



Cultivating Community Gardener Feedback Report

Our 2nd Annual Survey conducted across Public Housing
Community Gardens
July 2023

"..it provides a place of tranquility for me to escape the many troubles of this world.."



FEEDBACK ON OUR COMMUNITY GARDENS PROGRAM

Gardener's Feedback Survey 2023

The Annual Gardener Feedback Survey took place from April to June 2023. Its purpose is a chance for garden users to provide feedback about our service provision on behalf of Homes Victoria. This survey provides an opportunity for gardeners to share their thoughts and helps us enhance and modify our support within the garden community through reflection, review, and improvement.

This year 117 gardeners participated in the survey. The survey link was translated into six most common languages: English, Russian, Chinese, Turkish, Arabic, and Vietnamese.

To ensure impartiality and any bias, the survey was conducted independently by our Social Connection Officers and not members of the Community Garden Team.

The survey was implemented through a combination of in-person events at gardens with interpreters and the distribution of a survey link via text message to all other gardeners. These in-person events played a crucial role in creating a welcoming atmosphere that fostered connections and a strong sense of community among the participants.

Overall survey insights

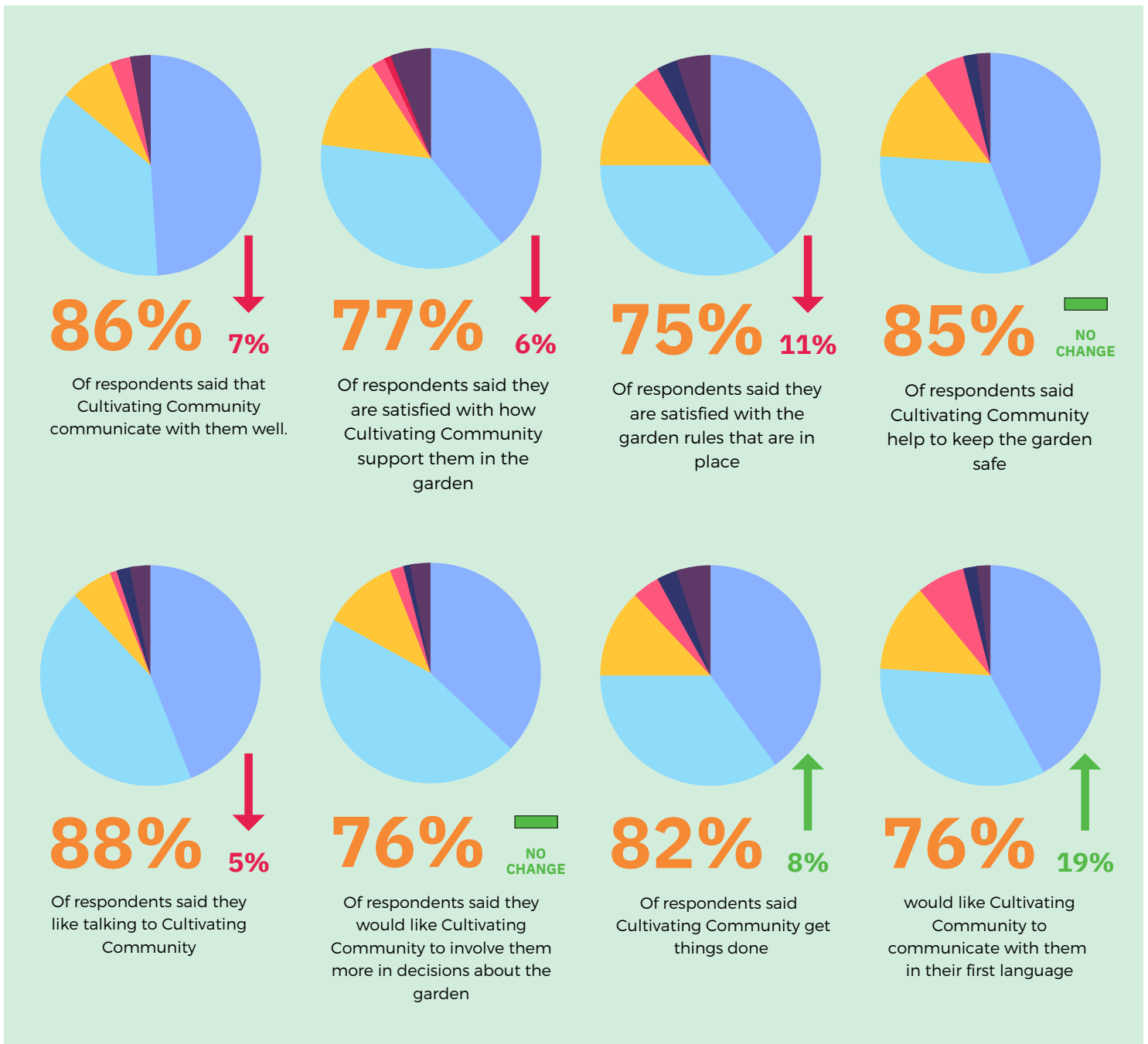
- The Winter Feedback Survey was distributed to a total of 650 gardeners. In 2023, we received responses from 117 individuals - **an increase of 62.5%** and above our goal by 42.5%. Respondants represented 18% of all gardeners.
- 58.97% (69) English
- 14.53% (17) Vietnamese
- 1.71% (2) Russian
- 4.27% (5) Turkish
- 5.98% (7) Arabic
- 14.53% (17) Simplified Chinese
- 64.10% (75) responded to the question asking for further comments on how we can improve our service. These responses encompassed a diverse range of feedback, with 34.7% (26) expressing positive comments, 52% (39) providing neutral feedback, and 13.3% (10) sharing negative comments.
- Changes in overall % movements could be attributed to increased participation figures.

