

WHAT YOU SAID 2020

Our Consultation Program for the Council Plan 2017-2021 (Year 4)

Final Report 19 February 2020

Front page image: Graham and Charlotte

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Executive summary

1.1 Background and methodology

The consultation program undertaken to inform the development of Year 4 of the Banyule Council Plan 2017 -2021 occurred over an 8-week period from 17 November 2019 to 17 January 2020.

ChatterBox Projects was engaged to work in collaboration with Banyule City Council to undertake two place-based pop-up community consultations. The place-based consultations complimented Council's online engagement through the 'Shaping Banyule' website.

The place-based engagement program was designed to capture feedback about year 3 of the Council Plan (the past 12 months) and ask the community what their priorities are for Year 4 of the Council Plan (the coming 12 months). A range of interactive and engaging tools were used to ensure a wide section of the community were engaged.

Being able to intercept people whilst they were attending Council events provided opportunities to engage with people who may not normally engage with Council planning initiatives. The consultations enabled the engagement of children, young people, and adults including people from non-English speaking backgrounds.

A total of 1,649 written ideas and views were gathered throughout the community engagement process via the hardcopy and online survey and via other methods and tools including the voting pods, dotmocracy boards, chatboards and idea drawings at pop-up events.

- 825 votes were cast to select the areas Council had performed well in over the last 12 months
- 117 people told us their favourite thing in Banyule from the past 12 months
- 460 votes were cast to select the areas Council should focus on in Year 4 of the Council Plan
- 209 written ideas and priorities for Year 4 of the Council Plan were received and
- 38 children and young people provided their feedback by drawing their ideas

1.2 Overview of what the community said/key findings

Almost 60% of respondents who filled in the survey indicated that overall they were satisfied with Council's performance over the past 12 months. Only 11% of respondents indicated that they were unsatisfied or very unsatisfied.

In relation to the strategic areas that Council had done well in over the past 12 months, achieving outcomes for great **Places** and spaces scored the highest rating, with 234 people in the surveys and at the pop-up events giving this area a "thumbs up".

The second highest rating was for **Planet** with 179 people across the survey and pop-ups giving this area a "thumbs up"; followed closely by **People**, which scored a "thumbs up" from 175 people.

The strategic area of **Performance** was given a "thumbs up" by 125 people and "**Participation**" 112 people.

When asked what areas Council should focus on in the next 12 months, respondents in both the survey and at the pop-up events, said:

- **Planet**- environmental sustainability – with 33% of the votes
- **Place**- great places and spaces – with 23.5% of the votes
- **People**- strong, healthy and inclusive communities – with 17.5% of the votes
- **Participation**- engagement and advocacy – with 13.5% of the votes
- **Performance**- efficiency and good governance – with 12.5% of the votes

In regard to the upcoming 12 months, participants and respondents made the following suggestions under the five strategic objectives.

Planet

Overall, participants told us they would like to see improved recycling opportunities, more public recycling bins and food waste collection, support for residents to be more sustainable, and better protection and increased planting of trees.

Place

Overall, participants told us they would like to see more upgrades to parks and playgrounds, protection of green open spaces, better planning controls and managed development, and improved transport options including active travel modes.

People

Overall, participants told us they would like to see more local community events and activities and more support for community diversity, health and wellbeing and local services.

Participation

Overall, participants told us they would like to see more festivals, events and programs, and greater participation in decision making and having a say.

Performance

Overall, participants told us they would like to see more transparency and efficiency gains and improved request response times.

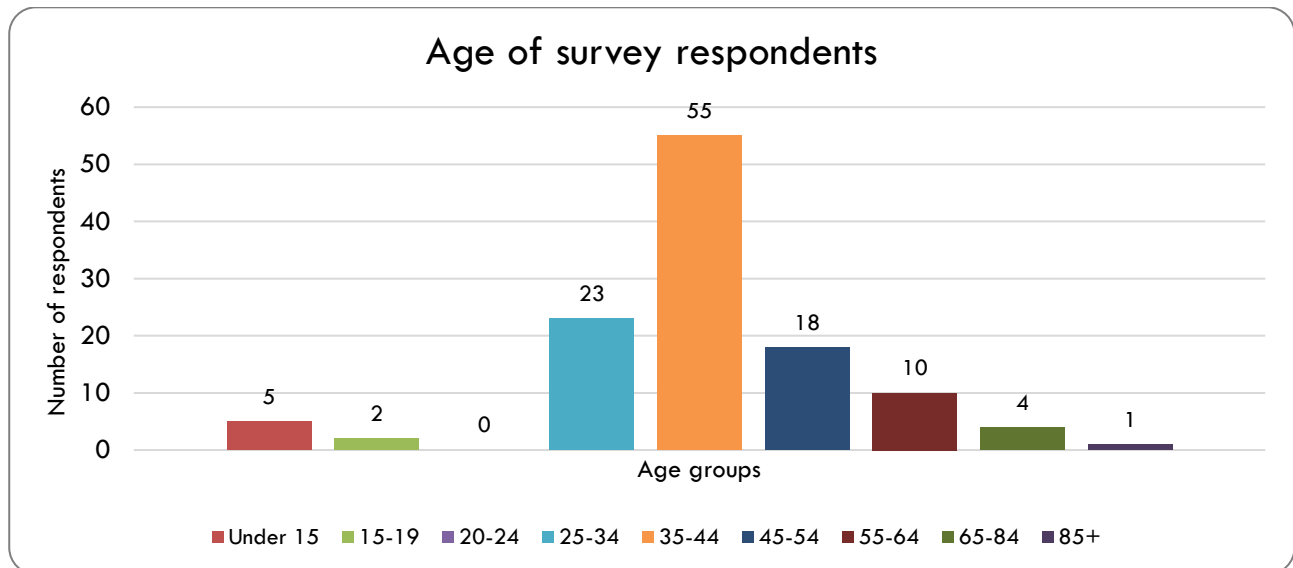
1.3 Conclusion

Overall most participants were generally positive about Council's performance over the past 12 months and provided good feedback and suggestions for focus areas going forward. Participants enjoyed and appreciated providing feedback in person, with 31% saying they preferred to be engaged in Council planning processes via pop-up events and 15% via workshops and forums.

'Planet' was identified by participants as the most important strategic objective for the next 12 months, receiving the highest number of votes for the area that Council should focus on as well as the most ideas.

2.3 Age

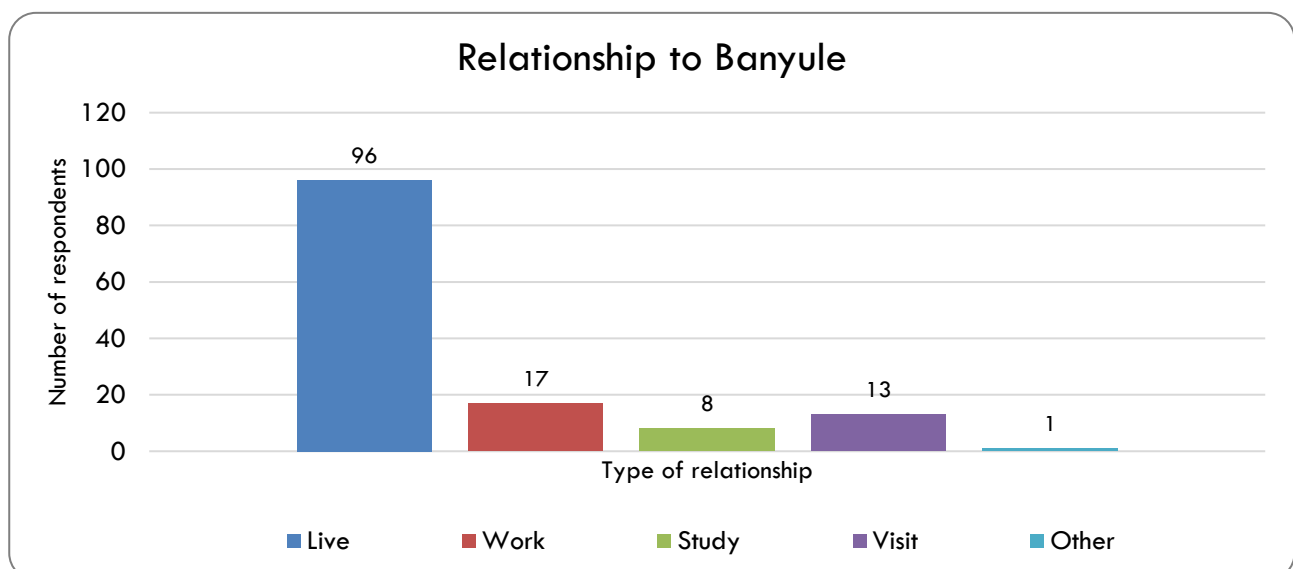
Of the 118 respondents who indicated their age, there was dominant representation of people aged between 35-44 years (47%), with good representation from people aged 24-34 years (19.5%) and 45-54 years (15.5%).



