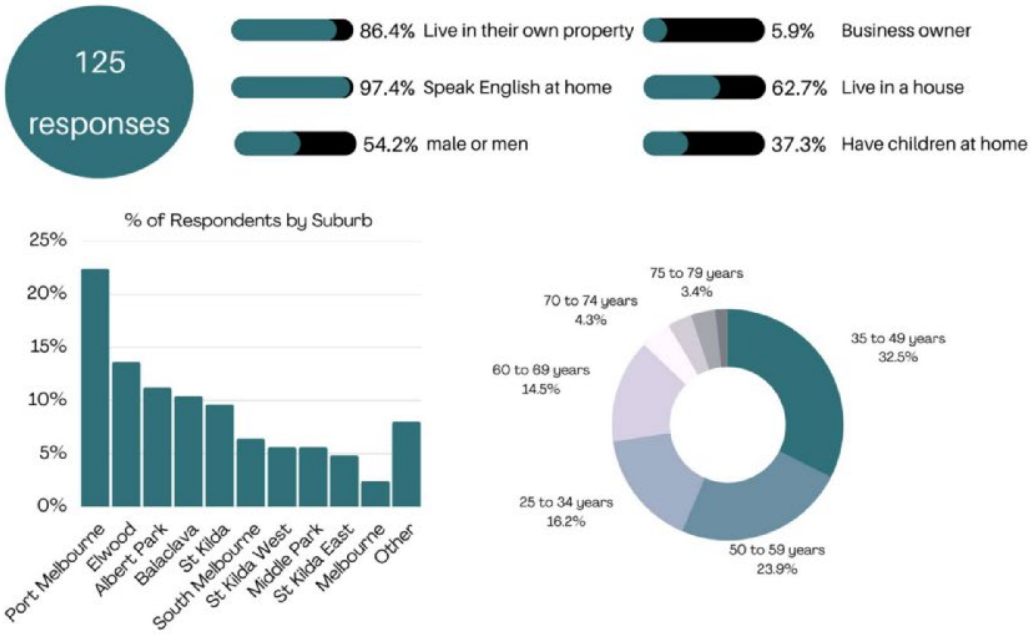
Overview of respondents



A complete overview of the respondents is provided in Appendix A.

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Summary of key findings

Council Plan and Budget

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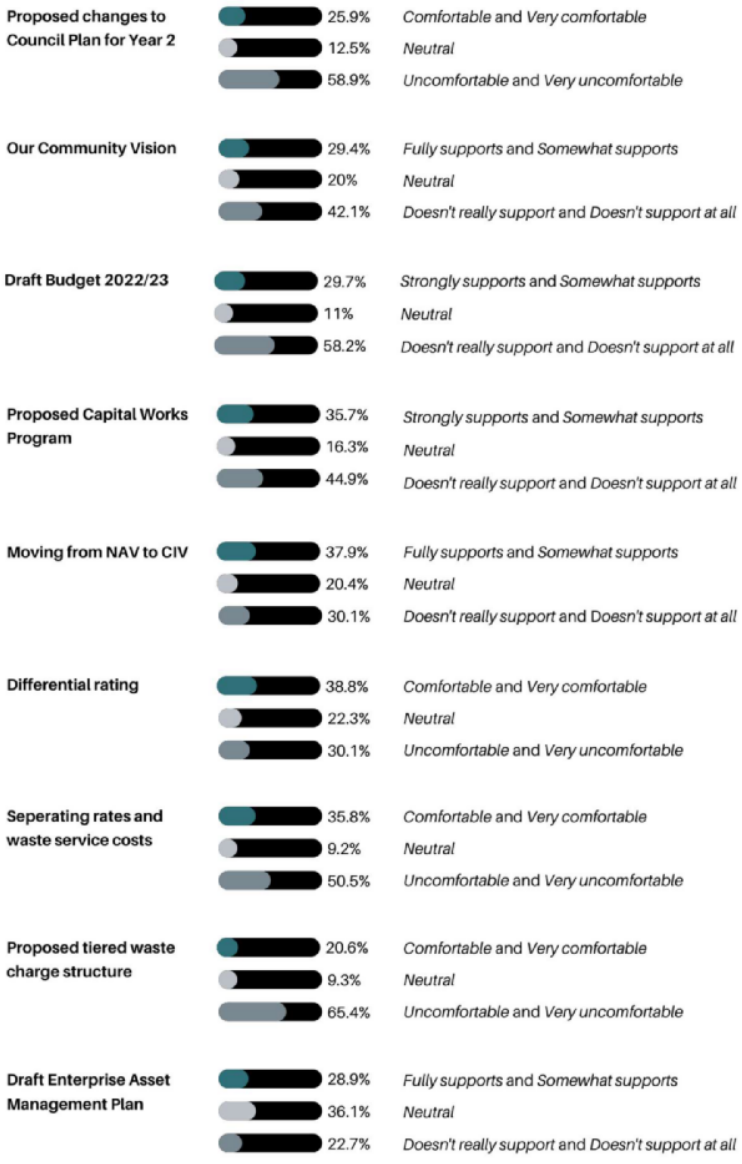

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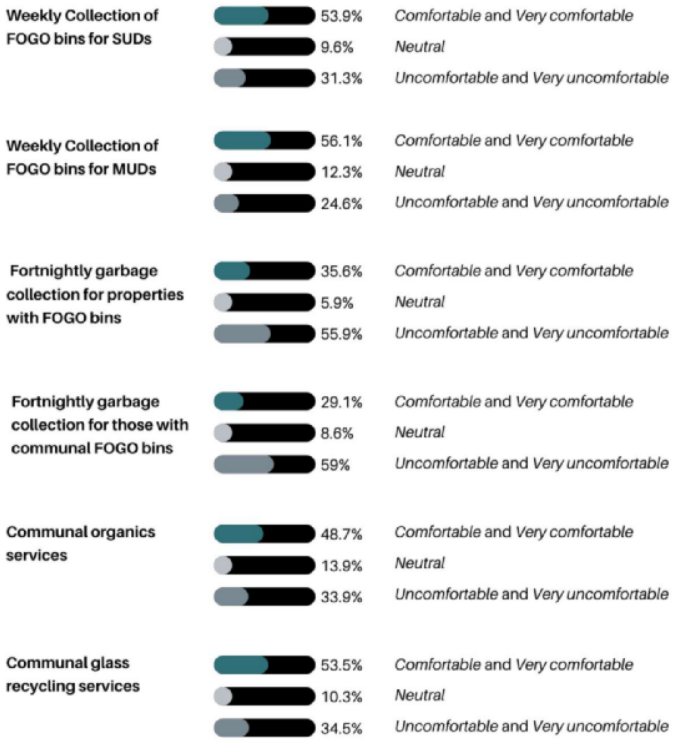
Waste Strategy



