



WHAT YOU SAID 2019

Our Consultation Program for the Council Plan 2017-2021 (Year3)

Final Report

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Executive summary

1.1 Background and methodology

The consultation program undertaken to inform the development of Year 3 of the Banyule Council Plan 2017 -2021 occurred over a 7-week period from 14 December 2018 to the 8 February 2019.

ChatterBox Projects was engaged to work in collaboration with Banyule City Council to undertake two place-based pop-up community consultations to help inform the development of Year 3 of the Council Plan.

The place-based engagement was designed to be innovative and inclusive to ensure a wide section of the community were engaged. The place-based engagement also complimented Council's online engagement through Council's 'Shaping Banyule' website.

During the community engagement, a wide range of people were consulted including people who may not normally provide feedback to Council. Being able to intercept people whilst they were attending Council events, provided many community members with the opportunity to engage. The consultations enabled the engagement of children, young people, adults including people from non-English speaking backgrounds.

A total of 1,179 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, wish list chatboards and idea drawings at pop-up events.

- 234 people told us how Council has been doing over the past 12 months
- 242 people told us how much they love their neighbourhood
- 231 people told us if they thought Council had met the Year 2 Council Plan priorities
- 458 written ideas and priorities for Year 3 of the Council Plan were received and
- 14 children and young people provided their feedback by drawing their ideas

1.2 Overview of what the community said/key findings

All the ideas and views received throughout the consultation have been grouped and presented using Council's strategic objectives of People, Planet, Place, Participation and Performance as shown below with some attracting more input than others. This section provides a high-level overview of the type of feedback received under each objective with more detail provided within the body of the report.

In regard to respondents view that Council 'had done a good job over the past 12 months' the findings were positive, as reflected below:

Overall results include the survey results combined with the voting pod and dotmocracy results.

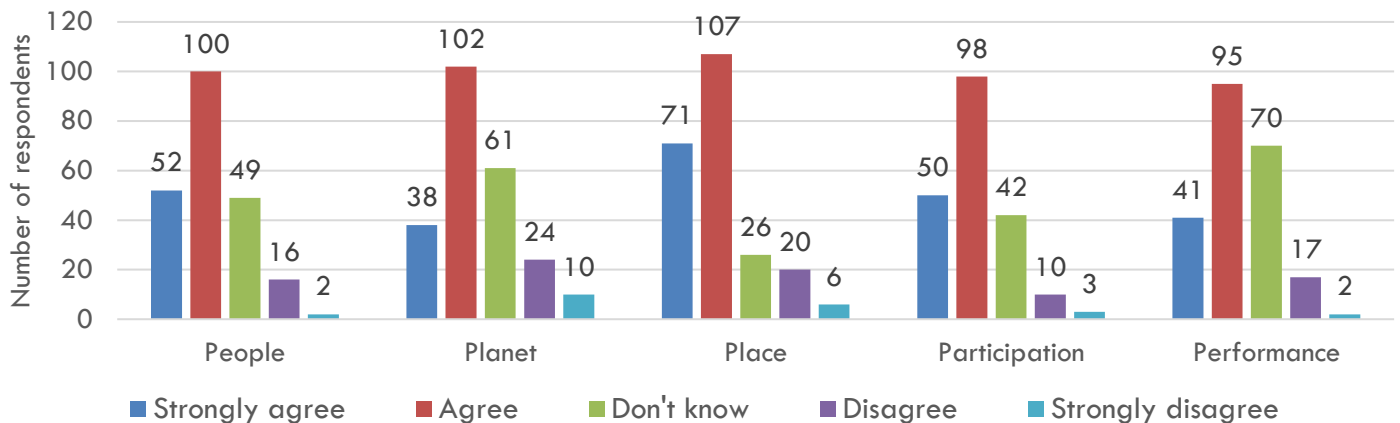
Overall:

- 64.52% of respondents thought Council had done a good job. This included 67.4% of survey respondents and 61.2% of voting pod participants.
- 69.4% of respondents strongly agreed or agreed with the statement around **People**-Council has achieved outcomes for strong, healthy and inclusive communities
- 59.57% of respondents strongly agreed or agreed with the statement around **Planet**-Council has achieved outcomes for environmental sustainability
- 77.39% of respondents strongly agreed or agreed with the statement around **Place**- Council has achieved outcomes for great places and spaces

- 72.9% of respondents strongly agreed or agreed with the statement around **Participation**- Council has achieved outcomes for engagement and advocacy
- 60.4% of respondents strongly agreed or agreed with the statement around **Performance**- Council has achieved outcomes for efficiency and good governance

Overall results:

Please indicate how much you agree with the following statement under the 5 key themes.?



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

People

Overall, participants told us they would like to see more local community events and activities, more local spaces where they can connect, more opportunities for health and fitness, more inclusive events and activities and more promotion of 'what's on' in Banyule.

Planet

Overall, participants told us they would like to see more education around recycling, home compost collection, more recycle bins in parks, soft plastic recycling and more sustainable transport such as bike paths and additional buses.

Place

Overall, participants told us they would like to see more playgrounds that are accessible and include shade, improved cleaning and maintenance of parks and public spaces including the installation of more rubbish and recycling bins, controlled development that respects the local area as well as more community facilities.

Participation

Overall, participants told us they would like to see more engagement, more community events and activities, more promotion of these events and access to more information and community facilities.

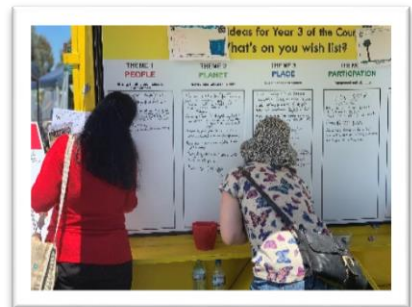
Performance

Overall, participants told us they would like to see more transparency, improved customer service and more information. Many also commented that Council was doing a good job.

1.3 Conclusion

Overall the community were highly engaged and enjoyed the range of ways they could share their ideas and opinions. Many people appreciated the fact that Council proactively popped-up to seek their views.

The theme 'Planet' received the most comments with many great ideas about how to improve the future outcomes for Banyule. There was optimism from the community that Council would act and listen to their ideas.

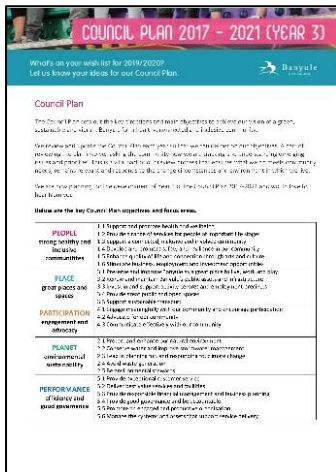


2. Overall Survey Results

This section provides the results from the hardcopy and online surveys that were completed by the community.

A total of 141 surveys were completed, 9 online and 132 hard copies at the two place-based pop-up consultations.

2.1 Survey results summary



The survey consisted of three open-ended questions and three demographic questions.

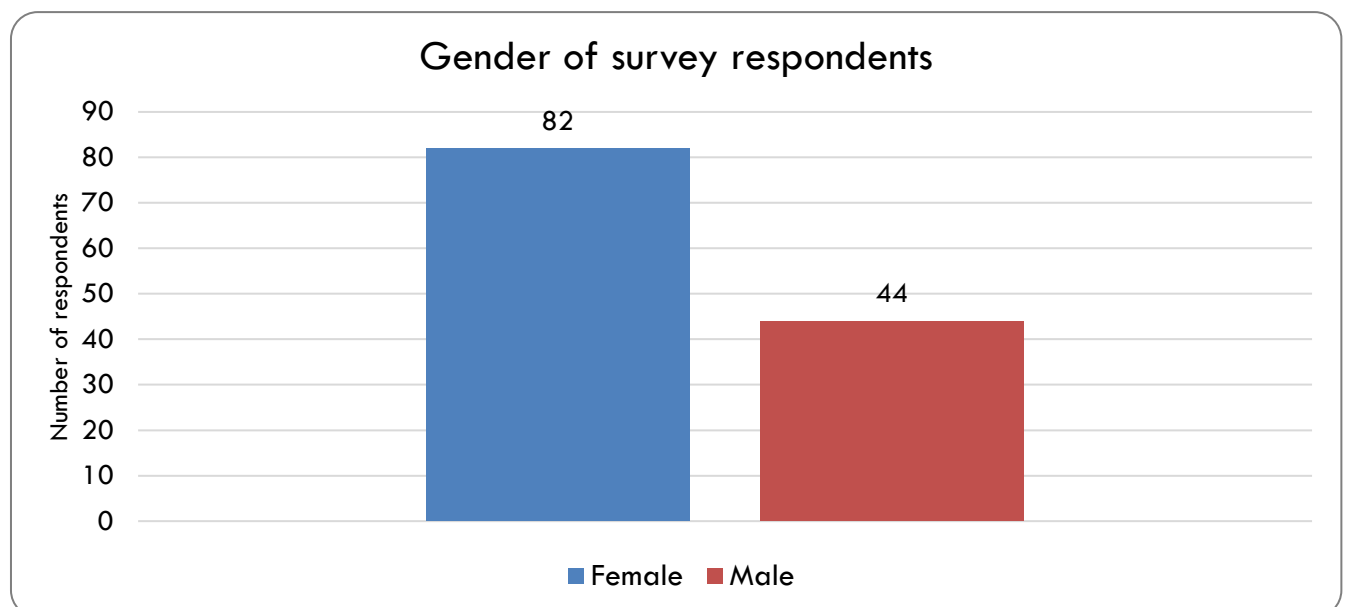
The online survey was hosted by Council's 'Shaping Banyule' website.

