



Merri-bek
City Council

Community Engagement Policy

Consultation Summary Report

August 2024



Contents

Acknowledgement of Country	2
Background	3
Key findings - Highlights	3
Question 1: How do you find out information about Council?	3
Question 2: How would you like Council to engage with you?	3
Question 3: What makes it difficult for you to participate in Council projects?	3
Question 4: Is there anything else you would like to tell us about engagement at Merri-bek?	3
Consultation overview	4
Engagement purpose	4
Engagement process and participation	4
Promotion	5
Limitations	5
Who we heard from	6
Groups	6
Age of participants	7
Languages spoken at home	8
Multicultural Workshop languages	9
Suburbs	9
Engagement findings	10
Question 1: How do you find out information about Council?	10
Question 2: How would you like Council to engage with you?	11
Question 3: What makes it difficult for you to participate in Council projects?	12
Question 4: Is there anything else you would like to tell us about engagement at Merri-bek?	13
Additional feedback	14
Appendices	17
Appendix 1 – Surveys	17
Appendix 2 – Merri-bek Community Personas – people over 65 years of age	22

Acknowledgement of Country

Merri-bek City Council acknowledges the Wurundjeri Woi-wurrung people as the Traditional Custodians of the lands and waterways in the area now known as Merri-bek. We pay respect to their Elders past, present, and emerging, as well as to all First Nations communities, who significantly contribute to the life of the area.

Background

Council's Community Engagement Policy (the Policy) supports the requirements of the Local Government Act 2020. The Policy sets standards for how Council engages with the Merri-bek community, to involve them in decision-making and in shaping projects and services that are important to them.

Council recognises that older non-English speaking residents, who make up 6.8% of the total population, are not always adequately represented in our community engagement activities.

This project was designed to identify efficient, effective and innovative ways to better communicate with our older multicultural residents. The intent is to ensure that our older multicultural communities can participate in ways that are inclusive, maximise their voice and input.

Key findings - Highlights

Overview of the key findings from the engagement project

Question 1: How do you find out information about Council?

- Merri-bek Community News
- Through a Merri-bek Seniors' Group
- My Merri-bek e-newsletter (fortnightly digital newsletter)

Question 2: How would you like Council to engage with you?

- In person community meetings at local neighbourhood centres, libraries or seniors' clubs
- Hosting information sessions at local libraries where older people can ask questions and learn about Council projects
- I would like someone to come and talk to me and ask my opinion

Question 3: What makes it difficult for you to participate in Council projects?

- I am not aware of how I can participate
- Difficulty understanding information due to language barriers
- Difficulty using online platforms or digital tools required for participation

Question 4: Is there anything else you would like to tell us about engagement at Merri-bek?

The most frequently discussed theme was a desire for more social connection and support with activities, excursions or games for older people. Organisations such as Pronia Aged Care and the Ethnic Communities Council of Victoria told us about the importance of working with trusted sources when sharing information or gathering feedback, and that not all people will have basic literacy skills, even in their own languages.

Consultation overview

Engagement purpose

This engagement program was implemented to inform an amendment to the Community Engagement Policy which focuses on improving engagement for older, non-English speaking residents, to maximise opportunities for them to participate in decisions that affect their lives.

Engagement process and participation

The project team offered a variety of opportunities for older people to engage in a way that was meaningful to them, and at a place and time that was convenient. We worked with Council's Accessible and Inclusive Communications, and Living and Ageing Well teams to identify an appropriate and inclusive engagement strategy that would also be effective given the limited timeframe. The teams shared valuable points of contact for multicultural communities through their networks and databases.

In response to the Council Resolution 7.9 *Improving Community Engagement for Older, Non-English Speaking Residents*, Italian, Greek, Arabic and Turkish language speakers were a focus for participation. These 4 languages are the most frequently spoken languages by people over 65 years of age across Merri-bek (Census, 2021).

The program focussed on face-to-face engagement to reduce barriers to participation, supplemented by digital engagement.

The project team also collaborated with Council's Living and Aging Well Program Lead, Diversity Officer, Glenroy and Fawkner Library Multicultural Services Officer, and the Community Development and Social Policy Team to seek out established contacts or relationships with older multicultural residents and community groups.



In-person engagement

- Seniors' Group visits: officers liaised with various seniors' group leaders to arrange to meet at a time that was convenient to them. Officers spoke to each group about the purpose and process of the engagement, and where possible worked through the surveys together during the visit, supported by Community Connectors.
- Library home visits: recognising that some residents are house-bound, socially isolated or otherwise unable to participate, the project team worked with Brunswick Library staff to visit people through the home library visits.
- Home Support Worker visits: officers identified Council's In-home Support Workers who engage with clients speaking Italian, Greek, Arabic or Turkish. These In-home Support Workers were invited to take in-language surveys to their client visits to collect feedback.

Online engagement

- Conversations Merri-bek survey

To build on existing knowledge, officers gathered internal data from the recently implemented Living and Ageing Well Survey for the Evaluation of the Living and Ageing Well Implementation Plan, as well as the Merri-bek Community Personas featured in the Accessible and Inclusive Communication Policy.

Promotion

The project team promoted the engagement through both online and in-person methods.

Online

- Social media posts on Facebook and Instagram
- Multicultural Network Settlement Meeting
- Outreach to older Community Connectors

In person

- Direct outreach to local seniors and community groups
- Hard-copy surveys at all Merri-bek libraries in Italian, Greek, Arabic, Turkish and English

Limitations

The limited timeframe for this engagement project presented several challenges for the project team:

- Timeframe was only 21 business days to allow for the community feedback to be collated and a report to be developed in time for the September Council meeting.
- Scheduling of meetings for some seniors' groups and organisations was limited given their existing schedules and religious occasions didn't neatly align with the project timeframe.
- Library home visits occur once a month, providing only one opportunity to engage using this method.

Who we heard from

We heard from a total of 129 people as part of this engagement project across a variety of engagement activities.

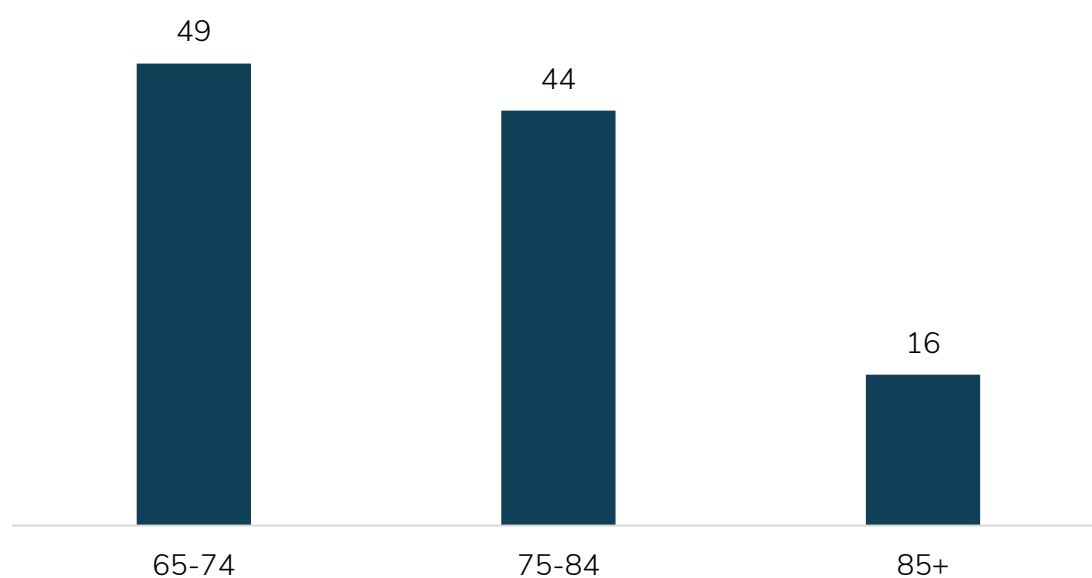
Groups

Engagement activity	When	No. of responses	In-person / online
Visit to Alevi Turkish Community Centre	30 July 2024	23	In-person
Visit to Victorian Lebanese Seniors Group	1 August 2024	16	In-person
Visit to Italian Seniors Group	1 August 2024	5	In-person
Multicultural workshop	8 August 2024	19	In-person
Home library visits	25 July 2024	5	In-person
Home Support Worker client visits	2 - 13 August 2024	19	In-person
Visit to Pronia Aged Care	13 and 29 August 2024 *additional session was held after official engagement closed to align with group availability	16	In-person
Ethnic Community Council of Victoria Community Outreach Worker	15 August 2024	1	Phone call
Hard-copy, in language surveys at Brunswick, Campbell-Turner, Coburg, Glenroy and Fawkner libraries	26 July - 15 August 2024	0 returned	In-person
Online survey on Conversations Merri-bek	15 July - 13 August 2024	25	Online



