

# SHAPE YOUR CITY 2 YEAR CHECK-IN FINDINGS REPORT

**Snapshot of key findings**

March 2023

# Shape Your City 2 Year check-in

The Shape Your City 2 Year check-in marked the mid-way point of the Council Plan delivery and two years since Council undertook its largest community engagement program – *Shape Your City!* to inform Casey's long-term Community Vision, our current Council Plan and our long-term Financial Plan.

Between 22 September and 30 October 2022, more than 4,500 people participated in an online survey and participatory budgeting tool to create a user-friendly, interactive platform for community to highlight their priorities for Council to ensure they are reflected in our corporate suite of documents and business plans.

A range of face-to-face engagements and workshops were held across the municipality to ensure Casey's diverse geographic and demographic groups were represented throughout the consultation.

## Background

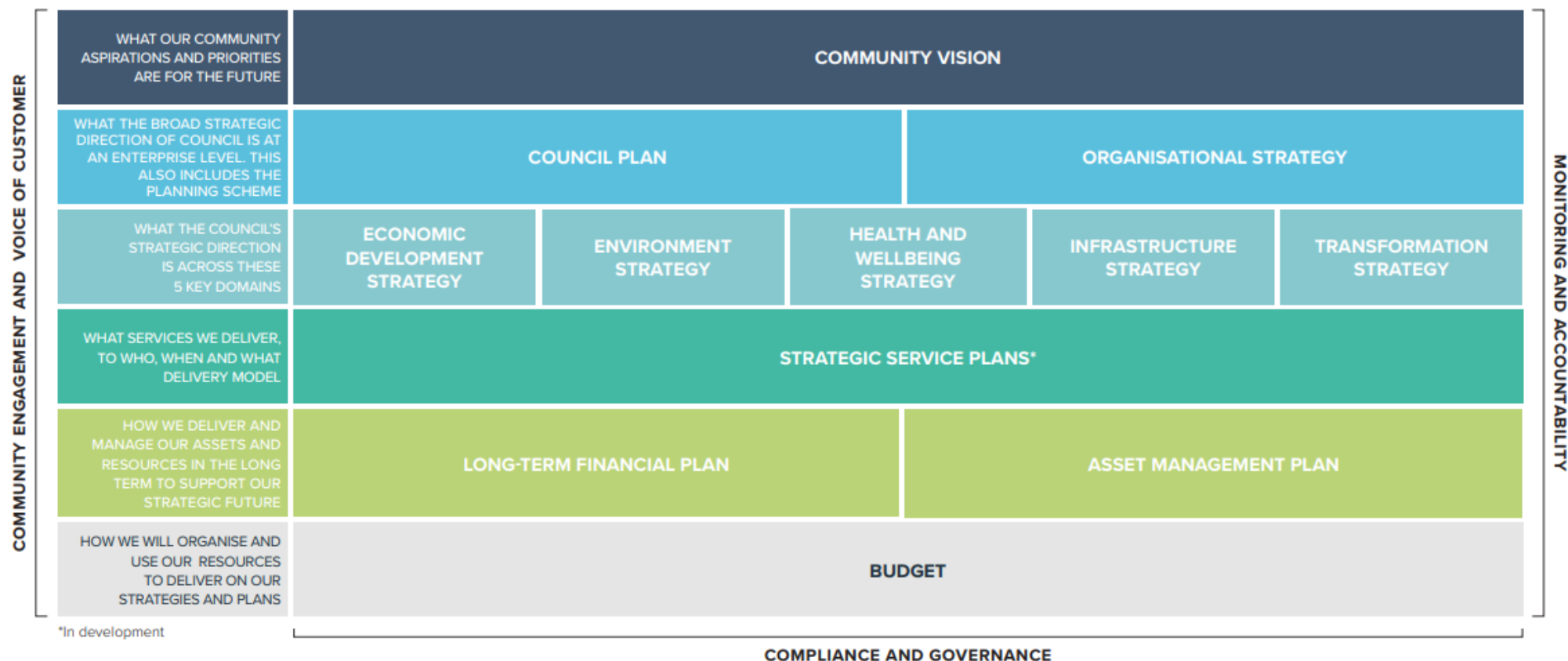
In 2020/21 Council undertook its largest community engagement program - Shape Your City - to inform Casey's long-term Community Vision, new Council Plan, and our long-term Financial Plan. More than 6,500 people were engaged across a range of engagement opportunities identifying 5 key themes of interest:

- Cleanliness and maintenance of public spaces and places
- Crime and Safety
- Community Connection
- Transport (roads, public transport, pedestrian and bike paths)
- Improving confidence in Council

Two years since that engagement campaign, we checked in again with the community in 2022/23 to understand what services are of priority through a range of face-to-face engagement opportunities as well as an online survey and an interactive participatory budgeting tool.

The survey, budgeting tool and community pop-up events for the Shape Your City Check-in were informed by the City of Casey Service Catalogue, the fourth layer of the organisation's Integrated Strategic Planning Framework.

The following illustration demonstrates Council's Integrated Strategic Planning Framework.



The purpose of Casey's Service Catalogue is to articulate the services that Casey provides from the perspective of our community and customers. Developed in collaboration with the Casey Community Panel and leaders across the organisation, the Service Catalogue identifies the services Council delivers and supports the integration of operational planning across teams and departments.

Between 22 September and 30 October 2022, more than 4,500 people participated in the online survey and participatory budgeting tool, and engaged in a range of face-to-face engagement pop-ups and workshops across the municipality to ensure Casey's diverse geographic and demographic groups were represented throughout the consultation.

## Engagement Approach

A survey tool, interactive budgeting tool and a range of face-to-face engagement pop-ups were designed to engage with a diverse range of community perspectives.