Of the 141 who completed a survey:

- The two most widely represented age groups were 35-44 years (37.01%) and 24-34 years (31.5%).
- 65.08% of respondents were female and 34.92% male
- 80.15% lived in Banyule
- 19.84% worked in Banyule
- 67.48% said Council had done a good job in the past 12 months

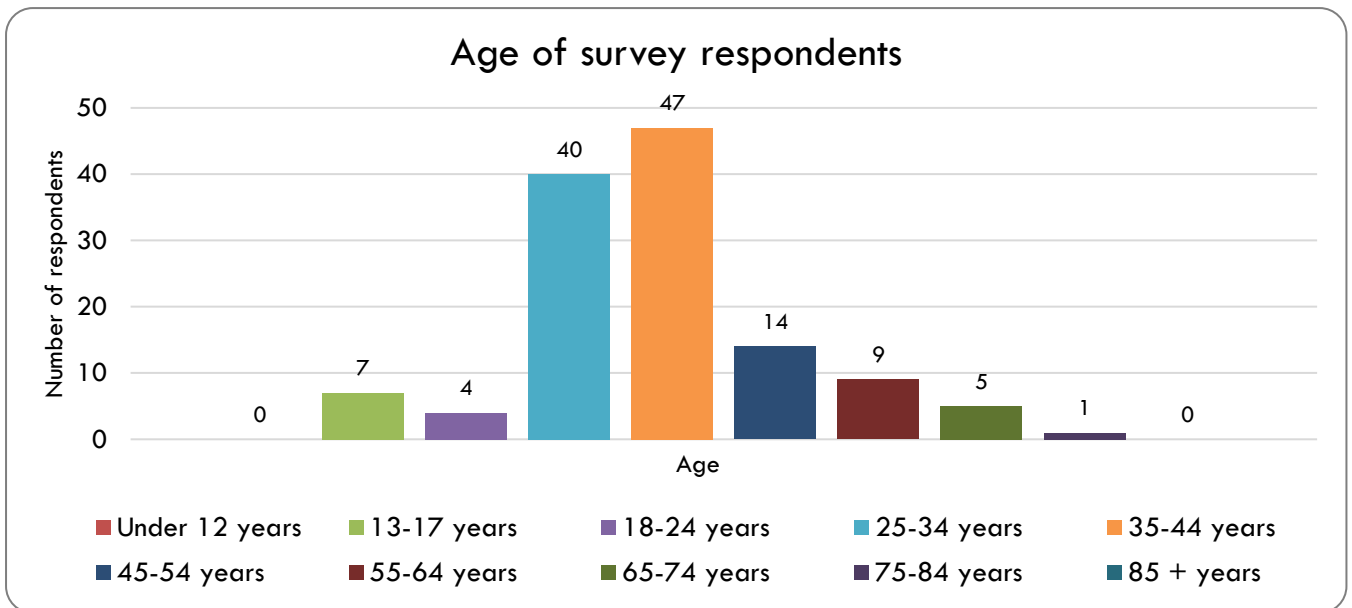
2.2 Gender

Of the 126 respondents who indicated their gender, 65.08% (82) were female and 34.92% (44) were male.



2.3 Age

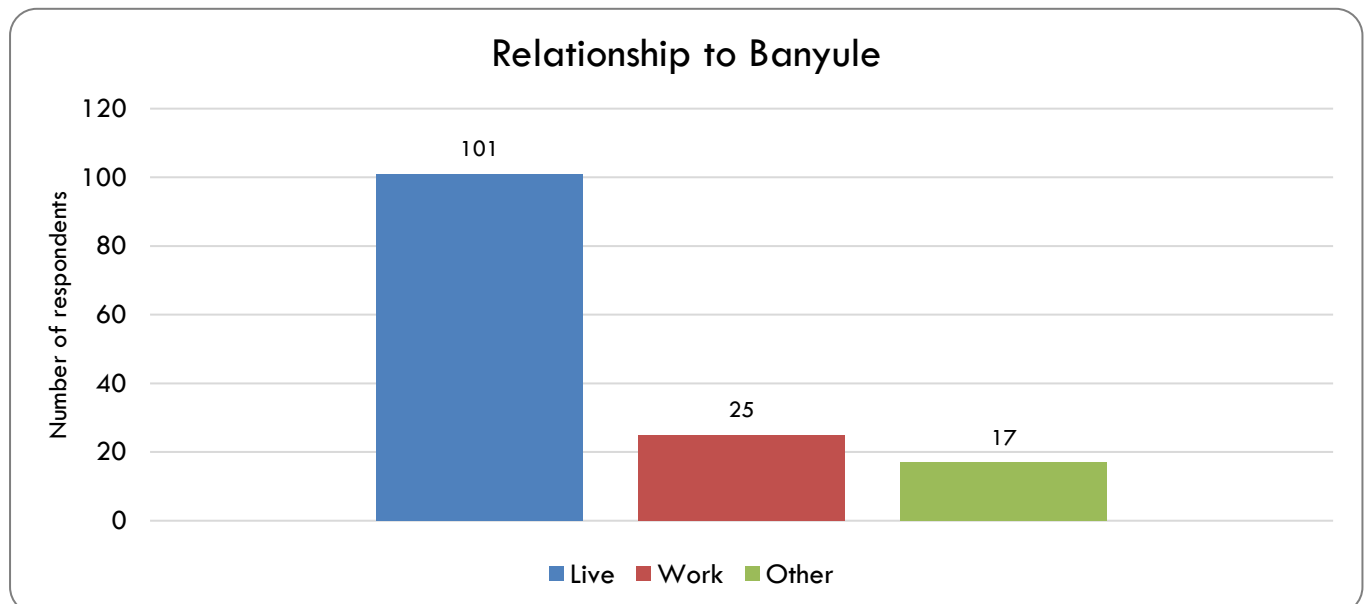
Of the 127 respondents who indicated their age, there was good representation of people aged between 35-44 years (37.01%) and 24-34 years (31.5%).



2.4 Relationship to Banyule

(Respondents could tick all that apply)

Of the 126 respondents who indicated their relationship to Banyule, 80.16% lived in Banyule, 19.24% worked in Banyule and 18.25% indicated other.



Respondents were able to provide 'other' ways that they were connected to Banyule. Thirteen people indicated they were visitors, three indicated they attended school and one indicated they were a commuter.

2.5 Do you think we have been doing a good job over the past 12 months?

Of the 123 respondents who answered this question via the survey, 67.48% said yes, 7.32% said no and, 25.2% said they didn't know.

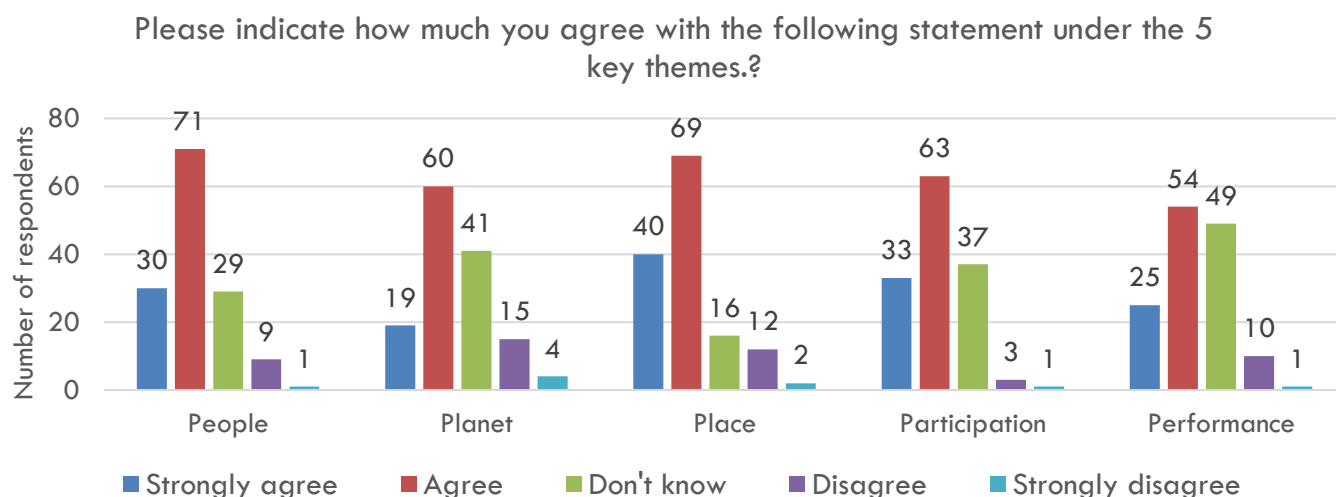


A local family sharing their 'wish list' ideas at the Malahang Festival

2.6 Please indicate how much you agree with the following statement under the 5 key themes?

Respondents were asked how much they agreed to a statement under each of the five key themes of People, Place, Participation, Planet and Performance.