Age of participants

Responses from participants aged 65+

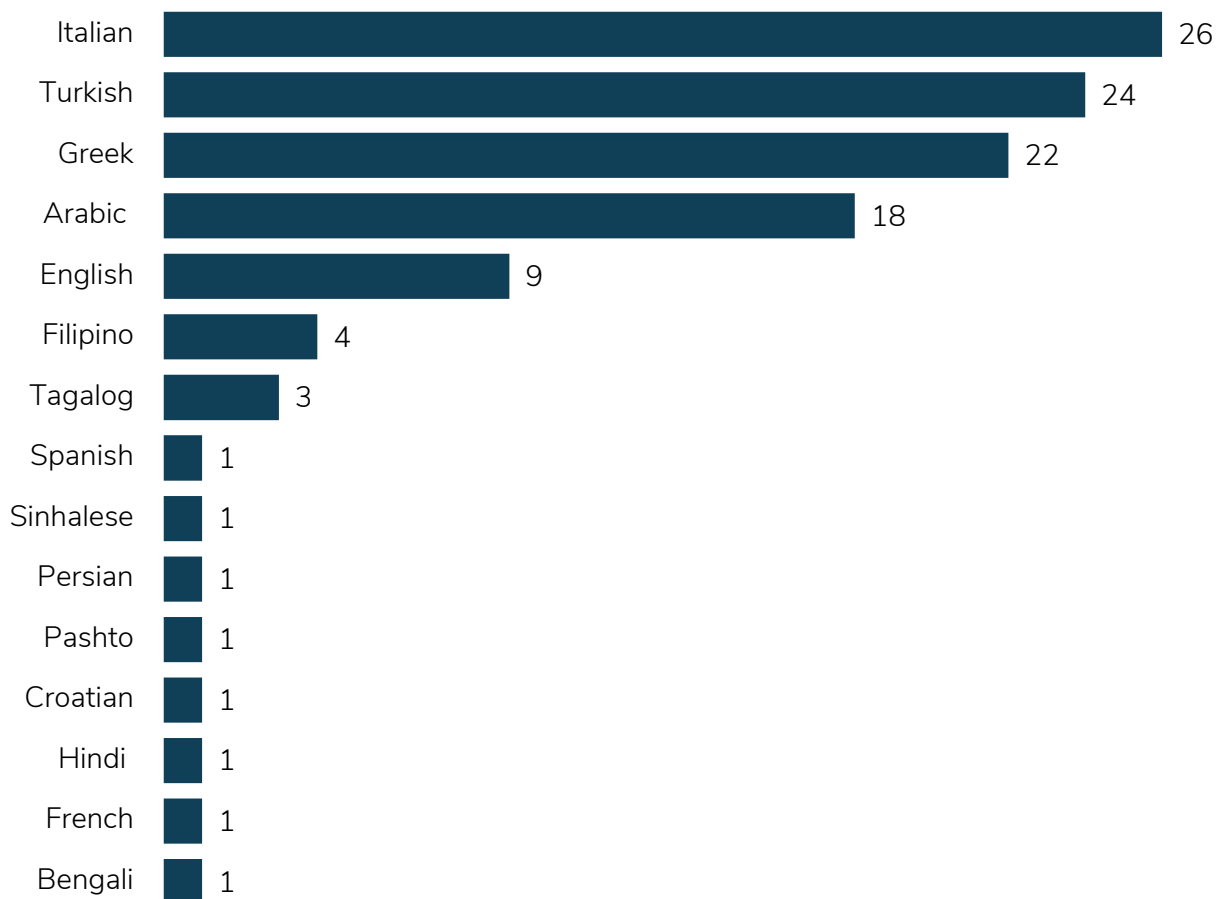


Although this engagement targeted older people over 65 years of age, we also heard from someone aged 25-34 (1), people aged 45-54 (3), and people aged 55-64 (15).



Languages spoken at home

Responses from participants aged 65+



Multicultural Workshop languages

The project team worked with Council's Accessible and Inclusive Communications team to recruit participants for the multicultural workshop through established networks of service providers, Community Connectors, and community organisations. Attendees at the multicultural workshop were from a range of cultural backgrounds, speaking Italian, Turkish, Filipino, Bengali, Arabic, Sinhalese and Persian.

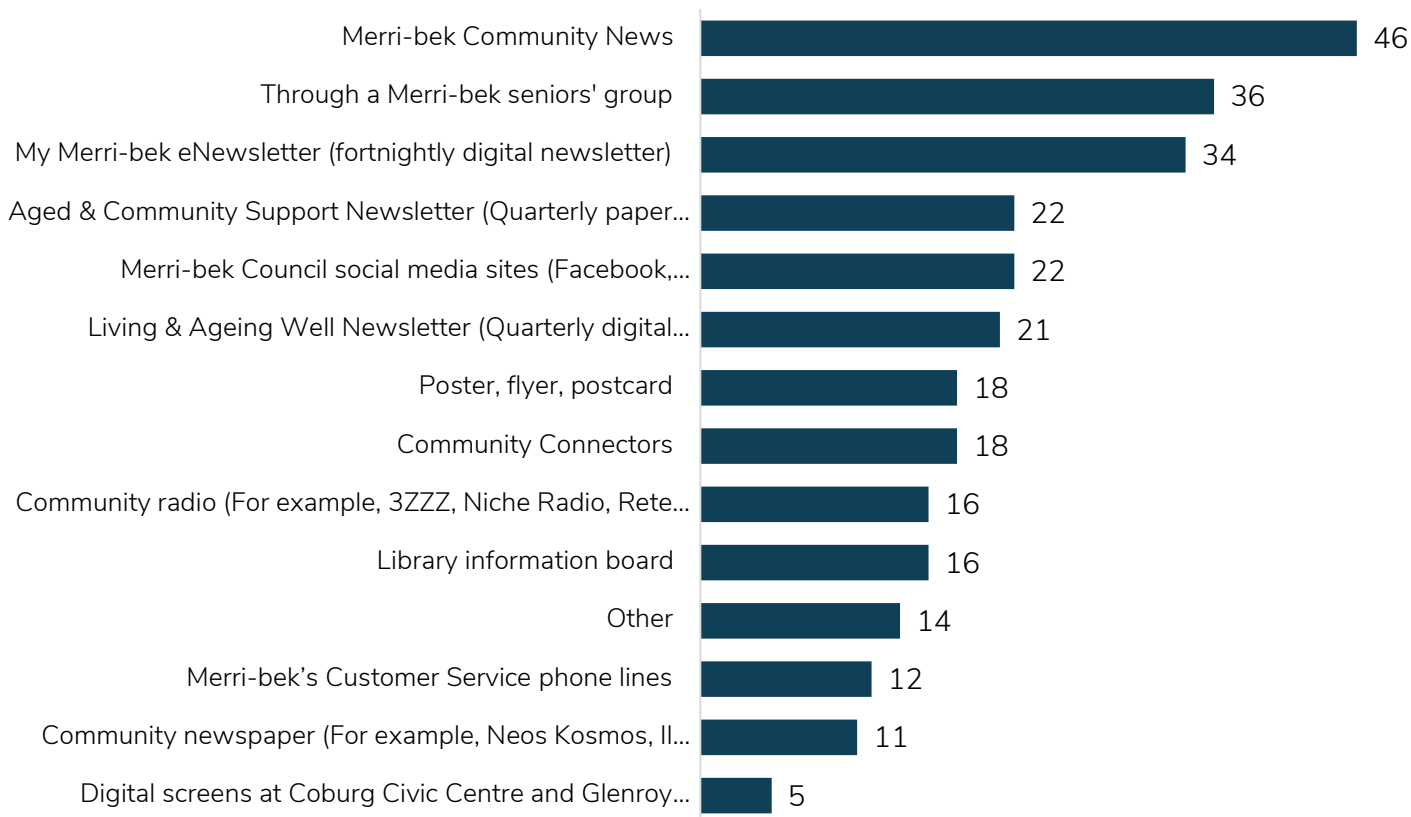
Suburbs

Participants who completed the survey came from a range of suburbs across Merri-bek, including Brunswick, Glenroy, Coburg, Coburg North, Brunswick East, Brunswick West, Pascoe Vale, Fawkner and Hadfield.

