



# Highett Structure Plan –

# Your Feedback About Our Consultation Process



## What We Did

We sent a short survey to the 337 people who had registered their email details on our Have Your Say project page.

57 completed the feedback survey (17% response rate).

Please note that percentages shown in following sections are out of 57 respondents

We asked:

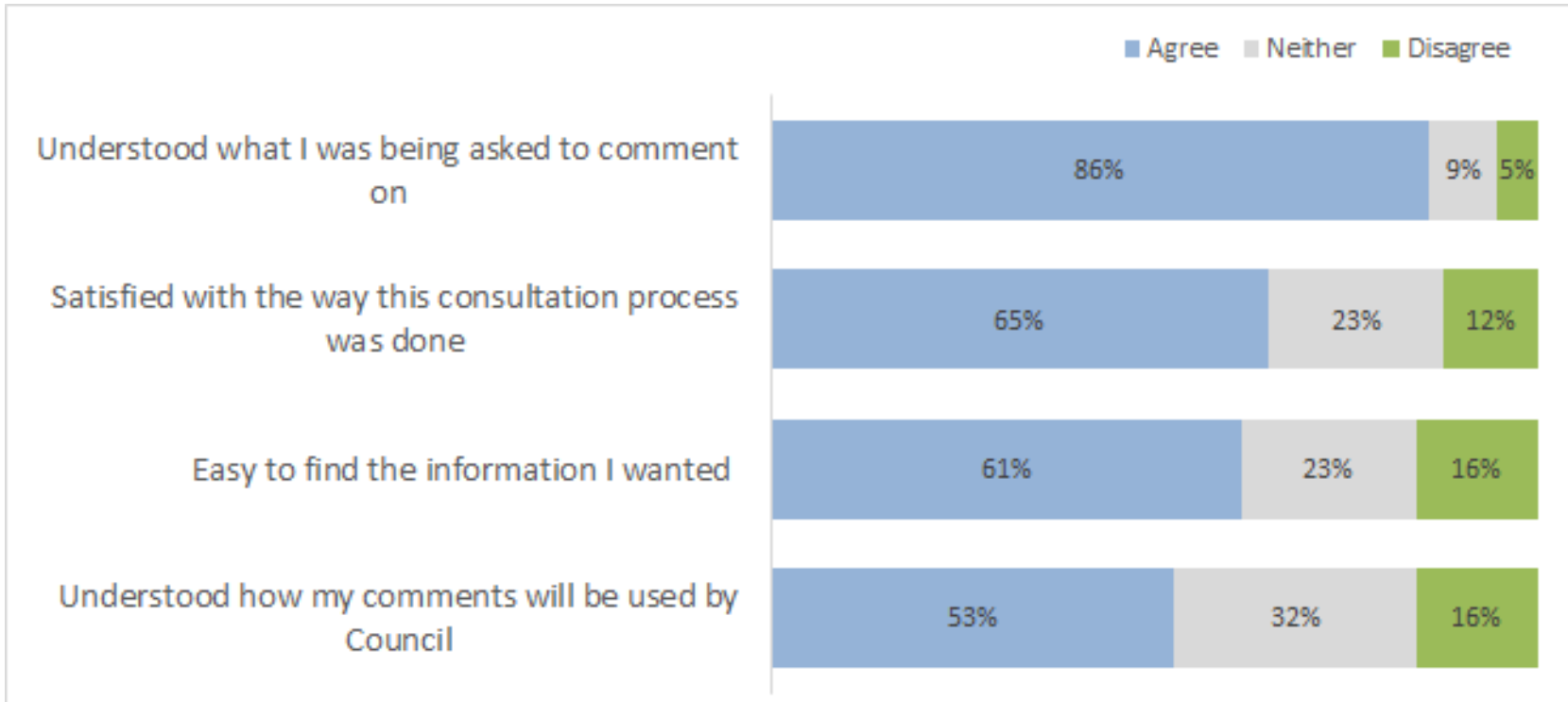
- was it was easy to find information about the Structure Plan project?
- did you understand what you were being asked to comment on?
- did you understand how your comments would be used by Council?
- were you satisfied overall with the way this consultation was done?



## What we've learnt:

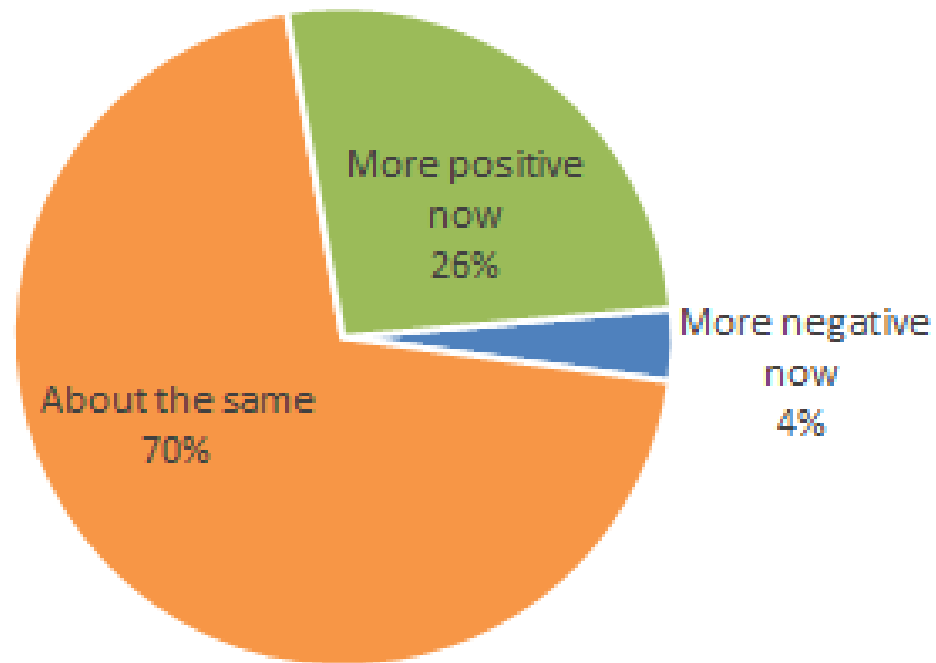
We need to be clearer on how community feedback will be used for the project.