2.4 Relationship to Banyule

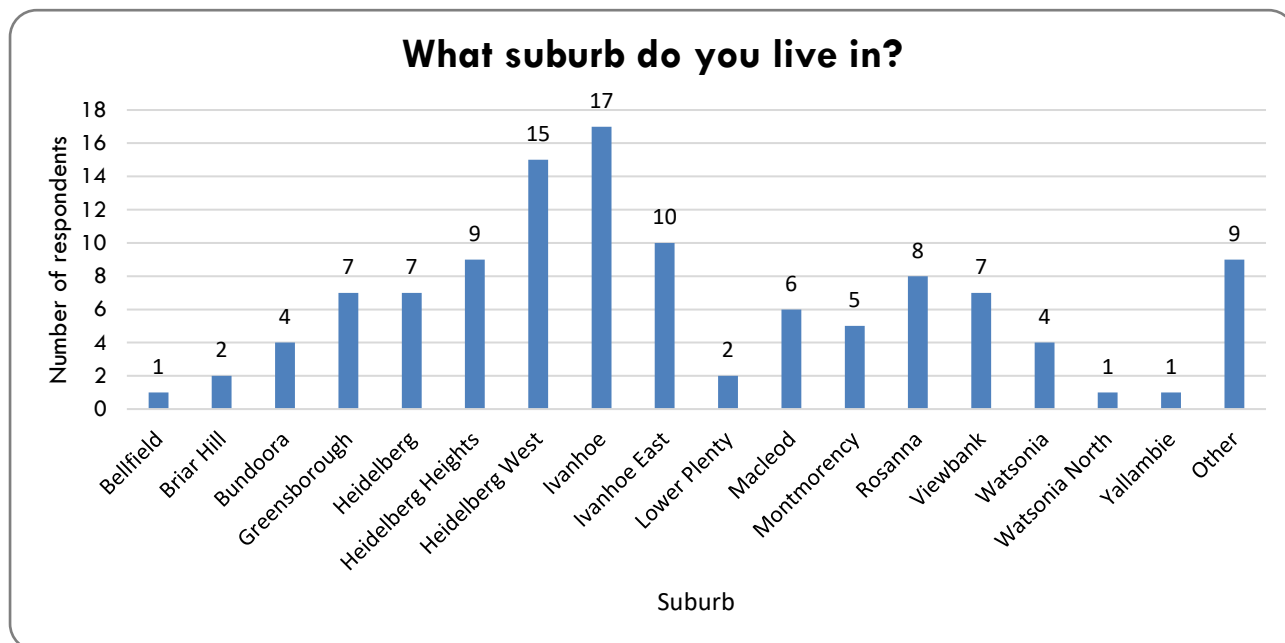
(Respondents could tick all that applied)

Of the 115 respondents who indicated their relationship to Banyule, 83% lived in Banyule, 15% worked in Banyule, 7% studied in Banyule and 11% were visitors to Banyule. One person indicated other.



2.5 What suburb do you live in?

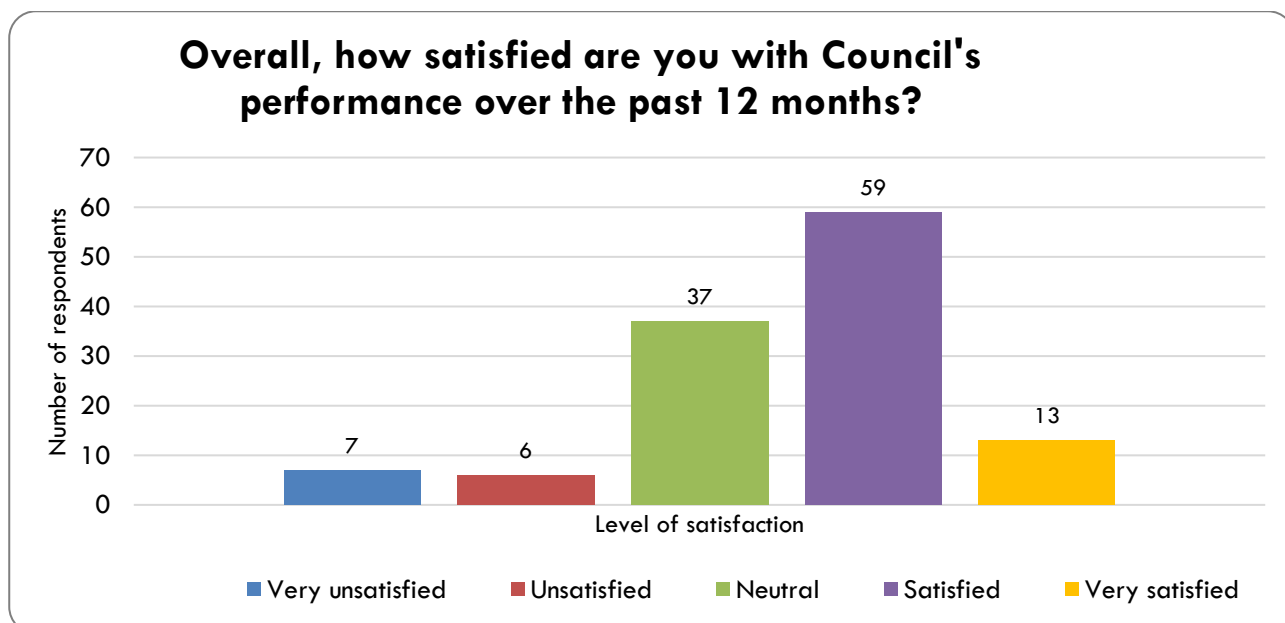
Of the 115 respondents who answered this question, there was a good mix of residents from across Banyule and some of the neighbouring suburbs. Ivanhoe and Heidelberg West were the most popular, which is to be expected with the two engagement pop-ups held in these suburbs.



Other included: Bulleen, Doncaster, Mernda, Northcote, Preston, Reservoir (2), Thornbury, Vermont and Werribee.

2.6 Overall, how satisfied are you with Council's performance over the past 12 months?

Of the 122 respondents who answered this question via the survey, 59% were satisfied to very satisfied (48% and 11% respectively), 30% of respondents were neutral and 11% were unsatisfied to very unsatisfied (5% and 6% respectively).



33 respondents provided comments alongside their rating. The themes to emerge were:

1. General compliments (7 comments)
2. The environment and climate emergency (6 comments)
3. Planning and development (5 comments)
4. Amenity and waste (4 comments)
5. Programs and events (4 comments)
6. Customer service, engagement and involvement (4 comments)
7. Rates (3 comments)
8. Other (3 comments)

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
Garbage collection - bins are left all over footpath, sometimes not emptied properly and rubbish tipped all over the ground.
Environment and sustainability must be a key priority of the council. All other council priorities are oblivious in relation to a clean planet.
Other than rates bills and the Banyule banner, I have limited knowledge & interaction with council activities
I have asked that consideration be given to email delivery of rates notices this would save processing time and resources at our end and the council would save paper and printing costs together with postage As this council proports to be eco aware and use best practice to achieve both a eco solution and reduce its administration I thought that I would have at least received a reply to my suggestion outlining as to why the council would not be interested in such a simple implementation
The over development of our suburbs is beyond a joke. This new mega development on the old Banksia school site is so short sighted. Where will all these children go to school? Why would you not try and sell this land back to the Vic Gov so we can have a much needed high school? This land is so precious. Once it's gone, it's gone forever. I wish this council would stop putting rates first, and actually think about the needs of its community.
Reduce unkept commission / public housing in Ivanhoe
This festival is great
Would like less cookie cutter apartments and look at pleasingly aesthetic buildings
Done a very good work
Need to focus on rates, roads and rubbish Stop wasting the rate payers money
Declaration of climate emergency was important
Huge improvement in environmental focus !
More investment in West Heidelberg area needed
When contacted, phone operators are rude and abrupt Lots of rubbish around Heidelberg West that is not collected Heidelberg West seems to be a low priority of Banyule
I am very happy they declared a climate emergency and on making sustainable changes
Not enough engagement with its people
A lot of changes
Great work on the re-development of social housing in Heidelberg West. The improvement of the Olympic sporting facilities is also really important for social cohesion and neighbourhood safety.
Zero rate rise for 2020
Planning and the lack of integration between strategic and statutory is terrible !

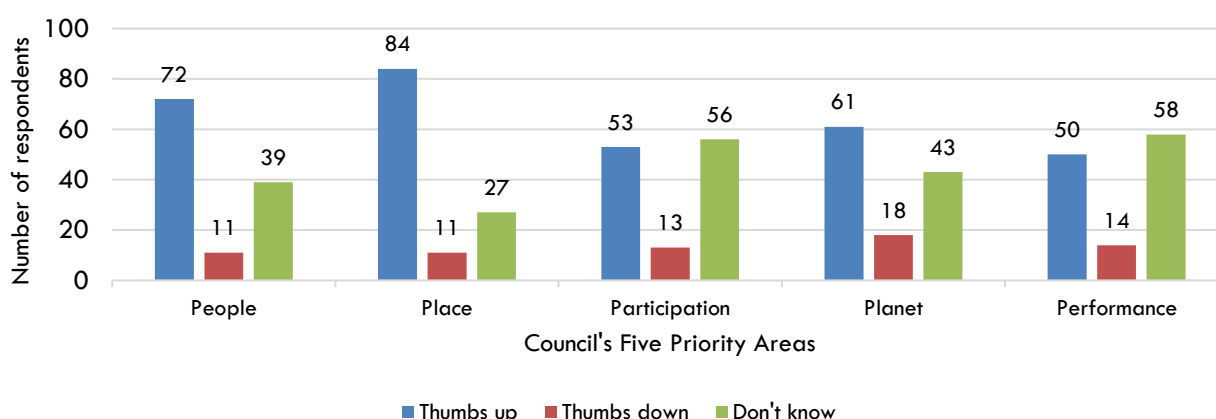
ALL COMMENTS RECEIVED
Declared a climate emergency but still appraising intensive duet (sic)
Small business meeting is excellent. Movie nights awesome and carols (Ivanhoe). I feel will be a great night.
I should also say a bit disappointment. This is a green area of Melbourne, and more trees are cut off day by day
Usually doing great works
Great job
Dog safety - my seeing eye dog is at risk. More audio books at the library - separate kids and adults. Not much for vision impaired people to do. Need Ivanhoe park run.
Overall trying to do a good job
Planning and development has let the community down and no sails / shade at Ivanhoe Park again
Plenty of events and opportunities to contribute ideas
Good initiative like the carols and other social activities. Good management of Chandler expansion
Just moved here, 6 weeks ago
Nothing to complain about
Supportive and integrative council

2.7 What areas do you think we have done well in over the past 12 months?

Respondents were asked to rate each of the five key themes of People, Place, Participation, Planet and Performance by selecting a “thumbs up,” “thumbs down,” or “don’t know.” Each theme was demonstrated with an explanatory statement.