Engagement findings

Question 1: How do you find out information about Council?

Responses from participants aged 65+



Other

Suggestions from the other category included children (3), neighbours (3), friends (2), Merri Health (1), Library and community centres (2), Turkish newspaper (1), My Aged Care (1) and Conversations Merri-bek (1).

Hearing from younger age groups

The top 2 methods of communication for participants aged 55-64 years:

- Merri-bek Community News (7)
- Through a Merri-bek Seniors Group (5)

The top 2 methods of communication for participants aged 45-54 years:

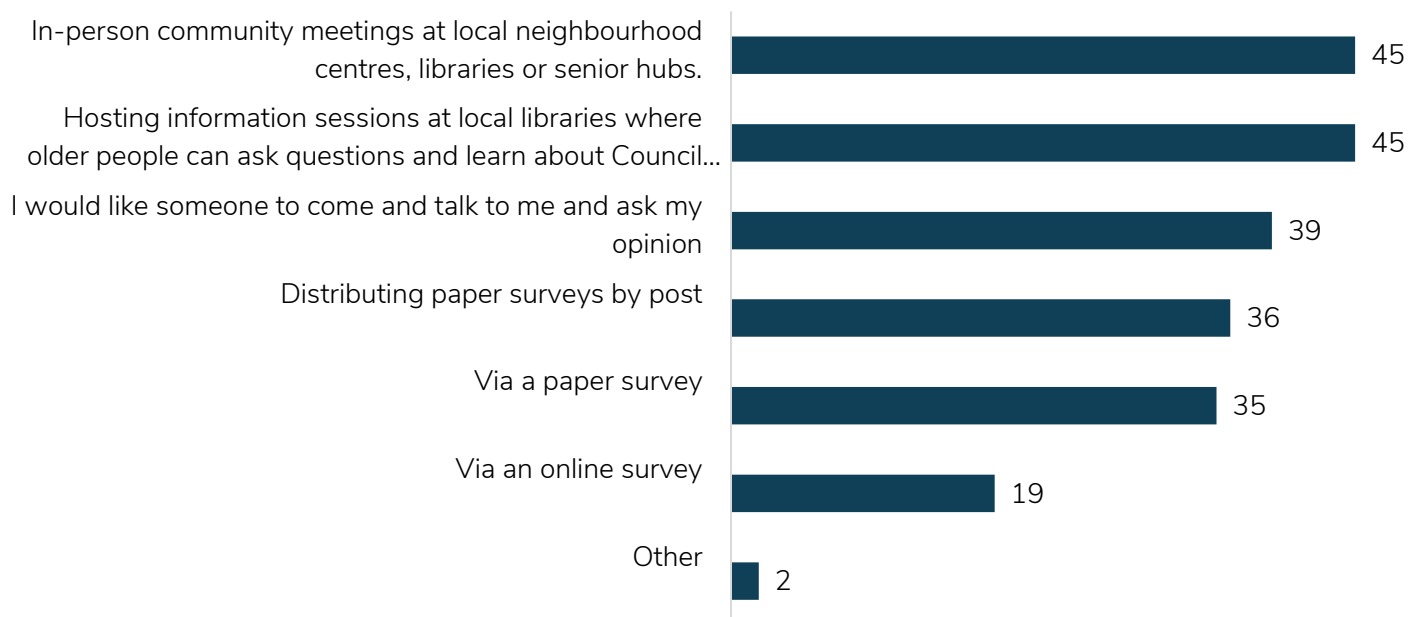
- Merri-bek Community News (1)
- Other (Conversations Merri-bek) (1)

The top 2 methods of communication for participants aged 25-34 years:

- Merri-bek Community News (1)
- My Merri-bek e-newsletter (1)

Question 2: How would you like Council to engage with you?

Responses from participants aged 65+



Other

Suggestions in the 'other' category spoke of the need to have session in different languages (1), and a desire to receive information via SMS (1).

Hearing from younger age groups

The top 2 methods of engagement participants aged 55-64 years would like to see are:

- I would like someone to come and talk to me and ask my opinion (9)
- Distributing paper survey by post (7)
- Hosting information sessions at local libraries where older people can ask questions and learn about Council projects (7)

The top method of communication for participants aged 45-54 years:

- Via an online survey (3)

The top 2 methods of communication for participants aged 25-34 years:

- Via an online survey (1)
- In-person community meeting at local neighbourhood centres, libraries or senior clubs (1)

Question 3: What makes it difficult for you to participate in Council projects?

Responses from participants aged 65+



Other

Suggestions in the 'other' category commented on difficulty in finding out about projects that are happening (1), and a comment about wanting a better service from Council in general (1).

Hearing from younger age groups

The top 2 barriers for participants aged 55-64 years would like to see are:

- I'm not aware of how I can participate (9)
- Difficulty using online platforms or digital tools required for participation (7)

The only barrier mentioned for participants aged 45-54 years:

- I'm not aware of how I can participate (1)

The top 2 barriers for participants aged 25-34 years:

- I don't have time to participate (1)
- Finding the participation process confusing or complicated (1)

Question 4: Is there anything else you would like to tell us about engagement at Merri-bek?

36 participants provided a response to this question throughout the engagement project.

A key theme that we heard from people is that they wanted more opportunities for **social connection** and more support with participating in activities, games and excursions for older people with 12 people expressing this view.

"I would like Council to provide more support for older people...more outdoor games to keep my brain working."

"We would like more information for seniors in ways that we can understand."

"We would like social activities e.g., excursions by bus."

Six participants felt that **clearer communication** would help participation from older people, including improving Council's telephone service and using more flyers and paper newspapers for our communications.

Transportation was the most frequently mentioned barrier to engagement in this section, with 3 participants speaking about their need for transport or more affordable transportation. Other barriers to engagement that were mentioned in this question included speaking languages other than English (2), hearing loss (1), and a preference for someone to come and visit in person (1).

"We need a proper transportation for elderly, especially in hot summer days."

Other comments made in this section included a desire for more seating (2), more parking for seniors around the Victorian Lebanese Seniors Group in Brunswick (2), digital literacy classes (2), training for volunteers (1), support with home care services (1), and more information about bins (1).

There was also 1 comment that rates were very expensive, and 1 comment questioning the value for money of translating Council communications into different languages.

Additional feedback

Multicultural workshop

1. Participants at the multicultural workshop completed individual surveys and provided the following additional insights:
2. Many participants reported that they do not access information about Council services or programs online and prefer to receive information in a printed format or in person. Those that do use social media reported a distrust of things they see online and have a strong fear of being scammed.
3. Some attendees reported that they distrust information they see online and only attended the workshop because Merri Health had coordinated it with Council, and they have an established relationship and trust with Merri Health. This reflects the importance of relationship building with local community organisations to support with sharing Council information.
4. There is a strong desire for more opportunities to socialise and connect, including transport to support people to attend.
5. Participants talked about the importance of hearing back about their contribution to engagement projects.

"Even if I see something promoted online or on a paper flyer, I don't go unless I know the person who is running it. I came here because I trust Merri Health and they told me about the session."

"Sometimes we give our opinions but then we don't find out what happened."

