

MINUTES



Ordinary Meeting of Council

Held at the

Civic Centre

511 Burwood Highway

Wantirna South

On

Monday 16 December 2019

PRESENT:

Cr N Seymour (Mayor)

Cr P Lockwood

Cr J Mortimore

Cr M Timmers-Leitch

Cr J Keogh

Cr A Gill

Cr T Holland

Cr L Cooper

Cr D Pearce

Tirhatuan Ward

Baird Ward

Chandler Ward

Collier Ward

Dobson Ward

Dinsdale Ward

Friberg Ward

Scott Ward

Taylor Ward

Mr T Doyle

Chief Executive Officer

Dr I Bell

Director – Engineering & Infrastructure

Mr M Kelleher

Director - City Development

Mr M Fromberg

Director – Corporate Services

Ms T Scicluna

Director – Community Services

Mr P McQue

Manager, Governance

THE MEETING OPENED WITH A PRAYER, STATEMENT OF ACKNOWLEDGEMENT AND A STATEMENT OF COMMITMENT

“Knox City Council acknowledges we are on the traditional land of the Wurundjeri and Bunurong people and pay our respects to elders both past and present.”

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1 Apologies and Requests for Leave of Absence

Nil.

2 Declarations of Conflict of Interest

Councillor Keogh noted he had previously declared a conflict of interest in relation to Council's licence with the Eastern Football Netball League for the EFNL Finals Series, due to his position as President of the Ringwood Football Club. Councillor Keogh advised Council that following the receipt of new information he no longer considered he had a conflict of interest in relation to the licence issue.

3 Confirmation of Minutes

RESOLUTION

MOVED: Councillor Holland

SECONDED: Councillor Lockwood

Confirmation of Minutes of Ordinary Meeting of Council held on Monday 25 November 2019

CARRIED

4 Petitions and Memorials

Nil.

5 Reports by Councillors

5.1 Committees and Delegates

5.1.1 Councillor Lockwood

Councillor Lockwood attended the following

- Wheelchair Basketball Education Session at the State Basketball Centre
- 257 Dorset Road Consultation

5.1.2 Councillor Timmers-Leitch

Councillor Timmers-Leitch attended the following

- Knox Hockey Club Working Group
- Key Life States Joint Committee Meeting
- PLEDGE Knox Local Champions for Gender Equality Award
- Framed by Gender Event at Boronia Library
- CEO Performance Evaluation Committee
- APM Disability Employment Service - International Day for People with a Disability
- Christmas Giving Tree Assembly
- Combined Knox Multicultural Advisory Committee / KIN Meeting
- Walk Through of Women's Housing Limited New Bayswater Development
- Municipal Association of Victoria Mayoral Induction Day
- CFA Bayswater New Station 3rd Birthday
- Knox Chess Enthusiasts
- Knox Carols by Candlelight
- Regency Park Primary School Assembly
- Knox Infolink Tour
- 16 Days of Activism Against Gender Based Violence Luncheon
- Knox Chess Enthusiasts Christmas Party and Certificate Presentation
- Collier Award Presentation at St Luke's Primary School
- Knox Toy Library - Launch of Completed Capital Works
- Little Library Launch - Rotary Club of Boronia
- Eastern Regional Group of Mayors, Councillors and CEOs Meeting
- Collier Award Presentation at Templeton Primary School
- Orana Neighbourhood House

5.2 Ward Issues

5.2.1 Councillor Gill (DINSDALE WARD)

Spoke to the Chief Executive Officer of the Eastern Football Netball League (EFNL) and the Chairman of the EFNL Board regarding the Grand Finals in the top two divisions of the competition being held in our city. Tonight is critical to ensure such Finals remain in Knox.

5.2.2 Councillor Keogh (DOBSON WARD)

Met with the President of the Knox Ratepayers Association and discussed the recent news issues surrounding Casey City Council and IBAC. We have made a commitment as a Council to be transparent as a whole.

5.2.3 Councillor Timmers-Leitch (COLLIER WARD)

I foreshadow a Call Up Item relating to the Snap Send Solve application. I have received complaints from residents in my Ward, particularly relating to residents not receiving feedback in relation to their complaints on the app.

5.2.4 Councillor Lockwood (BAIRD WARD)

I was a judge for the Knox Factor competition at the local Carols by Candlelight. There is some great talent in Knox from a musical perspective. I wish a happy Christmas to everyone in Knox.

5.2.5 Councillor Mortimore (CHANDLER WARD)

I attended the Women's Cricket Grand Final between Upwey and The Basin and gained the impression that all of the players were having great fun. The Basin Fire Brigade was busy over the past month in heading to New South Wales and rural Victoria to fight fires. The Fire Brigade also ran their annual Carols by Candlelight which was successful. I also went to The Acorn Bar and Restaurant on Forest Road in The Basin where there is a great community attitude with a free Christmas Dinner for the elderly and disabled. Everyone was treated like royalty and it was a great community event.

5.2.6 Councillor Seymour (TIRHATUAN WARD)

I have had a busy and fabulous time undertaking my Mayoral duties. Well done to Council's Arts and Culture team in organising Carols by Candlelight. I also attended the 16 Days of Activism event.

6 City Development Officers' Reports for consideration

6.1 Planning Applications Decided by Responsible Officer - 1 November to 30 November 2019

SUMMARY: Manager, City Planning & Building, Paul Dickie

Details of planning applications considered under delegation are referred for information. It is recommended that the items be noted.

RECOMMENDATION

That the planning applications decided under delegation reports (between 1 November to 30 November) be noted

1.REPORT

Details of planning applications decided under delegation from 1 November to 30 November are attached. The applications are summarised as follows:

Application Type	No.
Building & Works: Residential	3
Other	10
Subdivision	8
Units	14
Tree Removal / Pruning	10
Change of Use	2
Signage	3
Easement	1
Vary Covenant	1
Earthworks	1
TOTAL	53

Report Prepared By: Manager, City Planning & Building, Paul Dickie

Report Authorised By: Director, City Development, Matt Kelleher

Attachments

Nil

RESOLUTION

MOVED: Councillor Pearce

SECONDED: Councillor Cooper

That the planning applications decided under delegation reports (between 1 November to 30 November) be noted

CARRIED

Knox City Council

Planning Applications Decided by Responsible Officer

1 November 2019 and 30 November 2019

Ward	No/ Type	Address	Description	Decision
Baird	2019/7200	6 Litchfield Avenue FERNTREE GULLY VIC 3156	The construction of two (2) single storey dwellings on the land	1/11/2019 Notice of Decision
Baird	2019/9618	3 London Drive BAYSWATER VIC 3153	Buildings and Works (Installation of a metal black fence and gate to the front of the property and extension to the current parking area to allow for long vehicle parking)	6/11/2019 Approved
Baird	2019/7233	71 Devenish Road BORONIA VIC 3155	Development of a single storey dwelling to the rear of the existing dwelling and two (2) lot subdivision	4/11/2019 Approved
Baird	2019/7236	11 Donald Court BORONIA VIC 3155	3 Lot Subdivision (Approved Unit Site)	12/11/2019 Approved
Baird	2019/7312	60 Malvern Street BAYSWATER VIC 3153	The construction of a warehouse and office development containing five (5) tenancies and associated car parking	14/11/2019 Approved
Baird	2019/7246	9/841 Mountain Highway BAYSWATER VIC 3153	Change of use to a leisure and recreation facility (Go-karting centre) and associated liquor license	18/11/2019 Approved
Chandler	2019/7362	9 Camelia Crescent THE BASIN VIC 3154	Removal of one (1) Dead Eucalyptus obliqua, one (1) Eucalyptus botyroides and the pruning of one (1) Corymbia ficifolia	1/11/2019 Approved
Chandler	2019/9608	59 Landscape Drive BORONIA VIC 3155	The construction of a workshop/shed and removal of one (1) tree	4/11/2019 Refused
Chandler	2019/7387	214 Forest Road BORONIA VIC 3155	Remove two (2) Eucalyptus radiata, one (1) Eucalyptus goniocalyx and one (1) Eucalyptus obliqua	14/11/2019 Approved
Chandler	2019/7374	23 Army Road BORONIA VIC 3155	Removal of one (1) Eucalyptus goniocalyx & one (1) Eucalyptus cephalocarpa and the Pruning of one (1) Eucalyptus radiata	13/11/2019 Approved

Ward	No/ Type	Address	Description	Decision
Chandler	2019/7374	23 Army Road BORONIA VIC 3155	Removal of one (1) Eucalyptus goniocalyx & one (1) Eucalyptus cephalocarpa and the Pruning of one (1) Eucalyptus radiata	13/11/2019 Approved
Chandler	2019/7370	7 Lyndon Road BORONIA VIC 3155	Remove one (1) Syagrus romanzoffiana	12/11/2019 Approved
Chandler	2019/7404	23 Landscape Drive BORONIA VIC 3155	Remove one (1) Eucalyptus obliqua and one (1) Eucalyptus polyanthemos	29/11/2019 Approved
Chandler	2019/7281	2/37 Timewell Crescent BORONIA VIC 3155	Buildings and works (dwelling extension) and vegetation removal	18/11/2019 Approved
Chandler	2019/7273	7 Mount View Road BORONIA VIC 3155	Development of the land for a single storey dwelling to the side of the existing dwelling and dwelling and two (2) lot subdivision	22/11/2019 Approved
Chandler	2019/7034	67 Elsie Street BORONIA VIC 3155	The construction of a single storey dwelling to the rear of the existing dwelling	29/11/2019 Approved
Chandler	2019/7201	1029-1033 Mountain Highway BORONIA VIC 3155	Buildings and works - Extension to existing industrial building	29/11/2019 Approved
Chandler	2019/7350	26 Buchanan Street BORONIA VIC 3155	Buildings and Works (Construction of new deck and pergola)	18/11/2019 Approved
Collier	2019/9621	5 Dudley Avenue WANTIRNA VIC 3152	Two (2) lot subdivision (Approved Unit Site)	11/11/2019 Approved
Collier	2019/7406	314 Mountain Highway WANTIRNA VIC 3152	Advertising Signage (Pylon Sign)	13/11/2019 Approved
Dinsdale	2019/7283	481 Boronia Road WANTIRNA SOUTH VIC 3152	Use and development as Veterinary Clinic	6/11/2019 Notice of Decision
Dinsdale	2019/7085	71 Gertonia Avenue BORONIA VIC 3155	The construction of a double storey dwelling to the rear of the existing dwelling	12/11/2019 Notice of Decision
Dinsdale	2019/9622	37 Orange Grove BAYSWATER VIC 3153	2 Lot Subdivision (Approved Unit Site)	13/11/2019 Approved

Ward	No/ Type	Address	Description	Decision
Dinsdale	2019/7418	656 Mountain Highway BAYSWATER VIC 3153	To create carriageway easement E-1 in favour of Vol.11645 Fol.120	12/11/2019 Approved
Dinsdale	2019/9627	1/39 Dixon Court BORONIA VIC 3155	Removal of one (1) Eucalyptus cephalocarpa	26/11/2019 Approved
Dinsdale	2019/7299	37 Larne Avenue BAYSWATER VIC 3153	Development of the land for two (2) dwellings (one (1) double storey and one (1) single storey) and two (2) lot subdivision	18/11/2019 Notice of Decision
Dinsdale	2019/7245	8A Victoria Road BAYSWATER VIC 3153	The construction of two double storey dwellings on the land	20/11/2019 Approved
Dinsdale	2019/7319	26 John Street BAYSWATER VIC 3153	Development of the land for two (2) double and two (2) single storey dwellings	29/11/2019 Refused
Dinsdale	2019/7376	86 Sasses Avenue BAYSWATER VIC 3153	Two (2) lot subdivision (Approved Unit Site)	29/11/2019 Approved
Dobson	2019/9620	39 Hunter Street FERNTREE GULLY VIC 3156	Removal of one (1) Araucaria heterophylla	15/11/2019 Approved
Dobson	2019/7373	18 Seascape Close FERNTREE GULLY VIC 3156	Romoval of two (2) Cupressus lusitanica	19/11/2019 Approved
Dobson	2019/9629	28 Bruce Crescent FERNTREE GULLY VIC 3156	Removal of one (1) Acacia sp	26/11/2019 Approved
Dobson	2019/7414	31 Cornhill Street FERNTREE GULLY VIC 3156	Buildings and Works - Metal wall cladding to an existing canopy	21/11/2019 Approved
Dobson	2019/7434	Glengollan Village Nursing Home 97 Underwood Road FERNTREE GULLY VIC 3156	Buildings and works (construction of a carport)	29/11/2019 Approved
Friberg	2019/7059	59 Harley Street KNOXFIELD VIC 3180	The construction of two (2) double storey dwellings and one (1) single storey dwelling on the land	1/11/2019 Notice of Decision
Friberg	2019/7194	16 Kathryn Road KNOXFIELD VIC 3180	Construction of two (2) double storey dwellings on the land	1/11/2019 Approved
Friberg	2019/7280	32 King Parade KNOXFIELD VIC 3180	The construction of a single storey dwelling to the rear of the existing dwelling	6/11/2019 Notice of Decision

Ward	No/ Type	Address	Description	Decision
Friberg	2019/7351	16 Coromandel Crescent South KNOXFIELD VIC 3180	Two (2) Lot Subdivision (Approved Unit Site)	12/11/2019 Approved
Friberg	2019/7305	1 Griffith Street KNOXFIELD VIC 3180	Alterations to industrial building, reconfiguration of car parking and new signage	13/11/2019 Approved
Scott	2019/9628	Waverley Christian Sch 1248 High Street Road WANTIRNA SOUTH VIC 3152	Buildings and Works - Two-storey enclosed stair extension to existing double-storey school gymnasium building and minor alternation to existing car park spaces	21/11/2019 Approved
Scott	2019/7432	ROAD RESERVE High Street Road WANTIRNA SOUTH VIC 3152	Two internally illuminated promotion signs on Bus Stop 15779 adjacent to 3 Ravenhill Way on High Street Road	29/11/2019 Approved
Taylor	2019/7385	7 Jamieson Avenue ROWVILLE VIC 3178	2 lot subdivision (Approved Unit Site)	6/11/2019 Approved
Taylor	2019/7239	17 Redgum Court ROWVILLE VIC 3178	The construction of a single storey dwelling to the rear of an existing dwelling	6/11/2019 Approved
Taylor	2019/7176	77 Sullivan Avenue LYSTERFIELD VIC 3156	The construction of two (2) double storey dwellings on the land	12/11/2019 Notice of Decision
Taylor	2019/7331	8 Sunshine Street ROWVILLE VIC 3178	Five (5) Lot Subdivision (Approved Unit Site)	12/11/2019 Approved
Taylor	2019/7069	Quarry 1140 Wellington Road ROWVILLE VIC 3178	Earthworks in the north-east corner of the land, to include the placement of fill material, surface water drainage works, internal haul road construction and native vegetation removal	25/11/2019 Notice of Decision
Tirhatuan	2019/7212	3 Johann Avenue SCORESBY VIC 3179	Development of the land for two (2) double storey dwellings	1/11/2019 Refused
Tirhatuan	2019/9617	17/12 Henderson Road KNOXFIELD VIC 3180	Buildings and works to construct a mezzanine floor.	4/11/2019 Approved

Ward	No/ Type	Address	Description	Decision
Tirhatuan	2019/7407	1085 Stud Road ROWVILLE VIC 3178	Advertising Signage (Pylon Sign)	14/11/2019 Approved
Tirhatuan	2019/7381	16 Henderson Road KNOXFIELD VIC 3180	The pruning of one (1) Corymbia citriodora	13/11/2019 Approved
Tirhatuan	2018/6674	126 Turramurra Drive ROWVILLE VIC 3178	Vary restrictive covenant contained in transfer No. W849333B applicable to Lot 16 on LP2218678P by replacing the words "one private dwelling house" with the words "no more than two private dwelling houses"	28/11/2019 Refused
Tirhatuan	2019/7345	727 Stud Road SCORESBY VIC 3179	6 Lot Subdivision (Approved Unit Site)	22/11/2019 Approved
Tirhatuan	2019/7388	7/10 Henderson Road KNOXFIELD VIC 3180	Buildings and Works (Steel Mezzanine for Storage Purposes)	18/11/2019 Approved
Tirhatuan	2019/9625	50-52 Koornang Road SCORESBY VIC 3179	Buildings and Works, (small open plan office area at our warehouse and upgrade to trade desk area).	22/11/2019 Approved

Total: 53

6.2 390 Burwood Highway, Wantirna South

SUMMARY: Urban Planning Coordinator, Peter Steele

Planning Application P/2018/6465 for the use and development of the land for accommodation, education centre, and office within three (3) buildings and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South.

RECOMMENDATION (SUMMARY)

That Council authorise officers to negotiate a settlement with the parties to the Victorian Civil and Administrative Tribunal (VCAT) Application for Review P158/2019 on the basis that Council agrees to the issue of a Planning Permit by VCAT for the use and development of the land for accommodation, education centre, and office and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South be generally subject to the conditions detailed in the full recommendation in Section 10 below.

1. INTRODUCTION

Planning Application P/2018/6465 proposed the use and development of the land for accommodation, education centre, and office within three (3) buildings (ranging from 8-15 storeys), reduction in car parking and alteration of access to a Road Zone Category 1. The application was considered by a delegated officer, where it was determined to refuse the application on 17 January 2019. The applicant subsequently lodged an appeal at VCAT against the refusal of the application.

A compulsory conference was held at VCAT on 29 May 2019. At the conference, the applicant presented a 'without prejudice' package of amended plans and documentation to provide a net community benefit for the site, to justify the additional building height to a maximum of 50.9 metres.

The 'without prejudice' package was reported to the 26 August 2019 Ordinary Council meeting and subsequently at the 9 September 2019 Strategic Planning Committee meeting where it was resolved:

That the Committee, due to the uncertainty of the use proceeding, not support the 'without prejudice' package of amended plans and documentation, including agreements regarding net community benefits and building heights offered by the applicant at the compulsory conference held at the Victorian Civil and Administrative Tribunal (VCAT) on 29 May 2019 for Review P158/2019 of Planning Application P/2018/6465 for the use and development of the land for accommodation, education centre, and office within three (3) buildings, reduction in car parking and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South.

An additional compulsory conference was held at VCAT on 16 September 2019 and subsequently the applicant has substituted the plans with an amended set of plans and documentation. These amended plans reduce the heights of the apartment and school buildings from a maximum height of 50.9 metres to a maximum height of 31.15 metres and removes the community benefits previously offered.

The purpose of this report is to provide Council with the Council Planning Officer's assessment of the current proposal to assist in forming a position on the application. This report should be read in conjunction with the other attachments.

2. DISCUSSION

The current proposal will reduce the number of apartments from 72 to 32, reduce the size of the school from a maximum of 500 students to a maximum of 450 students and reduce the overall height of the buildings from a maximum of 50.9 metres to a maximum of 31.15 metres and will not seek a reduction in the provision of car parking. With the exception of the height, the general design of the buildings remains unchanged and continues to propose an exceptional design and will visually merge with the boulevard canopies and the Dandenong Ranges Backdrop.

The site is located within the Design and Development Overlay – Schedule 13 and has a preferred height of 24 metres. It is considered that subject to additional conditions, the proposal will provide a building of exceptional design to a height consistent with the adjacent Kubix Tower located on the south eastern corner of Burwood Highway and Stud Road.

3. CONSULTATION

The original application was advertised by way of two (2) signs on the site and notices were sent to adjoining property owners and occupiers. In total, six (6) objections were received, including one petition of 163 signatures. The main issues related to additional traffic congestion at the intersection of Burwood Highway/Stud Road, reduction in car parking and building bulk/impact on views.

The application was referred to external authorities and internal departments for advice. The initial referrals are still relevant, and it is noted that VicRoads have provided in-principle support for the proposal and have provided draft conditions to be included in any permit to issue.

4. ENVIRONMENTAL/AMENITY ISSUES

There are no significant environmental impacts or amenity issues associated with the proposed use/development. A thorough assessment of the application against environmental and amenity considerations can be found at Section 4 of the Officer's Report at Attachment 1.

5. FINANCIAL & ECONOMIC IMPLICATIONS

There are no financial or economic implications associated with the proposed use/development for Council.

6. SOCIAL IMPLICATIONS

There are no social implications associated with the proposed use/development for Council.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 1 - We value our natural and built environment

Strategy 1.1 - Protect and enhance our natural environment

Strategy 1.2 - Create a greener city with more large trees, indigenous flora and fauna

Strategy 1.3 - Ensure the Knox local character is protected and enhanced through the design and location of urban development and infrastructure

Goal 2 - We have housing to meet our changing needs

Strategy 2.1 - Plan for a diversity of housing in appropriate locations

Strategy 2.2 - Encourage high quality sustainable design

Strategy 2.3 - Support the delivery of a range of housing that addresses housing and living affordability needs

Goal 5 - We have a strong regional economy, local employment and learning opportunities

Strategy 5.1 - Attract new investment to Knox and support the development of existing local businesses, with particular focus on Advanced Manufacturing, Health, Ageing and Business Service sectors

Strategy 5.2 - Plan for a range of key strategic centres that provide a diversity of employment, services and amenities to support the changing needs of our community

Strategy 5.3 - Promote and improve infrastructure and technology within the municipality and enhance strategic employment places for business

Strategy 5.4 - Increase and strengthen local opportunities for lifelong learning, formal education pathways and skills development to improve economic capacity of the community

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author - Urban Planning Coordinator, Peter Steele - In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director, City Development, Matt Kelleher - In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

It is considered that the substituted plans in conjunction with additional conditions outlined below, will ensure that the proposal provides an appropriate outcomes for the site. It is therefore recommended that Council support the amended proposal at VCAT.

10. RECOMMENDATION

That Council authorise officers to negotiate a settlement with the parties to the Victorian Civil and Administrative Tribunal (VCAT) Application for Review P158/2019 on the basis that Council agrees to the issue of a Planning Permit by VCAT for the use and development of the land for accommodation, education centre, and office, and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South generally subject to the following conditions:

Amended Development Plans

1. Prior to the commencement of the development approved under this Permit, amended development plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The development plans must be approved prior to other plans required by this permit. When approved, the plans will be endorsed and will then form part of the permit. The plans must be drawn to scale with dimensions. The plans must be generally in accordance with the plans dated 26/11/2019 but modified to show:
 - 1.1 The details of all roof plant, roof structures and lift overruns. These shall all be no greater than the maximum building heights specified in Condition 9 of this permit.
 - 1.2 The revised internal basement layout as shown in the plans but amended to show any changes required by VicRoads Conditions 42-47 and Conditions 20 and 21.
 - 1.3 The Blind Creek Interface package provided to Council on 24 June 2019 which details security and materiality of informal teaching space interfacing with the Blind Creek environs.
 - 1.4 The Materiality Package in accordance with Condition 11 of this Permit.
 - 1.5 Any changes to reflect recommendations included in the Wind Report required by Condition 22.
 - 1.6 Demonstrate how the boarding accommodation can be adapted to accommodate a mentor and his/her family, if required in the future.
 - 1.7 The retention of Tree 50 (*Melaleuca linarifolia*) and any modifications required to ensure the development does not encroach more than 10% into the tree protection zone (TPZ) of the tree.
 - 1.8 Heating and cooling units appropriately screened from external view.
 - 1.9 Tree Protection Fencing and Tree Protection Zones to be drawn on the Development Plans.
 - 1.10 All levels to be to AHD (Australian Height Datum).
 - 1.11 A Car Park Design and Management Plan in accordance with Condition 20 of this Permit and any modifications to the plans.
 - 1.12 A Pedestrian Movement Plan in accordance with Condition 21 of this Permit and any modifications to the plans.
 - 1.13 Any changes required to comply with Melbourne Water Conditions 27-35.
 - 1.14 An amended Sustainable Design Assessment in accordance with Condition 38 of this Permit and any necessary modifications to the plans.

- 1.15 An amended Waste Management Plan in accordance with Condition 40 of this Permit and any necessary modifications to the plans.
- 1.16 An Acoustic Report in accordance with Condition 41 and any noise amelioration recommendations shown on the Development Plans.
- 1.17 Any changes required to comply with VicRoads Conditions 42-47.

To the satisfaction of the Responsible Authority.

Other Plans

2. Prior to the commencement of the development or issue of a Building Permit for the development approved under this Permit, the following plans and computations must be submitted to the Responsible Authority as a complete set. When approved, the plans will be endorsed and will then form part of the permit. Construction must be in accordance with these plans. The plans must comprise the following:
 - 2.1 Drainage plans in accordance with Condition 3.
 - 2.2 Landscape plans in accordance with Condition 4.
 - 2.3 Use Management Plan in accordance with Condition 19.
 - 2.4 Construction Management Plan in accordance with Condition 58.

To the satisfaction of the Responsible Authority.

Drainage Plans

3. Prior to the commencement of the development approved under this Permit, drainage plans and computations must be submitted to and approved by the Responsible Authority. Construction of the drainage must be in accordance with these plans. The plans must show the following:
 - 3.1 All stormwater drainage discharge from the site connected to a legal point of discharge.
 - 3.2 The internal drains of the dwellings to be independent of each other.
 - 3.3 An on-site detention system designed by a suitably qualified Civil Engineering Consultant to ensure no net increase in stormwater discharge from the proposed development.
 - 3.4 The on-site detention system to be installed in a suitable location for easy access and maintenance.
 - 3.5 A suitable overland flow path for the entire site to the satisfaction of the Responsible Authority. Details of the overland flow path are to be included on the plans.
 - 3.6 The provision of WSUD design, raingardens and/or bioswales to treat the water runoff from the hard surfaces (car parks and access ways).
 - 3.7 Location of fencing in accordance with the Development Plans approved pursuant to Condition 1 of this permit.
 - 3.8 Tree Protection Fencing and Tree Protection Zones in accordance with the Development Plans approved pursuant to Condition 1 of this permit.
 - 3.9 All levels to be to AHD (Australian Height Datum).

To the satisfaction of the Responsible Authority.

Landscaping

4. Prior to the commencement of the development approved under this Permit, a landscape plan prepared by a suitably qualified Landscape architect or a suitably qualified landscape designer to the satisfaction of the responsible authority must be submitted to and approved by the responsible authority in accordance with Council's 'Landscape Plan Guidelines'. When approved, the plan will be endorsed and will then form part of the permit. The plan must show:
 - 4.1 A survey (including botanical names, height and width) of all existing vegetation to be retained and / or removed.
 - 4.2 The identification and removal of all vegetation identified as an environmental weed in Knox (as outlined in Council's 'Landscape Plan Guidelines').
 - 4.3 Buildings and trees (including botanical names, height and width) on neighbouring properties within three metres of the boundary including all trees that have their Tree Protection Zone extending into the subject site.
 - 4.4 Details of the surface finishes of pathways and driveways.
 - 4.5 Details and location of all existing and proposed services including above and below ground lines, cables and pipes.
 - 4.6 A planting schedule of all proposed trees, shrubs and ground covers, including botanical names, common names, pot sizes, sizes at maturity, and quantities of each plant.
 - 4.7 Landscaping and planting within all open areas of the site (including additional planting within open space areas of the existing dwelling/s).
 - 4.8 The plan must also show the provision of at least 30 additional trees and eight (8) additional large feature shrubs with a height of 4-5 metres chosen from plant list 1 or 2 of Council's 'Landscape Plan Guidelines'. These canopy trees must be a minimum of 1.5 – 2.0 metres tall when planted and in the following areas:
 - (i) 3 large canopy trees and 2 medium canopy trees in the front setback on Burwood Highway
 - (ii) 2 large canopy trees and 2 small canopy trees on the eastern side of the proposed private residential building
 - (iii) 7 large canopy trees and 5 medium-small canopy trees along the easement on the western boundary
 - (iv) 9 small canopy trees planted in suitably sized raised beds throughout the upper ground level of the development. Refer to the Knox Landscape Plan Guidelines 2018 for the Knox Standard for Raised Planter Detail.
 - (v) 8 large feature shrubs with a mature height of 4-5 metres in the wider garden bed along the southern boundary
 - (vi) Any additional landscaping as agreed by VicRoads
 - 4.9 Planting of this site to comprise 40% of the vegetation species to be indigenous (across all plant forms) from plant list 1 of the 'Landscape Plan Guidelines' and 40%

additional native species (across all plant forms) from plant list 2 of the 'Landscape Plan Guidelines'. Remaining plant species (20%) can be indigenous, native or exotic (across all plant forms) provided they are not listed as weeds.

4.10 The provision of WSUD design, raingardens and/or bioswales to treat the water runoff from the hard surfaces (car parks and access ways).

4.11 Tree Protection Fencing and Tree Protection Zones in accordance with the Development Plans approved pursuant to Condition 1 of this permit.

To the satisfaction of the Responsible Authority.

5. Before the occupation of the development, the landscaping works shown on the endorsed plans must be carried out and completed to the satisfaction of the responsible authority.
6. The landscaping shown on the endorsed plans must be maintained to the satisfaction of the responsible authority. Any dead, diseased or damaged plants are to be replaced.
7. Prior to the occupation of the development, a planting strategy for the Blind Creek embankment interface with the Subject Site must be prepared, in consultation with Melbourne Water, submitted to and approved by the Responsible Authority. The planting strategy must specifically consider the following:
 - 7.1 Removal of low-lying vegetation and shrubbery;
 - 7.2 Re-planting with mature plant coverage;
 - 7.3 Safety of students of the school and residents of the boarding accommodation.
8. The planting strategy approved in accordance with Condition 7 must be implemented to the satisfaction of the Responsible Authority prior to occupation of the boarding accommodation or use of the school, whichever occurs first.

Maximum Building Heights

9. The maximum height of each building, including all roof plant, lift overruns, structures and architectural features shall be:
 - School Building – 31.15 metres
 - Boarding Accommodation Building – 30.8 metres
 - Residential Building – 29.2 metres

The maximum height of each building to the parapet shall be:

- School Building – 29.15 metres
- Boarding Accommodation Building – 28.8 metres
- Residential Building – 24.8 metres

Architectural Plans

10. As part of the ongoing consultant team, Cox Architecture or an architectural firm to the satisfaction of the Responsible Authority must be engaged to:
 - Oversee design and construction of the development; and
 - Ensure the design quality and appearance of the development is realised as shown in the endorsed plans or otherwise to the satisfaction of the Responsible Authority.

Materiality Package

11. Prior to the commencement of the development, an updated Materiality Package, generally consistent with the Materiality Package provided to Council on 24 June 2019 must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Materiality Package shall only be updated to be consistent in the heights and layout of the 'without prejudice' package provided to Council on 12 November 2019.

General

12. All development must be in accordance with the endorsed plans.
13. The use and development as shown on the endorsed plans must not be altered without the written consent of the Responsible Authority.
14. Once the development has started it must be continued and completed to the satisfaction of the Responsible Authority.
15. Prior to the occupation of the dwellings the development is to be completed in accordance with the endorsed plan/s to the satisfaction of the Responsible Authority.
16. All walls on the boundaries of adjoining properties must be cleaned and finished to the satisfaction of the Responsible Authority.

Staff numbers

17. A maximum of fifty (50) staff may be present at the site at any given time.

Student numbers

18. A maximum of 450 students may be present at the site at any given time.

Use Management Plan

19. Prior to the commencement of the accommodation associated with the education centre hereby permitted, a Use Management Plan to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Use Management Plan shall detail the following but not be limited to:
 - 19.1 Types of activities to be undertaken
 - 19.2 Hours of operation
 - 19.3 Details and numbers of staff and patrons
 - 19.4 Traffic and car parking management
 - 19.5 Noise
 - 19.6 Security
 - 19.7 Emergency contact informationTo the satisfaction of the Responsible Authority.

Car Park Design and Management Plan

20. Prior to the commencement of the development a Car Park Design and Management Plan and associated reports must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Car Park Design and Management Plan shall detail the following but not be limited to:
- 20.1 Compliance with Clause 52.06 of the Knox Planning Scheme;
 - 20.2 Management of internal traffic flows;
 - 20.3 Management of internal intersections, including between the upper and lower levels;
 - 20.4 Location of car parking spaces dedicated to the boarding school;
 - 20.5 Location of pillars within the car park, specifically but not limited to those located close to inspections, bends, vehicle turning movements and within the loading area;
 - 20.6 Accessway grades at Stud Road of 1:10 for 5 metres;
- to the satisfaction of the Responsible Authority.

Pedestrian Movement Plan

21. Prior to the commencement of the development a Pedestrian Movement Plan and associated reports must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Pedestrian Movement Plan shall detail the following but not be limited to:
- 21.1 Pedestrian Movements throughout the site;
 - 21.2 Pedestrian connections from the school drop-off/Pick-up and bus stops to the school;
 - 21.2 Pedestrian Connections into the site;
 - 21.3 Shared path along Stud Road maintained at a width of 3 metres, including across the splinter island;
 - 21.4 A 3 metre wide shared path, where feasible along Burwood Highway and connected to the Blind Creek shared path;
- To the satisfaction of the Responsible Authority.

Wind Assessment Plan

22. Prior to the commencement of the development, an updated Wind Report, generally consistent with the Wind Report dated 12 June 2019 (Ref: GWTS-DPR-10210-2019-0) and updated must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Wind Report shall be updated to reflect the plans dated 26 November 2019.

Delivery of school and boarding accommodation

23. Occupation of the residential building must not occur until the school and boarding accommodation have been practically completed.

Blind Creek Corridor

24. All costs associated with the improvement of the Blind Creek Corridor are to be borne by the permit holder/developer.

Section 173 agreement

25. Prior to the commencement of the development hereby permitted, an agreement under Section 173 of the Planning and Environment Act 1987 must be entered into between the Owner of the land and the Responsible Authority in a form satisfactory to the Responsible Authority providing that:

25.1 Occupation of the residential building must not occur until the school and boarding accommodation have been practically completed.

Noise

26. Noise from the property must not exceed limits prescribed by the State Environment Protection Policy (Control of noise from Commerce Industry & Trade) No. N-1 and State Environment Protection Policy (Control of noise from Public premises) No. N-2.

Melbourne Water Conditions

27. Layout of buildings and works as shown on plans must not be altered without prior written consent from Melbourne Water.
28. Minimum 5 metre setback from the lower part of the western property boundary must be maintained to any proposed structures.
29. A minimum 2 metre vegetated buffer from the western property boundary along the Blind Creek corridor must be shown.
30. Prior to start of construction, landscape details and drawings must be submitted to Melbourne Water for approval.
31. Finished Floor levels of all habitable buildings must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
32. Finished Floor levels of all non-habitable buildings (eg. outbuildings, sheds) must be set no lower than 67.27 metres to Australian Height Datum which is 300mm above the applicable flood level of 66.97 metres to AHD.
33. Entry apex to proposed basement must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
34. Any openings to basement must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
35. No earth filling must be placed within the 1% AEP flood extent.

Transport for Victoria Conditions

36. The permit holder must take all reasonable steps to ensure that disruption to bus operation along both Burwood Highway and Stud Road are kept to a minimum during the construction of the development. Foreseen disruptions to bus operations and mitigation measures must be communicated to Public Transport Victoria eight (8) weeks prior by telephoning 1800 800 007 or emailing customerservice@ptv.vic.gov.au
37. The permit holder must ensure that public transport infrastructure is not altered without the consent of Public Transport Victoria or damaged. Any damage to public transport infrastructure must be rectified to the satisfaction of Public Transport Victoria at the full cost of the permit holder.

Sustainable Design Assessment

38. Prior to the commencement of the development approved under this Permit, a Sustainable Design Assessment detailing Sustainable Design initiatives to be incorporated into the development must be submitted to and approved by the Responsible Authority. The Sustainable Design Assessment must outline the proposed sustainable design initiatives to be incorporated throughout the development such as (but not limited to) energy efficiency, water conservation, stormwater quality, waste management and material selection, to the satisfaction of the Responsible Authority.
39. Prior to the occupation of the development, the development must be constructed in accordance with the Sustainable Design Assessment.

Waste Management Plan

40. Prior to the commencement of the development approved under this Permit, a waste collection and management plan must be submitted to and approved by the Responsible Authority, demonstrating how waste collection will be undertaken on site, including the operation of the garbage and recyclables storage area. Garbage and recyclables storage and collection must be undertaken in accordance with the approved plan/documentation to the satisfaction of the Responsible Authority.

Acoustic Report

41. Prior to the commencement of the development approved under this Permit, plans must be submitted to and approved by the Responsible Authority showing that the dwellings along the western and southern boundaries have been designed to protect the occupants from noise impacts in accordance with a report from a suitably qualified and experienced Acoustic Engineer who is a current member of the Australian Association of Acoustical Consultants (AAAC).