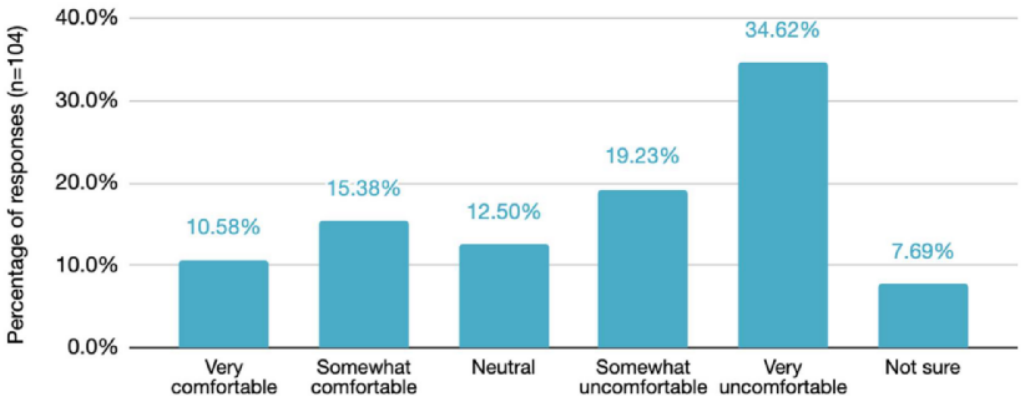
Survey results

Proposed changes to Council Plan for Year 2

Question 1: To what extent are you comfortable or uncomfortable with the proposed changes to Council Plan for Year 2?

104 responses were received for this question.

The majority of respondents provided a negative rating, with 53.8% rating *Somewhat uncomfortable* or *Very uncomfortable*. Whereas 25.96% of respondents rated positively (*Somewhat comfortable* or *Very comfortable*).



Rating	Number of responses	Percentage (n=104)
Very comfortable	11	10.58%
Somewhat comfortable	16	15.38%
Neutral	13	12.50%
Somewhat uncomfortable	20	19.23%
Very uncomfortable	36	34.62%
Not sure	8	7.69%

Question 2: Do you have any comments you'd like to share with us about the proposed changes to the Council Plan for Year 2?

64 responses were received for this question.

Respondents were able to share their thoughts around the proposed Council Plan changes through an open-ended question. Overall, the sentiment of the comments was negative, with 49 of the 60 comments mostly negative.

Key themes and comments

An analysis of the responses identified the following key themes:

- Perceived value for money - due to concerns with increasing prices or council efficiency (22 comments)

  "The recycling and waste management is a cop out - do your jobs, collect the garbage/recycling/glass etc. from people's houses."

  "Simply put, it costs too much. Your plan needs to have a cost reduction target of 20% over the period"

  "Very few of these new indicators measure general resident satisfaction with council services or rates, and none relate to benchmarking Port Phillip against other councils on key metrics."

- Recycling and waste management (17 comments)

  "The waste management plan is untenable; there is no provision for large families, or those with numerous adults or numerous children in one household. Communal FOGO bins will wreak and will be constant eye sore and stench."

  "Waste collection needs to be kept at weekly. The bins are not big enough to hold two weeks of rubbish and the properties in our area are generally small with little or no yards so there is no way to avoid the smell coming into the house."

- Location specific suggestions including the Greenline project (12 comments)

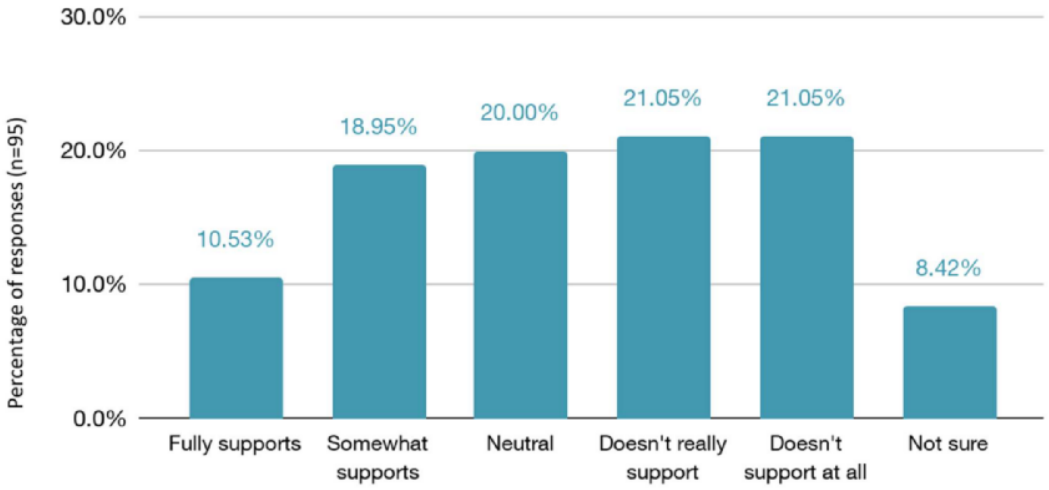
  "I am disappointed in the amounts set aside for tree planting and that the Greenline proposal isn't being more fully supported in 2022/23. Also, that there is no plan to increase support for social housing beyond what has been committed to Wellington St."

Our Community Vision

Question 3: To what extent do you feel Year 2 of the Council Plan supports or doesn't support our Community Vision?

95 responses were received for this question.

Respondents were divided over this question, with 29.47% rating *Fully supports* and *Somewhat supports*, and 20% neutral. The largest number of responses were negative, with 42.11% selecting *Doesn't really support* or *Doesn't support at all*.



Rating	Number of responses	Percentage (n=89)
Fully supports	10	10.53%
Somewhat supports	18	18.95%
Neutral	19	20.00%
Doesn't really support	20	21.05%
Doesn't support at all	20	21.05%
Not sure	8	8.42%