Summary from meeting with Pronia

In addition to hearing from older Greek residents who completed the survey, the project team met with Pronia Aged Care team who support older Greek community members.

The key feedback we heard was:

- Pride can be a barrier for people in accessing information, even within their own communities.
- Council needs to work through trusted sources to share information; e.g., Pronia, community leaders, Church groups, family members.
- Consider that not all people will have basic literacy skills, even in Greek. Simple language and visual information works well.
- Face-to-face is the most effective way of communicating.
- Some people may experience a lack of confidence in approaching Council.

Ethnic Communities Council of Victoria summary

The project team spoke with a Community Outreach Worker from Ethnic Communities Council of Victoria (ECCV) who provided the following key insights:

- It is important to work with community leaders to share information with their communities.
- Consider that not all people will have basic literacy skills, even in their own language.
- Information shared on Facebook can work well but should be translated into different languages (especially Turkish, Italian, Greek, Arabic, Hindi and Nepalese).
- Consider specific cultural needs of different groups, e.g., older Muslim women may feel less comfortable to share their thoughts with men.
- Bi-cultural workers at Council could enhance communication with multicultural community members.

Evaluation of the Living and Ageing Well Implementation Plan

Consultation for the evaluation of the Living and Ageing Well Implementation Plan ran from May 10 to 17 June 2024.

Through the face-to-face engagement activities of this consultation process (focus groups, group interviews and individual interviews), older residents shared the following feedback for improving communication with Council:

- Improve communication of consultation opportunities through different channels and formats (not just online).
- Some struggle with completing surveys so need to offer different methods to provide feedback (meetings and conversations).
- Improve communication of available activities (not just online).
- Consider how communications can be made more appropriate for older people, e.g., forms where there are eligibility requirements, put eligibility at the start, explain what will be covered in a survey at the start.
- Channel communications about what is on through their children, particularly for those with limited English language skills.
- Lack of local newspapers was identified as a significant gap in being able to communicate opportunities for participation to older people.
- Newsletters and local community papers can be a useful way for older people to receive information
- Information shared in person is the preferred way for older people to receive information.
- Word of mouth is also an important channel for increasing participation.

Merri-bek Community Personas

An additional source of information is our Merri-bek Community Personas which describe the experience of 2 older people aged 65+ and their communication preferences. The relevant sections can be reviewed in Appendix 2 on page 22, and the full document can be found [here](#).

Appendices

Appendix 1 – Surveys

English survey



Merri-bek City Council is updating our Community Engagement Policy to improve engagement for older people from multicultural communities.

Community engagement is about giving people the opportunity to provide their perspective on Council decisions.

We want to understand how you find out information about Council, how you would like Council to engage with you, and what makes it difficult for you to engage in Council projects. Please share your thoughts in our survey.

Join the conversation.

Phone:

If you have any questions, please call 9240 1111

Online

For more information, or to complete the survey online, please scan the QR code with your camera app.



Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language

Per maggot information nella tua lingua, chiama il numero 9280 1911	برای اطلاعات بیشتر به زبان خودتان، شماره 9280 1911 را تماس بگیرید	如需了解更多信息，请拨打 9280 0750	ଆମେ ଆପଣଙ୍କ ସହିତ ଆପଣଙ୍କ ମାତୃଭାଷାରେ କଥାବାରତ୍ତା କରିବା ପାଇଁ 9280 1911 ସହିତ ଯୋଗାଯୋଗ କରନ୍ତୁ
Per via telefono, visitateci su 9280 1912	بازدید کنید ما را از طریق تلفن 9280 1912	Para saber más en tu idioma llama al 9280 1912	To speak with us in a language not listed here, please call 9280 1919
لەگەڵ ئێمە ڕێزێکە لەگەڵ 9280 1912	Kendili dîroclê dafa faula biğî 9280 1912	Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9280 1915	

How do you find out information about Council? (Select all that apply)

- ☐ Merri-bek Community News (Quarterly printed magazine)
- ☐ My Merri-bek eNewsletter (Fortnightly digital newsletter)
- ☐ Merri-bek Council social media sites (Facebook, Instagram, LinkedIn)
- ☐ Aged & Community Support Newsletter (Quarterly paper newsletter)
- ☐ Living & Ageing Well eNewsletter (Quarterly digital newsletter)
- ☐ Through a Merri-bek seniors' group
- ☐ Poster, flyer, postcard
- ☐ Merri-bek's Customer Service phone lines
- ☐ Digital screens at Coburg Civic Centre and Glenroy Community Hub
- ☐ Library's information board
- ☐ Community Connectors
- ☐ Community radio (For example, 3ZZZ, Niche Radio, Rete Italia etc.)
- ☐ Community newspaper (For example, Neos Kosmos, Il Globo, etc.)
- ☐ Other (please specify):

How would you like Council to engage with you? (Select all that apply)

- ☐ Via a paper survey
- ☐ Via an online survey
- ☐ I would like someone to come and talk to me and ask my opinion
- ☐ In-person community meetings at local neighbourhood centres, libraries or senior clubs.
- ☐ Distributing paper surveys by post
- ☐ Hosting information sessions at local libraries where older people can ask questions and learn about Council projects.
- ☐ Other (please specify):

What makes it difficult for you to participate in Council projects? (Select all that apply)

- ☐ Difficulty understanding information due to language barriers
- ☐ I often find out about projects once they have closed
- ☐ I'm not aware of how I can participate
- ☐ I don't have time to participate
- ☐ Difficulty getting to the locations where meetings or information sessions are held
- ☐ Physical or mental health issues that make participation challenging
- ☐ Difficulty using online platforms or digital tools required for participation
- ☐ Finding the participation process confusing or complicated
- ☐ Not having assistance or support to help participate (e.g., caregivers, translators).
- ☐ Other (please specify):

Is there anything else you would like to tell us about engagement at Merri-bek?

About you

Which language(s) do you speak?

If you were born outside of Australia, which country were you born in?

How old are you?

Please provide your email address if you would like to be kept informed about this and other projects

Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language

Per maggot information nella tua lingua, chiama il numero 9280 1911	برای اطلاعات بیشتر به زبان خودتان، شماره 9280 1911 را تماس بگیرید	如需了解更多信息，请拨打 9280 0750	ଆମେ ଆପଣଙ୍କ ସହିତ ଆପଣଙ୍କ ମାତୃଭାଷାରେ କଥାବାରତ୍ତା କରିବା ପାଇଁ 9280 1911 ସହିତ ଯୋଗାଯୋଗ କରନ୍ତୁ
Per via telefono, visitateci su 9280 1912	بازدید کنید ما را از طریق تلفن 9280 1912	Para saber más en tu idioma llama al 9280 1912	To speak with us in a language not listed here, please call 9280 1919
لەگەڵ ئێمە ڕێزێکە لەگەڵ 9280 1912	Kendili dîroclê dafa faula biğî 9280 1912	Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9280 1915	

Italian survey



Il Consiglio comunale di Merri-bek sta aggiornando le sue politiche per il coinvolgimento della comunità per rendere più partecipi le persone anziane provenienti da comunità multiculturali.

Per coinvolgimento della comunità si intende dare alle persone l'opportunità di esprimere il proprio punto di vista sulle decisioni del Consiglio comunale.

Vogliamo capire quali sono i canali che usi per ottenere informazioni sul Consiglio comunale, come vorresti che il Consiglio comunale interagisse con te e quali sono le difficoltà che impediscono di prendere parte ai progetti del Consiglio comunale. Ti invitiamo a condividere le tue opinioni nel nostro sondaggio.

Unisciti alla conversazione.

Telefono:
Per qualsiasi domanda
chiama il numero **9280
1911**

Online

Per maggiori informazioni, o per completare il sondaggio online, scansiona il codice QR con la app della fotocamera del tuo cellulare.