- 72.14% of respondents strongly agreed or agreed with the statement around **People**-Council has achieved outcomes for strong, healthy and inclusive communities
- 56.84% of respondents strongly agreed or agreed with the statement around **Planet**-Council has achieved outcomes for environmental sustainability
- 78.42% of respondents strongly agreed or agreed with the statement around **Place**- Council has achieved outcomes for great places and spaces
- 70.08% of respondents strongly agreed or agreed with the statement around **Participation**- Council has achieved outcomes for engagement and advocacy
- 56.84% of respondents strongly agreed or agreed with the statement around **Performance**- Council has achieved outcomes for efficiency and good governance



A community member sharing their ideas at the Malahang Festival

2.7 Please share your ideas for Year 3 of the Council Plan- What's on your wish list under the following themes?

The community were asked to provide their priorities for Year 3 of the Council Plan under the five strategic objectives of People, Planet, Place, Participation and Performance.

305 comments and ideas were received.

PEOPLE

69 respondents provided their ideas and comments under the objective of People. The four main themes to emerge were:

1. More local community events and activities (24 comments)
 - *"More community gatherings at key locations, for the locals to get to know their neighbours."*
 - *"Community events that cater for young adults, without being children-specific"*
 - *"More diverse community festivals (awareness)"*
 - *"Provide a range of services for people at all stages not only the important life stages eg. more engaging activities for youth"*
2. Community spaces (7 comments)
 - *"more walking paths, parks and spaces for all including teenagers in watsonia and Greensborough. It seems that the focus is on building car parks at liat way swimming pool rather than places where people can"*
 - *"More spaces for families."*
3. Health and fitness such as walking paths and exercise stations (7 comments)
 - *"More free exercise stations at for example Ivanhoe Park"*
 - *"Car-culture in all our activity centre. Prioritize walk, bike & public transport over cars"*
4. Inclusion including more inclusive events for LGBTI people, people with a disability and people from diverse backgrounds (7 comments)
 - *"celebrating invasion on 26th Jan is a slap in the face for those who were already here, we need to change the narrative to include Indigenous people and to tell their history instead of the Anglocentric one of conquest"*
 - *"More inclusive opportunities for LGBT + families"*
 - *"All abilities events"*

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 community gatherings at key locations, for the locals to get to know their neighbours. The event at the Greensborough War Memorial with some food tents and a jumping castle springs to mind.
Ensure Banyule encourages healthy environments for those in Banyule including clean businesses and public transport especially trains as disease can move from these to Banyule.
Celebrating invasion on 26th Jan is a slap in the face for those who were already here, we need to change the narrative to include Indigenous people and to tell their history instead of the Anglocentric one of conquest
Planning processes which put the development and support of local communities ahead of strict commercial development. Support for local communities in developing their own local character.

ALL COMMENTS RECEIVED
More walking paths, parks and spaces for all including teenagers in watsonia and Greensborough. It seems that the focus is on building car parks at liat way swimming pool rather than places where people can gather and can walk are not priority
Too much division in investing in rich/poor neighbourhoods. Ivanhoe residents receiving diff funding + treatment than Heidelberg West
Farmers markets. Lots of young families in H.W make some more facilities for them
Bigger neighbourhood watch to keep everybody really safe
Safety of people against crime
Continued support of sporting & cultural groups
Continue to be a part of schools, festivals. Local companies. Show support for them
I would be interested in the different community in this area
Free first aid training for parents
Continue the local village events
Improving slowly. Still need to go long way
Tune into 3081 community needs
More community activities
Rolls models
More community events. More spaces for families. More nature play days
Community hubs
Need more engagement with community
Farmers market @ Malahang reserve
Multiculturalism
Free groups for everyone to attend
More disabled parking + access
Disability inclusion + community education
Work shop thanks
Support cycle users!! Fee contribute to our servicing costs. Fix Darebin creeks, bike paths to make safer (more lights, better surface)
Car-culture in all our activity centre. Prioritize walk, bike & public transport over cars
Promotion of health + wellbeing improvement
I found that promotion of events + services can be a little lacking. Things are happening but we just don't know about them, we have accidentally stumbled across events a couple of time this year
Encouraging walking, cycling. Taps & toilets plus shade
Inclusion for people with disabilities- young & old - practical inclusion
Affordable housing initiatives - strategic partnerships in community housing
Adult choir
More inclusive communities- LGBTQIA
Pre-dominantly, community is strong and healthy unfortunately there is a sense of entitlement in the leafy suburbs (Eaglemont) that lessens the community inclusion
Provide a range of services for people at all stages not only the important life stages eg. More engaging activities for youth
Kinder places allocation based on residence location and needs rather than when forms were submitted
Kinder allocation based on proximity to the kinder not disadvantage people who have moved into the community
Sports tournaments
Community events that cater for young adults, without being children-specific
More & frequent get togethers/ gatherings/ functions required
More council run playgroups for preschools. School holiday programs for pre-schoolers
More events to socialise with the elderly

ALL COMMENTS RECEIVED
Does well ie. Tonight
I want more young adult events- no kids
I want above 20 year old single mixers
Lots of events
More free exercise stations at for example Ivanhoe park
Greater knowledge to community about engagement
More accessible council run health & fitness programs in Ivanhoe
Heath & wellbeing, safety
More local clinic
More inclusive opportunities for LGBT + families
Using the parks for entertainment- family fun is excellent. Perhaps more?
Not sure where this information is?? So maybe more letter box drops to let us know
More notifications on events
All abilities events
Better Halloween celebrations
More diverse community festivals (awareness)
Less arrogance
More events
Outdoor group fitness beyond aquatic centre
Investing more into the arts
Celebrate ethnic festivals together (eg. Chinese New Year, Deepavali etc.)
Reassess pricing of Ivanhoe Aquatic centre to cater for all families
Sharing the festive celebration of other races/ ethnicities

PLANET

89 respondents provided their ideas and comments under the objective of Planet. The three main themes to emerge were:

1. Recycling including education (33 comments)
 - *"Incorrect recycling not monitored"*
 - *"Improve recycling, provide more info"*
 - *"More recycling info sessions. More sessions on reusing. Recycling bins at parks"*
2. Compost collection (19 comments)
 - *"Those countertop mini bins for food scraps which let you put them in the green waste like other councils have."*
 - *"implement compost bins and continue to encourage recycling"*
 - *"Greater priority for recycling and composting initiatives"*
3. Improved maintenance and cleaning across the municipality (10 comments)
 - *"Yarra river trail needs more clean up days. the river in places is trashed"*
 - *"Clean up the Darebin Parklands. More council workers cleaning parklands. Bin nights in Heidelberg west rubbish scattered throughout suburbs"*

Other ideas and comments included the need for more solar and renewable energy initiatives (7 comments), more trees and more bins.

ALL COMMENTS RECEIVED
It will be great to see the outcome of the C40 analysis of Council emissions, and the steps taken to reduce emissions. More Council initiatives and opportunities that support the community to change their lifestyles urgently should be made a focus in 2019
Those countertop mini bins for food scraps which let you put them in the green waste like other councils have. With 2 young kids we unfortunately generate a lot of food waste.
Less green land lost with new developments removing trees.
Council has made a good start but there's more to be done, was pleased to see an update on recycling in The Banner, but needs to go further eg, can chip packets be recycled?
Much better controls over removal of urban tree cover on public and private land. Guarantee of long-term tree protection and survival across the urban landscape. Assigning value to trees in the urban landscape.
Too much hard waste dumping. Incorrect recycling not monitored. Overflowing bins out to early. No composting. All needs improvement
Clean up the Darebin Parklands. More council workers cleaning parklands. Bin nights in Heidelberg west rubbish scattered throughout suburbs
We need to use solar panels & water for power not just electricity. More sustainable
More recycling
More letters how to look after gardens properly
Implement compost bins and continue to encourage recycling
Less super high developments
More trees
Citizen science group eg. Quality monitoring to support govt agencies such as EPA
Yes
Improve recycling 7 provide more info
Help with recycling. Product from recycling ie. Benches, tables, play equipment
Compost allowed in recycling
Naturally
Fruit trees on nature strips, Vegetables growing in parks, Indigenous knowledge of the earth

ALL COMMENTS RECEIVED
Great educational programs
More recycling info sessions. More sessions on reusing. Recycling bins at parks
More trees
Greater priority for recycling and composting initiatives
Compost bins for house
Bigger green bins for households
Renewable energy in public facilities
Reduced cost for supplies/ set up cost for equipment
Better recycling
Pickup rubbish
Clean up the suburb
Council owned renewable micro grids. Funding for low income houses to have renewables
Not enough done in this space. Safe bike riding facilities in & around activity centres please!
Happy with what is in place
I want to be able to put food scraps into my green bin! Apartment living means its hard to do anything but send them to landfill
To be able to put food scraps into the green bin. Some other councils can! Apartment living makes it hard to compost
Lack of leadership in true change to recycling & resource use
Stronger action on climate change
Continued early childhood education for sustainability
ESD policy enforcement
Yarra river trail needs more clean up days. The river in places is trashed
Not sure the extent
More days focused on clean up
Avoid waste
Increased requirements for solar + water storage for all new developments
Solar panels to be a requirement at new high & medium density housing
Food waste recycling
More solar panels on council property
Recycling facilities/ waste facilities for batteries, chemicals, paints etc
Reduce plastics available at events. Carbon audit for all council offices
Reduce traffic on Rosanna Road please
Avoid waste generation. Conserve water. Protect green spaces. Protect wildlife
No charge for rubbish/ waste disposal outside of regular pick ups eg. Local dumps
Ensure tips for recycling are advertised at public events
Would like more recycling info ie. What & where to take. At times info unclear
I wish you advocated for BYO Tupperware at supermarkets instead of plastic bags
Less single use plastic
Encourage compost
A Larger green waste bin
Promote more reuse. Cleaning street-pick up. Environment day participation advertise
I'd like to see a recycling plant similar to the one in Clifton Hill. The one on Waterdale Road cannot take polystyrene and often takes a long time to get through. See the drop off point in Clifton Hill as a great example of all types of recycling. Some time ago i received an email or online survey about food waste + composting. It asked whether we would be interested in a curb side food waste bin or an inground composting system that could compost all types of food waste including meats. I love both of these ideas!

