

WASTE COLLECTION AND DISPOSAL

This is a core service that everyone uses but it is not up to standard. We need better ways to collect and dispose of waste, including more smart bins and incentives for the collection and disposal of other waste streams (hard rubbish, recyclables, organic). It was noted that there seem to be "too many" commercial waste collection companies not operating properly, causing heavy vehicle traffic and emissions concerns.

MAINTAINING OUR STREETS, ROADS AND DRAINS

Significant investment is justified in this area as all residents are affected by their current condition. Curious if active transport/cycle and walking infrastructure is included in this priority? It seems to only focus on maintenance, what about upgrades?

SUPPORTING OUR OLDER AND DIVERSE COMMUNITY

COVID has highlighted the need for support and connection especially for the elderly population. Stonnington has a strategy for the aging population and it makes sense that this is a high priority for us because our population is getting older.

SUPPORTING DEVELOPING BUSINESSES

COVID highlighted that small businesses and traders need better support from Council. Grants and support measures were welcomed but poorly implemented.

MAINTAINING OUR GREEN AND OPEN SPACES

People felt that it made sense for open space to be the top priority because Stonnington has the lowest amount of open space out of all the councils in Victoria and therefore should invest in it more.

TOP 7



- Maintaining our green and open spaces
- Maintaining our streets, roads and drains
- Open space and placemaking
- Waste collection and disposal
- Improving our environmental performance
- Supporting our older and diverse community
- Supporting and developing businesses

OTHER

- Seems right, fairly accurate.
- Small sample could have skewed the result.
- The arts is important to spend money on (capital expenditure).
- Why isn't engagement in the top 7?
- Opportunity for future engagement to further explore why these services were identified.

SERVICES



PARTICIPANTS WERE ASKED TO LOOK OVER HOW THE SERVICES COUNCIL PROVIDES HAD BEEN RANKED BY THE COMMUNITY THROUGH THE BUDGET SIMULATOR PROCESS. THEY WERE ASKED IF ANYTHING WAS STANDING OUT TO THEM IN THE TOP 7 OR BOTTOM 7 SERVICES, WHY SOME SERVICES HAD BEEN RATED SO POORLY AND HOW COUNCIL COULD IMPROVE THEIR VALUE TO THE COMMUNITY. THIS IS A SUMMARY OF THEIR OBSERVATIONS.

KEEPING OUR COMMUNITY UPDATED

It was felt that the low value given to keeping the community updated was reflective of the amount of overload people feel from being bombarded by digital messages. There were suggestions to look at better interaction through local meetings and experiences rather than just focusing on digital means of communication. Concerns about privacy were also mentioned as a barrier to engaging with Council through digital means.

CHAPEL OFF CHAPEL

Diverse views were expressed on the ranking of Chapel Off Chapel. Some felt that council money should not be spent propping up a service that is not being utilised by all, and that the venue should be forced to at least break even in order to continue. Others felt that the rating of this service so low was not reflective of the value that the wider community, or the community outside of Stonnington, would place on it, pointing out that it is vital in fostering the arts. One suggestion was to diversify the use of the space to generate more income.

CUSTOMER SERVICE AND CALL CENTRE

Some thought that customer service and call centre was poorly valued by the community because it was already delivering what people wanted and they didn't see the need for any improvements. Others thought it more likely that poor experience with customer service and the call centre may mean that people felt this service was not valuable and therefore was in need of improvements to efficiency and helpfulness in order to make it valuable to the community. This is a fundamental council service and needs to be funded appropriately.

BOTTOM 7

- Customer service and call centre
- Maintaining Council properties
- Chapel Off Chapel
- Keeping our community updated
- Function and meeting spaces
- Malvern Valley Golf Course
- Marketing Stonnington



FUNCTION AND MEETING SPACES

There was a general feeling that council owns and maintains a lot of function and meeting spaces. It was again thought that this service might have been valued quite low because those spaces are utilised by a relatively small number of people. Price for booking the spaces was also raised as a reason they may not be highly valued, with views expressed that they were not good value for money. Awareness of the ability to book these function spaces and lack of 'middle-sized' spaces were also raised as potential problems.

MARKETING STONNINGTON

The reasons given for why Marketing Stonnington was not highly valued were that people felt that the money spent trying to attract people to Stonnington would be better spent on improving the area, which would in turn make Stonnington more attractive. An alternative thought on why Marketing Stonnington rated low was that people don't want more people coming to Stonnington when traffic congestion is already an issue. The suggestion was made to make Stonnington a safe and attractive place for active transport users and market it as such.

MAINTAINING COUNCIL PROPERTIES

Concern that a large amount of money was spent on maintaining council buildings. This was seen as a reflection that people want council money spent on things that benefit all.

OTHER

- Relations between Council and bodies corporate as increasing density of urbanisation expands. Body corporate could have a representative to communicate with the Council, and should have responsibilities to take care of the work generated by the building - e.g. waste collection and environment, parking.
- Money should be spent where majority of people need it.

MALVERN VALLEY GOLF COURSE

The small number of people who are able to utilise this facility was raised as the biggest reason that this is not highly valued by the community. There were suggestions that, as this is prime open space, it should be more accessible to all and utilised for a variety of purposes.