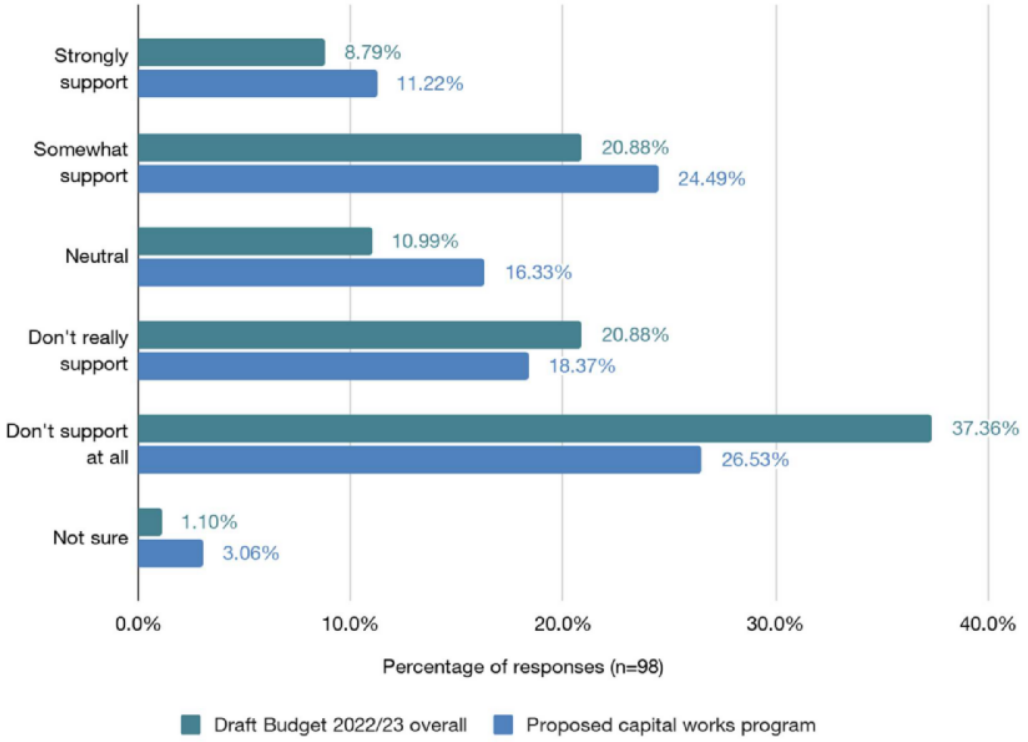
Draft Budget 2022/23

Question 4: The following two questions were asked for this topic:

- To what extent do you support or not support the proposed capital works program included in the draft Budget 2022/23?
- To what extent do you support or not support the draft Budget 2022/23 overall?

98 responses were received for these questions.

The majority of respondents provided a negative rating, with 58.24% rating *Don't support at all* or *Don't really support* the draft budget and 44.90 % rating *Don't support at all* or *Don't really support* the capital works program. Whereas 29.7% rated the budget positively at *Strongly support* or *Somewhat support*, and 35.7% for the proposed capital works program.



	To what extent do you support or not support the proposed capital works program included in the draft Budget 2022/23?		To what extent do you support or not support the draft Budget 2022/23 overall?	
Rating	Number of responses	Percentage (n=98)	Number of responses	Percentage (n=98)
Strongly support	11	11.22%	8	8.79%
Somewhat support	24	24.49%	21	20.88%
Neutral	16	16.33%	10	10.99%
Don't really support	18	18.37%	20	20.88%
Don't support at all	26	26.53%	38	37.36%
Not sure	3	3.06%	1	1.10%

Question 5: Is there anything in the draft Budget 2022/23 that you particularly like or support?

46 responses were received for this question.

Respondents were able to share their thoughts around the proposed Council Budget and what they liked about it through an open-ended question. Overall, the sentiment of the comments was negative even though the question was about what respondents liked, with 23 of the 46 comments mostly negative.

Key themes and comments

An analysis of the responses identified the following key themes:

- Perceived value for money - due to concerns with increasing prices, council efficiency or new charged (13 comments)

> *"Without a zero-based-budgeting exercise, the budget is just the same old. Scrap it and start again. Without comparison against neighbouring Councils (on a unitised basis), how do you know overspends and underspends? Scrap it and start again."*

> *"New waste service but you should not be charging more for this"*

- Recycling and waste management (8 comments)

"Introduction of organic waste collection"

"funding new Food Organics and Garden Organics waste services"

- Green and open space (7 comments)

"Spending on infrastructure, public spaces and amenity"

"Love the idea of upgrading the baseball facilities at JL Murphy reserve"

"More funding for parks open space upgrade Gas works park playground as a nature playground"

Question 6: Is there anything in the draft Budget 2022/23 that you don't like or don't support?

60 responses were received for this question.

Respondents were able to share their thoughts around the proposed Council Budget and what they did not like about it through an open-ended question. Overall, the sentiment of the comments was negative with all 60 of comments mostly negative.

Key themes and comments

An analysis of the responses identified the following key themes:

- Rate rises (18 comments)

"An increase in our rates AGAIN yet maintenance of local trees is non-existent unless I upload a photo in snap send solve and waste collection going to fortnightly is just ridiculous for families with young children. Green bins are no help in Port Melbourne"

"Change to CIV rate base will have a proportionately higher effect on "less valuable" properties. Commercial buildings will also be required to pay more and this will flow down to the tenants in their businesses."

"Separation of waste charges through creating a new category. This will ultimately lead to higher rates and charges - a new tax. Overall increases in charges are not appropriate. What happens if inflation hits 10% next year? Will rates go up by 10%?"

"Rates for Port Phillip are significantly higher than our surrounding Councils."

- Perceived value for money - due to concerns with increasing prices or council efficiency (14 comments)

"You need to reduce the staff in council and drastically reduce the bureaucracy and move away from this constant focus on political correctness and get back to basics"

"The FOGO approach. Efficiency measures are insufficient. A $1.5m saving out of this budget is simply trivial - there will be efficiencies to be obtained in council Administration and other non-customer/resident facing services and service delivery."

"You need to find better productivity increases. Not sure why you need 16.5 extra FTE to spend more of my money. Film festivals and other cultural events should pay for themselves."

"1. Capital expenditure is higher than depreciation. 2. Efficiency improvement targets of 1% are extremely low. 3. Parking costs for ratepayers is too high. We should not have to pay for parking outside our residences. 4. EBA outcomes are extremely weak. 5. ..."

- Recycling and waste management (13 comments)

"I don't like waste collection times being altered to each fortnight."

"The new waste fee should be offset by savings to ensure the overall charge to residents is within the cap."