- 69% of respondents gave a “thumbs up” to the statement around **Place**- Council has achieved outcomes for great places and spaces
- 59% of respondents gave a “thumbs up” to the statement around **People**- Council has achieved outcomes for strong, healthy and inclusive communities
- 50% of respondents gave a “thumbs up” to the statement around **Planet**- Council has achieved outcomes for environmental sustainability
- 43% of respondents gave a “thumbs up” to the statement around **Participation**- Council has achieved outcomes for engagement and advocacy
- 41% of respondents gave a “thumbs up” to the statement around **Performance**- Council has achieved outcomes for efficiency and good governance

What areas have we done well in over the past 12 months?



33 respondents provided comments alongside their rating. The themes to emerge were:

1. Amenity and waste (10 comments)
2. The environment and climate emergency (7 comments)
3. Planning and development (6 comments)
4. Programs and events (6 comments)
5. Customer service, engagement and involvement (5 comments)
6. General compliments (3 comments)
7. Other (7 comments)

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
Good library but programs could be held outside of normal working hours when more people can enjoy
Environmental incentives are in place however, there needs to be a food waste collection with green waste kerbside bins as per nearby Darebin council. This saves so much landfill (40% of average bin) and can become a re-useable resource. Can the Banyule resource centre be involved?
Playspaces are being redeveloped however the council need to replace what is already there and add to it, but what is happening is stations are being taken away and this decreases the level of risk and fun.
Unfortunately, I'm not too sure what has occurred in the past 12 months. Maybe if there was a summary of things achieved prior to this question I could then weigh whether I feel it meet these areas.
Environment rating based on steady reduction in trees in the area, in particular in residential development which seems to approve tree removal with limited conditions, monitoring or penalties.
Encouraging signs on environmental performance. Poor performance on social inclusion - see comments on PEOPLE below.
Reduce unkept commission / public housing in Ivanhoe
Some of these are difficult to really know. We aren't sure how well the Council has been able to advocate concerning the Ring road place through Banyule
Need more community events. Look after Shelley Park More outreach More bins
Council is not listening to the rate payers at all
My parents live in Ivanhoe and the council takes great care of that area. Not Heidelberg West
Planet - intro compost collection into home and more recycling option Female mayor - Yay !
Council needs to tune into the needs of the planet and community more
Like Moreland offer finance on solar and water
Lots of good environmental acts trees etc but no more multiple dwellings
Until the Mall is improved, it is hard to give all thumbs up. It could not be more clear that change needs to happen here for safety and for whole community improvement. Please do something about it. For the sake of future generations.
lack of community consultation on most matters. Including Delta Road park redevelopment.
Have a look at the Stuart Morris development corner Boulevard and Wamba. Hardly any trees left on site. Many were given permission for removal in planning permit. The rest have gone in drainage works. What a disgrace !! Please learn from this
Cleaner parks
Watsyvania
Community events. Twilight sounds

ALL COMMENTS RECEIVED
Best council in Melbourne
Nothing, but I make some new friends
Ford park upgrade
Overall satisfied, however there could be a greater number of offerings in terms of community groups and neighbourhood houses (services) especially for people from non-english speaking backgrounds (English classes) and activities for kids
Council could be seen more involvement and being more open about decision making
There needs to be more education on recycling what can go in the yellow & green bins
Macleod Park is great, but I would like toilets on the playground side and toilets in Rosanna park
Nice festivals
More should be done, less new buildings and sub-divisions
Need more recycling bins
Malahang park
Ford park
All are critical to a successful, transparent supportive community
More activities for all people for health
Shelley park, planting greater trees and not needlessly removing and replacing infrastructure (basketball area). Good acknowledgement of climate emergency
Well done with maintaining recycling over the recent issues (factory closure). Green, etc should be weekly please

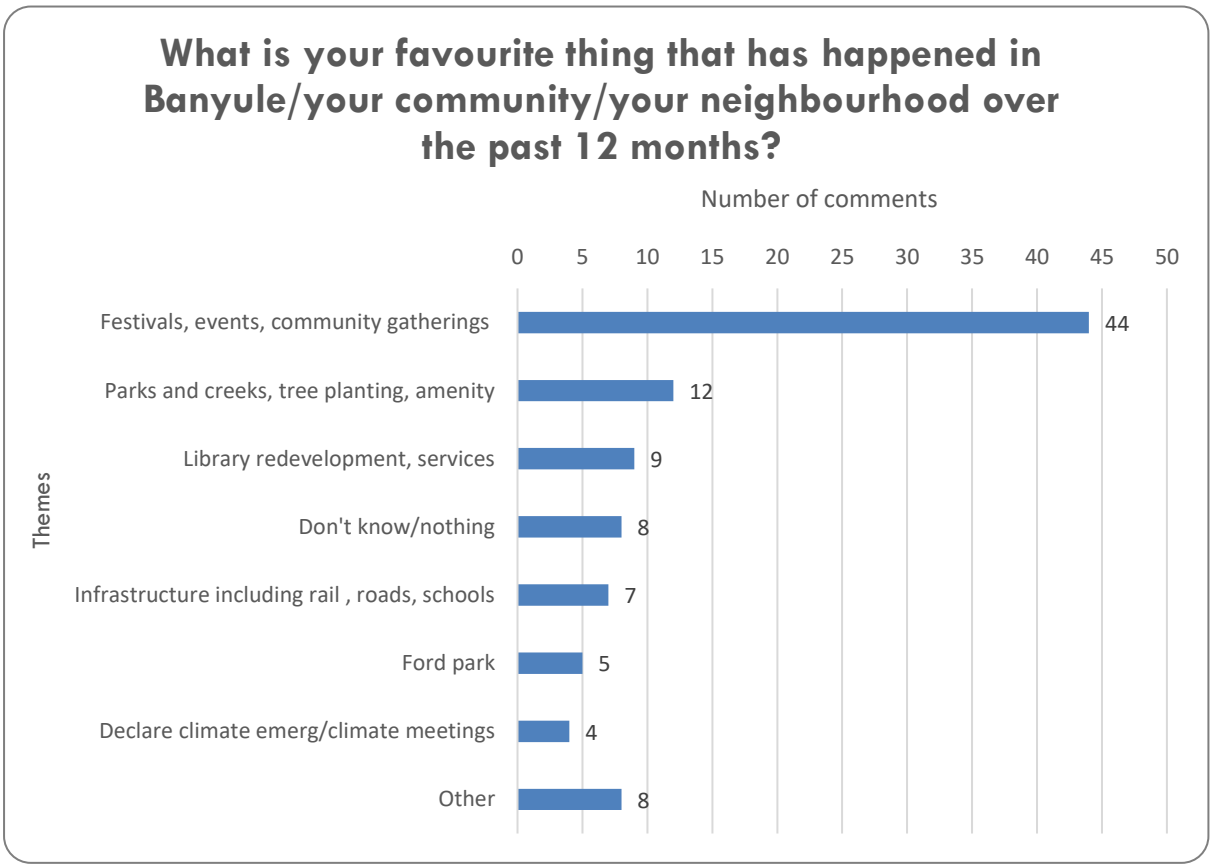


2.8 What is your favourite thing that has happened in Banyule/your community/your neighbourhood over the past 12 months?

The community were asked for their favourite thing that had happened in the last 12 months in either Banyule, their community or neighbourhood.

91 people indicated a favourite thing, with several people listing several things. 97 favourite things were listed in total.

- 45% of nominations were for festivals and events. This may be influenced by many of the surveys being completed at the Malahang Festival and Carols by Candlelight.
- Parks and creeks, tree planting and improved amenity accounted for 12% of nominations
- An additional 5% nominated Ford Park in particular.
- The library redevelopment and its services were nominated by 9%



A full list of all favourite things nominated can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
Longer library hours at Rosanna. Allowing approval for a supermarket in Rosanna
Redevelopment of Ford Park. Great for playspace, dog off lead areas.
I'm unsure.
Montmorency - traders association coming together with community to organise community events eg. Qwere St (including street closure!), Werewolf St at Halloween etc. to bring community together, prioritise people over CARS in the street