VicRoads Conditions

42. Unless otherwise agreed in writing by VicRoads, prior to the commencement of any works, a revised Functional Layout Plan (FLP) showing the proposed access arrangements must be submitted to VicRoads for approval. The Functional Layout Plan must be generally in accordance with the preliminary Functional Layout Plan submitted (Drawing No. G23993-01, Issue B dated 27 May 2019 prepared by Traffix Group) but modified to show:
 - 42.1 Large splitter island separating entry/exit movements at Stud Road access point
-

- 42.2 'Keep Clear' pavement marking along Stud Road;
 - 42.3 Electronic School Speed Limit Signs (ESSLS) along Stud Road and Burwood Highway as per VicRoads Speed Zone Guidelines;
 - 42.4 Revised swept path assessment for all vehicles expected to access the site;
 - 42.5 Car parking management plan;
 - 42.6 Signage and line marking plan;
 - 42.7 Functional stage Road Safety Audit (RSA) undertaken by an independent VicRoads pre-qualified road safety auditor and be conducted in accordance with Austroads Road Safety Audit (Second Edition, 2002) requirements. Any identified issues must be addressed to VicRoads' satisfaction;
 - 42.8 Revised Functional Layout Plan (FLP) as per the findings of the functional stage road safety audit.
43. Revised site layout plan to accommodate the above changes. When approved by VicRoads, the plan may be endorsed by the Responsible Authority and will then form part of the permit.
44. Subsequent to the approval of the Functional Layout Plan and prior to the commencement of any road works required by VicRoads under this permit, the permit holder must submit the detailed engineering design plans, along with a detail design stage Road Safety Audit, to VicRoads for review and obtain written approval. The detailed design plans must be generally in accordance with the approved Functional Layout Plan. Any identified issues in the Road safety Audit must be addressed in the detailed design plans to the satisfaction of and at no costs to VicRoads;
45. Where the proposed roadworks lies within private property, a widening of the road reserve will be required, at no cost to VicRoads. The permit holder must engage a licensed surveyor to prepare a Plan of Subdivision and submit to the Responsible Authority for certification under the Subdivision Act 1988 to show:
- 45.1 Any land set aside as Road must be labelled "ROAD" on the plan of subdivision.
 - 45.2 All land to be vested as road or reserve, for which the Roads Corporation is to be responsible, must be vested in the name of the ROADS CORPORATION (not VicRoads) upon certification of the Plan of Subdivision, without any encumbrances.
46. Unless otherwise agreed in writing by VicRoads, prior to the commencement of the use of the development hereby approved, the following must be completed to the satisfaction of VicRoads and the Responsible Authority and at no costs to VicRoads:
- 46.1 All roadworks as required by VicRoads must be completed generally in accordance with the approved Functional Layout Plan (FLP) and detailed design plans;
 - 46.2 The permit holder must reimburse VicRoads and the Responsible Authority with all the costs associated with the declaration of the land as arterial road pursuant to the provisions of the Road Management Act 2004 and the rezoning of the land to Road Zone Category 1 (RDZ1) pursuant to the provisions of the Planning and Environment Act 1987.

47. All disused or redundant vehicle crossings must be removed, and the area reinstated to match with the adjacent road environment to the satisfaction of the Responsible Authority and at no cost to the Roads Corporation prior to the commencement of the use of the development hereby approved.

Tree Protection

48. All works, including excavation, within the critical root zone areas of the tree/s to be retained and other critical root zones on the land and adjoining properties must be undertaken under the supervision of a qualified Arborist to ensure that there is no unreasonable damage to the root system of trees to be retained and/or protected, to the satisfaction of the Responsible Authority. Before the development starts, the owner must submit to the Responsible Authority details of the name of the Arborist who will supervise the works and the tasks to be undertaken by the Arborist, to the satisfaction of the Responsible Authority.
49. Prior to any works commencing on the site, all trees and vegetation to be retained including other critical root zones must be fenced off to create a protection zone.
The protection zone must extend around the trees canopy drip-line unless an alternative tree protection zone has been approved by the responsible authority.
50. The fence is to be chain link or wire mesh, comprise either wooden or steel posts set into the ground or on concrete pads, and be a minimum height of 1.4 metres. Signage is to be affixed to the fence advising that the area is a tree protection zone and a no-go development area.
51. The fence and signage is to be maintained throughout the construction period and removed at the completion of all works.
52. No temporary removal of the fence, or encroachment into the protection zone is permitted without the written consent of the responsible authority.
53. Prior to erecting the fence around the tree protection zone, all unwanted vegetation and weed species must be removed from within the zone, and the ground within the protection zone must be covered with a layer of well composted organic mulch (maximum 100mm depth). The area is to be watered at least fortnightly throughout the construction period.
54. The following activities are prohibited from the tree protection area, without the written consent of the responsible authority:
- 54.1 Construction activities.
 - 54.2 Dumping and/or storage of materials, goods and/or soil.
 - 54.3 Trenching or excavation.
 - 54.4 Lopping branches, nailing or affixing signs, service lines, lights etc to the trees.
55. Prior to any works commencing on site, the Responsible Authority must be contacted to inspect the Tree Protection fencing.

Car Parking & Accessways

56. Before the dwellings are occupied, driveways and car parking areas must be:
- 56.1 Fully constructed to the minimum standard of 100mm reinforced concrete and available for use in accordance with the plans submitted to and approved by the Responsible Authority; and
 - 56.2 Formed to such levels and drained so that they can be used in accordance with the approved plan; and
 - 56.3 Treated with an all-weather seal or some other durable surface; and
 - 56.4 Line-marked or provided with some other adequate means of showing the car parking spaces.
- To the satisfaction of the Responsible Authority.
57. Parking areas and driveways must be kept available and maintained for these purposes at all times to the satisfaction of the Responsible Authority.

Construction Management Plan

58. Prior to the commencement of the development approved under this Permit, a Construction and Traffic Management Plan (CMP) to the satisfaction of the Responsible Authority, must be submitted to and approved by the responsible authority. When approved, the plan will be endorsed as evidence of its approval and will then form part of the permit and must thereafter be complied with. The CMP must specify and deal with, but is not limited to, the following:
- 58.1 A detailed schedule of works including a full project timing;
 - 58.2 A traffic management plan for the site, including when or whether any access points would be required to be blocked, an outline of requests to occupy public footpaths or roads, or anticipated disruptions to local services; and preferred routes for trucks delivering to the site. The traffic management measures must minimise disruption to the operation of roadway during construction;
 - 58.3 The location for the parking of all construction vehicles and construction worker vehicles during construction;
 - 58.4 A fully detailed plan indicating where construction hoardings would be located;
 - 58.5 A waste management plan including the containment of waste on site, disposal of waste, stormwater treatment and on-site facilities for vehicle washing;
 - 58.6 Containment of dust, dirt and mud within the site and method and frequency of clean up procedures in the event of build-up of matter outside the site;
 - 58.7 Site security;
 - 58.8 Public safety measures;
 - 58.9 Construction times, noise and vibration controls;
 - 58.10 Restoration of any Council assets removed and/or damaged during construction;

- 58.11 Protection works necessary to road and other infrastructure (limited to an area reasonably proximate to the site);
 - 58.12 Remediation of any damage to road and other infrastructure (limited to an areas reasonably proximate to the site);
 - 58.13 An emergency contact that is available for 24 hours a day.
 - 58.14 All contractors associated with the construction of the development must be made aware of the requirements of the Construction Management Plan.
59. During the construction, the following must occur to the satisfaction of the Responsible Authority:
- 59.1 Any stormwater discharges into the stormwater drainage system is to comply with EPA guidelines;
 - 59.2 Stormwater drainage system protection measures must be installed as required to ensure that no solid waste, sediment, sand, soil, clay or stones from the premises enter the stormwater drainage system;
 - 59.3 Vehicle borne material must not accumulate on the roads abutting the site;
 - 59.4 The cleaning of machinery and equipment must take place on site and not on adjacent footpaths, roads or parks;
 - 59.5 All litter (including items such as cement bags, food packaging and plastic strapping) must be disposed of responsibly; and
 - 59.6 All site operations must comply with the EPA Publication 1259 (including all revisions or replacement guidelines).

Fencing

- 60. All costs associated with the provision of the fencing are to be borne by the owner/developer under this permit.
- 61. Prior to the occupancy of the development all fencing must be in a good condition to the satisfaction of the Responsible Authority.

Amenity

- 62. The amenity of the area must not be detrimentally affected by the development or use including through the:
 - 62.1 the appearance of building, works or materials on the land;
 - 62.2 parking of motor vehicles;
 - 62.3 transporting of materials or goods to or from the site;
 - 62.4 hours of operation;
 - 62.5 stockpiling of top soil or fill materials;
 - 62.6 air borne dust emanating from the site;
 - 62.7 emission of noise;
 - 62.8 rubbish and litter'

62.9 sediment runoff'

62.10 vibration.

Should the development cause undue detriment to the amenity of the area then immediate remedial measures must be undertaken to address the issue as directed by, and to the satisfaction of, the Responsible Authority.

Stormwater

63. Stormwater runoff from all buildings and hardstanding surfaces must be properly collected and discharged in a complete and effective system of drains within the property and must not cause or create a nuisance to abutting properties.

External Materials

64. The external materials of the development hereby permitted (including the roof) must be non-reflective and finished in subdued tones and/or colours to the satisfaction of the Responsible Authority.

Permit Expiry

65. This permit will expire if one of the following circumstances applies:

65.1 The use is not commenced within two years of the date of this permit.

65.2 The development is not started within two years of the date of this permit.

65.3 The development is not completed within four years of the date of this permit.

Pursuant to Section 69 of the Planning & Environment Act 1987, the Responsible Authority may extend:

The commencement date referred to if a request is made in writing before the permit expires or within six (6) months afterwards.

The completion date referred to if a request is made in writing within 12 months after the permit expires and the development started lawfully before the permit expired.

11. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Report Prepared By: Urban Planning Coordinator, Peter Steele

Report Authorised By: Director, City Development, Matt Kelleher

Attachments

1. Attachment 1 - Officer Council Report [6.2.1 - 5 pages]
2. Attachment 2 - 390 Burwood Hwy Wantirna South Council Attachments [6.2.2 - 13 pages]

RESOLUTION

MOVED: Councillor Cooper

SECONDED: Councillor Timmers-Leitch

That Council:

1. Authorise officers to negotiate a settlement with the parties to the Victorian Civil and Administrative Tribunal (VCAT) Application for Review P158/2019 on the basis that Council agrees to the issue of a Planning Permit by VCAT for the use and development of the land for accommodation, education centre, and office and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South be generally subject to the conditions detailed below:

Amended Development Plans

1. Prior to the commencement of the development approved under this Permit, amended development plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The development plans must be approved prior to other plans required by this permit. When approved, the plans will be endorsed and will then form part of the permit. The plans must be drawn to scale with dimensions. The plans must be generally in accordance with the plans dated 26/11/2019 but modified to show:
 - 1.1 The details of all roof plant, roof structures and lift overruns. These shall all be no greater than the maximum building heights specified in Condition 9 of this permit.
 - 1.2 The revised internal basement layout as shown in the plans but amended to show any changes required by VicRoads Conditions 42-47 and Conditions 20 and 21.
 - 1.3 The Blind Creek Interface package provided to Council on 24 June 2019 which details security and materiality of informal teaching space interfacing with the Blind Creek environs.
 - 1.4 The Materiality Package in accordance with Condition 11 of this Permit.
 - 1.5 Any changes to reflect recommendations included in the Wind Report required by Condition 22.
 - 1.6 Demonstrate how the boarding accommodation can be adapted to accommodate a mentor and his/her family, if required in the future.
 - 1.7 The retention of Tree 50 (*Melaleuca linarifolia*) and any modifications required to ensure the development does not encroach more than 10% into the tree protection zone (TPZ) of the tree.
 - 1.8 Heating and cooling units appropriately screened from external view.
 - 1.9 Tree Protection Fencing and Tree Protection Zones to be drawn on the Development Plans.
 - 1.10 All levels to be to AHD (Australian Height Datum).
 - 1.11 A Car Park Design and Management Plan in accordance with Condition 20 of this Permit and any modifications to the plans.
 - 1.12 A Pedestrian Movement Plan in accordance with Condition 21 of this Permit and any modifications to the plans.

- 1.13 Any changes required to comply with Melbourne Water Conditions 27-35.
- 1.14 An amended Sustainable Design Assessment in accordance with Condition 38 of this Permit and any necessary modifications to the plans.
- 1.15 An amended Waste Management Plan in accordance with Condition 40 of this Permit and any necessary modifications to the plans.
- 1.16 An Acoustic Report in accordance with Condition 41 and any noise amelioration recommendations shown on the Development Plans.
- 1.17 Any changes required to comply with VicRoads Conditions 42-47.

To the satisfaction of the Responsible Authority.

Other Plans

2. Prior to the commencement of the development or issue of a Building Permit for the development approved under this Permit, the following plans and computations must be submitted to the Responsible Authority as a complete set. When approved, the plans will be endorsed and will then form part of the permit. Construction must be in accordance with these plans. The plans must comprise the following:
 - 2.1 Drainage plans in accordance with Condition 3.
 - 2.2 Landscape plans in accordance with Condition 4.
 - 2.3 Use Management Plan in accordance with Condition 19.
 - 2.4 Construction Management Plan in accordance with Condition 58.

To the satisfaction of the Responsible Authority.

Drainage Plans

3. Prior to the commencement of the development approved under this Permit, drainage plans and computations must be submitted to and approved by the Responsible Authority. Construction of the drainage must be in accordance with these plans. The plans must show the following:
 - 3.1 All stormwater drainage discharge from the site connected to a legal point of discharge.
 - 3.2 The internal drains of the dwellings to be independent of each other.
 - 3.3 An on-site detention system designed by a suitably qualified Civil Engineering Consultant to ensure no net increase in stormwater discharge from the proposed development.
 - 3.4 The on-site detention system to be installed in a suitable location for easy access and maintenance.
 - 3.5 A suitable overland flow path for the entire site to the satisfaction of the Responsible Authority. Details of the overland flow path are to be included on the plans.
 - 3.6 The provision of WSUD design, raingardens and/or bioswales to treat the water runoff from the hard surfaces (car parks and access ways).
 - 3.7 Location of fencing in accordance with the Development Plans approved pursuant to Condition 1 of this permit.

3.8 Tree Protection Fencing and Tree Protection Zones in accordance with the Development Plans approved pursuant to Condition 1 of this permit.

3.9 All levels to be to AHD (Australian Height Datum).

To the satisfaction of the Responsible Authority.

Landscaping

4. Prior to the commencement of the development approved under this Permit, a landscape plan prepared by a suitably qualified Landscape architect or a suitably qualified landscape designer to the satisfaction of the responsible authority must be submitted to and approved by the responsible authority in accordance with Council's 'Landscape Plan Guidelines'. When approved, the plan will be endorsed and will then form part of the permit. The plan must show:
- 4.1 A survey (including botanical names, height and width) of all existing vegetation to be retained and / or removed.
 - 4.2 The identification and removal of all vegetation identified as an environmental weed in Knox (as outlined in Council's 'Landscape Plan Guidelines').
 - 4.3 Buildings and trees (including botanical names, height and width) on neighbouring properties within three metres of the boundary including all trees that have their Tree Protection Zone extending into the subject site.
 - 4.4 Details of the surface finishes of pathways and driveways.
 - 4.5 Details and location of all existing and proposed services including above and below ground lines, cables and pipes.
 - 4.6 A planting schedule of all proposed trees, shrubs and ground covers, including botanical names, common names, pot sizes, sizes at maturity, and quantities of each plant.
 - 4.7 Landscaping and planting within all open areas of the site (including additional planting within open space areas of the existing dwelling/s).
 - 4.8 The plan must also show the provision of at least 30 additional trees and eight (8) additional large feature shrubs with a height of 4-5 metres chosen from plant list 1 or 2 of Council's 'Landscape Plan Guidelines'. These canopy trees must be a minimum of 1.5 – 2.0 metres tall when planted and in the following areas:
 - (i) 3 large canopy trees and 2 medium canopy trees in the front setback on Burwood Highway
 - (ii) 2 large canopy trees and 2 small canopy trees on the eastern side of the proposed private residential building
 - (iii) 7 large canopy trees and 5 medium-small canopy trees along the easement on the western boundary
 - (iv) 9 small canopy trees planted in suitably sized raised beds throughout the upper ground level of the development. Refer to the Knox Landscape Plan Guidelines 2018 for the Knox Standard for Raised Planter Detail.
 - (v) 8 large feature shrubs with a mature height of 4-5 metres in the wider garden bed along the southern boundary

(vi) Any additional landscaping as agreed by VicRoads

- 4.9 Planting of this site to comprise 40% of the vegetation species to be indigenous (across all plant forms) from plant list 1 of the 'Landscape Plan Guidelines' and 40% additional native species (across all plant forms) from plant list 2 of the 'Landscape Plan Guidelines'. Remaining plant species (20%) can be indigenous, native or exotic (across all plant forms) provided they are not listed as weeds.
- 4.10 The provision of WSUD design, raingardens and/or bioswales to treat the water runoff from the hard surfaces (car parks and access ways).
- 4.11 Tree Protection Fencing and Tree Protection Zones in accordance with the Development Plans approved pursuant to Condition 1 of this permit.

To the satisfaction of the Responsible Authority.

5. Before the occupation of the development, the landscaping works shown on the endorsed plans must be carried out and completed to the satisfaction of the responsible authority.
6. The landscaping shown on the endorsed plans must be maintained to the satisfaction of the responsible authority. Any dead, diseased or damaged plants are to be replaced.
7. Prior to the occupation of the development, a planting strategy for the Blind Creek embankment interface with the Subject Site must be prepared, in consultation with Melbourne Water, submitted to and approved by the Responsible Authority. The planting strategy must specifically consider the following:
 - 7.1 Removal of low-lying vegetation and shrubbery;
 - 7.2 Re-planting with mature plant coverage;
 - 7.3 Safety of students of the school and residents of the boarding accommodation.
8. The planting strategy approved in accordance with Condition 7 must be implemented to the satisfaction of the Responsible Authority prior to occupation of the boarding accommodation or use of the school, whichever occurs first.

Maximum Building Heights

9. The maximum height of each building, including all roof plant, lift overruns, structures and architectural features shall be:
 - School Building – 31.15 metres
 - Boarding Accommodation Building – 30.8 metres
 - Residential Building – 29.2 metres

The maximum height of each building to the parapet shall be:

- School Building – 29.15 metres
- Boarding Accommodation Building – 28.8 metres
- Residential Building – 24.8 metres

Architectural Plans

10. As part of the ongoing consultant team, Cox Architecture or an architectural firm to the satisfaction of the Responsible Authority must be engaged to:
 - Oversee design and construction of the development; and

- Ensure the design quality and appearance of the development is realised as shown in the endorsed plans or otherwise to the satisfaction of the Responsible Authority.

Materiality Package

11. Prior to the commencement of the development, an updated Materiality Package, generally consistent with the Materiality Package provided to Council on 24 June 2019 must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Materiality Package shall only be updated to be consistent in the heights and layout of the 'without prejudice' package provided to Council on 12 November 2019.

General

12. All development must be in accordance with the endorsed plans.
13. The use and development as shown on the endorsed plans must not be altered without the written consent of the Responsible Authority.
14. Once the development has started it must be continued and completed to the satisfaction of the Responsible Authority.
15. Prior to the occupation of the dwellings the development is to be completed in accordance with the endorsed plan/s to the satisfaction of the Responsible Authority.
16. All walls on the boundaries of adjoining properties must be cleaned and finished to the satisfaction of the Responsible Authority.

Staff numbers

17. A maximum of fifty (50) staff may be present at the site at any given time.

Student numbers

18. A maximum of 450 students may be present at the site at any given time.

Use Management Plan

19. Prior to the commencement of the accommodation associated with the education centre hereby permitted, a Use Management Plan to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Use Management Plan shall detail the following but not be limited to:
 - 19.1 Types of activities to be undertaken
 - 19.2 Hours of operation
 - 19.3 Details and numbers of staff and patrons
 - 19.4 Traffic and car parking management
 - 19.5 Noise
 - 19.6 Security
 - 19.7 Emergency contact informationTo the satisfaction of the Responsible Authority.

Car Park Design and Management Plan

20. Prior to the commencement of the development a Car Park Design and Management Plan and associated reports must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Car Park Design and Management Plan shall detail the following but not be limited to:
- 20.1 Compliance with Clause 52.06 of the Knox Planning Scheme;
 - 20.2 Management of internal traffic flows;
 - 20.3 Management of internal intersections, including between the upper and lower levels;
 - 20.4 Location of car parking spaces dedicated to the boarding school;
 - 20.5 Location of pillars within the car park, specifically but not limited to those located close to inspections, bends, vehicle turning movements and within the loading area;
 - 20.6 Accessway grades at Stud Road of 1:10 for 5 metres;
- to the satisfaction of the Responsible Authority.

Pedestrian Movement Plan

21. Prior to the commencement of the development a Pedestrian Movement Plan and associated reports must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Pedestrian Movement Plan shall detail the following but not be limited to:
- 21.1 Pedestrian Movements throughout the site;
 - 21.2 Pedestrian connections from the school drop-off/Pick-up and bus stops to the school;
 - 21.2 Pedestrian Connections into the site;
 - 21.3 Shared path along Stud Road maintained at a width of 3 metres, including across the splinter island;
 - 21.4 A 3 metre wide shared path, where feasible along Burwood Highway and connected to the Blind Creek shared path;
- To the satisfaction of the Responsible Authority.

Wind Assessment Plan

22. Prior to the commencement of the development, an updated Wind Report, generally consistent with the Wind Report dated 12 June 2019 (Ref: GWTS-DPR-10210-2019-0) and updated must be submitted to and approved by the Responsible Authority. When approved, the plan will be endorsed and will then form part of the permit. The Wind Report shall be updated to reflect the plans dated 26 November 2019.

Delivery of school and boarding accommodation

23. Occupation of the residential building must not occur until the school and boarding accommodation have been practically completed.

Blind Creek Corridor

24. All costs associated with the improvement of the Blind Creek Corridor are to be borne by the permit holder/developer.

Section 173 agreement

25. Prior to the commencement of the development hereby permitted, an agreement under Section 173 of the Planning and Environment Act 1987 must be entered into between the Owner of the land and the Responsible Authority in a form satisfactory to the Responsible Authority providing that:

25.1 Occupation of the residential building must not occur until the school and boarding accommodation have been practically completed.

Noise

26. Noise from the property must not exceed limits prescribed by the State Environment Protection Policy (Control of noise from Commerce Industry & Trade) No. N-1 and State Environment Protection Policy (Control of noise from Public premises) No. N-2.

Melbourne Water Conditions

27. Layout of buildings and works as shown on plans must not be altered without prior written consent from Melbourne Water.
28. Minimum 5 metre setback from the lower part of the western property boundary must be maintained to any proposed structures.
29. A minimum 2 metre vegetated buffer from the western property boundary along the Blind Creek corridor must be shown.
30. Prior to start of construction, landscape details and drawings must be submitted to Melbourne Water for approval.
31. Finished Floor levels of all habitable buildings must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
32. Finished Floor levels of all non-habitable buildings (eg. outbuildings, sheds) must be set no lower than 67.27 metres to Australian Height Datum which is 300mm above the applicable flood level of 66.97 metres to AHD.
33. Entry apex to proposed basement must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
34. Any openings to basement must be set no lower than 67.57 metres to Australian Height Datum which is 600mm above the applicable flood level of 66.97 metres to AHD.
35. No earth filling must be placed within the 1% AEP flood extent.

Transport for Victoria Conditions

36. The permit holder must take all reasonable steps to ensure that disruption to bus operation along both Burwood Highway and Stud Road are kept to a minimum during the construction of the development. Foreseen disruptions to bus operations and mitigation measures must be communicated to Public Transport Victoria eight (8) weeks prior by telephoning 1800 800 007 or emailing customerservice@ptv.vic.gov.au
37. The permit holder must ensure that public transport infrastructure is not altered without the consent of Public Transport Victoria or damaged. Any damage to public transport infrastructure must be rectified to the satisfaction of Public Transport Victoria at the full cost of the permit holder.

Sustainable Design Assessment

38. Prior to the commencement of the development approved under this Permit, a Sustainable Design Assessment detailing Sustainable Design initiatives to be incorporated into the development must be submitted to and approved by the Responsible Authority. The Sustainable Design Assessment must outline the proposed sustainable design initiatives to be incorporated throughout the development such as (but not limited to) energy efficiency, water conservation, stormwater quality, waste management and material selection, to the satisfaction of the Responsible Authority.
39. Prior to the occupation of the development, the development must be constructed in accordance with the Sustainable Design Assessment.

Waste Management Plan

40. Prior to the commencement of the development approved under this Permit, a waste collection and management plan must be submitted to and approved by the Responsible Authority, demonstrating how waste collection will be undertaken on site, including the operation of the garbage and recyclables storage area. Garbage and recyclables storage and collection must be undertaken in accordance with the approved plan/documentation to the satisfaction of the Responsible Authority.

Acoustic Report

41. Prior to the commencement of the development approved under this Permit, plans must be submitted to and approved by the Responsible Authority showing that the dwellings along the western and southern boundaries have been designed to protect the occupants from noise impacts in accordance with a report from a suitably qualified and experienced Acoustic Engineer who is a current member of the Australian Association of Acoustical Consultants (AAAC).

VicRoads Conditions

42. Unless otherwise agreed in writing by VicRoads, prior to the commencement of any works, a revised Functional Layout Plan (FLP) showing the proposed access arrangements must be submitted to VicRoads for approval. The Functional Layout Plan must be generally in accordance with the preliminary Functional Layout Plan submitted (Drawing No. G23993-01, Issue B dated 27 May 2019 prepared by Traffix Group) but modified to show:
 - 42.1 Large splitter island separating entry/exit movements at Stud Road access point
-

- 42.2 'Keep Clear' pavement marking along Stud Road;
 - 42.3 Electronic School Speed Limit Signs (ESSLS) along Stud Road and Burwood Highway as per VicRoads Speed Zone Guidelines;
 - 42.4 Revised swept path assessment for all vehicles expected to access the site;
 - 42.5 Car parking management plan;
 - 42.6 Signage and line marking plan;
 - 42.7 Functional stage Road Safety Audit (RSA) undertaken by an independent VicRoads pre-qualified road safety auditor and be conducted in accordance with Austroads Road Safety Audit (Second Edition, 2002) requirements. Any identified issues must be addressed to VicRoads' satisfaction;
 - 42.8 Revised Functional Layout Plan (FLP) as per the findings of the functional stage road safety audit.
43. Revised site layout plan to accommodate the above changes. When approved by VicRoads, the plan may be endorsed by the Responsible Authority and will then form part of the permit.
44. Subsequent to the approval of the Functional Layout Plan and prior to the commencement of any road works required by VicRoads under this permit, the permit holder must submit the detailed engineering design plans, along with a detail design stage Road Safety Audit, to VicRoads for review and obtain written approval. The detailed design plans must be generally in accordance with the approved Functional Layout Plan. Any identified issues in the Road safety Audit must be addressed in the detailed design plans to the satisfaction of and at no costs to VicRoads;
45. Where the proposed roadworks lies within private property, a widening of the road reserve will be required, at no cost to VicRoads. The permit holder must engage a licensed surveyor to prepare a Plan of Subdivision and submit to the Responsible Authority for certification under the Subdivision Act 1988 to show:
- 45.1 Any land set aside as Road must be labelled "ROAD" on the plan of subdivision.
 - 45.2 All land to be vested as road or reserve, for which the Roads Corporation is to be responsible, must be vested in the name of the ROADS CORPORATION (not VicRoads) upon certification of the Plan of Subdivision, without any encumbrances.
46. Unless otherwise agreed in writing by VicRoads, prior to the commencement of the use of the development hereby approved, the following must be completed to the satisfaction of VicRoads and the Responsible Authority and at no costs to VicRoads:
- 46.1 All roadworks as required by VicRoads must be completed generally in accordance with the approved Functional Layout Plan (FLP) and detailed design plans;
 - 46.2 The permit holder must reimburse VicRoads and the Responsible Authority with all the costs associated with the declaration of the land as arterial road pursuant to the provisions of the Road Management Act 2004 and the rezoning of the land to Road Zone Category 1 (RDZ1) pursuant to the provisions of the Planning and Environment Act 1987.

47. All disused or redundant vehicle crossings must be removed, and the area reinstated to match with the adjacent road environment to the satisfaction of the Responsible Authority and at no cost to the Roads Corporation prior to the commencement of the use of the development hereby approved.

Tree Protection

48. All works, including excavation, within the critical root zone areas of the tree/s to be retained and other critical root zones on the land and adjoining properties must be undertaken under the supervision of a qualified Arborist to ensure that there is no unreasonable damage to the root system of trees to be retained and/or protected, to the satisfaction of the Responsible Authority. Before the development starts, the owner must submit to the Responsible Authority details of the name of the Arborist who will supervise the works and the tasks to be undertaken by the Arborist, to the satisfaction of the Responsible Authority.
49. Prior to any works commencing on the site, all trees and vegetation to be retained including other critical root zones must be fenced off to create a protection zone.
The protection zone must extend around the trees canopy drip-line unless an alternative tree protection zone has been approved by the responsible authority.
50. The fence is to be chain link or wire mesh, comprise either wooden or steel posts set into the ground or on concrete pads, and be a minimum height of 1.4 metres. Signage is to be affixed to the fence advising that the area is a tree protection zone and a no-go development area.
51. The fence and signage is to be maintained throughout the construction period and removed at the completion of all works.
52. No temporary removal of the fence, or encroachment into the protection zone is permitted without the written consent of the responsible authority.
53. Prior to erecting the fence around the tree protection zone, all unwanted vegetation and weed species must be removed from within the zone, and the ground within the protection zone must be covered with a layer of well composted organic mulch (maximum 100mm depth). The area is to be watered at least fortnightly throughout the construction period.
54. The following activities are prohibited from the tree protection area, without the written consent of the responsible authority:
- 54.1 Construction activities.
 - 54.2 Dumping and/or storage of materials, goods and/or soil.
 - 54.3 Trenching or excavation.
 - 54.4 Lopping branches, nailing or affixing signs, service lines, lights etc to the trees.
55. Prior to any works commencing on site, the Responsible Authority must be contacted to inspect the Tree Protection fencing.

Car Parking & Accessways

56. Before the dwellings are occupied, driveways and car parking areas must be:
- 56.1 Fully constructed to the minimum standard of 100mm reinforced concrete and available for use in accordance with the plans submitted to and approved by the Responsible Authority; and
 - 56.2 Formed to such levels and drained so that they can be used in accordance with the approved plan; and
 - 56.3 Treated with an all-weather seal or some other durable surface; and
 - 56.4 Line-marked or provided with some other adequate means of showing the car parking spaces.
- To the satisfaction of the Responsible Authority.
57. Parking areas and driveways must be kept available and maintained for these purposes at all times to the satisfaction of the Responsible Authority.

Construction Management Plan

58. Prior to the commencement of the development approved under this Permit, a Construction and Traffic Management Plan (CMP) to the satisfaction of the Responsible Authority, must be submitted to and approved by the responsible authority. When approved, the plan will be endorsed as evidence of its approval and will then form part of the permit and must thereafter be complied with. The CMP must specify and deal with, but is not limited to, the following:
- 58.1 A detailed schedule of works including a full project timing;
 - 58.2 A traffic management plan for the site, including when or whether any access points would be required to be blocked, an outline of requests to occupy public footpaths or roads, or anticipated disruptions to local services; and preferred routes for trucks delivering to the site. The traffic management measures must minimise disruption to the operation of roadway during construction;
 - 58.3 The location for the parking of all construction vehicles and construction worker vehicles during construction;
 - 58.4 A fully detailed plan indicating where construction hoardings would be located;
 - 58.5 A waste management plan including the containment of waste on site, disposal of waste, stormwater treatment and on-site facilities for vehicle washing;
 - 58.6 Containment of dust, dirt and mud within the site and method and frequency of clean up procedures in the event of build-up of matter outside the site;
 - 58.7 Site security;
 - 58.8 Public safety measures;
 - 58.9 Construction times, noise and vibration controls;
 - 58.10 Restoration of any Council assets removed and/or damaged during construction;

- 58.11 Protection works necessary to road and other infrastructure (limited to an area reasonably proximate to the site);
 - 58.12 Remediation of any damage to road and other infrastructure (limited to an areas reasonably proximate to the site);
 - 58.13 An emergency contact that is available for 24 hours a day.
 - 58.14 All contractors associated with the construction of the development must be made aware of the requirements of the Construction Management Plan.
59. During the construction, the following must occur to the satisfaction of the Responsible Authority:
- 59.1 Any stormwater discharges into the stormwater drainage system is to comply with EPA guidelines;
 - 59.2 Stormwater drainage system protection measures must be installed as required to ensure that no solid waste, sediment, sand, soil, clay or stones from the premises enter the stormwater drainage system;
 - 59.3 Vehicle borne material must not accumulate on the roads abutting the site;
 - 59.4 The cleaning of machinery and equipment must take place on site and not on adjacent footpaths, roads or parks;
 - 59.5 All litter (including items such as cement bags, food packaging and plastic strapping) must be disposed of responsibly; and
 - 59.6 All site operations must comply with the EPA Publication 1259 (including all revisions or replacement guidelines).

Fencing

- 60. All costs associated with the provision of the fencing are to be borne by the owner/developer under this permit.
- 61. Prior to the occupancy of the development all fencing must be in a good condition to the satisfaction of the Responsible Authority.

Amenity

- 62. The amenity of the area must not be detrimentally affected by the development or use including through the:
 - 62.1 the appearance of building, works or materials on the land;
 - 62.2 parking of motor vehicles;
 - 62.3 transporting of materials or goods to or from the site;
 - 62.4 hours of operation;
 - 62.5 stockpiling of top soil or fill materials;
 - 62.6 air borne dust emanating from the site;
 - 62.7 emission of noise;
 - 62.8 rubbish and litter'

62.9 sediment runoff'

62.10 vibration.

Should the development cause undue detriment to the amenity of the area then immediate remedial measures must be undertaken to address the issue as directed by, and to the satisfaction of, the Responsible Authority.

Stormwater

63. Stormwater runoff from all buildings and hardstanding surfaces must be properly collected and discharged in a complete and effective system of drains within the property and must not cause or create a nuisance to abutting properties.

External Materials

64. The external materials of the development hereby permitted (including the roof) must be non-reflective and finished in subdued tones and/or colours to the satisfaction of the Responsible Authority.

Permit Expiry

65. This permit will expire if one of the following circumstances applies:

65.1 The use is not commenced within two years of the date of this permit.

65.2 The development is not started within two years of the date of this permit.

65.3 The development is not completed within four years of the date of this permit.

Pursuant to Section 69 of the Planning & Environment Act 1987, the Responsible Authority may extend:

The commencement date referred to if a request is made in writing before the permit expires or within six (6) months afterwards.

The completion date referred to if a request is made in writing within 12 months after the permit expires and the development started lawfully before the permit expired.

2. That Council resolve that should the Victorian Civil and Administrative Tribunal order that Planning Application P/2018/6465 be approved and a Planning Permit be issued; any future application for an amendment to the permit and/or plans; or a Secondary Consent request to amend the plans that affect the architectural design, or external materials and finishes of the buildings, be determined by Council.

CARRIED



Planning Application P/2018/6465 for the use and development of the land for accommodation, education centre, and office within three (3) buildings and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South.

1. Summary:

Subject Site:	390 Burwood Highway, Wantirna South
Proposed Development:	Use and development of the land for accommodation, education centre, and office within three (3) buildings and alteration of access to a Road Zone Category 1
Existing Land Use:	Funeral Home
Site Area:	7,557m ²
Planning Scheme Controls:	Mixed Use Zone / LSIO & DDO13
Application Received:	8 August 2018
Number of Objections:	Six (6)
PCC Meeting:	N/A
Ward:	Scott

2. Purpose

Planning Application P/2018/6465 proposed the use and development of the land for accommodation, education centre, and office within three (3) buildings (ranging from 8-15 storeys), reduction in car parking and alteration of access to a Road Zone Category 1. The application was considered by a delegated officer, where it was determined to refuse the application on 17 January 2019. The applicant subsequently lodged an appeal at VCAT against the refusal of the application.

A compulsory conference was held at VCAT on 29 May 2019. At the conference, the applicant presented a 'without prejudice' package of amended plans and documentation to provide a net community benefit for the site, to justify the additional building height proposed.

The 'without prejudice' package was reported to the 26 August 2019 Ordinary Council meeting and the 9 September 2019 Strategic Planning Committee meeting where it was resolved:

That the Committee, due to the uncertainty of the use proceeding, not support the 'without prejudice' package of amended plans and documentation, including agreements regarding net community benefits and building heights offered by the applicant at the compulsory conference held at the Victorian Civil and Administrative Tribunal (VCAT) on 29 May 2019 for Review P158/2019 of Planning Application P/2018/6465 for the use and development of the land for accommodation, education centre, and office within three (3) buildings, reduction in car parking and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South.



