

CASEY COMMUNITY LOCAL LAW REVIEW

Engagement Outcomes Report
City of Casey
June 2025

Conversation Co. proudly acknowledges and celebrates First Peoples of Australia and their ongoing strength in upholding some of the world's oldest living cultures. We acknowledge the Traditional Owners of the lands throughout what is now Victoria – where we live, conduct pop-ups, and engage with our communities – and pay our respects to their Elders, past and present. Conversation Co. acknowledges First People's sovereignty has never been ceded. The strength, resilience and pride of First Peoples, their cultures, communities and identities continue to grow and thrive today despite the impact of colonisation and ongoing experiences of racism.

1. Executive Summary

Project Overview

Conversation Co was engaged by the City of Casey to plan and deliver a broad consultation program to review the Casey Community Local Law 2023 (Local Law 2023). The Local Law 2023 was developed with a focus on community safety and to safeguard public assets and enhance neighbourhood amenity. The Local Law 2023 was endorsed on 12 December 2023 and came into effect from 1 July 2024.

In December 2024, the community raised concerns relating to the Land and Neighbourhood Amenity clauses, private land use and the application of the Private Land Use Permits. Over December to March, Council issued several public statements explaining the Private Land Use Permits and amended the relevant part of the Council website to clarify the requirements for a permit.

In response to strong community feedback about the Local Law 2023, particularly the land and Neighbourhood Amenity clauses relating to private land use and permits, Council endorsed an engagement approach at the April 2025 Council Meeting. The purpose of this engagement was to:

- Inform the review and refinement of the Casey Community Local Law 2023.
- Understand new and emerging issues likely to impact safety or amenity over the next ten years.
- Understand community sentiment towards Council's approach to educating and communicating requirements under the Local Law.

Engagement participants and their characteristics

The engagement activities undertaken were an online/hardcopy survey, project promotion to individual households, community based pop-ups, community workshops and a Councillor workshop. The engagement activities involved a total of 1,242 participants, with the survey being the most used engagement tool (88%).

Most participants were Casey residents (81% owner or renter) followed by people who worked/or volunteered in the City of Casey (10%). Most participants (67%) had no personal prior interaction, with the remaining 33% of participants having had some type of prior interaction (Notice to Comply etc).

The gender balance of engagement participants was 58% women and 37% men (and 4% preferred not to answer). There were proportionally low levels of participation by those aged 15-19, 20-24 and 25-29 years, with adults aged 40 to 69 years over-represented in this engagement. A total of 161 (13%) participants identified as speaking a language other than English at home and were underrepresented in this engagement in comparison to their proportion of the community (42%). There was a good spread of participants across the

sub-regions of Casey and largely proportional representation - one area that was particularly under-represented was Clyde-Clyde North.

Key Findings

The key engagement question was to determine the community's views on whether Council's involvement in various local law issues is reasonable, or not. There were 24 topics included in the engagement, focused on five broad areas. Most of the engagement questions employed a sliding scale from 'Very unreasonable' through to 'Very reasonable' based on the common 'Reasonable Person' Framework used by Local Laws. Figure 1 summarises the responses to this scale for each of the 24 topics, showing the percentage of participants who thought Council's management of the issue was reasonable or very reasonable.

Figure 1. Percentage of participants who thought Council's management of the issue was Reasonable (Very reasonable or Reasonable)

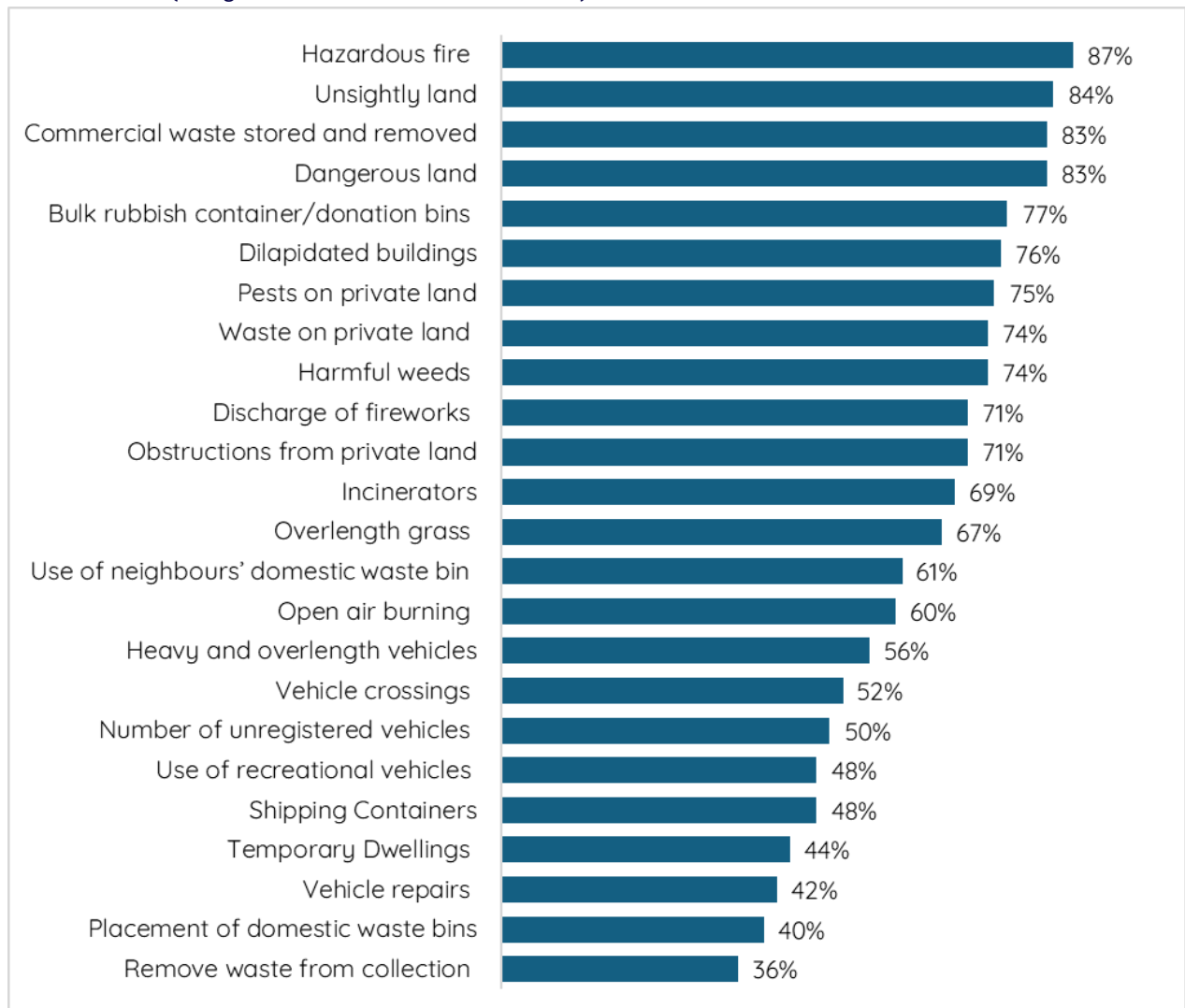


Figure 1 shows there was majority support for Council management of the following topics:

- Hazardous fire.
- Unsightly land.
- Dangerous land.
- Commercial waste stored and removed.
- Bulk rubbish container/donation bins.
- Dilapidated buildings.
- Pests on private land.
- Harmful weeds.
- Waste on private land.
- Obstructions from private land.
- Discharge of fireworks.

However, as per Figure 1, community support was lowest for Council's management of removal of waste from collection (36%), placement of domestic waste bins (40%), vehicle repairs (42%), temporary dwellings (44%), shipping containers (48%) and the use of recreational vehicles (48%).

For every topic (apart from the discharge of fireworks) participants living in rural areas of Casey were less likely to think that Council's management of the Local Law topics was reasonable. The largest differences of opinion between participants living in rural areas of Casey, and participants living in more residential areas of Casey (in descending order, with largest differences listed first) were:

1. Dilapidated buildings.
2. Incinerators.
3. Heavy and overlength vehicles.
4. Open air burning.
5. Shipping containers.
6. Waste on private land.
7. Vehicle repairs.
8. Unsightly land.

Protecting the look and feel of your neighbourhoods

Most participants thought that Council's management of dangerous land (83%) and unsightly land (84%) was reasonable or very reasonable. There were also high levels of support for Council's management of dilapidated buildings (76%), pests on private land (75%) and harmful weeds (74%). However, three issues which could be the subject of further investigation are the laws on overlength grass, obstructions from private land and discharge of fireworks.

Additional community feedback on these laws was that Council should prioritise the maintenance of public spaces—such as trees, grassed areas, dumped rubbish, parks, footpaths, and roads—before imposing a range of penalties on private landowners. They

also wanted to see more timely enforcement action on unsightly or neglected properties, and improved processes and communication for complainants.

Managing the number of temporary structures on private land

There were polarised views about the reasonableness of Council managing both shipping containers and temporary dwellings, particularly for temporary dwellings (44% reasonable, 36% unreasonable). Additional community feedback on these laws was that they should be assessed on a case by case basis depending on if they were placed out of sight in back yards, if they posed harm or risk or if they provided housing on a temporary basis. There was also a strong theme of residents resenting Council's intrusion into matters occurring on their private property.

Managing vehicle movement, storage and machinery on private land

Just over half of all participants thought it reasonable that Council managed vehicle crossings (52%) and heavy/overlength vehicles (56%), however nearly a third thought it unreasonable.

There were polarised views about the reasonableness of Council managing:

- Vehicle repairs (42% reasonable, 42% unreasonable).
- Use of recreational vehicles (48% reasonable, 37% unreasonable).
- Number of unregistered vehicles (50% reasonable, 37% unreasonable).

These three topics could be the subject of further investigation by Council, particularly vehicle repairs given the media coverage and community concern.

Additional community feedback on these laws was relatively emotive compared to the other topics. The main themes were the need to assess a situation based on vehicle visibility, noise, public safety and appearance of the property. Again, there was a strong theme that Council should not have a role in regulating activities on private property. For these laws, there was support for allowing vehicle storage on larger semi-rural blocks.

Managing fire and smoke nuisance

There was a higher level of support for Council managing open air burning, hazardous fire and incinerators, however only 60% thought it was reasonable that Council manages open air burning (with some stronger views that it was unreasonable). Additional community feedback was that it was not a role for local government (should be managed by EPA, CFA etc), that fires are acceptable when managed safely, that rural properties should be exempt and that written information to residents is needed on what is allowed/not allowed.

Waste

There was a higher level of support for Council managing three topics that most affect residential amenity - commercial waste (83%), bulk rubbish container/donation bins (77%) and waste on private land (74%). There was a wide spectrum of views about Council managing issues that some perceived as largely harmless, such as the removal of waste from collection and the placement of domestic waste bins.

Additional community feedback on these laws was that some of the laws seem petty and unnecessary, the time period for placing domestic waste bins is not appropriate, owners of vacant blocks cannot prevent illegal dumping, and it is harmless when people use their neighbours' bins or take their hard rubbish. Participants wanted to see more enforcement of current breaches at commercial and industrial sites, and improved waste services such as more bins in public places, larger bin sizes, return to annual hard waste collection and reduction in the waste charges.

Education and Enforcement

With regards to Council's enforcement of the Local Law being reactive in nature, 58% of participants believed that this was an appropriate approach, with 26% disagreeing. There was majority support for Council's education before enforcement approach with 82% saying it was reasonable (with/without certain conditions).

Other Feedback

The community and Councillor workshops involved discussions about local issues that are likely to affect local amenity and consideration of particular amenity scenarios. A long list of local issues were identified including graffiti, littering, impacts of residential construction, rough sleepers and the increase in car ownership. Several constructive suggestions were made to improve the effectiveness of the Local Law or improve the community's general safety and wellbeing.

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2. Introduction

Conversation Co was engaged by the City of Casey to plan and deliver a broad consultation program to review the *Casey Community Local Law 2023*. Feedback from this consultation will be used to create a revised Community Local Law that helps to protect and enhance the Casey way of life enjoyed by the community now and in the next ten years.

Project Background

The Casey Community Local Law was developed with a focus on community safety and to safeguard public assets and enhance neighbourhood amenity. It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood. The *Casey Community Local Law 2023* (Local Law) was endorsed on 12 December 2023 and came into effect from 1 July 2024.

Community concerns and media coverage

In December 2024, the community raised concerns relating to the Land and Neighbourhood Amenity clauses, private land use and the application of the Private Land Use Permits.

The intent of Private Land Use Permits was to manage the following scenarios:

- Large/long trucks parked on private property, creating noise at inappropriate hours or causing damage to cross overs and nature strips.
- Individuals living in caravans on private properties for extended periods of time, leading to potential health or water waste concerns.
- Private properties hoarding old cars, which negatively affect the appearance of the street.

At the time, Council had issued only 20 Local Law Permits for Private Land Use, most for keeping a long or heavy vehicle on a property.

Over December 2024-March 2025 Council issued several public statements explaining the Private Land Use Permits, and amended the relevant part of the Council website to clarify the requirements for a permit.

Review of the 2023 Local Law

In response to strong community feedback about the Local Law 2023, particularly the land and Neighbourhood Amenity clauses relating to private land use and permits, Council endorsed an engagement approach at the April 2025 Council Meeting. Community engagement is being delivered in two phases:

- Phase 1 - to understand general community sentiment pertaining to the Casey Community Local Law 2023. Feedback from the broader engagement will be used by Council to inform the review and draft of a Casey Community Local Law.
- Phase 2 - public exhibition of the draft Casey Community Local Law.

Engagement Purpose and Scope

All councils are required to have Local Laws to help address community-specific issues. They are in place to manage a range of things such as unsightly land, fire safety, animals, roadside reserves, nature strips, noise and building sites. The Local Law needs to be clear and purposeful so that it can be easily understood and enforced by Council and supporting agencies.