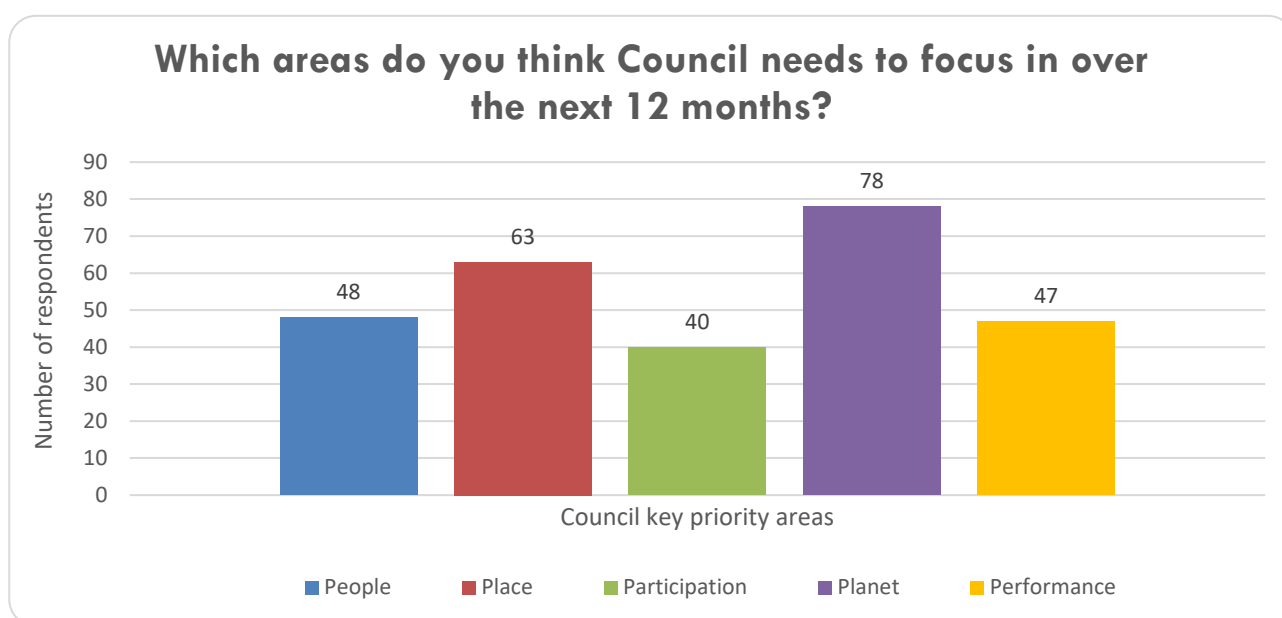
ALL COMMENTS RECEIVED
Repair cafe at the Eltham Library. Great for environmental outcomes and community connections.
Fixing up the parks and creek
Upgrading public spaces/parks
Don't know
I'm impressed that Banyule is so accepting and vocal about equality & LGBTQ rights. I reside in Manningham and we have zero publicity about this.
The development of the new art and library centre
Ford dog park & new playground near there
Nothing happen
Malahang festival
La Trobe Primary. HWBP
The renovations at the Mall
New here but everything around is looking good
Better acknowledgment of ANZAC day & Remembrance Day
Festivals - Malahang & Arty Farty
Declaring climate emergency & working with the local community to get there!
Declaring climate emergency
Malahang festival
Library (kids activity)
This festival
Arty Farty Fest in Heidelberg
Arty Farty Fest In Heidelberg. Parks are to a high standard. Malahang Festival
Stop 48 / Real community connection. Stepping stone program
Community gatherings
The makers markets
Declaring a climate emergency
Climate meetings with council representatives
It's great to see upgrades at Malahang Park, but please add more garbage bins near skate park and football area
Malahang festival
Kids activities
Railway crossing alteration and surrounds
Upgrades to roads, schools, knocking down drug houses
Had some activities at park
Olympic sporting facilities improvement has begun.
The council will have 9 councillors next year
Not much except the carols at the park
Carols by candlelight
Looking tidier overall. Happy in general
I enjoy the Christmas Carols
General maintenance of the urban environment and infrastructure (playgrounds etc)
Ivanhoe library re-development
Planting of more trees in our parks and nature strips and Sills Bent concert
The council planted trees in Viewbank
The new park on Oriel Road

ALL COMMENTS RECEIVED
Events. Movies & carols
Malahang festival
Kids activities
Arty Farty
New Ivanhoe library and Rosanna bypass. Again, you have cut two old and beautiful pines that were emblematic to Ivanhoe.
Christmas carols
Library renovation
Arts program / Arty farty festival
Upgrades of playgrounds
Improvements to schools
Christmas!
New trains station
Christmas carols event in Ivanhoe
Malahang festival. Good work
Malahang festival
Halloween fun - Upper road
Community events for children
Community festivals
Carol event
Always going to The Boulevard every year
Carols are great! Banyule primary school great
Boulevard Christmas Lights
Xmas lights involvement
Nice playgrounds for kids
Carols
More tree planting parks and nature strips
N/A
Ford park development, Halloween celebrations, Library re-development, Malahang festival
Christmas village is lost, Ivanhoe, this event and outdoor cinema
I've received consistent updates on issues and opportunities particularly with regards to environment and sustainability
Upgrade of Ford Park
Carols, Chandler expansion
Sorry. Don't know as just moved in
Carols by candlelight
Movies on the move, Arty Farty festival
Not sure this is our first council thing
N/A
Carols very pleased to see Christian songs sung for a Christian holiday
Ford park
Carols, Movies in the park, Library events
Carols by candlelight
Upgrade of library / council building
Macleod Christmas fair. Banyule carols
Festivals

2.9 Which areas do you think Council needs to focus on over the next 12 months?

Survey respondents were asked to select which of the five key strategic objectives – People, Place, Participation, Planet and Performance – Council should focus on in the next 12 months. Respondents were asked to select as many as they liked.

- **Planet**- environmental sustainability - received 28% of the responses for a focus for the next 12 months
- **Place**- great places and spaces - received 23% of the responses for a focus for the next 12 months
- **People**- strong, healthy and inclusive communities – received 17% of the responses for a focus for the next 12 months
- **Performance**- efficiency and good governance - received 17% of the responses for a focus for the next 12 months
- **Participation**- engagement and advocacy - received 15% of the responses for a focus for the next 12 months



PEOPLE

28 respondents provided 40 ideas and comments under the key strategic objective of People. The main themes to emerge were:

1. More local community events and activities (11 comments)
 - a. *"More neighbourhood houses"*
 - b. *"Local theatre projects!"*
 - c. *"More multicultural events"*
 - d. *"Clubs, groups for people with disabilities. Art therapy, Music therapy"*
2. Support for diversity, multiculturalism and traditional owners (8 comments)
 - a. *"Do more indigenous acknowledgments and events"*
 - b. *"Maintain a strong presence at Banyule's activities that support diversity (Qwere St, Malahang fest etc etc)"*
 - c. *"More services for at risk women and refugee/migrant populations"*

3. Health and wellbeing (7 comments)

- a. *"Better support for youth with mental health challenges"*
- b. *"Choose tap water fountains in more public spaces"*
- c. *"Park run close by or a bus to the Darebin park run. Fun runs."*

4. Service provision (5 comments)

- a. *"Better community health services and dental"*
- b. *"Better linkage between schools, aged care homes, primary care and hospitals. Co-locate these facilities"*

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
<p>I am unsure where the community centres or hubs are in Banyule and what kinds of events or classes they offer. It would be great if there was classes such as AUSLAN being taught somewhere within the council, and cultural events.</p> <p>I would like to see more reference to the traditional culture groups of the Banyule area as well.</p> <p>Not sure if it would fit under this, but it would be great to have a large space for community markets every week, maybe in a parklands or otherwise unused carpark. Farmers market and the like if there is deemed to be some viability in it. Could also include community groups or virtual events as appropriate.</p>
<p>Take a leadership role in creating 20-minute neighbourhood (eg. Look to a suburb like Montmorency with upcoming rail line duplication for opportunities to partner with State Gov & private businesses and take a holistic planning approach that is more than just a train line!) and prioritise spaces for people instead of cars (including adopting a movement and place framework). Imagine a car-free Boulevard in Were St ... Banyule could be one of the only metropolitan suburbs of Melbourne to have this. It would be a tourist draw card, boost to the local economy and improve amenity for locals! It's possible in some of Banyule's other high streets too. but not all have the rail line works coming to boost the potential!</p> <p>The focus on walking / cycling in the LGA often feels limited to river trails and not on traversing the suburbs, which is where people spend most of their time. If people can't walk to the local primary school, they won't. Then cars rule the suburbs, places become less safe for pedestrians and we end up with fat kids and so the cycle continues. Meanwhile developers are pulling down trees on residential sites at pace and the cumulative impact is a region that no longer retains its desirability.</p> <p>Review opportunities to make Banyule more accessible and affordable to a broader range of the community & limit the growing gap between rich and poor - including for key workers (eg. Police, teachers, nurses etc.), working parents, those with disability This includes planning mechanisms for affordable and social housing, opportunities to partner to create more local & flexible job options.</p> <p>Take zero tolerance approach to discrimination. Maintain a strong presence at Banyule's activities that support diversity (Qwere St, Malahang fest etc etc), and look for opportunities to bring diversity to existing events (Eltham rotary fest, Watsonia street fests etc).</p>
<p>Council appears to have an excessive bias towards support for LGBTI+ communities, without regard for the consequences for the rest of the community. Why should young children be exposed to public celebrations of LGBTI+ behaviours (Midsumma, Qwere St, Mardi Gras, events at the library, etc)? What do you think the impact of these events might be on religious people (Islamic, Christian, etc)? These events should NOT be sponsored by council. Instead of being "inclusive", they are harmful and they have the effect of making public spaces unsafe for many people.</p>
<p>More neighbourhood houses</p>
<p>Language courses</p>

ALL COMMENTS RECEIVED
Morning walking/dog walking groups along the park.
Weekly park runs
Local theatre projects!
Moonlight cinema
Let people know what healthy living is all about ie. Food, exercise, enjoyment
Actually, listening by council to what it's constitution is saying
More services for at risk women and refugee/migrant populations
Do more indigenous acknowledgments and events
Cater for all cultures not just muslim community
Choose tap water fountains in more public spaces
More public exercise spaces and community gardens
bring back the public forum before every council meeting.
All good
Strong
More community health programs and access including dental care
Better linkage between schools, aged care homes, primary care and hospitals. Co-locate these facilities
Rosanna library needs an upgrade
Better support for youth with mental health challenges
Not know
More bike trades
Park run close by or a bus to the Darebin park run. Fun runs.
BANSIC
Calendars
More multicultural events
Better community health services and dental
Keep spending in parks and community areas
Welcoming houses, events, services for refugees
Clubs, groups for people with disabilities. Art therapy, Music therapy
More community feel. More events

PLACE

40 respondents provided 53 ideas and comments under the key strategic objective of Place. The main themes to emerge were:

1. Parks and playgrounds (17 comments)

- *"Replace what is already at the park. Do not reduce the number of play stations/diminish heights or add generic playstations or swings. Make playspaces exciting and fun."*
- *"Toilets in playground area in Macleod park. Toilets in Rosanne park, also permanent equipment for dogs to do."*
- *"Skate park"*
- *"Updated play spaces - play ground which are inclusive of children with disabilities"*

2. Planning and development (11 comments)

- *"Stop all the over development...Do not develop on the Banksia school site. We need this previous land for a much needed high school."*
- *"Better planning for new development"*
- *"Improve The Mall. Let's start again. Let's make this a welcoming place. Let's re-develop this."*

3. Green spaces and landscaping (9 comments)

- “We have really good green spaces in Banyule - keep up the good work. Native bush areas are especially important (including remnant bush fragments, and creek/river corridors).”
- “Less building on open spaces and more tree planting, native grassland and just open spaces”
- “Stop selling the parks and open spaces”