An additional compulsory conference was held at VCAT on 16 September 2019 and subsequently the applicant has substituted the plans with an amended set of plans and documentation. These amended plans reduce the heights of the apartment and school buildings and removes the community benefits previously offered.

The purpose of this report is to provide Council with the Council Planning Officer's assessment of the current proposal to assist in forming a position on the application. It should be read in conjunction with the other attachments.

3. Background

3.1 Subject Site and Surrounds

The location of the subject site and surrounds is shown in Attachment 2.

- The site is located on the south-western corner of the intersection of Burwood Highway and Stud Road, Wantirna South, within the Knox Central Principal Activity Centre. The site is irregular in shape, with a frontage to Burwood Highway of approximately 30 metres and 133 metres to Stud Road (excluding the corner splay).
- The total area of the site is 7,557m² and the fall of the land is approximately 4 metres from east to west.
- Vehicular access is via crossovers along both Burwood Highway and Stud Road. The site is currently occupied by Allison Monkhouse Funeral Homes.
- The surrounding area is a mix of residential and commercial including a paint shop and Blind Creek Reserve to the immediate west, Wantirna Retirement Village further west, the Wantirna Club to the south, and the Kubix apartment buildings to the east (opposite Stud Road). Knox City Shopping Centre is located further to the north-east.

3.2 The Proposal (Assessed by Council – 17 January 2019)

Secondary School (education centre for year levels 10-12)

- Maximum number of students – 500, Maximum number of staff – 50
- Building of 8 storeys (including lower ground level and roof terrace)
- Facilities include a gymnasium, lecture theatre, library, outdoor teaching spaces and terraces, after-school tuition

Boarding School (student accommodation)

- Accommodation for students of the school. Includes communal areas
- Building of 12 storeys (including lower ground level)

Mixed Use Building/Apartments

- 291m² of office space
- 2 retail tenancies (totaling 254m²)
- Building of 15 storeys (including the lower ground floor level)
- Apartments comprising of 12 one bedroom dwellings, 48 two bedroom dwellings, and 12 three bedroom dwellings.

Car Parking and Access

- 60 car parking spaces are proposed for the Secondary School and Boarding accommodation
- 105 car parking spaces are proposed for the Mixed Use/Apartment building (80 for residential, 10 for the office space, 4 for the shop space, and 11 shared/visitor spaces)
- Vehicle access is proposed via and entry only crossover to Stud Road, and an exit only (left out) onto Burwood Highway.

The plans for the original proposed can be viewed at Attachment 2.



3.3 Assessment of the Application

On 17 January 2019, the original application was refused by a delegated officer for the following summarised reasons:

1. The proposal was inconsistent with the Objectives and Standards of the Mixed Use Zone. The proposal does not respond to the preferred neighbourhood character and the proposed design response is not appropriate in scale and form.
2. The height, scale of the buildings and built form outcomes was not consistent with the Design and Development Overlay – Schedule 13 (DDO13) Knox Central Activity Centre.
3. The proposal failed to comply with Clause 52.29 (Land Adjacent to a Road Zone, Category 1) of the Knox Planning Scheme as VicRoads has objected to the proposal.
4. The proposal will lead to an inconsistent built form outcome along Burwood Highway and will not deliver a tree-lined boulevard.
5. The proposed development did not provide an appropriate level of car parking and was inconsistent with Clause 52.06 (Car Parking) of the Knox Planning Scheme.

3.4 VCAT – Compulsory Conference and subsequent meetings

Following on from Council's decision, the applicant lodged an appeal with VCAT against Council's refusal.

On 29 May 2019, a compulsory conference was held at VCAT. A compulsory conference is a meeting chaired by a member of the tribunal with all parties in attendance. The purpose of the compulsory conference is to identify and clarify the issues in dispute and to promote a settlement of the dispute. Parties to the conference were Council, the permit applicant and a representative from VicRoads.

Council was represented by Maddocks Lawyers with guidance provided by Mr McGauran from MGS Architects to inform discussions at the compulsory conference.

Further to the compulsory conference, a 'without prejudice' package was presented to Council for consideration.

This 'without prejudice' package was reported to the 26 August Council Meeting as a confidential item and then to the 9 September 2019 Strategic Planning Committee meeting where it was resolved:

That the Committee, due to the uncertainty of the use proceeding, not support the 'without prejudice' package of amended plans and documentation, including agreements regarding net community benefits and building heights offered by the applicant at the compulsory conference held at the Victorian Civil and Administrative Tribunal (VCAT) on 29 May 2019 for Review P158/2019 of Planning Application P/2018/6465 for the use and development of the land for accommodation, education centre, and office within three (3) buildings, reduction in car parking and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South.

An additional compulsory conference was held at VCAT on 16 September 2019 and subsequently the applicant has substituted the plans with an amended set of plans and documentation. These amended plans reduce the heights of the apartment and school buildings and removes the community benefits previously offered.

The current substituted plans supersede all of the previous plans. The changes that the current plans propose are:

- Reduce the heights of the apartment building and the boarding accommodation building from a maximum building height of 50.9 metres to 31.15 metres;
- Reduces the number of residential apartments from 72 to 32 apartments;
- Reduces the number of students from a maximum of 500 to a maximum of 450 students;
- Reduces the number of boarding accommodation from 100 students to 97 students;
- Retains the high quality of architectural design.

Should Council not support the plans and documentation the application will be considered by VCAT at a full hearing, which is listed for 14 January 2020.



4. Consultation

4.1 Advertising

The original application was advertised by way of two (2) signs on the site and notices were sent to adjoining property owners and occupiers. In total, six (6) objections were received, including one petition of 163 signatures. The main issues related to additional traffic congestion at the intersection of Burwood Highway/Stud Road, reduction in car parking and building bulk/impact on views.

4.2 Referrals

The application was referred to external authorities and internal departments for advice. The initial referrals are still relevant, and it is noted that VicRoads have provided in-principle support for the proposal and have provided 'without prejudice' draft conditions to be included in any permit to issue.

Council's Traffic and Transport department have reviewed the current plans and have provided advice on the car parking layout and pedestrian connectivity that will form conditions for any permit to issue.

5. Discussion

This section considers the proposed development in light of the provisions of the Knox Planning Scheme including State and Local Planning Policies, any other relevant policies and objectives.

Advice from Council's Urban Design expert was that a maximum height of between 42.5m and 45m would be acceptable with the design of the building provided a net community benefit was provided by the development. This was in the form of affordable/social housing and access to the school facilities. Accepting additional height for these community benefits was not accepted due to the uncertainty of the use progressing as the site was listed for sale. It is noted that as of 20 November the site is still for sale.

Building Heights

The maximum building height has been reduced from 50.9 metres to 31.15 metres. The maximum height of each building, including roof plant is:

- School Building – 31.15 metres (29.15 metres to parapet)
- Boarding Accommodation Building – 30.8 metres (28.8 metres to parapet);
- Residential Building – 29.2 metres (24.8 metres to parapet).

The preferred height limit for this site in the Design and Development Overlay 13 (Knox Central Activity Area) is 24 metres. The additional height proposed is considered acceptable due to the exceptional design of the proposed buildings, including the interface with Blind Creek and it being consistent in height to the closest Kubix Building. To ensure that the exceptional design outcome is maintained a condition will be included linking any future endorsed plans to the current architect or one agreed to by Council.

It is also acknowledged that the reduction in the height of the building has maintained the same design and the proposal comprises an architectural presentation that is superior to that of the Kubix form and given its palette of more 'muted' tones, will visually merge with the boulevard canopies and the Dandenong Ranges backdrop. Put simply, the proposal will partially conceal Kubix from view when on approach to Knox from the west.

Given the architectural quality of the building and the height of the Kubix Tower A (located on the south eastern corner of Burwood) of 31.3 metres maximum and 28.7 metres to the parapet, the 'without prejudice' plans provide an acceptable outcome, subject to conditions to ensure the design quality is maintained and the school buildings are completed prior to the residential apartments being occupied.



5.1 General Decision Guidelines


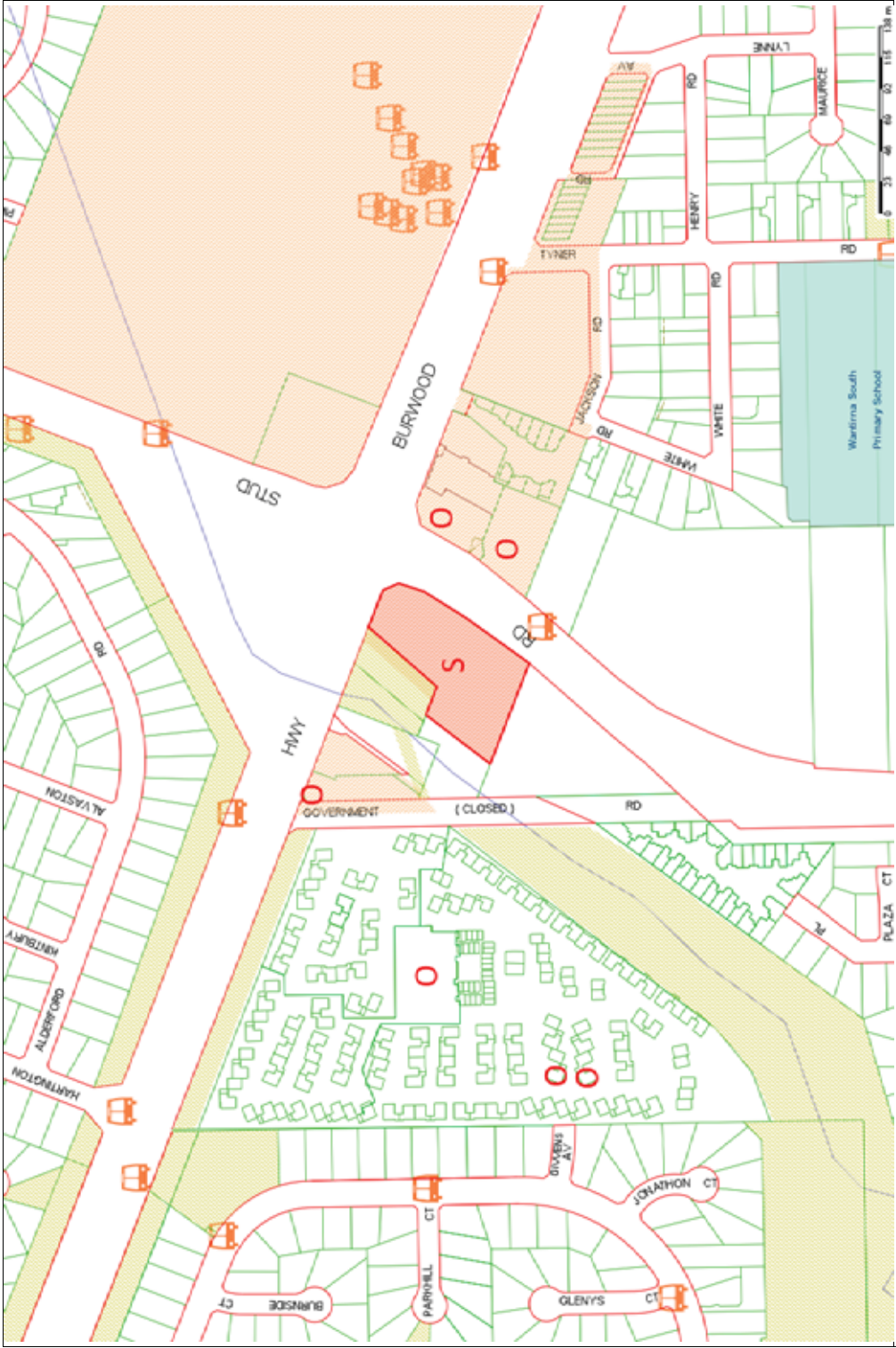
Clause 65 of the Knox Planning Scheme and Section 60 of the Planning and Environment Act 1987 set out decision guidelines/matters which the responsible authority must consider when deciding any planning application.

The decision guidelines of Clause 65 of the Knox Planning Scheme and Section 60 of the Planning and Environment Act (1987) have been appropriately considered.

6. Conclusion

Clause 71.02-3 of the Knox Planning Scheme requires Council to balance relative policy objectives when making decisions to ensure resulting development is sustainable and achieves a net community gain. It is considered that the substituted proposal, in conjunction with additional conditions, will ensure a net community outcome is achieved for the site.

It is therefore recommended that Council authorise officers to negotiate a settlement between all parties at the VCAT Compulsory Conference to allow VCAT to issue a Planning Permit for the use and development of the land for accommodation, education centre, and office and alteration of access to a Road Zone Category 1 at 390 Burwood Highway, Wantirna South subject to the changes discussed in this report.

 <p>Knox City Council ATTACHMENT 2</p>	<p>Address 390 Burwood Highway, WANTIRNA SOUTH</p> <p>Application Number P/2018/6465</p> <p>Description Use and development of the land for accommodation, education centre, and office within three (3) buildings and alteration of access to a Road Zone Category 1</p> <p>Ward Scott</p>	<p>LEGEND:</p> <ul style="list-style-type: none"> Title Boundary Road Boundary City Boundary Bus Route Reserve Commercial Areas Tertiary Schools Primary Schools Secondary Schools P-12 School Bus Stop Objector Undeveloped Subject Property Fence <p style="text-align: right;">Scale: 1:3000</p>
		
<p>DISCLAIMER:</p> <ol style="list-style-type: none"> 1. Whilst every endeavor has been made to ensure that the mapping information is current and accurate, no responsibility or liability is taken by Knox City Council or any of the above organizations in respect to inaccuracies, errors, omissions or for actions based on this information. 2. Planning information should be used only as a means of preliminary investigation. For accurate overlay information please obtain a Planning Certificate from the Department of Infrastructure. 3. This print contains information from Vicmap Property (Copyright State of Victoria). The State of Victoria does not warrant the accuracy or completeness of information in this product. Any person using or relying on this information does so on the basis that the State of Victoria shall bear no responsibility or liability whatsoever for any errors, faults, defects or omissions in the information. 4. Drainage and flood extent information has been provided to Council on a yearly basis by Melbourne Water for indicative purposes only. Where the latest Melbourne Water drainage and flood extent mapping is critical, please contact Melbourne Water. 		

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<p>DISCLAIMER:</p> <p>Roads and Title Boundaries - State of Victoria, Knox City Council Planning Scheme Information - DPCLD, Knox City Council Aerial Photography - AAM (flown January 2013 - unless otherwise stated) Melbourne Water Drainage Information - Melbourne Water</p> <p>1. Whilst every endeavor has been made to ensure that the mapping information is current and accurate, no responsibility or liability is taken by Knox City Council or any of the above organizations in respect to inaccuracy, errors, omissions or for actions based on this information.</p> <p>2. Planning information should be used only as a means of preliminary investigation. For accurate overlay information please obtain a Planning Certificate from the Department of Infrastructure.</p> <p>3. This print contains information from Vicmap Property (Copyright State of Victoria). The State of Victoria does not warrant the accuracy or completeness of information in this product. Any person using or relying on this information does so on the basis that the State of Victoria shall bear no responsibility or liability whatsoever for any errors, faults, defects or omissions in the information.</p> <p>4. Drainage and flood extent information has been provided to Council on a yearly basis by Melbourne Water for indicative purposes only. Where the latest Melbourne Water drainage and flood extent mapping is critical, please contact Melbourne Water.</p>	



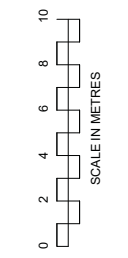
EAST ELEVATION — 1:500 @ A3



SOUTH ELEVATION — 1:500 @ A3

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 Drawing Title: **EAST AND SOUTH ELEVATIONS**

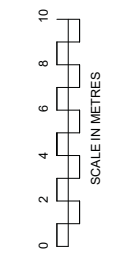
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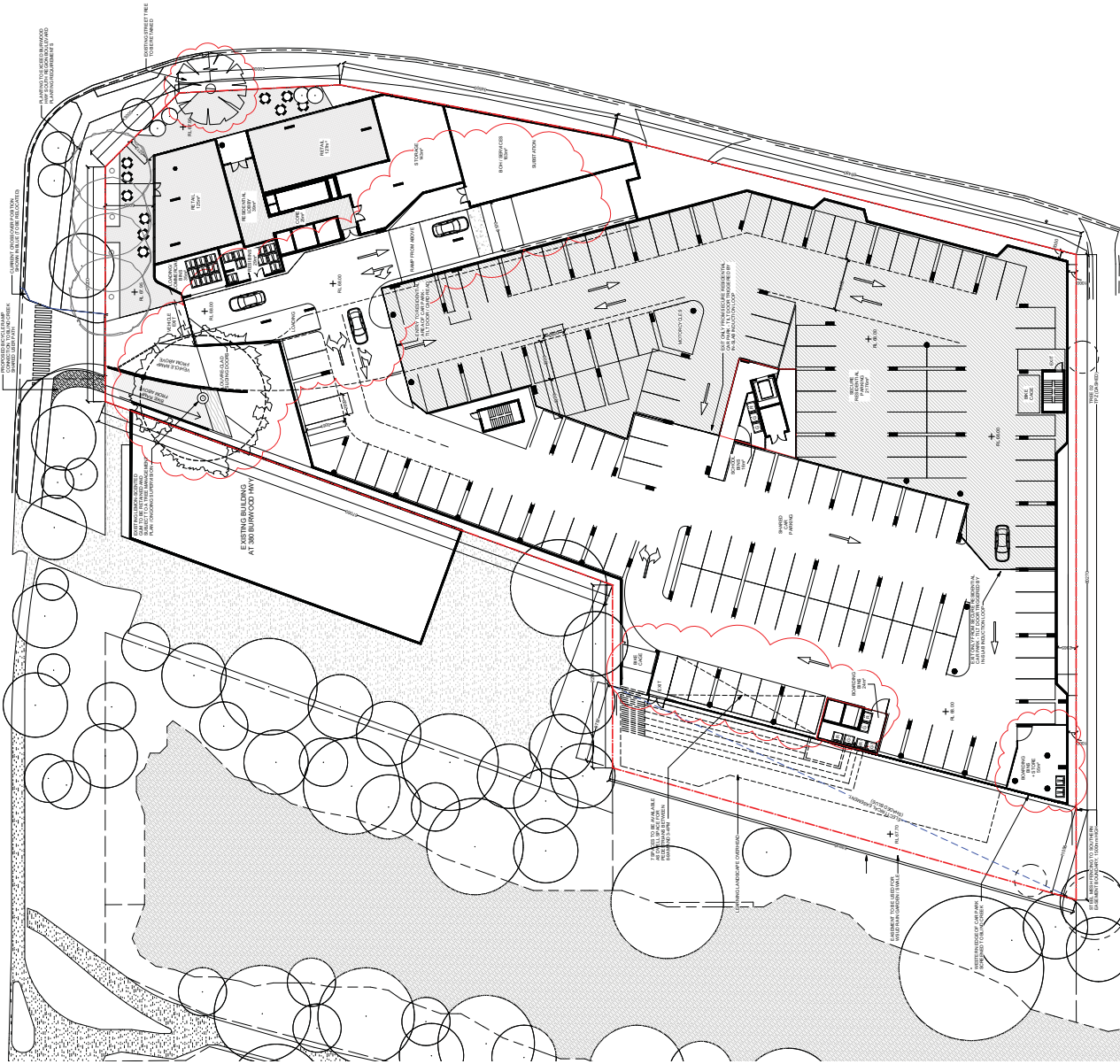
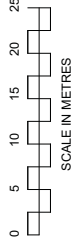
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Drawing Title	LOWER GROUND PLAN REVISED TOWN PLANNING
Document Control Status	REVISED TOWN PLANNING
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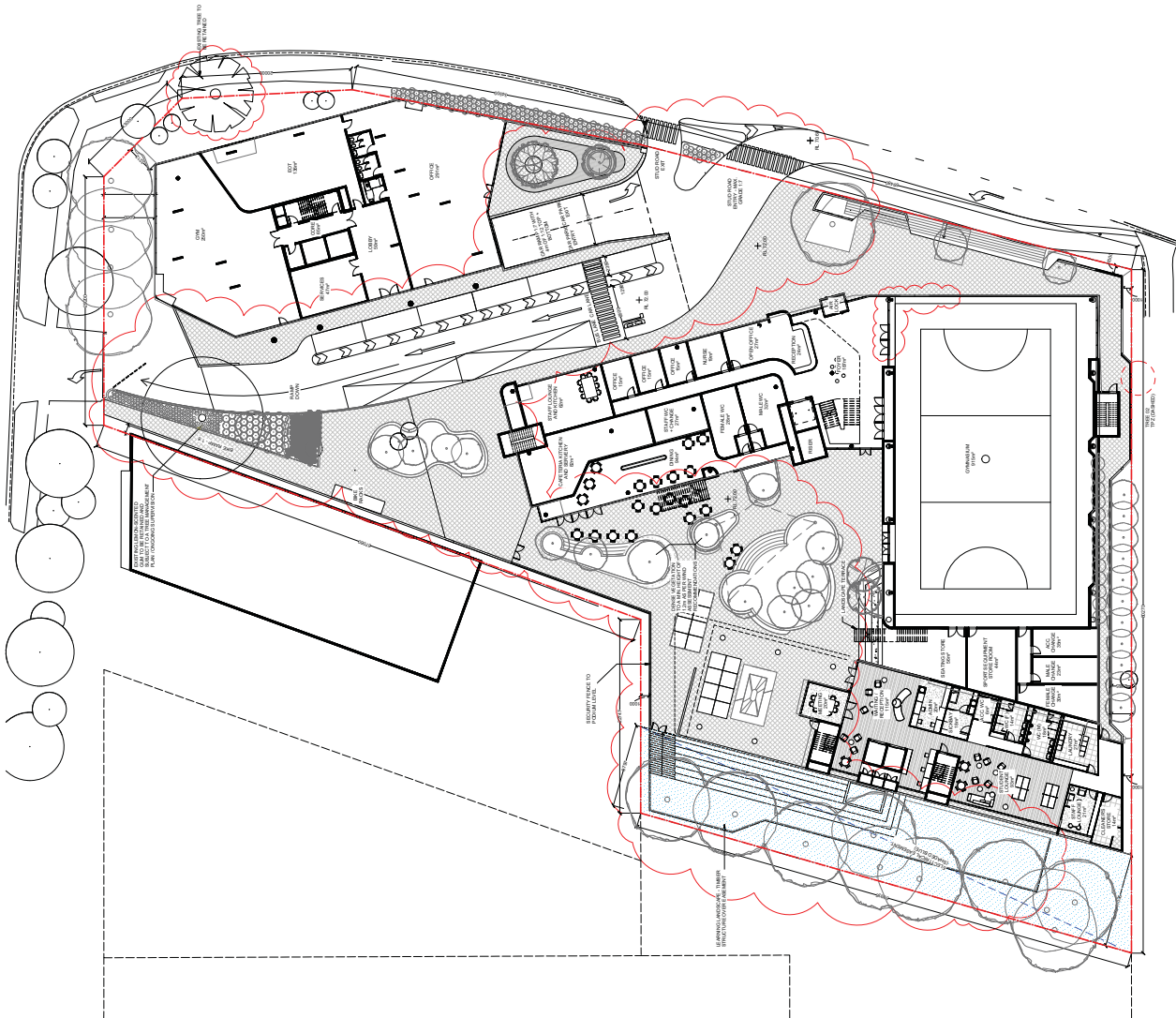
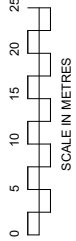
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Project No.	317095.00
Project	WANTIRNA SOUTH 390 BURWOOD HIGHWAY WANTIRNA SOUTH
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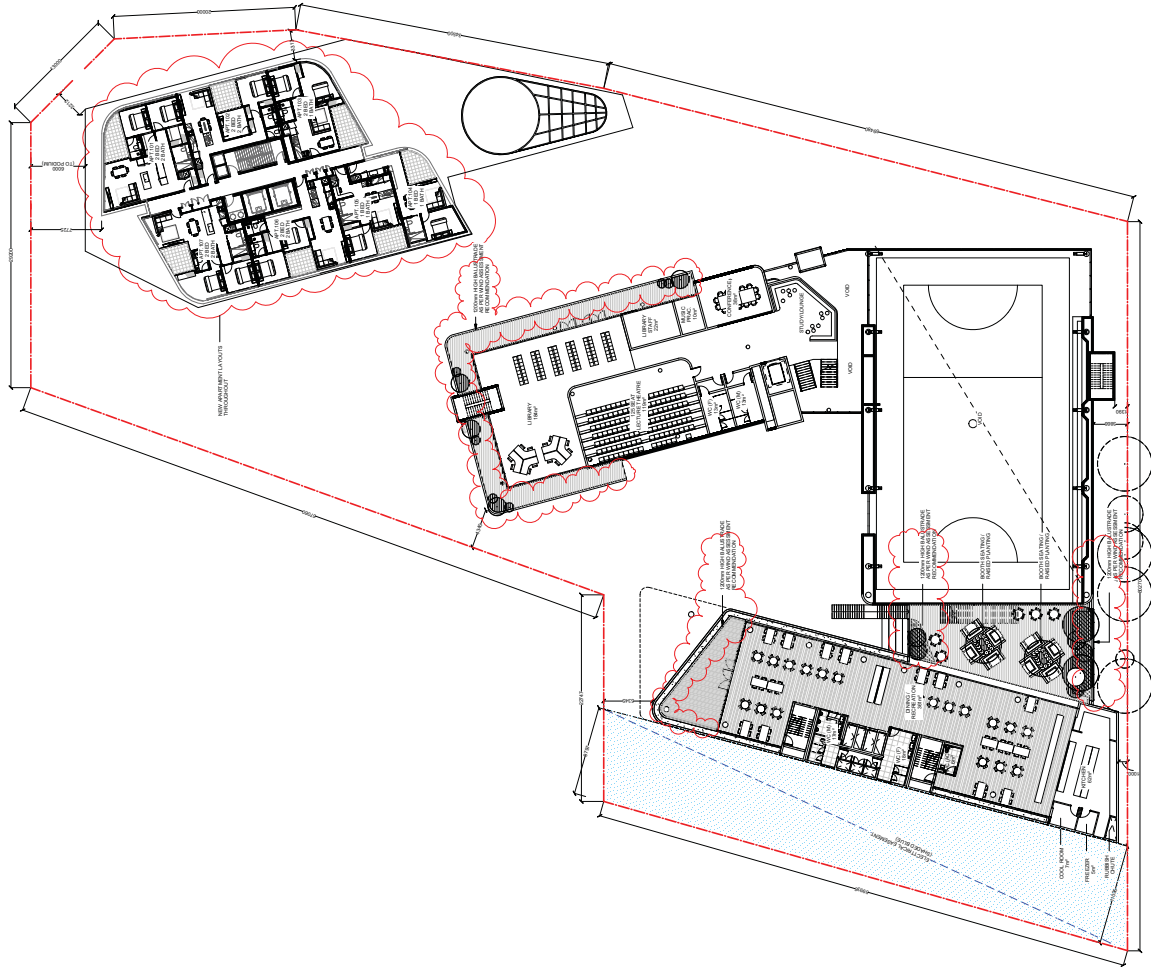
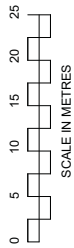
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
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Project	WANTIRNA SOUTH 390 BURWOOD HIGHWAY WANTIRNA SOUTH		
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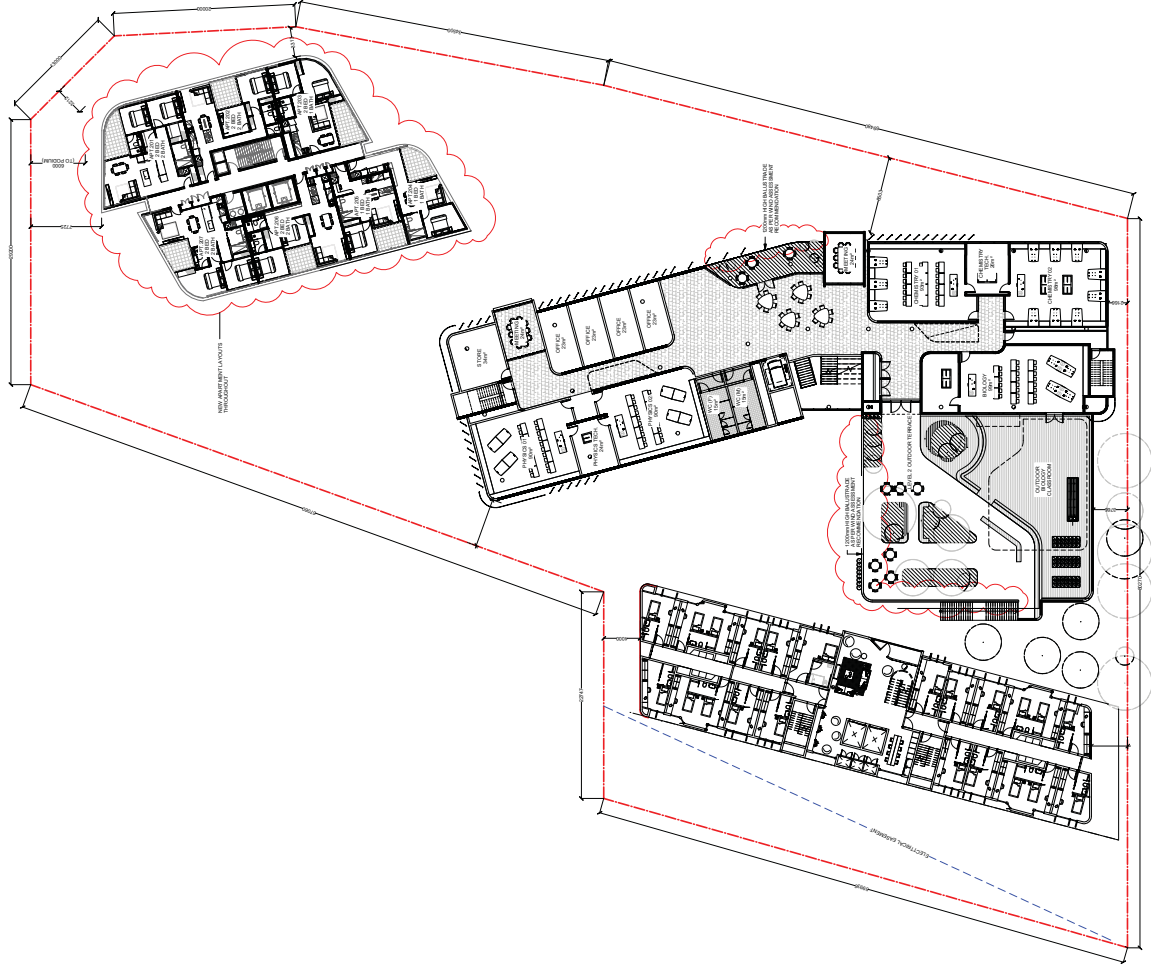
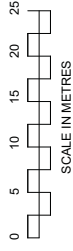
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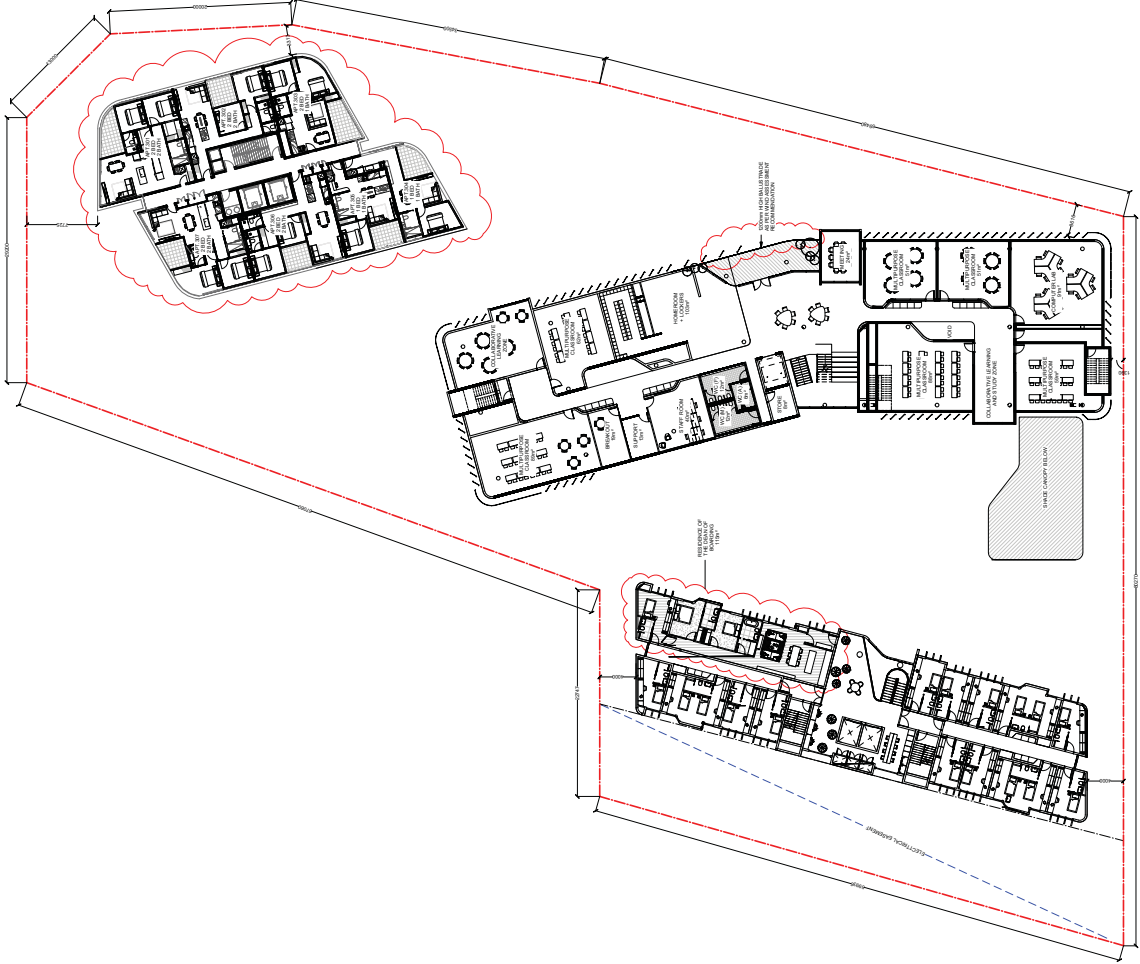
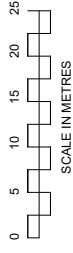
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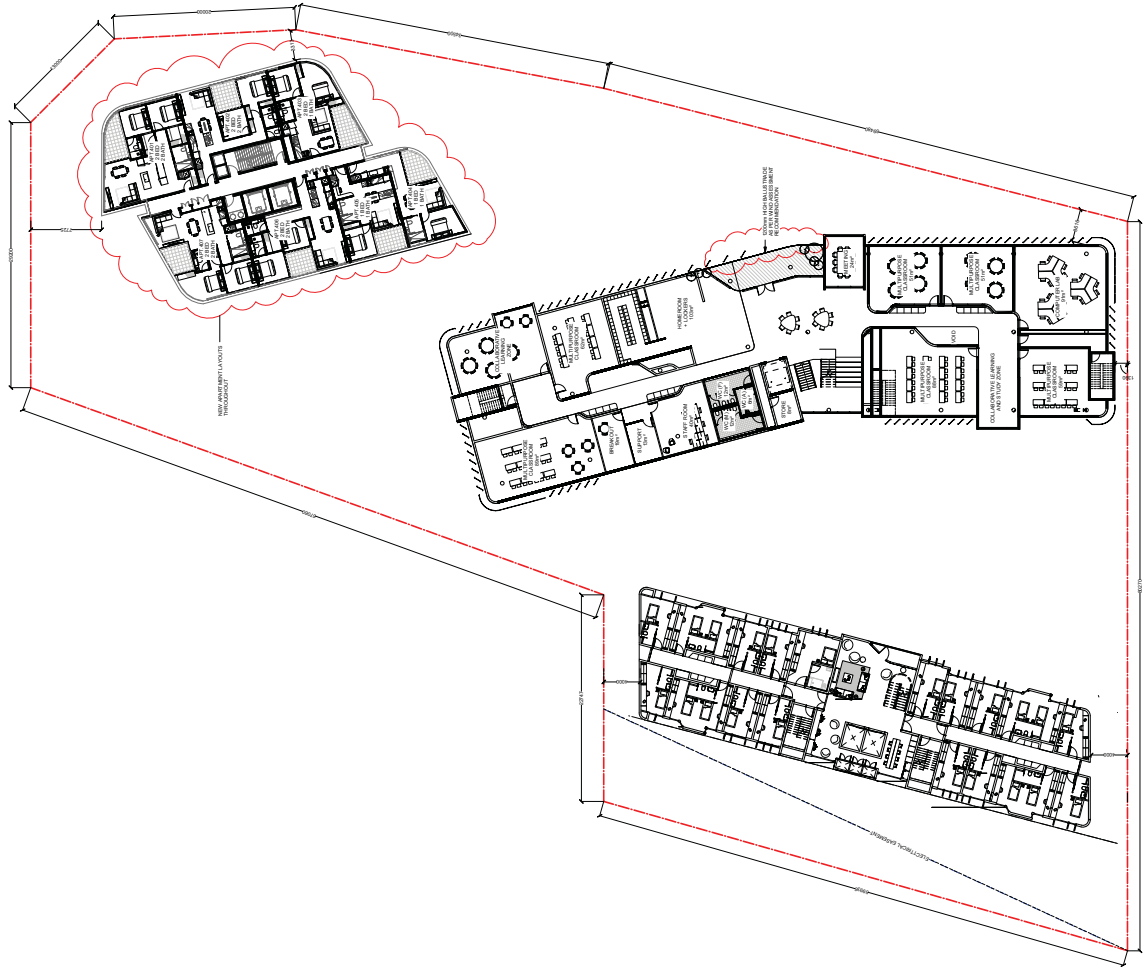
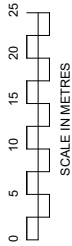
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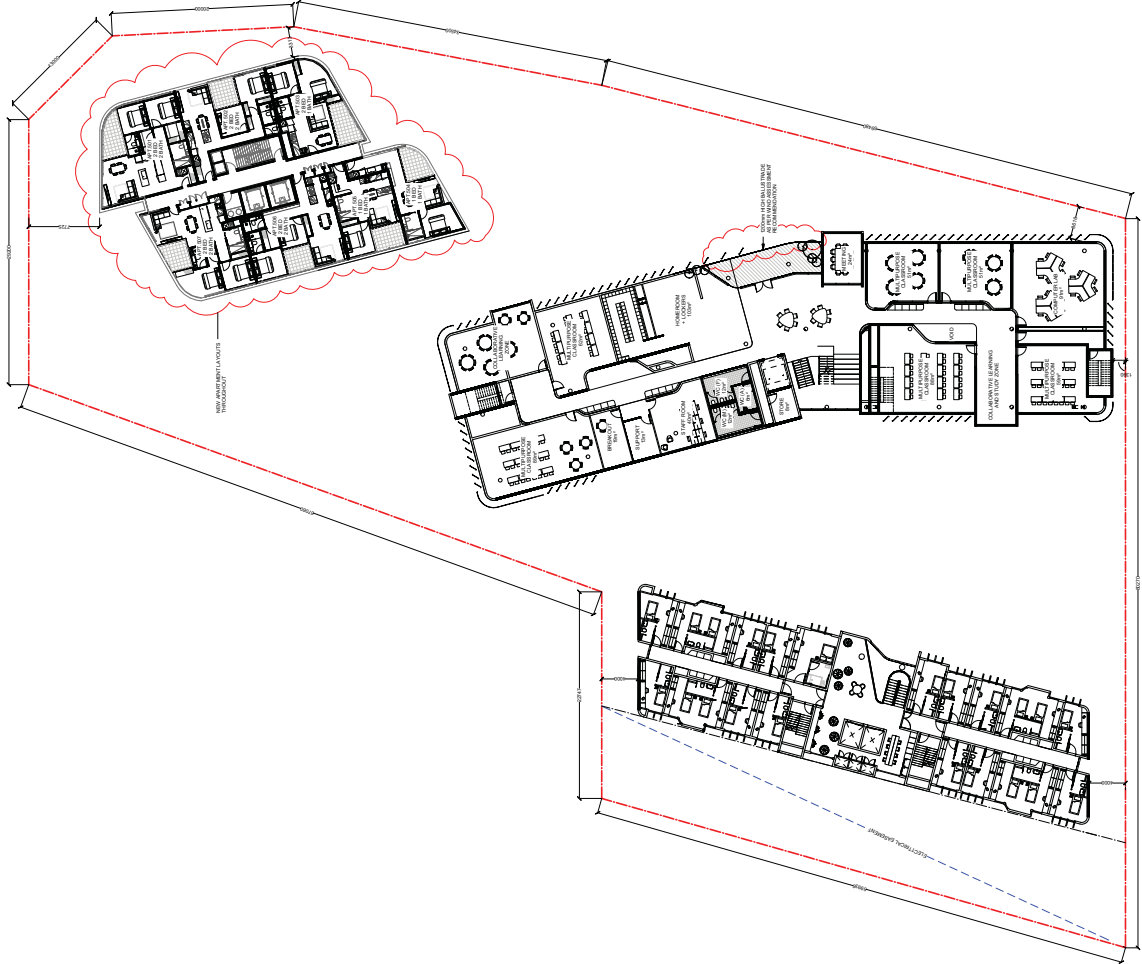
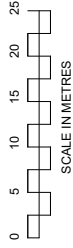
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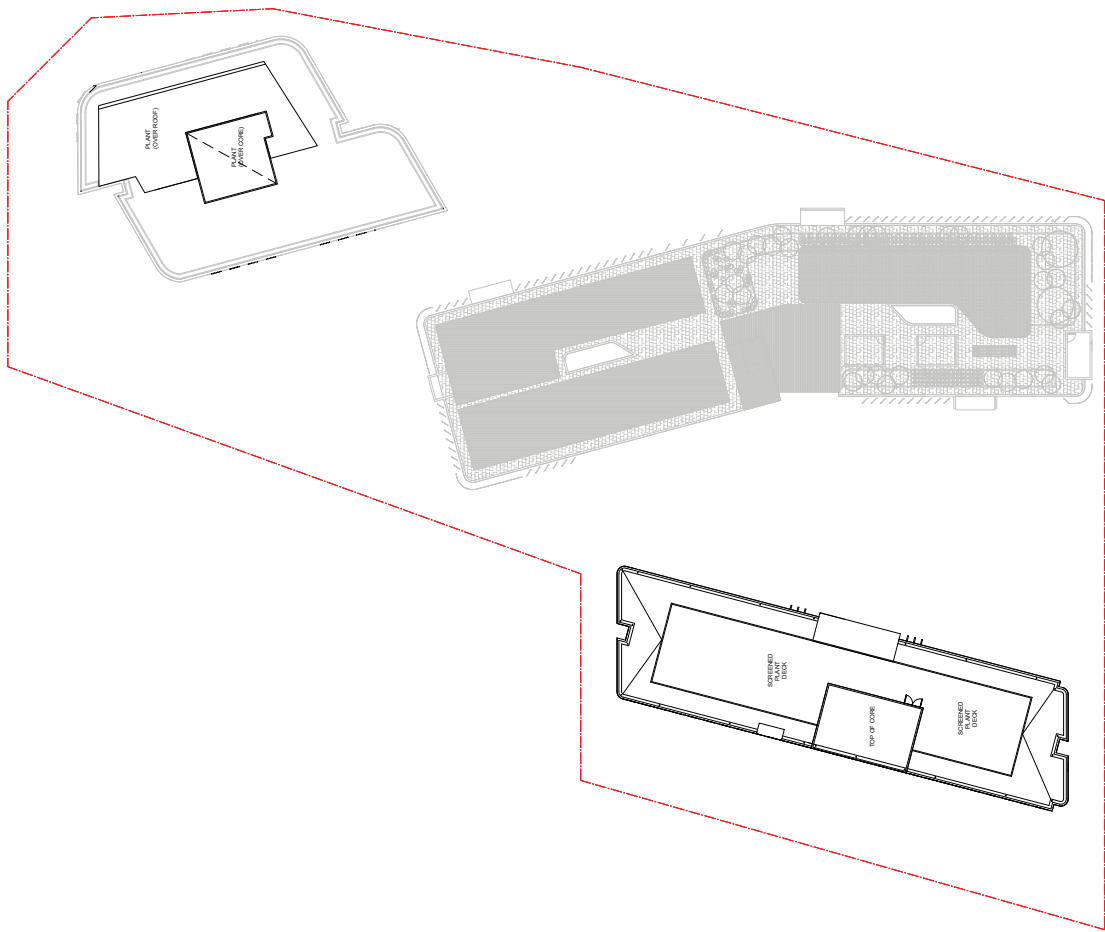
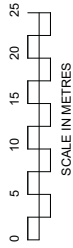
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Project Director:	AT
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Scale:	1:500 @ A3
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6.3 Boronia Renewal Strategy Background Study