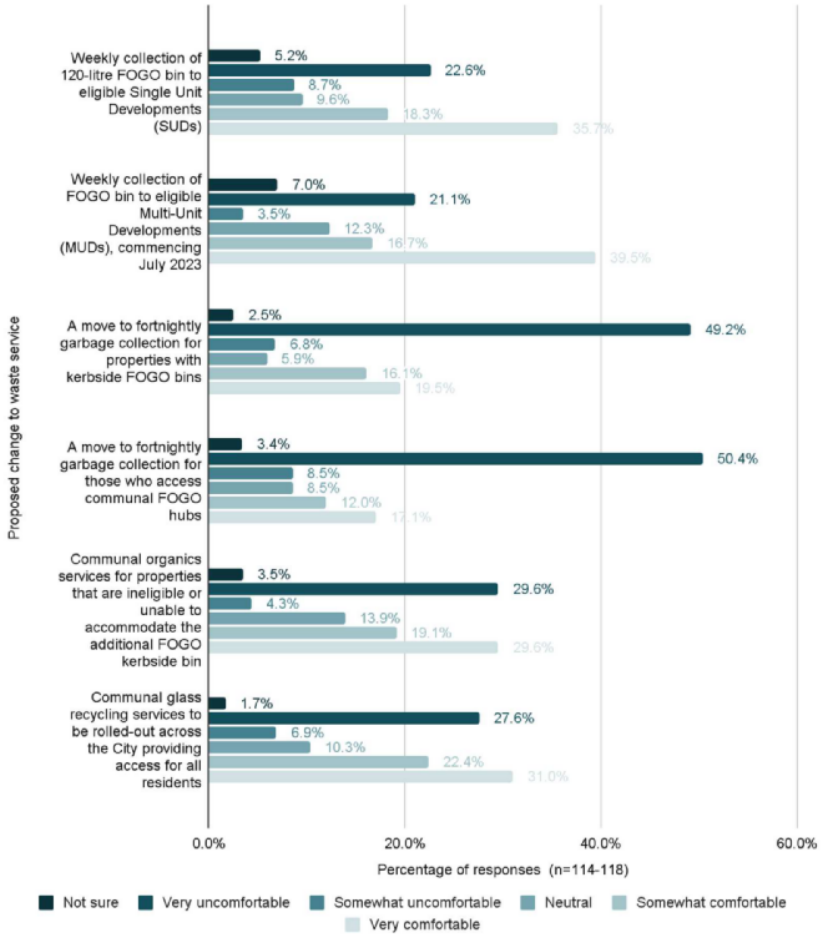
Reviewing our waste management

Question 7: To what extent are you comfortable or uncomfortable with these proposed changes to waste services?

Responses varied between 113 and 118 for each of the proposed changes to waste services.

Responses were divided on these questions, with 55.5% *Support* or *Fully support* for weekly collection of FOGO bins for Single Unit Development and 56.14 for Multi-Unit Developments. However, support was limited for the transition to fortnightly garbage collection, with only 35.59% *Very comfortable* or *Somewhat comfortable* and 49.15 % *Very uncomfortable* for properties and 50.43% for communal hubs. Communal organic and glass recycling services received

better responses, for *Comfortable* and *Very comfortable* at 48.07 and 53.45% respectively with varied support for each initiative.



Rating	Very comfortable	Somewhat comfortable	Neutral	Somewhat uncomfortable	Very uncomfortable	Not sure
Weekly collection of 120-litre FOGO bin to eligible Single Unit Developments (SUDs) (n=115)	35.65% 41	18.26% 21	9.57% 11	8.70% 10	22.61% 26	5.22% 6
Weekly collection of FOGO	39.47%	16.67%	12.28%	3.51%	21.05%	7.02%

bin to eligible Multi-Unit Developments (MUDs), commencing July 2023 (n=114)	45	19	14	4	24	8
A move to fortnightly garbage collection for properties with kerbside FOGO bins (n=118)	19.49% 23	16.10% 19	5.93% 7	6.78% 8	49.15% 58	2.54% 3
A move to fortnightly garbage collection for those who access communal FOGO hubs (n=117)	17.09% 20	11.97% 14	8.55% 10	8.55% 10	50.43% 59	3.42% 4
Communal organics services for properties that are ineligible or unable to accommodate the additional FOGO kerbside bin (n=115)	29.57% 34	19.13% 22	13.91% 16	4.35% 5	29.57% 34	3.48% 4
Communal glass recycling services to be rolled-out across the City providing access for all residents (n=116)	31.03% 36	22.41% 26	10.34% 12	6.90% 8	27.59% 32	1.72% 2

Question 8: Do you have any comments you'd like to share with us about the proposed changes to waste services?

58 responses were received for this question.

Respondents were able to share their thoughts around the proposed changes to waste services through an open-ended question. Overall, the sentiment of the comments was negative with 58 of the comments mostly negative.

Key themes and comments

An analysis of the responses identified the following key themes and comments:

- Regularity of bin collection (25 comments)

> *"Continue with weekly garbage collection. Make it easy for people to recycle waste."*

"I live in a block of 13 houses and we have shared bins. They are full after a week. Also often used by people passing by. I am all for reducing waste but if this proposal goes through our bins would be overflowing attracting rodents etc."

"Cutting the general waste to fortnightly immediately will lead to increased dumping. It would be better to start with fortnightly FOGO and change later."

- Waste services and communal waste services (23 comments)

"18 units - 6 rubbish, 3 recycling - works perfect 50 weeks a year, smaller bins will see rubbish overflow into the bay, additional bins won't have space and will be not used, just leave it alone, any reduction and residents will dump it on the footpath."

"Inner city high density living with kids and no gardens why do we need a green bin? It will be of zero use when most of us have courtyards. We also have our bins squished near our front doors so imagine the stench when it will be collected every two weeks."

"Really happy about the improved waste strategy. The more communal organics and glass recycling points in parks the better - no more than 2 blocks walk for any apartment would be best."

- FOGO bins (21 comments)

"The waste management plan is untenable; there is no provision for large families, or those with numerous adults or numerous children in one household. Communal Fogo bins will reek and will be constant eye sore and stench."

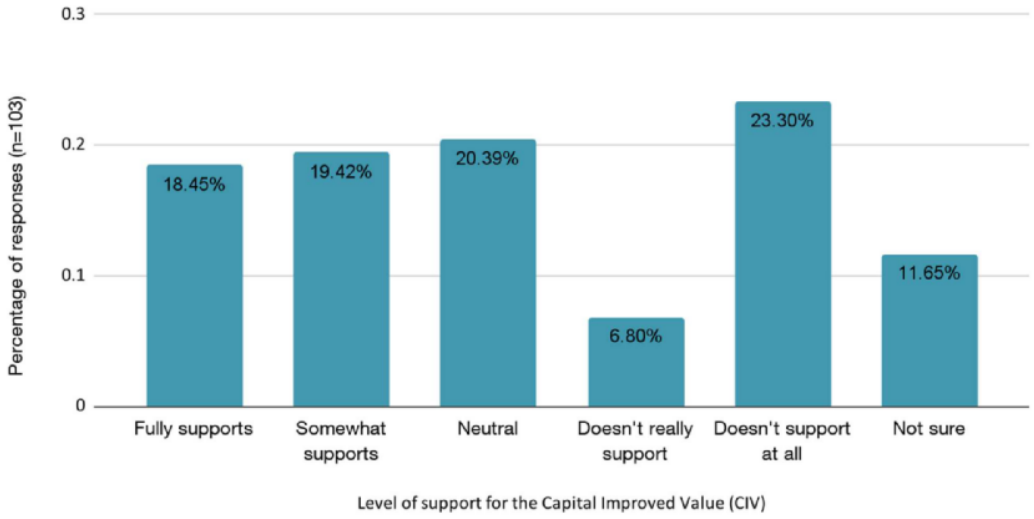
"We need more communal glass and FOGO sites. At the moment these sites are few and far between. Many neighbours in South Melbourne don't know of the sites. If you don't see the sites, they won't be used."

Moving from NAV to CIV

Question 9: To what extent do you think using Capital Improved Value (CIV – sale value of a property) as the basis for how we set rates supports your understanding of how rates are calculated?

103 responses were received for this question.

Respondents were divided over this question, with 37.86% rating *Fully supports* and *Somewhat supports*, and 20.39% *Neutral*. There were fewer negative responses, with 30.1% of respondents who rated *Doesn't really support* or *Doesn't support at all*.