The purpose of this engagement project was to:

- Inform the review and refinement of the Casey Community Local Law 2023.
- Understand new and emerging issues likely to impact safety or amenity over the next ten years.
- Understand community sentiment towards Council approach to educating and communicating requirements under the Local Law.

Areas not open for conversation (being looked at as part of the benchmarking exercise, within Council's delegation, or other agencies jurisdiction) through the consultation were:

- Compliance with the requirements and Principles of the Local Government Act 2020.
- Council's legislated and regulatory responsibilities.
- Fines, fees and charges applied by Council and other organisations that are not related to the Local Law.
- Other Council policies, guidelines and permits not related to the Community Local Law 2023.
- Application and enforcement of the Local Law and other regulatory enforcement by other agencies (Victoria Police, Environmental Protection Agency etc).

3. Engagement Methodology

A mixed-method community engagement program consisting of online and face-to-face activities was used to reach participants from a range of different levels of interest in the project. The engagement activities were based on the IAP2 Public Participation Spectrum of 'Inform' and 'Consult'.

3.1 Engagement Focus

Key elements of the local law were identified on the expertise of Council Officers and where there is likely to be community interest, knowledge of the local law section of concern. The focus of the engagement was:

- To determine the community's views on whether Council's involvement in various local law topics is reasonable, or not (24 topics organised into five broad areas).
- To gather more detailed feedback on the reasons for their views on any of the topics.
- To determine the community's views on Council's enforcement of the Local Law (reactive versus proactive).
- To determine the community's views on the education before enforcement approach used by Council.

There was also an opportunity for the community to provide general feedback about any section of the Local Law via the open-ended survey questions and/or through a submission to Council.

3.1.1 Rationale for design of engagement questions

Implementation of the Local Law uses the 'Reasonable Person Test' which is a legal and ethical concept used to judge whether someone's behaviour or decisions were appropriate in a given situation or would be considered appropriate by a 'reasonable person'. It is used to assess whether someone acted with care, fairness, or good judgement.

For most of the engagement questions, a sliding scale from 'Very unreasonable' through to 'Very Reasonable' has been used, based on the common 'Reasonable Person' Framework used by Local Laws when deciding a course of enforcement action and its role as a modern regulator. Appendix 3 lists the community survey questions.

3.2 Engagement Activities

The engagement activities are listed in Table 1 and were developed to best suit the project timeline and budget. Community engagement was conducted between 21 April to 1 June 2025.

Table 1. Engagement activities

Activity	Rationale	Stakeholders
Online survey hosted on the <i>Casey Conversations</i> page and hardcopy surveys available on request	Opportunity for participants to provide feedback at their convenience, without having to attend face-to-face engagement.	General community - Casey residents, non-resident landowners and visitors.
Household market research	Provided an opportunity to reach residents who may not have heard about the engagement process.	Residents within set locations in the City of Casey
Community based pop-ups (12 locations ranging in duration) - one in each Council Ward	Captured participants' feedback whilst they were out in the community. Participants were invited to provide feedback in a variety of ways.	General community - Casey residents, non-resident landowners and visitors.
Community workshops (four sessions x 60 mins duration)	Provided an opportunity to explore key themes in more detail, provide a facilitated environment for informed contributions.	General community - Casey residents, non-resident landowners and visitors.
Councillor workshop (one session x 90 minutes)	Provided an opportunity to explore key themes in more detail, provide a facilitated environment for informed contributions.	Councillors

Project promotion to individual households

Approximately 436 households were personally visited across nine sites. The purpose of the visit was to complete the survey with the home owner/resident, talk through the project and in the instance where no-one was home, to leave a flyer promoting the project. Table 2 shows the locations visited.

Table 2. Households visited

Date	Neighbourhoods visited
Thursday 8 May 9am to 4pm	Endeavour Hills, Harkaway, Doveton
Thursday 15 May 9am to 4pm	Berwick, Cranbourne, Botanic Ridge
Monday 19 May 10am to 2pm	Blind Bight, Devon Meadows, Clyde North

Community based pop-ups

Twelve pop-up sessions ranging from two hours to five hours in duration were conducted by Conversation Co, with support from Council staff. Councillors were also provided the opportunity to attend their Ward session or other, ward pop-up locations. Table 3 lists the advertised sessions.

Table 3. Community pop-up activities

Date	Location	Session time
Wednesday 30 April	Orana Community Place	10.30am - 12.30pm
Wednesday 30 April	Pearcedale Shops IGA	2.30pm - 5pm
Thursday 1 May	Harkaway Post Office	7.30am - 10.00am
Thursday 1 May	Autumn Place Community Hub	12pm - 2:30pm
Tuesday 6 May	Casey Stadium	4pm - 6.30pm
Wednesday 7 May	Marcos IGA	10am - 12:30pm
Saturday 10 May	Marriott Waters Reserve, Lyndhurst Parkrun	8am - 9am
Saturday 10 May	Berwick Farmers Market	8am - 12.30pm
Saturday 10 May	Hampton Park Library and Youth Centre	11.30am - 1.30pm
Tuesday 13 May	Bunjil Place - Ageing well at home	10am - 12pm
Wednesday 14 May	Casey Central	9am - 5pm
Sunday 18 May	Tooradin Lions Community Market	9am - 2pm

Pop-up activity plans were developed based on the following survey topics:

- Council's approach to managing the look, feel and safety of your streets and neighbourhood through the Community Local Law (overall, reasonableness).
- Reasonableness of Council managing the topics of:

- Protecting the look and feel of your streets and neighbourhoods.
 - Managing the number of temporary structures on private land.
 - Managing vehicle movement, storage and machinery on private land.
 - Managing fire and smoke nuisance.
 - Managing household and commercial waste.
 - Council's current approach to enforcing the Local Law (appropriateness).
- Participant demographic information was captured on a self-completed hardcopy card.

Community workshops

Four community workshops were planned however two were cancelled due to no registrations/attendees. Table 4 lists the scheduled workshops.

Table 4. Community workshops

Date	Time and Format	Status
Monday 19 May	5:00pm to 6:00pm Online, via Zoom	Delivered
Wednesday 21 May	6:00pm to 7:00pm Online, via Zoom	Cancelled
Thursday 22 May	1:00am to 12:00pm Bunjil Place, Narre Warren	Cancelled
Thursday 29 May	10:00am to 11:00am Online, via Zoom	Delivered

Workshop activity plans were developed based on the following topics:

- Local issues, current or emerging that are likely to affect local amenity, safety or neighbourhood character.
- Views on what Council's role should be in managing these issues.
- Consideration of particular scenarios and if permitted, what conditions would make it acceptable and what concerns should be addressed.

Participant demographic information was captured via MentiMeter.

3.3 Strategies to support participation

In addition to using a mixed method engagement approach which provided multiple opportunities and ways for community participation, the project was promoted to the Casey community, using a variety of communication channels and tools.

Project information and the available opportunities to participate in the engagement were provided to the community using the following channels:

- Media release with project information and call to action to participate, via the Council website (21 April 2025).
- Three half-page ads in the Cranbourne/Berwick/Endeavour, Hallam and Doveton Star News publications, with project information and a call to action to participate (9 May 2025).
- Three articles with project information and call to action to participate via *Casey Community News* (1 May, 15 May, 29 May 2025).
- Article with project information and call to action to participate via *Casey Catch Up* E-News (May issue 2025).

- Social media – organic and paid advertisements about the project milestones and dates of community pop-ups.
- Dedicated project page via *Casey Conversations* City of Casey’s engagement portal email notification to Casey Conversations subscribers and key stakeholder groups.
- Use of digital screens at local community centres and Bunjil Place.

An incentive to complete an online survey was provided in the form of a prize for gift vouchers.

3.3.1 Awareness of the engagement project

The project page on *Casey Conversations* received 4,702 visits from 3,920 visitors over the engagement period. The project was ‘followed’ by 78 people. Nearly one quarter of visits (22%) resulted in a contribution being made to the engagement. The current Local Law document was downloaded 131 times and the hardcopy survey, 106 times. The Chinese translation of the project flyer was downloaded twice.

Survey respondents were asked how they found out about the engagement, with 49% saying via social media, 20% via a direct email and 12% via *Casey Catch Up* (Council E-News). More than half of survey respondents reported that it was easy to find the information they needed (58%), 34% were neutral on the question and 8% reported it was difficult to find information.

3.4 Barriers to participation

Misinformation and media attention surrounding the project may have impacted participation in this project, either by people avoiding the project for fear of conflict, or avoiding the project due to concerns about its legitimacy.

Other potential barriers to participation include:

- Part of the engagement period coincided with Federal Election campaigning which may have impacted attendance at the pop-ups.
- Attendance at some pop-ups by local media representatives which may have impacted attendance at the pop-ups.
- Potential participant confusion about the difference between this engagement and other major strategic plans such as masterplans, urban design frameworks (noting that the Hampton Park pop-up was affected by this).
- Language barriers and the complexity of the project affected participation in some locations during the pop-ups and household market research.

3.4.1 Criticism received

Feedback surrounding the methodology and structure of this engagement project was received via media reports, survey feedback and submissions throughout the engagement period. Overall 9% of participants made one or more critical comments in their feedback across the open-ended questions and engagement activities.

Engagement scope and survey design

Casey community members gave feedback about the engagement scope and the survey questions, predominantly via the online survey. Their views are summarised as follows:

- The scope of the engagement questions were perceived as very limited by community members - they wanted to comment on animal management, noise, new amenity issues, removing current clauses, how permits are overlaid with the Local Law.
- The generic approach to each topic and issue, not allowing for more nuanced comments based on land size or other circumstances (duration, noise etc).
- Questioning of the veracity of the complaints data/requesting breakdown of complaint types.
- Some community members took issue with the design of the survey questions regarding the scale of 'reasonableness' used, as noted in [3.1.1 Rationale for design of engagement questions](#). Community members expressed that this structure contained 'leading questions' and could not adequately capture the diversity of views within the community. Others noted that these questions did not test the expressed changes to the Local Law directly.
- Some questions were pitched for changes to the Local Law in rural areas that did not apply for all survey respondents, particularly those living in suburban areas. Lastly community members stated that the scope of the project, testing with specified Local Law changes with close-ended questions did not allow for detailed open-ended feedback about broader issues in rural areas. Community members suggested this structure rendered the survey unproductive. This feedback was reported in *Star News Cranbourne / Hampton Park / Clyde* on April 23, 2025.

4. Who Participated?

Throughout this report, the abbreviation "n=" is used to indicate the number of participants or responses and percentages have been rounded to whole percentages (x%).

4.1 Participation by engagement activity

Table 5 shows a summary of the engagement activities which involved a minimum of 1,242 participants. The actual participation is higher but cannot be quantified as approximately 250 persons in total visited the community pop-ups but only 140 of these completed written feedback. The online/hardcopy survey was the most used engagement tool (88%) allowing participants to complete anonymous feedback in their own time.

The community pop-ups were used to collect real-time feedback but also to encourage online survey completion at a later time (if preferred). Participants at the community pop-ups were asked to complete the demographics survey card 'on the spot'.

Table 5. Participation by engagement activity

Engagement Activity	No.	%
Online/hardcopy surveys	1,095	88
Attendance at community pop-ups (minimum)	140	11
Attendance at community workshops	6	1
Submissions* - community group	1	0
TOTAL participants	1,242	100

Notes: Approximately 250 persons in total visited the community pop-ups but only 140 of these completed a demographic postcard.

* Two online surveys had attached submissions.

4.2 Participation by connection to the City of Casey

Table 6 shows a summary of participant connection to the City of Casey. The majority of participants were residents (owner, renter) 81% followed by people who work/or volunteer in the City of Casey.

Table 6. Participation by connection to the City of Casey

Connection to the City of Casey	No.	%
Live in the City of Casey (renter, ratepayer)	1,151	81
Own a house/land in Casey but do not live in Casey	43	3
Own or operate a business within the City of Casey	52	4
Work/volunteer in the City of Casey	144	10
Study in the City of Casey	12	1
Other connections	11	1
TOTAL responses	1,413	100

Data sources: Surveys, community pop-ups.

Multi-response question.

The connections to Casey summarised into 'Other' were mostly people who visited regularly and stayed overnight with family or a partner, former residents, future residents and shoppers visiting Casey.

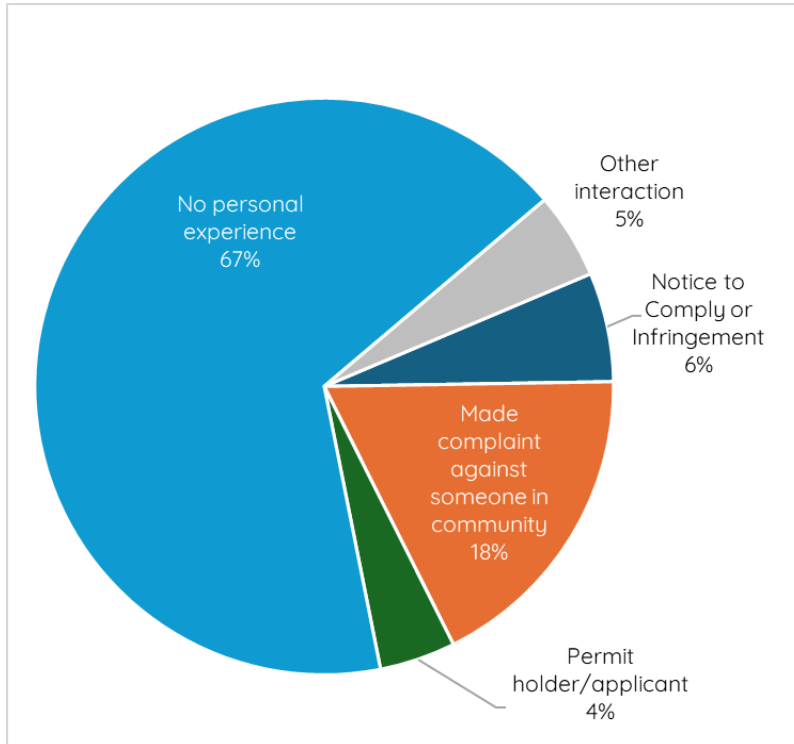
4.3 Previous interactions with Casey's Local Laws team

Participants were asked to select a statement that best describes their current experience, interaction level with the City of Casey's Local Laws team and were able to choose from the following options:

- 'I have received a Notice to Comply from Council'.
- 'I have received an Infringement Notice from Council (not including parking fine)'.
- 'I have made a complaint against my neighbour or someone in my community'.
- 'I have applied for, or been the recipient of a permit (not including building permits)'.
- 'I have no personal prior experience with the Casey Community Law or Local Laws Team'.
- 'Other' interaction (to be specified).

