ATTACHMENT 2:

Monash Loneliness Framework 2020 – 2025 Public Exhibition Feedback and Response

FEEDBACK					
No.	Respondent	Feedback Theme	Community Commentary Provided	Council Response	Framework References
1	Community member Female, 44, Mt Waverley, Anglo-Australian	Experience of loneliness	As a woman in her early 40s I often feel there is no way of making friends locally. It's too hard. People are too busy and with young kids you think it would be easy! Also kids no longer play in the street or with their neighbours so the kids get lonely you feel quite anonymous a lot of the time besides the postie! Impact (of loneliness) is more stressed and angry more easily from no social support and I have depression and anxiety. It's harder to parent without support from other networks or parents with kinder and prep aged kids. My kids want to play with their friends after school but have no after school social group.	Noted This anecdotal response informs Council's approach to addressing loneliness and the specific priority cohorts of the Monash population.	No changes required
2	Community member, Female, 82, Mt Waverley, Anglo-Australian	Experience of loneliness Council's current action to address loneliness	There are so many people who cope but in reality are not really coping, as it is the older generation's way of just getting on with life and not whinging. I am involved with some of council's activities and am very proud to live in Monash, having lived here for 62	Noted This anecdotal response will assist to inform Council's approach to	No changes required

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			years. The council has amazing programs for the elderly and fantastic people running them.	addressing loneliness and the specific priority cohorts.	
3	Community member, Male, 48, Glen Waverley, Indian (Living in AUS from past 20 years)	General	Framework has been created thoughtfully and mostly practical.	Noted	No changes required
			Collection of resource material used is comprehensive with reasonable proven data.	Noted	No changes required
		Recommendations	Inclusion of the recommendation from item 2 could help create better impact in achieving the overall objective -	Noted It is assumed that this respondent is referring to the VicHealth statement that "the most effective way to reduce loneliness is to make people feel connected to their community." quoted in Section 2: *Purpose of this Framework*. The Monash Loneliness Framework supports Council's broader strategic intent for the community, as outlined in the Monash Council Plan: 2017 – 2021. In this Plan one of the four strategic objectives is *An Inclusive Community: Our people and our communities are healthy, connected and engaged.* The Monash Loneliness Framework intends to provide an approach to one particular public health issues, but acknowledges the vast evidence-based which links the collective health and wellbeing of a community to the existence of strong social connections.	No changes required

				In response to this feedback, additional detail regarding the strategic link to the Council Plan has been included in Section 11: *Framework Context*	Section 11: *Framework Context*
		Places of worship	Include faith-based places of worship to Third Places p.5. Places of worship in Monash would be happy to support the cause	Noted In response to this feedback Council has added 'faith-based places of worship' to the included list of recognised third places.	Section 7: *How do we address Loneliness?*
4	Community Member, Female, 41, English, Clayton	General	I think it covers all the main areas of concern with loneliness	Noted.	No changes required
		Carers, people who do not have English as their first language	It is encouraging to see that awareness of individuals with chronic health face barriers to activities. I would expect to see that the same would apply to: carers, and people who do not have English as their first language.	Noted Inclusion of an updated infographic in the final Monash Loneliness In response to this feedback Council has strengthens its acknowledgement that there are barriers experienced by people with care responsibilities and people who speak English as a second language, which makes it more difficult for them to be reached, and to participate in activities. This was a theme in the early consultation feedback.	Infographic Section 9: *What has the community told us about loneliness?*
		Groups and cohorts that will require different approaches	There are groups who will require different approaches - the work of Different Journeys to support teens on the Autism Spectrum is one example of a targeted program that	Noted Council acknowledges that different approaches will be required when working with different cohorts of the Monash population. Specific actions	No changes required

			would not be supported by the general framework.	will be articulated through the upcoming municipal public health and wellbeing plan 2021 - 2025	
5	Works in the area of Monash, Female, 55, Australian, Nunawading, work covers Monash	General	Congratulations on all the work that has gone into this document.	Noted	No changes required
		Public health framework	I'm not sure that it is a framework but perhaps more of a discussion paper. It states that loneliness is a public health issue. In that case, it may be useful to organise the content using a public health framework - identifying the drivers and risk factors and interventions which may be at tertiary, secondary or primary prevention levels. This could assist council to plan strategy and actions.	Noted The Framework introduces a new public health priority area for Council to address, therefore the background research and rationale formed a significant aspect of the Framework.	No changes required
		Measuring Council's work to address loneliness and impact	Measurement of Council's work in this area will be very important, but as loneliness is individual, it may be very difficult to measure and to know if Council can or has made an impact. Again looking at the drivers and risk factors within Council's influence and what Council can change would be important to understand and measure.	This Framework is a supporting document to Council's next municipal public health and wellbeing plan 2021 - 2025 which will further identify the drivers and risk factors of loneliness and articulate the actions that Council will take. Evaluation of actions and interventions dedicated to loneliness will be measured on an annual basis through the mandatory municipal public health and wellbeing plan reporting. This evaluation will build Monash Council's understanding of the issues within the community and contribute to the evidence-base for the sector.	No changes required