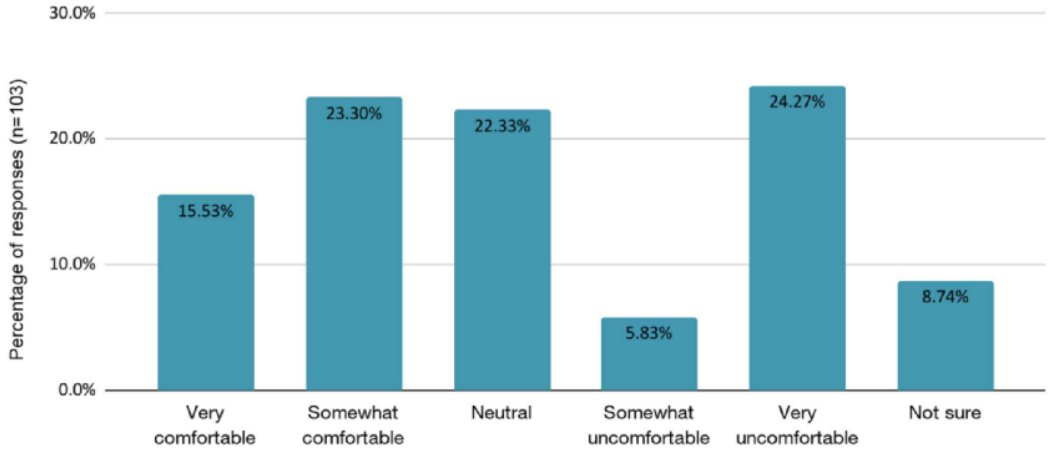
Rating	Number of responses	Percentage (n=103)
Fully supports	19	18.45%
Somewhat supports	20	19.42%
Neutral	21	20.39%
Doesn't really support	7	6.80%
Doesn't support at all	24	23.30%
Not sure	12	11.65%

Differential rating

Question 10: To what extent are you comfortable or uncomfortable with the proposed introduction of differential rating at property class level (which is determined as part of the annual budget development process) to maintain fairness and relative consistency in the distribution of rates?

103 responses were received for this question.

Respondents were divided over this question, with 38.83% rating *Very comfortable* and *Somewhat comfortable*, and 22.33% *Neutral*. There were fewer negative responses, with 30.1% rating *Somewhat uncomfortable* or *Very uncomfortable*.



Level of comfort for the proposed introduction of differential rating at property class level

Rating	Number of responses	Percentage (n=103)
Very comfortable	16	15.53%
Somewhat comfortable	24	23.30%
Neutral	23	22.33%
Somewhat uncomfortable	6	5.83%
Very uncomfortable	25	24.27%
Not sure	9	8.74%

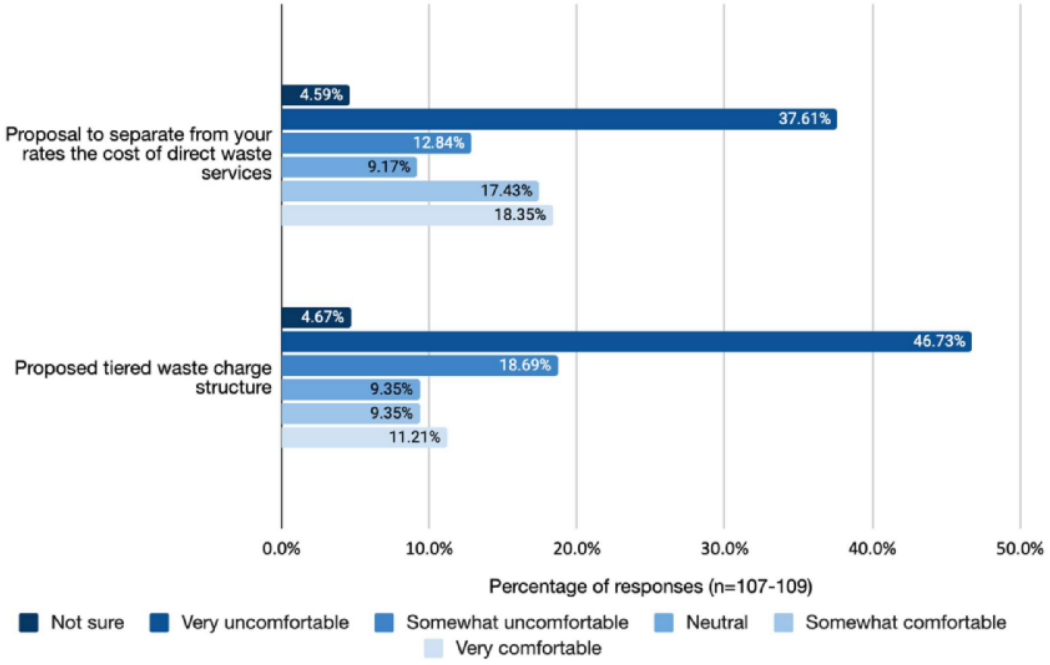
Separate waste charge

Question 11: The following two questions were asked on this topic:

- To what extent are you comfortable or uncomfortable with the proposal to separate from your rates the cost of direct waste services (kerbside bin collection / communal FOGO and glass / hard and green waste / Resource Recovery Centre) through a waste charge?
- To what extent are you comfortable or uncomfortable with the proposed tiered waste charge structure, including an additional cost of $88.10 for those who receive a kerbside FOGO service?

107 and 109 responses were received for these questions.

The majority of respondents provided a negative rating, with 50.46% rating *Somewhat uncomfortable* or *Very uncomfortable* to separating the waste charge and 65.42 % rating *Somewhat uncomfortable* or *Very uncomfortable* about the proposed tiered waste structure. Whereas 35.78% rated the structure positively, at *Somewhat comfortable* or *Very comfortable* for the separate waste charge. Only 20.56% are *Comfortable* or *Very comfortable* with the proposed waste charge structure.



	To what extent are you comfortable or uncomfortable with the proposal to separate from your rates the cost of direct waste services (kerbside bin collection / communal FOGO and glass / hard and green waste / Resource Recovery Centre) through a waste charge?		To what extent are you comfortable or uncomfortable with the proposed tiered waste charge structure, including an additional cost of $88.10 for those who receive a kerbside FOGO service?	
Rating	Number of responses	Percentage (n=109)	Number of responses	Percentage (n=107)
Very comfortable	20	18.35%	12	11.21%
Somewhat comfortable	19	17.43%	10	9.35%
Neutral	10	9.17%	10	9.35%
Somewhat uncomfortable	14	12.84%	20	18.69%
Very uncomfortable	41	37.61%	50	46.73%
Not sure	5	4.59%	5	4.67%

Question 12: Do you have any comments you'd like to share with us about the proposed changes to how rates are worked out?

58 responses were received for this question.

Respondents were able to share their thoughts around the proposed changes to rate increases through an open-ended question. Overall, the sentiment of the comments was negative with 50 of the comments mostly negative.