4. Transport services and infrastructure (6 comments)

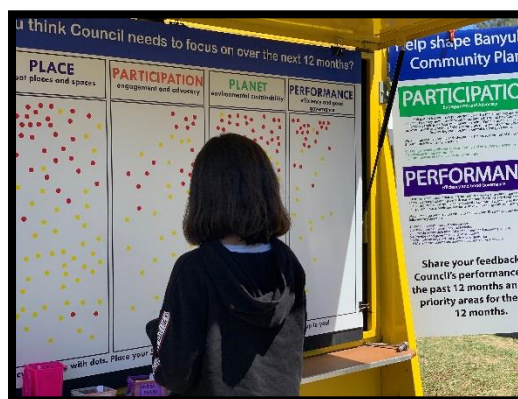
- “More buses. Stairs at Ivanhoe station are difficult - advocate for better accessibility”
- “More and better cycling trail especially for plenty river trail... This should encourage more people to cycle around and use public transport.”
- “A direct bus to Rosanna train from Heidelberg West, Dougharty Road”

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
More and better cycling trail especially for plenty river trail. Improve trail accessibility and terrain, flatten steep slope and widen the trail especially the trail going south from greensy station near the river - it's too steep and narrow for bicycles. This should encourage more people to cycle around and use public transport.
Replace what is already at the park. Do not reduce the number of play stations/diminish heights or add generic playstations or swings. Make playspaces exciting and fun.
More greenery is always a good thing. Public toilets available in more places, such as near the playground in Rosanna parklands. More consideration in the businesses in Rosanna village - it is sad to see the empty shopfronts in Rosanna village, but at the same time there is 7 hairdressers, soon to be 3 pharmacies, and a number of professional services that although are important, don't typically encourage foot traffic. I am hoping to see some kind of planning as I am very excited about a Woolworths opening on Turnham Avenue and am hopeful that this brings new business interest to the area, but want to ensure its the right kind of stores that provide an interesting diversity of offerings to the village. We are so lucky to have such great food places and the incredible Heidelberg theatre in Rosanna!
As per people - people and their places and inexplicably linked.
We have really good green spaces in Banyule - keep up the good work. Native bush areas are especially important (including remnant bush fragments, and creek/river corridors).
Stop all the over development. It's so sad that this council honestly cares nothing for the education needs of this community. Rates is all it cares about. Do not develop on the Banksia school site. We need this previous land for a much needed high school.
Reduce unkept commission / public housing in Ivanhoe
Keep upgrading parks. More public toilets in parks - we're not all days & children
The planning and management of the new art facility will be very important
Fix Shelley park Better planning for new development
A library !! Fix up Olympic Village shops (or at least street lights) A direct bus to Rosanna train from Heidelberg West, Dougharty Road A public amphitheatre where people can put on shows and gigs
More festivals are good for everyone and makers markets
Assist in keeping conservation areas in order

ALL COMMENTS RECEIVED
Upgrade of Greensborough War Memorial Park
Community garden in Greensborough would be good
Better maintenance of parks
More lighting in Malahang
More playgrounds
Fix Bell Street mall
Need more focus on planting indigenous plants in parks
Exercise places
More seating under shade at the parks
Rubbish bins at Shelly park
Many street lights are not working
Improve The Mall. Let's start again. Let's make this a welcoming place. Let's re-develop this.
Stop selling the parks and open spaces
More garden maintenance
Less building on open spaces and more tree planting, native grassland and just open spaces
The parklands needs more investment. Bike paths adventure playgrounds and sporting facilities
Toilets in playground area in Macleod park.
Toilets in Rosanne park, also permanent equipment for dogs to do.
Circus would be awesome
More active area for teenagers
More carpark for train stations. Multi level ?
Create more facilities / community spaces
Skate park
Multicultural Days
More green places
Running track in Ivanhoe. More buses. Stairs at Ivanhoe station are difficult - advocate for better accessibility
Leave the rope swings along the Yarra at Chelsworth ALONE !
Less high rise development
Better footpaths in Heidelberg heights
Too many apartments going up
Rein in developers. Lobby for rail crossing with Ivanhoe
I think this is already pretty awesome and maintain
Updated play spaces - play ground which are inclusive of children with disabilities



PARTICIPATION

27 respondents provided 29 ideas and comments under the key strategic objective of Participation. The key themes to emerge were:

1. Festivals, events and programs (11 comments)
 - *"Activities for teenagers."*
 - *"More arts and community events please"*
 - *"More events let people can mix together share different culture"*
2. Governance and consultation (6 comments)
 - *"Banyule has a good system of community grants...people are engaged in governance of their local area. It would be good to explore ways to expand this program"*
 - *"More forums and online discussions. Open information about plans"*
 - *"it would be good if there were some form of community consultation. We are not sheep."*
3. Partnerships and advocacy (4 comments)
 - *"Civic engagement programs in partnership with private / traders orgs, local kinders & schools, and workplaces on local & regional issues..."*
 - *"Creation of suburb level, sub-committees who are engaged on the Council plan"*
 - *"The advocacy in relation to Ring road is very important to avoid Banyule being carved up"*

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
(Also re environmental sustainability)
Civic engagement programs in partnership with private / traders orgs, local kinders & schools, and workplaces on local & regional issues including waste management & recycling, water use, town planning & design, environment management and maintenance, transport management & design etc. Educate community on these as community issues (not just "the governments" issues), and engage community to have a role and take more ownership / responsibility and give input to what the future of the region should/could look like.
Banyule has a good system of community grants, which brings a number of benefits - important community initiatives obtain support, council establishes credibility, and people are engaged in governance of their local area. It would be good to explore ways to expand this program.
The advocacy in relation to Ring road is very important to avoid Banyule being carved up
More festivals
More party's
Workshops in glass blowing, ceramics and life drawing!
Involvement is good for all
Actually listening by council to what its constituents are saying
Creation of suburb level, sub-committees who are engaged on the Council plan
Be a voice for the environment
Community gardens
it would be good if there were some form of community consultation. We are not sheep.
Recycling
More forums and online discussions. Open information about plans

ALL COMMENTS RECEIVED
More events let people can mix together share different culture
Too many private childcare facilities and not enough public / co-op facilities
Better disability access at events
Better integration for youth with mental health and social difficulties
More groups for Marginalized
More arts and community events please
Not Know
More free events
Carols
Activities for teenagers
Ropes on the Yarra River for swimming
More people assembles and forums
Maintain
Break down the stigma of mental illness / autism. Increase autism awareness (hoody up day April 21st)

PLANET

42 respondents provided 55 ideas and comments under the key strategic objective of Planet. The main themes to emerge were:

1. Recycling, waste and bins (15 comments)
 - *"Public recycling bins or recycling deposit locations please!!..."*
 - *"Better recycling, light bulb recycling, clothing cycling. Encourage, subsidies composting"*
 - *"Bin's at skate park @ Malahang & recycle bins & other areas beside BBQ"*
2. Food waste (8 comments)
 - *"Bin system should include compost"*
 - *"A food waste collection with green waste kerbside bins as per nearby Darebin council"*
3. Importance, encourage action and incentives (8 comments)
 - *"Solar & water heaters incentives like Moreland offer"*
 - *"Resident sustainability schemes"*
 - *"Very important to look after our planet"*
4. Trees (7 comments)
 - *"Tree plantings (open to the community)"*
 - *"The highest loss of tree canopy within the Melbourne metro area bar one other council"*
 - *"Watering and taking better care of trees on nature strips"*

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
A food waste collection with green waste kerbside bins as per nearby Darebin council. This saves 40% of average bin going into landfill and the end result is that it can become a re-useable resource.

ALL COMMENTS RECEIVED
Public recycling bins or recycling deposit locations please!! I would love for Banyule to be one of the leading councils in greater Melbourne for recycling and ecological considerations! Sad to see no recycling bins provided at the brand new Rosanna station, seems that this would have been the perfect location to build in some large recycling depositories of different items (plastic, glass, cardboard) that people could load from their cars when coming to or from the station. No public recycling bins are anywhere I can think of in Rosanna which is very disappointing.
As above. Plus as far as I know, Yarra Valley Water already has an anaerobic digester in Whittlesea which receives commercial food waste... why can't council harness this to collect residential food waste and create electricity!
Increase fines for tree removal. Make it harder for residential developers to remove trees. Advertise the loss of green in the north and east. The West is becoming more green while areas like Banyule strip away plant life. Yet we know that communities value "green" space, trees and wildlife. There is a disconnect between removing "just this one tree" and the overall impact that has on the community in the long term.
Communities have a total disconnect between what they throw in the bin and how that affects their environment, landfill, their children's future! Local gov has a leadership role to play to keep communities connected to their waste and to better managing & reducing their waste & impact.
Banyule have made some good progress on environmental issues, but there is a long way to go. We still have weed species (e.g. desert ash) growing as street trees in many places. Public confusion about recycling needs to be sorted out. And we need strong leadership on greenhouse emissions.
Northeast Link!
The management of modern development of flats, apartments and dual occupancy is vital to maintain Banyule livability
Compost bins
Education to residents re: hard rubbish
More places to dump and recycle
More community gardens with integrated social enterprise cafes Train the unemployed and teach environmentalism A community nursery with free plants
Very important to look after our planet
State and federal Government responsibility
Food waste collection Solar subsidies
Larger green bins without charge Compost bins Sustainable recycling
Bins along Darebin Creek rail
Compost collection (like Bayside councils)
Do more for the environment, collect recycling weekly
Low waste initiative like plastic free events
Tree plantings (open to the community) Community gardens Info sessions
Solar & water heaters incentives like Moreland offer
Bin's at skate park @ Malahang & recycle bins & other areas beside BBQ
Fewer multiple houses on small plots of land (the sewage system cannot cope)
The park toilets not very clean. It's too dark

ALL COMMENTS RECEIVED
The highest loss of tree canopy within the Melbourne metro area bar one other council. Shame Banyule council shame.
Better recycling, light bulb recycling, clothing cycling. Encourage, subsidies composting
I would like to see more green initiatives like encouraging people to use nature strips for vegetable growing
Resident sustainability schemes
Better waste recycling, more native trees and bushes, community energy networks
More pedestrianization
Getting youth involved in their environment
Proper regulation for cutting trees. More new trees
Bin system should include compost
Increase sustainability
Watering and taking better care of trees on nature strips
Don't
Recycling workshops
More trees, compost bins for households
More recycling
More local community vegetables and power projects
Depots for bottle drop off
Strong focus on switching the waste disposal services (ie: Green waste weekly. Well done on e-waste)
I need to know how council is tackling the recycling crisis
Enhanced sustainability programs

PERFORMANCE

14 respondents provided 16 ideas and comments under the key strategic objective of Performance. Themes to emerge included:

1. Council's performances (6 comments)
 - "Government is never optimised. Work on efficiency on internal processes"
 - "Needs huge improvement"
 - "Perform well and everyone will be happy"
2. Role of Council and Councillors (3 comments)
 - "Serve your community not govern your community"
 - "Faster responses to reports of dumped rubbish and out street lights"
 - "No corruption and over influence of developers, making sure works contracted out actually are done like footpaths"

A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment.