SUMMARY: Senior Strategic Planner, City Futures, Patrick Dubuc

A number of background documents and analysis reports associated with the draft Boronia Renewal Strategy 2019 were inadvertently not presented to Council at its meeting of 26 August 2019, and therefore not endorsed or noted for future public exhibition.

This report seeks the endorsement and noting by Council of the remaining background documents, to enable the documents to be made publicly available and demonstrate the strategic justification for the draft Boronia Renewal Strategy 2019.

RECOMMENDATION

That Council resolve to:

1. **Adopt the Boronia Community Services and Facilities Review background report listed in this report as an additional strategic basis for the draft Boronia Renewal Strategy 2019 and the planning controls proposed Planning Scheme Amendment C178knox, as contained in Attachment 1, and note that the document will be made available for public viewing during the exhibition period.**
2. **Note the revised Community Engagement Report and the appended community consultation and engagement analysis reports (Attachments 2 to 9).**
3. **Make the Community Engagement Report and its appendices available on Council's website during the exhibition period.**

1. INTRODUCTION

The draft Boronia Renewal Strategy 2019 was endorsed by Council at its meeting of 26 August 2019. A number of additional background and analysis documents were endorsed or noted by Council at this meeting, or at previous Council meetings.

A review of all the background and analysis documents associated with the Boronia Renewal Project revealed that some documents were inadvertently not provided to Council for its endorsement or noting for public exhibition. These are now submitted for endorsement and noting by Council.

This report provides an overview of the remaining documents for endorsement and noting. A revised Community Engagement Report is also attached, and now includes more detail on the extensive community consultation and engagement completed in developing the Boronia Renewal Strategy.

This endorsement and noting will enable Council to exhibit all relevant documents related to the Boronia Renewal Strategy (and associated Planning Scheme Amendment) during the public consultation phase of the Strategy and Amendment.

2. DISCUSSION

2.1 Community Services and Facilities Review

One document not presented to the Council meeting on 26 August 2019 was the final version of the Boronia Community Services and Facilities Review. The report provides the background information for the preparation of the Community Wellbeing and Infrastructure chapter of the draft Boronia Renewal Strategy 2019. This report is included as Attachment 1.

The Boronia Community Services and Facilities Review forms part of a suite of background and technical reports used to inform and prepare the thematic chapters of the draft Boronia Renewal Strategy 2019, and Planning Scheme Amendment C178knox.

The draft Boronia Renewal Strategy 2019 is also supported by the following reports that have previously been endorsed for public exhibition:

- Boronia – Economic Demand, Land and Site Options Analysis, November 2017 prepared by Hill PDA Consulting;
- Boronia Activity Centre - Movement and Access Study, November 2018 prepared by GTA Consultants;
- Boronia Renewal Strategy – Urban Structure Report, March 2019 prepared by Hansen Partnership; and
- Boronia Renewal Project – Key Planning Issues and Analysis Report, July 2019 prepared by Council officers.

It is recommended that the final Boronia Community Services and Facilities Review be endorsed for public viewing during the exhibition period, to complete the suite of background documents.

2.2 The Community Engagement Report and associated analysis reports

The Community Engagement Report is modified from the version noted at the 26 August 2019 Council meeting, and now includes references to the appended community consultation and engagement analysis reports specified in the table below. The revised Community Engagement Report is included as Attachment 2 and its appendices are listed below.

Community Engagement Report Appendices		Adoption/Noting by Council
Appendix 1	Boronia Renewal Project Communication Strategy	N/A
Appendix 2	Boronia Renewal Project – Community Survey Feedback	Council meeting 23 April 2018 Resubmitted as Attachment 3
Appendix 3	Boronia Renewal Project – Parking Survey Analysis Report	Attachment 4
Appendix 4	Boronia Renewal Project – Creating a Safer Boronia Survey Report	Attachment 5
Appendix 5	Boronia Renewal Project – Strategy Consultation Analysis	Council meeting 22 October 2018 – Attachment 6 (Questionnaire and analysis)

Appendix 6	Boronia Renewal – Youth Consultation	Attachment 7
Appendix 7	Knox Leader – 2 November 2018	N/A
Appendix 8	Sample Monthly online activity statistics data	N/A
Appendix 9	NewFocus Movement and Access Study Research Report	Attachment 8
Appendix 10	Display posters at Community Conversation Session	N/A
Appendix 11	Service providers' workshop presentation	N/A
Appendix 12	Community Groups workshop presentation	N/A
Appendix 13	Traders workshop presentation and feedback form	N/A
Appendix 14	Community Drop-In Session posters and result analysis	N/A
Appendix 15	Copy of invitation letters to Safer Boronia walking tours/workshops	N/A
Appendix 16	Creating a Safer Boronia Community Safety Audit Report November 2018	Attachment 9

These appendices are the resource and background analysis to the various consultation completed as part of the Boronia Renewal Project and have informed the Community Engagement Report.

Some of the above appendices were not previously reported to Council and are submitted as Attachments 3 to 9 for Council's noting.

Other appendices were noted by Council at previous meetings or are consultation references (e.g. presentation, news articles) that are already available to the public.

3. CONSULTATION

A summary of the consultation and engagement undertaken to date was presented at the Issues Briefing on 8 April 2019 and endorsed at the Council Meeting on 26 August 2019 as the Community Engagement Report.

The Community Engagement Report submitted to the 26 August 2019 Council meeting did not include references to the relevant detailed analysis reports that formed the source of the information. The attached version of the Community Engagement Report includes the reference in the form of an appendices list that will be available to the public on Council's website.

Further public consultation will be held during a four-week exhibition period that forms part of the Planning Scheme Amendment process and all documents related to the draft Boronia Renewal Strategy 2019 and the associated amendment will be available for public review.

4. ENVIRONMENTAL/AMENITY ISSUES

The Community Services and Facilities Review and the revised Community Engagement Report (and associated analysis reports) have identified environmental and amenity issues that have informed the draft Boronia Renewal Strategy 2019.

5. FINANCIAL & ECONOMIC IMPLICATIONS

There is no financial implication associated with the endorsement and noting of these documents. The financial and economic implications for Council in relation to the draft Boronia Renewal Strategy 2019 remains as presented at the 26 August 2019 Council meeting.

6. SOCIAL IMPLICATIONS

The Community Services and Facilities Review and the revised Community Engagement Report (and associated analysis reports) have identified key social issues and improvements that have underpinned the development of the draft Boronia Renewal Strategy 2019.

The attached reports recognise the significant social issues present in the Boronia community, including safety and perceptions of safety concerns.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 1 - We value our natural and built environment

Strategy 1.1 - Protect and enhance our natural environment

Strategy 1.2 - Create a greener city with more large trees, indigenous flora and fauna

Goal 2 - We have housing to meet our changing needs

Strategy 2.1 - Plan for a diversity of housing in appropriate locations

Strategy 2.2 - Encourage high quality sustainable design

Strategy 2.3 - Support the delivery of a range of housing that addresses housing and living affordability needs

Goal 3 - We can move around easily

Strategy 3.1 - Enable improved transport choices supported by integrated and sustainable transport systems and infrastructure

Strategy 3.2 - Improve bike and footpath connectivity, including identifying gaps between existing bike routes, footpaths and key places

Goal 4 - We are safe and secure

Strategy 4.1 - Encourage and support the community to take responsibility for their own safety, and the safety of others

Strategy 4.2 - Enhance community connectedness opportunities to improve perceptions of safety

Strategy 4.3 - Maintain and manage the safety of the natural and built environment

Goal 5 - We have a strong regional economy, local employment and learning opportunities

Strategy 5.1 - Attract new investment to Knox and support the development of existing local businesses, with particular focus on Advanced Manufacturing, Health, Ageing and Business Service sectors

Strategy 5.2 - Plan for a range of key strategic centres that provide a diversity of employment, services and amenities to support the changing needs of our community

Goal 7 - We are inclusive, feel a sense of belonging and value our identity

Strategy 7.3 - Strengthen community connections

Goal 8 - We have confidence in decision making

Strategy 8.2 - Enable the community to participate in a wide range of engagement activities

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author – Senior Strategic Planner, Patrick Dubuc - In providing this advice as the Author, I have no disclosable interests in this report.

Author – Manager, City Futures, Anthony Petherbridge - In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director, City Development, Matt Kelleher - In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

The Boronia Community Services and Facilities Review and the Community Engagement Report (and appended community consultation and engagement analysis reports) are documents that provide the strategic justification for the draft Boronia Renewal Strategy 2019.

The noting and adoption of the remaining background documents will ensure that all information leading to the preparation of the draft Boronia Renewal Strategy 2019 is available for public viewing during the exhibition period.

10. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Report Prepared By: Senior Strategic Planner, City Futures, Patrick Dubuc

Report Authorised By: Director, City Development, Matt Kelleher

Attachments

1. Attachment 1 - Boronia Community Services and Facilities Review [6.3.1 - 134 pages]
2. Attachment 2 - Boronia Renewal Project Community Engagement Report [6.3.2 - 51 pages]
3. Attachment 3 - Boronia Renewal Project Community Survey Feedback [6.3.3 - 29 pages]
4. Attachment 4 - Boronia Renewal Project Parking Survey Analysis Report [6.3.4 - 35 pages]
5. Attachment 5 - Boronia Renewal Project - Creating a Safer Boronia Survey Report [6.3.5 - 25 pages]
6. Attachment 6 - Boronia Renewal Project - Strategy Consultation Analysis [6.3.6 - 49 pages]
7. Attachment 7 - Boronia Renewal - Youth Consultation [6.3.7 - 11 pages]
8. Attachment 8 - NewFocus Movement and Access Study Research Report [6.3.8 - 34 pages]
9. Attachment 9 - Creating a Safer Boronia Community Safety Audit Report November 2018 [6.3.9 - 18 pages]

RESOLUTION

MOVED: Councillor Lockwood

SECONDED: Councillor Mortimore

That Council resolve to:

1. **Adopt the Boronia Community Services and Facilities Review background report listed in this report as an additional strategic basis for the draft Boronia Renewal Strategy 2019 and the planning controls proposed Planning Scheme Amendment C178knox, as contained in Attachment 1, and note that the document will be made available for public viewing during the exhibition period.**
2. **Note the revised Community Engagement Report and the appended community consultation and engagement analysis reports (Attachments 2 to 9).**
3. **Make the Community Engagement Report and its appendices available on Council's website during the exhibition period.**

CARRIED



Boronia Renewal Project Community Services and Facilities Review

Prepared By:

Susan Thompson - Social Policy and Planning Project Officer

Laurie Mitchell – Service & Facilities Planner

June 2018



Document Register			
Version	Purpose	Prepared By	Date of Issue
1	For internal review	Susan Thompson	22 Sep 2017
2	For Boronia Renewal Project Team	Susan Thompson	13 Oct 2017
3	To obtain feedback from non-Council facility and service providers	Laurie Mitchell	7 Dec 2017
4	Minor corrections for publication	Susan Thompson	13 Apr 2018
5	Updates to reflect current information	Susan Thompson	22 June 2018

Disclaimer: This is a report prepared for use in the Boronia Renewal Project. The accuracy of the information and data contained within is correct at the time of preparation.

The analysis of other projects / processes running in parallel as part of the Boronia Renewal Project may impact the implications of this study, the details of which are as yet unknown.

The Building Condition Audit is considered a key document as it will inform the current condition, and to some extent the suitability of each facility. The Building Condition Audit is currently in progress.

This report is focussed on Council-owned community facilities, acknowledging that there are many other service providers from State, Federal and not-for-profit sector not assessed in great detail. Consultation with non-Council service providers will inform future directions of work.

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1. Executive Summary

This Community Services and Facilities Review forms part of the background research associated with the Boronia Renewal Project. It seeks to gain an understanding of the local context for community service and facility provision in Boronia, and identify the relevant key influences likely to impact on future provision and demand. The analysis and findings of other projects/processes running in parallel as part of the Boronia Renewal Project may have impact the implications of this study, the details of which are as yet unknown.

Boronia is an area undergoing significant socio economic and built form change. There have been substantial increases in housing density and diversity of housing types provided across the Boronia Activity Centre in recent years, and Boronia is one of Council's top areas of focus from a socio-economic perspective. Considerable social stressors include: the lowest income in Knox, high levels of welfare dependency, high levels of family violence, high levels of social disadvantage and housing stress. There are also crime and community safety issues for traders and residents, and high levels of vacancy rates within the commercial areas.

On a positive note, the Boronia community has higher volunteerism and participation, a highly engaged community and greater perceived access to recreation and leisure facilities compared to other suburbs across Knox.

Boronia is generally well served with access to a wide range of community services and facilities, across its geographic area. Most community services are provided for in a reasonable capacity, and where demand is not met within Boronia itself, the demand is deemed to be met through a district/regional facility elsewhere in Knox.

However, Council-owned community infrastructure in Boronia is in disparate locations, purpose built facilities offering little flexibility for change or ability to deliver integrated services. Council-owned infrastructure itself is mostly ageing, with very little investment in new community infrastructure in Boronia over the past 20 years. Four Council-owned facilities in Boronia are currently subject to condition/structural issues, and decisions on the future of these facilities will have a significant impact on the delivery of services across a number of key service sectors into the future. Several non-Council facilities provide services and programs ranging from Federal-level provision through to local churches.

Future projections for Boronia's population reveal an expected increase across all age cohorts over the next 20 years, with an increasingly ageing population (over 50's), however also an increase in younger age cohorts is expected. Boronia currently has a higher birth rate than any other area of Knox, and more affordable housing compared to other areas in Knox will continue to attract younger families with young children.

The primary conclusions arising from this review are:

1. Boronia has a wide range of community services and facilities to meet existing needs. Services and facilities, however are disparate, operate in isolation and do not reflect best practice standards in community service and facility planning. Changing socio-economic conditions in Boronia, combined with ageing infrastructure and outdated service delivery models suggests that there are opportunities in both time and place in Boronia for a change in the delivery of community services and facility provision to respond to local needs.
2. There is an opportunity to construct a new multipurpose community facility and/or cluster of new and existing community facilities, to provide a core focus and community hub within Boronia. Forethought should also be given to the future direction of other existing

community services and facilities in Boronia which may form a focal point for civic and community activity in Boronia.

3. In any planning and design process for new and/or upgraded facilities in Boronia, further consultation with relevant service providers/user groups (both Council and non-Council) will be important in understanding the functional needs of these agencies/groups, the services they provide, and how best these could form part of a co-located or integrated facility as part of a community hub.
4. There is an opportunity to explore alternative service delivery models, which reflect emerging needs and service sector trends, ensure more cost effective service delivery in Boronia. Consideration should include both Council and non-Council service providers and how best these could form part of a co-located or integrated facility as part of a community hub.

2. Glossary of Terms

Co-located Facility	The joint location of service providers within a facility, usually without integration of services, but involving shared premises and possibly some administrative or other services.
Community Infrastructure	Assets (which may or may not include a building), that accommodate community services, including: health, family and community support, education, arts and culture, information, community development, employment and training, open space and active and passive recreation opportunities.
Community Infrastructure Plan	<p>A plan which informs and guides the need for and development of community infrastructure for an area for a specified period into the future. It would be expected to:</p> <ul style="list-style-type: none"> - Identify and prioritise community services, facilities and infrastructure required to meet the future needs of the population, based upon detailed supply/demand and evidence-based research relevant to the area and service sectors; - Guide the development, timing, design and location of community infrastructure for the area; - Provide direction and timing on funding sources. <p>A Plan would both support and inform a strategic and integrated place-based planning approach to address future community needs for an area.</p>
Integrated Facility	The joint location of service providers within a facility (as per co-location) but with integration of services to provide a co-ordinated, one-stop-shop approach to case management and service delivery.
Multipurpose Community Facility	A facility providing a range of flexible, functional spaces to support access to services and participation in a range of active and passive lifestyle activities.
Multipurpose Community Hub	A collection of facilities clustered together on the same or adjoining sites. There may or may not be interaction between these facilities. Together, they create a focal point for community activity. A hub is often also a base for outreach services to other smaller facilities or surrounding communities.
Structure Plan	Boronia Structure Plan, City of Knox, 2006

3. Introduction

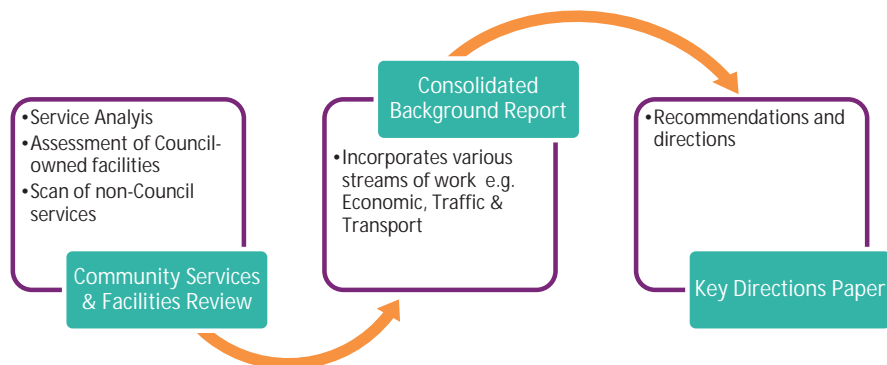
3.1 Project Purpose

This report outlines the findings of a wide-ranging review of community services and facilities in Boronia, which forms part of the Boronia Renewal Project undertaken by Council. This report:

- *Reviews relevant literature and Council policies and strategies relevant to community service and facility provision in Boronia;*
- *Reviews relevant demographic profiles and socio-economic data for Boronia, including projected population figures to 2036;*
- *Reviews existing available information regarding the supply and demand for community services and facilities in Boronia;*
- *Undertakes an analysis of existing Council-owned community facilities in Boronia;*
- *Reviews relevant service sector issues impacting on service and facility provision in the local context of Boronia;*
- *Identifies emerging needs for future community service and facility provision in Boronia*
- *Identifies key outcomes to meet emerging needs, in the form of recommended service and facility provision.*

3.2 Boronia Renewal Project

The Boronia Renewal Project is a coordinated place-based approach to Council's service and infrastructure delivery, which will involve an integrated approach to shaping strategic policy direction for Boronia. Outputs for the Boronia Renewal Project include Background and Key Directions Report, with recommendations on land use planning, economic development, infrastructure, service provision and asset strategies. The major project output will be a Boronia Renewal Strategy with fallout projects such as the Boronia Park Master Plan and Station Precinct redevelopment. This Community Services and Facilities Review informs the background review, which will in turn lead to directions and recommendations within the Boronia Renewal project relating to future community service and infrastructure delivery in Boronia.



Further work is required to inform the outcomes of this review. This will include:

- Consultation with key service providers and user groups currently operating in Boronia, with a view to understanding in more detail their functional requirements and future service and facility needs;
- Outcomes of detailed facility condition audits, to inform decision making with respect to longer term viability and maintenance issues associated with Council-owned facilities.

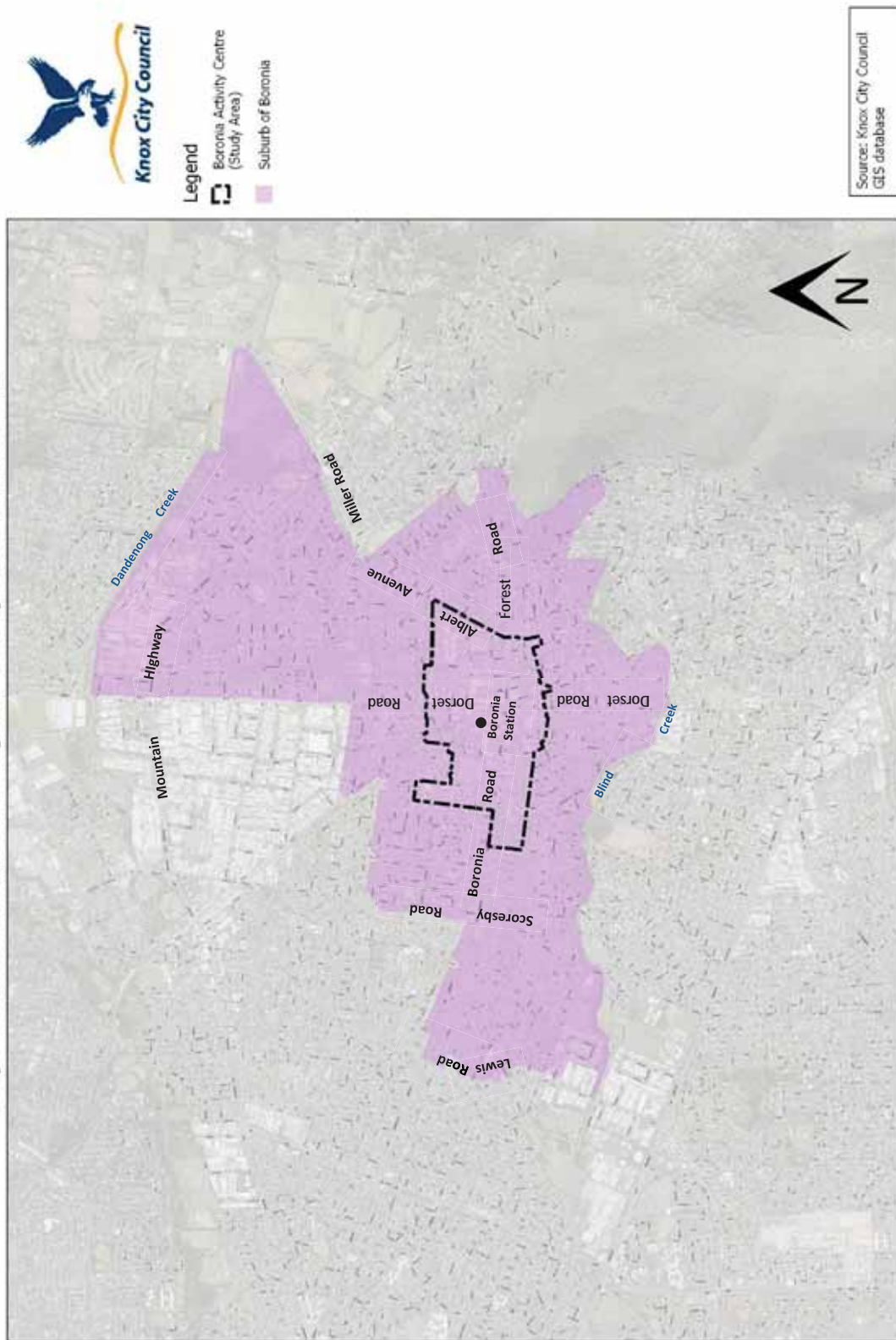
3.3 Project Boundaries

The Boronia Renewal Project focuses on the Boronia Activity Centre as its project boundary, and recommendations on future community services and infrastructure as part of the project generally confined to those within the activity centre.

However, for the purposes of this Community Services and Facilities Review, an analysis of all Council-owned community services and facilities within the Boronia suburb boundary has been undertaken (refer **Map 1**). This provides a more realistic assessment of supply and demand for the Boronia community, taking into account the overall role of Boronia at both a district and local level within the social infrastructure hierarchy. Furthermore, it recognises that community services and facility needs extend beyond the activity centre boundaries.

This report acknowledges that an analysis of community services and facility supply and demand is not restricted to suburb boundaries, and that Boronia residents freely choose to use services and facilities in other areas. In addition, for many service sectors, regional or municipal services and facilities are located outside of Boronia. This may be the most appropriate way to deliver that service and does not necessarily mean an under-provision of the service in Boronia.

Map 1: Boronia Renewal Project - Study Area and Suburb



3.4 What is Community Infrastructure?

Well planned, high quality, accessible community infrastructure is an essential element of a vibrant, resilient and sustainable community. Community infrastructure should incorporate a wide range of facilities and spaces allowing everyone regardless of age, background or ability to participate in community activities and feel a sense of belonging to their local community

Well designed and integrated community infrastructure is fit for purpose and supports and facilitates the community's needs for life-long learning, education, leisure and recreation, social networking, connectivity, personal growth and support services. It also provides opportunities for local communities to reinforce and express their local values, build strong social cohesion and community capacity and create a sense of place and civic pride.

Council and non-Council service providers and facilities are located within Boronia. Non-Council service providers include a range of government, private sector, faith-based, not-for-profit and community agencies and groups. Together, non-Council and Council community infrastructure make an important contribution to the overall provision of community services in Boronia.

The City of Knox's *Community Facilities Planning Policy* (June 2016) outlines Council's commitment to an integrated planning process for the planning, delivery and management of community facilities. It is integral to consider opportunities for multipurpose, co-located or integrated uses or community hub opportunities when planning for new and/or upgrades or change of use of Council community facilities.

Co-located facilities: the joint location of service providers within a facility, usually without integration of services, but involving shared premises and possibly some administrative or other services.

Integrated facility: the joint location of service providers within a facility (as per co-location) but with integration of services to provide a co-ordinated, one-stop-shop approach to case management and service delivery.

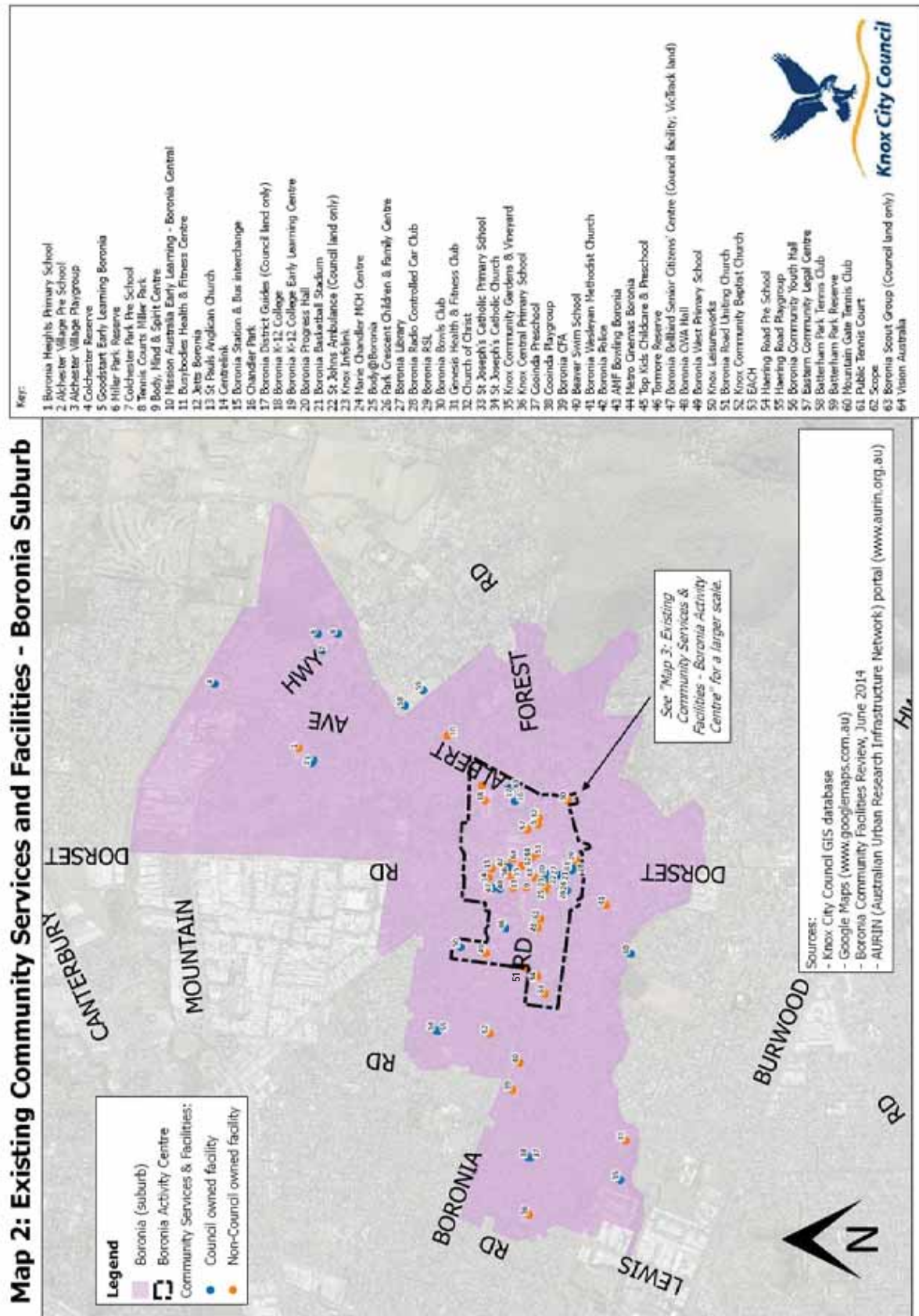
Multipurpose Community Facility: A facility providing a range of flexible, functional spaces to support access to services and participation in a range of active and passive lifestyle activities.