6	Female, 50s, Anglo-Australian Box Hill - work	General	It is terrific that Monash Council is addressing one of the critical mental health issues that contribute to poor health outcomes.	Noted.	No changes required
		Building evidence	As you identify one of the difficulties of addressing loneliness from a public health perspective is that as yet there is a limited evidence base to draw from, so there is much to be learnt from the next phase of this work in Monash.	Noted. Council's Framework will seek to further develop an understanding of the issues within the community and contribute to the evidence-base for the sector.	No changes required
		Loneliness personal and individual, but work will be at community /society level	A further complication is that, as you also note, loneliness is deeply personal and individual, the trigger also being personal. By definition whilst work in public is ultimately concerned with the sum of individual outcomes, action takes place at the community or society level.	Noted. The Framework acknowledges the individual experience of loneliness but at the same time focuses on public health interventions which take place in a community setting to build social inclusion and community approaches.	No changes required
		Role of people who don't feel lonely	I don't think the paper quite addresses the role that people who don't feel lonely have to play in creating the environment in which people do	Noted. Through this work Council intends to leverage existing strong social community networks and partnership as a starting point to reaching community members who are, or are at risk of, experiencing isolation and loneliness. In response to this feedback, the role of people who are not feeling lonely has been more clearly articulated in Section 9.	Section 9: *What has our community told us about Loneliness?* (see sub-heading: *Monash already has a network of strong community activity*)

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		The actions to come from Framework should have focus on preventing loneliness, rather than responding to it	The degree to which the Framework hits the mark in addressing loneliness as a public health issue will be determined by the specific actions arising from this paper through the mechanisms described in the recommendations. Ideally these will have a focus on preventing loneliness rather than responding to it.	This Framework is a supporting document to Council's next municipal public health and wellbeing plan 2021 – 2025 [the Health Plan] which will further identify the drivers and risk factors of loneliness and articulate the actions that Council will take. The framework does identify specific life stages as linked to more susceptibility to loneliness. Therefore Council's approach to the next Health Plan will focus on preventative measures relating to these life stages.	No changes required
		Intersectional approach to address barriers and discrimination	The Framework acknowledges that addressing loneliness will require an intersectional approach. It will be important that the strategies address the causes of vulnerability to loneliness that arise because of varying identities and experience, which largely occur as a result of the attitudes and behaviours of people not experiencing this vulnerability. For example a person with a disability is more likely to experience exclusion from opportunities available to others in the community, often as a result of prejudice and ignorance.	Noted. The Framework adopts intersectionality as key principle in its approach to loneliness, as outlined in Section 3: *Guiding Principles*	No changes required
			It is this prejudice and ignorance that needs to be tackled to enable greater inclusion for the person with a disability. Taking a broader view of	The updated Infographic included in the final Framework specifically includes 'experiencing discrimination' as a risk factor for loneliness	Infographic

			loneliness within the realm of promoting social inclusion acknowledging responsibility community wide, whilst it cannot directly impact on the reasons why every individual who feels lonely does so, would provide an avenue for making lasting changes across society.	In response to this feedback Council has included 'Discrimination' as an additional risk/reason for loneliness.	Section 6: *Why are we so lonely?*
7	Staff member, Female		Feedback inspired by Brene Brown-	Noted.	
		The importance of speaking about loneliness	The importance of speaking about loneliness to give permission to people express how they feel	In Section 12: *Framework Recommendations,* Recommendation 3 commits Council to *Establish an agreed language for the way that Council talks about loneliness, and how it impacts on the wellbeing of the community. Use this to start a conversation with the community, to begin to break down stigma and stereotypes.*	No changes required
		The physical and emotional toll, pain and exhaustion of loneliness	The physical manifestations of loneliness and poor health associated could prevent people from seeking help or connecting with others	Noted. In Section 5: *What do we know about Loneliness?* the Framework acknowledges that there is a physical health impact akin to chronic pain to the experience chronic loneliness.	No changes required
8	Member of the public, Female, 42, Macedonian, Micaelago, NSW	General	Great starting point	Noted.	No changes required
		Affordable and accessible services	The dependency on infrastructure - Affordable and accessible transport networks and easy to access support	Noted. Section 3: *Guiding Principles* of the Framework acknowledges that	No changes required

