

# Engagement and Communications Strategy Review



Please take a minute to fill out the survey below and return to us.

## How well informed do you feel about Council activities?

(Choose any one option)

- Over informed
- Well informed
- Neutral
- Somewhat informed
- Not at all informed
- Not at all interested

## Do you feel you have the opportunity to have your say on Council activities?

(Choose any one option)

- Yes
- Unsure
- No - Please explain why

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## Have you participated in any of Council's engagement activities in the past 12 months?

(Choose any one option)

- Yes
- No
- Unsure

Answer this question only if you have chosen Yes for Have you participated in any of Council's engagement activities in the past 12 months?

## Which engagement activities have you participated in?

(Choose all that apply)

- Online or hard copy survey
- Email
- Social media
- Letter or other written correspondence
- Over the phone
- In person at a Customer Service Centre
- In person at a Council meeting
- In person at a workshop or other face-to-face activity
- Talking Bayside lunchtime Webinar
- Mayor's Mobile Office
- Other (please specify)

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## How would you prefer to find out about opportunities to have your say?

(Choose all that apply)

- E-newsletter
- Email
- Have Your Say Bayside website
- Council website
- Social media
- In hard copy at Council's Customer Service Centres and Libraries
- Mail via our quarterly newsletter
- On site signage and pop-up information stalls
- Other (please specify)

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## If we were to enhance how we engage with you, which of the following methods/s would appeal to you most?

(Choose all that apply)

- Online
- Email
- Hard copy survey or submission form
- In person
- Phone
- Speaking directly with the Mayor and/or Councillors
- On site events, pop-ups and in-person activations
- Speaking at a Council meeting
- Social media
- Other (please specify)

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## Which of the following are important to you when giving feedback to Council?

(Choose all that apply)

- Complex information is explained clearly in easy English
- I am given reasonable notice and time to respond
- Engagement summary reports are published following engagement
- The final decision or outcome is communicated following engagement
- Council engagement is transparent and accountable
- Council engagement is accessible and inclusive



# INCLUSIVE ENGAGEMENT

*The following questions ask for your ideas on how we can enhance engagement with specific people in our community.*

**How should we engage with people from culturally diverse backgrounds?**

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**How should we engage with Aboriginal and Torres Strait Islander peoples?**

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**How should we engage with young people?**

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**How should we engage with people with disability**

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**How should we engage the LGBTQI+ community**

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**How should we engage with people without the internet?**

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**Are you aware of Council's Have Your Say website?**

(Choose any one option)

- Yes
- No
- Not until now



Answer this question only if you have chosen Yes for Are you aware of Council's Have Your Say website?

**Please rate the following statements about the Have Your Say website**

Questions	Definitely Agree	Somewhat Agree	Neither Agree Nor Disagree	Somewhat Disagree	Definitely Disagree
It is easy to find the information I need?					
It is easy to give my feedback?					

**Do you subscribe to the Talking Bayside e-Newsletter?**

(Choose any one option)

- Yes
- No

Answer this question only if you have chosen Yes for Are you aware of Council's Have Your Say website?

**Please rate the following statements about the monthly Talking Bayside e-Newsletter**

Questions	Definitely Agree	Somewhat Agree	Neither Agree Nor Disagree	Somewhat Disagree	Definitely Disagree
The e-Newsletter keeps me up-to-date on opportunities to have my say					
The frequency of the e-newsletter is adequate					

**Have you ever attended a Council meeting?**

(Choose any one option)

- Yes
- No

Answer this question only if you have chosen Yes for Have you ever attended a Council meeting?

**How did you attend the Council meeting?**

(Choose all that apply)

- In person at the Council Chambers
- Online via Council's live stream

Answer this question only if you have chosen Yes for Are you aware of Council's Have Your Say website?

**Why not?**

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Anything to add?

**Is there anything else you would like to say about how Council can enhance how we engage the community in its decision-making processes?**

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# ABOUT YOU

The following questions help Council determine if we have reached and heard from a range of people representative of the Bayside community.

**Email:** .....

**Suburb:** .....

## Do you identify as Aboriginal or Torres Strait Islander?

(Choose any one option)

- Yes
- No
- Prefer not to say

## What language/s do you speak at home?

(Choose any one option)

- Yes
- No
- Prefer not to say

## Would you like to register for the Talking Bayside e-newsletter?

(Choose any one option)

- Yes
- No

## What language/s do you speak at home?

(Choose all that apply)

- English
- Greek
- Arabic
- Macedonian
- Cantonese
- Mandarin
- Other (please specify)

## What is your age?

(Choose any one option)

- Under 18
- 18 - 24
- 25 - 34
- 35 - 44
- 45- 54
- 55 - 64
- 65 - 74
- 75 - 84
- 85 or over



*Thank you for filling out this survey, your feedback is important to us.*

Scan the QR code below or visit our website at <https://bit.ly/bayside-ecs> to do the survey online.

**RETURN HARD COPY SUBMISSIONS TO PO BOX 21, ROCKDALE NSW 2216  
PH: 1300 581 299 OR 02 9562 1666**

## CONTACT YOUR WARD COUNCILLOR

To contact your Local Ward Councillors go to [www.bayside.nsw.gov.au/your-councillors](http://www.bayside.nsw.gov.au/your-councillors)

## Bayside Customer Service Centres

**EASTGARDENS** Westfield Eastgardens, 152 Bunnerong Road

**ROCKDALE** Rockdale Library, 444-446 Princes Highway

Open from Monday to Friday 8:30am - 4:30pm.

Check Council's website at [www.bayside.nsw.gov.au](http://www.bayside.nsw.gov.au) for latest updates.



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