ALL COMMENTS RECEIVED
Limit ability of local representatives to influence council operations where council can demonstrate a process has been followed and/or community supports an initiative (i.e. don't let one squeaky wheel and one scared Councillor kill a good program, initiate or opportunity to try something new!)
Faster responses to reports of dumped rubbish and out street lights
Contact local businesses and encourage them to participate in workshops about business management, promotion and customer service
Perform well and everyone will be happy
Serve your community not govern your community
Publicly broadcasted council meetings using FaceBook live
Needs huge improvement
Improve recycling program - add food waste
More recycling education for residents
or lack of good governance
No corruption and over influence of developers, making sure works contracted out actually are done like footpaths
Please cut grass along street (Banyule Road near reserve) especially the rye grass in spring - summer in time. A coz that caused hay fever to many people live in the area.
More outdoor functions, christmas carols, movies in the park etc. bring everyone together. I would be happy with higher rates for more events and facilities
No developer corruption
Unsure. Avoid fraud and waste and focus on delivery
Government is never optimised. Work on efficiency on internal processes

2.10 Did you know we had a Council Plan before today?

The community were asked about their knowledge of the Council Plan before engaging with Council on this occasion. Of the 112 who responded,

- 48% responded Yes.
- 52% responded No.

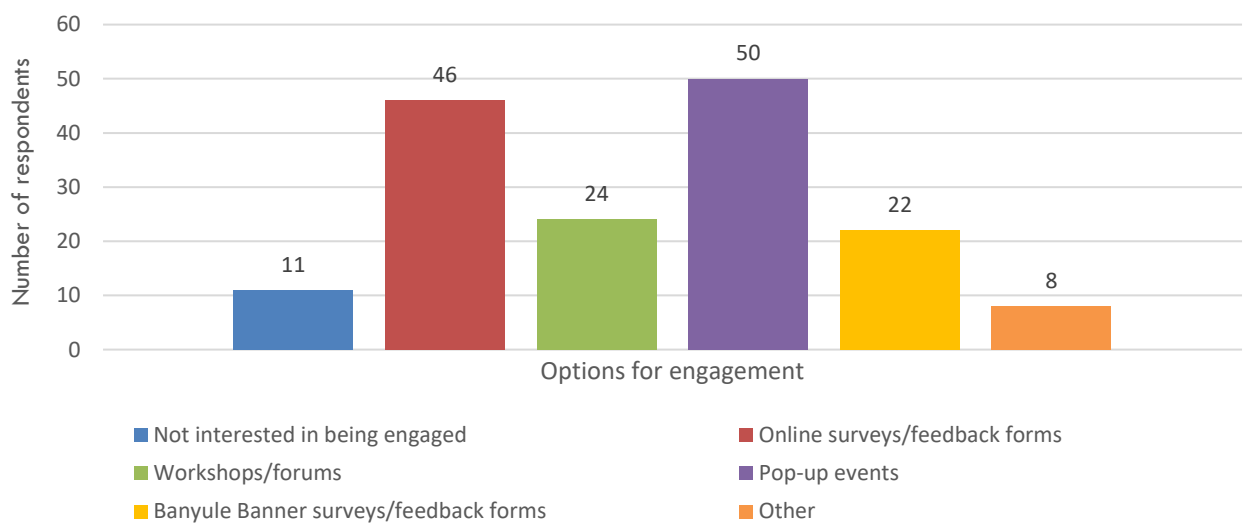


2.11 How would you like to be engaged in the Council planning process in the future?

Respondents were asked how they would like to be engaged in the Council planning process in the future and were given a list of options to select. They were able to select more than one option.

- 31% of responses would like to be engaged at pop-up events
- 29% of responses would like to be engaged using online surveys/feedback forms
- 15% of responses would like to be engaged at workshops/forums
- 14% of responses would like to be engaged using Banyule Banner surveys/feedback forms
- 7% of responses were not interested in being engaged

How would you like to be engaged in the Council planning process in the future?



3. Place-based Pop-Up Engagement Results

3.1 Overview

The approach used for the place-based engagement activities was the ChatterBox pop-up trailer platform. This platform is a bright yellow, custom built mobile trailer that has been specifically designed to take creative and inclusive engagement tools to locations where people are already present.

The tools used as part of the pop-up platform were specifically designed to:

- gather data that aligned with the online survey
- enable people to get involved in a range of ways, especially if they felt uncomfortable filling in a survey or were time-poor
- encouraged responses from a diverse range of people

The purpose-built trailer was used for two place-based pop-up consultations. These were held at two different locations; Malahang Festival in Heidelberg West and the Carols by Candlelight in Ivanhoe, with both events attracting people from across Banyule.

Place-based engagement pop-up schedule

POP UP	DATE	TIME	LOCATION
Pop Up 1	17 November	11am-4pm	Malahang Festival, Heidelberg West
Pop Up 2	14 December	5.30pm-9:00pm	Carols by Candlelight, Ivanhoe

3.2 Place-based pop-up engagement summary

A range of engagement tools were used at the pop-up consultations, enabling the community to provide their feedback in a variety of ways. These different tools also allowed many people to engage at the same time, which was highly beneficial during busy times at both events.

The tools included a hard copy survey, dotmocracy activity, 'ideas' chatboard, 'favourite thing' chatboard, voting pods and a 'big idea' drawing sheet.

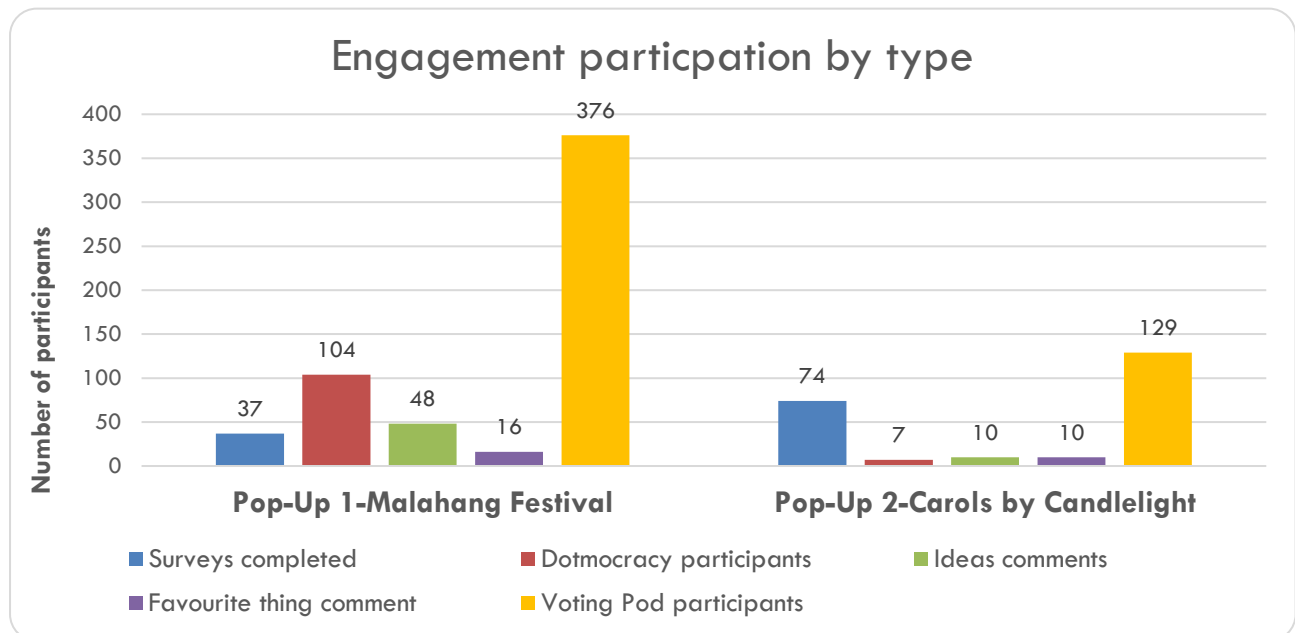
Overall participation

- 111 people completed a hard copy survey
- 111 people participated in the dotmocracy activity
- 505 votes were received via the voting pod activities
- 58 'ideas' were received via the chatboards and 6 ticks of agreement with selected 'ideas'
- 26 'favourite things' were received via the chatboards and 1 tick of agreement with an 'idea'
- 38 children and young people provided their feedback by drawing their ideas

Over 700 written ideas and views were gathered at the two pop-up events as well as 111 surveys completed on site. In addition, a small number of postcards and surveys were distributed to encouraged people to complete the survey online (refer to Section 2. Overall Survey Results for further information).

The graph below outlines the pop-up platform engagement tools that were used and how many people participated.

The voting pod activity did not limit the number of balls to only 1 per person (up to 5 could be used), and so this is not an accurate reflection of participants, but rather of votes cast.



3.3 Voting pod results

The voting pod asked the community to nominate which of the five key strategic objectives (People, Place, Participation, Planet and Performance) Council had done well in over the past 12 months.