Multipurpose Community Hub: a collection of facilities clustered together on the same or adjoining sites. There may or may not be interaction between these facilities. Together, they create a focal point for community activity. A hub is often also a base for outreach services to other smaller facilities or surrounding communities.

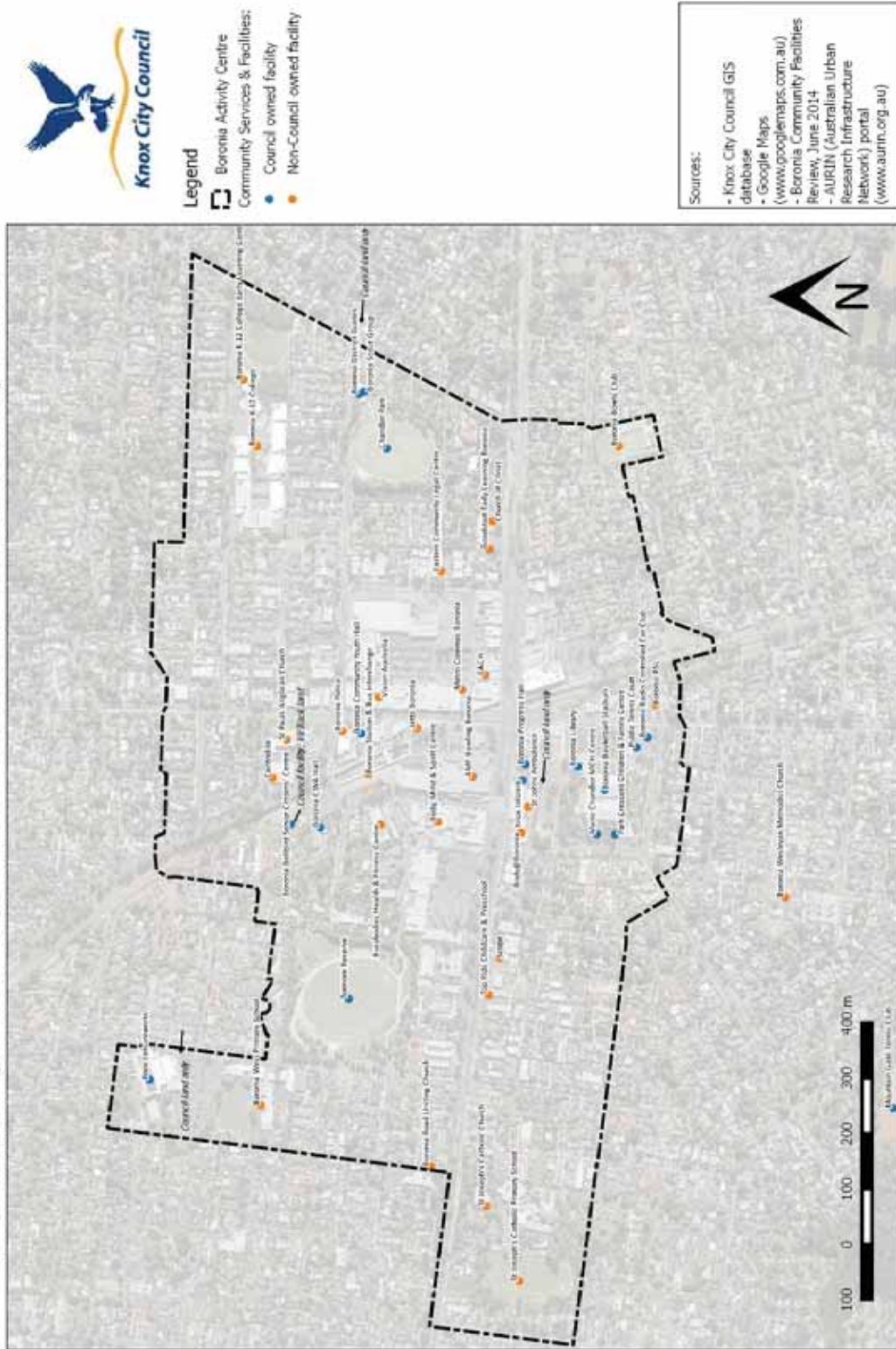
The Community Facilities Planning Policy recognises that:

- Demand for a diverse and adaptable range of community spaces is growing, driven by population increases and the increasingly diverse needs of ageing, socially and culturally diverse communities.
- Consideration of opportunities for multipurpose use and/or community hubs can address the growing challenge of meeting community expectations and changing needs for community infrastructure within a constrained financial environment.
- There is the potential to improve efficiencies for Council and the community by reducing the costs of building renewals and maintenance, enhancing accessibility, providing an efficient and effective response to ageing infrastructure and providing a sustainable and flexible approach to changing community needs over time.

Map 2 and **Map 3** on the following pages identify existing community facilities in Boronia, which accommodate existing community services (both Council and non-Council).



Map 3: Existing Community Services and Facilities - Boronia Activity Centre



3.5 Literature Review

A review of the following strategic plans and Council documents inform this report:

- *An Active Future: Knox Leisure Plan 2014-19*, City of Knox, 2014;
- *Asset Development Plan for Council's Senior Citizens Centres (Draft)*, K2 Planning, Oct 2016;
- *Boronia Community Youth Hall Facility Needs*, Simon Leisure Consulting Pty Ltd, Dec 2014;
- *Boronia Library Redevelopment Feasibility Study*, ASR Research, Dec 2015;
- *Boronia Park Masterplan*, City of Knox, 2013
- *Boronia Social Environment Study*, Springboard Social Planning, Sep 2005
- *Boronia Social Service and Facility Needs Review*, CPG, Aug 2011;
- *Boronia Structure Plan*, City of Knox, 2006
- *City of Knox Access and Equity Plan 2017*(under development);
- *Council and Community Plan*, City of Knox, June 2017;
- *Knox Arts and Cultural Plan 2012-022*, City of Knox, 2012;
- *Knox Community Safety Plan 2013-2017*, City of Knox, 2013;
- *Knox Integrated Transport Plan 2015*, City of Knox, 2015;
- *Knox Life Stages Plan 2017-2021*, City of Knox, 2017;;
- Knox Planning Scheme;
- *Plan Melbourne 2017-2050: Metropolitan Planning Strategy*(Department of Environment, Land, water and Planning, 2017);
- *Planning for Community Infrastructure in Growth Areas*, Australian Social & Recreation Research Pty Ltd, April 2008;
- *Review of Library Infrastructure and Service Delivery*, AEC Group, May 2008;
- *Social Infrastructure Planning Literature Review*, Public Place, Sep 2013;
- *Strategic Service and Facility Planning Framework*, BECA Pty Ltd, Dec 2009;
- *The Basin Community Hub Partnership Project Feasibility Assessment*, City of Knox/DPCD, Feb 2012;

An outline review of the relevant sections of each document is in **Appendix A – Literature Review**, along with commentary in relation to the implications of each document for the Boronia Renewal project.

Where relevant, the outcomes of the literature review and any implications for community services and facility provision in Boronia are identified and discussed throughout this report, in the relevant discussion in each service and/or facility.

3.6 Methodology

3.6.1 Strategic Service and Facility Planning Framework

Three reports prepared for the City of Knox on appropriate frameworks for social and community planning provide relevant context on project methodology for this review:

- *Boronia Social Environment Study*, Springboard Social Planning, Sep 2005 (“Springboard Social Planning Study 2005”)
- *Strategic Service and Facility Planning Framework*, BECA Pty Ltd & Ors, Dec 2009 (“BECA Report 2009”); and,
- *Social Infrastructure Planning*, Public Place Melbourne Ltd, Sep 2013 (“Public Place Report 2013”)

The Springboard Social Planning Study 2005 identified service networks and social development issues for Boronia. Using consultation methods such as focus groups, the study links community hopes with design as a way of shaping the community. The Boronia Structure Plan prepared in 2006 spatially linked the issues.

The BECA report 2009 outlined a comprehensive Strategic Service and Facility Planning Framework (FPF) to integrate planning processes and resources and inform community infrastructure provision across Council. The key planning principles are¹:

- Integrated and holistic approach to planning for local communities;
- Evidence based planning;
- Sustainable communities and places;
- Enhancement of community health and wellbeing outcomes.

The FPF advocates moving away from a “traditional” approach to service planning (planning for specific facility type or activity ie: active recreation, pre-schools, community halls), to adopting a “functional” approach to service planning (planning for “opportunities for people to socialise” or “to participate in active recreation”, rather than focus on the actual activity or built form outcomes). This approach is intended to lead to more flexible and efficient community infrastructure, and a greater level of responsiveness to place-based outcomes to better meet community needs into the future:

...By understanding functional requirements and the capacity of existing facilities to meet these functional requirements we can undertake 'place-based' gap assessment to identify priorities for future infrastructure provision. We call this approach “From Function to Form” as it commences with an identification of function priorities for community infrastructure and allows this to inform the development of a spatial response (e.g. new facility, modification of existing facility, use of open space) ²

The Strategic Service and Facility Planning Framework outlined in the BECA Report 2009 comprises 3 main elements:

- **Social Infrastructure Hierarchy:** This recognises different forms of infrastructure are required and desirable at different geographical levels, usually following the “local”, “district” and “regional” levels, although can also go to a lower “village” level. It assumes no level of infrastructure is more important than another, however well-functioning local infrastructure is considered the key platform for a sustainable future.

Local area planning generally revolves around 3000 households, and District level planning @10,000 households.

In 2016, Boronia as a suburb comprised 9,608 households, which is expected to be expected to grow to 11,530 households by 2036³. This places the suburb of Boronia as a “District” level, so a comprehensive hierarchy based assessment would include consideration of all “local” and “district” level community infrastructure.

- **Issue Based Approach:** This approach focusses on the needs and requirements of a specific target group (eg: older adults), opportunity (eg: funding) or service area (eg: cultural services, or adult learning). It requires analysis of demand and supply in relation to that issue across all levels of the hierarchy.

¹ *Strategic Service and Facility Planning Framework*, BECA Pty Ltd & Ors, Dec 2009, pp28-29

² *Ibid*, p.27

³ *Boronia Social Profile*, City of Knox, 2017

- **Place Based Approach:** This approach is recommended be applied to a geographic area. It seeks to provide a holistic and integrated approach to social infrastructure provision and establish sustainable characteristics for infrastructure provision at each level. It requires an understanding of functional requirements and capacity of existing facilities, and undertaking a place-based gap assessment to identify local conditions, future social infrastructure priorities, and inform a place-based spatial response. It requires a place-based approach to planning, in which a multidisciplinary team works to understand and make strategic decisions about community needs and future provision.

The Public Place report prepared in 2013, was a discussion paper prepared for Knox City Council, drawing on relevant literature relating to social infrastructure planning in Knox. It looked at available methodologies for social infrastructure planning, identified standards being used in respect to social infrastructure, and made recommendations on high level principles that should apply to social infrastructure planning.

In reviewing the *2009 BECA Report*, the *Public Place Report 2013* concluded that whilst there are benefits in developing broad facility provision standards as a guide, development of “standards” for provision of community facilities cannot be simply applied as a stand alone benchmark, given their limitations and relevance in a local context. It recommended that service and facility planning must reflect local conditions at any given time.

Conclusions of the *Public Place Report 2013* were⁴:

- The underlying principles for social infrastructure planning should reflect the values of Knox City Council and the local community.
- Methodology for social infrastructure planning should reflect information gaps facing the City of Knox as it progresses through the planning process, and will emerge over time as the Council undertakes its social infrastructure planning.
- Provision standards are in use in other jurisdictions, however they should not be automatically applied without first validating their relevance in the context of a particular area.
- Knox should employ a social infrastructure planning process which revolves around asking and answering various questions and identifying challenges as it progresses through the planning process.

Attached as **Appendix B** is a Table outlining the planning questions and challenges suggested in the Public Place Report 2013 that should form part of the Community Infrastructure planning process for Knox, along with some commentary of its applicability to the Boronia Renewal Project.

3.6.2 Project Limitations

The project limitations affecting the ability to apply the full *Strategic Service and Facility Planning Framework* to the current Review include:

Data availability

A comprehensive strategic service and facility assessment will only be as good as the availability and quality of data. For some services/facilities this has been previously assessed (either for the overall service sector, or facility based assessment) which provides data to inform this review. Sources for this data are identified, as relevant, throughout this report. Where data is not as readily available, the analysis relies more on general observation of service sector trends and local context.

⁴ *Social Infrastructure Planning*, Public Place Melbourne Ltd, Sep 2013, p. v

Engagement

Project time and budget constraints limit the quantum of engagement/ targeted consultation with specific service providers or facility users outside of Council officers. This limitation is partly met by utilising all relevant consultation/ engagement outcomes which have informed other Council strategies and service/facility assessments, and utilising the expertise of Council officers with comprehensive understanding of relevant service/facility issues. A comprehensive consultation was undertaken as part of the Boronia Renewal Strategy including a targeted Youth engagement in 2018.

Benchmark standards

Use of “standardised” benchmark standards (ie: population threshold to support demand for various community infrastructure (is difficult to apply to an existing urban area, particularly one that is below municipal level. Facilities/services provided in one local area are never exclusively used by residents just living in that local area and what may work as a useful greenfields planning exercise to apply a benchmark/catchment ratio, often has very limited application to an existing built up urban area. Utilisation and participation rates of existing services and facilities will almost always cross suburb (and municipal) boundaries, and a service that is intended to meet the “local” needs for that population, may very well be adequately provided for in another area, or at a municipal level.

This approach is usually based on meeting the needs of the specific service, and does not necessarily mean that the “local” service is underprovided. Similarly, a service provided in a local area may be larger than the local area technically requires, because the facility is catering to a district or municipal catchment. Further, the use of standardised threshold benchmarks are rarely used to justify funding requests for new/upgraded facilities as part of Council’s funding allocation processes. Of more relevance is an understanding of the demand analysis for that service/facility in its local context. However, benchmarks are useful in identifying a theoretical ‘trigger’ to new community infrastructure provision and give some indication of under or over provision.

Where benchmarks are readily identifiable and relevant in understanding local context for a particular service and/or facility in Boronia, they are referred to in this review. However where they are not well defined, or have little application to the Boronia context, they are excluded.

Project exclusions

This project does not include a review of:

- Traffic, transport, railway stations, trains and buses;
- Public Open Space, bike paths, footpaths or playgrounds (these will form part of the Asset Assessment component of the Boronia Renewal Project);
- Economic assessment; or
- Housing issues, including affordable housing, or aged care needs (these will form part of the Planning component of the Boronia Renewal Project).
- Non-Council services: Faith-based groups and not-for-profits heavily support different cohorts within Boronia. This review provides a scan of non-Council services, but does not undertake planning on behalf of non-Council service providers.

The review is not a community infrastructure plan for Boronia nor does it prioritise future infrastructure projects. It is an evidence-based research of community services and facilities in Boronia. This review will be a useful input into future decision-making for community infrastructure in Boronia and surrounding areas but it is not in itself a community infrastructure plan.

3.6.3 Project Methodology

In the context of the Boronia Renewal Project, this review of community services and facilities generally applies the principles of the place-based approach (as outlined in the *Strategic Service and Facility Planning Framework* in the BECA Report 2009) along with an information gap analysis to identify specific challenges in Boronia, as advocated in the Public Place Report 2013. This is premised on the understanding of the identified project limitations outlined in Section 1.6.2.

The review aligns with Council's adopted *Community Facilities Planning Policy* (refer to **Appendix A** for a summary of key policy principles), forming part of *Stage 1: Strategic Intent* and *Stage 2: Needs Analysis* of the Community Facility Planning Process. The outcomes will inform *Stage 3: Solution Identification*, as it relates to community infrastructure planning as part of the Boronia Renewal Project⁵.

This review:

- focusses on gaining an understanding of the local context for services and facilities in Boronia;
- utilises available data to understand the context for that service/facility as it applies in Boronia;
- identifies the relevant key influences likely to impact on future provision and demand. For Council-owned facilities, data is detailed and local context is quite specific, whereas for non-Council facilities, data is less specific and the analysis relies more on general observation of service sector trends and general facility expectations. This then informs gap analysis and identifies where future investigation may be required.

Using the place-based integrated approach, this review can align with other data relating to building capacity and condition and key social, economic and planning issues, to provide important local context for Boronia about its future needs and direction. This will inform the development of a place-based integrated strategic response to community infrastructure provision in Boronia.

⁵ *Community Facilities Planning Policy*, Knox City Council, June 2016

4. Understanding the Community

This section summarises key outcomes of the social profile, demographic and socio-economic analysis for Boronia, along with projections to 2036 inform this Review:

- Boronia Social Profile - Demographics and Crime Statistics, 2017
- Boronia Social Profile - Life Stages and Social Issues, 2017
- Local Area Profiles – Boronia Road/Dorset Road Junction, 2016

4.1 Demographic profile

Population

- The total population of Boronia as at 2016 census was 22,193, an increase of 1,360 (6.5% increase) since 2011. This compares with a 3.2% growth rate for the City of Knox over the same period.
- Table 1 shows that the age groups with the largest percentage changes from 2011-2016 were in 0-4 years (15.7%), 60-69 years (14.5%), 25-34 years (12.7%) and 70-74 years (11.5%). This generally suggests that the increasing population over the last 5 years in Boronia is due primarily to young families (ie: parents with young children) and the ageing population.
- Age groups that actually decreased over the last 5 years were 18-24 years (-6.5%), 12-17 (-3.9%) and 85 and over (-10%).
- The arrival of younger residents, and reduction in residents age over 85, has resulted in a decline in the median age in Boronia between 2011-2016 from 39 to 38. This is now lower than the municipal median of 39 years for the first time in over 20 years.

Table 1: Population change in Boronia, 2011 and 2016

Boronia	2011	2016	# difference	% change
0-4	1,291	1,494	203	15.7
5-11	1,546	1,672	126	8.2
12-17	1,331	1,279	-52	-3.9
18-24	1,886	1,764	-122	-6.5
25-34	3,157	3,559	402	12.7
35-49	4,265	4,556	291	6.8
50-59	2,703	2,710	7	0.3
60-69	2,292	2,624	332	14.5
70-84	1,882	2,098	216	11.5
85 and over	480	432	-48	-10.0
Total	20,833	22,193	1360	6.5

Source: 2011 and 2016 Census, ABS

Dwelling/Household Composition

- The total number of dwellings in Boronia in 2016 was estimated to be 9,608, an increase of 693 (7.8%) from the 2011 figure of 8,910.
- Boronia has the lowest average household size in Knox of 2.39 people/household (compared to the Knox average of 2.7), and declining from 2.42 people/household in 2011.
- Table 2 shows the household composition in Boronia from 2011 – 2016, reflecting the same general pattern, however some subtle changes are occurring evidence of other broader change occurring in Boronia.
- In 2016, the predominant households in Boronia remain 'couple families with children' (28.4%), 'lone person households' (26.8%) and 'couple families with no children' (24.1%). The household type experiencing the largest number increase was 'couple families with children' with an additional 225 families over the past 5 years.
- By contrast, there has been a decrease in the numbers of 'couple family with no children' and one parent families.
- 'Lone person households' experienced the second largest number increase, with an additional 193 households. Whilst it is continuing to increase, it is noted that the rate of growth in this household type is slowing compared to the 1990's. At 26.8%, the percentage of 'lone person household' in Boronia is higher than the Knox (20%) and Melbourne metropolitan (22%) averages.
- The biggest decline in numbers was in 'one parent families' (loss of 82 families, a 7% reduction). This supports anecdotal information from Council's Maternal & Child Health Services that lower income single parent families are being forced out of Boronia in the face of increasing housing costs and gentrification (where existing lower cost housing is being replaced with new medium/higher density housing). Most of the families being forced out have younger children (ie: under age 15 years). 2016 was the first time the percentage of one parent families has fallen below 13% in Boronia since the 1990's.
- The above figures are consistent with the arrival of new families into Boronia, together with population ageing.

Table 2: Household composition in Boronia, 2011-2016

Household Composition Boronia	2011		2016		# difference	% change
	Number	%	Number	%		
Couple family with no children	2,144	25.5	2,140	24.1	- 4	- 0.2
Couple family with children	2,295	27.3	2,520	28.4	+ 225	+ 9.8
One parent family	1,168	13.9	1,086	12.2	- 82	-7.0
Other family	100	1.2	77	0.9	- 23	-23.0
Lone person household	2,183	26	2,376	26.8	+ 193	+ 8.8
Group household	280	3.3	286	3.2	+ 6	+ 2.1
Other*	224	2.7	389	4.4	+ 165	+ 73.7
Total	8,398	100%	8,876	100%	+ 478	5.7

*the other category mostly comprises 'not applicable' responses

Source: Based on 2011 and 2016 Census, Dwellings, as reported by .id Community Profile

Cultural Diversity

- In 2016, 22% of Boronia's residents were born overseas. Whilst this is a 13% increase since 2011, it is considerably lower than the Knox average (30%) and the Melbourne metropolitan average (34%).
- The United Kingdom remains the most common country of birth after Australia (although this is declining).
- 16% of the overseas born population in Boronia are from non-English speaking backgrounds (NESB). The top 3 overseas born NESB countries are India (2.3%), China (2.2%) and Sri Lanka (1%), which also coincide with the predominant countries of origin of new arrivals in Australia living in Boronia (China 227, India 113 and Sri Lanka 52).
- Boronia has a higher than municipal average share of Aboriginal and Torres Strait Islander People (161 or 0.7% of the population), compared with municipal average of 0.5%. Boronia and Bayswater have the highest proportion of indigenous population in Knox.

4.2 Boronia Activity Centre Profile

The estimated population within the Boronia Activity Centre is 3,184 people with the bulk of the population being *'young adults' – those aged 20-39 years old*.

Table 3: Population in Boronia Activity Centre, 2016

Boronia	2016	% of population
0-4	185	5.8
5-9	135	4.2
10-14	142	4.4
15-19	132	4.1
20-24	242	7.6
25-29	300	9.4
30-34	317	9.9
35-39	240	7.5
40-44	215	6.7
45-49	213	6.7
50-54	170	5.3
55-59	182	5.7
60-64	195	6.1
65-69	161	5.0
70-74	108	3.4
75-79	98	3.1
80-84	77	2.4
85+	86	2.7
	3,184	100

For the purposes of this report, and as outlined in Section 1.3, the population profile of Boronia as a suburb (rather than the Activity Centre itself) is more useful in determining population trends and identifying factors impacting on the supply and demand for community facilities at a suburb level.

4.3 Population projections

Population projections for Boronia anticipate an increase in population from 2016 to 2036 of 4,937 people, being a 22.3% increase. **Table 4** breaks down these projections by age groups across 2011, 2016, 2026 and 2036. **Table 5** shows the growth projections from 2016-2036 by age group and gender.

From 2016 to 2036, Boronia will experience increases across all age groups. The ageing population which has been evident over the past decade in Boronia will continue, with maturing of the families, children and pre-retirees currently in Boronia. However, there will also be an increase in the number of younger age groups (primarily parents with young children) moving into Boronia, attracted by the relative affordability of existing housing stock, and new dwelling construction.

Table 4 shows the largest population growth by number expected within the following age cohorts:

- 35-49 year olds + 1,115 (24.8% increase)
- 70-84 year olds + 788 (37% increase)
- 18-24 year olds + 548 (31 % increase)
- 25-34 year olds + 548 (15.5% increase)

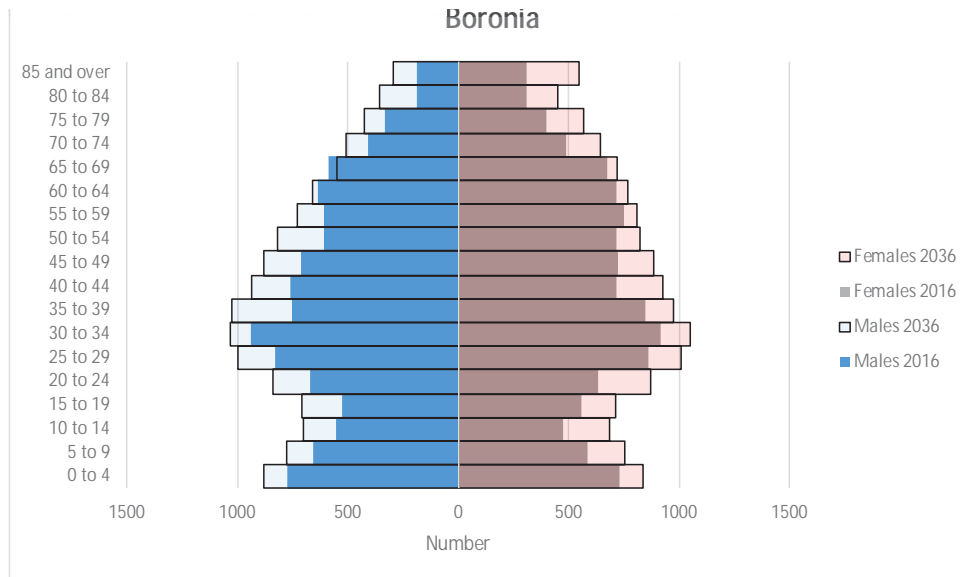
The population projections suggest that by 2036 Boronia will have a more even spread of population across all age groups and household composition types than is currently evident in Boronia. It suggests a more balanced and diverse community, rather than being skewed towards one or two predominant age groups.

This more equitable distribution of the population allows for a better serviced and more sustainable community able to maintain a broader range of services and facilities. It supports the trends towards adaptive and flexible facilities and services, which can respond as required to meet changing community needs across all age groups over the lifetime of a facility, rather than a purpose-built facility for a specific service or age-group.

Table 4: Population Projections for Boronia by Age Group 2011-2036

Age Groups	2011	2016 (current)	2026	2036	% change 2016-2036	Number change 2016-2036
0-4	1,275	1,485	1,619	1,717	15.6	232
5-11	1,517	1,661	1,976	2,091	25.9	430
12-17	1,313	1,282	1,515	1,647	28.5	365
18-24	1,937	1,746	2,095	2,294	31.4	548
25-34	3,160	3,545	3,828	4,093	15.5	548
35-49	4,319	4,500	5,254	5,615	24.8	1,115
50-59	2,726	2,684	2,879	3,177	18.4	493
60-69	2,295	2,616	2,553	2,695	3.0	79
70-84	1,919	2,157	2,745	2,945	36.5	788
85 and over	422	499	721	841	68.5	342
Total	20,886	22,178	25,185	27,115	22.3	4,937

Table 5: Population growth in all age cohorts in Boronia 2016-2036



4.4 Socio-economic indicators

Boronia is a key area of focus from a socio-economic perspective. Considerable social stressors include:

Income/welfare dependency

- Boronia has the lowest median family income in Knox, and lower than the metropolitan average.
- 20% of all welfare recipients in Knox live in Boronia or The Basin.
- Higher than the State average rates of aged pension and disability support pension recipients.
- Higher than Knox average rates of single parent, Newstart and youth allowance payments;
- 1 in 4 children live in a family with low income or on social benefits.
- Older people are over-represented in low income households, with over 3000 residents age 65 or over reliant on the age pension as principal source of income.

Social disadvantage

- Whilst Knox's community is relatively advantaged (by comparison to all Victorian local government areas), and no Knox suburb is technically disadvantaged relative to the national benchmark measure of disadvantage, Boronia and Bayswater are Knox's most disadvantaged areas.
- Boronia is technically below the national benchmark score with respect to the Index of Education and Occupation and the Index of Economic Resources.

Health & Wellbeing

- Boronia has higher than the Knox average rates of family violence, although it is noted that Boronia was the only suburb in Knox to report a decrease from 2013-2016.
- Boronia has a higher than average rate of high risk alcohol consumption than the State average and a higher rate of ambulance call outs and hospital admissions for alcohol related issues than metropolitan Melbourne or Victorian average.
- Higher drink driving infringement rate than the State average and more than double the rate of takeaway liquor licences per 1000 population than the Knox average.
- Boronia has higher rates of ambulance call outs for drug use than metropolitan Melbourne average.
- Boronia has higher population levels with mental or behavioural problems and high psychological distress than the Metropolitan Melbourne averages.

Education

- Lower than average Year 12 completion rates than Knox and State averages.
- Significantly lower than metropolitan average for university attendance, and higher than average proportion of residents with no post-school qualifications.

Built environment

- Second highest prevalence of housing stress (rent and mortgage) across Knox, with nearly 30% of low-income families in Boronia suffering housing stress.
- 57% increase in median house prices and 52% in median unit prices from 2013 – 2017 (although median house price increases in Boronia are lower than metropolitan average).
- Lower proportion of houses owned outright or mortgaged than the Knox average; conversely Boronia has higher rates of rental housing compared to the Knox average.
- Boronia has an increasing crime rate significantly higher than the Knox average.

- Significant crime and safety concerns for traders and visitors to the Boronia Activity Centre, related to drug and alcohol abuse.
- High vacancy rates within the Boronia Activity Centre compounding a feeling of lack of safety.

Many of the data for health and wellbeing factors, such as alcohol consumption, is out of date and will require updating when new data becomes available. Of note, the City of Knox is currently working with Councils in the South East Region of Melbourne as part of joint alcohol density project. The anticipated outcome of this project will be particularly useful in identifying any spatial links between liquor licences, alcohol consumption and community safety issues at a local area level.

On a positive note, the Boronia community has higher volunteerism and participation, and greater access to recreation and leisure facilities compared to other suburbs across Knox. Council is aware of a highly engaged Boronia community, with planning applications and amendments attracting committed, technically astute submissions from community members.

4.5 Future built form

One of the biggest areas of change over the past 5 -10 years in Boronia has been additional dwelling approval, with approximately 1,200 new dwelling approvals in and around Boronia Activity Centre between 2008 and 2015. The majority of these new dwelling are in the form of apartments and townhouses.



IN 2016, 25.9% OF DWELLINGS IN BORONIA WERE MEDIUM/HIGH DENSITY, COMPARED WITH 15% ACROSS KNOX.

This growth is expected to continue, as densities increase within and around the Boronia Activity Centre. Challenges associated with this growth include the reduced areas of private open space within dwellings, the mix of commercial and residential uses within the same precinct, and retaining valued neighbourhood and environmental character. Future developments within Boronia Activity Centre are likely to involve more mixed use development, including commercial uses at ground and lower floors, with residential uses above.

The Boronia Renewal Project will investigate a range of options for the future built form of Boronia. Regardless of which preferred built form option ultimately forms part of the structure plan, the growth rates for higher densities in and around the activity centre expect to continue, which will have implications for the nature of future community services and facilities required by the residents of Boronia.

5. Service Analysis

5.1 Early years

Early years services catering for children aged 0 - 6 years, including preschool, child care and playgroup services across Knox are delivered by a number of service providers. Options available to families range from services provided by profit, not-for-profit and Council. A complex policy and legislative framework at State and Federal Government levels provide the context for provision of early years services for preschool and childcare, and impact on service delivery models.

Population profiles show that over the past 5 years, Boronia has become the fastest growing area for children age 0-4 within all of Knox. **Table 6** shows the actual growth in children age 0-4 in Boronia from 2011 to 2016, and expected increases in these age groups up to 2036.

Table 6: Population estimates for children age 0-4 in Boronia 2011-2036

Age group (Boronia)	2011	2016	2026	2036	Total increase 2016-2036	% change 2016-2036
Children age up to 12 months	257	343	339	362	19	5.5%
Children age 4 years	250	288	307	323	35	12.2%
TOTAL CHILDREN AGE 0-4 YEARS	1,275	1,485	1,619	1,717	232	15.6%

5.1.1 Summary of early year providers servicing Boronia

The summary scan in Table 7 below is based on a desktop analysis as at December 2017. It includes facilities providing early years (0 - 6 year olds) preschool and long day child care services. It does not include Out of School Hours Care services provided within local schools. The summary table includes both Council and non-Council early years facilities.

Table 7: Summary Table of Early Years Providers servicing Boronia

Name	Address	Programs	Ownership
Mission Australia Early Learning Centre – Boronia Childhood Centre	78 Albert Avenue, Boronia, VIC 3155	Operates Monday to Friday 6:30am – 6:30pm catering to children from six weeks to 5 year olds. Includes family day care, preschool programs, long day child care.	Non-Council
Boronia College Early Learning Centre	4 Rangeview Road, Boronia	Provides 3 and 4 year old preschool programs with 15 hours per week provided to 4 year olds. Two sessions are provided weekly for 3-year old programs. The focus is on a 'play based program'.	Non-Council
Alchester Village Preschool	30 Lockwoods Rd, Boronia, VIC 3155	Playgroup (30 families); offers 3 and 4 year old programs. For 4 year olds, 5 groups attend 3 days per week. For 3 year olds, up to 2 sessions offered per week. The focus is on a 'play based program'.	Independent operator, Council-owned facility

Name	Address	Programs	Ownership
Colchester Park Preschool	8 Beresford Drive, Boronia VIC 3155	Playgroup once per week. 3 year olds – up to 2 sessions per week. 4 year olds – 15 hours per week.	Independent operator, Council-owned facility
Cooinda Kindergarten Boronia	21 Dinsdale Rd, Boronia, VIC 3155	Preschool, playgroup (25-30 families – 1 group)	Council
Top Kids Childcare & Preschool Boronia	172 Boronia Rd, Boronia VIC 3155	Long day child care along with a two-year kindergarten program for 3 and 4 year olds.	Non-Council
Goodstart Early Learning Centre	15/17 Boronia Rd, Boronia VIC 3155	Long day childcare; preschool and vacation care. Nursery for 0-2 year olds; toddler program for 2-3 year olds; preschool for 3-4 year olds; vacation care for 5-12 year olds.	Non-Council
Park Crescent Children & Family Centre	25 Park Crescent, Boronia VIC 3155	Long day child care (with integrated State – funded preschool program); Maternal Child Health Service, playgroup (70 families); operates 7am – 6pm.	Council
Great Beginning – Little Alberts Boronia	166 Albert Ave, Boronia VIC 3155	Long day childcare; preschool; kindergarten for 3-4 and 4-5 year olds; operates 6:30am – 6:30pm.	Non-Council
Haering Rd Preschool	17 Haering Rd, Boronia VIC 3155	Preschool and playgroup (40-50 families); 2 groups x 30.	Council
Genesis Health and Fitness Club	258 Scoresby Rd, Boronia VIC 3155	Occasional care to members.	Non-Council
Boronia Road Uniting Church	Boronia Rd, Zeising St, Boronia VIC 3155	Music Together Program, Playgroup-Specialist music program Fri 9:15-10pm Preschool children and carers Fri 10:15-11am	Non-Council
Boronia Churches of Christ	59 Boronia Rd, Boronia VIC 3155	Playgroup	Non-Council
St Pauls Anglican Church	273 Dorset Rd, Boronia VIC 3155	Grandparents playgroup Tues 10-12pm; Playgroup Thur 10-12pm	Non-Council
Knox Community Baptist Church	17-19 Falconer Rd, Boronia VIC 3155	Little Stars Playgroup 18months – 4 yr old kinder, Tues, Wed and Fri 9:30am – 11:30am Explorers Playgroup 3-4 yr olds, Tues and Thur 9:30-11:30am Mainly Music playgroup 0-preschool Wed morning	Non-Council

Name	Address	Programs	Ownership
New application	45-47 Chandler Rd, Boronia VIC 3155	A planning application for a new child care centre has been lodged (100 children) – not yet operating.	Non-Council

5.1.2 Council as an early years service provider

Council's involvement as a direct service provider for both preschool and child care has a strong history, and feedback is that the community appreciates the choice of Council-delivered early years services.

Council's role as a direct service provider, however, is changing. Council's role is reducing, with an increased role of independently owned and operated child care service providers emerging over the last few decades. This trend is expected to continue. As a market driven program, child care providers make their own determination of whether a business is viable, within Federal Government guidelines relating to the facility and operational standards.

*Council provided 90% of 4-year old preschool services 10 years ago.
Council now provides in the mid 80%.*

General trends in best-practice delivery of early years services suggest that Councils are moving away from the traditional service model of single room preschools and are developing two room preschools. Many of these two room facilities also accommodate 3 year old preschool and activity groups. Many Councils are now locating preschools and/or child care services in multifunctional children's service centres or general community centres situated within community facility hubs. This facility model improves building efficiencies and longer term flexibility, allows for integrated service outcomes across a range of complementary services and improves accessibility for users.

The City of Knox has followed this service model with the recent decision to construct two early years hubs in Wantirna and Bayswater, to replace a number of smaller child care facilities across the municipality and offer other early years services.