Figure 1 shows the participants' levels of previous interaction with the Local Laws team. The majority of participants (67%) had no personal prior interaction with the remaining 33% of participants having had some type of prior interaction (Notice to Comply etc). The interactions summarised into 'Other' were a mix of Local Laws related topics such as animal management/registration and waste collection, and non-related topics such as tree permits and pool fences. These interactions were phone calls, website bookings or personal calls made to residents' homes by Local Laws Officers.

Figure 2. Previous interaction with Casey's Local Laws team



Data sources: Surveys, community pop-ups. Multi-response question

4.4 Demographic characteristics of participants

Demographic questions were included in the online/hardcopy surveys and community pop-up participants were encouraged to complete using the postcard shown in Appendix 2. Tables 7 and 8 show these characteristics, compared to the general community characteristics from the 2021 Census or the 2025 population forecast (suburbs).

Table 7. Demographic characteristics of participants (where stated)

Selected characteristics	No.	%	2021 Census %
Gender			
Woman	706	58	51
Man	444	37	49
Transgender Female	1	0	-
Transgender Male	1	0	-
Non-binary	5	<1	-
Self described	1	0	-
Prefer to not say	51	4	-
Age Group (years)			
0 to 9	0	0	excluded
10 to 14	0	0	excluded
15 to 19	8	1	8
20 to 24	17	1	9
25 to 29	57	5	9
30 to 39	232	19	22
40 to 54	392	32	25
55 to 69	337	28	18
70+	148	12	9
Prefer not to say	32	3	-
Communities of interest (responses)			
From Aboriginal and/or Torres Strait Islander background	29	2	<1
Speak a language other than English at home	161	13	42

Selected characteristics	No.	%	2021 Census %
Person with a disability	100	8	5*
Identify as LGBTIQ+	38	3	-
Prefer to not say	99	8	-
Do not apply	834	66	-
Total number of communities of interest (responses)	1261	100	

Data sources: Surveys, community pop-ups. Source for 2021 Census data is

<https://profile.id.com.au/casey>

Communities of interest is a multi-response question.

* Need for Assistance is only a proxy measure of disability prevalence.

The majority of engagement participants were women - 58% compared to the community proportion of 51%. However, this gender balance was more proportional than many other community engagement projects which tend to see an average gender split of 70 female/30% male.

This engagement project targeted persons aged 15+ years in the community. There were proportionally low levels of participation by those aged 15-19, 20-24 and 25-29 years, which is also typical for community engagement activities. Adults aged 40 to 69 years were over-represented in this engagement.

Participants were also asked if they identified with particular communities of interest from a provided list (refer to Table 7). Overall, 1,225 participants responded to this demographic question providing 1,261 responses. A quarter of participants (n=292, 24%) identified with one or more of these communities. The remaining 68% did not identify with any of these communities (n=834) and 8% (n=99) preferred not to answer the question.

Positively, there were 29 participants who identified as Aboriginal and/or Torres Strait Islander (2%) demonstrating this group was more represented in this engagement program than their proportion of the population in the Census data (0.7%). A total of 161 (13%) participants identified as speaking a language other than English at home and were underrepresented in this engagement in comparison to their proportion of the community (42%). A number of participants identified as part of the LGBTIQ+ community (n=38, 3% of responses) and 100 participants identified as having a disability (8%) slightly higher than their proportion in the Census data (5%).

Table 8 shows the participants' residential locations in and outside the municipality, grouped into sub-regions. There was a good spread of participants across the sub-regions of Casey and largely proportional representation. The area that was particularly under-represented was Clyde-Clyde North.

Table 8. Participants' residential location - grouped

Residential location - grouped	No.	%	2025 Forecast %
Lysterfield South/Endeavour Hills/Doveton/Eumemmering/Hallam	126	10	12
Narre Warren/Narre Warren North/Narre Warren South	233	19	16
Harkaway/Berwick/Beaconsfield	211	17	12
Hampton Park/Lynbrook/Lyndhurst	113	9	10
Cranbourne/Cranbourne North/Cranbourne East/Cranbourne West/Junction Village/Botanic Ridge	299	24	27
Cranbourne South/Pearcedale/Devon Meadows	50	4	1
Warneet/Tooradin/Blind Bight/Cannons Creek	29	2	1
Clyde North/Clyde	139	11	20
Casey - "residential" suburbs	1119	91	-
Casey - "rural" suburbs	81	7	-
Casey - sub-total	1200	98	-
Outside of Casey	25	2	-
Not stated (pop-ups)	10	1	-
TOTAL participants	1235	100	100

Data sources: Surveys, community pop-ups.

Source for 2025 population data is <https://forecast.id.com.au/casey>

A full list of participants' residential locations can be found in Appendix 5. For the [Key Findings](#) section the assessment of which suburb was classified as rural or residential was based on Council's planning zone data (number of properties per zone). Suburbs with more than 25% of properties on 2,000+ square metre blocks were classified as rural, for the purposes of this report. These areas were Cannons Creek, Cranbourne South, Devon Meadows, Harkaway, Pearcedale and Tooradin.

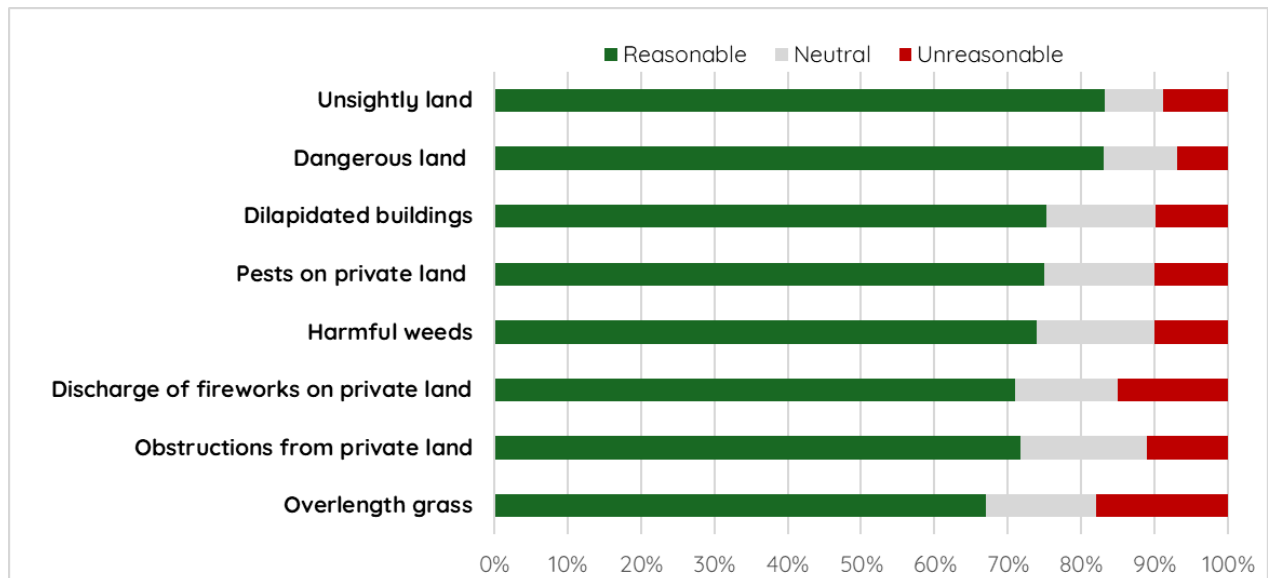
5. Key Findings

As noted in section [3.1.2 Rationale for design of engagement questions](#), most of the engagement questions employed a sliding scale from 'Very unreasonable' through to 'Very reasonable' based on the common 'Reasonable Person' Framework used by Local Laws.

5.1 Protecting the look and feel of neighbourhoods

The first broad area tested in the engagement was protecting the look and feel of neighbourhoods, related to use of private land. Figure 3 shows each topic and participants' views on the reasonableness of Council's in managing these topics. There was a high level of support for Council managing almost all of the amenity topics listed, noting that only 67% thought it was reasonable that Council manages overlength grass.

Figure 3. Summary chart - look and feel of neighbourhoods



Data source: Surveys

Table 9 shows the detailed responses to each topic, on the reasonableness scale. Looking at Table 9, the findings to note are:

- For overlength grass and discharge of fireworks - higher percentages where participants thought Council's management was unreasonable or very unreasonable.
- For obstructions from private land - a higher percentage of neutral opinion which may indicate confusion or low awareness.
- For dangerous land and unsightly land - higher percentages where participants thought Council's management was reasonable or very reasonable.

Table 9. Is it reasonable that Council manages the look and feel of neighbourhoods?

Local Law topic	Very unreasonable	Unreasonable	Neutral	Reasonable	Very reasonable	TOTAL
Unightly land (land with excessive amounts of rubbish, graffiti, visually repugnant)	44 4%	52 5%	83 8%	320 29%	596 54%	1095 100%
Dangerous land (land able or likely to cause harm or injury)	32 3%	46 4%	105 10%	266 24%	646 59%	1095 100%
Dilapidated buildings (in a state of disrepair or partial ruin due to age or neglect)	39 4%	66 6%	160 15%	329 30%	501 46%	1095 100%
Overlength grass (grass, weeds on private property that exceeds 30cm)	72 7%	123 11%	163 15%	326 30%	411 38%	1095 100%
Harmful weeds (noxious or prohibited weeds)	51 5%	62 6%	173 16%	346 32%	463 42%	1095 100%
Obstructions from private land (nothing that blocks views, access, safety, or Council work)	55 5%	68 6%	190 17%	405 37%	377 34%	1095 100%
Discharge of fireworks on private land (except with permit)	68 6%	98 9%	151 14%	226 21%	552 50%	1095 100%
Pests on private land (unmanaged bee hive or swarm, wasps nest, mice or rats)	54 5%	60 5%	162 15%	362 33%	457 42%	1095 100%

Data source: Surveys

Feedback from Community Pop-ups

As shown in Appendix 2, participants at the community pop-ups were asked to respond to the broader topic only using coloured dots that represented their view of Reasonable (green dot), Unreasonable (red dot) or Unsure (orange dot). Overall 147 people answered the question 'Do you feel it is reasonable that Council manages the protection of the look and feel of your streets and neighbourhood?' with 91% saying it was reasonable, 6% saying it was unreasonable and 3% were unsure. These responses reinforce the majority view shown in Figure 3.

Participants were able to add their own explanations of why they choose their responses to the topics relating to the look and feel of the neighbourhood, or make other comments. It should be noted that their comments may relate to one specific topic, or be a general comment. Table 10 summarises the main themes arising from the 589 comments provided by participants.

Looking at all the comments made by participants on all five broad areas, there were very consistent responses (some identical) and themes. These are discussed in the [Executive Summary](#) of this report.

Table 10. Additional feedback about the way Council works with the community to protect the look and feel of neighbourhoods

Theme	Explanation and examples
Council action is needed on public areas (n=190)	Council should prioritise the maintenance of public spaces—such as trees, grassed areas, dumped rubbish, parks, footpaths, and roads—before imposing penalties on private landowners.
Enforcement (n=105)	Wanted stricter enforcement of regulations, more timely action on unsightly or neglected properties, improved processes and communication for complainants, increased in-person support for lodging complaints rather than relying solely on digital platforms and ‘Snap, Send, Solve’, and more frequent enforcement patrols.
Case by case basis (n=67)	Council should first issue a notice before fining people, provide concessions or take steps to support people to resolve the issues for people on low incomes, with disabilities, mental health issues. Terms like ‘unsightly’ lacked detail or were open to interpretation, and that situations should be dealt with on a case by case basis. Enforcement of look and feel laws were suitable for front yards only and dependent on the street or block.
General positive comments (n=66)	Agreement with Council’s actions for protecting the look and feel of neighbourhoods, particularly dilapidated buildings, dangerous land, pests and gardens.
Intrusion into residents’ private property (n=59)	Council should not have responsibility over matters on private property.

Data sources: Surveys, community pop-ups.

Other minor themes were:

- General negative feedback about Council (n=47)
- Council should focus on other service delivery (n=34)
- Comments about other Council services/facilities (n=28)
- Reference to the case involving the removed cars (n=24)
- Pet issues (n=16)
- Parking and nature strip issues (n=7).

Analysis of feedback by sub-groups

Given the mix of land uses across Casey it is of interest what residents living on large acreage or rural blocks (7% of participants) think about these Local Laws, compared to residents living in more built-up areas in close proximity to their neighbours (91% of participants).

Residents who have had direct experience interacting with the Local Laws team in the past two years (28% of participants) may have different views compared to those residents who did not have any or limited interactions (72% of participants). Previous interaction includes those who had received a Notice to Comply or an Infringement, those who had made a complaint against someone in community and any Local Laws permit holders/applicants.

The following table compares the feedback about the look and feel of neighbourhoods for these two sub-groups, looking at just the percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages these topics.

Table 11. Comparison of feedback - look and feel of neighbourhoods

Local Law topic	Percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages the issue			
	Classified as Residential	Classified as Rural	Previous interactions	No interactions
Unightly land	85%	68%	83%	84%
Dangerous land	84%	77%	85%	83%
Dilapidated buildings	77%	50%	75%	76%
Overlength grass	68%	55%	70%	66%
Harmful weeds	74%	65%	76%	73%
Obstructions from private land	72%	68%	72%	71%
Discharge of fireworks	71%	76%	71%	71%
Pests on private land	76%	61%	75%	75%

Data source: Surveys

Table 11 shows that participants living in 'rural' suburbs did have different opinions about whether Council should manage the look and feel of neighbourhoods, compared to participants living in more residential suburbs. Participants living in rural suburbs were less likely to think it reasonable that Council manage the topics of:

- Dilapidated buildings (only 50% thought it reasonable).
- Overlength grass (only 55% thought it reasonable).
- Pests on private land (61% thought it reasonable compared to 76% of residential participants).