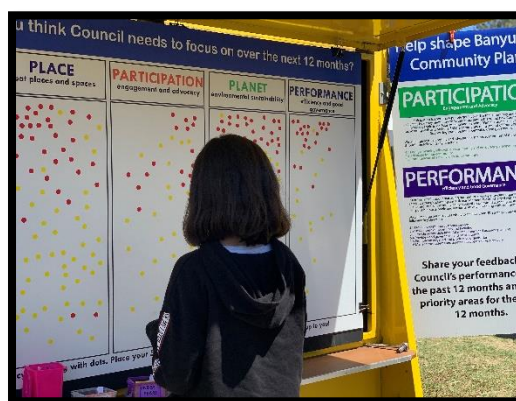
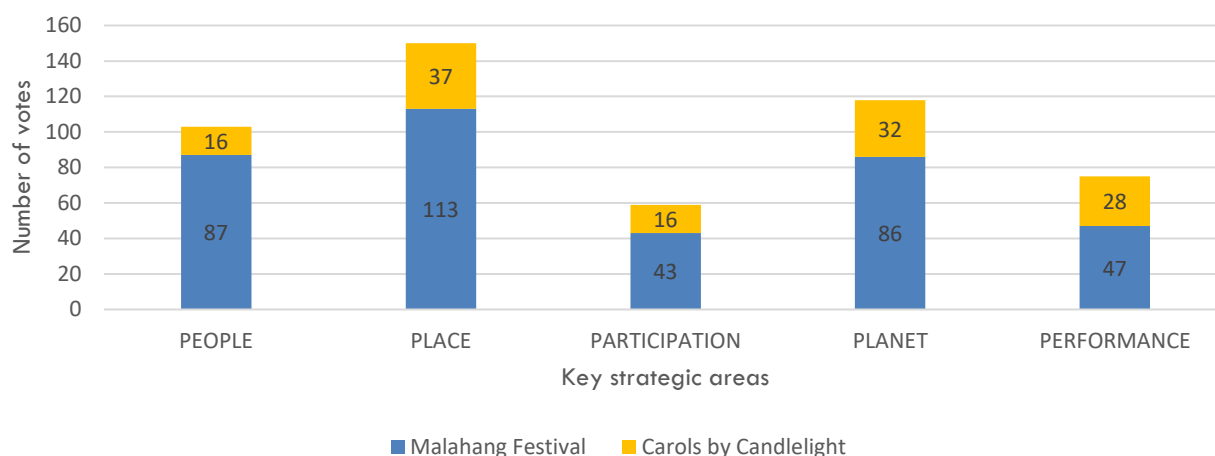
Participants could vote for one or more of the five key strategic objectives.

At the Malahang festival, it was discovered that many children enjoyed the activity without understanding the context of the question. An adjustment was made at Carols by Candlelight, and a second voting pod was used for children only that asked, 'Is your neighbourhood good for kids?' with a yes, no or unsure option. This voting pod was so popular that children excitedly filled the voting pod with balls on many occasions through the Carols by Candlelight event. Therefore data from this voting pod has not been included in this report as it is an unreliable source of data.

Of the 505 balls counted in the 'What areas do you think we have done well in over the past 12 months?' voting pod;

- 30% of votes went to Place
- 23% of the votes went to Planet
- 20% of the votes went to People
- 15% went to Performance
- 12% of the votes were given to Participation

What areas do you think we have done well in over the past 12 months?

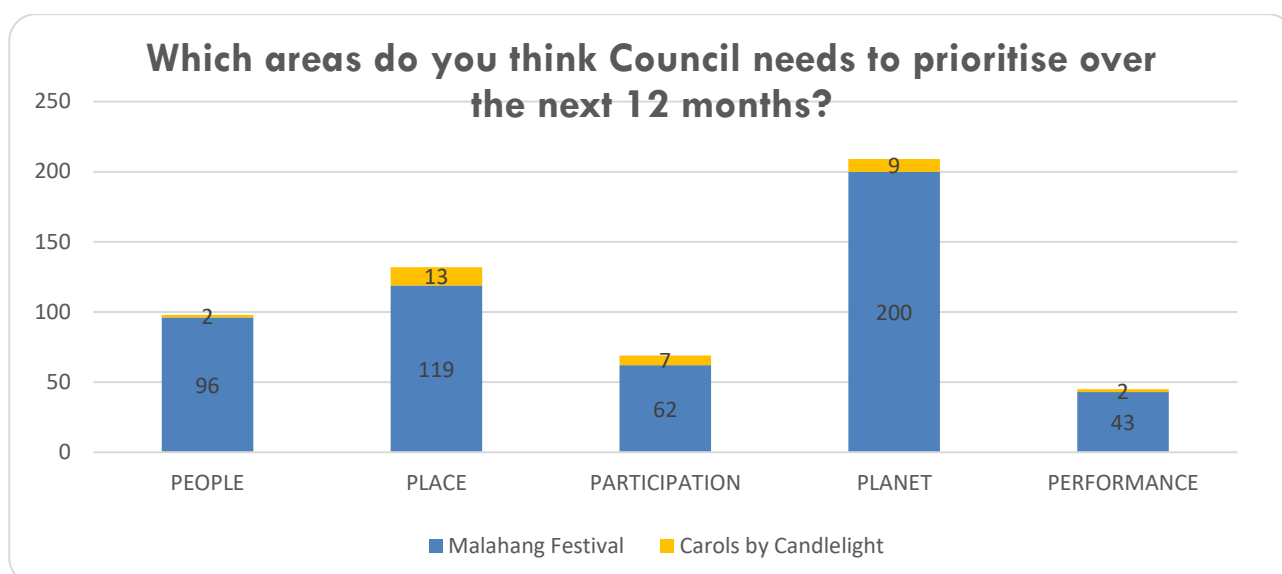


3.4 Dotmocracy results

The community were asked which areas Council needs to prioritise over the next 12 months by placing dots on three of the five priority areas appearing on the dotmocracy board. Each priority area was accompanied by an explanatory statement.

- **Planet**- environmental sustainability - received 38% of the dots
- **Place**- great places and spaces - received 24% of the dots
- **People**- strong, healthy and inclusive communities – received 18% of the dots
- **Participation**- engagement and advocacy - received 12% of the dots
- **Performance**- efficiency and good governance - received 8% of the dots

Approximately 184 people participated in the activity. 11 of these were at Carols by Candlelight, and 173 were at the Malahang Festival.



3.5 'Ideas' Chatboard responses

At each place-based pop-up event, an 'ideas' chatboard was used to encourage the community to share their ideas on what would improve Banyule/their community/their neighbourhood over the next 12 months (or Year 4 of the Council Plan).

A total of 58 comments were written on the 'ideas' chatboard at both pop-up events, 48 at the Malahang Festival and 10 comments at the Carols by Candlelight event. The key themes to emerge were:

1. Parks, playgrounds and landscape (18 comments)
 - "Off-lead fenced dog park"
 - "Development with landscape greenery trees"
 - "New park – green space near War Memorial Park"
2. Infrastructure (12 comments)
 - "Roll-over curbs near key public services – prams, wheelchairs, young bikes"
 - "Maintain the pool @ Olympic Village"
 - "Need lights on new bridge"
 - "Footpath from Heide to Possum Hollow"
3. The environment (9 comments)
 - "Do more for planet"
 - "More recycling programs"
 - "Stop fossil fuels"

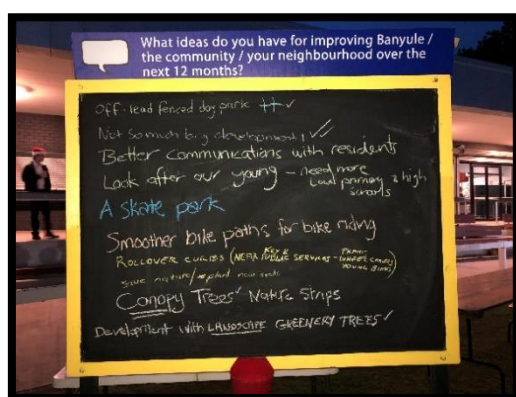
Events and programs, development concerns and transport needs were also mentioned. A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment. Comments with ticks next to them indicate support from other attendees at the pop-up events.

ALL IDEAS RECEIVED	
Off-lead fenced dog park	✓✓✓
Not so much development	✓✓

ALL IDEAS RECEIVED
Better communications with residents
A skate park
Roll-over curbs near key public services – prams, wheelchairs, young bikes
Canopy trees ✓ Nature Strips
Development with landscape greenery trees ✓
Look after our young – need more local primary and high schools
Smoother bike paths for bike riding
Save nature/ plant new seeds
Plant more trees
Parks/National forests
Shade cloths on playgrounds
Maintain the pool @ Olympic Village
More festivals & fun
Put a shelter and community meeting place at Greensborough War Memorial Park and plant out the understorey with native plants
We become more sustainable
Olympic Village pool needs water slide
Monkey bars
Revamp Bell street mall
Reduce the amount of (unknown)
Larger park & skate park. Fix cracks and other hazards. HRA.
Little libraries in every Banyule park
New cricket nets at James reserve with mats
More social activities for people with disabilities
Free public transport – concession
Lighting in dog park for winter walks after work
Planting trees – street trees ✓✓✓
More indigenous events – sorry day, etc
More community events
More recycling programs
More places to take e-waste
Need lights on new bridge
Less apartment blocks in neighbourhood
More scooters & bikes tracks near Watsonia
Activities
Recycling Bin
Look after the planet
Some activities to educate children
Last year festivals
To help homeless people
Do more for planet
Cafes
Stop fossil fuels
Stop air and water pollution

ALL IDEAS RECEIVED
Fix Oriel Road near the Bell St mall
Build a library West Heidelberg ✓✓✓
More compost bins
Booking system for Malahang park facilities (birthday etc) to reduce rubbish after events
Do better
Water play – only with recycled water
Footpath from Heide to Possum Hollow
Don't spend \$ on trips, dinners
Deep leaf litter traps in the storm water drains
More industry & job support & creation
New park – green space near War Memorial Park
Splash ground in summer with trees
Communication with other people - neighbours



3.6 'Favourite Thing' Chatboard responses

At each place-based pop-up event, a 'favourite thing' chatboard was used to encourage the community to share their memories of what had happened in Banyule/ their community/ their neighbourhood over the past 12 months, that they had enjoyed or been pleased about.