Key themes and comments

An analysis of the responses identified the following key themes:

- Separating of the Waste Fee (26 comments)

"Separated out from your rates.? So long as the final rates charge is far less than today. It's appalling."

"No more bins or bin tax."

20

"Unless one of the payments becomes optional, they're both just rates. Artificially splitting them has no point, other than to get around rate caps."

- Increasing cost of rates (21 comments)

"A very sneaky way of putting the rates up, we can't get out of the charge even though we can get it cheaper if we go direct, so again - just leave it alone."

"I am concerned that tiered structure will favour wealthier people who may or may not use the service while poorer people may want to use service but cannot afford the charge."

"There is a general sentiment that CoPP is not managing costs effectively, leading to waste costs being separated from rates, with no capping on what we pay. These costs should be included in the rates where there are limits on what CoPP can charge rates."

- Waste management approach (20 comments)

"FOGO should be a choice not an imposition."

"Provision of FOGO bins and their pickup should not incur a charge, it's an easily recyclable stream of organic that can be made into profitable compost, and being taken out of the landfill stream. In 2022 organics should be a core sustainability policy!"

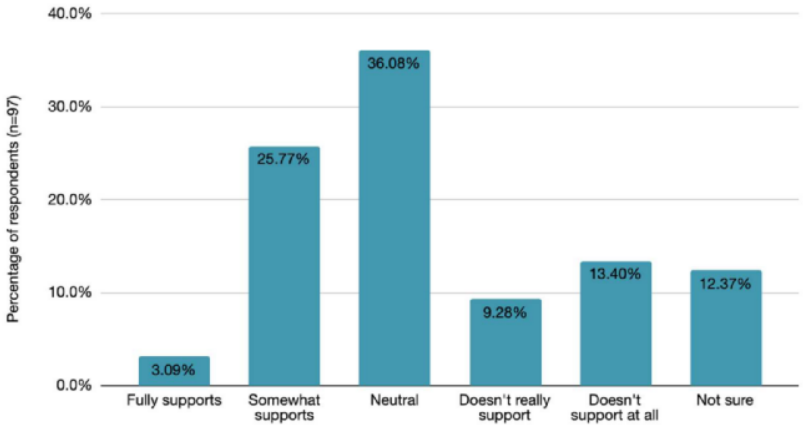
"Existing system works OK and we can always take stuff to the Depot."

Draft Enterprise Asset Management Plan (EAMP)

Question 13: To what extent does the draft EAMP support your understanding of how Council will effectively manage our city's assets?

97 responses were received for this question.

The largest response for this question was neutral at 36.08, with 28.87% rating *Fully supports* and *Somewhat supports*, and 22.68% *Doesn't really support* or *Doesn't support at all*.



Rating	Number of responses	Percentage (n=97)
Fully supports	3	3.09%
Somewhat supports	25	25.77%
Neutral	35	36.08%
Doesn't really support	9	9.28%
Doesn't support at all	13	13.40%
Not sure	12	12.37%

Question 14: Do you have any comments you'd like to share with us about the draft EAMP?

25 responses were received for this question.

Respondents were able to share their thoughts around the draft EAMP through an open-ended question. Overall, the sentiment of the comments was negative with 18 of the comments mostly negative

Key themes and comments

An analysis of the responses identified the following key themes:

- Green and open space (5 comments)

  "Must think about the soft landscaping around these infrastructure projects both on land and in our bay and waterways. They aren't separate but go hand in hand."

  "How much on tree pruning? Better to prune and then reduce the amount of kerb and footpath repairs. Support local sport facilities."

  "Fences, lighting and more needed to be addressed for increase in dog ownership, especially due to higher registration costs."

- Location specific themes (4 comments)

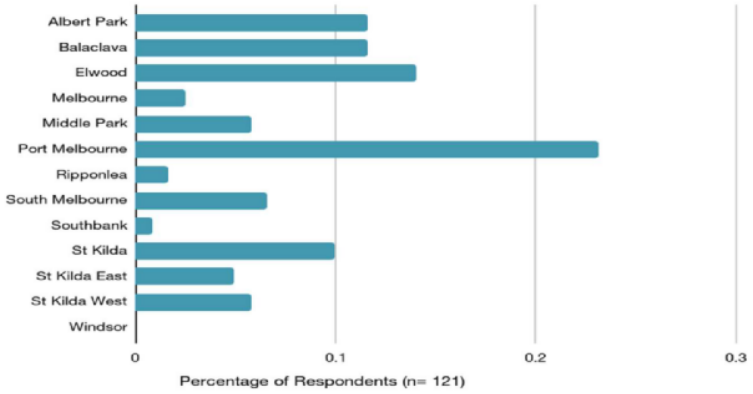
  "Adding population and support for those with disabilities seems to be at odds with recent removal of bench seats on foot paths. E.g. South Melbourne market had removed seats near entries and replaced them with bike hops."

- Roads and infrastructure (3 comments)

  "Concentrate on roads, rubbish, libraries and parks and garden maintenance."

Appendix A: Demographic data

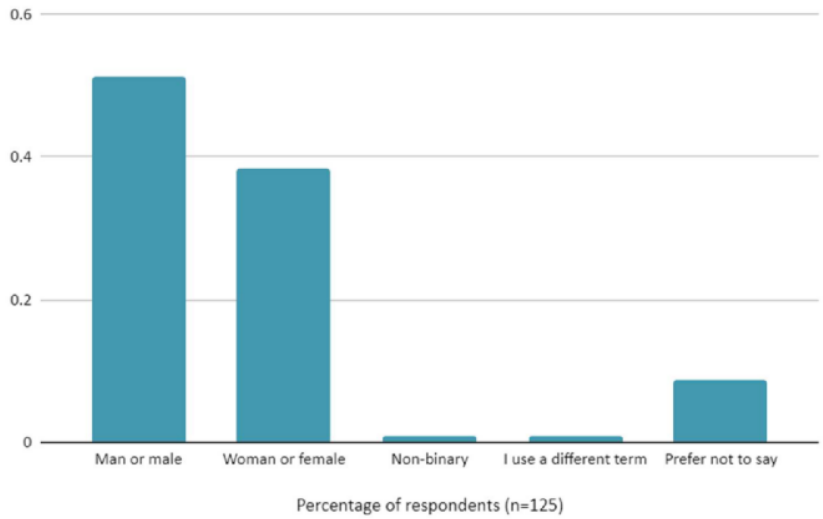
What is your residential suburb?