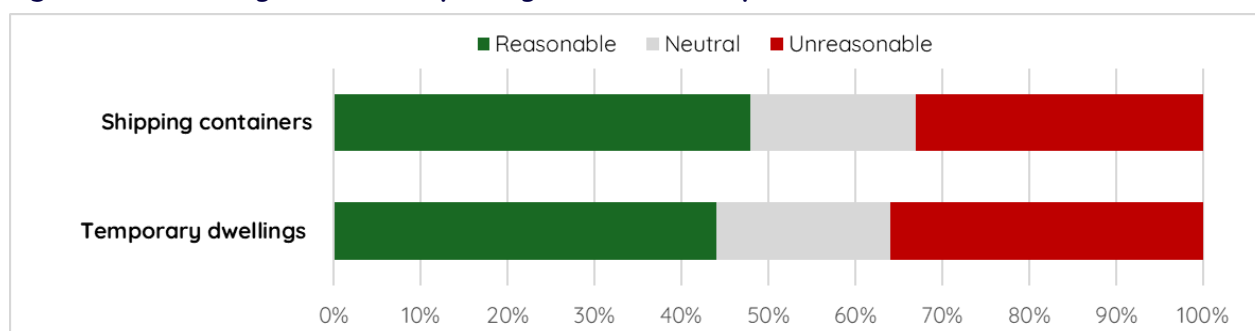
- Unsightly land (68% thought it reasonable compared to 85% of residential participants).

There were no, or minimal, differences of opinion when comparing participants who had direct experience interacting with the Local Laws team with those who had no/minimal interaction.

5.2 Managing the number of temporary structures on private land

The second broad area tested in the engagement was managing the number of temporary structures on private land. Figure 4 shows the two topics and participants' views on the reasonableness of Council's in managing these topics. There were polarised views about the reasonableness of Council managing both shipping containers and temporary dwellings, particularly for temporary dwellings (44% reasonable, 36% unreasonable).

Figure 4. Summary chart - temporary structures on private land



Data source: Surveys

Table 12 shows the detailed responses to each topic, on the reasonableness scale.

Table 12. Is it reasonable that Council manages the temporary structures on private land?

Local Law topic	Very unreasonable	Unreasonable	Neutral	Reasonable	Very reasonable	TOTAL
Shipping Containers (must not be kept on private land in residential area)	180 16%	176 16%	208 19%	258 24%	273 25%	1095 100%
Temporary Dwellings (temporary structure or dwelling for 14 days in any 60-day period)	182 17%	208 19%	224 20%	242 22%	239 22%	1095 100%

Data sources: Surveys.

Participants were able to add their own explanations of why they choose their responses to the topics or make other comments. Table 13 summarises the main themes arising from the 359 comments provided by participants.

Table 13. Additional feedback about the way Council works with the community to manage the number of temporary structures on private land

Theme	Explanation and examples
More detail required, assess on a case by case basis (n= 101)	Needed to be more detailed around the conditions or assessment should be on a case- by-case basis. The caveats mentioned were: - Not applicable if stored out of sight in back yards or if it provides housing - If the structure looks untidy, is unsafe or poses harm - Concessions made for people with disabilities, low income households, extenuating circumstances - Time limit for temporary structures - Grace period for property owners to learn new local law, provide a warning before a notice is given
Intrusion into residents' private property (n=96)	Council should not have a role in regulating activities on private property.
Support for vulnerable people (n=53)	Local Law is not cognisant of the housing and cost of living crisis, should be more supportive of people finding alternative accommodation: shipping containers, caravans, tiny houses, temporary structures.
Dependent on land size and location (n=36)	Local Law should be conditional to the land size and location, particularly for larger semi-rural blocks. Should be separate qualifications for temporary structures in different zones.
Not a Council priority (n=34)	Council resources should be directed toward higher-priority issues, that temporary structures were not a big issue, or perceived the initiative as a means of revenue raising.
Council action needed (n=24)	- Council should strengthen its response to complaints and ensure timely enforcement of breaches. - Council should have a better complaints process and prompt communications with complainants. - Council should provide households with education on the rules. - Council to audit or follow up with properties who have had complaints made. - Smoother permit application process with support from Council officers.

Data sources: Surveys, community pop-ups.

Other minor themes were:

- General comments supporting managing temporary structures (n=27).
- Questions for clarification (n=17).
- Other general feedback (n=7).

Feedback from Community Pop-ups

As shown in Appendix 2, participants at the community pop-ups were asked to respond to the broader topic only using coloured dots that represented their view of Reasonable (green dot), Unreasonable (red dot) or Unsure (orange dot). Overall 139 people answered the question 'Do you feel it is reasonable that Council manages the number of temporary structures on private land?' with 58% saying it was reasonable, 33% saying it was unreasonable and 9% were unsure. These responses were more supportive of Council's approach compared to the polarised views shown in Figure 4.

Analysis of feedback by sub-groups

The following table compares the feedback about managing the number of temporary structures on private land, for the two sub-groups:

- Residents living on large acreage or rural blocks and residents living in more built-up areas in close proximity to their neighbours.
- Residents who have had direct experience interacting with the Local Laws team in the past two years and residents who did not have any or limited interactions.

Table 14. Comparison of feedback - managing the number of temporary structures on private land

Local Law topic	Percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages the issue			
	Classified as Residential	Classified as Rural	Previous interactions	No interactions
Shipping Containers	50%	32%	54%	46%
Temporary Dwellings	45%	33%	52%	41%

Data source: Surveys

Table 14 shows that participants living in 'rural' suburbs did have a different opinion about whether Council should manage temporary structures on private land, compared to participants living in more residential suburbs. Only about one-third of participants living in rural suburbs thought it reasonable that Council manage the topics of shipping containers and temporary dwellings. Participants living in more residential suburbs were more likely to think it was reasonable for Council to manage the topics of shipping containers (50%) and temporary dwellings (45%).

When comparing those participants who had direct experience interacting with the Local Laws team with those who had no/minimal interaction, there were some smaller differences of opinion but not as polarised as those between rural-residential participants. Participants who had direct experience interacting with the Local Laws team were more likely to think it was reasonable for Council to manage the topics of shipping containers (54%) and temporary dwellings (52%), compared to those who had no/minimal interaction.

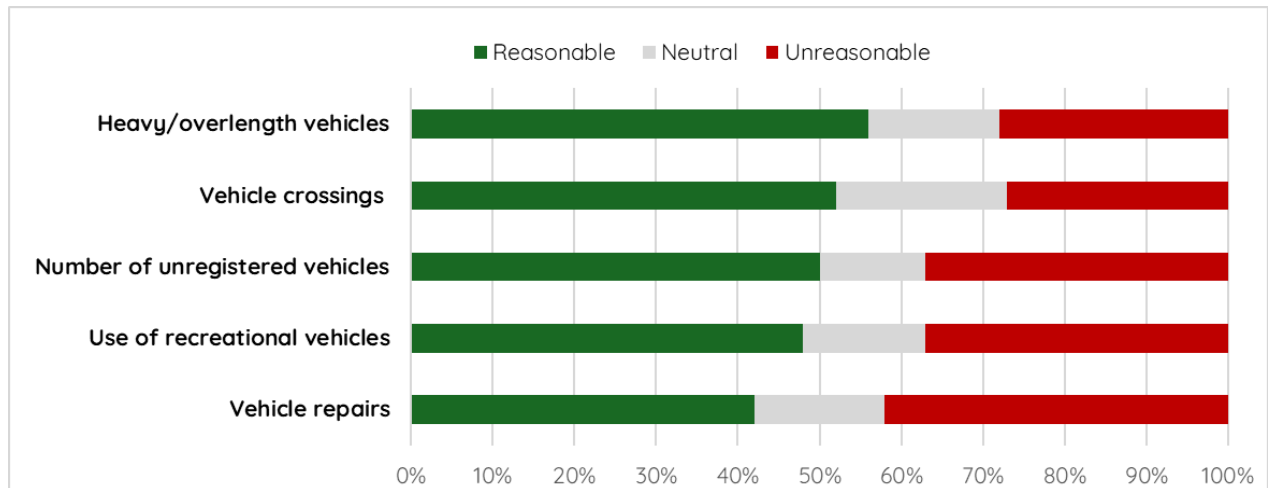
5.3 Managing vehicle movement, storage and machinery on private land

The third broad area tested in the engagement was managing vehicle movement, storage and machinery on private land. Figure 5 shows each topic and participants' views on the reasonableness of Council's in managing these topics.

Just over half of all participants thought it reasonable that Council managed vehicle crossings (52%) and heavy/overlength vehicles (56%), however nearly a third thought it unreasonable. There were polarised views about the reasonableness of Council managing:

- Vehicle repairs (42% reasonable, 42% unreasonable).
- Use of recreational vehicles (48% reasonable, 37% unreasonable).
- Number of unregistered vehicles (50% reasonable, 37% unreasonable).

Figure 5. Summary chart - managing vehicle movement, storage and machinery



Data source: Surveys

Table 15 shows the detailed responses to each topic, on the reasonableness scale. Looking at Table 15, the findings to note are:

- For vehicle repairs - higher percentages where participants thought Council's management was unreasonable or very unreasonable.
- For vehicle crossings - a higher percentage of neutral opinion which may indicate confusion or low awareness.
- For heavy/overlength vehicles - higher percentages where participants thought Council's management was reasonable or very reasonable.

Table 15. Is it reasonable that Council manages vehicle movement, storage and machinery on private land?

Local Law topic	Very unreasonable	Unreasonable	Neutral	Reasonable	Very reasonable	TOTAL
Vehicle crossings (Council approved vehicle crossing; permit to construct or alter crossing)	160 15%	141 13%	226 21%	316 29%	252 23%	1095 100%
Vehicle repair (use private land to dismantle, repair or service vehicles or machinery)	278 25%	182 17%	179 16%	237 22%	219 20%	1095 100%
Number of unregistered vehicles (no more than two vehicles on private land)	280 26%	127 12%	145 13%	244 22%	299 27%	1095 100%
Heavy and overlength vehicles (vehicles 7.5 metres or longer, greater than 4.5 tonnes)	172 16%	131 12%	178 16%	264 24%	350 32%	1095 100%
Use of recreational vehicles (motorbike, car, electric scooter on private land)	244 22%	163 15%	159 15%	266 24%	263 24%	1095 100%

Data sources: Surveys.

Participants were able to add their own explanations of why they choose their responses to the topics or make other comments. Table 16 summarises the main themes arising from the 467 comments provided by participants.

Table 16. Additional feedback about the way Council works with the community to manage vehicle movement, storage and machinery on private land

Theme	Explanation and examples
Context needed /case by case basis (n=137)	Open to different interpretations by officers. Needs to be assessed based on visibility, noise, public safety, no obstructions, tidiness. Backyards or behind a gate/fence.
Intrusion into residents' private property (n=88)	Council should not have a role in regulating activities on private property.

Theme	Explanation and examples
Dependent on land size and location (n=79)	Local Law should be conditional to the land size and location, particularly for larger semi-rural blocks.
Not a Council priority (n=64)	Council resources should be directed toward higher-priority issues such as the upkeep of roads and public land. Should not be adding permit requirements.
Legitimate need/hobby/business (n=66)	Residents need to make minor repairs to save money. Legitimate hobby. Permits only for businesses.
Council action needed (n=58)	Council should patrol and enforce existing issues/registered complaints before adding additional Laws - parking on nature strips, truck and bus parking, dirt bikes, speeding.

Data sources: Surveys, community pop-ups.

Other minor themes were:

- General comments supporting managing vehicle movement, storage and machinery (n=44).
- Other unrelated feedback (n=16).

Feedback from Community Pop-ups

As shown in Appendix 2, participants at the community pop-ups were asked to respond to the broader topic only using coloured dots that represented their view of Reasonable (green dot), Unreasonable (red dot) or Unsure (orange dot). Overall 157 people answered the question 'Do you feel it is reasonable that Council manages the vehicle movement, storage and machinery on private land?' with 54% saying it was reasonable, 36% saying it was unreasonable and 10% were unsure. These responses are similar to those shown in Figure 5.

Analysis of feedback by sub-groups

The following table compares the feedback about managing the number of temporary structures on private land, for the two sub-groups:

- Residents living on large acreage or rural blocks and residents living in more built-up areas in close proximity to their neighbours.
- Residents who have had direct experience interacting with the Local Laws team in the past two years and residents who did not have any or limited interactions.

Table 17. Comparison of feedback - managing vehicle movement, storage and machinery

Local Law topic	Percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages the issue			
	Classified as Residential	Classified as Rural	Previous interactions	No interactions
Vehicle crossings	53%	38%	60%	49%
Vehicle repairs	43%	26%	45%	40%
Number of unregistered vehicles	50%	38%	52%	49%
Heavy and overlength vehicles	57%	35%	64%	53%
Use of recreational vehicles	49%	35%	51%	47%

Data source: Surveys

Table 17 shows that participants living in 'rural' suburbs did have different opinions about whether Council should manage vehicle movement, storage and machinery on private land, compared to participants living in more residential suburbs.