ALL COMMENTS RECEIVED
More pressure on households to recycle
Stormwater upgrade
Collection of vegetable matter for composting (possibly by external company)
Compost bins, soft plastic recycling bin
Compost bins, soft plastic recycling
Compost bins
Affective security system
Better/honest recycling facilities
Yarra River trail needs more clean up days
Recycling centre is good
Trees are only for possums!! Better choice- storm water a problem after storm
More rubbish bins (recycling also)
More rubbish bin, more public toilets
Solar energy
Better grass
Volunteering to clean
Encourage sustainability through communication
Protect parklands
Educate everyone re environment & recycling. Green waste collection - compost
Please print double sided in the future Save Paper!!!!
Compost bins + soft plastic recycling
More public bins around the parks, especially Ford Park in Bellfield
Print these feedback forms in duplex
Compost bins, soft plastic recycling
Compost, soft/hard recycling
Footpaths need to be repaired in full not in patches



Community members joining in the dotmocracy activity

PLACE

83 respondents provided their ideas and comments under the objective of Place. The four main themes to emerge were:

1. Parks (19 comments)

- *"Places which people of all ages to gather together in relaxed surroundings of parks and reserves, not just activity areas and playgrounds."*
- *"More shaded areas to sit in parks. More bike paths that are connected"*
- *"Ensure all areas have access to beautiful parklands and local, healthy food places"*
- *"Upgrade the Ford dog park"*

2. Community spaces and facilities (16 comments)

- *"Fix Bell street mall so its more welcoming. Fix Olympic Village"*
- *"More community outdoor spaces and events"*
- *"Need a community arts centre"*
- *"Less parking & more people- friendly places"*
- *"More space for cultural exchange (especially for first nation people) educational opportunities"*
- *"Greensborough town centre has no "meeting place" its all shops. Be great to have a green no-commercial space to sit and talk with people- have a picnic with family"*

3. Playgrounds (13 comments)

- *"Shade sails over existing playgrounds, so they are most usable during all time s of the day"*
- *"Park and play equipment to be a requirement of any new high-density housing"*
- *"The Wamba park playground requires shade to cover all Playground equipment - cannot attend park above 30 degrees"*

4. Maintenance and cleaning (10 comments)

- *"Streets unclean + unsafe in H.W, Parklands (Darebin creek full of rubbish)"*
- *"Ensure all parks, pathways & surrounding environment are clean. Provide multiple bins in the environment"*
- *"More funding for graffiti removal and prevention"*
- *"It would be great to have more regular grass cutting along the Yarra trail area, especially during summer months when snakes are active"*

Other ideas included more bike and walking paths and the need to ensure appropriate development.

ALL COMMENTS RECEIVED
Walking/cycling tracks that link up the suburbs for functional use, not recreational, will help to encourage people to move away from a reliance on cars. It is not safe for a child to ride on some of the roads designated as cycling tracks, currently.
James reserve playground desperately needs updating, it's used by lots of locals but it's very sad and old. It could use new equipment, sunshades, seating, plants & bins. Alistair Knox Park, Eltham, or Malahang in Heid. West is great for inspiration.
Wider spaces for higher population and prams, bikes, wheelchairs, etc..
Like the plan for Malahang park update. Wonder if narrow streets should have parking on 1 side only. Can't walk far, 551 bus to Heidelberg pulls in as train leaves, Preston market has seniors' parking spots, might be good for stations
Places which people of all ages to gather together in relaxed surroundings of parks and reserves, not just activity areas and playgrounds.
Suitable play space for kids and teenagers at Diamond Village Shopping Centre Watsonia
Streets unclean + unsafe in H.W, Parklands (Darebin creek full of rubbish)

ALL COMMENTS RECEIVED
Fix gov accommodation in H.W. Initiatives to keep houses well looked after. Fix Bell street mall so its more welcoming. Fix Olympic Village
More group activities for everyone to get to know each other
Doing good
More car parks please! With more time limits
Ensure all parks, pathways & surrounding environment are clean. Provide multiple bins in the environment
Fix roads + curbs. Nets on basketball rings
Dog area would be good to see the grass maintained
More community outdoor spaces and events
More shade for playgrounds, fences for playgrounds, water play areas
More shaded areas to sit in parks. More bike paths that are connected
Parks improved, shopping progressed very satisfying
Need a community arts centre
Groups & activities for LGBTI families
Need more
Would like better playgrounds for Greensborough
Better public toilets at Malahang. Water play park. More shade tents/sails
Less apartments. Keep older houses
Leaving the established community gardens where they are. Ensure housing density is kept at a fair + sustainable level given parking, traffic, open spaces etc.
Build food places
More trees
More over head cover in playgrounds
Pollution, Rubbish removal from Darebin council
More accessible playgrounds
Fenced spaces for children with disabilities
Frisbee, golf course, more shade
Fix footpaths- Lovelace St Preston
Shade over playgrounds
Bus services
Glass is EVERYWHERE in public parks
Greensborough town centre has no "meeting place" its all shops. Be great to have a green no-commercial space to sit and talk with people- have a picnic with family
Parks and gardens, ongoing maintenance
Less parking & more people- friendly places
Ensure all areas have access to beautiful parklands and local, healthy food places
Shade sails over existing playgrounds so they are most usable during all times of the day
Strong activity centre planning - open space investment
Great parks, facilities and spaces. Great work
Provide greater public & open spaces to promote health
More funding for graffiti removal and prevention
Park and play equipment to be a requirement of any new high-density housing
Heidelberg library
More water play. A fountain area
More running/walking/riding tracks
More regular emptying of bins, particularly ones filled with dog poo bags
All good

ALL COMMENTS RECEIVED
More play grounds + outside swimming pool
More live music events during the day at the weekend to include small children
Hosting more live music events in the public parks during the day on weekends
Yes love it
Better bike tracks
Keep our parks beautiful
Be more supportive of residents when large developments are proposed. Maintain the community feel of our suburb
Banyule is not Ivanhoe money infrastructure improvements to other areas
It would be great to have more regular grass cutting along the Yarra trail area, especially during summer months when snakes are active
More drinking taps in Ivanhoe for runners, Proper library 7 pool upgrade
Maintain the spaces, parks and gardens
Better protection of trees and parks.
Ford dog park - very dusty/muddy
Upgrade the Ford dog park
The suburb is changing- there are far to many unit developments. Implement additional fees on developers and use the money to offset the effect on neighbours
Support sustainable transport
Remove restrictions on multilevel developments. Just ensure minimum sizes, appearance is nice
More space for cultural exchange (especially for first nation people) educational opportunities
Keep the croquet court and give it lights. Continue with the parks upkeep, they are so important
Shouldn't have to pay for parking permits in our own street
Yes - absolutely
More?
Skate park for all ages
Shade
Improvement to parkland pathways
Get Chandler Hwy working
New playground with water equipment
Keep the Bellfield community garden where it is as well as the community centre
Upgrade ford dog park 9alway dusty or muddy
Dog park grass upgrade
The Wamba Park playground requires shade to cover all Playground equipment - cannot attend park above 30 degrees

PARTICIPATION

44 respondents provided their ideas and comments under the objective of Participation. The four themes to emerge were:

1. More activities and events (8 comments)
 - *"Increase opportunities for adults learning activities in the evenings, art classes, cooking classes"*
 - *"Weekly event, approve stalls on streets/ markets (remove restrictions)"*
 - *"More opportunities/ meet ups required so that people get up/ mix up with each other"*
2. Inclusion (8 comments)
 - *"Need to listen to + fund programs for H.W. Treat resident in this area equally. We can feel the difference"*
 - *"Do more for indigenous community"*
 - *"Access for people with disability"*
3. Community engagement (8 comments)
 - *"Was pleased that U3A was consulted re development of new council building in Ivanhoe. have trouble with stairs in the library"*
 - *"Community consultation is improving in recent years"*
 - *"I haven't experienced any Banyule council engagement and don't hear much from council apart from annual rates"*
4. More information (7 comments)
 - *"More access to council buildings and information"*
 - *"Better, more regular electronic communication from council"*
 - *"Increase social media presence"*