Speak with us in your language		For more information visit merri-bek.vle.gov.au/your-language	
Per maggiori informazioni nella tua lingua, chiama il numero 9280 1911	اگرچه زبان میں مزید جاننے کے لیے 9280 1911 پر کال کریں	知道了嗎? 更多語言信息 請到 9280 1911 查詢	अधिक जानकारी के लिए हमारे कॉल नंबर 9280 1911 पर कॉल करें
Per via pubblica o per post al numero 9280 1912	9280 1912 या जासको स्थिति 9280 1912 पर कल करें	Para saber más o en tu idioma llama al 9280 1912	To speak with us in a language not listed here, call 9280 1913
Per via pubblica o per post al numero 9280 1913	Kendi dilinizde daha fazla bilgi edmek için 9280 1913 arayın	Để biết thêm thông tin bằng ngôn ngữ của bạn, hãy gọi 9280 1913	

Che metodo usi per trovare informazioni sul Consiglio comunale? (Scegli tutte le opzioni che fanno al caso tuo)

- ☐ Merri-bek Community News (rivista stampata ogni tre mesi con notizie dalla comunità)
- ☐ My Merri-bek eNewsletter (bollettino digitale inviato ogni due settimane)
- ☐ Siti dei social media del Consiglio comunale di Merri-bek (Facebook, Instagram, LinkedIn)
- ☐ Aged & Community Support Newsletter (bollettino con notizie per gli anziani e di supporto alla comunità stampato ogni tre mesi)
- ☐ Living & Ageing Well eNewsletter (bollettino digitale inviato ogni tre mesi con notizie su come vivere e invecchiare bene)
- ☐ Attraverso un gruppo per persone anziane a Merri-bek
- ☐ Poster, volantino, cartolina
- ☐ Linee telefoniche del servizio clienti di Merri-bek
- ☐ Schermi digitali al Coburg Civic Centre e Glenroy Community Hub
- ☐ Bacheca delle informazioni in biblioteca
- ☐ Contatti nella comunità
- ☐ Radio comunitarie (ad esempio 3ZZZ, Niche Radio, Rete Italia)
- ☐ Giornali comunitari (ad esempio Neos Kosmos, Il Globo)
- ☐ Altro (specifica che cosa):

Come vorresti che il Consiglio comunale interagisse con te? (Scegli tutte le opzioni che fanno al caso tuo)

- ☐ Attraverso un sondaggio su carta
- ☐ Attraverso un sondaggio online
- ☐ Vorrei che qualcuno venisse a parlare con me e chiedesse la mia opinione
- ☐ Riunioni di comunità in presenza presso centri di quartiere, biblioteche o club per persone anziane.
- ☐ Sondaggi su carta distribuiti tramite posta
- ☐ Sessioni informative organizzate presso biblioteche dove le persone anziane possono fare domande e conoscere i progetti del Consiglio comunale.

☐ Altro (specifica che cosa):

Quali sono le difficoltà che ti impediscono di prender parte ai progetti del Consiglio comunale? (Scegli tutte le opzioni che fanno al caso tuo)

- ☐ Difficoltà a capire a causa delle barriere linguistiche
- ☐ Spesso vengo a sapere dei progetti quando sono già finiti
- ☐ Non saprei in che modo potrei partecipare
- ☐ Non ho tempo per partecipare
- ☐ Difficoltà a raggiungere i posti dove si tengono riunioni o sessioni informative
- ☐ Problemi di salute fisica o mentale che rendono difficile la partecipazione
- ☐ Difficoltà a utilizzare piattaforme online o strumenti digitali necessari per la partecipazione
- ☐ Trovo la procedura di partecipazione poco chiara o complicata
- ☐ Non ho l'assistenza o il supporto che mi aiuterebbero a partecipare (es. assistenti, traduttori).
- ☐ Altro (specificare che cosa):

C'è qualcos'altro che vorresti dirci sulle modalità di partecipazione a Merri-bek?



Greek survey



Ο Δήμος Merri-bek αναθεωρεί την Πολιτική μας για την Εμπλοκή της Κοινότητας για να βελτιώσει τη συμμετοχή των ηλικιωμένων από πολυπολιτισμικές κοινότητες.

Η συμμετοχή της κοινότητας αφορά τη δυνατότητα που δίνεται στους πολίτες να εκφράσουν την άποψή τους για τις αποφάσεις του Δήμου.

Θέλουμε να κατανοήσουμε πώς βρίσκεστε πληροφορίες για τον Δήμο, πώς θα θέλατε να αλληλοεπιδρά ο Δήμος μαζί σας και τι σας δυσκολεύει να συμμετέχετε στα προγράμματα του Δήμου. Μοιραστείτε τις σκέψεις σας στην έρευνά μας.

Συμμετάσχετε στη συζήτηση

Τηλέφωνο:
Αν έχετε κάποιες ερωτήσεις,
καλέστε μας στο **9240 1912**

Διαδικτυακά

Για περισσότερες πληροφορίες ή για να συμπληρώσετε την έρευνα διαδικτυακά, σκανάρετε τον κωδικό QR με την εφαρμογή της κάμερας του τηλεφώνου σας



Speak with us in your language  For more information visit merri-bek-uk.co.uk/your-language

Per maggiori informazioni nella tua lingua, chiama l'Numero Verde 9280 1911	اگرچه زبان شما چیست؟ 9280 1917 یا 9280 0750	अगर आपकी भाषा क्या है तो 9280 1911 या 9280 0750
Per ulteriori informazioni in italiano, chiama il Numero Verde 9280 1911	आपकी भाषा क्या है तो 9280 1911 या 9280 0750	আপনার ভাষা কি তা জানতে 9280 1911 বা 9280 0750
برای اطلاعات بیشتر در زبان شما، شماره 9280 1911 را بگیرید	உமது மொழி என்ன? 9280 1911 அல்லது 9280 0750	உமது மொழி என்ன? 9280 1911 அல்லது 9280 0750
برای اطلاعات بیشتر در زبان شما، شماره 9280 1911 را بگیرید	உமது மொழி என்ன? 9280 1911 அல்லது 9280 0750	உமது மொழி என்ன? 9280 1911 அல்லது 9280 0750

- ☐ Άλλο (διευκρινίστε):

Τι σας δυσκολεύει να συμμετέχετε στα προγράμματα του Δήμου; (Επιλέξτε όλα όσα ισχύουν)

- ☐ Δυσκολία κατανόησης πληροφοριών λόγω γλωσσικών δυσκολιών
- ☐ Σχυρά μαθαίνω για τα προγράμματα αφού έχουν τελειώσει
- ☐ Δεν γνωρίζω πώς μπορώ να συμμετάσχω
- ☐ Δεν έχω χρόνο να συμμετάσχω
- ☐ Δυσκολία πρόσβασης στα μέρη που πραγματοποιούνται συναντήσεις ή ενημερωτικές συνεδρίες
- ☐ Σωματικά ή ψυχικά προβλήματα υγείας που καθιστούν τη συμμετοχή δύσκολη
- ☐ Δυσκολία χρήσης διαδικτυακών πλατφορμών ή ψηφιακών εργαλείων που απαιτούνται για τη συμμετοχή
- ☐ Θεωρώ τη διαδικασία συμμετοχής υπερβολικά πολύπλοκη
- ☐ Έλλειψη βοήθειας ή υποστήριξης για να συμμετάσχω (π.χ. φροντιστές, μεταφραστές).
- ☐ Άλλο (διευκρίνισε):

Υπάρχει κάτι άλλο που θα θέλατε να μας πείτε για τη συμμετοχή σας στο Merri-
bek;

- ☐ Merri-bek Community News (Τριμηνιαίο έντυπο περιοδικό)
- ☐ My Merri-bek eNewsletter (Δεκαεπενθήμερο ψηφιακό ενημερωτικό δελτίο)
- ☐ Ιστότοποι κοινωνικών μέσων του Δήμου Merri-bek (Facebook, Instagram, LinkedIn)
- ☐ Aged & Community Support Newsletter (Τριμηνιαίο έντυπο ενημερωτικό δελτίο)
- ☐ Living & Ageing Well eNewsletter (Τριμηνιαίο ψηφιακό ενημερωτικό δελτίο)
- ☐ Μέσω μιας ομάδας ηλικιωμένων στο Merri-bek
- ☐ Αφίστα, φυλλάδιο, καρτ-ποστάλ
- ☐ Τηλεφωνικές γραμμές εξυπηρέτησης πελατών του Merri-bek
- ☐ Ψηφιακές οθόνες στο Δημοτικό Κέντρο Coburg και στο Κοινωνικό Κέντρο Glenroy
- ☐ Πίνακα ανακοινώσεων της Βιβλιοθήκης
- ☐ Κοινωνικοί Σύνδεσμοι
- ☐ Κοινωνικό ραδιόφωνο (π.χ., 3ZZZ, Niche Radio, Rete Italia κ.λπ.)
- ☐ Κοινωνική εφημερίδα (π.χ., Neos Kosmos, Il Globo κ.λπ.)
- ☐ Άλλο (διευκρινίστε):