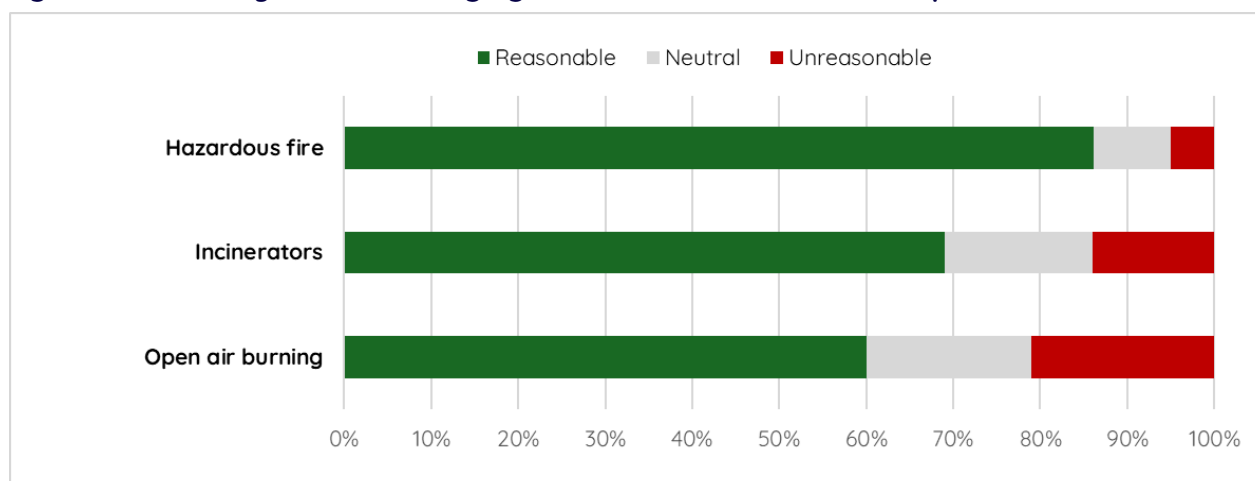
Participants living in rural suburbs were less likely to think it reasonable that Council manage any of the topics regarding vehicle movement, storage and machinery on private land, in particular:

- Heavy and overlength vehicles (only 35% thought it reasonable compared to 57% residential participants).
- Vehicle repairs (only 26% thought it reasonable compared to 43% residential participants).

There were some differences of opinion when comparing participants who had direct experience interacting with the Local Laws team with those who had no/minimal interaction. On the topic of heavy and overlength vehicles, 64% of participants who had direct experience interacting with the Local Laws team thought it reasonable that Council manages the issue, compared to only 53% of participants who had no/minimal interaction. For vehicle crossings, 60% of participants who had direct experience interacting with the Local Laws team thought it reasonable that Council manages the issue, compared to only 49% of participants who had no/minimal interaction.

5.4 Managing fire and smoke nuisance

The fourth broad area tested in the engagement was managing fire and smoke nuisance on private land. Figure 6 shows each topic and participants' views on the reasonableness of Council's in managing these topics. There was a high level of support for Council managing the three amenity topics listed, noting that only 60% thought it was reasonable that Council manages open air burning.

Figure 6. Summary chart - managing fire and smoke nuisance on private land

Data source: Surveys

Table 18 shows the detailed responses to each topic, on the reasonableness scale. Looking at Table 18, the findings to note are:

- For open air burning - more than half of participants thought Council management was reasonable however there were stronger views on this issue that Council management was unreasonable or very unreasonable.
- For hazardous fire - higher percentage where participants thought Council's management was very reasonable and a low percentage of a neutral opinion.

Table 18. Is it reasonable that Council manages fire and smoke nuisance on private land?

Local Law topic	Very unreasonable	Unreasonable	Neutral	Reasonable	Very reasonable	TOTAL
Open air burning (excludes barbeque, brazier or chiminea)	110 10%	122 11%	206 19%	348 32%	309 28%	1095 100%
Hazardous fire (no rubber, plastic, petroleum oil, chemicals, food waste, build/construction waste)	28 3%	24 2%	94 9%	310 28%	639 58%	1095 100%
Incinerators (not install, use incinerators)	69 6%	89 8%	184 17%	287 26%	466 43%	1095 100%

Data sources: Surveys.

Participants were able to add their own explanations of why they choose their responses to the topics or make other comments. It should be noted that their comments may relate to one specific topic, or be a general comment. Table 19 summarises the main themes arising from the 211 comments provided by participants.

Table 19. Additional feedback about the way Council works with the community to managing fire and smoke nuisance on private land

Theme	Explanation and examples
Reasons given for disagreeing with one or more topics (n=40)	Individual freedom to light fire in one's own yard, can be done safely. Not a role for Council to monitor - other services to deliver. Too much cardboard due to deliveries, cannot recycle it all.
Dependent on land size and location (n=39)	Rural properties should be exempt. Bushfire prevention measure.
Not required as EPA/CFA/Planning applies (n=32)	Local Law perceived as duplication between different levels of government.
Reasonable due to concerns about health impact (n=31)	Concerned about air quality and impact on physical health. More a concern when neighbours are close by.
Education and enforcement (n=30)	Need to provide written information to residents on what is allowed/not allowed including definitions of different receptacles. Burning of construction waste and burning of treated wood needs more enforcement.
Context needed /case by case basis (n=25)	Use of common sense should apply, situations should be dealt with on a case by case basis.

Data sources: Surveys, community pop-ups.

Other minor themes were:

- General agreement that this is Council's role or direction is reasonable (n=22).
- Other general comments (n=13).

Feedback from Community Pop-ups

As shown in Appendix 2, participants at the community pop-ups were asked to respond to the broader topic only using coloured dots that represented their view of Reasonable (green dot), Unreasonable (red dot) or Unsure (orange dot). Overall 148 people answered the question 'Do you feel it is reasonable that Council manages fire and smoke nuisance on private land?' with 94% saying it was reasonable, 3% saying it was unreasonable and 3% were unsure.

This majority view is different to the feedback collected via the online survey (as shown in Figure 6) however the specific topics are a mix of perceived low harm behaviours such as open air burning and higher harm behaviour of hazardous fire.

Analysis of feedback by sub-groups

As previously noted the following table compares the feedback about managing fire and smoke nuisance on private land, for the two sub-groups:

- Residents living on large acreage or rural blocks (7% of participants) and residents living in more built-up areas in close proximity to their neighbours (91% of participants).
- Residents who have had direct experience interacting with the Local Laws team in the past two years (28% of participants) and residents who did not have any or limited interactions (72% of participants).

Table 20. Comparison of feedback - managing fire and smoke nuisance on private land

Local Law topic	Percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages the issue			
	Classified as Residential	Classified as Rural	Previous interactions	No interactions
Open air burning	61%	41%	61%	60%
Hazardous fire	87%	76%	89%	86%
Incinerators	70%	45%	74%	67%

Data source: Surveys

Table 20 shows that participants living in 'rural' suburbs did have a different opinion about whether Council should manage managing fire and smoke nuisance on private land, compared to participants living in more residential suburbs:

- 41% of rural participants thought it reasonable that Council manage open air burning.
- 45% of rural participants thought it reasonable that Council manage incinerators.

There was a smaller difference of opinion regarding Council management of hazardous fire - 76% of rural participants thought it reasonable that Council manage this compared to 87% of participants living in more residential suburbs.

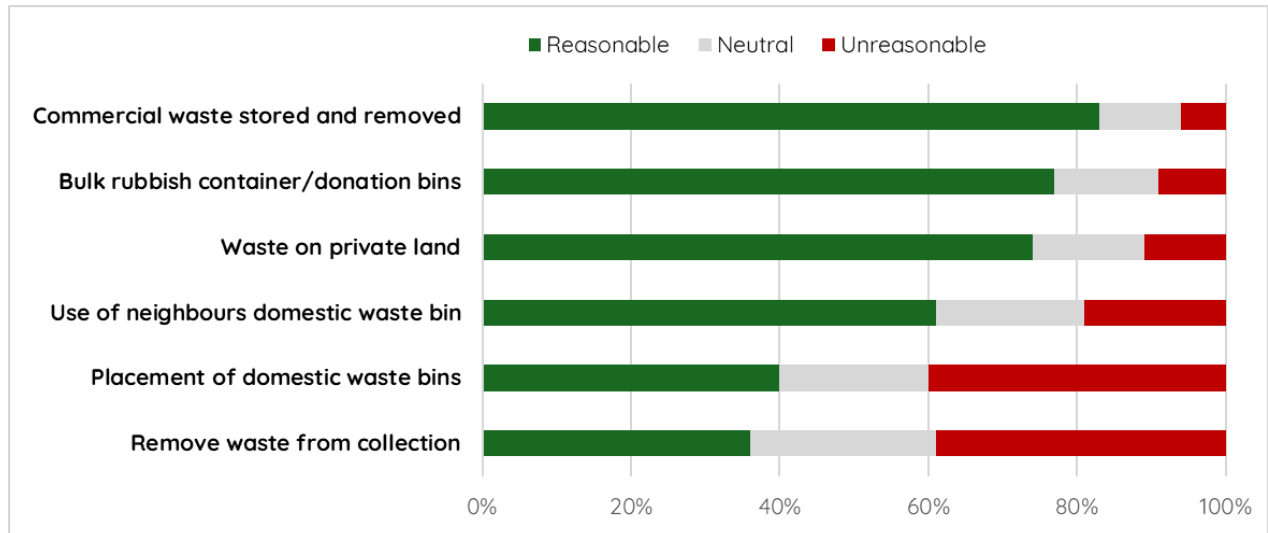
Direct experience interacting with the Local Laws team did not seem to impact participant opinion on the topics of open air burning and hazardous fire. However, there was a small difference of opinion between these groups regarding Council management of incinerators (74% compared to 67%, saying it was reasonable).

5.5 Correct storage and disposal of residential and commercial waste

The fifth broad area tested in the engagement was managing the correct storage and disposal of residential and commercial waste. Figure 7 shows each topic and participants' views on the reasonableness of Council's in managing these topics. There was a higher level of support for Council managing three topics that most affect residential amenity -

commercial waste, bulk rubbish container/donation bins and waste on private land. There was a wide spectrum of views about Council managing topics that some perceived as largely harmless, such as the removal of waste from collection and the placement of domestic waste bins.

Figure 7. Summary chart - correct storage and disposal of residential and commercial waste



Data source: Surveys

Table 21 shows the detailed responses to each topic, on the reasonableness scale. Looking at Table 21, the findings to note are:

- For commercial waste, bulk rubbish containers/donation bins and waste on private land - higher percentages where participants thought Council's management was very reasonable.
- For placement of domestic waste bins and removing waste from collection - higher percentages where participants thought Council's management was very unreasonable.

Table 21. Is it reasonable that Council manages the correct storage and disposal of residential and commercial waste

Local Law topic	Very unreasonable	Unreasonable	Neutral	Reasonable	Very reasonable	TOTAL
Bulk rubbish container/ donation bins (permit to place a bulk rubbish container or donation bin)	43 4%	54 5%	155 14%	386 35%	457 42%	1095 100%
Placement of domestic waste bins (timing of bin out for collection)	181 17%	254 23%	220 20%	246 22%	194 18%	1095 100%
Use of neighbours' domestic waste bin (not deposit waste in bin where they do not reside)	85 8%	128 12%	215 20%	322 29%	344 31%	1095 100%
Remove waste from collection (not remove waste placed in bin or hard waste)	179 16%	245 22%	279 25%	186 17%	206 19%	1095 100%
Waste on private land (private land not used as dumping site)	50 5%	67 6%	166 15%	376 34%	436 40%	1095 100%
Commercial waste stored and removed (owner to keep clean)	29 3%	32 3%	123 11%	421 38%	490 45%	1095 100%

Data sources: Surveys.

Participants were able to add their own explanations of why they choose their responses to the topics or make other comments. Table 22 summarises the main themes arising from the 308 comments provided by participants.

Table 22. Additional feedback about the way Council works with the community to manage the correct storage and disposal of residential and commercial waste

Theme	Explanation and examples
Reasons given for disagreeing with one or more topics (n=103)	Specific justifications for answers to the topics listed: - Disagree with 24-hour rule. - Laws seem petty and unnecessary. - Owners of vacant blocks can't prevent illegal dumping. - Harmless using other bins or taking hard rubbish.
Education and enforcement (n=84)	Enforcement and fines not appropriate for mostly harmless behaviours. Failure to enforce current breaches particularly at commercial and industrial sites, so why continue to have these Laws. No permits for residential skip bins.

Theme	Explanation and examples
Criticism of current waste collection service (n=55)	Need more bins in public places, resent bin sizes being reduced, hard rubbish service criticisms, waste charges too high, complaints about smell and litter.
Importance of recycling (n=51)	Allow other residents to take hard rubbish, can be useful to others, more sustainable approach, request for set annual collection days, allow can/bottle collection for cash deposit.

Data sources: Surveys, community pop-ups.

Other minor themes were:

- General agreement that this is Council's role or direction is reasonable (n=14).
- Other general comments (n=8).

Feedback from Community Pop-ups

As shown in Appendix 2, participants at the community pop-ups were asked to respond to the broader topic only using coloured dots that represented their view of Reasonable (green dot), Unreasonable (red dot) or Unsure (orange dot). Overall 138 people answered the question 'Do you feel it is reasonable that Council manages the correct storage and disposal of residential and commercial waste?' with 90% saying it was reasonable, 8% saying it was unreasonable and 2% were unsure.

These responses are significantly different to the feedback collected via the online survey (as shown in Figure 7) however the specific topics are a mix of very low harm behaviours and higher harm behaviours (commercial waste, donation bins).

Analysis of feedback by sub-groups

As previously noted the following table compares the feedback about managing the correct storage and disposal of residential and commercial waste for the two sub-groups:

- Residents living on large acreage or rural blocks (7% of participants) and residents living in more built-up areas in close proximity to their neighbours (91% of participants).
- Residents who have had direct experience interacting with the Local Laws team in the past two years (28% of participants) and residents who did not have any or limited interactions (72% of participants).

Table 23. Comparison of feedback - managing the correct storage and disposal of residential and commercial waste

Local Law topic	Percentage who said it was 'Reasonable' or 'Very Reasonable' that Council manages the issue			
	Classified as Residential	Classified as Rural	Previous interactions	No interactions
Bulk rubbish container/ donation bins	77%	70%	80%	76%
Placement of domestic waste bins	41%	30%	47%	37%
Use of neighbours' domestic waste bin	61%	52%	64%	59%
Remove waste from collection	37%	23%	44%	32%
Waste on private land	75%	58%	77%	73%
Commercial waste stored and removed	84%	70%	84%	83%

Data source: Surveys

Table 23 shows that participants living in rural suburbs were less likely to think it reasonable that Council manage any of the topics regarding managing the correct storage and disposal of residential and commercial waste, in particular:

- Waste on private land (58% compared to 75% residential participants).
- Remove waste from collection, and commercial waste stored and removed.