We need to make project information easier to find and access.



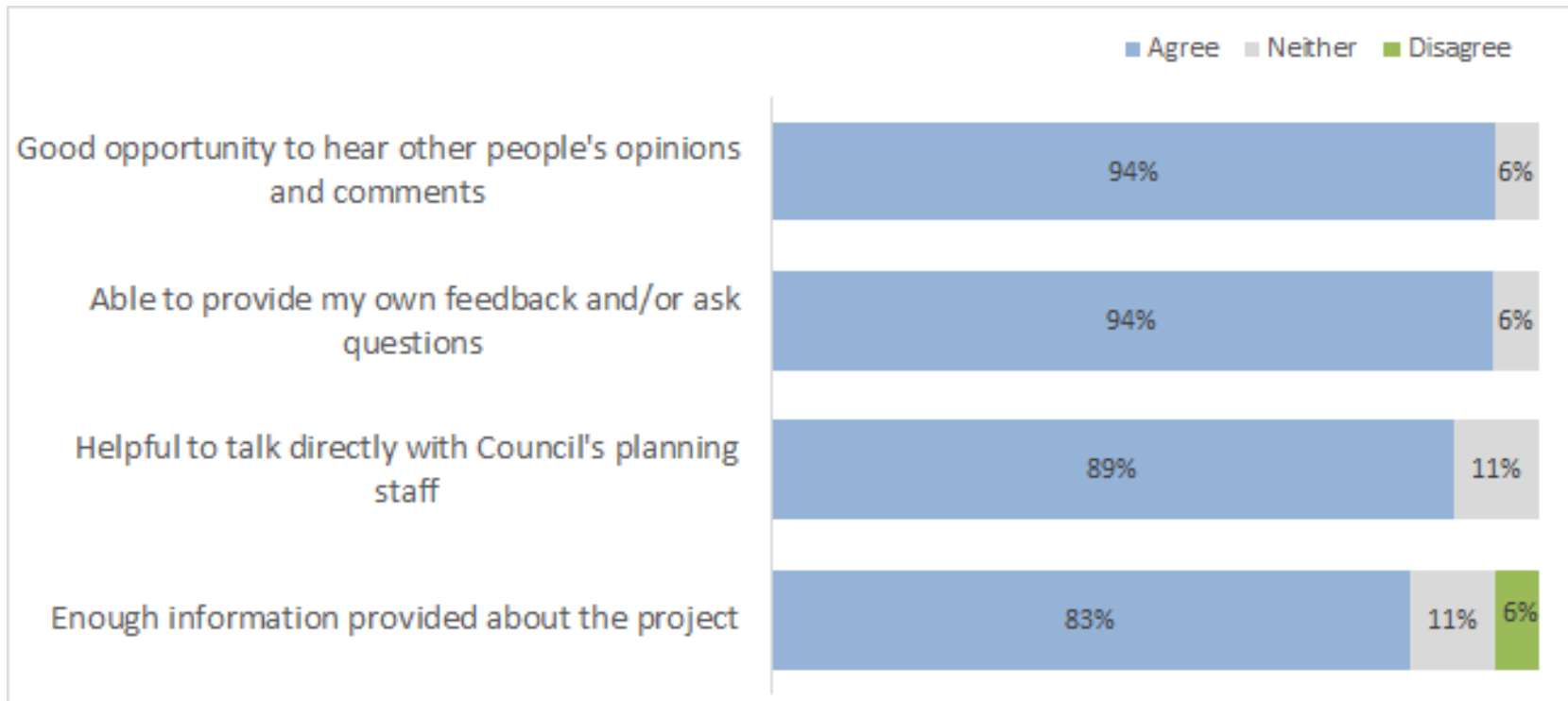
Participation in this consultation process has changed some residents' opinion of Council – 26% said they have a more positive opinion now

Personal opinion of Bayside Council changed in any way?



Nearly one-third (30%) attended at least one of the consultation events - café conversations, drop-in sessions, walking tours, community workshops.

Feedback was positive about the events, however access to project information was mentioned again.



## Your verbatim comments:

We received 14 positive comments and 30 negative, or improvement, comments.

## Concerns and Improvements:

- Council 'already made up its mind', feedback won't be used
- some difficulties using the Have Your Say website
- lack of clarity about CSIRO site
- Councillor non-attendance at events
- demonstrate how the feedback has been used (or not used)