Πώς θα θέλατε να σας προσεγγίσει ο Δήμος; (Επιλέξτε όλα όσα ισχύουν)

- ☐ Μέσω έντυπης έρευνας
- ☐ Μέσω διαδικτυακής έρευνας
- ☐ Θα ήθελα κάποιος να έρθει και να μου μιλήσει και να ζητήσει τη γνώμη μου
- ☐ Προσπατών με κοινωνικές συναντήσεις σε τοπικά κέντρα γειτονιάς, βιβλιοθήκης ή συλλόγους ηλικιωμένων.
- ☐ Διανοχή έντυπων ερευνών μέσω ταχυδρομείου
- ☐ Διοργάνωση ενημερωτικών συναντήσεων σε τοπικές βιβλιοθήκες όπου οι ηλικιωμένοι μπορούν να κάνουν ερωτήσεις και να μάθουν για τα προγράμματα του Δήμου.

Speak with us in your language  For more information visit merri-bank.gov.au/your-language

Per maggiori informazioni nella tua lingua, chiama il numero 9280 1513	اگرچه زبان میں سبک نہیں ہے۔ 9280 1513 پر سبک کریں	知道了嗎？請多這通電話 9280 1513 9280 0750	ଆଜ୍ଞା ମୋର ସିଧା କଥାରେ 9280 1513 ପ୍ରାଣ କର
Fai un po' di telefonate nel poddoriggio tuo phônous ou, easkate to 9280 1512	उपदेशी भाषाएँ का उपयोग करें। 9280 1513 या 9280 0750	Para saber más en tu idioma llama al 9280 1512	To speak with us in a language not listed here, please call 9280 1513
تحدثنا بلغتك، 9280 1513	Кendi dilinizde daha fazla bilgi aldirmek için 9280 1513 ya da 9280 0750	Đin tin hua trong bằng ngữ ngữ của bạn, gọi 9280 1513	

Σχετικά με εσάς

Ποιες γλώσσες μιλάτε;

Αν γεννηθήκατε εκτός Αυστραλίας, σε ποια χώρα γεννηθήκατε;

Πόσο χρονών είστε;

Παρακαλώ δώστε τη διεύθυνσή σας email εάν θέλετε να ενημερώνεστε για αυτό και άλλα προγράμματα.

[illegible]

Speak with us in your language  Per maggiori informazioni nella tua lingua, chiama numeri 9280 1511 Fra le migliori esperienze per gli studenti, vai su 9280 1512 اگر آپ اپنی زبان میں مزید معلومات چاہیں تو 9280 1517 پر کال کریں आपकी भाषा में जानकारी के लिए 9280 1510 या 9280 1512 पर कॉल करें Kendi dilinde daha fazla bilgi almak için lütfen, 9280 1511 veya 9280 1512 ile arayın အကယ်၍ မြန်မာစာနာစကားကို ပိုမိုသိရှိလိုပါက 9280 1513 သို့မဟုတ် 9280 1512 ကို ဖုန်းဆက်ပါ		For more information visit merit-bak.wic.gov.au/your-language အကယ်၍ အင်္ဂလိပ်စာနာစကားကို ပိုမိုသိရှိလိုပါက 9280 1510 သို့မဟုတ် 9280 0750 ကို ဖုန်းဆက်ပါ Para saber más en tu idioma llama al 9280 1516 To speak with us in your language, please call 9280 1511
--	--	--

Turkish survey



Toplum Katılımı Politikamızı geliştirmemize yardımcı olun

Merri-bek Belediyesi, çokkültürlü toplumlardaki yaşlıların katılımını artırmak için Toplum Katılımı Politikamızı güncelliyor.

Toplum katılımı, insanlara Belediyenin kararları hakkında kendi bakış açlarını sunma fırsatı vermekle ilgilidir.

Belediye hakkında nasıl bilgi edindiğinizi, Belediyenin sizinle nasıl ilişki etkileşime geçmesini istediğinizi ve Belediye projelerine katılımınızı neyin zorlaştırdığını anlamak istiyoruz. Lütfen düşüncelerinizi anketimizde paylaşın.

Sohbete katılın.

Telefon:

Herhangi bir sorunuz varsa, lütfen **9240 1914** numaralı telefonu arayın.

Çevrimiçi

Daha fazla bilgi almak veya anketi çevrim içi olarak doldurmak için karekodlu lütfen kamera uygulamanızla tarayın.



Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language For magellan information nella tua lingua, chiama il numero 9200 1914 For va jallatet nepeetooq emg whuwoos aoc, wuMteoz to 9200 1914 مرکز اطلاعیه ها و خدمات شهری 9200 1914	知照7 解更事官電話本 9200 1914 Para saber más en tu idioma llama al 9200 1914 Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9200 1914	9200 1914 9200 1914 9200 1914
---	---	--

Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language For magellan information nella tua lingua, chiama il numero 9200 1914 For va jallatet nepeetooq emg whuwoos aoc, wuMteoz to 9200 1914 مرکز اطلاعیه ها و خدمات شهری 9200 1914	知照7 解更事官電話本 9200 1914 Para saber más en tu idioma llama al 9200 1914 Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9200 1914	9200 1914 9200 1914 9200 1914
---	---	--

Belediye projelerine katılımınızı zorlaştıran nedir? (Uygun olanların tümünü seçin)

- ☐ Dil engelleri nedeniyle bilgileri anlamada zorluk
- ☐ Projeleri genellikle kapandıktan sonra öğreniyorum
- ☐ Nasıl katılabileceğimi bilmiyorum
- ☐ Katılmak için zamanım yok
- ☐ Toplantıların veya bilgilendirme oturumlarının yapıldığı yerlere ulaşmada zorluk
- ☐ Katılımı zorlaştıran fiziksel veya akıl sağlığı sorunları
- ☐ Katılım için gerekli olan çevrim içi platformları veya dijital araçları kullanmada zorluk
- ☐ Katılım sürecini kafa karıştırıcı veya karmaşık bulmak
- ☐ Katılma yardımcı olacak yardım veya desteğe sahip olmamak (örneğin bakıcılar, tercümanlar)
- ☐ Diğer (lütfen belirtin):

Merri-bek'teki katılım hakkında bize söylemek istediğiniz başka bir şey var mı?

Hakkınızda

Hangi dil(ler)i konuşuyorsunuz?

Avustralya dışında doğduysanız, hangi ülkede doğdunuz?

Kaç yaşındasınız?

Bu ve diğer projelerden haberdar olmak istiyorsanız lütfen e-posta adresinizi verin

Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language For magellan information nella tua lingua, chiama il numero 9200 1914 For va jallatet nepeetooq emg whuwoos aoc, wuMteoz to 9200 1914 مرکز اطلاعیه ها و خدمات شهری 9200 1914	知照7 解更事官電話本 9200 1914 Para saber más en tu idioma llama al 9200 1914 Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9200 1914	9200 1914 9200 1914 9200 1914
---	---	--

Parlaci di te

Quale lingua / quali lingue parli?

Se sei nato/a fuori dall'Australia, dove sei nato/a?

Quanti anni hai?