There were some differences of opinion when comparing participants who had direct experience interacting with the Local Laws team with those who had no/minimal interaction. On the topic of placement of domestic waste bins, 47% of participants who had direct experience interacting with the Local Laws team thought it reasonable that Council manages the issue, compared to only 37% of participants who had no/minimal interaction. For removing waste from collection, 44% of participants who had direct experience interacting with the Local Laws team thought it reasonable that Council manages the issue, compared to only 32% of participants who had no/minimal interaction.

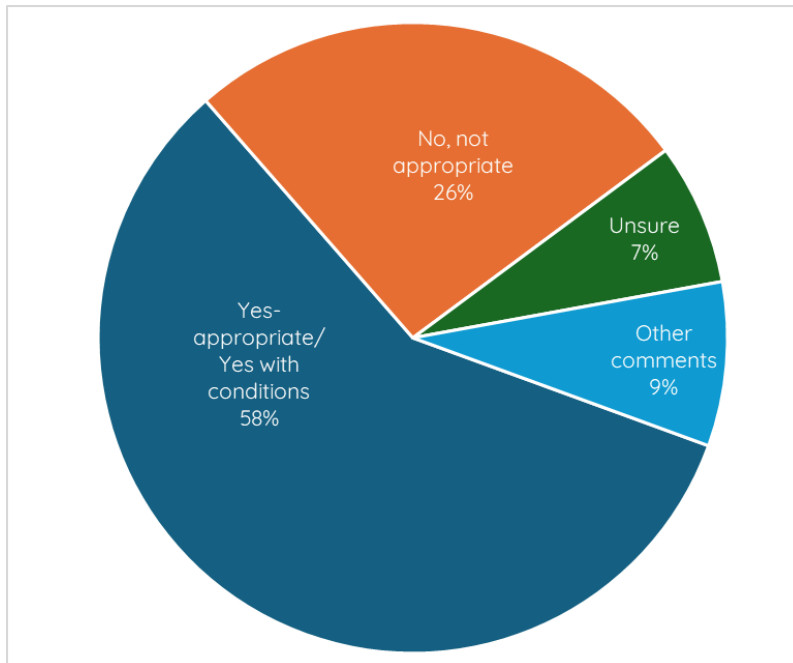
5.6 Education and enforcement

5.6.1 Reactive enforcement

The engagement question advised participants that Council's enforcement of the Local Law was reactive in nature, that Council will only become involved if there is a community complaint, or a request for a permit. They were asked to respond to the question 'Is Council's

current approach to enforcing this Local Law appropriate?' Overall 962 participants answered the question with 58% saying 'Yes' or 'Yes' given certain conditions, 26% said 'No' (not appropriate) and 7% were unsure. The remaining 8% made assertions or specific comments without expressing an opinion on the question.

Figure 8. Feedback on use of reactive approach by Council



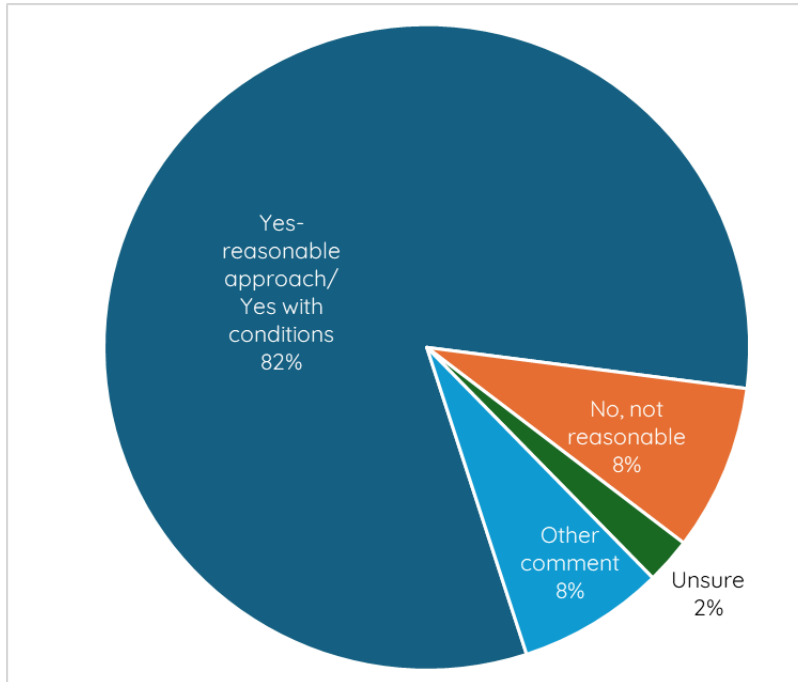
Data sources: Surveys, community pop-ups.

Feedback from Community Pop-ups

On the demographics survey card used for the community pop-ups, participants were asked 'Do you think Council's approach to managing the look, feel and safety of your streets and neighborhood through the Community Local Law is reasonable?' Overall 137 participants answered this question with 102 saying 'Yes' (75%), 25 saying 'No' (18%) and 10 participants were 'Unsure' (7%).

5.6.2 Education before enforcement

The engagement question advised participants that Council staff take an education approach, before giving out fines. They were asked to respond to the question 'Is Council's conversation first approach to enforcing this Local Law reasonable?' Overall 913 participants answered the question with 82% saying 'Yes' or 'Yes' given certain conditions, 8% said 'No' (not appropriate) and 2% were unsure. The remaining 7% made assertions or specific comments without expressing an opinion on the question.

Figure 9. Feedback on use of education before enforcement

Data source: Surveys

5.7 Other feedback for Council

5.7.1 Other survey feedback

As previously noted the five open-ended questions (one for each broad area) were answered in a consistent manner with the same themes recurring under each of the areas. Survey participants were given an opportunity to make any other comments on the question 'Do you have any additional feedback about the Casey Community Local Law 2023?'. Given these consistent themes throughout this report, the 381 responses to this question are summarised as follows:

- General negative feedback about Council including this engagement project (n=88).
- Suggestions about future implementation of all parts of the Local Law (n=86).
- Local Law needs to be reviewed and fixed in particular the private land sections (n=72).
- Local Law shouldn't be a priority, focus on other service delivery (n=38).
- Suggestions about actions required for other services or facilities (n=34).
- General positive feedback about Council including this engagement project (n=32).
- Other comments unrelated to local government (n=19).

5.7.2 Community and Councillor Workshops

Four community workshops were planned however two were cancelled due to no registrations/attendees – in total, six participants attended the two workshops. One Councillor workshop was also delivered with nine of the 12 Councillors in attendance. The Councillor focused workshop followed the same format as the community workshop and

Councillors were encouraged to participate in the workshop as a community member, or bring in the view of their community.

Following a short introduction to the project and a high level presentation of engagement findings so far, workshop activities were developed based on the following discussion topics:

- Local issues, current or emerging that are likely to affect local amenity, safety or neighbourhood character.
- Views on what Council's role should be in managing these issues.
- Consideration of particular scenarios and if permitted, what conditions would make it acceptable and what concerns should be addressed. Scenarios chosen were based on the presence of divergent thinking from the wider community.

Local issues, current or emerging likely to affect amenity, safety or character

Both Councillors and community identified a range of issues that were impacting on the visual amenity and character of the area, or decreasing safety. Issues identified included:

- Graffiti - increase in the area, longer wait times for removal of graffiti.
- Littering - increase in the area, in locations where Council does not have direct control or ownership (e.g. waterways within estates), contribute to a feeling of unease and lack of pride.
- Impact from residential development, management of waste during the build (skip on nature strips, overflowing waste bins) and increased traffic during the new build process both creating safety and amenity concerns.
- Rough/homeless sleepers - increase in people sleeping rough and the associated "mess" and waste created in these areas (e.g. near where people use the ATM).
- Smoking and vaping - second-hand smoke and rubbish and the impact on the safety and amenity of the area.
- Shortage of housing and alternative housing - making sure the Local Law does not impact the diversity of housing stock available (tiny homes).
- Bird feeding in public places - increase in faeces and mess where the public are feeding birds (e.g. activity centres).
- Derelict and unsafe private land - commercial and private property can have areas that are unsafe (pot holes within roads, high grass).
- Increase in car ownership - more people are parking on the nature strip, blocking neighbour's driveway access and causing narrowing within the street. Increase in car ownership believed to be linked to an increase in the number of multi-generational families and home garages being converted into a living area.
- Dangerous driving around schools, increase in the number of people parking illegally or driving recklessly around schools (e.g. illegal U-turns)
- Increase in home businesses/work from home - increasing noise, traffic movement and waste.
- Larger family gatherings/celebrations happening more regularly at home (different from the occasional party) - occurring more often and impact traffic movement, noise and neighbourhood amenity.

Council's role in addressing these issues

While not all the suggestions aligned with the emerging issues identified, the suggestions do provide Council with some areas to consider in relation to the effectiveness of the Local Law or improve the community's general safety and wellbeing. Community ideas:

- Taking a 'no tolerance' approach to graffiti, working with other stakeholders and Police to ensure offenders are cleaning up tags and graffiti. One participant suggested that while Council is waiting for the graffiti to be removed, "spray paint graffiti black while you are waiting for the clean up, so they don't get the peer rewards".
- Work more closely with other land and water way owners; waterways within estates and the area are a catchment for rubbish and trolleys, particularly where they are located next to a supermarket or fast food chain. Council does not have jurisdiction within these areas so relies on these land owners to remove waste and trolleys which currently takes a long time to go through a bureaucratic reporting process. Idea to work with developers during the planning process to think through location of decorative waterways away from these uses.
- Work more closely with estate body corporate groups and resident action groups. Many of these groups are working to enforce similar local laws and could align their work more closely to Council.
- Better proactive communication of the Local Law so there is less conflict between neighbours. Provide clear explanations around the enforcement and education component of the Local Law so people understand the process.
- Clearer definitions around temporary dwellings and the length of time that a temporary dwelling can be in place.
- Increase road line marking where there are uses that increase traffic (schools, community centres) to show where parking is and isn't permitted.
- Increase in the number of Local Laws Officers to patrol areas where there is likely to be traffic violation or conflict.
- Creating community spaces that are affordable, increase awareness of these spaces to increase community use of these spaces rather than their home.
- Educating the community on the role of each agency and who to contact with regards to local issues or complaints.
- Aligning the 'seizure' and 'notification' process so that notification happens at the same time as a seizure. Notifying both the owner and occupier/tenant of the property

Permit conditions

Four scenarios were presented and selected by Conversation Co based on where there were divergent views in the community. Under each scenario participants were invited to consider the conditions that would make it acceptable to be permitted, and what concerns (e.g. noise, safety, amenity) should be addressed.

Four scenarios were:

- Shipping Container.

- Storage of semi-trailers on private land.
- Temporary dwelling on private land.
- Car repairs at home.

Across each workshop, participants gravitated towards discussion around permits for the shipping container.

If permitted, what conditions would make it acceptable?

- Neighbours agreement/notification, consultation with neighbours at least in the immediate areas to the check for acceptance.
- Having a clear plan (including photos of location etc).
- Need for a permit if it is beyond an accepted period of time, suggestion to benchmark this with other Councils or align with current temporary dwelling permit (>14 days).
- Level of visibility, if it is visible from the road permit is required.
- Size of land able to locate the shipping container within specified distance from the boundary.
- Shipping container to be in a good condition.

What concerns (e.g. noise, safety, amenity) should be addressed?

- Time permit longer than three months a review or check in from Council or regulatory authority is required.
- Noise and hours of operation within the shipping container (work to be done within a certain hour of the day).
- Number of containers - one or two - consider the size of block and access.
- Weight and contents of the shipping container, or intended use.
- Drainage and pooling around the shipping container (short term and long term).
- Future impacts of the shipping container (e.g. vermin attracting).
- Ensure shipping containers are not used to store dangerous items, food items or hazardous chemicals.
- Potential damage to walkways and crossways during movement and placement.
- Community being 'stuck' with the shipping container after there is a permit issued, having an objection system if it's not working out.

5.7.3 Submissions

Three submissions were made to this engagement program - two from Casey residents (who attached a submission to their online survey response) and one separate submission from the Casey Residents and Ratepayers Association. The suggested changes or additions to proposed Local Laws from the three submissions are as follows:

General points made in the submissions:

- Clearer communication on the Council website about the law specifications and the exact changes to previous Local Law.
- Test specific law changes in the survey.

- Highlight specific law changes and present examples of how the new proposed laws may differ to current local law.
- Timeliness of website and version control of related documents
- Clear open date for the community consultation period.
- Suggested better alignment between the proposed changes to Local Law and current stipulations for vehicles under the Planning Scheme, recognising the planning scheme already considers vehicle size, land use, amenity impacts, and neighbourhood effects, and is more comprehensive than proposed Local Laws permits.
- Reassessment of local law permit fees:
 - proposed fees do not reflect harm to community, particularly if the vehicle is out of sight on private land
 - fees raised would be disproportionate to enforcement costs
 - risk of residents being charged twice
 - fees are designed for commercial use but are unfairly applied to private or casual use cases (e.g. caravans, trailers, motorhomes).
 - proposed changes to local law differ across rural and residential areas

Clause specific recommendations are listed below:

Clause 23.

- Make it easier for residents to find out whether they can have a shipping container on their private land.
- For residents on larger land sizes, do not limit the time a shipping container can be on private land if it is not causing any negative or detrimental impacts to the amenity of the area.
- Provide clarity for where shipping containers can be stored on land that is not for residential purposes and may be used by businesses or organizations for storage or other activities particularly during renovations and relocations.

Clause 28.