			services. Eg aged care and social support. Especially for multicultural clients - often there are not enough care workers to support people. So many barriers to accessing services when you need supporting letters and there are waiting lists.	accessibility and inclusion are important which is why the Framework includes *Access and Equity* as a guiding principle. In response to this feedback, Council has added 'Accessibility' to the list of ways to address loneliness	Section 7: *How can we address Loneliness?*
9	Works in Monash, Female	Discussion Paper	I acknowledge that this is a draft, however the framework as it stands now reads more to me like a discussion paper.	The Framework introduces a new public health priority area for Council to address, therefore the background research and rationale was required as a significant aspect of the Framework to ensure both Council and community understanding of this emerging public health issue.	No changes required
		Council's role in loneliness	As stated loneliness is subjective and individualised. I would like to see what is in Council's sphere of influence. Explicitly what Council is able to do or influence that will benefit the broader community, rather than individual people.	This Framework is a supporting document to Council's next municipal public health and wellbeing plan 2021 - 2025 which will further identify the drivers and risk factors of loneliness and articulate the actions that Council will take.	No changes required
10	Staff member, Arts & Culture	Third spaces	Addition to Third Places (p.5): art galleries, special interest clubs and groups and arts and cultural groups	In response to this feedback 'Art galleries' has been added to the list of recognised Third Places. Special interest groups is already mentioned in this section and it is believed that this would broadly incorporate arts and cultural groups, for the purposes of the Framework.	Section 7: *How do we address Loneliness?*

		Culture as a way of connection	Expressing one's culture is a way of connecting ie. Aboriginal culture	In response to this feedback an item has been added to the list of ways to address loneliness: *'Recognising cultural diversity* and supporting free cultural expression, respectful of all cultural identities, as a foundation for social cohesion and connection.'	Section 7: *How do we address Loneliness*?
		Number of single person households -Monash	Question raised – what's the number of people living alone in Monash? Good to add this statistic to Framework	Noted. The Framework does state that people living alone is a potential risk factor for loneliness. In response to this feedback Council has included a statistic on single person households in Monash	Section 6: *Why are we so Lonely?*
11	Community resident, Female, Anglo-Australian, 39, Wheelers Hill	General	Thank you for developing this important piece of work	Noted	No changes required
12	Member of the public, Female, 54, Western Melbourne, Australian-Italian, Domestic Violence Survivor	Infographic	Infographic is so hard to read, visuals are good, headers are relevant and cover a wide range of areas	The infographic has been replaced with an updated one, designed specifically to reflect the content of the *Monash Loneliness Framework 2021 - 2025*	Infographic

13	Community resident, Female, 86, Teacher, Mt Waverley	General	Of the belief that the Framework hits the mark. It is expressed very well in the last paragraph on p.2	Noted	No changes required
			It is very comprehensive in all the discussion and proposed policy directives.	Noted	No changes required
14	Community member, Female, 57, Mulgrave, Indian	General	I think it is a great initiative. Loneliness is pressing issue, and will grow in volume as time progresses especially with aging community, multicultural population and Covid 19 limitations.	Noted	No changes required
		Stigma	It is a good timing to start planning ahead strategies that will reduce the stigma behind loneliness and putting programs in places that residents start engaging in without feeling out of place.	Noted	No changes required
		The power of a multicultural population	We are blessed that being multicultural makes us so rich and vibrant. We can devise ways to entertain and engage, which will lead to appreciation to each other' backgrounds. It is so important for us to bond with each other to work towards one cause, one nation ie is Australia	In response to this feedback an item has been added to the list of ways to address loneliness: 'Recognising cultural diversity and supporting free cultural expression, respectful of all cultural identities, as a foundation for social cohesion and connection.'	Section 7: *How do we address Loneliness*?
		Considerations for action	'Know thy neighbour' weekend, Street parties, communal kitchen gardening	Noted	No changes required