The **survey tool**, **budgeting tool** and **face-to-face engagement opportunities** were informed by the City of Casey Service Catalogue and nine interconnected service categories and their respective strategic service and sub-service areas as set out on page 4:



## Our transport network and infrastructure

- › Roads
  - Road Network
  - Street and Roadside Landscaping and Lighting
- › Assets
  - Strategic Infrastructure and Facilities Planning
  - Asset Design and Construction
  - Asset Management
  - Fleet and Plant Management
  - Council owned land
- › Parking
  - Paths and Trails



## Our arts and culture

- › Arts and Culture
  - Arts Facilities
  - Arts Programming
  - Libraries
  - The Factory
  - Cultural Collections
- › Tourism Destinations and Events
  - Events
  - Bunjil Place
  - Myuna Farm
  - Old Cheese Factory
  - Wilson Botanic Park



## My business and employment

- › Economic Development and Investment
- › Business Support
  - Business Development
  - Business Regulation



## My Council

- › Communications and Marketing
- › Customer
- › People
- › Governance and Risk
- › Finance
- › Information Technology
- › Strategy and Innovation



## Our property and planning

- › Land Use Strategy
  - Strategic Land Use Planning
  - Placemaking and Revitalisation
  - Developer Contributions Management
- › Building and Planning
  - Building Regulation
  - Planning
  - Subdivisions



## My family and community

- › Child, Youth and Family
  - Maternal Child Health
  - Kindergartens
  - Youth
  - Child Safety
  - Early Years
- › Ageing and All Abilities
  - Meals on Wheels
  - Community Transport
  - Ageing Well
  - Disability Access and Support
  - Service Provider Connection and Information
- › Community Safety
  - Local Laws
  - Emergency Management
  - Community Safety
  - Disease Prevention
  - School Crossings
- › Community Connection, Health and Wellbeing
  - Multicultural and Inclusive Communities
  - Healthy and Resilient Communities
  - Social Policy and Planning
  - Aboriginal Engagement and Reconciliation
  - Gender Equity & Family Violence Prevention
  - Community Development and Empowerment
  - Community Centres
  - Community Grants



## My pets and animals

- › Pets and Animals
  - Animal Management and Registration



## Our sport and recreation

- › Sport and Leisure
  - Sports Grounds and Facilities
  - Leisure Facilities
  - Sport and Leisure Development
  - Casey Fields
  - The Shed
- › Parks and Open Spaces
  - Playgrounds
  - Parks



## Our environment

- › Waste
  - Hard Waste
  - Litter Collection
  - Residential and Commercial Waste Collection
- › Sustainability and Environment
  - Trees
  - Biodiversity and Natural Resource Management
  - Climate Change
  - Contaminated Land Management
  - Landfill Management
  - Bushland Reserves
- › Water

## Survey and Budgeting Tool

The **survey** and **budgeting tool** targeted all Casey residents and was widely promoted through all of Council's communication channels.  
[https://conversations.casey.vic.gov.au/2year\\_checkin](https://conversations.casey.vic.gov.au/2year_checkin)



**3,810** people contributed to the main online survey



**2,964** people contributed to the interactive budgeting tool

The **survey** and **budgeting tool** were available for completion via:

- Online via Casey Conversations
- Hard copy paper-based

### Face-to-face engagement opportunities

In addition to the survey and budgeting tools, a range of face-to-face engagement pop-ups and workshops were held across Casey:

- 10 event pop-ups
- 14 community workshops
- 1,025 community conversations
- 1,000+ community ideas

## Community Pop-ups

	Community Pop-Ups
1	Tooradin
2	Autumn Place - Doveton
3	Community Safety Day
4	Lynbrook Lantern Festival
5	Berwick Farmers Market
6	Orana Park
7	Carers Day
8	Casey ARC
9	Children's Week
10	Pearcedale Shopping Centre

## Community Workshops

	Community Workshops
1	Lynbrook Community Hub
2	Aboriginal Gathering Place
3	Arthur Wren - Afghan community
4	Cranbourne African homework
5	Blind Bight Committee
6	Lyndhurst Indian Seniors
7	Cranbourne Food Relief
8	Gender Taskforce
9	The Andrews Centre
10	Barton's Primary School
11	Spanish Bicultural Worker
12	Pearcedale Shopping Centre
13	Afghan Bicultural Worker
14	Bicultural Network

## Promotion

The survey, budgeting tool and face-to-face engagement opportunities were promoted through a range of online and in-person channels:

- Local media
- Casey Catch-up Email (eDM) & Casey Conversations subscribers
- Website – City of Casey & Casey Conversations
- eNewsletters
- SMS
- Social Media
- Stakeholder networks

## Children and Young People

To ensure the voice of children and young people were also represented throughout this engagement, Shape Your City packs were distributed to over 50 kindergartens across Casey, providing 4,621 children the opportunity to be local superheroes and build their dream cities using the City of Casey Service Catalogue.

Pop-ups and workshops were also held across:

- Casey's Youth Centres
- Aboriginal Gathering Place
- Casey Tech School
- Various Primary and Secondary schools complimenting other Council engagements occurring at the time

## Youth Survey Tool

In addition to the main survey tool on Casey Conversations, a supplementary “youth friendly” survey tool was also created.

[https://conversations.casey.vic.gov.au/2year\\_checkin/youth](https://conversations.casey.vic.gov.au/2year_checkin/youth)