From 2019, the existing child care services operating from the Park Crescent Children and Family Centre will relocate to the early years hubs.

The Council-run child care service will therefore still be available to Boronia residents, however from 2019, the service will not be physically located in Boronia. Maternal and Child Health and community playgroups will continue to operate from this site in Boronia. Other non-Council child care services continue to operate in Boronia.

All existing Council-owned early years facilities in Boronia are ageing, and likely to incur significant maintenance/upgrade costs to continue to meet appropriate standards. All pre-schools are between 21-49 years old: Cooina pre-school (1969); Hearing Road pre-school (1975); Colchester Park pre-school (1989); Park Crescent Children's and Family Centre (1993); Alchester Village pre-school (1997).

Maintaining these facilities as "fit for purpose" over the next 20 years will be a challenge to Council, and consideration of upgraded and/or new facilities is likely to arise for some or all of these facilities over this time period. Preschool and child care services must meet minimum building standards under relevant children's service legislation.

5.1.3 Preschools

The following pre-schools operating from Council-owned facilities are in Boronia:

Preschools in Council facilities and operated by Council

- *Park Crescent Children's and Family Centre* (State funded preschool program incorporated into the child care service: Located in Boronia until 2019; from 2019 onwards relocating to early years hubs in Wantima and Bayswater); currently 4 of 30 funded preschool children in a room licensed for 30 children aged 3-5.
- *Haering Road Preschool & playgroup centre*: Operates 2 groups x 22 children. Licensed space is for 30 children. Potential to increase capacity to 30 per group, based on meeting relevant staff to children ratios.
- *Cooinda Preschool*: Operates one 1 group of 22 children, however could accommodate 2 groups. Licensed for 30 children. Potential to increase capacity to 2 groups x 30 per group based on meeting relevant staff to children ratios.

Preschools in Council facilities, but independently operated

- *Alchester Village Preschool*: Operates 3 year old and 4 year old groups, with multiple groups operating throughout the week; licensed for at least 25 children at one time. In 2016, had 50 children enrolled in 4 year old preschool across all groups.
- *Colchester Park Preschool*: Operates 3 year old and 4 year old groups, with multiple groups operating throughout the week; licensed for at least 25 children at one time. In 2016, had 38 children enrolled in 4 year old preschool across all groups.

The above list does not take into account the 4 year old preschool programs offered by independent preschool service providers, which are often run in Early Learning Centres or integrated into privately run long day care programs (refer Table 7) .

Benchmark for 4 year old preschool is 1 place for every 2 children aged 4

The relevant benchmark for 4 year old preschool services is 1 place per every 2 children aged 4, to support 100% attendance rate of every 4 year old child for 15 hours funded pre-school per week (current funding arrangements are 10 hours funded through State Government and 5 hours through Federal Government). In 2009, Boronia had a ratio of 1 place per 1.8 children aged 4, so was considered to be well provided to support preschool attendance for each child.

The 2011 report, *Investigation of Boronia's Future Social Service and Facility Needs* identified that based on relevant FPF benchmark standards, preschools are identified as local level infrastructure and there should be three available in Boronia. Based on this benchmark, the existing supply in 2011 was considered adequate, with the challenge identified to ensure existing preschools continue to be fit for purpose and well located⁶.

In 2016, the number of 4 year olds in Boronia was 288; this required a minimum of 144 preschool spaces to meet benchmark standards. **Table 8** outlines that of the pre-school services operating out of Council facilities, there are currently at least 140 licensed places for 4 year old preschool, with capacity to accommodate up to 250 children.

With these facilities having enrolments in 2016 of 158 children for 4 year old preschool, the facilities collectively are currently operating below capacity.

Current demand for 4 year old preschool services is being adequately met

⁶ *Investigation of Boronia's Future Social Service and Facility Needs*, CPG, August 2011, pp. 8-10

Table 8: Capacity of Council-owned facilities for 4 year old preschool program, 2016

Pre-school	Licensed Places	Actual enrolments	Capacity
Park Crescent*	30	4	30
Haering Road	30	44	60
Cooinda	30	22	60
Alchester Village	25	50	50
Colchester Park	25	38	50
TOTAL	140	158	250

* Includes funded preschool program within long day care program

These figures do not take into account the 4 year old programs offered by independent preschool providers (as outlined in Table 7). Whilst a full analysis of 3 year old preschool services has not been undertaken as part of this review, it is noted that there are a number of 3 year old programs currently offered in Boronia from a range of service providers.

Preschool capacity and population projections

There are number of challenges within the preschool sector:

- complex service delivery options and funding arrangements;
- the trends towards larger centralised facility delivery with integrated children's services; and,
- the impact that ageing infrastructure may have on future service provision.

Recently, Boronia has experienced high increase in birth rates, and with population projections suggesting increase in 0 – 6 age cohorts, there is an expectation this will lead to increased demand in the coming years for additional preschool capacity for both 3 year old and 4 year old programs.

In 2019, the preschool program currently operating in the Park Crescent Children's and Family Centre will be relocated to the Early Years Hubs in Wantirna and Bayswater. The service will still be available for Boronia residents but will not be located in Boronia.

By 2036, the number of 4 year old children is expected to be 323, an increase from 2016 of 35 children. In order to meet the 1 place: 2 children ratio would require 162 preschool places to be provided. Considering existing service providers and facility capacity, this is readily achievable and does not justify an increase in facility capacity in Boronia (even taking into account the loss of Park Crescent Children's and Family Centre from Boronia). This assumes the maintenance of existing levels of capacity and buildings remaining "fit for purpose".. This is likely to be a challenge over the next 20 years as existing facility infrastructure ages.

It is important to remember that within the service sector, there is flexibility with independent service providers being responsive to demands, including opportunities for new service providers to emerge.

The preferred preschool service delivery models for Boronia may be subject to further review and change over the next 20 year period in response to key challenges. Existing facilities, meanwhile, are capable of meeting existing and expected future demand for preschool services in Boronia, supplemented by new service providers emerging within the private sector in response to new demand and consumer preferences.

Existing and expected future demand for 4 year old preschool services is being met

5.1.4 Child care

The following child care facilities are currently provided in Boronia:

Child Care in Council owned facility

- *Park Crescent Children's and Family Centre:* until 2019 in Boronia; from 2019 onwards relocating to early years hubs in Wantirna and Bayswater); childcare capacity of 55 children – currently underutilised.

Independent owned and operated child care:

- *Goodstart Early Learning, Boronia*
- *Top Kids Childcare & Pre-school*
- *Mission Australia – Boronia Early Childhood Centre*
- *Great Beginnings Boronia*

Overall, there are currently five (5) child care centres in Boronia offering a range of long day and occasional care as well as some with holiday care programs and preschool programs. A planning application for a new child care centre for 100 places is currently being considered by Council.

There are a number of child care centres located just outside Boronia but which would still service Boronia families, as well as family day care programs which provide child care within carers' homes. It is also recognised that some families choose to use child care providers located outside of Knox (ie: close to workplace/family members).

The 2011 Boronia Social Report identified long day care as district level infrastructure, with benchmark standards suggesting one long day care centre catering for at least 200 children provided in Boronia. The supply at this time was that there were five long day care centres in Boronia, licensed to cater for 743 children at any time. Accordingly, supply for long day care in 2011 was considered to be adequate⁷.

Since 2011, there has been a significant review of the provision of all early years services and facilities across Knox, including long day care and associated preschool programs within those centres, resulting in the decision by Council to relocate its child care services from Park Crescent Children's and Family Centre to new early years hubs in Bayswater and Wantirna. The services will still be available to Boronia residents but the service will not be located in Boronia.

For current provision levels, the exact number of licensed child care places in Boronia are not readily available, however there are still five venues providing child care service in Boronia, and there is no evidence to suggest that this is not meeting current demand.

By 2036, Boronia will have 1,717 children aged 0-4 years. Future child care demand will be met by existing facilities and a range of new independent service providers

By 2036, it is estimated there will be 1,717 children in Boronia aged 0-4, being an increase of 232 children (15.6% increase). This will generate additional demand for childcare services. However, given the market driven nature of child care provision generally, future demand is expected to be met largely by independent service providers.

The childcare sector has the following challenges:

- Legislative context of child care services;

⁷ *Investigation of Boronia's Future Social Service and Facility Needs*, CPG, August 2011, pp. 12-13

- the trends towards larger centralised facility delivery with integrated children's services; and,
- the impact that ageing infrastructure may have on future service provision;

Existing childcare facilities in Boronia meet existing demand and future increases in demand are expected to be met by both existing facilities and a range of new independent childcare service providers.

5.1.5 Playgroups

The following community playgroups currently operate in and around Boronia:

Playgroups in Council owned facilities (run by incorporated committees)

- *Cooinda Playgroup*: 25-30 families (about to share with Playgroup in Bayswater)
- *Haering Rd playgroup*: 40-50 families (also has Multiple birth association playgroup using the facility)
- *Marie Chandler playgroup*: 70 families
- *Alchester village playgroup*: 30 families
- *Colchester Park Playgroup*: 1 group

Playgroups in independent facilities (volunteer supported groups):

- *Boronia Road Uniting Church*: Specialist Music Program
- *Boronia Churches of Christ*: Playgroup
- *St Pauls Anglican Church*: Grandparents Playgroup plus parents and carers playgroup
- *Knox Community Baptist Church*: Explorers Rostered Playgroup/Rostered Playgroup for 3 year olds and Little Stars Playgroup

Council officers consider that there is capacity at all the Council facilities to accommodate more groups and families.

Council's Maternal and Child Health (MCH) service currently run a range of supported playgroups in Boronia (currently operating at Boronia West Primary School). These are subject to change based on client demand and locational preferences. The Council's MCH service has expressed a desire for additional capacity to run more supported playgroups from its Park Crescent Children's Centre facility and from other facilities in Boronia, to meet specific user group needs in Boronia.

The need for use of complementary adjacent outdoor spaces to run outdoor activities as part of playgroup programming is also an important consideration in future planning for community spaces.

Need to consider designing intergenerational spaces, which can support playgroups and other early years services, along with activities across all life stages.

The existence of specialised grandparents' playgroups, and the increased role of grandparents more generally in providing care for children in Boronia on a regular basis, reinforces the need to consider the design of intergenerational spaces as part of future early years spaces.

Given the large range of service providers currently operating in this sector, and the additional capacity currently available to accommodate additional groups and families, it is reasonable to conclude that there are adequate play group opportunities being provided in Boronia to meet existing demand.

It is expected that some increase in demand will occur as a result of the increased birth rates, expected increase in 0-4 age groups, and identified need for targeted user groups in Boronia (ie: children with special needs).

Playgroup spaces are more flexible than preschools and child care (which require formal licensing), and so provided the spaces are 'fit for purpose' by being child and family friendly, future demand for playgroups and children's activities is likely to be met by flexible arrangements within the existing playgroup venues and/or with future access to general multipurpose and flexible spaces within facilities in Boronia.

Implications for Boronia: Early Years services (preschools, child care & playgroups)

- Current supply and demand for preschool, child care and playgroup services suggests that existing demand is being adequately catered for in Boronia.
- Given current high birth rates in Boronia, and its future population projections for high numbers of younger age cohorts, it is expected that demand for these early years services in Boronia will increase over the next 20 years.
- Maintaining existing early years facilities as "fit for purpose" over the next 20 years will be a challenge to Council, and consideration of upgraded and/or new facilities is likely to arise for some or all of these facilities over this time period.
- Given the existence of range of early years service providers and the market driven nature of the service, it is not imperative that Council increase its own level of early years services to cater for increased population levels and future demand.
- There is likely to be a need for shared access to flexible multipurpose spaces which are child and family friendly, to accommodate some demand for early years services into the future. This includes community playgroup and children's activity spaces (both indoor and outdoor), supported playgroups and intergenerational spaces to cater for the increased role of older people in caring for children.

5.2 Maternal and child health

Knox's Maternal and Child Health (MCH) Service provides services to children aged 0-6, involving 10 consultations with an MCH nurse at key ages and development stages for each child, and providing a range of other associated education and children's health related activities, including parent support groups and playgroups.

The MCH service in Boronia comprises 3 MCH nurses operating out of the Park Crescent facility (2 nurses) and the Boronia K-12 College (1 nurse, 2 days/week). Two other MCH services are located within 1km of Boronia suburb boundary (in Bayswater and Ferntree Gully). There is no MCH service in The Basin, so it is recognised that some of the Basin residents access the MCH service in Boronia, however most utilise the Forest Road MCH centre in Ferntree Gully).

The recent growth in birth rates in Boronia shows a 33% increase in births from 2011 to 2016, confirmed by recent MCH statistics. For the 2016/17 financial year, the Park Crescent facility in Boronia undertook 2614 key age and stage (KAS) visits to the MCH service, which is the highest in Knox (over 300 above any other MCH centre in Knox).

The Department of Education of Training and Knox City Council fund each child for 100% KAS visits:

- As at 2011 there were 250 children age less than 1 in Boronia which generated 1.9 funded MCH nurses
- At 2016, this figure was 343, generating 2.6 funded MCH nurses
- Based on 2036 rates, the projected number of children age less than 1 is likely to be 362, which will generate 2.8 funded MCH nurses.

The *2011 Boronia Social Report* did not anticipate any increase in children age under 1 in Boronia above the 2011 figure for the following 20 years, and so did not anticipate any increase in demand over and above the 2 MCH nurses which were provided at that time. This situation has now changed.

The increased birth rate in Boronia has already resulted in 2.6 EFT MCH nurses operating out of Boronia and likely to grow to 2.8 nurses by 2036. The MCH facility needs to accommodate at least 3 MCH nurses. There might be yearly fluctuations, however there is expected to be a base level need for 3 offices to accommodate 3 MCH nurses in Boronia over the next 20 years.

By 2036, three (3) MCH nurses will be required in Boronia

Existing and future MCH service provision analysis

- Advantages of operating out of the existing Park Crescent facility (or somewhere else within the vicinity of Boronia Park are:
 - Synergies and physical proximity to Boronia Library;
 - Opportunities to access outdoor spaces in Boronia Park for playgroups;
 - General accessibility, with good access to public transport and car parking; and,
 - Proximity to other community activities and support services in Boronia.
- A 33 % increase in births in Boronia from 2011-2016 has resulted in Boronia now having the highest birth rate in Knox.
- The existing MCH service in Boronia is constrained by it currently having to operate out of two centres.
- MCH service works closely with the Boronia Library; regular group sessions organised

between parents and librarians, and a librarian attending each first time parents group session.

Emerging social issues impacting on MCH service

- Anecdotally high evidence of rent/mortgage stress, with high numbers of evictions due to non-payments. This impacts on continuous and quality MCH care for each child, as children move in and out of the area and increasingly difficult to facilitate ongoing MCH appointments.
- Significantly increased need for use of interpreter services, which impacts on length of appointment times and the ability to communicate with families (increase from 14 interpreter requests in 2014 and 16 requests in 2015/16 to 57 interpreter requests for 2016/17 as part of Boronia MCH service⁸).
- An increased demand for support and education programs from Boronia families. The early parenting services, including education and support services for families, currently operates from Wantirna and there is an opportunity to provide this service in Boronia.

Implications for Boronia: Maternal Child and Health Services

- Growing utilisation of MCH services, along with socio-economic changes provides opportunities for the repositioning of the service.
- Investigate the provision of facility capacity to cater for increased demand for services for 3-8 MCH staff, which includes 3 MCH nurses to service KAS visits, as well as additional facility capacity to cater for an enhanced MCH service, to include community and supported playgroups, early parenting services and other education activities, and shared meeting room capacity (50-60 persons). The enhanced service could provide additional spaces to offer enhanced support to more vulnerable families, including community playgroups, supported playgroups (for special needs/at-risk children), and a range of parent support and education services and drop-in space for parents. This space could be shared with other users, and provide capacity to work with other agencies.
- New/upgraded facility design process to optimise synergies and integration between MCH service with other community services and activities in Boronia, including the Boronia Library.
- There are opportunities to create and design inter-generational spaces, both indoor and outdoor, as a means of improving community connectedness and wellbeing across all age cohorts and maximising utilisation of community spaces. This is particularly relevant given higher number of older people now caring for grandchildren on a regular basis.
- The MCH service will benefit from the use of flexible, adaptable spaces, which can change over time to respond to specific social and community needs of Boronia families.

⁸ Boronia MCH Data provided by Maternal & Child Health officers, City of Knox, Aug 2017

5.3 Youth

Council and non-Council organisations in Boronia provide a wide range of youth services. The following services and programs are available to young people in Boronia:

Table 9: Youth Services in Boronia

Name of Service	Location	Date and Time	Target group
Boronia Cub Scouts Pack 1	Chandler Park	Thur 7pm-8:30pm	7-10yr olds
Boronia Scout Troop Pack 1	Chandler Park	Mon 7pm-9pm	10-14yr olds
The Basin Woornack Guides	Chandler Park	Mon 5:15pm-6:45pm	5-11yr olds
The Basin Birra-Li Guides	Chandler Park	Mon 7:15pm-9:15pm	10-15yr olds
Basketball holiday camps	Knox Basketball Stadium, 7 Park Cr, Boronia VIC 3155	School holiday camps	6-16 yr olds U12 and U14 development camps
Night Basketball	Knox Basketball Stadium, 7 Park Cr, Boronia VIC 315	8 week program	
Casual hoop shooting	Knox Basketball Stadium, 7 Park Cr, Boronia VIC 3155	Daily, particularly school holidays	general
Tenrikyo Melbourne Shinyu Church - Japanese classes	144 Dorset Rd, Boronia VIC 3155	Sat 1:30pm-3:30pm	5-15 yr olds
Emerge Youth	Boronia Community Church of Christ, 59 Boronia Rd, Boronia VIC 3155	Fri 7:30pm-10pm	
Kids Quest Jelly Beans	Boronia Community Church of Christ, 59 Boronia Rd, Boronia VIC 3155	Fri 5pm-6:30pm	Kinder-Grade 2
Kids Quest Superstars (Girls)	Boronia Community Church of Christ, 59 Boronia Rd, Boronia VIC 3155	Fri 5pm-6:30pm	Grade 3-6
Kids Quest Lego Club (Boys)	Boronia Community Church of Christ, 59 Boronia Rd, Boronia VIC 3155	Fri 5pm-6:30pm	Kinder-Grade 6
Kids Club	The Salvation Army, 2 Liverpool Rd, Boronia, VIC 3155	Thur 4:30-6pm	7-11 yr olds
Youth	The Salvation Army, 2 Liverpool Rd, Boronia, VIC 3155	Fri 6:30pm	15-25 yr olds

Name of Service	Location	Date and Time	Target group
Kidzworks	St Paul's Anglican Church, 273 Dorset Rd, Boronia VIC 3155	Fri 5pm-7pm (incl. dinner)	Primary school
SPY Youth Group	St Paul's Anglican Church, 273 Dorset Rd, Boronia VIC 3155	Fri 7:30pm	High school
Anchors - Boy's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Thur 5:30pm-6:45pm	5-8 yr olds
No 1 Section – Boy's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Thur 7pm-8:40pm	9-12 yr olds
No 2 Section – Boy's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Thur 7-9:30pm	13-18 yr olds
Cadets – Girl's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Mon 4:30-6pm	Prep, Grades 1 - 3
Juniors – Girl's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Mon 7pm-8:30pm	Grades 4 - 6
Seniors – Girl's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Mon 7pm-8:30pm	Grades 7 and 8
Pioneers – Girl's Brigade	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Mon 7pm-8:30pm	Grades 9 up
Youth	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Fri evening	Grades 6-12
Young Adults 'PEGS'	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Sat evening	Age 18+
'Madhouse' at Boronia West Primary School	Knox Community Baptist Church, 17-19 Falconer Rd, Boronia VIC 3155	Lunch time games	Grades 5-6
Secondary school games	Knox Community Baptist Church in association with Youth Dimension	Lunch time games	Grades 7 -10

5.3.1 Council provision of youth services

Council provides a range of youth services across all of Knox. It has no specific facility or service delivery point in Boronia having decommissioned the Boronia Youth Hall in 2016. Currently Council's youth services respond to the needs of young people in Boronia with a range of programs, service and partnership approaches, operating from a range of different local venues.

Knox is following a general trend in youth facility provision in Local Government, which is to provide dedicated youth facilities at the municipal or sub-municipal level (Knox has a youth drop-in centre in Knox Central Activity Centre), supported by service/program delivery in multipurpose spaces at a local level. Often these local services are short-term or temporary, as the programming will focus on particular needs for a short period of time. Needs for this form of service delivery will change and evolve over time as required, generally requiring access to flexible meeting room spaces.

In Boronia, Council's Youth Service team generally run most of their local programs in local schools, or in local venues such as meeting rooms in churches. These programs generally involve a maximum of 15-20 people, and very rarely require larger venue capacity.

Services and programs for youth are provided by different service providers, in a range of local venues, with needs changing over time.

Night Basketball operates out of Boronia Basketball Stadium as an engagement and prevention program for at-risk youth. It is a very popular program, catering for 50-60 youth ages 12-18, for two 8 week sessions per year, on a Saturday evening. The Boronia Basketball stadium is also well used by teenagers for casual 'shooting', particularly in the holidays.

The Council decision to decommission the basketball stadium over the next 3-5 years (due to major structural issues) will impact on the continuation of this program. The State Basketball Venue would not be a suitable location (participants need to be able to access a local venue).

Girl Guides Victoria and Scouts Victoria both operate in Boronia, from Council-owned premises in Chandler Road on Monday and Thursday evenings. Hall hire is also available from Scouts Victoria.

Despite increasing numbers of young people in Boronia expected over the next 20 years, it is not expected that this will impact on facility provision for Guides and Scouts. In the absence of any specific demand analysis, it is assumed that future facility needs for Guides and Scouts will continue to be met with existing facilities.

Accessibility of local venues is considered very important in delivering youth services, as they need to be accessible by public transport and on foot for young people under 18. Council's Youth Service officers noted that the existing Boronia library would be a good location to run youth service programs, given its central location, however its only meeting room space is restricted in size and well utilised by other groups, and so is not usually available. With the long-term library location in Boronia not yet resolved, there is opportunity to provide improved spaces for youth service utilisation as part of any new library and/or multipurpose community facility within Boronia.

Table 10 shows that population estimates are for an increase in all age cohorts of young people in Boronia over the next 20 years, in particular significant increases of 25.9%, 28.5% and 31.4% in the 5-11, 12-17 and 18-24 age cohorts respectively. When this is aligned with the specific socio-economic issues facing Boronia over the same time period, there is expected to be an increase in the number and diversity of youth services programs which will need to be delivered to address specific local needs over the next 20 years.

Table 10: Population Estimates for Youth in Boronia 2011-2036

Age group (Boronia)	2011	2016	2026	2036	Total increase 2016-2036	% increase 2016-2036
Age 5-11	1,517	1,661	1,976	2,091	430	25.9%
Age 12-17	1,313	1,282	1,515	1,647	365	28.5%
Age 18-24	1,937	1,746	2,095	2,294	548	31.4%

It is expected that existing local venues will have some capacity to cater for an increased range of youth service programs into the future, however this would be improved with the ability to access general and flexible multi-purpose space within a centrally located community venue. Age and condition of existing infrastructure to continue to be “fit for purpose” will be a challenge over the next 20 years.

Implications for Boronia: Youth Services

- Council-run Youth Services programs will continue to be provided in Boronia in conjunction with schools, faith-based and community groups and other local partners, to meet changing local needs.
- Local venues, sourced on an as-needs basis, will continue to provide the majority of facility spaces required to accommodate a range youth services (including Council and non-Council activities) to meet future needs.
- The Council decision to decommission the Boronia Basketball Stadium within the next 5 years means that youth will not have access to:
 - Casual drop-in basketball shooting opportunities during school holidays
 - Night Basketball program

Consideration could be given to explore longer term options to retain the Night Basketball program in some capacity at other venues within Boronia, and to retain some outside basketball shooting opportunities within Boronia Park.

- Youth service providers would benefit from access to centrally located and flexible multipurpose spaces to deliver a diverse and increased range of programs to meet future needs.

5.4 Active ageing

Boronia's population is expected to increase across all age cohorts up to 2036, however there are expected to be significant increase in the over 50 age groups, in particular with a 36% and 68% increase in the age 70-84 and age 85 plus cohorts respectively from 2016-2036. This will have significant implications for the types of community facilities needed to cater for community needs over the next 20 years, not only to provide the diverse range of services expected to be needed for these age cohorts, but also in the ability of those facilities to meet the amenity and functional needs of older people.

Table 11: Population estimates for people age 50 and over in Boronia 2011-2036

Age group (Boronia)	2011	2016	2026	2036	Total increase 2016-2036	% increase 2016-2036
Age 50-59	2,726	2,684	2,879	3,177	493	18.4%
Age 60-69	2,295	2,616	2,553	2,695	79	3.0%
Age 70-84	1,919	2,157	2,745	2,945	788	36.5%
Aged 85 and over	422	499	721	841	342	68.5%
TOTAL age 50 and over	7,362	7,956	8,898	9,658	1,702	21.3%

5.4.1 Aged care providers

Boronia has a number of private aged care services. These include:

Table 12: Aged Care Providers in Boronia

Aged Care Service Provider	Number of beds	Special characteristics
Mercy Place, 7 Maryville Way, Boronia VIC 3155	58 beds	Residential aged care Palliative care Secure dementia care
Clovelly Cottage, 16 Stewart St, Boronia VIC 3155	121 beds	Residential aged care Respite care Palliative care Secure dementia care
Boronia Residential Aged Care, 7 Coogee St, Boronia VIC 3155	70 beds	Residential aged care Palliative care
Hazelwood Boronia Supported Residential Services, 40 Central Ave, Boronia VIC 3155	14 beds	Disability supported accommodation
The Haven Day Centre, 17 – 19 Falconer Rd, Boronia VIC 3155		Day program meeting the needs of dementia and carers as part of the ministry of Knox Community Baptist Church

5.4.2 Senior citizens centres

The Boronia Bellbird Senior Citizens Centre (BSCC) operates from a Council-owned facility located on VicTrack land adjacent to Boronia Railway Station. The lease from Vic Track is currently in over-holding. The BSCC manage bookings and all its own administration.

The *Asset Development Plan for Council's Senior Citizens Centres*, K2 Planning Pty Ltd, October 2016 assessed utilisation rates, building and site conditions, population trends, assessment of need, and potential future uses for each of Council's five (5) Senior Citizens Centres.

The plan noted emerging trends for Senior Citizens Clubs generally⁹:

- Rising importance of issues such as social isolation within an increasing ageing population;
- Membership of Senior Citizens Clubs in decline; members struggling to maintain management responsibilities as they age;
- Changing values and preferences of ageing population affecting the delivery and relevance of traditional model of the Senior Citizen Centre;
- The more traditional model of the Senior Citizen Centre provides exclusive access to designated clubs regardless of the numbers using the facility; in some cases, centres are being underutilised as a result.
- The high and rising demand for U3A groups.
- Changing Council practices towards planning for Senior Citizens Centres generally, focusing on changing management arrangements, developing spaces that strengthen broader segments of the community and interest based groups, and seeking to engage with older people outside of the Senior Citizens Club membership.

By 2036, expected increase of people aged 50+ to be 9,658, compared to 7,956 estimated in 2016 (14.2% increase)

With respect to the Bellbird Senior Citizens Centre, the Asset Development Plan specifically concluded that¹⁰:

- There are a relatively high number of seniors in Knox.
- Bellbird Senior Citizens Centre has relatively moderate levels of utilisation with only 58% utilisation across weekday. In addition to the senior citizens club, other groups using the facility include:
 - Regular hirers: Knoxbrooke Disability Services; Dance Studio, Calisthenics Club, concert/acting group.
 - Casual hirers: Life Activities Club, Church groups, spinning classes, dance groups.
- The existing Bellbird facility is old, has asbestos cladding, poor ESD (no insulation) and poor passive surveillance. The existing condition of building assessment ranked the lowest of all 5 Senior Citizens Centres in Knox.
- The building has poor development potential due to its location and site constraints.
- The plan suggests the development of a new multipurpose community facility for senior citizens (eg: Carrington Park) will be best placed to deliver multiple and diverse activity spaces for senior citizens of Knox into the future.

⁹ *Asset Development Plan for Council's Senior Citizens Centres*, K2 Planning Pty Ltd, October 2016, pp 36-37

¹⁰ *Asset Development Plan for Council's Senior Citizens Centres*, K2 Planning Pty Ltd, October 2016, pp75-82

5.4.3 Council aged care services

The City of Knox provides a range of community based and in home supports and services to support older people to live independently in the community. These include services generally delivered to eligible residents within their own dwellings, and do not specifically impact on service or facility provision in Boronia:

- Services delivered under the Commonwealth Home Support program, including domestic assistance, personal care and home maintenance, and;
- A range of Council funded social inclusion, housing support and transport programs.

A municipal-wide Food Services program ('Meals on Wheels') delivers food to all eligible residents of Knox in their own homes. No changes to levels of service and/or facility provision that may impact community facility provision in Boronia is anticipated.

5.4.4 University of the Third Age (U3A)

The Knox University of the Third Age (U3A Knox) is a voluntary non-profit organisation providing an extensive range of learning and leisure programs and services across Knox with membership primarily older residents (ie: age 60+). U3A Knox promotes a range of leisure and lifelong learning opportunities, improving social connectedness and health and wellbeing benefits to older residents participating in the various programs and volunteer opportunities.

The primary U3A facility in Knox is a Council owned facility in Fairpark Reserve (just outside Boronia suburb boundary). The majority of activities are run from this venue, however U3A hire rooms in 9 different community facilities to meet local program needs across Knox. As at December 2016, U3A had 1224 members, with membership increasing 7.4% in the previous 12 months. Current membership represents 2.5% of all Knox residents aged 50+ years. U3A Knox offer over 150 weekly programs, and 220 vacation programs.¹¹

A demand analysis of future needs for U3A Knox undertaken in February 2017 by K2 Planning Pty Ltd noted¹²:

- 31 programs are oversubscribed and 20 of these rooms are of insufficient size to accommodate demand;
- U3A has several programs ready to start but have no available rooms;
- U3A are concerned that current space constraints are negatively impacting on its service delivery as well as restricting its ability to provide new or additional course programs.

Since October 2017, U3A Knox has had access to Carrington Park as a regular hirer, which includes large space for exercise programs.

In Boronia, U3A Knox hires meeting room spaces at Boronia Uniting Church and Boronia Church of Christ for programs and activities and have interest in accessing meeting/activity space¹³.

Anecdotal evidence suggests that hiring of local meeting room spaces in church halls and other local venues can be problematic, due to poor accessibility, DDA compliance, air conditioning, lighting, surveillance etc for programs targeting older residents.

Given the increasing membership trends for all U3A activities across Knox, and the specific population projections for an increase across all age cohorts of residents aged over 50 years in

¹¹ *U3A Knox Demand Analysis*, K2 Planning Pty Ltd, Feb 2017, pp 7-9

¹² *Ibid*, K2 Planning Pty Ltd, Feb 2017, pp 21, 24

¹³ *Boronia Library Redevelopment Feasibility Study*, ASR Research, Dec 2015, pp 16-17

Boronia, the demand for local U3A programs in Boronia is expected to increase. This is in contrast to the general trend of declining membership rates for Senior Citizens Centres.

The need for more accessible multipurpose spaces, which meet appropriate amenity standards combined with an increasing aged population in Boronia is to be considered in future planning. It is difficult to quantify this need with a specific floor area figure without further detailed consultation, however the population projections, U3A demand analysis and other anecdotal evidence suggest that shared access to a range of multipurpose spaces in Boronia would assist the U3A in meeting its future program and service needs into the future.

Given declining memberships recorded for Senior Citizens Clubs as a general trend, engagement with the Boronia Senior Citizens Club and the Knox U3A explore opportunities for shared programming/facilities to maximise community participation of older residents in Boronia and optimise efficiencies in services and facility provision.

5.4.5 Other senior services providers

Other senior services groups operating within Knox, including the Knoxfield 55 Plus Club, which operates from the Carrington Park Activity Centre, and various seniors groups operated by the Latvian, Chinese, Italian, Hungarian, Polish, Palesviaki Enosis and Fiji Indian communities. These are generally municipal wide-groups open to eligible residents from across Knox, *none of which operates from premises in Boronia.*

The Boronia Returned Services League (RSL) is a longstanding community organisation in Boronia. It owns and operates from its premises in Dorset Road (est. 1937). It has 300 members, with 70% male. Most members are over 50 years. It provides RSL and social activities for members, including meals. It also has meeting/function rooms available for hire to the community. As part of the engagement process in the 2015 Library Report, the RSL noted a desire to relocate from the site and a desire to use Boronia Park for commemorations.¹⁴ Refurbishment of Boronia RSL took place in 2016 with a new suspended acoustic ceiling, interior and exterior painting and rendering of all brickwork. The sub-branch noted that the relocation and building costs would be too prohibitive (<http://www.boroniarslvic.com.au/renovations>).

All of these other senior services groups will continue to play an important role in meeting the diverse needs of senior citizens generally across Knox into the future. As they are all currently operating out of their own facilities, or are operating outside of Boronia, there are no specific service/facility needs relevant to this review at this time.

¹⁴ *Boronia Library Redevelopment Feasibility Study*, ASR Research, 2015, p.16

Implications for Boronia: Active Ageing

- Despite reduced membership, poor building condition, and only moderate utilisation of the Bellbird Senior Citizens Centre, the increasing ageing population in Boronia will continue to generate need for some form of senior citizens services/ facilities.
- Whilst an upgraded regional facility for seniors' activities elsewhere in Knox may meet some of the service needs currently provided by the Bellbird facility, a number of the services currently provided from the Bellbird Senior Citizens facility will still need to be provided locally within Boronia.
- Explore alternative models of service and facility provision to ensure the continued delivery of an effective service in Boronia to meet future active ageing needs.
- Ensure planning and design processes for any new/upgraded community facilities in Boronia, and any masterplan process for Boronia Park takes into account:
 - the need for flexible, adaptable spaces (both indoor and outdoor) to accommodate a range of services/programs to meet the diverse needs of older residents into the future, and which have appropriate amenity standards and functionality to cater for older people and those with restricted mobility; and,
 - The need for further targeted consultation with the Senior Citizens Club, U3A, RSL and other aged services providers in Boronia to determine specific service and facility needs for older persons.

5.5 Libraries

The AEC Group was engaged by Council in 2008 to undertake a review of all the library service across the whole municipality, being the *Review of Library Infrastructure and Service Delivery*, AEC Group, May 2008 ("2008 Library Review").

For the City of Knox, the 2008 Library Report advocated for a 'hub and spoke model', comprising a central larger library in Knox with a network of branch libraries of various sizes, preferably located in activity centres. It recommended Boronia as a branch facility of between 600-1,000m².¹⁵ With an existing floor space of 650m², the Boronia library is currently on the lower edge of its recommended floor space provision.

The 2008 review considered Boronia Park a suitable location for the future library service, however a proactive approach was recommended in investigating alternative site locations or improving the existing facility, to improve integration, visibility and functionality of the library. It recommended Council should look at opportunities to integrate library services with other activities and services, in particular coordinating and co-locating library services with community learning opportunities and other community activities.

The *Boronia Library Redevelopment Feasibility Study*, ASR Research, 2015 ("2015 Boronia Library Report") provides the most current analysis of existing library services in Boronia. It reviewed existing service levels in comparison to all other branch libraries in Knox and assessed it against industry benchmarks and future needs assessment.

A summary of service analysis for the Boronia Library from the 2015 Boronia Library Report is:¹⁶

- The Boronia Library is well used and current size and service levels are generally meeting local Library service needs in Boronia. It has 1m² per 40 people in its primary catchment (2nd of all Knox libraries), with a deficit in floorspace of between 350-500m² when compared to standardised industry benchmarks.
- The library building itself is in good structural condition, however is now dated and unattractive. The floor level is below 1:100 year flood level, and can flood when significant rain events occur.
- The library has suitably sized spaces for its collection, reading and storage areas. However, it lacks a quiet area, flexible meeting room space and areas for youth, and the work room is also too large. It has a meeting room space, however this is almost exclusively used for an external literacy groups, so is generally unavailable for library use. The library would benefit from internal reconfiguration and modest extension to allow for improved programs and services to meet existing and future needs.
- Disadvantages of current location are flooding issues, and lack of visual prominence to wider Boronia activity centre. The library has poor integration and visibility to the activity centre and surrounding roads, and has poor surveillance when the basketball stadium is closed.
- Advantage of current location is its proximity to car parking, open space, and other community activities in Boronia Park, which provide opportunities for good synergies with adjacent community uses.