15	Community Resident, Female, 50, Hughesdale	Interventions, action plan and partnerships	In general it is OK. However, the big gap is the researching and understanding the enduring value of interventions – particularly, as per specific population segments. I think I would have preferred to see the response to this issue as an action plan (or intervention) responding to the Municipal Health Plan and probably more of a partnership approach across all segments of the Monash community.	Council acknowledges that research into the understanding of the impact of interventions to address loneliness is not extensive. It is for this reason that Council will place significant priority on the evaluation of the effectiveness of its community interventions (both to prevent and to reduce loneliness). This will form a significant focus of the Municipal Public Health & Wellbeing Plan annual evaluation, as stated in Recommendation 1 of the Framework.	No changes required
		Additional recommendation to outline the interventions and partnership approach	It is generally inward focused and would benefit from strengthening the partnership elements. Your framework does a good job in explaining the issue and in my view loneliness is generally well understood and researched. However, the effectiveness of interventions is not. I think this element can be strengthened either as a recommendation or outcome.	Recommendation 7 of the Framework states that Council will work in partnership with local agencies, community organisations, State and Federal government as well as our community leaders. Engage the community and stakeholder organisations in co-design solutions and benefit from local experience and insights.	No changes required
16	Community resident, Female, 77, Australian, Mt Waverley	General	It certainly is a very attempt [sic] to combat loneliness and I can't think of any improvements to it at the moment	Noted	No changes required

17	Community resident, Female, 40, Hughesdale, Australian	Online Communities	Framework not hitting mark as doesn't recognise that physical spaces are no longer a solution to address loneliness during COVID.	The timing of the development of the Framework meant that the longer term impact of COVID-19 on community life is evolving in real time. Council is actively responding to the ongoing needs of the community during the pandemic restrictions and is also proactively adapting services and programs to ensure that reduce the risk of social isolation as a result of COVID-19. Many Council programs, services and events have adapted continued to be offered online to the community for free throughout COVID-19 restrictions. Council's understanding of loneliness gained through the development of the Monash Loneliness Framework will inform its approach to planning for the future in a COVID-impacted world.	No changes required
		Live virtual events and activities	Not enough around online communities. Look to set up online communities until COVID ends eg Live virtual events Live virtual yoga/fitness/wellness sessions Live virtual groups for interest areas like book clubs, craft etc	Section 7: How do we address loneliness notes Social Media as a strategy for addressing loneliness. Research referenced in this section of the Framework suggests "that social media is most effective in tackling loneliness when it is used to enhance an existing relationship, or forge new meaningful connections. It can prove less effective if it is used as a replacement for real-life social interaction." Council understands the important role that online	

				communities and digital activities has played in ensuring people can have regular social interactions with others while COVID-19 restrictions are in place. The Monash Loneliness Framework will certainly inform Council's planning of any activities that are developed or adapted in response to COVID-19. To date, Council has successfully adapted many of its programs to be delivered online during COVID-19 and the interest in this continuing is noted. In response to this feedback, and in line with feedback received through other consultation activities during the development of this Framework, Council has strengthened its acknowledgement that there needs to be increased opportunities for online/digital communities and ways for people to connect and engage.	Section 7: *How do we address loneliness?*
18	Community resident, Female, 21, Indian-born but raised in Australia, Wheelers Hill	Recommendations – measures and outcomes	I think the first half of the framework is accurate in describing the phenomenon of loneliness in communities and why it has become so pervasive. However, the section 'Framework Recommendations' doesn't say much beyond changing the language and	Noted This Framework is a supporting document for Council's renewed Municipal Public Health and Wellbeing Plan (2021 – 2025), which will further	No changes required No changes required

			making it a priority - what are some specific measures/outcomes?	identify the specific actions, outcomes and evaluation measures that Council will deliver in order to address loneliness in the community.	
		Young people			No changes required
			Perhaps youth engagement to local volunteering opportunities or local services should be considered, as a young person myself it can be easy to get swept up in the global online community but the local community is neglected.	Section 7: *How do we address Loneliness?* the Framework does identify volunteering as an activity which can assist to prevent or reduce loneliness, as when a person provides service to others they feel a sense of purpose, value and connection to their fellow community members.	
				Research referenced in the Framework indicates that 1 in 8 young people aged 16-25 reported a very high intensity of loneliness. Data such as this reinforces that young people must continue to be a key focus in Council's work to address loneliness. Council, through Monash Youth Services is already actively involved in supporting youth mental health and social connection. However specific interventions to address loneliness across all demographics will be further articulated in the Municipal Public Health and Wellbeing Plan 2021 – 2025.	No changes required
19	Community Resident, Female, 62,	What will be done	The framework states the know *[sic]* and addresses the need and responds with the HOW but there is not	Noted	No changes required