**33** young people contributed to the youth specific survey

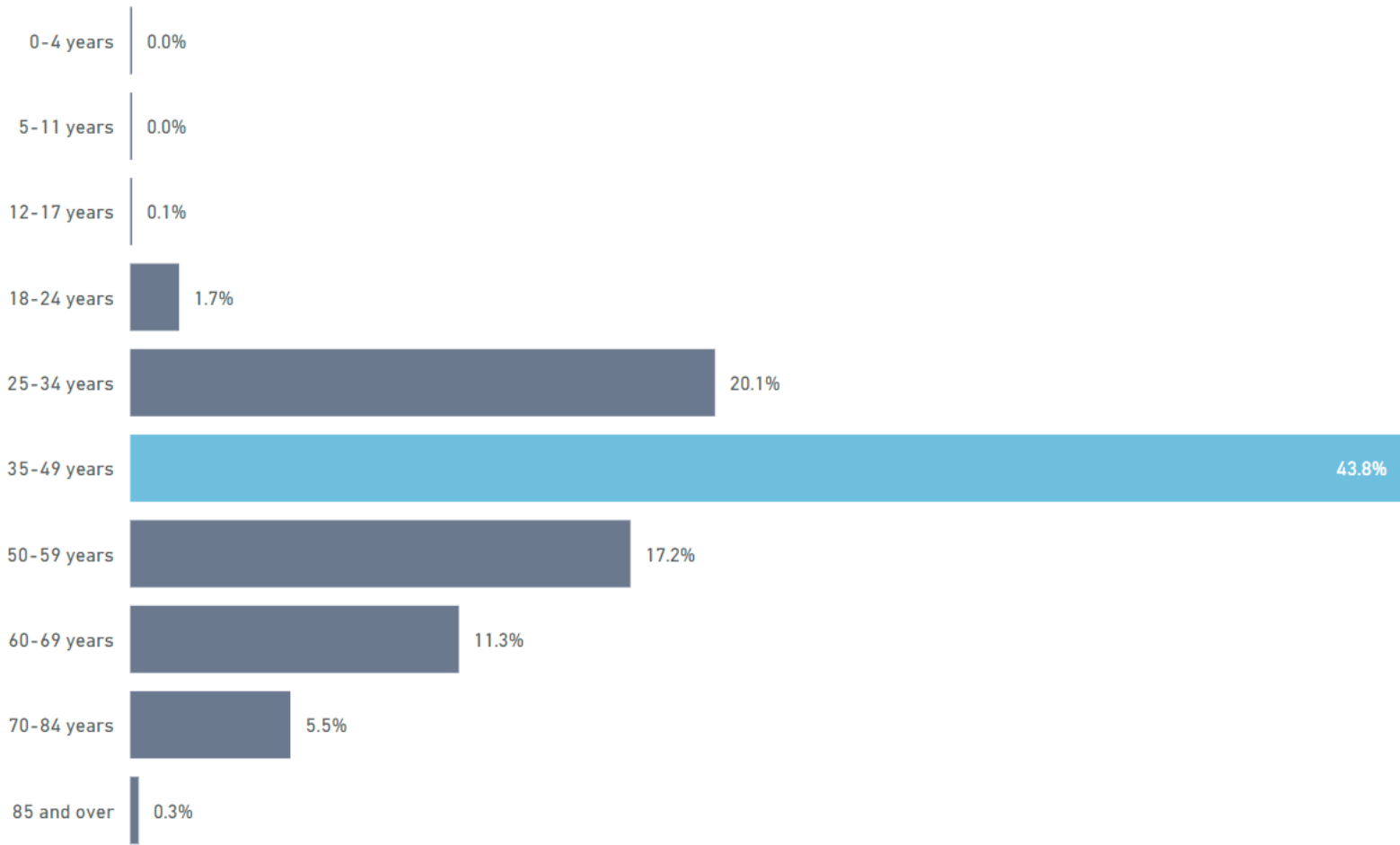
\*68 young people completed the main online survey



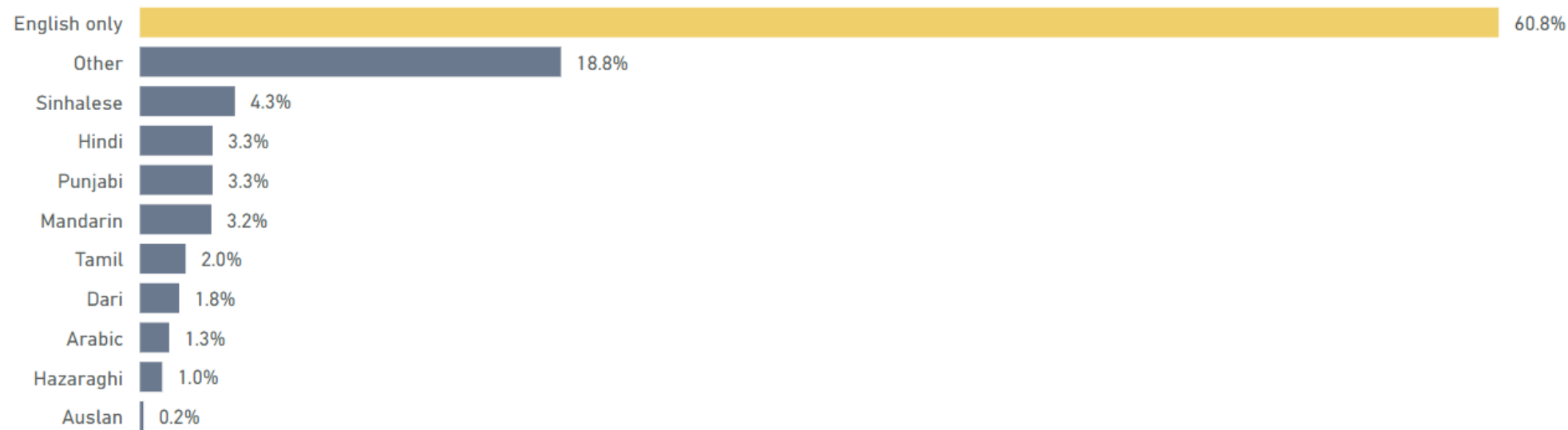
**KEY FINDINGS – who we spoke to:**  
**Main Survey (3,810 responses)**  
**Budgeting Tool (2,964 responses)**

Gender	
Male	45%
Female	54%
Prefer not to say	1%
Disability Status	
With disability	11%
Without disability	89%
Languages spoken at home	
English Only	61%
Other languages	39%