ALL COMMENTS RECEIVED
There does seem to be a greater willingness, even excitement, in Council to engage with local environment groups, which should be built upon this year. Becoming a key voice to the state government around the issues of Climate Change is essential.
Banyule to become more involved in joint Council programs to show their culture as one to follow.
Was pleased that U3A was consulted re development of new council building in Ivanhoe. Have trouble with stairs in the library
Need to listen to + fund programs for H.W. Treat resident in this area equally. We can feel the difference
Emails to people in the community about events & ways to help out
Listen to community
Need more
Do more for indigenous community
More options
Better reconciliation plan
Mental health support groups
Actually knowing what council does
Live stream council meeting please.
Community consolation is improving in recent years
More access to council buildings and information
We're enjoying the carols!! Thank you!!
More ways for public to participate in policy decisions

ALL COMMENTS RECEIVED
Access for people with disability
Engagement + advocacy sessions for all ages + demographics
I haven't experienced any Banyule council engagement and don't hear much from council apart from annual rates
Advocate for all communities
Increase social media presents
More opportunities/ meet ups required so that people get up/ mix up with each other
Increase opportunities for adults learning activities in the evenings, art classes, cooking classes
A difficult & time-consuming process
Yes
We don't want a suburb (Ivanhoe) full of apartments, multi-storey high density living
We enjoy all the community events
More community events in Ivanhoe
Better communication other than rates!
Better, more regular electronic communication from council
More entertainment activities
Weekly event, approve stalls on streets/ markets (remove restrictions)
Involvement in more human rights advocacy campaigns
Good information via mail
Unsure of advocacy
More play equipment for children from crawling to running
Town hall style meetings
More Dr Who themed events
More work on family violence and how can we help people struggling this sort of situation
More activities
Public involved activities
More diverse options to inspire a diverse population



The community popping by to share their ideas and opinions at the Malahang Festival

PERFORMANCE

38 respondents provided their ideas and comments under the objective of Performance. Themes to emerge included:

1. Positive comments about Councils performances (7 comments)
 - *"Keep doing what you are doing"*
 - *"Contacted the council a few times this year always helpful"*
 - *"Given the Banyule area is well sought after this must have same attributes from council. good work"*
2. Need for more transparency (5 comments)
 - *"More transparency with council"*
 - *"Active recognition of inputs by community to council plans and processes, so that people who do provide input know that their comments and ideas are recognized and understood."*
 - *"There is a commitment to look at the way Council works as a whole through the C40 framework. This should be done honestly and completely, so that we can see where things need to improve and have an accurate benchmark."*
3. Reducing rates (4 comments)
 - *"Rates are very high, feel that value for money not completely satisfactory"*
 - *"Ensure rates only grow at the rate of inflation unless there is a vote"*
 - *"Lower rates, better value"*

Other comments included the need to improve customer service (3 comments) and then need to improve communications (3 comments)

ALL COMMENTS RECEIVED
There is a commitment to look at the way Council works as a whole through the C40 framework. This should be done honestly and completely, so that we can see where things need to improve and have an accurate benchmark.
Keep doing what you are doing and D
Active recognition of inputs by community to council plans and processes, so that people who do provide input know that their comments and ideas are recognized and understood.
Please make sure the 2-hour parking restrictions on Alexandra Street Greensborough to be extended to Echuca Street as it is too difficult to park with all of the cars that now park for the train station on our once quiet street.
Better attention to all of this needed
We never hear from the council?? What are they fixing in H.W
If you think of anything to help out, get opinions before you start it
Need more help for housing.
More transparency
Need to do more
Listen to people stop developers taking over the area
Infrastructure
More transparency with council
FOGO bins!
Hearing more about what they do
There is a bias towards the wealthier suburbs of Banyule when it comes to services & \$ spent
Rates are very high, feel that value for money not completely satisfactory
I spent 15min on hold to talk to someone to book hard rubbish collection. Sure, it was lunch time but that was the only time that i had to call.....

ALL COMMENTS RECEIVED
Given the Banyule area is well sought after this must have same attributes that minutes from council. Good work
Under @ hour response time for email queries
All good
Contacted the council a few times this year always helpful
Great
Ivanhoe resident pay the most taxes yet have the worst facilities (old pool & library
Lower rates, better value
Ensure rates only grow at the rate of inflation unless there is a vote
Engage with reconciliation action plan
Council appears very keen on raising revenue, increasing rates, paid parking. I would like to see this revenue used more effectively on core services not none- core services
Roads could be better. Hate waiting when call office_ sometimes an hour!!
Why are we paying for parking permits on own street
Not sure? There's not too much info about what you're doing However, i love living here
Doing a great job
Open + fair government
Good
Every weekend
Better pick up of bins so not to break some
Why we paying for parking permits on our own street



Community members joining in the dotmocracy activity at Malahang Festival

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
- encourage 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.

The place-based pop-up consultations were not only beneficial in engaging with the community, they were also beneficial in promoting the project, including the online survey, and providing an opportunity for the community to engage with Council out of hours.

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	15 December	6pm-9:30pm	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.

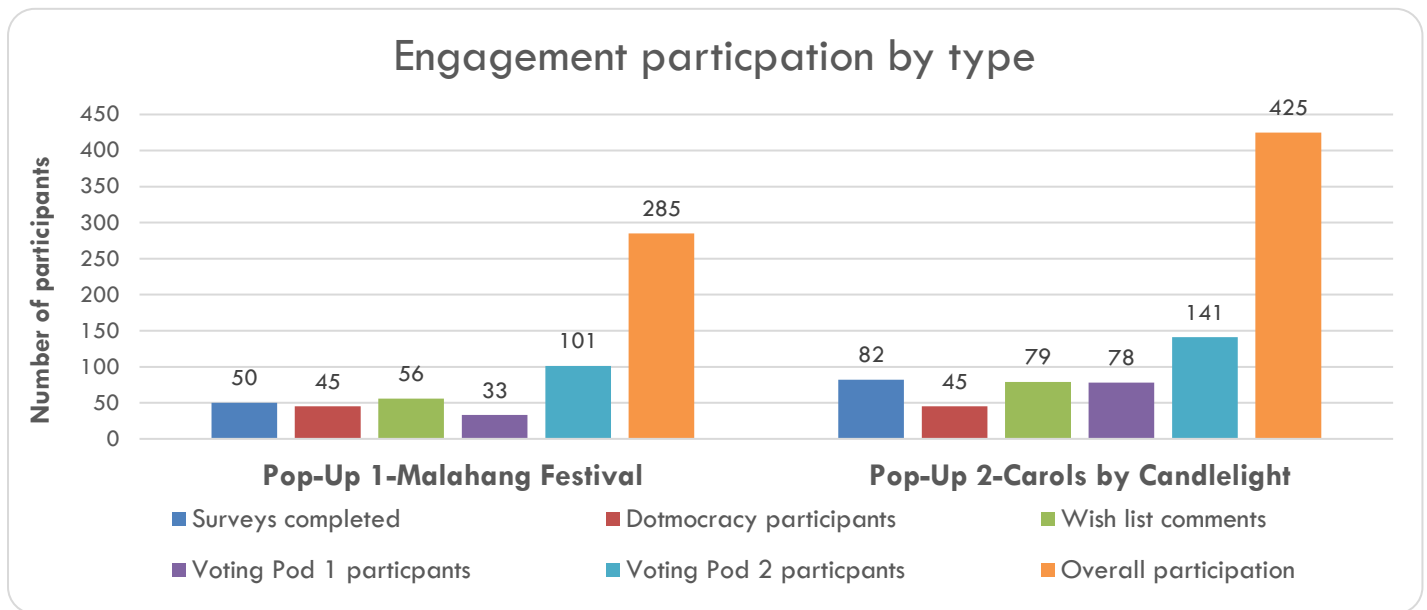
The tools included a hard copy survey, dotmocracy feedback boards, 'wish list' chatboard, voting pods and a 'big idea' drawing sheet.

Overall participation

- 132 people completed a survey
- 91 people participated in the feedback dotmocracy activity
- 353 votes were received via the voting pod activities
- 135 'wish list' comments were received via the chatboards
- 14 children and young people provided their feedback by drawing their ideas

Over 600 written ideas and views were gathered at the two pop-up events as well as 132 surveys completed on site. An additional 32 postcards were distributed to encourage people to complete the survey online.

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



Furthermore, the place-based activities enabled engagement with people who otherwise may not have participated in traditional Council engagement methods, including children, young people, busy parents/carers, older people and people from diverse backgrounds.