"..we appreciate what you do for us.."

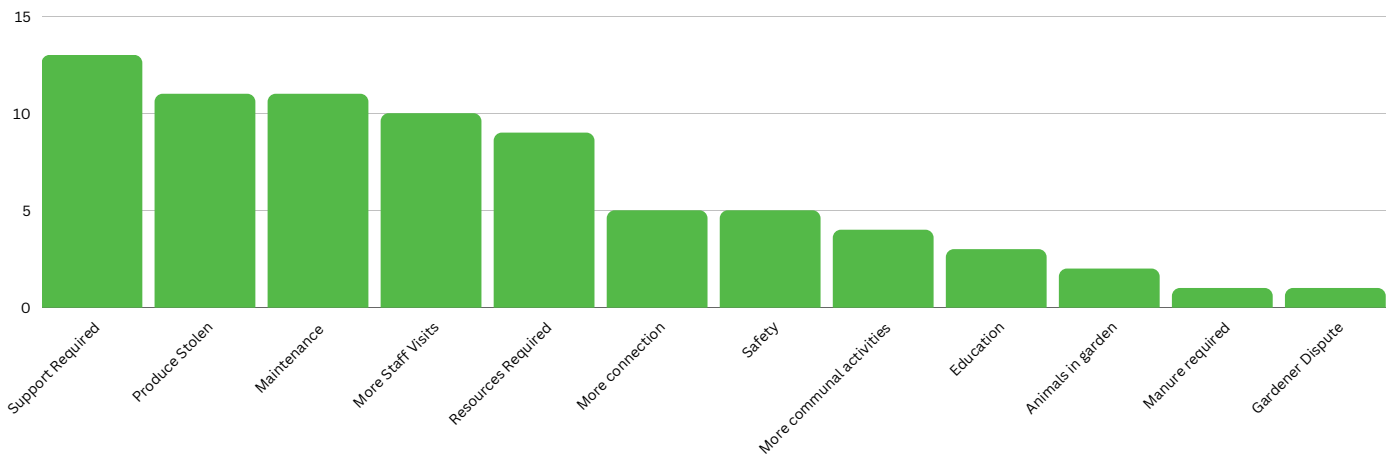


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How Cultivating Community supports the garden 2023 vs. 2022



● Strongly Agree
 ● Agree
 ● Not Sure
 ● Disagree
 ● Strongly disagree
 ● Blank
 ↑ Increase
 ↓ Decrease
 ▬ No change



Further Comments

Theft Issues:

14.7% (11) respondents encountered theft-related challenges in their gardens. Numerous individuals expressed their frustration when discovering that their produce had been stolen.

Support or resources required:

29.3% respondents told us they appreciate the resources, seedlings, seeds, compost, or manure.

Staff time and support:

13.3% respondents would like more visits by Cultivating Community team members. 17.3% (all of the above) suggested they need additional support with their garden.

Connection and communal activities:

12% of gardeners highlighted the potential benefits of engaging in more communal activities and fostering connections with fellow gardeners. Comments showed there to be a disconnect among the diverse cultures present.

Safety:

6.67% of gardeners voiced concerns regarding safety issues, specifically mentioning non-functional lights and the absence of security cameras. It is important to note that these concerns were acknowledged as feedback primarily directed towards Homes Victoria, rather than being attributed to Cultivating Community. The gardeners recognised that addressing these safety-related matters falls within the purview of Homes Victoria.

"I appreciate your team who have done such wonderful jobs. Thanks a lot"



Conclusion

The Winter Gardener Feedback Survey for 2023 (2nd year) has offered valuable insights into the garden community, representing a diverse range of cultures and languages. We have witnessed an increased response rate, indicating gardeners' growing interest in sharing their experiences and actively contributing to the enhancement of our services. This heightened engagement further strengthens our commitment to fostering a broad spectrum of participation and co-design with the community.

The survey has shed light on important issues related to infrastructure, human resources, enhancing connections, and ensuring safety within the garden community. These findings serve as valuable input for our ongoing efforts to address these areas.

What we will do next:

- Target 25% of all eligible gardeners for 2024, maintaining the work of our social connection team.
- Pursue additional human resource investment from Homes Victoria to further support our initiatives.
- Enhancing gardener input by implementing agreed actions and establishing clear timelines during annual garden planning meetings.
- Conducting an audit of lighting and security needs across the gardens, providing comprehensive costings for submission by December 2023 and July 2024.
- Recommending and costing a "pilot" model of improved security cameras to Homes Victoria for consideration.
- Engage in discussions to explore various options and demographics for/of gardeners who may require additional support. This may involve considering alternatives such as increasing communal and shared spaces, supported by our team, or increasing the utilisation of local community group spaces in specific targeted areas.