¹⁵ *Review of Library Infrastructure and Service Delivery*, AEC Group, May 2008, p.iv

¹⁶ *Boronia Library Redevelopment Feasibility Study*, ASR Research, 2015

- Opportunities for expansion in current location are constrained due to drainage/geo-technical issues and existing infrastructure. Some limited expansion potential could occur into loading bay area to the north, and in front of basketball stadium to the north-west. Extending upwards would be costly, due to the need to rebuild the building foundations and install a lift.

The 2015 Boronia Library report concluded that the most-cost effective option was to retain the library in its current position and maximise integration with the Boronia Basketball Stadium. Concept plans were prepared for a modest increase in the size of the library and internal reconfiguration of activities and spaces (Stage 1), with options for further stages to integrate the library with the basketball stadium, with a new shared foyer, multipurpose/activity spaces and a café. Consideration was also given to amenity improvements to improve activation of the basketball/library precinct to Boronia and Dorset Roads.

The Council decision in April 2018, however, to relocate basketball services to the State Basketball Centre and decommission the existing Boronia Basketball Stadium within the next 5 years due to major structural issues, significantly changes the context upon which the recommendations of the 2015 Boronia Library report were based (refer discussion in Section 5.6.4 – Basketball). Without the adjoining basketball stadium, the existing library building has less opportunity for integration with surrounding community uses, remains isolated, and is still subject to flooding/drainage issues.

The future of the library service in its existing location in Boronia therefore requires review.

Putting aside the site constraints of the exiting library location, the messages from both the 2008 and 2015 library reports about the functional and operational requirements of the Boronia Library, and the future direction for the library in terms of its ability to continue to meet community needs into the future are still relevant and applicable. Anticipated floor space requirements are still relevant, along with acknowledgement of benefits for the library's operation with improved integration/synergies with adjacent community uses and commercial activities. Associated spaces for the library could potentially include shared foyer, kiosk, community meeting spaces, provision for a changing places facility, connectivity with outside spaces, and the co-location of library services with a range of community learning opportunities and other community activities.

The current context for Boronia Library therefore provides an opportunity to explore options within Boronia for a new library building, which could:

- form a key community focal point within Boronia and contribute to the revitalisation of the Boronia Activity Centre;
- provide opportunities to integrate the library with other community services and commercial activities, fostering social interaction and community connectedness;
- improve the library's visual presence to create an accessible welcoming destination for the community; and,
- provide flexible and adaptable spaces to ensure the library is well paced to meet the changing needs of the community and accommodate new innovative technologies and learning opportunities.

Implications for Boronia: Library Services

- The library service within Boronia is providing a satisfactory level of service, and well used by the local community. However it lacks prominence to the activity centre surrounding main roads, and integration with other community uses.
- The recent Council decision to decommission the Boronia Basketball Stadium within the next 5 years, and other drainage issues within the Boronia Park precinct will significantly impact on the future of the Boronia Library in its current location.
- Many community service providers would welcome opportunities to be located adjacent to and/or share multipurpose spaces with the library.
- Best practice library planning suggests that preference for the future provision of library services is that they should form part of an activity centre and form part of a community hub/civic precinct.
- The library needs to have the ability to adapt to new technologies, become a key provider of lifelong learning opportunities and be flexible to respond to changing community needs as they emerge over time.
- There are opportunities to explore new management models to support the library and other community service providers (both Council and non-Council) to operate as part of an integrated and/or co-located multipurpose community facility;
- Given all of the above, the current context in Boronia provides an opportunity to explore options for a substantially upgraded and/or new library facility, to form a core component of an integrated community hub/civic precinct within Boronia Activity Centre, and which could be co-located with a range of other community services and commercial activities.

5.6 Leisure and Recreation

Leisure and recreation uses encompass a very broad range of leisure, sport and physical activities which include passive and active recreation, both indoor and outdoor, and both Council and non-Council service providers. They provide a diversity of opportunities for the whole community, catering for different ages, abilities and interests.

The benefits of leisure and recreation activities to the broader community include health and wellbeing benefits of being physically active, and the social, mental and relaxation opportunities provided. Many local leisure and recreation organisations rely on volunteers in their operation and management, providing further community strengthening opportunities.

The Knox Leisure Plan identifies that communities with high levels of involvement in leisure and recreation activities are more likely to achieve a range of positive outcomes, including¹⁷:

- A more interactive and friendly community and greater sense of local pride;
- Greater fitness and lower incidence of major illness and diseases;
- Financial benefits to business and community organisations;
- Growth in retail and service sectors and higher levels of employment;
- More people using public spaces and improved perceptions about community safety; and,
- More inviting urban environments and streetscapes.

5.6.1 Active recreation reserves

Council officers consider recreation reserves to be at capacity across all of Knox. Local football, cricket and rugby clubs report that they cannot expand as the pavilions and/or sporting grounds are at capacity. There are constraints on the ability for clubs to cater for the increasing demand from all its members, including junior teams and in catering for female participation, given pavilion and ground capacity. Clubs need to ensure grounds are not overused, to maintain playing conditions for match days. Often clubs benefit from having an overflow training venue, however there are limited surplus training facilities available in Knox.

By 2021 – equivalent of additional 20 sports fields required to accommodate provision for female participation in sports across Knox

Local football, cricket and soccer clubs across Knox are all indicating that demand for female teams is experiencing significant growth, and clubs expect an increase in demand from the current 16 female teams across Knox to 103 teams in 2021 (over 600% increase in demand). This equates to an additional 435 hours of sports field usage, or translates to the need for an additional twenty (20) sports fields will be needed across the municipality by 2021 to accommodate this demand.¹⁸

The growth of female participation in sport is also presently receiving significant policy and funding support from the State Government, and most funding requests at both local and State levels requires clubs to demonstrate their commitment to catering for increased female participation.

Major constraints to catering for this increased growth in female participation include the capacity of grounds (eg: ground availability, floodlighting, sporting surfaces) and low capacity of the existing building infrastructure (eg: pavilion/amenity standards) to cater for females.

The 2018 Building Condition Audit will assess the condition of pavilions. Many pavilions and other sporting infrastructure are likely to need major upgrade/renewal over the coming 20 years.

¹⁷ *An Active Future: Knox Leisure Plan 2014-19*, City of Knox, 2014, pp. 8, 15-16

¹⁸ Council Report *“Female participation in structured sporting activity and the capacity and challenges for Council infrastructure to support this participation”*, Knox City Council, 20 December 2016

An AFL Plan, currently being prepared for the eastern region of Melbourne, will address some of these issues from a regional perspective, as they specifically relate to AFL and associated infrastructure needs. The Knox Pavilion Plan, currently under preparation, will also address some of these issues across Knox relating to existing infrastructure capacity for all users of active recreation reserves. Some of the solution may be significant investment by Council (as well as State Government and affected user groups) in alternative building structures or regional facilities. It is noted, however, that regional facilities will not necessarily address the individual local club needs to update their sporting infrastructure to meet future local demand, including training needs.

In Boronia, the proposed disposal of Boronia Heights Secondary College by the State Government, is an opportunity to advocate for the retention of the sporting reserve and associated infrastructure for continued community use as an active open space reserve. This is an important opportunity to pursue, as the alternative to find replacement active open space area within a built up area such as Boronia is unlikely.

There are many challenges facing Council in seeking to meet the expected growth in female and junior participation at Council's existing sporting facilities. Council will need careful and holistic consideration across all its infrastructure assets across the whole municipality, including Boronia, to improve the suite of community sporting infrastructure to meet and/or manage the increasing demand and manage community expectations. This is likely to require significant financial investment.

Within Boronia, the following reserves provide the following recreation activities:

- Chandler Park Reserve: 1 oval; 1 pavilion (football, cricket, netball, Auskick)
- Colchester Reserve: 1 oval and 1 pavilion (cricket, rugby league)
- Tormore Reserve: 1 oval; 1 pavilion (football, cricket)
- Batterham Reserve: 2 ovals and 1 pavilion (football, cricket)
- Miller Park: 1 oval and 1 pavilion (football, cricket)
- Bayswater Secondary College (providing cricket facilities for Boronia Cricket Club and Knox Boronia Churches Cricket Club)

All of these facilities are deemed to be local level, and therefore meet the local standard provision of a minimum 1 oval and 1 pavilion each.

The weekly utilisation of Council-owned facilities by winter and summer usage:

Table 13: Weekly Seasonal Usage

Council Facility	Weekly hours Winter	Weekly hours Summer
Chandler Park Pavilion	42.5	16.5
Chandler Park Ground	51.5	20.5
Chandler Park Netball Courts	12	12
Colchester Reserve Pavilion	53.5	36
Colchester Reserve Ground	35	36.5
Tormore Reserve Pavilion	50	42.5
Tormore Reserve Ground	33.5	34
Miller Park Pavilion	63.5	48.5
Miller Park Ground	29.5	43.5
Batterham Reserve Pavilion	64.5	64.5
Batterham Reserve Ground 1	35.5	50
Batterham Reserve Ground 2	50	50

Refer to Appendices B & C for a detailed breakdown of usage and participation levels for active recreation reserves in Boronia and surrounding areas.

Seasonal use of Council-owned facilities provides the following competitions:

Chandler Park Reserve – 3.18ha

Boronia Cricket Club (summer)
 Boronia Football Club (winter)
 Boronia Junior Football Club (winter)
 Boronia Netball Club (winter)
 Boronia Uniting Netball Club (winter)
 The Basin Football Club (winter)
 The Basin Netballers (winter)
 Boronia Auskick (winter)

Colchester Reserve – 4.47ha

Boronia Cricket Club (summer)
 Eastern Raptors Rugby League Club (summer and winter competition)

Tormore Reserve – 5.46ha

Boronia Cricket Club (summer)
 Boronia Football Club (winter)

Miller Park Reserve – 5.59ha

Boronia Junior Football Club (winter)
 Knox Boronia Churches Cricket Club (summer)

Batterham Reserve – 4.80ha

The Basin Football Club (winter)

Soccer and Hockey

Soccer and hockey facilities are provided for at a district/regional level, with no specific facilities currently provided in Boronia. Soccer clubs operate from facilities in Mountain Gate and Wantirna South. Hockey presently operates from the Knox School until 2021. From 2021 no hockey facilities will be available in Knox, however Council is currently in discussions with adjoining Councils to establish support for a regional hockey facility.

Active space provision ratios

Provision ratios for active outdoor sport and recreation and passive open space are set out in *Planning for Community Infrastructure in Growth Areas* and distributed across three levels of order:

- Overall – 2 ha per 1,000 people
- Level 1 – 1 active open space reserve (8 ha) per 6,000 people
- Level 1 pavilion – 1 per 6,000 people
- 1 higher order active open space reserve (30 ha) per 50,000 people
- Level 3 pavilion – 1 per 50,000 people

Current provision: Utilising a more modest benchmark (to reflect an existing urban area, with some regional facilities) of 2 ha per 1,500 people applied to the 2016 population (22,178 people) for Boronia sets out an overall requirement of 29.57 ha active open space, compared to the existing provision of 23.5 ha.

Projected demand: Utilising the benchmark of 2 hectares per 1,500 people applied to the 2036 estimated population for Boronia (27,115 people) sets out an overall requirement of 36.15 hectares. This will not be able to be achieved, so Boronia is therefore likely to have a significant deficit of active recreation provision in 2036. This may be able to be partially offset with additional investment into regional active recreation facilities.

Implications for Boronia: Active Recreation Reserves

- Boronia community has access to a number of active recreation reserves to serve local sporting clubs and provide general community use for active recreation.
- High usage and participation levels at all active recreation reserves in and around Boronia, with all local grounds considered to be at capacity.
- Population projections for an increase in all age cohorts over the next 20 years, especially younger age cohorts, combined with the increased demand for active recreation facilities to accommodate increased female participation, suggests that there will be an undersupply of active recreation reserves in Boronia to meet demand from local clubs and the broader community into the future.
- Pavilions and other sporting infrastructure within active recreation reserves are ageing, and likely to need major upgrading/renewal over the next 20 years.
- Council will need to look at innovative options to facilitate increased provision of active recreation facilities in Boronia. Opportunities for shared use of facilities/grounds with local schools and private sector could be explored, for both training and competition purposes.
- Council should actively advocate for the continued community use of active open space at the former Boronia Heights Secondary College (under proposal to be sold by the State Government).

5.6.2 Netball

All competition based netball in Knox is played at the Knox Regional Netball Centre in Ferntree Gully, with 2 indoor and 18 outdoor courts and a high standard of facilities to meet competition standards. The facility is well used, with over 4000 netball players from clubs across Knox and outer Eastern Region using the facility every week.

Council is currently undertaking a Netball Feasibility Strategy, which may suggest that there is need for additional indoor netball courts across Knox, however this is unlikely to impact on facilities in Boronia.

A number of local clubs do use local netball courts for training purposes. In Boronia, this need is being met primarily at Chandler Reserve (3 outdoor courts), with Boronia K-12 College also having netball court facilities.

Netball provision ratios

Planning for Community Infrastructure in Growth Areas sets out provision ratios for netball courts ranging from 1 outdoor court per 3,500 to 1 outdoor court per 7,500 people. The standards also consider the school provision of netball courts. A recommended standard is:

- Overall – 1: 3,500 people
- Level 3 – 1 x 8 court per 50,000 people

Current provision: Utilising the benchmark of 1: 3,500 people applied to the 2016 population for Boronia sets out an overall requirement of 6 outdoor netball courts, compared to the existing provision 5 outdoor courts.

Projected demand: Utilising the benchmark of 1: 3,500 people applied to the 2036 estimated population for Boronia sets out an overall requirement of 8 netball courts. Depending on the outcome of the Netball Feasibility Study, Boronia may have a deficit of 3 outdoor netball courts in 2036.

Implications for Boronia: Netball

- Given the desire for a regional based netball facility to provide competition standard facilities for all netball clubs in Knox in one location, it is not expected there will be any need generated for new/upgraded netball facilities in Boronia in the foreseeable future.

5.6.3 Tennis

Council completed a *Tennis Facility Plan* in 2012 to establish the future direction of tennis and establish infrastructure capacity. The plan established that participation in club tennis has been generally decreasing over the last 20 years, with over 50% reduction in membership, however participation levels have now generally stabilised.

Some clubs have already or are considering amalgamation with other nearby clubs in order to stay viable. Poor condition of existing tennis infrastructure (court surfaces, linemarking, fencing, lighting, car parks, pavilions, etc) is also an issue for many clubs.¹⁹

There are no club tennis court facilities currently located in Boronia itself. The three clubs operating from Council owned premises on the periphery of Boronia are:

- Batterham Park Tennis Club: Miller Road, The Basin
- Miller Park Tennis Club: Mountain Highway, The Basin
- Mountain Gate Tennis Club: Agora Boulevard, Ferntree Gully

There is a Council-owned public asphalt tennis court within Boronia Park, which is available for general community use without bookings. Whilst there is no formal utilisation data, anecdotally, the public asphalt court in Boronia is a reasonably well used multi-purpose space, with its fencing providing some additional security for users. Primarily used for tennis, it is also used for a range of activities (eg: bike riding, skate boarding, ball sports), as well as use by the adjoining radio controlled car club for additional temporary track area when required.

It is considered to provide a useful community service which provides an opportunity for people to play tennis without being a club member and without the cost of having to hire courts or make bookings. Given the expected increase in densities in Boronia, with less private open space for households than detached dwellings, the value of the tennis court as a “space” for informal active recreation is likely to become more apparent. Explore opportunities to upgrade the asphalt space or create a new space elsewhere in Boronia Park for a multipurpose outdoor recreation area suitable for tennis, basketball, and other ball sports for the general community.

Tennis provision ratios

Planning for Community Infrastructure in Growth Areas sets out provision ratios for tennis facilities (courts and pavilions) as:

- 1 x 2 court (free to the public with no pavilion) per 25,000 to 35,000 people
- 1 x 6-10 court facility (with pavilion) per 25,000 to 35,000 people
- 1 x 24 court facility (with pavilion) per municipality/region per municipality

Utilising the benchmarks above, there are sufficient tennis facilities in Boronia.

¹⁹ *Tennis Facilities Strategic Plan*, Knox City Council, April 2012, pp4-5

Implications for Boronia: Tennis

- There is no additional demand expected for new club tennis facilities within Boronia in the foreseeable future.
- The public tennis court is reasonably well used and is likely to continue to provide a valued active recreation opportunity in Boronia, particularly given the expected increase in housing densities with less private open space in and around Boronia Activity Centre.
- Consider upgrading this space, or creating a new space as a multipurpose outdoor recreation area suitable for tennis, basketball and other ball sports.

5.6.4 Basketball

The Boronia Basketball Stadium located in Boronia Park, adjacent to the library provides basketball facilities. Knox Basketball Incorporated (KBI) lease the facility from Council for competition and training and as its administrative base. The facility consists of 6 internal courts, change rooms, amenities area, administration areas, entrance foyer, kiosk and multipurpose meeting room.

Other basketball facilities of varying size and capacity are also available within a number of local schools.

The Boronia Basketball Stadium facility is well used, with a full range of competition basketball and training across junior and senior levels, and other sporting programs including school holiday programs and exercise classes. It also allows for casual access for shooting practice, etc during the daytime, when the centre has available court space. The general meeting room space is hired out to a range of user groups, including Council vaccination sessions and use by a number of local schools (including Heatherwood School on a regular basis) for various education/sporting programs.

The stadium is generally considered to be a well located facility and fulfils service and place requirements for the service in Boronia.

The facility is 40 years old, and dated in appearance, internally and externally. Changerooms and amenities are in good condition; however there is significant and serious cracking in the entrance foyer, kiosk and multipurpose room. It has been subject to significant flooding over recent years, as it is below the 1:100 year flood level.

As part of the 2015 Boronia Library report, recommendations were made that both the basketball and library services would benefit from improved integration, with concept plans prepared for new shared spaces and amenity improvements to improve activation of the basketball/library precinct with Boronia and Dorset Roads. Since the preparation of the *2015 Boronia Library Report*, however, it is clear that the structural issues associated with the Boronia Basketball Stadium are more serious than previously thought, and the ongoing maintenance and renewal costs for the stadium will be significant.

On 23 April 2018, Council considered a number of matters relating to the implementation of a Basketball Masterplan for the Knox Regional Sports Park in Wantirna South to address basketball demand across the municipality. This was informed by the Knox Basketball Plan – Domestic Demand Analysis, November 2017 and extensive consultation with key stakeholders including relevant basketball and other sporting organisations.

Council endorsed the Masterplan, which proposes the construction of new basketball courts at the

Knox Regional Sports Park to meet the future basketball needs of Knox, and provides an opportunity to address the needs of domestic basketball, along with facilities for State basketball (NBL) and the creation of a Centre of Excellence for basketball and gymnastics. Council's decision also noted that implementing the Masterplan will result in decommissioning of the Boronia Basketball Stadium within the next five years.

This decision is significant, and will not only impact on the provision of basketball services within Boronia, but also impacts on the future of the Boronia Library, the Park Crescent Children's Centre, and other community activities currently operating in and around Boronia Park.

Further work therefore needs to be undertaken on assessing the impact of the loss of the basketball stadium, and determining future directions and options for local basketball services, the Boronia Library, Park Crescent Children and Family Centre and all other activities and facilities within Boronia Park more broadly. These will all need to take into account the prioritisation of the broader drainage response required to address Boronia Park water retention issues.

Given the expected increase in densities in Boronia, with less private open space for households than detached dwellings, consideration could be given to providing an outdoor multipurpose space suitable for active recreation such as basketball (full or half court), tennis and other ball sports. This could be a new space, or an upgraded shared space with the existing public tennis court.

Basketball provision ratios

Planning for Community Infrastructure in Growth Areas sets out provision ratios for indoor recreation stadiums as:

- Neighbourhood level indoor stadiums – 1 (2 court) facility per 20,000 to 30,000 people
- Higher order indoor stadium – 1 (4-6 court) per 40,000 to 60,000 people

Utilising the benchmarks above, the Boronia Basketball Stadium functions as a higher order indoor stadium currently. Considering the displacement of user groups through the relocation of the basketball stadium to Wantirna South, the Boronia project should identify suitable alternatives to absorb existing user groups.

Implications for Boronia: Basketball

- The existing Basketball Stadium has major structural and geo-technical issues which will require significant investment in renewal and maintenance costs if the facility is to remain viable.
- Council has endorsed a Masterplan for the Knox Regional Sports Park in Wantirna South for the development of new basketball facilities to meet the future needs of basketball across Knox more broadly. Subject to funding of the Masterplan initiatives, this will result in the decommissioning of the Boronia Basketball Stadium within the next five (5) years.
- Further work will be required to assess the impact of the loss of the Boronia Basketball Stadium on the other community groups which currently use the facility, the Boronia Library, the Park Crescent Children's and Family Centre, and other uses/activities currently operating in and around Boronia Park.
- Given the expected increase in housing densities with less private open space in and around Boronia Activity Centre, consideration could be given to upgrading the tennis court, or creating a new space as a multipurpose outdoor recreation space suitable for basketball, tennis, and other ball sports for general community use.

5.6.5 Gymnastics/calisthenics

Gymnastics

The regional gymnastics facility operates from a Council owned facility in Pickett Reserve, Ferntree Gully, and other smaller local gymnastics clubs operate from various privately owned premises in suburbs surrounding Boronia. A Sporting Facility Demand Analysis has identified a significant increase in membership over the past 5 years, and the facility is at capacity with a waiting list of interested participants.

The use of a regional facility is similar to the trends in many sports, where the provision of one larger district or regional based facility allows for a larger member base with improved facilities and equipment.

The Council decision to endorse a Masterplan for the Knox Regional Sports Park in Wantirna South also includes provision for an upgraded regional gymnastics facility to accommodate demand, and cater for State level competition.

Future upgrades and or development of any new Council owned facilities for gymnastics, if and when required, are therefore expected will be met in regional based facilities elsewhere in Knox. For the smaller independent operators, these are expected to continue to meet demand as required, and do not impact on service and facility provision in Boronia.

Calisthenics & dance groups

Calisthenics and dance clubs operate from local church and community meeting spaces in Boronia, including: Wesleyan Methodist Church, Boronia Road Uniting Church, St Paul's Anglican Church and Bellbird Senior Citizens Centre. The Marshere Dance Studio operates from commercial premises in Boronia Road.

There has been no assessment of the suitability/functionality of the facilities used by the local calisthenics and dancing groups. Similarly, Council has no information about future growth projections for these activities, and what impact this may have on the ability of existing groups to continue to operate from their current venues. *Planning for Community Infrastructure in Growth Areas* does not list provision standards for calisthenics and dancing clubs.

In the absence of any specific demand or building condition analysis, it is assumed that future facility needs for calisthenics and dancing groups will continue to be largely met with local meeting room space available to hire (from Council and non-Council owned buildings), as well as independent commercial premises. Although with projected increases in younger age group profiles in Boronia up to 2036 expected, this may become more difficult without any increase in the availability of general community spaces which meet the needs for these groups. A general need expressed from a local calisthenics club is that there is a lack of storage space for local community groups in Boronia.

It should be noted that in considering future use of the Bellbird Senior Citizens Centre, two local calisthenics and dancing clubs will be impacted. Any future decision on the Bellbird Senior Citizens Centre will require further consultation with affected stakeholders to understand the implications of any decision.

Implications for Boronia: Gymnastics and Calisthenics

- There are no implications for the provision of gymnastics facilities in Boronia into the future; future needs will be met at regional facilities and through local clubs in private facilities.
- Future facility needs for calisthenics and dancing groups will be met in part with local meeting room space available to hire from both Council and non-Council owned buildings in Boronia, as well as commercial premises.
- Two local calisthenics and dancing clubs operate out of the Bellbird Senior Citizens Centre and need to be consulted in relation to the future of the Centre.
- With loss of some existing venues due to ageing infrastructure, and increased demand arising from increased population levels, particularly in 5-17 age groups, calisthenics and dancing groups are likely to require greater access to multi-purpose community spaces, which cannot be met within the remaining suite of available community meeting rooms available to hire.
- Consideration could be given to accommodating storage needs of local groups, through any new/upgraded facility planning process.

5.6.6 Aquatic sports

Current aquatic facilities in Boronia and immediately surrounding areas are:

Council owned:	Leisureworks
Non-Council:	Beaver Swim School, Boronia Rd, Boronia Wantima Swim School, Scoresby Road, Boronia

Leisureworks is the major aquatic facility within Boronia and surrounding suburbs, currently under contract to the YMCA. It is a well-used family friendly venue, providing a range of aquatic and health and fitness activities. Aquatic facilities include four indoor pools (50m pool, warm water pool, program pool, leisure pool), indoor waterslide, spa, two outdoor seasonal pools and outdoor gardens/BBQ areas. Other facilities include a health club, crèche, meeting rooms for hire, and a café.

Council is currently completing an Aquatics Plan for all of Knox, which will include extensive consultation, analysis of participation rates and an assessment of existing and future needs for aquatic facilities in Knox. Expected completion of the Aquatic Plan is September 2018. The Aquatics Plan, once completed will inform the future provision of aquatic services across all of Knox, including Boronia.

Any assessment of the future provision of aquatic services for Boronia cannot occur until the outcomes of the Aquatic Plan are known. It is important to ensure that any decision about the future of the Leisureworks facility takes into account not only the aquatic services and facilities it provides, but also the wider health and fitness activities and general meeting room spaces it currently provides for Boronia and the wider community.

There are considered to be some opportunities to improve connectivity and synergies between Knox Leisureworks and other recreation/community activities within the Tormore Reserve/Leisureworks Precincts.

Aquatic/leisure provision ratios

Planning for Community Infrastructure in Growth Areas sets out provision ratios for aquatic/leisure centres as:

- 1 Council aquatic leisure centre per 40,000 people
- Additional elements, such as 50m program pool, water slides etc. may have a municipal catchment

Implications for Boronia: Aquatic Sports

- Existing facilities in Boronia provide adequate level of service for aquatic sports, which would be expected to cater for expected increases in population levels across all age groups and associated demand for aquatic sports.
- The existing Knox Leisureworks has some structural and geo-technical issues needing further investigation.
- The outcomes of the Aquatic Plan and building condition audits will inform future decisions on the future of aquatic services across Knox, including within Boronia.
- There are opportunities to explore connectivity and synergies with Knox Leisureworks and the other recreation/community activities within Tormore Reserve.

5.6.7 Health and fitness

A variety of health and fitness clubs and businesses operate in and around Boronia, which include a wide range of gyms, health clubs, martial arts/karate, exercise groups, and other allied health services.

Leisureworks is the only Council-owned facility. All others are generally provided by private businesses operating from commercial premises. They are evidence of the important role of the private sector in the overall provision of leisure and recreation facilities for the Knox community

It is expected that these businesses will continue to provide important health and fitness opportunities for residents and workers in Boronia, and will fluctuate in number, size, and type of services provided based on demand from their customer bases, as required. With the exception of the health club operating from the Leisureworks facility, there are not expected to be any implications for the provision of health and fitness facilities in Boronia into the future, as they are by and large being met through private operators on their own premises.

Implications for Boronia: Health and Fitness

- With the exception of the health club operating from the Leisureworks facility, there are not expected to be any implications for the provision of health and fitness facilities in Boronia into the future, as they are expected to be met through independent businesses on their own premises.
- Future of health and fitness facilities at Knox Leisureworks should be taken into account in any decision relating to the future of this facility, following completion of the Aquatics Plan

5.6.8 Bowling

Lawn bowls

The Boronia Bowls Club is located on privately owned land in Marie Street, Boronia. It is a longstanding facility in Boronia (established 1950's). The Club provides a range of bowling competitions, with barefoot bowls and free lessons provide opportunities to introduce bowling to the wider community, without membership. The club also provides social activities for members. The Bowls Club have reported to Council of declining membership numbers, and ageing facilities.

The Bowls Club contributes to the suite of community services in the Boronia Community, and in particular, given the age profile of members, provides an important leisure, recreation and social outlet for older residents of Boronia.

Planning for Community Infrastructure in Growth Areas sets out provision ratios for a lawn bowls facility as:

- 1 lawn bowls facility (4 greens) per 40,000 people

The current provision is more than adequate for Boronia at present. However, given the increase in population of Boronia's older residents, there may be some increase in demand for bowling associated with increased population generally. Given trends of declining membership, and inclusion of bowling greens within retirement villages, no increased demand for additional facilities is expected.

Indoor bowling

An indoor bowling centre is independently owned and operated, as part of the Boronia Junction Shopping Centre. It is well located in the heart of the Boronia Activity Centre, and adjacent to the Boronia Station. The AMF Bowling Centre provides 24 bowling lanes and 15 arcade games, but no laser tag.

This facility provides an important leisure and recreation activity for a wide range of different age groups in Boronia, providing both competitive and social bowling. It brings people into Boronia Activity Centre for both social and recreation purposes, and opportunities for connections/synergies with other community facilities in the local area should be supported.

The likelihood is that this facility will continue to provide an important facility for Boronia, and is an example of the important role of the private sector in the overall provision of leisure and recreation facilities.

Implications for Boronia: Bowling

- There are no future service or facility needs associated with lawn bowls in Boronia, however the role of the Boronia Bowls Club in providing leisure activities and social benefits for older residents in the community should be supported.
- There are no future service or facility needs associated with the indoor bowling centre. Synergies with other leisure and recreation services in Boronia (both Council and non-Council) should be supported.

5.6.9 Boronia Radio Controlled Car Club

The Boronia Radio Controlled Car Club use Council-owned land on the north-west corner of Dorset Road and Park Crescent. There are three small buildings and hard surface dedicated track area. They also use the adjoining asphalt tennis court on an as-required basis for temporary overflow track area. The Club is a long standing user group (over 20 years) with good membership levels (63 members). They are well regarded as a facility for this type of use, and regularly hold State Championships at the Boronia facility. They are a member based club, but do work with Scope and other special needs groups to use their facility.

Longer term plans for the Club, as expressed to Council in the past, have been an upgraded seating and shelter and the desire to expand into the adjoining tennis court on a more permanent basis. Some upgrading of the existing area is likely to be required to allow the Club to properly cater for people with disabilities, and to improve level of facilities for members and State-wide competitions.

Implications for Boronia: Radio Controlled Car Club

- It is likely that the Boronia Radio Controlled Car Club is able to cater for any increased membership associated with overall population increases in Boronia.
- Future service and facility needs associated with the car club are likely to be upgrades to the seating and shelter, and for longer term use of the adjoining tennis court.

5.7 Community Meeting Spaces

A breakdown of facilities currently providing general meeting room/function spaces (available for hire by the community) include:

Table 14: Community Meeting Spaces

Facility	Address	Map reference (refer Map 2)
Progress Hall	134 Boronia Road	20
Boronia Library	Park Crescent, Boronia	27
Boronia Basketball Stadium	Park Crescent	21
Knox Leisureworks	Tormore Road	50
Bellbird Senior Citizens Centre	Erica Crescent, cnr Erica & Genista Avenue	47
Tormore Reserve Pavilion	Tormore Road	46
Boronia Scout Group Hall	Chandler Road	63
Boronia District Guide Hall	Chandler Road	17
Boronia Bowls Club	Marie Street	30
Boronia RSL	Dorset Road	29
Boronia West Primary School	Tormore Road	49
Boronia Road Uniting Church Hall	209 Boronia Road	51
St Pauls' Anglican Church	273 Dorset Road	13
Wesleyan Methodist Church	36 Pine Crescent	41
St Joseph's Parish Hall	212 Boronia Road	34
Boronia Church of Christ	59 Boronia Road	32
Boronia CWA Hall	Sun Dew Avenue	48

The **Facility Analysis** at *Appendix E* provides further analysis of the Council-owned community facilities which currently provide meeting room space in Boronia.

The *2011 Boronia Social Report* referred to the benchmark standards of the Strategic Service and Facilities Planning Framework (FPF), suggesting that at District level there should be a meeting room to cater for 400 persons, along with local level provision catering for at least 40 people, to cater for:

- Space for general program and service delivery.
- Spaces/ programs targeted to older adults.
- Spaces/ programs targeted to young people.

Further reference requires consideration of community spaces for three sizes, to cater for up to 50, 100 and 200 people.

Based on benchmark standards of a local facility (1 per 3,000 households) and a district facility (1 per 10,000 households), Table 15 shows the number of community facilities that are required in Boronia both now and in the future to meet the FPF benchmark standards.

Table 15: Community Meeting Space Demand in Boronia
(based on Strategic and Facility Planning Framework benchmark standards, BECA Report, 2009)

Type	2016	2036
No. dwellings	9608	11,240
Local Level Facility (1 per 3,000 dwellings)	3	4
District Level Facility (1 per 8,000 dwellings)	1	1

By 2036, Boronia will technically need a minimum of four (4) local community meeting room facilities, and one (1) district level facility. Best practice standards suggest the district level space should accommodate 400 + persons, and local level spaces should be of varying sizes to accommodate a range of user groups (between 50-200 people).

The 2011 *Boronia Social Report* acknowledged that any assessment of community meeting space demands should be informed by completion of an actual review of usage levels of existing spaces, along with community satisfaction with those spaces for their intended purpose, and identification of potential requirements for spaces which are currently not provided. It concluded that:

"In the absence of detailed demand/satisfaction research, it appears that there are a variety of meeting spaces available within Boronia that are suitable to meet local needs. However there is no larger space which would be required to meet the Facilities Planning Framework requirement district level requirement..."

...existing supply of local level meeting spaces appears adequate. At the district level, there is currently no larger meeting space in Boronia."²⁰

The 2011 report commented that the lack of provision of a larger meeting room space (ie: 400+ people capacity) may not be a problem in Boronia, and would need further investigations and research to determine properly. Anecdotally, Council officers believe that the good supply of local level meeting spaces may be compensating for the lack of a large meeting space.

The *Boronia Community Youth Hall Facility Needs Study* in 2014 assessed community meeting room demand and supply undertaken as part of ("Boronia Youth Hall Study 2014")²¹:

- There are 18 venues currently available in the Boronia Activity Centre precinct that provide in excess of 30 hireable spaces of sizes which range from meeting rooms with capacity of 20-25 people, to Halls with a capacity of up to 200 people, to the Knox Basketball Stadium with a capacity of in excess of 400 people.
- There is an even balance of Council owned facilities (9) and non-Council owned facilities (9).
- The existing provision of community facilities has capacity to absorb future demand for large and small spaces, and spaces suitable for both physical activity and non-active uses.

Given the range of community meeting spaces available, the *Boronia Youth Hall Study 2014* concluded that²²:

²⁰ *Investigation of Boronia's Future Social Service and Facility Needs*, CPG, August 2011

²¹ *Boronia Community Youth Hall Facility Needs Study*, Simon Leisure Consulting Pty Ltd, Dec 2014, p.2

²² *Ibid*, p.1

- Most requests by the community for access to hireable spaces within the Boronia Activity Centre precinct are accommodated.
- The existing provision of community facilities has capacity to absorb future demand for both large and small spaces, and for spaces suitable for both physical activity and non-active uses.
- The existing provision of community facilities are of a standard and fit-out that generally meets the core needs of user groups.

The *2015 Boronia Library Report* also considered the issue of community meeting space in Boronia. It did not undertake specific analysis of demand/supply for community meeting spaces, however it did undertake consultation with a number of key local community service providers (both Council and non-Council) currently operating in and around Boronia: The report noted that:

- Existing meeting room space at the Boronia Library is not currently accessible to the library or for general community use, as it is almost exclusively used by one user group.
- The library has a need for access to a greater range of multi-purpose spaces for its library activities, which could also be shared with other community groups.
- There are a range of other local community service providers in Boronia seeking shared access to new meeting room spaces and opportunities for strengthening the integration of their service delivery and community support (Infolink, EACH, The Basin Community House, Progress Hall, Park Crescent Children's Centre, Knox U3A, Mountain District Learning Centre). The need for the shared spaces from this group is due to a range of factors, including shortage of space at their current facility, the need to expand their service to continue to meet local needs, and /or the benefits to the service and clients in operating from a co-located and/or integrated facility.
- Infolink, a community support agency, currently operating from a Council-owned facility in Boronia Road (adjacent to Progress Hal) is critically short of space, operating out of an old building with significant layout constraints. No expansion is possible at this facility to meet its needs. Infolink has expressed the desire to share new premises with an upgraded library, should this opportunity be available.
- Scope Identified a need for the construction of an assisted accessible toilet (Changing places facility) within Boronia, preferably as part of the library redevelopment and/or close to the railway station.

The concept plans prepared for the *2015 Boronia Library Report* identified 500-600m² of new multi-purpose community spaces as part of an upgraded and integrated library/basketball facility, with the meeting spaces accessible to all community groups and local service providers.