Suburb	Number of responses	Percentage (n=121)
Albert Park	14	11.57%
Balaclava	14	11.57%
Elwood	17	14.05%
Melbourne	3	2.48%
Middle Park	7	5.79%
Port Melbourne	28	23.14%
Ripponlea	2	1.65%
South Melbourne	8	6.61%
Southbank	1	0.83%
St Kilda	12	9.92%
St Kilda East	6	4.96%
Windsor	0	0.00%

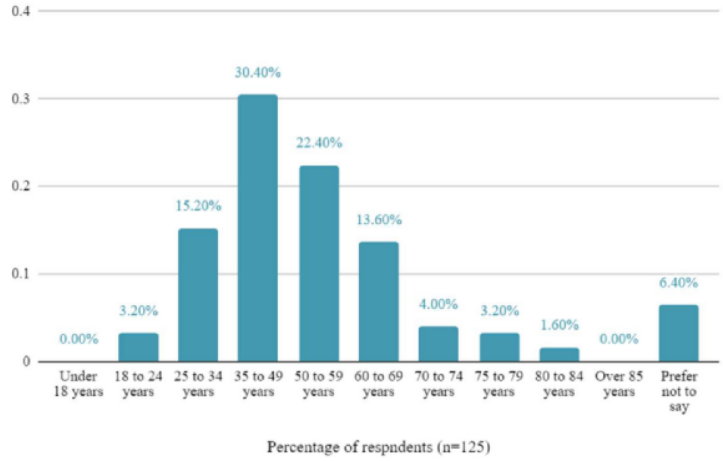
Prefer not to say	2	1.65%

What gender do you identify with?



Gender	Number of responses	Percentage (n=125)
Man or male	64	51.20%
Woman or female	48	38.40%
Non-binary	1	0.80%
I use a different term	1	0.80%
Prefer not to say	11	8.80%

Please indicate your age group.

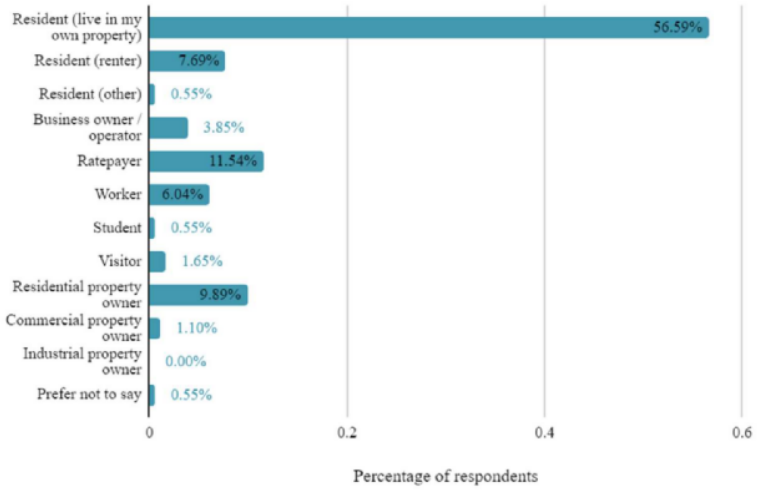


Percentage of respndents (n=125)

Age	Number of responses	Percentage (n=121)
Under 18 years	0	0.00%
18 to 24 years	4	3.20%
25 to 34 years	19	15.20%
35 to 49 years	38	30.40%
50 to 59 years	28	22.40%
60 to 69 years	17	13.60%
70 to 74 years	5	4.00%

75 to 79 years	4	3.20%
80 to 84 years	2	1.60%
Over 85 years	0	0.00%
Prefer not to say	8	6.40%

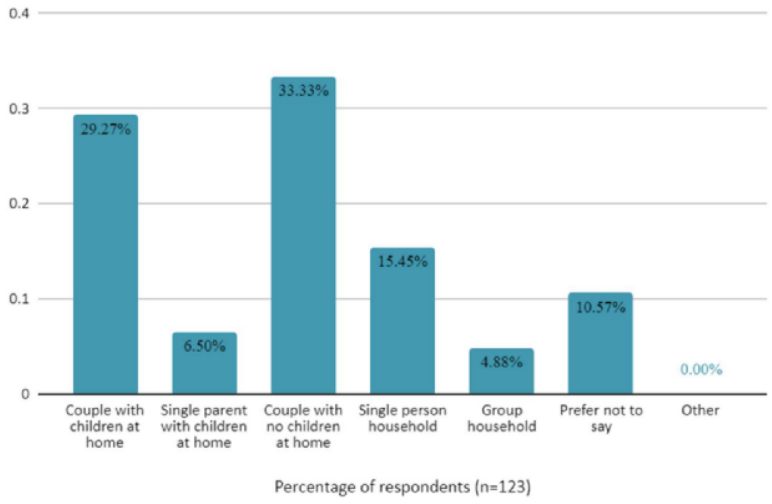
Which of the following describes your connection to the City of Port Phillip? Select all that apply.



Connection to CoPP	Number of responses	Percentage
Resident (live in my own property)	103	56.59%
Resident (renter)	14	7.69%
Resident (other)	1	0.55%
Business owner / operator	7	3.85%
Ratepayer	21	11.54%

Worker	11	6.04%
Student	1	0.55%
Visitor	3	1.65%
Residential property owner	18	9.89%
Commercial property owner	2	1.10%
Industrial property owner	0	0.00%
Prefer not to say	1	0.55%

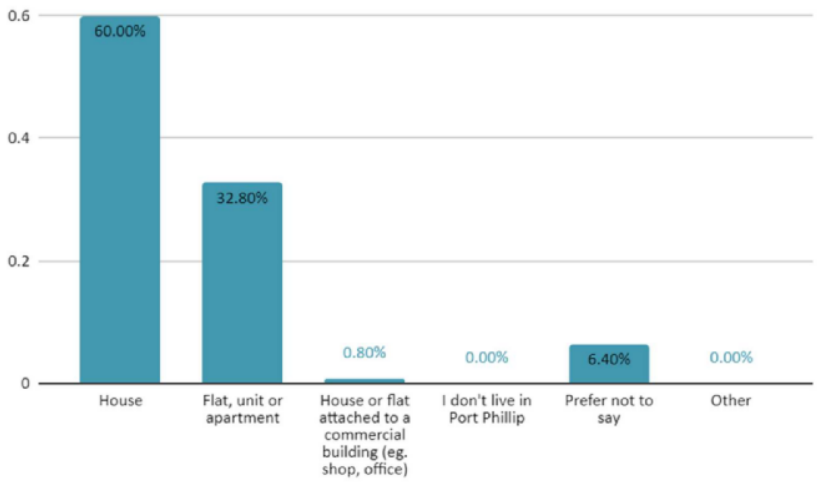
Which of the following best describes your current household?



Household	Number of responses	Percentage (n=123)
Couple with children at home	36	29.27%
Single parent with children at home	8	6.50%

Couple with no children at home	41	33.33%
Single person household	19	15.45%
Group household	6	4.88%
Prefer not to say	13	10.57%
Other	0	0.00%

Which of the following best describes your residential dwelling type?