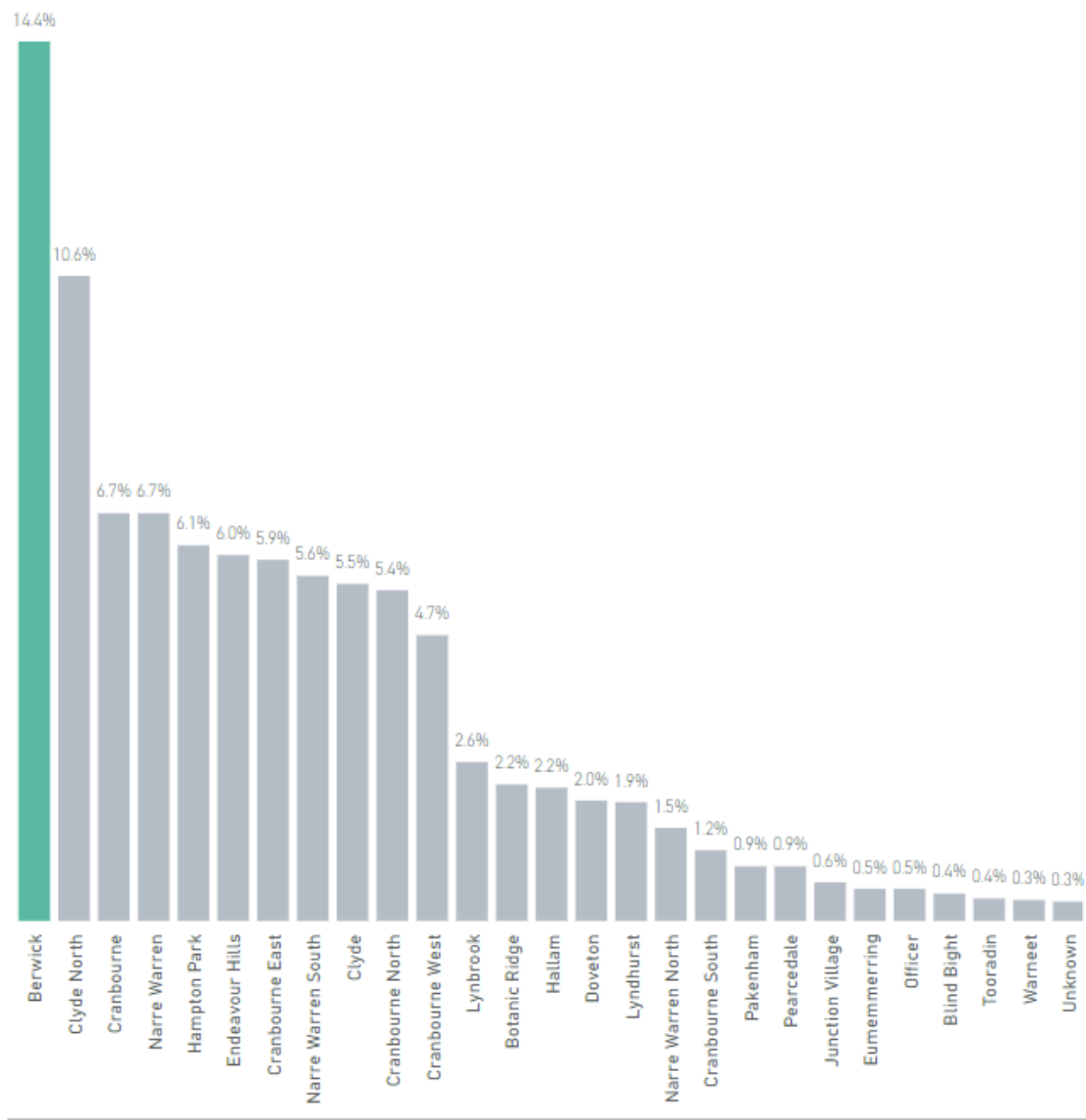
Responses by age



Languages spoken (other than English)



Response by suburb



## KEY FINDINGS – What did the community say

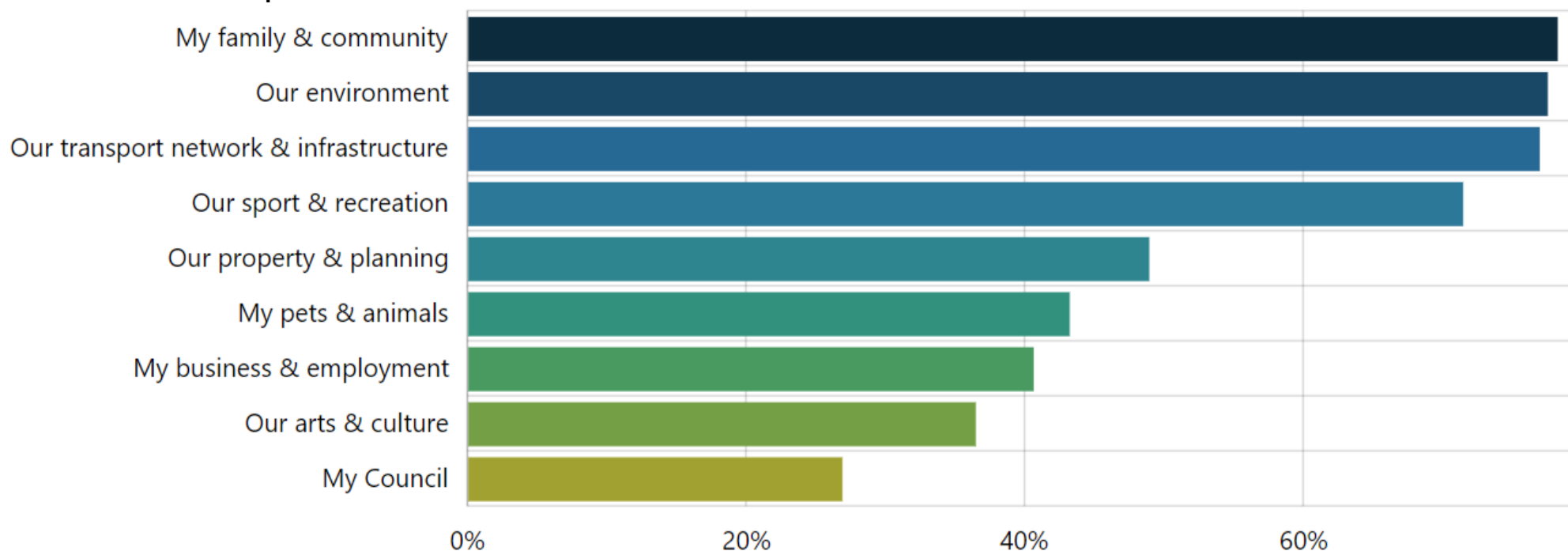
Main Survey (3,810 responses)

Budgeting Tool (2,964 responses)

### Budgeting Tool (2,964 responses)

To understand which Council service areas were most important to the Casey community, an interactive online budgeting tool was developed. The Casey community were given a total of 100 'points' to allocate to a service area. Each choice cost 20 points providing respondents an opportunity to make five selections.