- Two-vehicle limits should be loosened or removed for large properties, or properties that are isolated in low-density areas.
- The proposed law allows for the removal of excess unregistered vehicles stored in a garage, shed, or backyard out of public view. This is unfair and should be corrected.
- Remove the permit system as it suggests that if an applicant receives a permit then activities causing detrimental impacts to the community are acceptable.
- Review the need for this Local Law. If a resident's activities are having a detrimental impact on the amenity of the area, they should not be necessarily permitted to do so with the payment of a fee.

Clause 29.

- Consider having exemptions based on land size (and location of the parked vehicle) as to whether a private land occupier or owner requires a permit for storage of a heavy and/or overlength vehicle.

Clause 30.

- Permit requirements for the use of recreational vehicles should be loosened or removed for large properties, taking into account local conditions.
- Ensure there are sufficient times on each day of the week that residents can use a recreational vehicle on their property (whether they require a permit or not).

Clause 76.

- Notice of Impounding should be immediately, not within four days of impounding.
- Council publishes the guidance or framework that Authorised officers work within when and if they exercise powers under the Local Government Act when entering 'any land or building in the municipal district' to carry out and enforce the Local Law.

Clause 78.

- Concern for power given to the CEO to enforce Local Law at their discretion.

6. Engagement evaluation

The following measures of success were identified prior to the engagement commencement. Following the finalisation of this engagement report, the project team will also be conducting a debrief session to review all engagement and communications activities and consider any process improvements.

Table 24. Measures of success for engagement evaluation

Engagement measures - Process	Success criteria	Result
Total participation by minimum of 1000 persons	Participation numbers across all engagement activities	Achieved: There was participation from a minimum of 1242 persons. There were additional visitors to the community pop-ups who did not complete written feedback.
Participation from suburbs across the municipality	Proportional participation as per Census data	Achieved: There was a good spread of participants across the sub-regions of Casey and largely proportional representation. The area that was particularly under-represented was Clyde-Clyde North.

Participation by gender, age groups and culturally diverse populations	Proportional participation as per Census data	Gender - Not achieved: 58% of participants were women (community proportion was 51%). The gender balance was more proportional than many other community engagement projects which tend to see an average gender split of 70/30%. Target Age Groups - Not achieved: This engagement project targeted persons aged 15+ years in the community. There were proportionally low levels of participation by those aged 15-19, 20-24 and 25-29 years and adults aged 40 to 69 years were over-represented. First Nations - Achieved. Culturally diverse - Not achieved: Participants who identified as speaking a language other than English at home were significantly underrepresented in this engagement.
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7. Appendices

Appendix 1a - Promotional door hanger

SHARE YOUR FEEDBACK ON A NEW CASEY **COMMUNITY LOCAL LAW**

We know everyone has different ideas about what is needed to protect our way of life, making sure you feel proud to live and/or work in Casey. We also know what works in one part of our community, is different in another.

Your feedback will help us to review the Casey Community Local Law 2023 and make sure it helps to protect and enhance the Casey way of life enjoyed by you, your family and friends for the next 10 years.

Scan the QR code to share your feedback by **1 June 2025**. You can complete a survey or visit a local pop-up activity — we'd really value hearing from you!



The Casey Community Local Law is designed to help everyone in the community live safely, respectfully, and harmoniously. It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood.

Here's what it helps with:

- **Keeping neighbourhoods safe and tidy:** It sets rules around rubbish, overgrown grass, and things like shipping containers or sheds being used in ways that make an area look unsightly or unsafe.
- **Protecting shared spaces:** It ensures nature strips, parks, and footpaths stay clear, safe, and accessible for people walking, using wheelchairs, or pushing prams.
- **Respecting neighbours:** The law helps avoid noisy or disruptive activities — like constant motorbike use in backyards or heavy trucks in quiet streets — by setting fair limits.
- **Supporting vulnerable residents:** Sometimes Council deals with complex cases involving people struggling with mental health or other challenges.
- **Permits and fairness:** When someone wants to do something out of the ordinary (like holding an event on Council land), they need a permit.

Visit https://conversations.casey.vic.gov.au/llreview_25 for more information or to find a pop up near you.

Appendix 1b - Promotional postcard



CASEY.VIC.GOV.AU

SHARE YOUR FEEDBACK ON A NEW CASEY COMMUNITY LOCAL LAW

We know everyone has different ideas about what is needed to protect our way of life, making sure you feel proud to live and/or work in Casey. We also know what works in one part of our community, is different in another.

Scan the QR code and help us to review the Casey Community Local Law 2023 to make sure it helps to protect and enhance the Casey way of life enjoyed by you, your family and friends for the next 10 years.

Provide your feedback before **1 June 2025** via a survey or by visiting a local pop-up activity — we'd really value hearing from you!



The Casey Community Local Law is designed to help everyone in the community live safely, respectfully, and harmoniously. It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood.

Here's what it helps with:

- **Keeping neighbourhoods safe and tidy:** It sets rules around rubbish, overgrown grass, and things like shipping containers or sheds being used in ways that make an area look unsightly or unsafe.
- **Protecting shared spaces:** It ensures nature strips, parks, and footpaths stay clear, safe, and accessible for people walking, using wheelchairs, or pushing prams.
- **Respecting neighbours:** The law helps avoid noisy or disruptive activities – like constant motorbike use in backyards or heavy trucks in quiet streets – by setting fair limits.
- **Supporting vulnerable residents:** Sometimes Council deals with complex cases involving people struggling with mental health or other challenges.
- **Permits and fairness:** When someone wants to do something out of the ordinary (like holding an event on Council land), they need a permit.

Visit https://conversations.casey.vic.gov.au/llreview_25 to complete the survey and go in the draw to win 1 of 5, \$200 Westfield Vouchers.



Appendix 1c - Promotional posters and displays

(three versions produced with different images, only one version is shown here)


CASEY.VIC.GOV.AU

SHARE YOUR FEEDBACK ON A NEW CASEY **COMMUNITY LOCAL LAW**

We know everyone has different ideas about what is needed to protect our way of life, making sure you feel proud to live and/or work in Casey. We also know what works in one part of our community, is different in another.

The Casey Community Local Law is designed to help everyone in the community live safely, respectfully, and harmoniously. It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood.

Your feedback will help us to review the Casey Community Local Law 2023 and make sure it helps to protect and enhance the Casey way of life enjoyed by you, your family and friends for the next 10 years.



Scan the QR code or visit XXX to provide your feedback before **1 June 2025**.


SCAN ME



Share your feedback on a new Casey Community Local Law

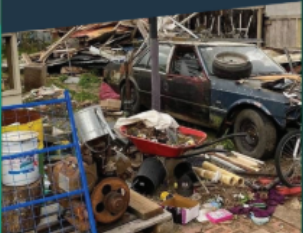
The Casey Community Local Law is designed to help everyone in the community live safely, respectfully, and harmoniously. It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood.

Your feedback will help us to review the Casey Community Local Law 2023 and make sure it helps to protect and enhance the Casey way of life enjoyed by you, your family and friends for the next 10 years. Consultation closes Sunday 1 June 2025.

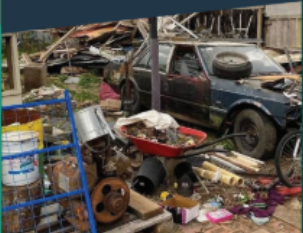



SCAN ME

Unruly (and hard) with excessive amounts of rubbish, graffiti or is visually unpleasant



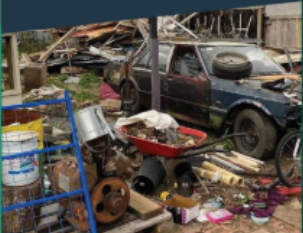
Unruly (and hard) with excessive amounts of rubbish, graffiti or is visually unpleasant






SCAN ME

Unruly (and hard) with excessive amounts of rubbish, graffiti or is visually unpleasant



Appendix 2 - Pop-ups engagement questions & demographics survey card



DO YOU FEEL IT IS REASONABLE THAT COUNCIL MANAGES THE FOLLOWING ISSUES?

Place a red dot for unreasonable, a green dot for reasonable, or orange for unsure, beside each part of the local law.

Protecting the look and feel of your streets and neighbourhoods

Keeps our neighbourhoods safe and tidy by requiring property owners to maintain their land, manage risks like rubbish, overgrowth, pests, and obstructions, and follow rules around lighting, fireworks, and building condition.

Managing the number of temporary structures on private land

Restricts the use of shipping containers and temporary dwellings on private land in residential areas, only allowing them with a permit or for limited short-term use.

Managing vehicle movement, storage and machinery on private land

Regulates vehicle use on private land, including requiring Council-approved crossings, limiting the number of unregistered vehicles to two and heavy vehicles in excess of 7.5 m or 4.5 GVM, restricting vehicle repairs that impact neighbourhood amenity, and controlling the use of recreational vehicles to prevent nuisance, damage, or safety risks.

Managing fire and smoke nuisance

Restricts open air burning to ensure safety and minimise harm, prohibiting the use of incinerators and the burning of hazardous materials like rubber, plastics, chemicals, and construction waste, while allowing small, safe fires for cooking or heating.

Managing household and commercial waste

Regulates the placement of bulk rubbish containers and donation bins, sets rules for when domestic bins can be put out and brought in, prevents the misuse of neighbours' bins, stops waste scavenging, and requires property owners to keep land free from dumped rubbish and maintain clean, sanitary waste storage.

CASEY COMMUNITY LOCAL LAWS



Do you think Council's approach to managing the look, feel and safety of your streets and neighborhood through the Community Local Law is reasonable?

☐ Yes

☐ No

☐ Unsure

Please explain your reason

.....

.....

Council will only become involved if there is a community complaint, or a request for a permit. Is Council's current approach to enforcing this Local Law appropriate?

☐ Yes

☐ No

☐ Unsure

What best describes your connection to the City of Casey? (Select all that apply)

- ☐ I live in the City of Casey (renter, ratepayer)
- ☐ I own a house/land in Casey but do not live in Casey
- ☐ I own or operate a business with the City of Casey
- ☐ I study in the City of Casey
- ☐ I work in the City of Casey
- ☐ Other, please specify

How do you describe your gender?

- ☐ Woman
- ☐ Man
- ☐ Transgender female
- ☐ Transgender male
- ☐ Non binary
- ☐ Prefer not to say
- ☐ Self-describe

Your age:

Your suburb:

In the past two years, have you had an interaction with the City of Casey's Local Laws team? (Select one)

- ☐ I have received a Notice to Comply from Council
- ☐ I have received an Infringement Notice from Council (not including parking fines)
- ☐ I have made a complaint against my neighbour or someone in my community
- ☐ I have applied for, or been the recipient of a permit (not including building permits)
- ☐ I have no personal prior experience with the Casey Community Law or Local Laws Team
- ☐ Other, please specify

Please select any of the statements that apply to you:

- ☐ I am from an Aboriginal and/or Torres Strait Island background
- ☐ I speak another language other than English at home
- ☐ I am a person with a disability
- ☐ I identify as LGBTIQ+
- ☐ I'd prefer not to say
- ☐ None of these apply to me

Appendix 3 - Community survey

Share your feedback on a new Casey Community Local Law 2025

Open for feedback until 1 June 2025

Privacy Statement

City of Casey is committed to protecting your privacy. Your personal information will be handled in accordance with the Privacy and Data Protection Act 2014. All personal information collected by the City of Casey will only be used for the purposes outlined within our Collection Statement. Councils Privacy Policy is available from our website [Privacy Policy | City of Casey](#) and all Council Customer Service Centres. For further Information about how Council manages and uses your personal information or how you can access and/or amend your personal information please contact Councils Privacy Officers via our website [Leave your feedback form | City of Casey](#) or by calling on (03) 9705 5200.

01. I understand and agree to Council's privacy statement. **Required**

Yes

02. I understand and agree to Council's collection statement. **Required**

Collection Statement City of Casey (Council) is collecting your personal information through The Casey Community Local Law 2023 review to capture feedback on the Local Law. The Local Law It sets out basic rules to manage things like how properties are maintained, the use of public spaces, and how people interact with their neighbourhood. The feedback for the Local Law Review will be collected to ensure it helps to protect and enhance the Casey way of life enjoyed by our residents. Your personal information will only be collected if you give your consent at the time we collect the information from you, unless an exception within the Privacy and Data Protection Act 2014 applies or is required by law. The personal information requested on this form is being collected by Council for the purposes of reviewing the local law, and will be provided to engagement consultants Conversation Co. to assist with in-person data collection, analyse and theme collected data and provide a comprehensive engagement summary report - including verbatim free text responses. I understand that if I provide my personal information as a part of this review, that this information will be provided to a 3rd party consultant. Personal information will not be published in a summary report, but verbatim responses may be. If you wish to gain access to the information provided or amend any of the personal or business information you have supplied to Council, please contact Council via telephone on (03) 9705 5200. Council will not be liable for copy or misuse of the information contained in this CFP form by third parties.

Yes

03. What best describes your connection to the City of Casey? **Required**

Select all that apply.

Select one answer only
I live in the City of Casey (renter, ratepayer)
I own a house/land in Casey but do not live in Casey
I own or operate a business within the City of Casey
I study in the City of Casey
I work in the City of Casey
Other, please specify

04. In the past two years, have you had an interaction with the City of Casey's Local Laws team?
Required

Select one answer only
I have received a Notice to Comply from Council
I have received an Infringement Notice from Council (not including parking fine)
I have made a complaint against my neighbour or someone in my community
I have applied for, or been the recipient of a permit (not including building permits)
I have no personal prior experience with the Casey Community Law or Local Laws Team
Other, please specify

Private Land

The following are key sections of the Casey Community Local Law that govern activities within private land. We would like you to consider if Council's involvement within these areas is reasonable.

05. Protecting the look and feel of your neighbourhoods Required
Thinking about where you live, do you feel it is reasonable that Council manages the following issues to protect the look and feel of your streets and neighbourhood?