Fornisci il tuo indirizzo email se desideri essere informato/a su questo e altri progetti

Belediye hakkında nasıl bilgi ediniyorsunuz? (Uygun olanların tümünü seçin)

- ☐ Merri-bek Community News (Üç ayda bir basılan dergi)
- ☐ My Merri-bek eNewsletter (İki haftada bir yayınlanan dijital haber bülteni)
- ☐ Merri-bek Belediyesi sosyal medya siteleri (Facebook, Instagram, LinkedIn)
- ☐ Aged & Community Support Newsletter (Üç aylık gazete bülteni)
- ☐ Living & Ageing Well eNewsletter (Üç aylık dijital bülten)
- ☐ Bir Merri-bek yaşlılar grubu aracılığıyla
- ☐ Afiş, el ilanı, kartpostal
- ☐ Merri-bek Müşteri Hizmetleri telefon hatları
- ☐ Coburg Civic Centre ve Glenroy Community Hub'daki dijital ekranlar
- ☐ Kütüphane bilgi panosu
- ☐ Toplumla Bağlantı Sağlayıcılar
- ☐ Toplum radyosu (Örneğin 3ZZZ, Niche Radio, Rete Italia vb.)
- ☐ Toplum gazetesi (Örneğin Neos Kosmos, Il Globo, vb.)
- ☐ Diğer (lütfen belirtin):

Belediyenin sizinle nasıl etkileşime geçmesini istersiniz? (Uygun olanların tümünü seçin)

- ☐ Basılı bir anket aracılığıyla
- ☐ Çevrim içi bir anket aracılığıyla
- ☐ Birinin gelip benimle konuşmasını ve fikrimi sormasını istiyorum
- ☐ Yerel mahalle merkezlerinde, kütüphanelerde veya yaşlı kulüplerinde yüz yüze toplum toplantıları.
- ☐ Basılı anketlerin posta yoluyla dağıtılması
- ☐ Yerel kütüphanelerde yaşlıların soru sorabileceği ve Belediye projeleri hakkında bilgi edinebileceği bilgilendirme oturumları düzenlenmesi.
- ☐ Diğer (lütfen belirtin):

Speak with us in your language For more information visit merri-bek.vic.gov.au/your-language For magellan information nella tua lingua, chiama il numero 9200 1914 For va jallatet nepeetooq emg whuwoos aoc, wuMteoz to 9200 1914 مرکز اطلاعیه ها و خدمات شهری 9200 1914	知照7 解更事官電話本 9200 1914 Para saber más en tu idioma llama al 9200 1914 Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi 9200 1914	9200 1914 9200 1914 9200 1914
---	---	--

Arabic survey



يُوم مجلس مدينة Merri-bek بتحديث سياسة المشاركة المجتمعية الخاصة بنا لتعظيم مشاركة كبار السن من المجتمعات متعددة الثقافات.

تتعلق المشاركة المجتمعية بمنح الأشخاص الفرصة لتقديم وجهة نظرهم بشأن قرارات المجلس البلدي.

نريد أن نعلم كيف تجد المعلومات حول المجلس البلدي وكيف تريد أن تتفاعل معك وما الذي يجعل من الصعب عليك المشاركة في مشاريع المجلس.



عبر الإنترنت
لمزيد من المعلومات، أو لإكمال
الاستبيان عبر الإنترنت، يرجى مسح
رمز الاستجابة السريعة ضوئياً
بإستخدام تطبيق الكاميرا.

انضم إلى المعاداة.

الهاتف:
إذا كان لديك أي أسئلة،
يرجى الاتصال على الرقم
9280 1913

Speak with us in your language	For more information visit merri-bek.vic.gov.au/your-language
Per maggiori informazioni nella tua lingua, chiama il numero 9280 1913	بر کاد کورس 9280 1913
Fa un publico respondent in a language not listed here, please call 9280 1913	9280 1913
خبرهه لقرره بلفهه الفهل 9280 1913	9280 1913

Speak with us in your language	For more information visit merri-bek.vic.gov.au/your-language
Per maggiori informazioni nella tua lingua, chiama il numero 9280 1913	بر کاد کورس 9280 1913
Fa un publico respondent in a language not listed here, please call 9280 1913	9280 1913
خبرهه لقرره بلفهه الفهل 9280 1913	9280 1913

- ☐ صعوبة الوصول إلى الأماكن التي تعقد فيها الاجتماعات أو جلسات المعلومات
- ☐ مشاكل الصحة البدنية أو النفسية التي تجعل المشاركة صعبة
- ☐ صعوبة استخدام المنصات الإلكترونية أو الأدوات الرقمية المطلوبة للمشاركة
- ☐ إيجاد عملية المشاركة مربكة أو معقدة
- ☐ عدم وجود مساعدة أو دعم للمساعدة في المشاركة (على سبيل المثال، مقدمو الرعاية والمترجمون).
- ☐ غير ذلك (يرجى التحديد):

هل هناك أي شيء آخر نود أن نخبرنا به بخصوص المشاركة في Merri-bek؟

عنتك أنت

ماهي اللغات التي تتحدثها؟

إذا كنت ولدت خارج أستراليا، في أي بلد ولدت؟

كم عمرك؟

يرجى كتابة عنوان بريدك الإلكتروني إذا كنت ترغب في أن تبقى على اطلاع بهذا المشروع وغيره من المشاريع

Speak with us in your language	For more information visit merri-bek.vic.gov.au/your-language
Per maggiori informazioni nella tua lingua, chiama il numero 9280 1913	بر کاد کورس 9280 1913
Fa un publico respondent in a language not listed here, please call 9280 1913	9280 1913
خبرهه لقرره بلفهه الفهل 9280 1913	9280 1913

كيف يمكنك إيجاد المعلومات حول المجلس البلدي؟ (حدد كل ما ينطبق)

- ☐ Merri-bek Community News (مجلة مطبوعة ربع سنوية)
- ☐ My Merri-bek eNewsletter (النشرة الإخبارية الرقمية نصف الشهرية)
- ☐ مواقع التواصل الاجتماعي الخاصة بمجلس Merri-bek (فيسبوك، إنستغرام، لينكدان)
- ☐ Merri-bek eNewsletter (نشرة إخبارية ورقية ربع سنوية)
- ☐ Living & Ageing Well eNewsletter (نشرة إخبارية رقمية ربع سنوية)
- ☐ من خلال مجموعة كبار السن في Merri-bek
- ☐ ملصق، نشرة، بطاقة بريدية
- ☐ خطوط هاتف خدمة العملاء في Merri-bek
- ☐ شاشات رقمية في Glenroy Community Hub و Coburg Civic Center
- ☐ لوحة معلومات المكتبة
- ☐ روابط المجتمع
- ☐ الإذاعة المجتمعية (على سبيل المثال، 3ZZZ، Niche Radio، و Rete Italia، وما إلى ذلك)
- ☐ الصحيفة المجتمعية (على سبيل المثال، Neos Kosmos، و Il Globo، وما إلى ذلك)
- ☐ غير ذلك (يرجى التحديد):

كيف تريد أن تتفاعل معك المجلس البلدي؟ (حدد كل ما ينطبق)

- ☐ من خلال استبيان وري
- ☐ من خلال استبيان عبر الإنترنت
- ☐ أود أن يأتي شخص ما ويتحدث معي ويسألني عن رأيي
- ☐ اجتماعات مجتمعية شخصية في مراكز الأحياء المحلية أو المكتبات أو نوادي كبار السن.
- ☐ توزيع الاستبيانات الورقية عن طريق البريد
- ☐ استضافة جلسات إعلامية في المكتبات المحلية حيث يمكن لكبار السن طرح الأسئلة والتعرف على مشاريع المجلس البلدي.
- ☐ غير ذلك (يرجى التحديد):

ما الذي يزيد من صعوبة المشاركة في مشاريع المجلس البلدي؟ (حدد كل ما ينطبق)

- ☐ صعوبة في فهم المعلومات بسبب حواجز اللغة
- ☐ كثيراً ما كنت أعرف عن المشاريع حين إغلاقها
- ☐ لا أعلم كيف يمكنني المشاركة
- ☐ ليس لدي الوقت للمشاركة