#### Council services most important to fund:



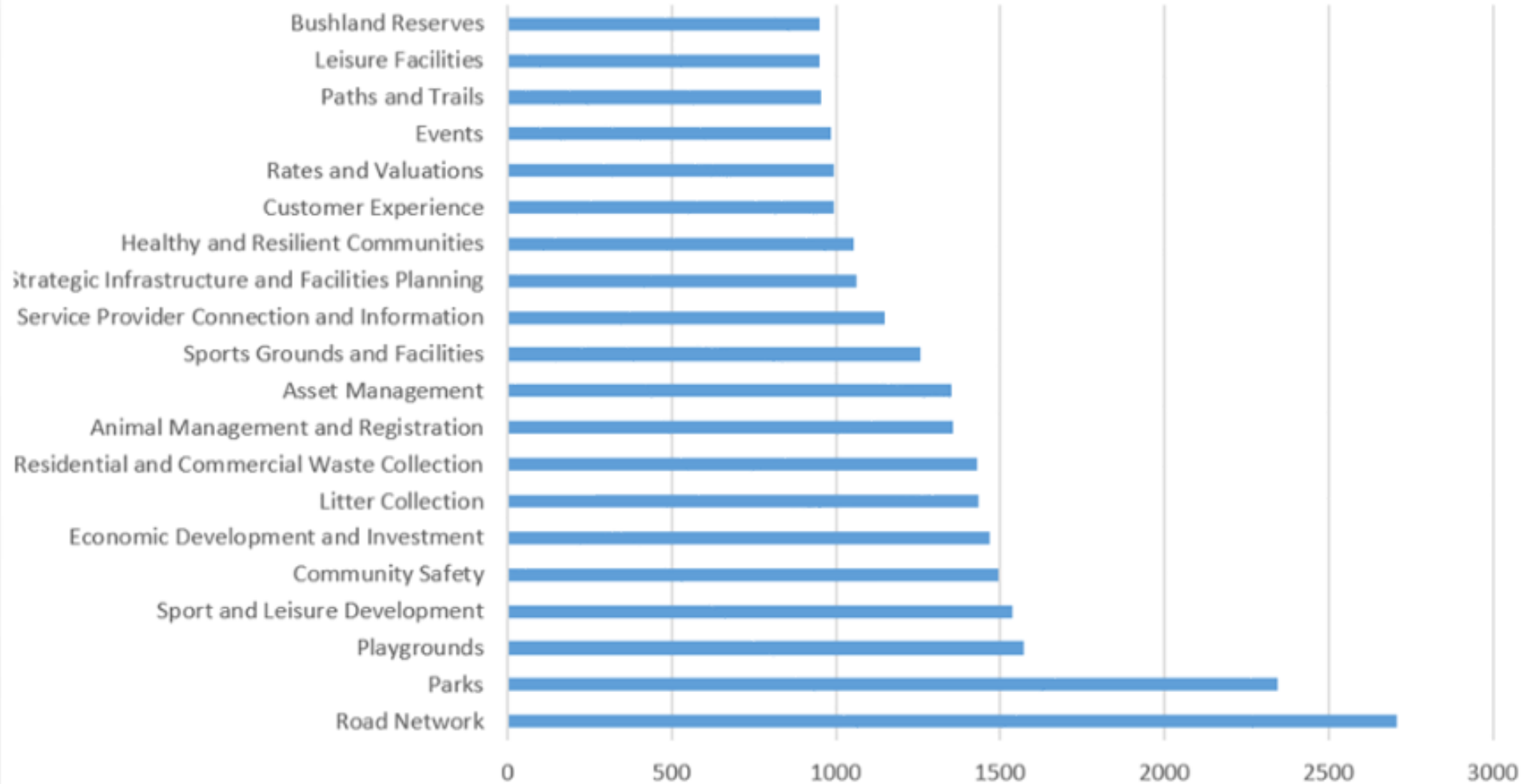
## Main Survey (3,810 responses)

The City of Casey's key service areas were further explored in the survey. The online survey requested participants to identify *what* was most important to them across Council's nine key service areas.

Verbatim survey responses were coded against the \*94 sub-service areas of the Service Catalogue. A total of 44,456 community sentiments were captured across Council's sub-service areas. The below word cloud and graph highlight the most mentioned sub-service areas:



20 most mentioned sub-service areas when asked:  
*"What is most important to you and your family"*