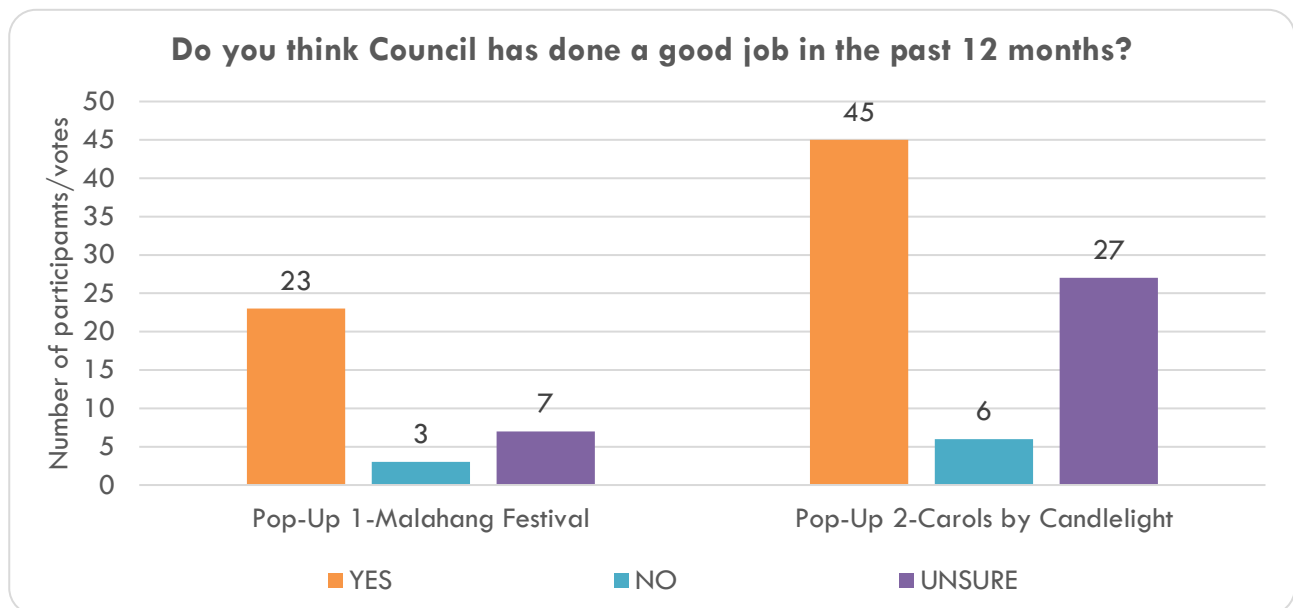
3.3 Voting pod results



There were two voting pod activities at the place-based pop-up consultation events.

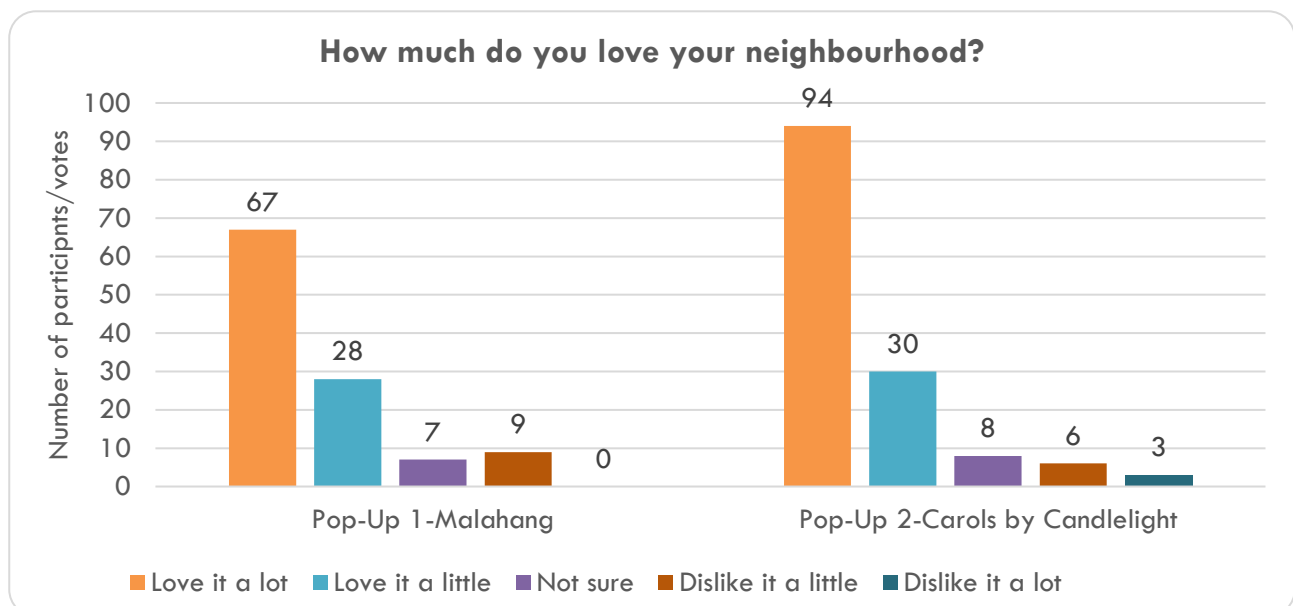
One voting pod asked the community if they thought Council had done a good job in the past 12 months and the other asked them how much they loved their neighbourhood.

Of the 111 people who participated in the 'Do you think Council has done a good job in the past 12 months' voting pod, 61.2% indicated Council had done a good job, 8.1% said no and 30.6% were unsure. There were more people who were unsure at the Carols by Candlelight event due to there being more people who lived outside of the municipality and were not aware of Council's performance.



Of the 252 people who participated in the 'How much do you love your neighbourhood' voting pod, 63.8% indicated they love it a lot, 23% said they loved it little, 5.95% said they were not sure, 5.95% said they dislike it a little and 1.19% disliked it a lot.

Most people love their neighbourhood.



3.4 Dotmocracy results

The community were asked to rate Council's performance in the past 12 months by placing a dot on one of five dotmocracy boards reflecting each strategic objective.

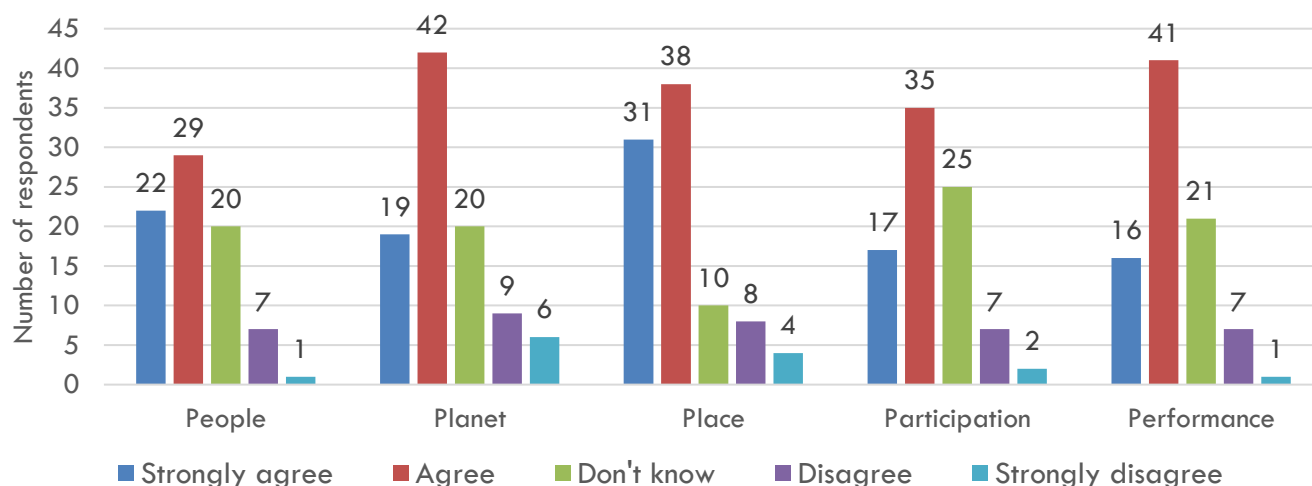
90 people participated in the dotmocracy activity with some participants placing a dot on each theme and some placing a dot on some themes. 45 people participated at the Malahang Festival and 45 people participated at the Carols by Candlelight event.































Different coloured dots were used for people under 18 years (yellow dots) and over 18 years (blue dots). Most people who participated were over 18 years old.