	Chadstone, Australian		indication of WHAT actually will be done. There is no clarity as to what will be done, time frames, measures of success etc. No indications of budget expenditure and no clarity as to the benefits of the framework. ie less need for mental health and well being support, longevity in remaining in households, greater sense of belonging, connectivity between groups.	The Framework introduces a new public health priority area for Council to address, therefore the background research and rationale was required as a significant aspect of the Framework to ensure both Council and community understanding of this emerging public health issue. Specific interventions to address loneliness across all demographics will be further articulated in the Municipal Public Health and Wellbeing Plan 2021 – 2025.	
20	Community resident, Male, 60, European, Mt Waverley	Activation of Tally Ho park	It addresses many loneliness issues, specific practical activities to make local parks centres of activities.\n\nI would like Tally Ho park to provide open toilets, coffee, tea light food cafe, more seating, exercise and games activities. Plenty of people walk there but there is little to keep people there to enhance their community contact.	Noted\n\nCouncil's City Design team are currently developing a Public Toilet Strategy for the city which will consider provision gaps and service levels for public toilets throughout Monash. As it stands, the classification of playground at Tally Ho Reserve is a 'Neighbourhood Standard' and as such does not trigger the provision of public toilets.\n\nTally Ho Reserve is a highly valued public open space in Mount Waverley and Council will continue to plan and implement improvements to the site that support increased usage, as well as the ongoing allocation and	No changes required

				programming of structured sport and activities on the oval. Outside of food and drink prepared/sold by tenant clubs in accordance with their license agreement, there are no plans to introduce tea & coffee facilities at this site.	
21	Community resident, Female, 60, Clayton, Chinese	General	Yes. It is a comprehensive framework which addresses the community needs, especially during the Covid-19 pandemic.	Noted	No changes required
		Extra consideration to CALD communities due to language barriers and cultural differences	I would like to suggest that the Council gives consideration to the CALD community. Loneliness in CALD community needs more attention because of their language barriers and cultural differences as extra burden.		
22	Resident, Female 51, German-born Australian, Mt Waverley		The frame work is well written	Noted	No changes required
		Prevalence of loneliness in older adults	Aged people are the main population that are lonely and this not highlighted.	In Section 6 of the Framework, a list of reasons for loneliness is included. Ageing Population is one of the reasons provided. Research referenced in the Framework provides evidence to support the anecdotal feedback which we received through community consultation, indicating that the prevalence of loneliness in older adults is very high.	
		Barriers to reaching older people who feel lonely	There should be heading or paragraph on the aged. Aged people lonely people are hard to reach Aged people are the main population that are lonely and this not highlighted.		

| 23 | Resident, Male (cisgender; pronouns: he/him), 51, Australian-born with Anglo/Eastern European (Jewish) ancestry, Ashwood | | Not quite. The Framework doesn't consider loneliness in relation to sexual orientation, gender identity and expression, and sex characteristics. Contributing factors include exclusion, isolation, intolerance, marginalisation, shame, cultural expectations, taboos, religious dogma, and legal discrimination.

As an example, the March 2020 SBS article "LGBTIQ Rights in Australia" (https://www.sbs.com.au/language/english/lgbtiq-rights-in-australia) mentions:
As for Afamasaga, despite being deeply religious and a former pastor, the inability to reconcile his religious values with his homosexuality made him ponder the possibility of giving up his life at one stage.
I just had the overwhelming sense that the loneliness that I'd been feeling for all these years that was going to be the rest of my life and so that's when the suicidal thoughts started to become really pronounced. Those feelings ultimately forced Afamasaga to come out of the closet to confront his true identity.

Older LGBTIQ+ people in particular can experience loneliness and | Noted.

In response to this feedback, Council has added add 'Discrimination' to the list of reasons for why someone may experience loneliness. To further acknowledge this feedback, sexuality, gender (including gender identity and/or expression) has been specified as potential reasons that a person may be discriminated against.

Noted.

The Framework adopts intersectionality as key principle in its approach to loneliness, as outlined in Section 3: *Guiding Principles*

In Section 9: *What has our community told us about Loneliness?* Council acknowledges the feedback received through community and stakeholder consultation reinforced that loneliness is an intersectional issue.

In response to this feedback, Council has strengthened its explanation of an intersectional approach the importance of identifying and removing barriers which exist for people who have complex identities and experiences | Section 6: *Why are we so lonely?*

No changed required

Section 9: *What has our community told us about Loneliness?*

(see sub-heading: *Addressing loneliness requires an intersectional approach*) |

			isolation, and programs to support them should be investigated.		