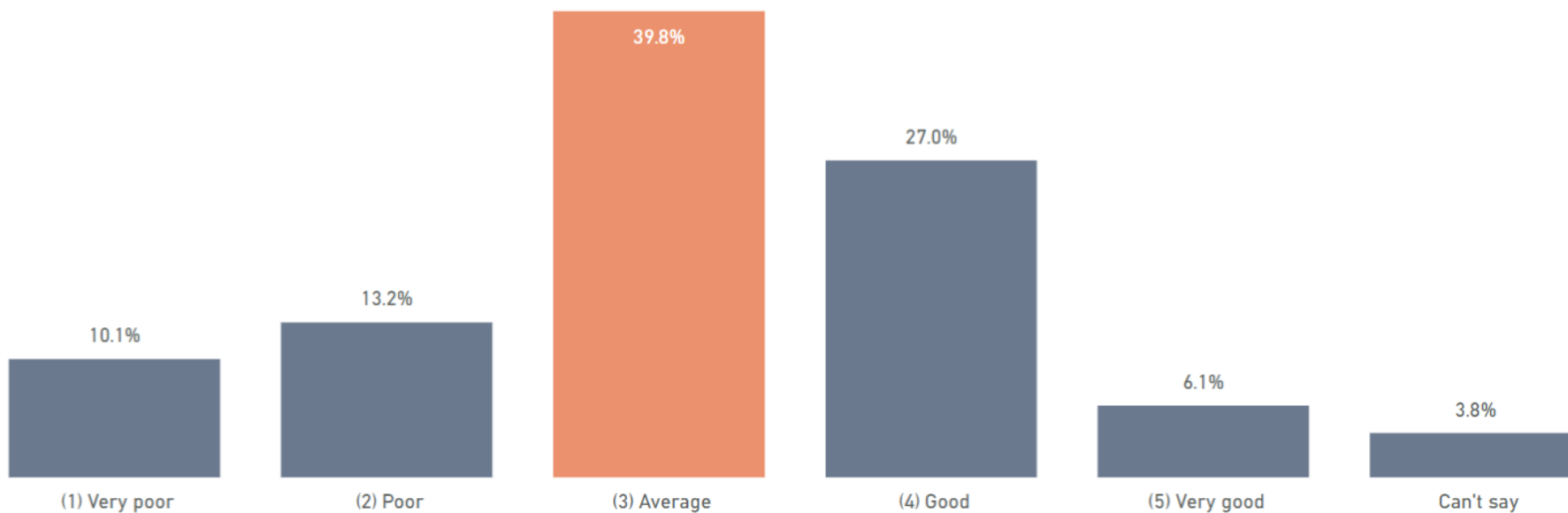




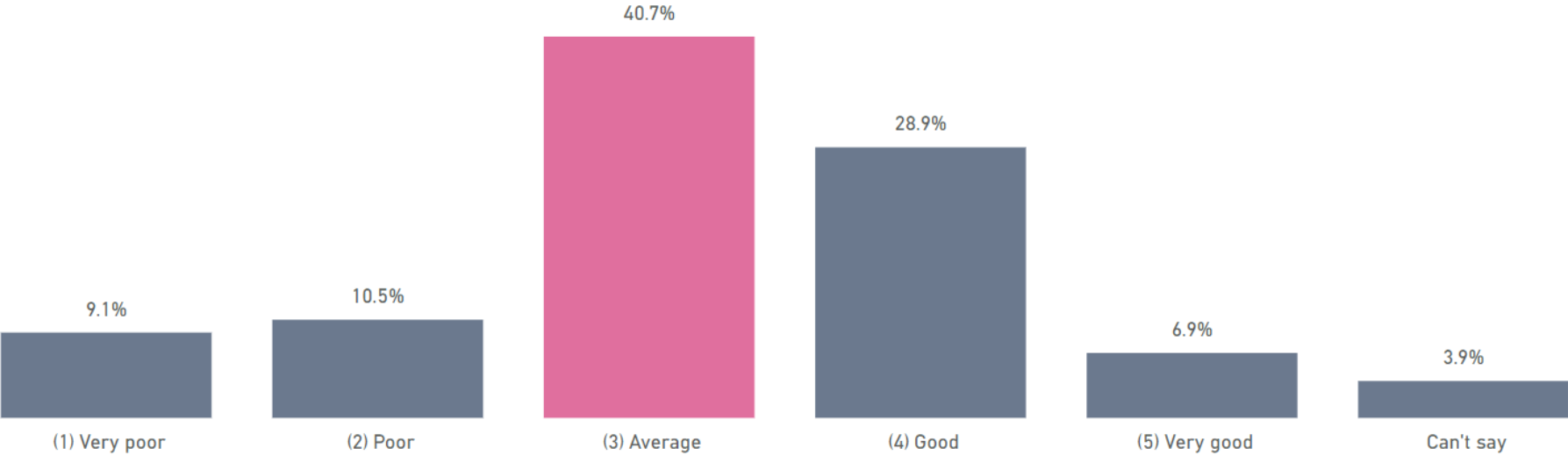
Survey Respondents were also asked to rate whether Council provides good value for money across its infrastructure and service delivery.

- One third of respondents rated Council good or very good at providing value for money in the provision of infrastructure.
- One third of respondents rated Council good or very good at providing value for money in the provision of services.