Appendix 2 – Merri-bek Community Personas – people over 65 years of age

Rosa “There’s a lot going on in Merri-Bek but it’s not really of interest to me. I still need information from the Council though.” Demographics – Pronoun: Female (she/her/hers) – Age: 77 – Family: Widowed. Mother/mother-in-law of four, grandmother of nine, with an extended family of siblings, cousins, and nephews and nieces plus friends and their children and grandchildren. – Lives: Pascoe Vale South - she migrated to Australia when she was 18 with her husband, and she has lived in the same house since around 1972 – Speaks: Italian and conversational English – Activity and transport: Active for her age – walks and uses the bus but doesn’t drive IAP2 spectrum Rosa trusts the Council to make decisions in the best interests of the LGA and its citizens, and expects to be kept informed	Rosa's story I think the council does a good job with most things and I know I can rely on the taxi service for my son. I wish we had more information from council but maybe I just don't read it all. My neighbours are good, they check on me and help with my rubbish bins. My brother Marco lives in Glenroy. He's a lot younger than me and he takes me shopping, sometimes even to Costco. My grandchildren do a lot of the heavy work in the garden so they can take the fruit and vegetables in summer! My cousin has done some computer courses with the council but I can't be bothered. My son Paul helps with things like that, I just ask him to Google it. Paul does anything on the computer for me when I need it and helps me pay some bills online. I don't get out a lot so I just call the council to speak to someone if I need to but I like getting things in the letterbox. Key traits – Chatty and amiable but knows her limitations – Sometimes gets frustrated by processes she doesn't understand – Feels her social networks (especially her son and family) keep her informed How Rosa gets information about Council Social media Website Email Local Newspaper Mail (incl Merri-Bek Newsletter) In person (incl Customer Service Phone line and Council locations)	Challenges and frustrations – Wasting her time on trivial things like complaining about minor issues – she has much bigger things to deal with – Bureaucracy and local politics – Bumpy footpaths that make it hard for older people and people in a wheelchair Social media channels Rosa uses Facebook Instagram Twitter Tik Tok Sources of influence ✓ SBS TV news, SBS Italian radio, Il Globo newspaper ✓ Family, friends and neighbours	Behaviour / attitude – Resilient, has learned to cope with change, but doesn't try to keep up with everything – Everything is good when family is around to help – Merri-bek has been home for most of her life Motivations and values – Caring for her family, especially her adult son who has a disability – Gardening and staying active at home; walks everywhere or uses public transport – Community and church groups – Staying in touch with the Merri-Bek she has known all her life – from her cousin in Brunswick and the people in her street; to the family who run the Mediterranean Wholesalers store on Sydney Road, who always make her a coffee whenever she goes into the store – Familiar faces in shops and local services Technology Access to NBN Capability – Low use of technology - limited by need and interest – Relies on adult son who lives with her and other family/friends. – Weekly user of WhatsApp to family in Italy, daily sms, makes landline and mobile calls	Council Services of Interest – Home support – cutting trees, gardening, cleaning gutters – Community transport – Providing information regularly and consistently but not only via social media or the website How can Council best reach Rosa? This persona doesn't see collateral such as posters or flyers at places like the library or the Customer Service Centre like other personas, so communication has to go beyond those usual locations, such as direct contact through a person and phone number or information delivered to their letterbox What does Rosa need? – Consistency and reliability: keeping to routine – Structure: clear and specific communication about services she might need with contact details (location, phone or email as well as website) – Accessibility: easy to find and read information; footpaths, doorways and building access that are stable and even for a wheelchair and for confident independence. Looking for more information? Key contacts within Council: – Living & Aging Well Officer – Aged Care / In Home Support Team – Disability Planner – Accessible Communications Advisor
--	---	--	---	--



Doug

“

It's hard to get out and about when there's not enough parking – or there's work on the footpaths we didn't know about. Communication from Council seems inconsistent, and it would be good to have something we can rely on, especially updates on Council projects and things like rubbish collection.

”

Demographics

- **Pronoun:** Male (he/him/his)
- **Age:** 72
- **Family:** Married with three adult children living independently. Two live in Melbourne (Merri-Bek and Yarra) and one lives interstate. Doug has four grandchildren.
- **Lives:** Glenroy
- **Work:** Retired but runs a part-time consulting business
- **Speaks:** Fluent in English, but has a hard time reading printed or digital material in smaller fonts
- **Activity and transport:** Doug lives with a mild physical disability. He loves driving but needs walking aids and his wife May uses a walker and/or scooter

IAP2 spectrum



Doug expects the Council to engage with citizens and provide clear ways for people to provide input on decisions affecting them and their community

Doug's story

I used to have a lot to do with local government for my work so I am not interested in the politics now. But I do want to know about how things are done and the decisions that are made. We aren't here to cause trouble but my wife May was an architect and she takes an interest in planning and development in Merri-Bek. We often talk about issues with our children as well as friends we met through Rotary who live in aged care in Merri-Bek. We often chat with our neighbours Sara and Hiro about council decisions that affect us all in different ways. Bike paths and parks are important for their kids even if May and I don't use them.

Because May has Motor Neurone Disease, we need to plan ahead when we're going out. Sometimes it's easier to travel outside Merri-Bek to shop or go out for a meal. May and I do use email and go to the Council website if we need to but printed material is much easier for Council information. We have a family group on Facebook that my son reminds me to check, and Sara and Hiro tell us what they find out from Facebook and other social media if it seems important.

Key traits

- Committed to seeing Merri-Bek thrive
- Maintaining community by considering heritage and development
- Passionate about supporting younger voices in Merri-Bek's future
- Articulate and considered

Challenges and frustrations

- Not being kept up to date
- Accessibility of parking and pathways

Behaviour / attitude

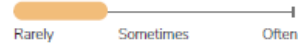
- Confident and independent – but restricted by mobility issues
- Staying connected - wants to maintain contact with his community but isn't interested in 'the politics'
- Relies on newsletters, email and website for information from Council
- Socially active in his circle – including brother-in-law who still heads a family importing/manufacturing business and friends who are now in aged care

Motivations and values

- Staying on top of issues and leveraging knowledge and experience
- Being part of a diverse community with many different cultural perspectives
- Staying close to family and friends

How Doug gets information about Council

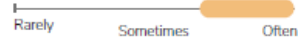
Social media



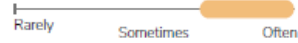
Website



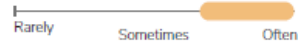
Email



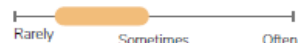
Local Newspaper



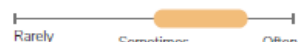
Mail (incl Merri-Bek Newsletter)



In person (incl Customer Service Phone line and Council locations)



Radio



TV

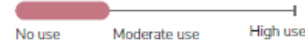


Social media channels Doug uses

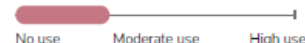
Facebook



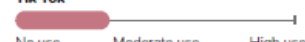
Instagram



Twitter



Tik Tok



Sources of influence

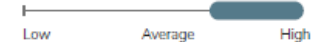
- ✓ Family, friends and neighbours
- ✓ Social and family groups in City of Merri-Bek and beyond
- ✓ Rotary and other professional/industry groups
- ✓ Independent media – Crikey, The Saturday Paper, The Monthly, Quarterly Essay

Technology

Internet Access



Capability



- daily user of SMS on phone
- daily use of tablet and desktop (May has her own tablet for email, games, creating videos and photos for grandkids, and reading the newspaper occasionally)
- Doug prefers a desktop for communication and reading information as he can make fonts and documents larger to aid with reading and typing
- Email (Digital Newsletters)

Council Services of Interest

- Clear and consistent communication
- Community transport or similar services to meet up with friends (especially those living in aged care)
- Planning meetings where decisions are made

How can Council best reach Doug?

- Email (Digital Newsletters)
- Printed materials (in large, accessible font)
- Direct mail
- Libraries
- Information collateral distributed in aged care facilities
- Information sessions (accessible and in person)

What does Doug need?

- Empowerment – being able to contribute to his immediate and wider community in meaningful ways
- Communication – clear and reliable information, mostly in print

Looking for more information?

Key contacts within Council:

- Disability Planner
- Living and Aging Well Officer
- Accessible Communications Advisor