Unightly land (land with excessive amounts of rubbish, graffiti or is visually repugnant)
Very unreasonable
Unreasonable

Neutral
Reasonable
Very reasonable
Dangerous land (land which has been allowed to be able or likely to cause harm or injury)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Dilapidated buildings (a building which is in a state of disrepair or partial ruin due to age or neglect)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Overlength Grass (grass, weeds on private property that exceeds 30cm)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Harmful weeds (not allow noxious weeds to be present e.g. Alligator weed or other prohibited/ control weeds)
Very unreasonable
Unreasonable
Neutral
Reasonable

Very reasonable
Obstructions from Private Land (nothing on the property – plants, fences or signs – overhangs the boundary in a way that blocks views, access, safety, or council work)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Discharge of Fireworks on Private Land (a person must not, except with permit discharge any fireworks from private land)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Pests on Private Land (an owner or occupier must take steps to have an unmanaged bee hive or swarm, wasps nest, mice or rats removed)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable

06. Do you have any additional feedback about the way Council works with the community to protect the look and feel of neighbourhoods?

--

07. Managing the number of temporary structures on private land ^{Required}
 The Local Laws team response to reports of temporary structures (e.g. tents, lean-to or semi-permanent structures) to manage the number of temporary structures on private land. Permits can also be sought from Council to permit the use of temporary structures. Do you feel it is reasonable that Council manages the following issues?

Shipping Containers (unless permitted a shipping container must not be kept on private land in a residential area)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Temporary Dwellings (unless permitted a temporary structure or dwelling for 14 days in any 60-day period)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable

08. Do you have any additional feedback about the way Council works with the community to manage the number of temporary structures?

--

09. Managing vehicle movement, storage and machinery on private land ^{Required}
 The Local Laws team works closely with VicRoads, Victoria Police and Department of Transport to manage the number and movement and storage of vehicles on private land. Do you feel it is reasonable that Council manages the following issues?

Vehicle Crossing (a vehicle must enter or leave private land by a Council approved vehicle crossing; except with permit must not construct, install, remove or alter a vehicle crossing servicing that private land)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Vehicle repair (a person without a permit, use private land to dismantle, repair or service vehicles or machinery where the activity is detrimental to the look and feel of the area)

Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Number of unregistered vehicles (except with a permit must not keep more than two vehicles on private land that are not registered with or have a permit from the Department of Transport or any other relevant authority)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Heavy and Overlength Vehicles (except with a permit keep any vehicle that is 7.5 metres or longer or has a Gross Vehicle Mass greater than 4.5 tonnes).
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Use of Recreational Vehicle (e.g. motorbike, car, electric scooter on private land except with permit, and (with permit) ensure this use does not cause a nuisance, damage or endanger any person or property).
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable

10. Do you have any additional feedback about the way Council works with the community to manage the movement and storage of vehicles and machinery on private land?

--

11. Managing fire and smoke nuisance ^{Required}

The Local Laws team works closely with emergency services to manage the risk of injury and nuisance from fires used for the purposes of cooking or heating. Do you feel it is reasonable that Council manages the following issues?

Open Air Burning (excludes barbeque for the purpose of cooking food, brazier or chiminea for heating)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Hazardous Fire (must not burn in open air any rubber, plastic, petroleum oil, chemicals, food wastes or build and construction waste)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Incinerators (a person must not erect, construct, install, use or allow to be used an incinerator on any land)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable

12. Do you have any additional feedback about the way Council works with the community to manage the risk of injury and nuisance from fires?

--

13. Waste ^{Required}

The Litter Prevention Team works to ensure the correct storage and disposal of domestic and commercial waste. Do you feel it is reasonable that Council manages the following issues?

Bulk Rubbish Container/Donation Bins (a person must not, without a permit or delegated approval place a bulk rubbish container or donation bin in or on a public place or road)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Placement of Domestic Waste Bins (an owner or occupier must not place an approved waste bin out for collection more than 24 hours prior to collection, and must return the bin to private land with 24 hours after the collection)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Use of Neighbours Domestic Waste Bin (a person must not without consent, deposit waste or other matter in any approved waste bin supplied which they do not reside) .
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Remove Waste from Collection (a person must not remove waste placed in a waste bin or from a hard waste service)
Very unreasonable
Unreasonable

Neutral
Reasonable
Very reasonable
Waste on Private Land (an owner of any vacant private land must take all reasonable steps to ensure that their private land is not used as a place to have rubbish, disused excavation or waste materials dumped on it)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable
Commercial Waste Stored and Removed (an owner or occupier must keep the area surrounding the bin/container clean and in a sanitary condition, and must regularly remove the bin/container so it is not overflowing)
Very unreasonable
Unreasonable
Neutral
Reasonable
Very reasonable

14. Do you have any additional feedback about the way Council works with the community to manage the correct storage and disposal of residential and commercial waste?

--

Enforcement

The following are key questions about Council's enforcement and administration of the Casey Community Local Law. We would like you to consider if Council's approach to enforcement is reasonable.

15. Council's enforcement of this Local Law is considered reactive in nature, that is Council will only become involved if there is a community complaint, or a request for a permit. Is Council's current approach to enforcing this Local Law appropriate?

--

16. In 2024 Council received approximately 10,000 complaints and issued 500 fines. To provide the opportunities for individuals to comply, Council staff will take an education approach, before giving out fines. This starts with a conversation with some education, then a further opportunity to make the needed changes (e.g. issuing a notice to comply). Is Council's conversation first approach to enforcing this Local Law reasonable?

--

17. Do you have any additional feedback about the Casey Community Local Law 2023?

--

About You

Your responses help us understand who is interested in and impacted by this project.

18. Your age group

Select one answer only
0 to 9
10 to 14
15 to 19
20 to 24
25 to 29
30 to 39
40 to 54
55 to 69
70+
Prefer not to say

19. How do you describe your gender?

Select one answer only
Woman
Man
Transgender Female
Transgender Male

Non-binary
Prefer to not say
Self describe
Self describe option here

20. Your suburb ^{Required}

Select one answer only
Beaconsfield
Berwick
Blind Bight
Botanic Ridge
Cannons Creek
Clyde
Clyde North
Cranbourne
Cranbourne East
Cranbourne North
Cranbourne South
Cranbourne West
Devon Meadows
Doveton
Endeavour Hills
Eumemmerring
Hallam
Hampton Park

Harkaway
Junction Village
Lynbrook
Lyndhurst
Lysterfield South
Narre Warren
Narre Warren North
Narre Warren South
Pearcedale
Tooradin
Warneet
Outside of Casey

21. Please tick any of the statements that apply to you. **Required**
Select as many as apply

Select all that apply
I am from an Aboriginal and/or Torres Strait Islander background
I speak a language other than English at home
I am a person with a disability
I identify as LGBTIQ+
I'd prefer to not say
None of these apply to me

22. How easy or difficult was it to find the information you needed? **Required**

Select one answer only
Very easy
Easy

Neutral
Difficult
Very difficult

23. How did you hear about the consultation on this project?

Select all that apply
Council e-news (Casey Catch UP)
Council staff member
Council website
Direct email
Letter
Signage
Social media
Word of mouth
Other (please specify)

24. What was missing?

Skip this question if

- you have not selected either "Neutral", "Difficult", or "Very difficult" in question How easy or difficult was it to find the information you needed?

--

25. Do you want to be entered into the competition to win 1 of 5 Westfield vouchers valued at \$200 each? **Required**

We will need your contact details to inform you if you have won.

Select one answer only
Yes
No

26. Name

Skip this question if

- your answer to question Do you want to be entered into the competition to win 1 of 5 Westfield vouchers valued at \$200 each? is not "Yes"

27. Email address

Skip this question if

- your answer to question Do you want to be entered into the competition to win 1 of 5 Westfield vouchers valued at \$200 each? is not "Yes"

Here's how you can submit your feedback:

Online Survey

From Monday 21 April to Sunday 1 June 2025, all community members will have the opportunity to help shape the new law by filling in the online survey. At the end of the survey, there is an opportunity to go into the draw to win 1 of 5 Westfield Vouchers to the value of \$200.

Attend a pop-up near you

Come and chat to our team at one of our 12, in-person, pop-ups, listed on this site.

Other ways to provide your feedback:

Post addressed to the Community Local Law Working Group and mailed to PO Box 1000, Narre Warren, 3805

Email addressed to the Community Local Law Working Group and emailed to caseycc@casey.vic.gov.au

Next Steps

All feedback will be reviewed and used to develop a draft Community Local Law 2025 prior to going out for public exhibition.

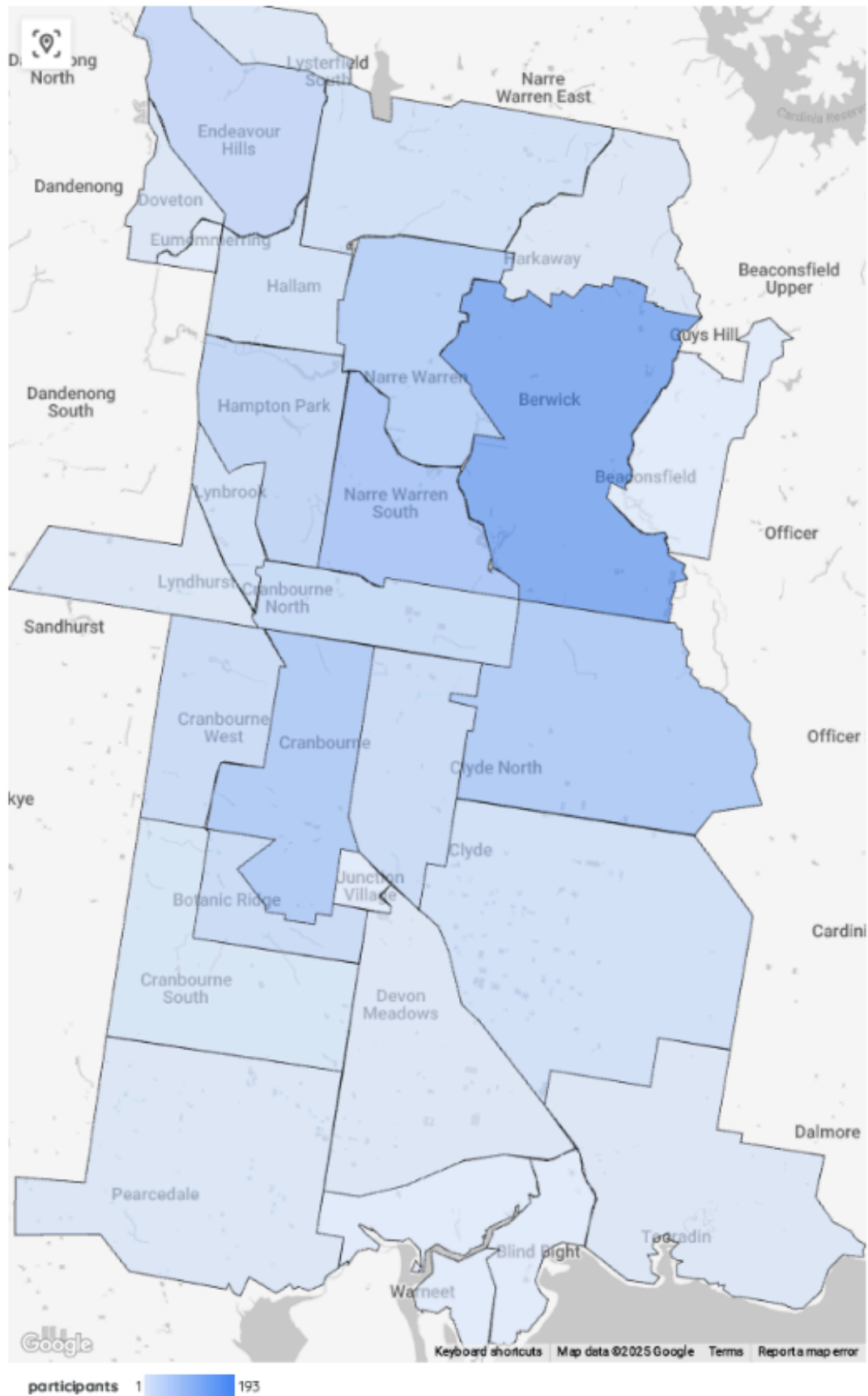
Who's Listening

Community Local Law Working Group

Email: caseycc@casey.vic.gov.au

Ph: 03 9705 5200

Appendix 4 - Map of participants' residential location



Appendix 5 - Participants' residential locations (full suburb list)

Residential suburb	No.	%	2025 Forecast %	Classified as Rural
Beaconsfield	5	0	-	
Berwick	193	16	12	
Blind Bight	5	0	) 1	
Botanic Ridge	50	4	2	
Cannons Creek	5	0	) 1	✓
Clyde	39	3	6	
Clyde North	100	8	14	
Cranbourne	94	8	5	
Cranbourne East	50	4	7	
Cranbourne North	52	4	6	
Cranbourne South	20	2	0	✓
Cranbourne West	47	4	6	
Devon Meadows	13	1	0	✓
Doveton	18	1	2	
Endeavour Hills	60	5	6	
Eumemmerring	1	0	1	
Hallam	30	2	3	
Hampton Park	63	5	6	
Harkaway	13	1	0	✓
Junction Village	6	1	1	
Lynbrook	33	3	2	
Lyndhurst	17	1	2	
Lysterfield South	17	1	0	
Narre Warren	90	7	7	
Narre Warren North	31	3	2	

Residential suburb	No.	%	2025 Forecast %	Classified as Rural
Narre Warren South	112	9	7	
Pearcedale	17	1	1	✓
Tooradin	13	1	) 1	✓
Warneet	6	1	) 1	
Outside of Casey	25	2	-	
Not stated (pop-ups)	10	1	-	
Casey - "residential" suburbs	1119	91	-	
Casey - "rural" suburbs	81	7	-	
Casey - Total	1200	98	-	
TOTAL participants	1235	100	-	

Data sources: Surveys, community pop-ups.

Source for 2025 population data is <https://forecast.id.com.au/casey> and 2025 population figures for Blind Bight, Cannons Creek, Tooradin and Warneet are combined.