### Infrastructure value for money



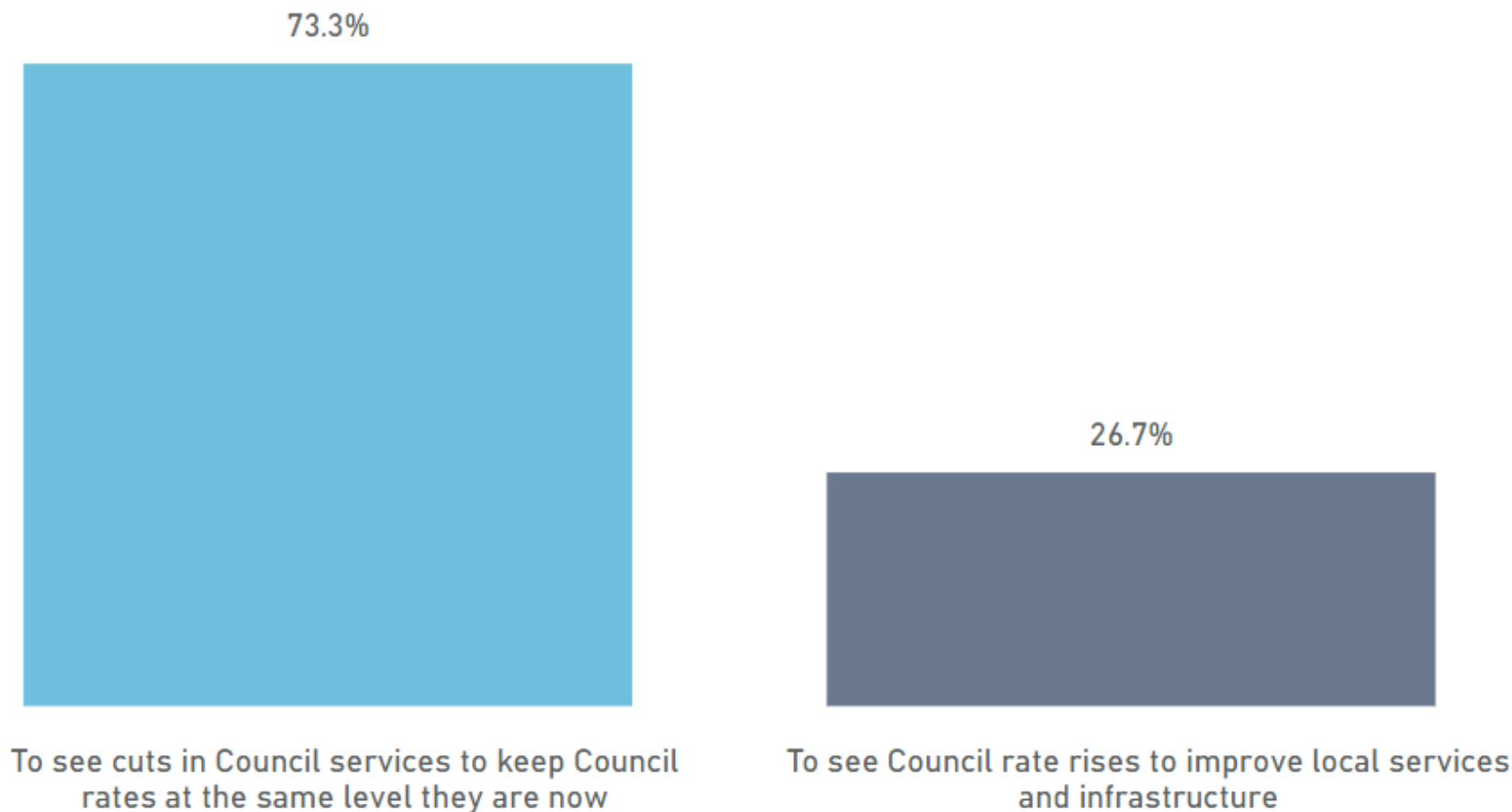
Services value for money



Finally, survey respondents were asked to provide feedback on rates increases.

Over 2/3 (73%) of respondents would prefer to see cuts in Council services to keep Council rates at the same level they are now as opposed to see Council rate rises to improve local services and infrastructure. This is a change from the original Shape Your City campaign in 2020 where the split was 50/50.

### Council Rates Preference



## KEY FINDINGS continued –

### Face-to-face engagement

1,025 respondents across 24 events (10 pop-ups and 14 community workshops)

Similar to the online survey, respondents at the pop-up engagements and community workshops were asked to identify *what* was most important to them across Council's nine key service areas.

The online budgeting tool was reproduced into an interactive physical activity where respondents were given ping pong balls to vote for their most valued service.

*\*Votes from the pop-ups and community workshops were uploaded into the online budgeting tool and formed part of the overall budgeting tool results in the main online survey.*