A total of 26 comments were written on the 'favourite thing' chatboard at both pop-up events, 16 at the Malahang Festival and 10 comments at the Carols by Candlelight event. The key themes to emerge were:

1. Environment
 - Council declared a climate emergency
2. Parks, playgrounds and landscape
 - "Ford Park – love it"
 - "Shade at parks"
3. Events and programs
 - "Local events"
 - "Locals joining in activities"
 - "Arty Farty is amazing"

The environment, transport and services were also mentioned. A full list of all comments received can be seen below.

Please note: the following comments are verbatim; however, some spelling errors have been corrected without changing the context of the comment. Comments with ticks next to them indicate support from other attendees at the pop-up events.

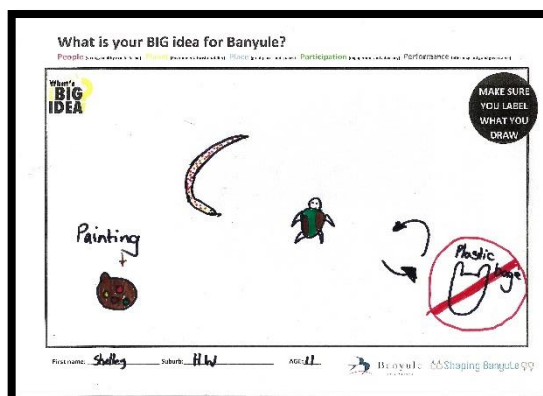
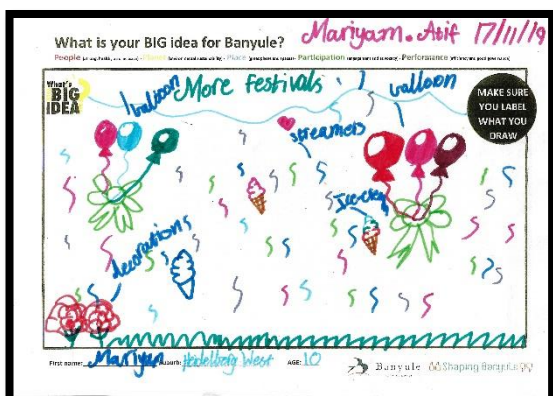
ALL COMMENTS RECEIVED
MCH Support
Locals joining in activities
Johnson reserve improvements – it is amazing to see how many families are going to this park. The community feels more ‘homely’
Scooter track @ Ford Park
Making Parks better
Parks
Local events
Changes to Northlink
Council declared a climate emergency ✓✓✓
Ford Park – love it ✓✓
Good work
New bridge across creek to Northland
Protesters – Northeast Link, Climate
Darebin Creek
This festival
My Birthday
Arty Farty is amazing
Nothing really happens
Mc Donalds
Shade at parks
Approving Tony’s place
Movies in the park
Local Facebook pages
Christmas lights ✓
Parks
Business mentoring

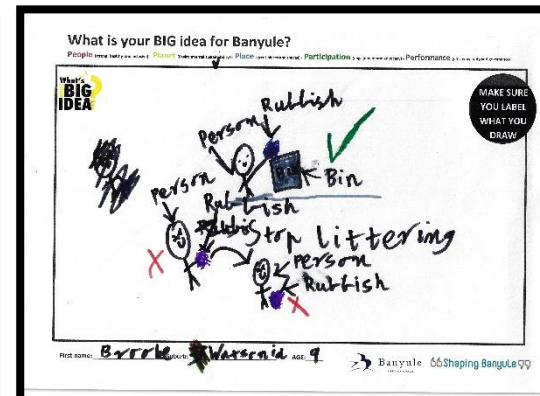
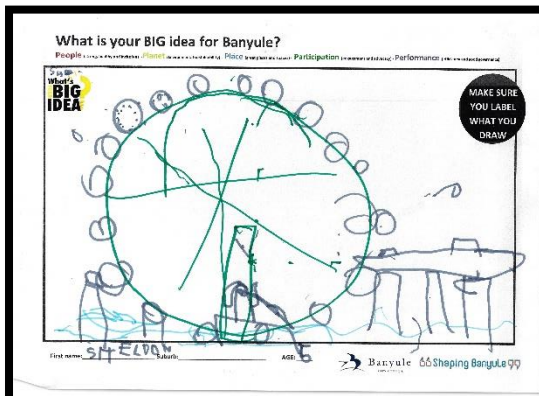
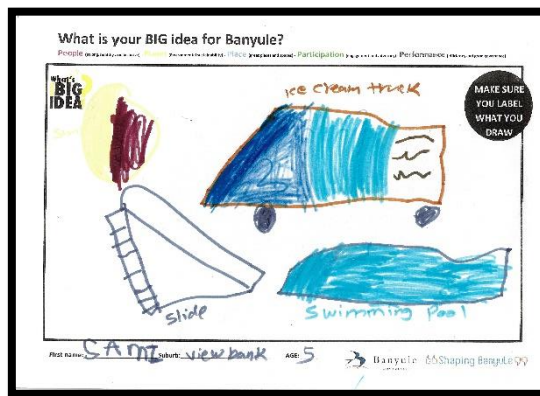
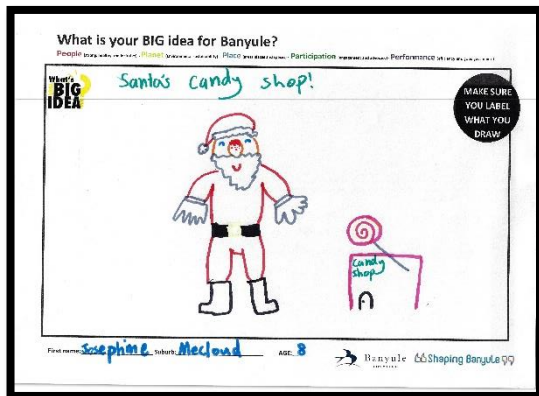


3.7 Big ideas drawings results

A total of 38 children provided their 'big ideas' for Banyule. 20 of these pictures came from Carols by Candlelight and 18 from the Malahang Festival. There were many more drawings however they were from very young children and were not useable for the purpose of this report.

Most drawings were by children between 4 and 7 years old. Play equipment and caring for others were popular themes for this age group, and several sharks. For older children 8-11, littering, trees and the environment were popular themes. There were also several Christmas scenes from Carols by Candlelight.





4. How are we responding to what you said?

The below information will be utilised to inform the development of 'Key Initiatives' for inclusion in the Banyule Council Plan 2017-2021 (Year 4).

People

The **top priorities**, under this objective, that you identified for us to prioritise in Year 4 are:

Your priorities	2017-2021 (Year 4) Council Plan Key Direction Reference
More community events and programs	1.2, 1.5
More support and inclusivity for diverse communities	1.3
More health and wellbeing services and initiatives	1.1, 1.4, 3.4

'People' Key Directions:

- 1.1 Support and promote health and wellbeing
- 1.2 Provide a range of services for people at important life stages
- 1.3 Support a connected, inclusive and involved community
- 1.4 Develop and promote safety and resilience in our community
- 1.5 Enhance quality of life and connection through arts and culture
- 1.6 Stimulate business, employment and investment opportunities

Planet

The **top priorities**, under this objective, that you identified for us to prioritise in Year 4 are:

Your priorities	2017-2021 (Year 4) Council Plan Key Direction Reference
More public recycling bins and introduction of a residential food waste collection	2.1, 2.4
Support for residents to be more sustainable	2.1, 2.4, 2.5
Enhance protection and increased planting of trees	2.1

'Planet' Key Directions:

- 2.1 Protect and enhance our natural environment
- 2.2 Conserve water and improve stormwater management
- 2.3 Lead in planning for, and responding to, climate change
- 2.4 Avoid waste generation
- 2.5 Be environmental stewards

Place

The **top priorities**, under this objective, that you identified for us to prioritise in Year 4 are:

Your priorities	2017-2021 (Year 4) Council Plan Key Direction Reference
Enhanced protection of open green space	3.4
Enhanced parks and playground updates	1.4, 3.2, 3.4
Strategic planning and management of developments	3.1, 3.3
Enhanced transport options including active travel modes	3.5

‘Place’ Key Directions:

- 3.1 Preserve and improve Banyule as a great place to live, work and play
- 3.2 Renew and maintain Banyule’s public assets and infrastructure
- 3.3 Invest in and support activity centres and employment precincts
- 3.4 Provide great public and open spaces
- 3.5 Support sustainable transport

Participation

The **top priorities**, under this objective, that you identified for us to prioritise in Year 4 are:

Your priorities	2017-2021 (Year 4) Council Plan Key Direction Reference
Enhanced community events and programs	1.2, 1.5
Greater participation in decision making and having a say	4.1

‘Participation’ Key Directions:

- 4.1 Engage meaningfully with our community and encourage participation
- 4.2 Advocate for our community
- 4.3 Communicate effectively with our community

Performance

The **top priorities**, under this objective, that you identified for us to prioritise in Year 4 are:

Your priorities	2017-2021 (Year 4) Council Plan Key Direction Reference
Enhanced transparency and efficiency	4.1, 5.2, 5.4
Improved request response times	5.1

‘Performance’ Key Directions:

- 5.1 Provide exceptional customer service
- 5.2 Deliver best value services and facilities
- 5.3 Provide responsible financial management and business planning

- 5.4 Provide good governance and be accountable
- 5.5 Promote an engaged and productive organisation
- 5.6 Manage the systems and assets that support service delivery

NOTE: Whilst a majority of participants did not explicitly state that greater promotion of and communication regarding Council programs, services, consultation opportunities and achievements was required. A majority of comments received did reflect the need for it. *To be addressed via Key Direction 4.3*