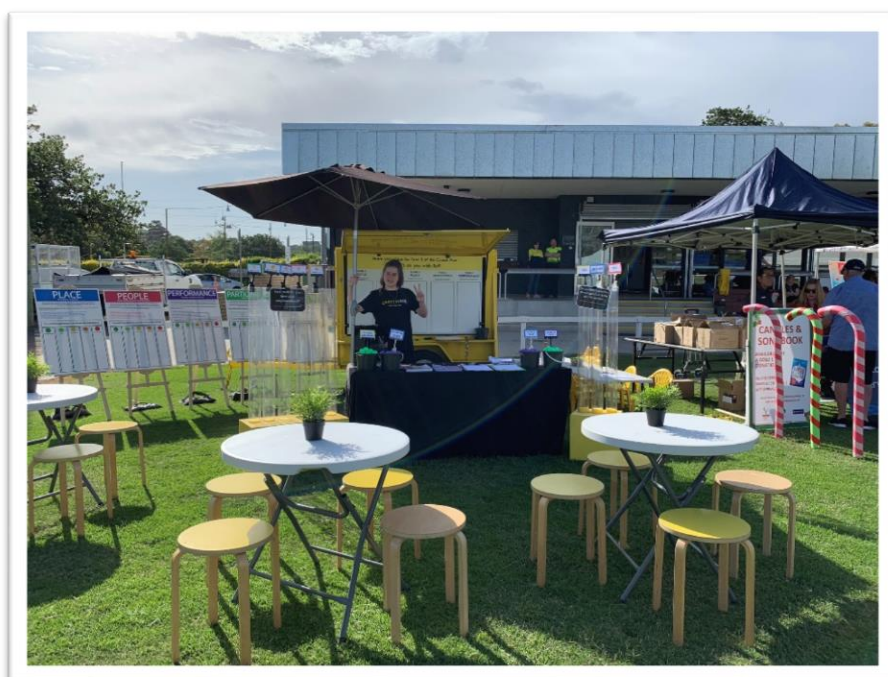
- 64.5% of respondents **strongly agreed or agreed** with the statement around **People**-Council has achieved outcomes for strong, healthy and inclusive communities
- 63.5% of respondents **strongly agreed or agreed** with the statement around **Planet**-Council has achieved outcomes for environmental sustainability
- 75.8% of respondents **strongly agreed or agreed** with the statement around **Place**-Council has achieved outcomes for great places and spaces
- 60.4% of respondents **strongly agreed or agreed** with the statement around **Participation**-Council has achieved outcomes for engagement and advocacy
- 66.2% of respondents **strongly agreed or agreed** with the statement around **Performance**-Council has achieved outcomes for efficiency and good governance



Please indicate how much you agree with the following statement under the 5 key themes.?



Statement	 Strongly agree	 Agree	 Don't know	 Disagree	 Strongly Disagree
People Council has achieved outcomes for strong, healthy and inclusive communities.	 22	 29	 20	 7	 1
Place Council has achieved outcomes for great places and spaces.	 31	 38	 10	 8	 4
Planet Council has achieved outcomes for environmental sustainability.	 19	 42	 20	 9	 6
Participation Council has achieved outcomes for engagement and advocacy.	 17	 35	 25	 7	 2
Performance Council has achieved outcomes for efficiency and good governance.	 16	 41	 21	 7	 1



Set up ready to go at the Carols by Candlelight event.

3.5 'Wish list' Chatboard responses



At each place-based pop-up event, a 'Wish list' chatboard was used to encourage the community to share their ideas on what they thought the priorities should be for the next 12 months; Year 3 of the Council Plan.

A total of 134 comments were written on the chatboards at both pop-up events, 55 at the Malahang Festival and 79 comments at the Carols by Candlelight event.

There were not enough comments under each strategic objective of People, Planet, Place, Participation and Performance to provide a list of emerging themes within each objective. However, some topics did receive multiple comments which have been highlighted below. All comments can be seen in the tables on pages 30-35.

People

25 ideas and comments were received under the objective of People. Topics included:

Health & wellbeing (5 comments)

- "Wellbeing workshops/tuition"
- "I would like to request, consider-'8 walk'-very health beneficial to all age groups. This can be done in park."
- "Encourage more walking less driving"
- "Better sporting ovals"
- "More hospitals and ambulances"

Walking & cycling (4 comments)

- "Incentivise cycling, walking through better asset management"
- "Walking school bus"
- "More bike lanes"
- "Encourage more walking less driving"

Safety (4 comments)

- "Safety, reduce crime x 2"
- "More street lights around parks, gardens and schools to ensure people feel safer to walk around after dark"
- "Greater focus on pedestrian road safety eg: Livingstone Street walking path crossing"
- "More security around public spaces"

Bellfield Community Centre (3 comments):

- "Bellfield community centre-love to have some health-related classes eg: tai chi, line dancing"
- "Support the people utilising the Bellfield Community Garden in Oriel Road location"
- "Keep thriving Bellfield Community Garden on Oriel Road"

(All comments can be seen in the table following)

Planet

42 ideas and comments were received under the objective of Planet. Topics included:

Compost collection (4 comments and two ticks of support)

- “Compost in your green bin Now please 😊”
- “Compost in green waste, soft plastic in recycling”
- “Compost collection ✓✓”
- “Compost collection by Council”

Recycling and more bins at parks (5 comments)

- “Recycling bins and water refill station at parks”
- “Recycling bins available at parks”
- “More bins-not just for rubbish”
- “Recycle bins”
- “Bins at all parks”

Education (5 comments)

- “Need to improve recycling, more info available, more encouragement to recycle. *Christmas Cards”
- “Education about what can be recycled”
- “What can go in green waste?”
- “Education signs about climate change”

There were also two requests for a farmer’s market in Banyule with two ticks of support and three comments about the need to reduce our rubbish overall.

(All comments can be seen in the table following)

Place

40 ideas and comments were received under the objective of Place. Topics included:

Safety/maintenance (5 comments)

- “Better park maintenance-glass and rubbish dumped everywhere”
- “Make activity centres bike friendly for young and old including getting safely to them (off road)”
- “Better, safer toilets at Malahang Park”
- “More signs on the Yarra trail (I get lost sometimes)”
- “More lighting around train stations and maybe remove the squash building near Ivanhoe Station because it makes it very isolated and I don’t always feel safe walking around there”

Shade (3 comments)

- “More shade at local parks”
- “More shade at parks and water stations available”
- “Shade cover at local parks/playgrounds (inc. Shelley Park and Malahang x 2)”

Other comments included the need for more rubbish removal (2 comments), more playgrounds (2 comments) and more bins (2 comments).

(All comments can be seen in the table following)

Participation

20 ideas and comments were received under the theme of Participation. Topics included:

More activity and events (7 comments)

- *"More multicultural events and indigenous events, tune into all culture needs"*
- *"Group for LGBTI families"*
- *"More frequent nature play events"*
- *"Teen events like Youth Fest- youth group maybe"*
- *"A big water fight in summer✓✓"*
- *"More community events"*
- *"Disc Golf"*

Consultation (5 comments)

- *"Relevant 'Shaping Banyule' web page-not just playground developments, so Council has consistent community engagement"*
- *"You should get our opinion more often"*

(All comments can be seen in the table following)

Performance

Seven ideas and comments were received under the theme of Performance, as such no emerging themes or re-occurring topics were able to be identified. Comments included suggestions to share corporate services with other Councils to reduce costs and encouraging more people to stand for election in 2020.

(All comments can be seen in the table following)

Please note: The following comments are unedited verbatim responses as written on the 'wish list' boards.

✓ = a tick was placed next to the comment on the Chatboard to indicate support of the comment

Ideas received at Malahang Festival

	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
1.	Wellbeing workshops/tuition	Farmers Market for Banyule ✓✓	Local small bus loops	Disc Golf	What's got 4 wheels and flies (garbage truck)
2.	Incentivise cycling, walking through better asset management	Need to improve recycling, more info available, more encouragement to recycle. *Christmas Cards	Electric free noiseless buses	More multicultural events and indigenous events, tune into all culture needs	
3.	Better rates distribution-allocate more and from wealthier areas to Heidelberg West, Heidelberg Heights, Bellfield to support their social and economic development	Community support for microgrids, Council owned generation → Use Rosanna Links, Banyule Flats for small scale solar and wind assets	Better lighting and maintenance of bike paths	Group for LGBTI families	
4.	Safety, reduce crime x 2	Compost in your green bin Now please ☺	Better park maintenance-glass and rubbish dumped everywhere	Stream Council meetings on Facebook live	
5.	Bellfield community centre-love to have some health related classes eg: tai chi, line dancing	Community Gardens in Greensborough please	Make activity centres bike friendly for young and old including getting safely to them (off road)	Free meeting rooms for community groups please	
6.	Ford Park-improved a lot lately-loving it, would like to see more people using it	Recycling bins and water refill station at parks	Rocket ship in park	More frequent nature play events	

	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
7.	I would like to request, consider-'8 walk'-very health beneficial to all age groups. This can be done in park. (Person left contact details)	Recycling bins available at parks	Café in park	Always advertise community consultations with a sign on the site affected, pointing/directing people to the relevant 'Shaping Banyule' web page -not just playground developments -So Council has consistent community engagement	
8.	Keep thriving Bellfield Community Garden on Oriel Road	Bins at all parks	Better, safer toilets at Malahang Park	Teen events like Youth Fest- youth group maybe	
9.	Work with LaTrobe Wild Life Reserve more and make activities affordable	More buses on Sundays	More shade at local parks		
10.	Partnership with business communities	More trees	Less high density needed		
11.	Provide cheap/free space in The Mall and Olympic Village to encourage small business and arts	A community garden along Oriel Road i.e: keep Bellfield Community Garden	More bins at parks, cleaner parks		
12.	Support the people utilising the Bellfield Community Garden in Oriel Road location	Electric buses	More shade at parks and water stations available		
13.		More bins-not just for rubbish	Fixing roads and curbs		
14.		More responsibility from North Heidelberg FC to pick up rubbish	Bin at Shelley Park Playground x 2		