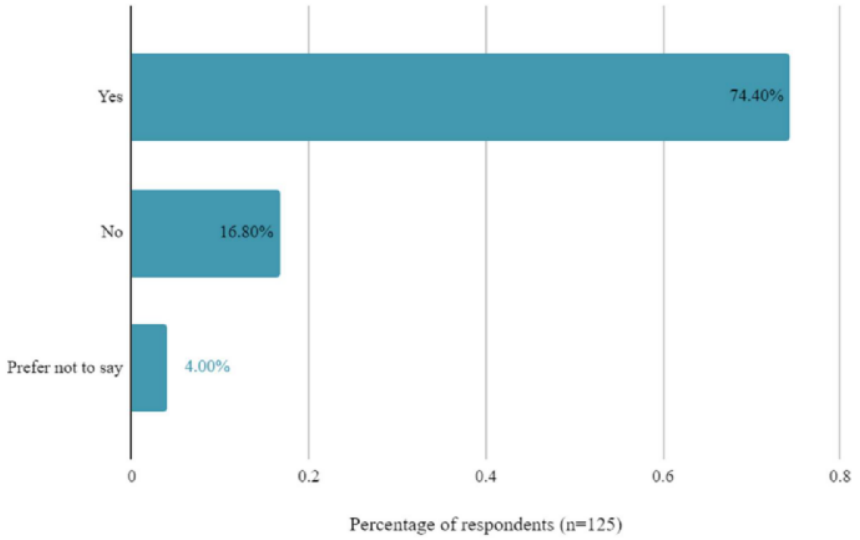


Percentage of respondents (n=125)

Dwelling type	Number of responses	Percentage (n=125)
House	75	60.00%
Flat, unit or apartment	41	32.80%
House or flat attached to a commercial building (eg. shop,	1	0.80%

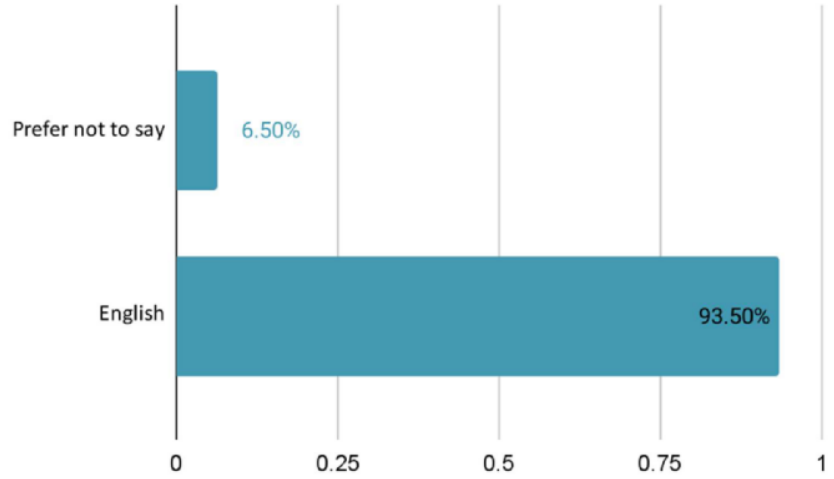
office)		
I don't live in Port Phillip	0	0.00%
Prefer not to say	8	6.40%
Other	0	0.00%

Were you born in Australia?



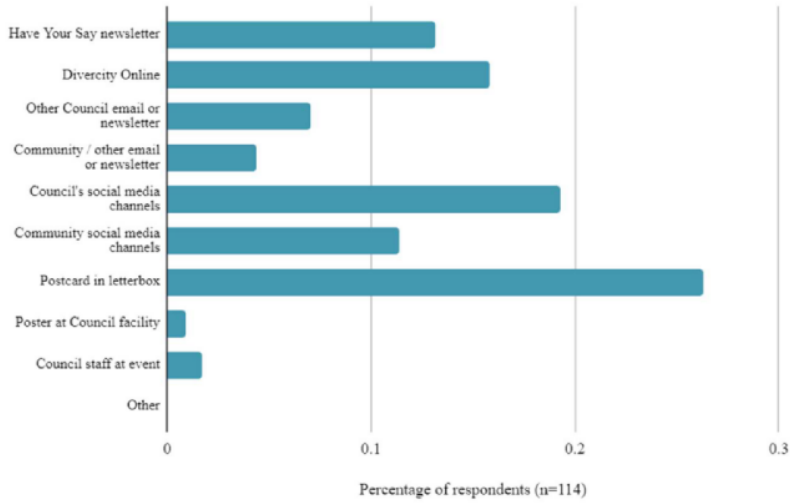
Australia born	Number of responses	Percentage (n=125)
Yes	93	74.40%
No	21	16.80%
Prefer not to say	5	4.00%

What is the main language spoken at home?



Language	Number of responses	Percentage (n=125)
English	115	93.50%
Prefer not to say	8	6.50%
Other	0	0

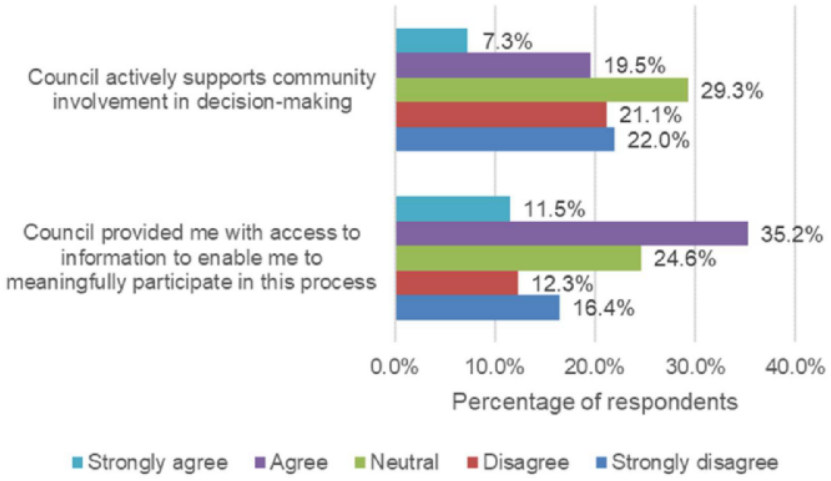
How did you find out about this consultation?



Source	Number of responses	Percentage (n=125)
Have Your Say newsletter	15	13.16%
Divercity Online	18	15.79%
Other Council email or newsletter	8	7.02%
Community / other email or newsletter	5	4.39%
Council's social media channels	22	19.30%
Community social media channels	13	11.40%
Postcard in letterbox	30	26.32%
Poster at Council facility	1	0.88%
Council staff at event	2	1.75%
Other	0	0.00%

i.e. community

To what extent do you agree / disagree with the following statements?



	Number of responses	Percentage (n=125)	Number of responses	Percentage (n=125)
Rating	Council provided me with access to information to enable me to meaningfully participate in this process		Council actively supports community involvement in decision-making	
Strongly agree	14	11.48%	9	7.32%
Agree	43	35.25%	24	19.51%
Neutral	30	24.59%	36	29.27%
Disagree	15	12.30%	26	21.14%
Strongly disagree	20	16.39%	27	21.95%