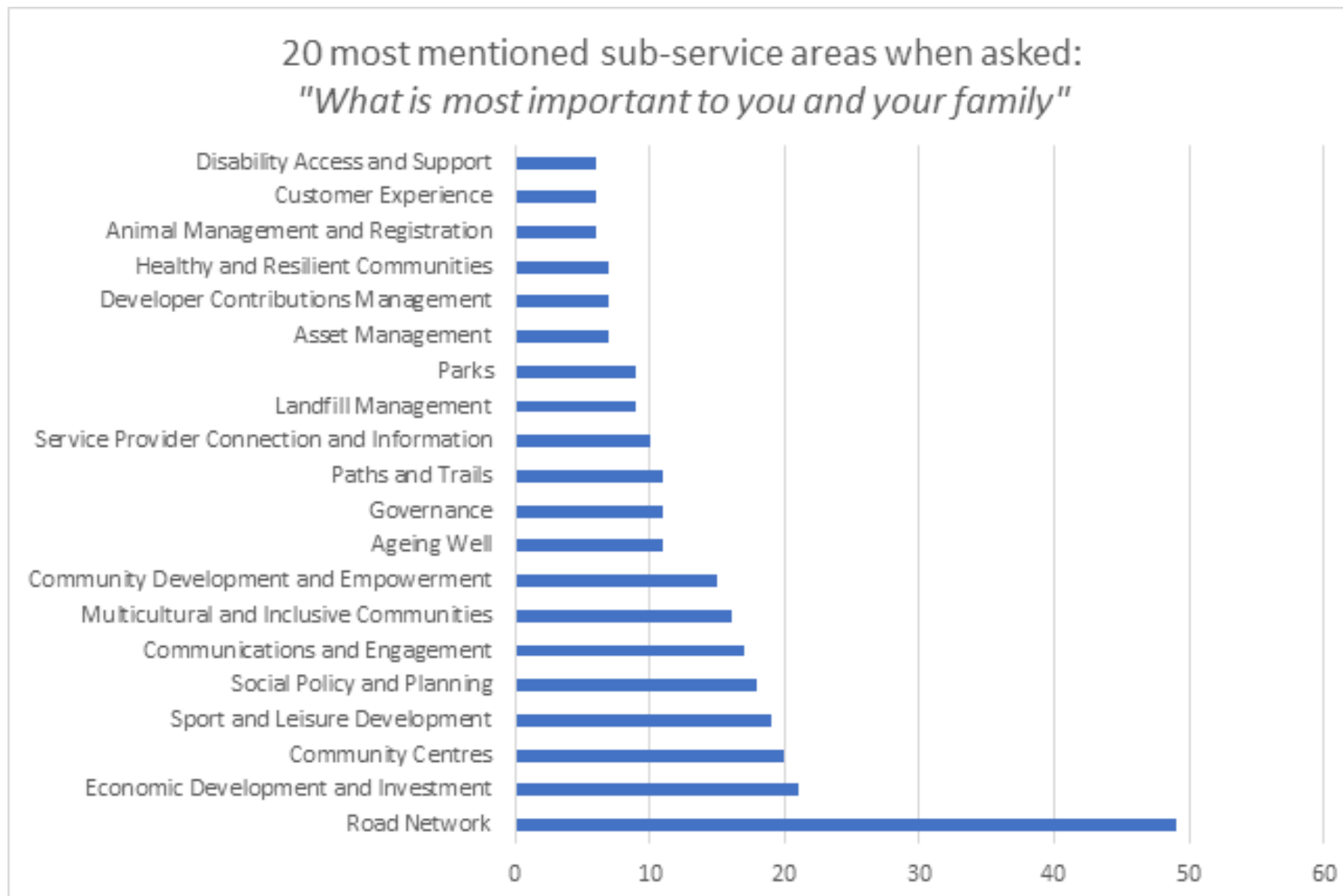
## IMAGES FROM VARIOUS POP-UP ACTIVITIES



**CASEY  
CONVERSATIONS**

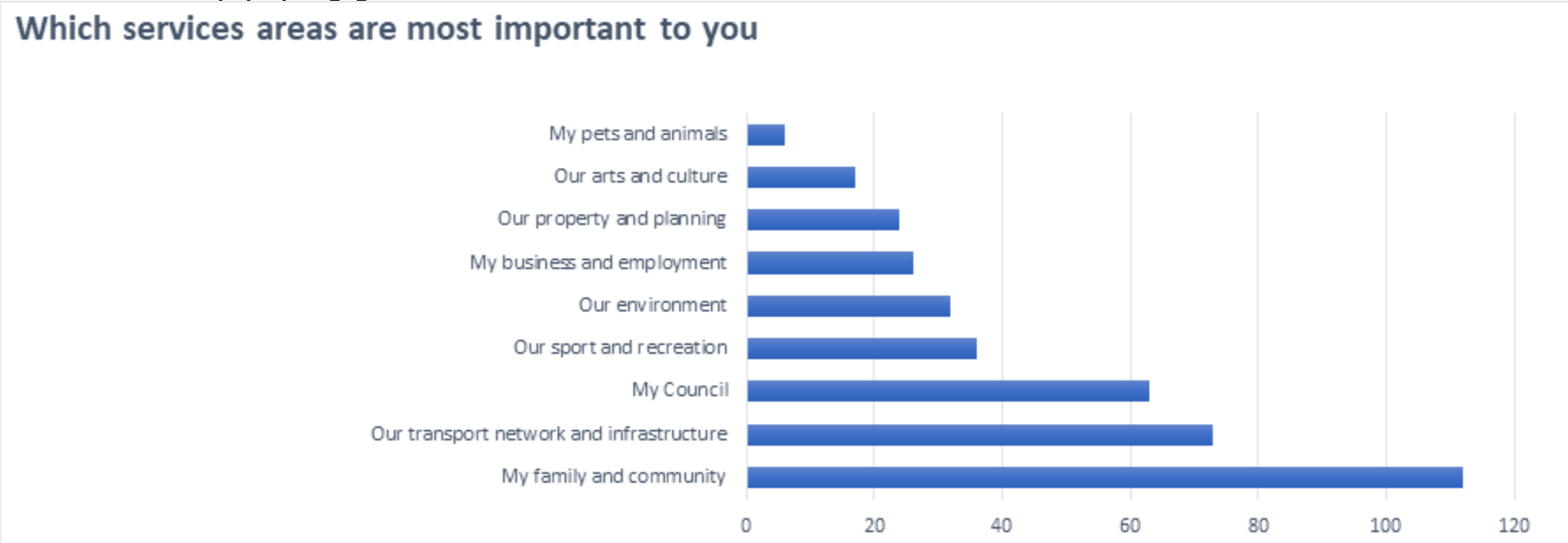


In addition, community conversations and feedback across the 24 pop-ups and community workshops were also coded against the \*94 sub-service areas of the Service Catalogue. The graph highlights the most mentioned sub-service areas across the 24 pop-up engagements and community workshops:



Interestingly, when the sub-service area responses were grouped back into their relevant service category areas it produced a significantly different prioritisation to the online and in-person budgeting tool, when asked “which Council services are most important to fund”.

**Results from the 24 pop-up engagements:**



## KEY FINDINGS – Priorities and themes

Main online survey

Budgeting Tool

Pop-ups and community workshops

Findings from the Shape Your City check-in highlight several priorities for informing strategic service planning across the organisation. In summary, seven key themes were identified as being consistently important to online survey respondents and face-to-face community engagement participants:

1. **Open spaces and recreation** - People expressing the need for improved infrastructure to engage themselves in unstructured sport and leisure activities with family and the whole of the community.
2. **Our Environment** – The community has expressed commitment to contributing back to the environment, however needed support and information from the Council on some of the practices the community can adopt to support this work together.
3. **Transport and Infrastructure** - This theme has been consistent to that of Shape Your City findings two years ago. However, in addition to improving road conditions and the road network, and public transport infrastructure, the community expressed concerns around safety in public transport and accessibility to transport options.
4. **Community connectedness** – through sentiments of neighbourhood planning and localised opportunities for connection, learning and employment
5. **Community Safety** – feeling safe and less crime
6. **Cleanliness and maintaining public and places** - especially parks and reserves
7. **Jobs and employment pathways** – local job opportunities through a range of employment support and services

**Contact the City of Casey:**

**Web:** [casey.vic.gov.au](http://casey.vic.gov.au)

**Email:** [caseycc@casey.vic.gov.au](mailto:caseycc@casey.vic.gov.au)

**Phone:** 03 9705 5200

**Post:** PO Box 1000, Narre Warren VIC 3805

**NRS:** 133 677 (for the deaf, hearing or speech impaired)

**Customer Service Centres:**

**Narre Warren:** Bunjil Place, 2 Patrick Northeast Drive

**Cranbourne:** Cranbourne Park Shopping Centre

**ABN:** 43 320 295 742



**TIS: 131450 (Translating and Interpreting Service)** المترجم الفوري 翻译 مترجم شفاهى ਦੁਆਰੀਆ ਆਲੋਚਨਾ

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