	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
		or ? after football games			
15.		Don't knock down community gardens	Shade cover at local parks/playgrounds (inc. Shelley Park and Malahang x 2)		
16.		Compost in green waste, soft plastic in recycling	Roadside/street rubbish collection (all the stuff that blows out of bins or dropped. Like clean up Australia Day was back in the 80's/90's		
17.			Dumped rubbish on nature strip. Council collects it and it is added to again		
18.			Better engagement over UDF 3081 (concern over, over development, traffic)		
19.			Bellfield Community - fantastic place and location		

Ideas received at the Carols by Candlelight event

	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
1.	More street lights around parks, gardens and schools to ensure people feel safer to walk around after dark	Education about what can be recycled	A new playground near my house (Ivanhoe)	You should get our opinion more often	Cheaper prices for things
2.	More security around public spaces	Biodegradable (unknown)	A convert space or more performance spaces (Ivanhoe)		More seeing Santa
3.	Greater focus on pedestrian road safety eg: Livingstone Street walking path crossing	What can go in green waste?	A water park/playground with water spaces ✓✓	A big water fight in summer ✓✓	No tax
4.	Encourage more walking less driving	Soft plastic recycling bins	Basketball court/sports centre (Ivanhoe)	More community events	Increase parking @ main rail stations ✓
5.	Income support of local groups	Compost collection ✓✓	An athletics track in Ivanhoe	For my neighbours to talk to me more often and (unknown)	Encourage more people to stand at 2020 elections
6.	More hospitals and ambulances	Education signs about climate change	More safe houses	? and more school excursions	Share more corporate services to reduce costs
7.	More ambulances	Neighbourhood wellness groups or volunteer opportunities	More basketball courts	All round more involved and interactive neighbourhood	Help people more often
8.	More bike lanes	Scheduled hard waste collection	Better pedestrian safety around Burgundy Street/Warringal	Keep parking in shopping strips of they will die	
9.	Walking school bus	Look at the initiatives at the City of Whittlesea	Better quality roads and footpaths in Ivanhoe, as they are very dangerous and rough	Involve people in keeping waterways and parks clean and tidy	

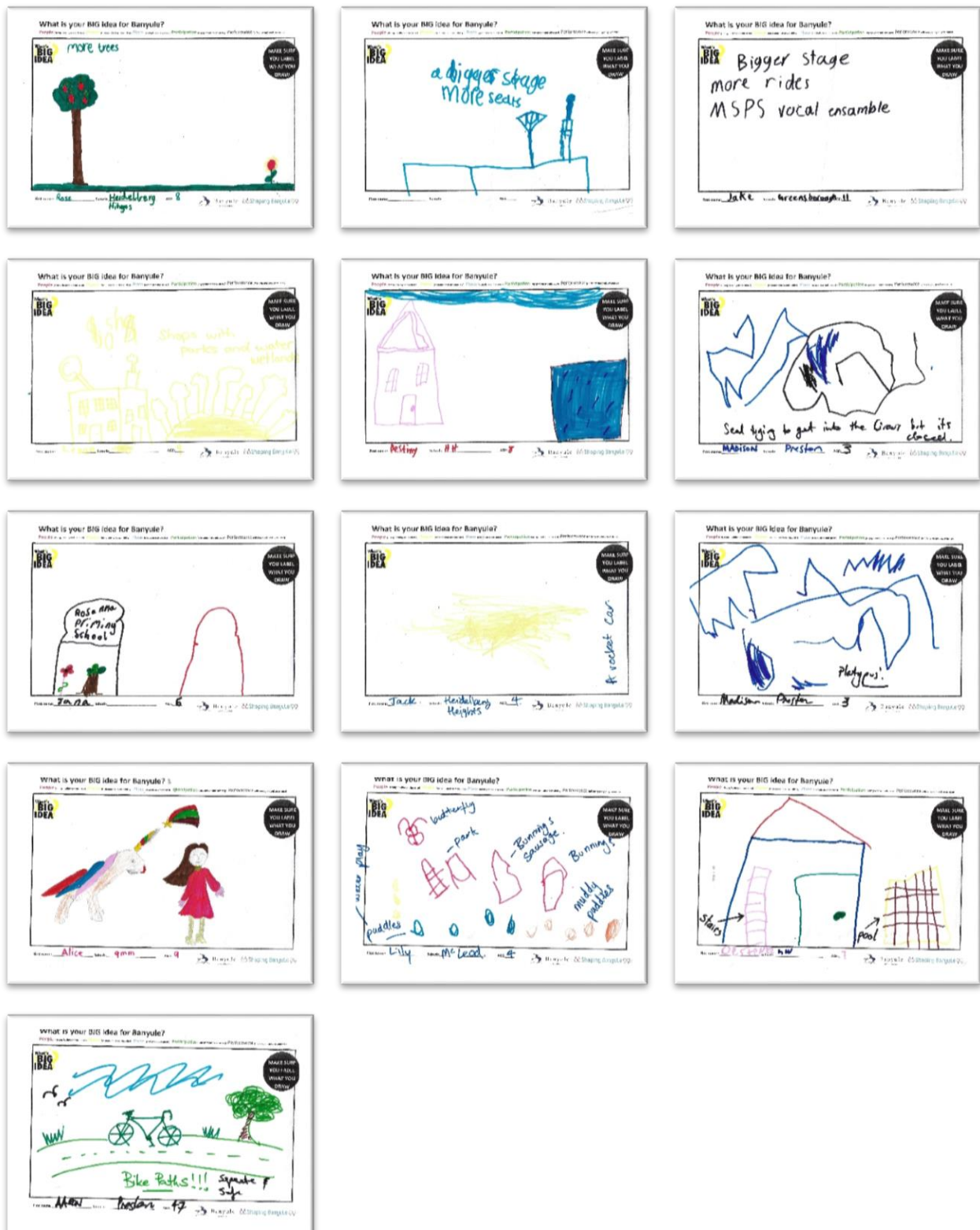
	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
10.	Keep rates reasonable	Compost collection by Council	More traffic lights (that are quicker)	Citizen science eg: Stag watch, frog census	
11.	Dog parks-agility park	More no littering signs	More dog parks (Yallambie) dog agility park	Grant money for improvements to East Ivanhoe Bowling Club	
12.	Keep up the great work for the Artyfarty Fest and annual Carols	Ban use of single plastic	More signs on the Yarra trail (I get lost sometimes)	Security cameras in car park at Ivanhoe Park and surrounds	
13.	Better sporting ovals	New recycling centre	More lighting around train stations and maybe remove the squash building near Ivanhoe Station because it makes it very isolated and I don't always feel safe walking around there		
14.		Soft plastic recycling bins	More second hand stores		
15.		Recycle bins	More parking around Ivanhoe (new) estate ✓		
16.		Farmers market	Less bus stops		
17.		Education on looking after and respecting the animals and plants around us	More stores		
18.		More trees	Second hockey pitch		
19.		Less rubbish in people's habitats	Keep up the good work		

	PEOPLE	PLANET	PLACE	PARTICIPATION	PERFORMANCE
20.		A public garden for people to grow vegies and frit and eat	A basketball hoop Coleen Street Park Yallambie		
21.		Nude food	Roundabout instead od T intersection at the corner of Banyule & Beverley Road		
22.		No more rubbish or less rubbish			
23.		Pick up rubbish			
24.		Pick up more rubbish to save our planet			
25.		Community fridge			
26.		The rubbish has to be sustainable			

3.6 Big ideas drawings results

A total of 13 children and one adult provided their 'big ideas' for Banyule with most of these drawings being by participants at the Malahang Festival.

Most drawings were by children under 5 years with older children suggesting more trees, more seating and a bigger stage at the Malahang Festival.



4. How are we responding to what you said?

People

The **top priorities**, under this objective, that you identified for us to prioritise in Year 3 are:

Your priorities	2017-2021 (Year 3) Council Plan Key Direction Reference
More community events and initiatives	1.2, 1.5
More local spaces for people to connect	1.1, 3.2, 3.4
More health and fitness opportunities	1.1, 1.2
Provision of inclusive activities	1.3, 1.5
Promotion of services and initiatives	4.3

'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 3 are:

Your priorities	2017-2021 (Year 3) Council Plan Key Direction Reference
More environmental sustainability education and initiatives	2.1, 2.3, 2.4, 2.5, 3.1
More recycling bins and soft plastics recycling	2.4
More sustainable transport initiatives	3.5

'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 3 are:

Your priorities	2017-2021 (Year 3) Council Plan Key Direction Reference
More accessible playgrounds	1.3, 3.4
Well maintained parks and public spaces	1.4, 3.2

More rubbish and recycling bins in public spaces	3.2, 2.4
Development that balances different needs and respects local area	3.1, 3.3
More community facilities	1.1, 3.2, 3.3

‘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 3 are:

Your priorities	2017-2021 (Year 3) Council Plan Key Direction Reference
More community engagement	4.1, 4.2
More community events and activities	1.1, 1.2, 1.5
More promotion of events and access to information	4.3
More access to community facilities	1.1, 3.2

‘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 3 are:

Your priorities	2017-2021 (Year 3) Council Plan Key Direction Reference
More transparency	4.1, 4.2, 5.2, 5.3, 5.4
Improved customer service	5.1
More information	4.3, 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