Since the preparation of all of the above reports, there have been a number of other factors which further impact on provision of community meeting room space in Boronia:

- Anecdotal evidence from user groups and Council officers is that some of the existing community meeting room spaces do not always meet appropriate amenity standards (ie: lack of air conditioning and insulation, poor parking, poor lighting, lack of security, making them less appealing for hire by some user groups, particularly groups catering for older residents or those with restricted mobility). This includes Progress Hall and some non-Council owned venues.
- There is not a lot of flexibility with size of meeting room venue available (eg: often there is no ability to hire smaller rooms within a venue – many venues only provide one large room, when a smaller room partitioned off would often suffice).

- All community infrastructure in Boronia is ageing, with most facilities being over 20-30 years old. There has been very little investment in new facilities in Boronia over the past two decades.
- Some major venues which currently have meeting space available have structural and ongoing maintenance issues and are unlikely to be available in the longer term (this includes Basketball stadium, Bellbird Senior Citizens Centre, Leisureworks and Boronia Youth Hall).
- Anecdotal evidence from user groups is that there is a need for more storage capacity within community facilities for community groups.

A current analysis of meeting room space supply suggests that Boronia is currently well serviced with local level meeting room space to cater for groups up to 200 people and will continue to technically meet benchmark standards into the future (subject to no net loss of existing spaces). There is no specific provision of a community space to accommodate 200-400 persons, as recommended in the benchmark standards, however based on the local context, this is not necessarily considered to be an issue. It is noted that the Boronia K-12 College now has a 200 seat auditorium, located within the Boronia Activity Centre.

Despite the adequate supply of local level facilities, this does not completely align with the local context, which suggests ageing infrastructure and a desire for more accessible and functional spaces by user groups and service providers are key influences leading to the emerging need for upgraded and/or new community meeting room spaces moving forward.

Should the Basketball Stadium, Bellbird Senior Citizens Centre, Knox Leisureworks and/or the Boronia Community Youth Hall no longer be available for meeting room spaces, this will create a significant gap in current supply, as well as creating a gap in ability to meet future provision, unless those spaces are replaced somewhere else.

Despite local level demand being available in a variety of existing venues, additional demand for community meeting spaces in Boronia is likely due to a range of factors:

- Not all existing community meeting spaces in local venues have appropriate amenity standards and functionality suitable for all members of the community.
- To compensate for expected loss of some existing facilities which have maintenance/structural issues, and which currently cater for local clubs, community groups and general community hire.
- The desire for many users and service providers to have access to modern, functional shared community spaces in Boronia to facilitate co-located and/or integrated service provision.
- The need to deliver specific programs across many different services which have been identified to meet the future needs of Boronia residents, particularly focusing on library services, early years, youth services, active ageing and arts and cultural services.
- The general trends in community service provision towards improved utilisation and efficiencies of service delivery by way of multipurpose community hub, which can offer opportunities for co-located and/or integrated service provision from a range of Council and non-Council service providers.

The most efficient and practical way to meet the above needs, and in response to ageing infrastructure in Boronia affecting long term viability of a number of key facilities, is to consider constructing one or more new community facilities which form the core of an integrated and accessible library and community hub.

Implications for Boronia: Community Meeting Spaces

- There are a range of existing community meeting spaces provided across a number of venues (both Council and non-Council) in various locations across Boronia, which appear to be generally meeting local level needs for community meeting space in Boronia.
- Boronia has limited opportunities to cater for large community gatherings (ie: meeting space to cater for 200-400 people), which is identified as a deficiency when measured against the benchmark standard in the FPF for district level provision. This has, however, not necessarily presented as a problem in the past, given the adequate supply of local level meeting room spaces.
- The potential loss of any major venue currently providing meeting room space, including the Boronia Basketball Stadium, would create a supply gap of both local and district level meeting room spaces. This will impact availability of meeting room spaces to accommodate existing user groups and impact on the ability to accommodate increased demand as a result of expected population growth.
- Existing community facilities which provide meeting room space in Boronia (both Council and non-Council) are ageing, with no new investment in infrastructure in Boronia over the past 20 years. Many of the local venues have poor amenity standards and limited flexibility, which constrains their use by all user groups, and do not facilitate integrated service provision.
- Council should consider the provision of additional meeting room spaces in Boronia to meet the above needs, as part of a new community hub facility, centrally located in or around Boronia Park.
- General estimates of floor area required for community meeting space suggest an area of approximately 500-600m², which could consist of functional and flexible spaces of varying capacity to cater for a range of activities/service needs. Further consultation with key user groups as part of any planning and design process for any new facility to identify more specific functional needs.

5.8 Neighbourhood Houses

The 2011 Boronia Social Report referred to the lack of a neighbourhood house in Boronia, acknowledging that this service would be beneficial in Boronia. However the report noted that as one operates in The Basin, which is servicing some of the demand from Boronia residents, if one was introduced into Boronia it would need to be mindful of how that would complement the existing neighbourhood house service in the Basin and an integrated management approach should be pursued.

The 2012 report, *The Basin Community Hub Partnership Project Feasibility Assessment*, while investigating the feasibility of a community hub in The Basin, noted that:

- The Basin Community House makes a very important contribution to the range of recreation, learning and cultural opportunities available to the Basin residents. It is the only community facility within The Basin that provides a diverse mix of programmed and informal learning, social and recreation opportunities for Basin residents of all ages and abilities.²³
- 49% of all visitors to The Basin Community House were residents of Boronia. This could be due the lack of a community / neighbourhood house within the Boronia area. With this in mind, and giving regard to the outcomes of the *2011 Boronia Social Report*, it was recommended that ultimately there will be a need to address the lack of a Community House service within Boronia²⁴.

The provision of neighbourhood houses now is generally as part of a larger multi-purpose community centre.

As part of the consultation for the *2015 Library Report*, the Basin Community House identified that it would like to expand its services to have a greater presence in Boronia, and would welcome shared access to new meeting room spaces in Boronia, as part of an upgraded library or community facility.

The Basin Community House took over the lease of the Progress Hall in 2015, managing the facility for a range of community services and programs. Overall utilisation of this facility has improved, and a number of neighbourhood house programs are now offered in Progress Hall.

Anecdotal evidence suggests that Progress Hall is not always a suitable venue for offering neighbourhood house activities due to its amenity and functional constraints.

Community House Provision Ratios

Planning for Community Infrastructure in Growth Areas notes:

- There is a Metropolitan average provision of 1 neighbourhood house per 20,000 people.
- The Guidelines suggest 1 neighbourhood house per 10,000 people or the Metropolitan average of 1 per 20,000.

Based on these guidelines, with an existing population in Boronia in 2016 of 22,178, and a projected population in 2036 of 27,115, the area is currently deficit in this community facility, both now and into the future.

²³ *The Basin Community Hub Partnership Project Feasibility Assessment*, DPCD, Knox CC & ors, Feb 2012, p.46

²⁴ *Ibid*, p.5

Implications for Boronia: Neighbourhood Houses

- Boronia does not have a Neighbourhood House; some demand for these services in Boronia is being met by The Basin Community House. As The Basin Community House now lease Progress Hall, a number of neighbourhood house activities are offered through this venue.
- Progress Hall is known to have amenity and functional constraints preventing it from being a suitable venue for a greater mix of Neighbourhood House activities.
- Provision standards indicate a need for a Neighbourhood House based on 1:10,000 people or the Metropolitan average of 1:20,000 people. This equates to a deficit of this facility in Boronia.
- Council to consider opportunities for Neighbourhood House activities as part of its consideration of a new library/community hub facility in Boronia. This should include consideration of management models and the role of the Basin Community House to deliver some of these activities.

5.9 Arts and cultural services

5.9.1 Arts and cultural spaces

Community arts activities can take place in a variety of different spaces, both indoor and outdoor. Dedicated community arts activity spaces can include community arts centres, theatres, performing arts centres, art galleries, or dedicated space within multipurpose community centres. Other informal spaces for arts and cultural activities can include (but is not limited to) space within libraries, multipurpose centres, halls, neighbourhood houses and other civic or community buildings or open space.

General trends in Council provision of dedicated community arts spaces tends to be the provision of dedicated facilities at a municipal/sub-municipal level, which is complemented by smaller general and/or informal community arts spaces at the local area level.

Arts and cultural spaces provision ratios

Planning for Community Infrastructure in Growth Areas sets out provision ratios for arts and cultural facilities as:

- Spaces to be provided within multi-purpose community centre (1 per 8,000 to 10,000 people)
- 1 co-located performing arts facility (e.g. secondary college) per 40,000 – 60,000 people
- 1 community arts centre per 40,000 – 60,000 people
- 1 regional arts centre per municipality

In Boronia, there is no dedicated Council-owned arts and cultural facility, however some use of Progress Hall and the Boronia Library is for services which deliver arts and cultural programs. There is a new performing arts centre associated with the Boronia K-12 College, within the Boronia Activity Centre.

Within the wider area there are dedicated Council-owned arts and cultural facilities at the Community Arts Centre in Ferntree Gully and the Knox Community Arts Centre in Bayswater (performing arts).

The *Knox Arts and Cultural Plan 2012-2022* recognises that activity centres such as Boronia have become increasingly built up and developed, with a wide range of local services and facilities being offered to service the population, with increasing densities in and around the activity centre, however the creation of a distinctive local identity has not been a priority.²⁵

The plan advocates for the establishment of a municipal performing arts centre/arts and cultural precinct within the Knox Central Activity Centre. There is no identification of any need for dedicated arts and cultural facilities in Boronia, however there is general recognition of the need for more informal spaces to allow arts and cultural activities to occur. These should be both indoor and outdoor, for exhibition space, particularly for short term use within multi-use spaces, and opportunities for presentation and enjoyment of local music in the community.

The *Knox Public Art Implementation Plan 2017* identifies that public art plays a significant role as a key public face of a desirable, vibrant, dynamic cultural environment. Public Art can encourage and celebrate community diversity and inspire and connect communities. It can be subtle or bold, permanent or temporary, and can be designed into the style and design of buildings, along trails, within interactive environments and in the design of landscapes.

There are opportunities in Boronia for innovative and flexible community arts spaces, both indoor and outdoor, to be shared with other groups (including schools, community groups and local artists groups, etc) and the general community. Possibilities for public art in community spaces should also be facilitated, as a way of creating local focal points, reflecting local identity and increasing social connectedness in key public areas to generate civic pride and sense of place.

Implications for Boronia: Arts and cultural spaces

- There is no existing dedicated arts and cultural facility in Boronia, and only limited opportunity to use existing local facilities for arts and cultural services and events.
- Explore opportunities within Boronia to establish flexible and functional arts and cultural spaces, both indoor and outdoor, which can be shared with other user groups and the community to provide opportunities for arts and cultural expression. These could include:
 - Gallery and foyer space within community and civic buildings, which can be used on a short term and/or informal basis as exhibition space;
 - Opportunities for public art, as expressions of local and cultural identity, and as focal points for community gathering spaces;
 - Outdoor spaces which have access to infrastructure and services (ie; parking & access, 3 phase power, etc), which can be used for community gathering, local events, pop-up and/or temporary arts and cultural activities;
 - Internal meeting room spaces which are flexible and adaptable for a range of user groups and activities, including wet and dry areas; and,
 - Incorporating a range of features into any new/upgraded community facility design which will facilitate its future use for arts and cultural activities, including: good storage; lighting; modular furniture; floor services; wet areas; security, etc.
- Opportunities for arts and cultural services provide opportunities for community strengthening, economic development and social connectedness, generating civic pride and sense of place.

²⁵ *Knox Arts and Cultural Plan 2012-2022*, City of Knox, 2012, p.24

5.9.2 Heritage

Three heritage sites located within Boronia with heritage overlays in the Knox Planning Scheme. None of these are located within the Boronia Activity Centre:

- Millers Homestead, Dorrigo Drive Boronia
- Batterham Reserve, Miller Road, Boronia
- Hawthorn Hedge, Mountain Highway

Whilst there are no heritage overlays applying, there are a number of other properties within Boronia which are identified in the Knox Heritage Study, 1993, and/or are listed on the Victorian Heritage Register as having some local heritage significance:

- Progress Hall, Boronia Road, Boronia
- 15-17 Boronia Road, Boronia
- 70 Mount View Road, Boronia
- Templar Church Hall, 3 Wadi Street Boronia
- Boronia RSL War Memorial/Honour Roll, Dorset Road, Boronia

Other sites within Boronia have had preliminary findings that they may have heritage value, however were not included in the Heritage Study, 1993. Consideration should be given to identifying these properties, and investigating relevant heritage values as part of the Boronia Renewal project.

Implications for Boronia: Heritage

- Consider undertaking a review of existing and potential heritage properties in Boronia, and ensuring relevant heritage overlays/heritage protections are in place where appropriate.

6. Other community service providers

6.1 Community support agencies

Many community support service providers operate in Boronia, including a range of Government and non-Government agencies, faith-based, not-for-profits, providing support to residents and families in Boronia, with targeted services and programs to meet identified needs.

This review provides a scan of non-Council services, but does not undertake planning on behalf of these providers.

The high number of community service providers as outlined in this section, which offer community support services and programs, reflect the diverse socio-economic needs of Boronia's residents. It also suggests that Boronia is uniquely well-placed to respond to diverse and changing socio-economic needs from a wide range of support agencies, and that there are opportunities to explore how these agencies can improve their level of service delivery with co-located and/or integrated service delivery.

Victoria Police

The Boronia Police Complex located at 259 Dorset Road is open 24 hours per day. There is no Neighbourhood Watch in Boronia.

Knox Infolink

Infolink is a community support agency providing services for 24 years out of a Council owned facility at 136 Boronia Road. It provides emergency relief (food, phone, travel assistance), advocacy (information and referral), low interest loan scheme and tax help program. It operates 5 days a week, staffed mostly by volunteers.

As part of the 2015 Library Redevelopment project, consultation with Knox Infolink identified that²⁶:

- The building is in good condition but is too small for the service's needs - it lacks storage, kitchen, meeting and office space. Knox Infolink would like to install a shower facility for homeless or displaced people and needs more room for storage and meeting space. It would be interested in the library building if it became available. It would be happy to share some spaces with other groups, e.g. meeting rooms, consulting rooms, but would need its own office, storage and kitchen spaces. Need its own secure discrete entrance and should not be near bureaucratic services - e.g. Government agencies.
- Knox Infolink has many synergies with other local support agencies, including ECLC, EACH and Council Services.

Eastern Access Community Health (EACH)

EACH has provided services in Boronia for 40 years and currently operates out of its own shopfront premises in Boronia Road. It provides an integrated range of health, disability, counselling and community mental health services. In particular, in Boronia, it provides for disability services across NDIS, Mental Health recovery, disability employment, financial counselling, Gamblers Help and Early Childhood Intervention Services.

²⁶ Boronia Library Redevelopment Feasibility Study, ASR Research, 2015, pp.15 & 43

As part of the 2015 Library Redevelopment project, consultation with EACH identified that²⁷:

- EACH have expressed a desire to have access to more small meeting room/activity spaces and consulting rooms, to expand its counselling services, drug and alcohol programs, family violence programs and support groups. It can share space and has close relationships with the Eastern Community Legal Service and Info-Link. It would be interested in using meeting/activity spaces at a redeveloped library complex in Boronia.

Eastern Community Legal Centre (ECLC)

ECLC has been operating in Knox for over 40 years from leased premises in Floriston Road. It provides free legal assistance and undertakes community development initiatives. It has a small staff, resourced mainly by volunteers.

As part of the 2015 Library Redevelopment project, consultation with ECLC identified that²⁸:

- Its current premises is leased, and is suitable for its needs, with consulting rooms, offices and open areas @240m².
- ECLC would be interested in being part of a community hub/redeveloped library, with similar size spaces to what it has now, and opportunities for shared spaces with other service providers. It has good relationships with Infolink and EACH, and could share facilities with these organisations.

Scope

Scope provides disability support services, as well as a range of education and building advisory services. It operates Statewide.

In 2015 Scope specifically requested that Council give consideration to an assisted accessible toilet facility being erected in the Boronia Activity Centre in close proximity of the train station. Scope considered that the library would be a good location for this facility, given its central location, ease of access to parking and presence of a range of services and facilities in the precinct. The facility would comprise a room 3.2m x 4.5m in size and would cost \$110,000 for fit out.²⁹

Concept plans prepared for potential future redevelopment of the Boronia Library in 2015 included provision for an accessible assisted toilet/changing places facility, to identify how the facility could be provided, should funding be available.

Centrelink

Centrelink operates from premises in William Street, Boronia (behind St Paul's Anglican Church). It is a Commonwealth Government service providing social and health benefits and support to eligible persons. Its presence in Boronia reflects the high proportion of Boronia residents who are welfare dependent. In 2016³⁰:

- 20% of all welfare recipients in Knox lived in Boronia or the Basin;
- Boronia had higher than the State average rates of aged pension and disability support pension recipients; and
- Boronia had higher than Knox average rates of single parent, Newstart and Youth allowance payments.

²⁷ Ibid, pp.16 & 45

²⁸ *Boronia Library Redevelopment Feasibility Study*, ASR Research, 2015, pp.16 & 46

²⁹ Ibid, pp.17 & 47

³⁰ *Boronia Social Profile*, City of Knox, Aug 2017

Other community support agencies in Boronia, such as EACH, ECLC and Infolink all work closely with Centrelink to deliver services and programs to targeted clients.

Uniting Harrison

Uniting Harrison (UH) is a support service which seeks to help people who are homeless or at risk of homelessness, to access, establish and maintain long term housing. This includes support services, emergency relief, referrals and education.

UH has advised Council that it is seeking to operate a small team of staff to run its HOPE program (Housing Options Program Eastern) in Boronia. The program seeks to undertake early and proactive engagement approaches to reduce homelessness before it requires a crisis service response. In particular it seeks to integrate homelessness services with other social services and community groups (including Centrelink and DHHS, Knox City Councils, local schools, community support agencies) and sees co-location of services as a key priority in developing flexible and integrated service responses.

UH has identified Boronia as a priority area for its program, and is currently looking for options to utilise Council or other office space to accommodate 4 staff and associated interview rooms, preferably co-located within a community hub.

St John's Ambulance, 136 Boronia Rd

The St John's Ambulance Boronia Unit occupies a building next to Infolink, and has been at its current location for 20 years. St John's Ambulance own the building, however it is located on Council-owned land. It is a volunteer service, with 38 senior members and 12 cadets forming the Boronia branch. It receives no government funding with funding derived from attending events, running first aid training and donations.

The facility has a kitchen, large training area, office spaces amenities and garage. St John's consider the location ideal for its purposes, and the building has suitable facilities, except for garage space.

As part of the 2015 Library Redevelopment project, consultation with St John's Ambulance identified that³¹:

- The location of the facility is ideal, and the centre has suitable facilities except for garage space. The garage area can accommodate only one van. The service has 2 other vehicles which it has to park at other St John's venues. Problem with tree at front of garage which make access difficult. The Unit would like to remain at this location.

³¹ *Boronia Library Redevelopment Feasibility Study*, ASR Research, 2015, pp.16 & 45, pp.15 & 44

Faith Based service providers

Several faith-based groups operating within Boronia provide services, activities and programs targeting particular population cohorts. Many of the services provided for youth, early education and ageing, for example, are set out in earlier relevant sections.

Table 16: Faith Based Service Providers

Faith based service provider	Address	Activities and times
Tenrikyo Melbourne Shinyu Church	144 Dorset Rd	Daily 7am and 5pm
Presence International Ministries (Boronia Progress Hall)	134 Boronia Rd	Sun 2pm
Christadelphian	265 Boronia Rd	Sunday school Sun 9:15am Memorial service Sun 10:50am Bible study class Sun 6pm Bible workshops Wed 7:30pm Monthly presentation Wed
St Joseph's Catholic Church	212 Boronia Rd	Mass Sun 8am and 11am Mon 9:10am Tue 9:10am Fri 9:10am (1 st , 3 rd 4 th Fri) Fri 11:30 Senior's Mass (2 nd Fri) Sat 9:10am, 6pm Vigil
The Salvation Army Boronia	2 Liverpool Rd	Worship Sun 10am Kids Church Sun 10am Prayer meeting Thur 9am Community support (emergency relief) Thur 10am-12pm Thrift shop Tue-Fri 10am-4:30pm Sat 10am-2pm Community seniors Thur 10am (activities for over 50yrs) Walking Group Wed 2pm
Boronia Rd Uniting Church	Boronia Rd Zeising Str	Worship Sun 10am Craft Group Fri 11am-1:30pm (fortnightly) Mens Pool Group 3 rd Wed of month at 7:30pm Card Night – 500 Club: 2 nd , 4 th and 5 th Wed monthly at 7:30pm
St Paul's Anglican Church	273 Dorset Rd	Men's Group – every couple of months Women's Groups: Mother's

Faith based service provider	Address	Activities and times
		Union 3 rd Tues monthly at 12:30pm Guild (fundraise and provide for the needs of the parish) 1 st Thur monthly at 12pm Over 40's 2 nd and 4 th Thur 10am-12pm UFO Craft Group 3 rd Sat at 2pm Outings 1 per term Bible study groups Outreach Community meal (joint between churches) Thur 6:30pm-7:30pm weekly Kids Mentoring connecting prep – year 6 children with adult mentors Worship services held weekly at Coogee Nursing Home and monthly at Clovelly Nursing Home Seniors Meal (joint with KCC) 1 st Wed 12pm-2pm
Knox Community Baptist Church	17-19 Falconer Rd	Worship Sun 10am and 6pm Kids Church for babies to grade 6 Kids Mentoring connecting prep – year 6 children with adult mentors Chaplains at local schools Special religious instruction at schools
Boronia Wesleyan Methodist Church	36 Pine Cr	Sun 10:30–12pm
Jensen Spirituality Centre	22 Woodvale Rd	Bible study Mon 10am-11am Men Alive Scripture Group 1 st and 3 rd Tue 7:30pm Centering Prayer Christian Meditation Group 1 st and 3 rd Wed at 8pm; Tue 10am-11am Study group 2 nd and 4 th Wed 7:30pm-9pm; 1 st and 3 rd Wed 10am-11:30am Scripture study program 2 nd and 4 th Thur 10am-11am
Australian Christian Churches Victoria	134 Boronia Rd	None located

6.2 Private Health and Ancillary Services

Tables 17 to 22 provide a broad scan of medical services, including allied health professionals, alternative and complementary therapies, mental health and counselling, and community health and support services. This desktop scan focuses solely on services delivered within the Boronia Activity Centre and does not list those provided just outside the area, which includes the Melbourne Eastern Private Hospital (2.6 km from Boronia – 5 minute drive), or the Knox Private Hospital (6 km from Boronia - 10 minute drive). Both these hospitals are regional facilities, providing an extensive range of medical specialists and health services.

The Tables suggest that Boronia is generally well-served by medical and allied health service providers and health and community support services. Where services are not provided for within the Activity Centre itself, Boronia is well served with regional health facilities within close proximity, providing high levels of services across all health services.

6.2.1 Medical and Specialist Health Services

Table 17: Medical and Specialist Health Services

Medical & Specialist Health Service	Name	Address
General Practitioners	Boronia Medical Centre (14 GPs)	152 Boronia Rd
	Family Medical Centre	102 Boronia Road
	Dr Nila Parghi	Boronia Mall, 283 Boronia Rd
	Greater Knox Family Practice (9 GPs)	43 Boronia Rd
	Dr K Pyman & Dr C Rumberg & Dr C Chionh & Dr G Francis & Dr Susan Korosec	160 Boronia Rd
	Dr Chandrika Thangaragah	28 Dorset Square
	MR Julian Metzner	156 Boronia Rd
	Dr Melanie Hattotuwa	154 Boronia Rd
Cardiology	None within the specified area	
Dental (general)	Chandler Road Family Dental Clinic	4/5-7 Chandler Rd
	Boronia Dentist	1/178 Boronia Rd
	Boronia Dental Clinic	175 Boronia Rd
	The Smile Clinic	286 Dorset Rd
Dental (specialist)	Boronia Denture Clinic	196 Dorset Rd
	Kavanagh Dental Laboratories	5 Erica Ave

Medical & Specialist Health Service	Name	Address
Dermatology	None within the specified area	
Diagnostic Radiology / XRay / CT / Fluoroscopy	MIA Radiology	154 Boronia Rd
	BreastScreen Victoria	156 Boronia Road
	Capital Radiology Boronia	41 Boronia Rd
	Dorevitch Pathology	158 Boronia Rd
	Greater Knox Family Practice	43 Boronia Rd
Diagnostic Ultrasound	MIA Radiology	154 Boronia Rd
	BreastScreen Victoria	156 Boronia Rd
	Capital Radiology Boronia	41 Boronia Rd
	Dorevitch Pathology	158 Boronia Rd
Endocrinology	None within the specified area	
Gynaecology	Boronia Medical Centre	152 Boronia Rd
Obstetric	Boronia Medical Centre	152 Boronia Rd
Ophthalmology	Dorset Consultant Centre – (3 specialists)	282 Dorset Rd
Orthodontic	No specialist service within the specified area	
Pathology	Australian Clinical Labs	160 Boronia Rd
	Melbourne Pathology	2 Park Cr
	Dorevitch Pathology	158 Boronia Rd
	Boronia Mall Clinic	20B Boronia Rd
Plastic & Reconstructive Surgery	None within the specified area	
Public Health Medicine	None within the specified area	
Rheumatology	Dorset Consultant Centre – DR Alexander Stockman	282 Dorset Rd
Surgery	Lap Surgery Australia	2 Langwith Ave

Medical & Specialist Health Service	Name	Address
Urology	None within the specified area	

6.2.2 Allied Health Services

Table 18: Allied Health Services

Allied Health Service	Name	Address
Audiology	Hearing Professionals Boronia	2/178 Boronia Rd
	Hearing Professionals Boronia	282 Dorset Rd
	Mercy Place Boronia	7 Maryville Way
Chiropractic	Boronia Chiropractic Healthcare Centre	Suite 3/179 Boronia Rd
	Bergamo Chiropractic & Nutrition Centre	346A Boronia Rd
	PT Corbett	Suite 3/179 Boronia Rd
	Boronia Myotherapy and Allied Health Centre /Eastwood Myotherapy	Suite 1/173 Boronia Rd
Diabetes Educators	Boronia Medical Centre	152 Boronia Rd
	EACH – Boronia	93 Boronia Rd
	GPs may offer service	
Dietetics	Lap Surgery Australia	2 Langwith Ave
	Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
Exercise physiology	Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
	Body@Boronia	31/148 Boronia Rd
Nursing	Offered at residential aged care and assisted living	
Nutrition service	Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd

Allied Health Service	Name	Address
	Boronia Myotherapy and Allied Health Centre / Eastwood Myotherapy	Suite 1/173 Boronia Rd
Occupational Therapists	Quality Lifestyle Solutions	9/246 Dorset Square
Optometrists	Dorset Consultant Centre	282 Dorset Rd
	The Spectacle Site	2 Dorset Square
	Weisz Family Optical	256 Dorset Rd
	Vision Australia - Boronia	252 Dorset Rd
Osteopaths	Body@Boronia	31/148 Boronia Rd
	Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
Physiotherapists	Boronia Physiotherapy	11/55-57 Chandler Rd
	Jorkowitz Ithamar	2 Park Cr
	Physiotherapies	158 Boronia Rd
	Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
	Greater Knox Family Practice - Kenneth Cheung	43 Boronia Rd
	Boronia Myotherapy and Allied Health Centre / Eastwood Myotherapy	Suite 1/173 Boronia Rd
Podiatrists	The Foot & Ankle Clinic	12/5-7 Chandler Rd
	South East Podiatry	12 Floriston Rd
	Body@Boronia	3A/148 Boronia Rd
	Complete Feet Podiatry Boronia	Boronia Mall Clinic, 20B/50 Dorset Rd
	Foot & Leg Pain Clinics	160 Boronia Rd
	Robinson Podiatry	6/246 Dorset Square
		Suite 1/173 Boronia Rd

Allied Health Service	Name	Address
	Boronia Myotherapy and Allied Health Centre / Eastwood Myotherapy Stay Tuned Sports Medicine – Boronia Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
Prosthetic & Orthotics	Complete Feet Podiatry Boronia	Boronia Mall Clinic, 20B/50 Dorset Rd
	Foot & Leg Pain Clinics	160 Boronia Rd

6.2.3 Mental Health and Counselling Services

Table 19: Mental Health and Counselling Service Providers

Mental Health and Counselling Services	Name	Address
Family Therapy	Relationships Australia-Victoria in partnership with EACH	83 Boronia Rd
Financial Counselling	EACH Boronia	93 Boronia Rd
General Counselling	Relationships Australia – Victoria (also run courses and programs at other locations e.g. Men's Behaviour Change and Parenting after Separation)	83 Boronia Rd
	Vision Australia	252 Dorset Rd
	Redefine Life Counselling & Support	Suite 6, 171 Boronia Rd
General Mental Health Services	EACH Boronia	93 Boronia Rd
Mental Health Case Management	EACH Boronia	93 Boronia Rd
Problem Gambling Counselling	EACH Boronia	93 Boronia Rd

Mental Health and Counselling Services	Name	Address
Psychology	Boronia Psychology (7 psychologists)	2 Park Cr
	Hillview Psychology (6 psychologists)	Suite 2, 5/7 Chandler Rd
	Greater Knox Family Practice (1 psychologist)	43 Boronia Rd
	Believe in Change (2 psychologists)	Suite 2, 171 Boronia Rd
	Lead the Way	Thelma Ave
	Knox Psychological Services	218/224 Dorset Square
	Boronia Mall Clinic	20B Boronia Rd
	Stay Tuned Sports Medicine and Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
Psychiatry	Boronia Psychology	2 Park Cr

6.2.4 Alternative & Complementary Services

Table 20: Alternative & Complementary Service Providers

Alternative & Complementary Service	Name	Address
Acupuncture	None within the specified area	
Hypnotherapy	Paul's International Hypnosis	1 Oak Ave
	Peacehaven Hypnotherapy	Boronia Mall, 20B Boronia Rd
	Redefine Life	Suite 6, 171 Boronia Rd
Massage therapy	Eastwood Myotherapy	1/73 Boronia Rd
	Stay Tuned Sports Medicine and Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
	Move Free MST	5/5-7 Chandler Rd
	Maya Bay Thai Massage & Beauty Therapy	3/230 Dorset Rd

Alternative & Complementary Service	Name	Address
	Body Therapy Massage	141 Boronia Rd
	Body@Boronia	31/148 Boronia Rd
	Body Health Treatment – Boronia Massage	8/9 Floriston Rd
	Sea Moon Thai Massage	11/159 Boronia Rd
	Boronia Chinese Massage	Shop 11a/50 Dorset Square
Meditation	Meditation Institute	182 Boronia Rd
	Body Mind & Spirit Centre	7 Erica Ave
	Peacehaven Hypnotherapy	Boronia Mall, 20B Boronia Rd
	Knox Psychological Services	218/224 Dorset Square
	Knox Leisureworks	Tormore Rd
	IntoFreedom Yoga	12 Ronald Cr
	Janssen Spirituality Centre	22 Woodvale Rd
Myotherapy	Eastwood Myotherapy	1/73 Boronia Rd
	Stay Tuned Sports Medicine and Wellness Centre	Knox Leisureworks Medical Suites, Tormore Rd
	Body@Boronia	31/148 Boronia Rd
Shiatsu	IntoFreedom Yoga	12 Ronald Cr

6.2.5 Community Health Care

Health information and referrals are often provided by community health care service providers. Within Boronia, the following apply:

Table 21: Community Health Care Service Providers

Community Health Care Service provided	Name	Address
Health information / referral	Take Off Weight Naturally – Boronia Club	3/18-20 Floriston Rd

	Vision Australia for referral of children	252 Dorset Rd
Maternal, Child and Family Health	Park Crescent Childrens Centre Marie Chandler Maternal & Child Health	11 Park Cr 11 Park Cr
Pharmacy	Boronia Junction Amcal Pharmacy Boronia Discount Drugstore Pharmasave Boronia Discount Pharmacy	9/123 Boronia Rd 47 Dorset Square 3/148 Boronia Rd
Hearing aids and equipment	None within the specified area	

6.2.6 Community Support Services

Along with faith-based support services, the following community support services are available within Boronia:

Table 22: Community Support Service Providers

Community Support Service	Name	Address
Provision of material aid, food and emergency relief	Knox InfoLink	136 Boronia Rd
Provision of housing, accommodation placement and/or support	Vision Australia	252 Dorset Rd
Interpreting services	ECHO - Auslan	1/91 Boronia Rd
Carer support	EACH	
Respite care	Hazelwood Disability Supported Accommodation, Clovelly Cottage, The Haven Day Centre for people with memory loss	40 Central Ave 16 Stewart St 17-19 Falconer Rd
Disability transport	Maxi Taxi	318 Dorset Rd
Disability Training, aged care course programs	EmployEase	3/148 Boronia Rd

6.3 Emergency Services

The **Boronia Fire Brigade** is part of the Country Fire Authority. The fire station at 296-306 Boronia Road (near the intersection of Scoresby Rd) provides 24 hour fire service, with over 100 members.

The **Boronia Police Station** is centrally located in the Boronia Activity Centre, along Dorset Road. Service and facility needs associated with Victoria Police is a State Government responsibility.

There is no ambulance station in Boronia, with the area served by Ferntree Gully, Ringwood and Montrose Ambulance Stations.

The Boronia Police and Boronia Fire Brigade contribute many joint partnerships and initiatives which deliver community services in the local community, including crime prevention and community safety initiatives, youth services, emergency management training and other community education. This is particularly relevant given the proximity of Boronia to areas of high bushfire risk (Dandenong Ranges and Foothills).

Implications for Boronia – Non-Council Service Providers

- There are a high number of non-Council community service providers in Boronia which offer a wide range of community support services and programs and reflect the diverse socio-economic needs of Boronia's residents. It suggests that Boronia is uniquely well-placed to respond to diverse and changing socio-economic needs from a wide range of support agencies.
- Further consultation should be undertaken with non-Council service providers in Knox, including Infolink, EACH and ECLC, to understand the functional needs of these groups and the services they provide, and to explore opportunities to accommodate their services within Boronia. This should include exploring opportunities for co-located and/or integrated service delivery as part of a new multi-purpose facility/community hub.
- Consideration to provision of an assisted accessible toilet/Changing Places facility as part of any new library and/or multipurpose facility in Boronia.
- Consider opportunities for private health and ancillary providers as part of any new facility.

7. Council-owned Facility Analysis

A review of each Council owned community facility located within Boronia Activity Centre forms Appendix E. This review provides a general overview of the primary services accommodated within the facility, reference to the condition of the building (as provided in 2012 audit), and some general commentary which relates to that facility which has been raised as part of this review process.

This analysis is not a detailed analysis of usage and participation rates or an analysis of the quality of the service provided at each facility. Where this is required to inform future community service and facility planning it will need to be undertaken as a separate exercise.

The facility analysis will need to be further informed by the outcomes of the 2018 Building Condition Audit for all Council assets (to form part of Stage 2), specific facility recommendations relating to the future of a number of key facilities, and the outcomes of various strategic plans currently underway (including Basketball Plan, Aquatic Plan and Pavilion Plan).

Key outcomes of the facility analysis

There are four major community facilities in Boronia which have been identified as having major structural and/or long term viability issues based on their current physical condition:

- **257 Dorset Road, Boronia** Council owns the building and land; No services operating; Facility demolished for use; could be rezoned with approved permits and sold to fund other community facility upgrades in Boronia. Benefit is Council controls development outcome. Separate consultation being undertaken for its future use.
- **Boronia Basketball Stadium** Council owned building and land; currently fully used for basketball programs and other community uses; leased to Knox Basketball Incorporated and used by local community youth on a casual basis. The facility has major structural/ geotechnical issues. The Council decision in April 2018 to endorse the Masterplan for the Knox Regional Sports Park in Wantirna South to provide a regional response to overall Basketball needs across the municipality will result in the decommissioning of the Boronia Basketball Stadium within the next 5 years.. This decision will also impact on the library.
- **Knox Leisureworks** Council owned building and land; Currently fully used for aquatic services and other community uses; contract to YMCA; future of Knox Leisureworks and services provided will be impacted by building condition audit and outcome of Aquatic Plan (currently in progress).
- **Bellbird Senior Citizens Centre** Building owned by Council, located on VicTrack land; currently used for senior citizens' services and other community uses; facility has maintenance issues. Future direction dependent on outcome of Boronia Renewal Project.

There are other Council owned facilities which are currently serving their intended purpose, however given their condition, location and/or operational issues, will need review as part of the Boronia Renewal Project to determine their future direction:

- **Boronia Library**

Library building is in good structural condition, however is dated and unattractive. The floor level is below 1:100 year flood level, and can flood when significant rain events occur. Its location adjacent to the retarding basin will be impacted by any future decision to increase the size of the retarding basin. The library has poor integration and visibility to Boronia Activity Centre and surrounding roads, and poor surveillance when the basketball stadium is closed.

The future of this building will be impacted by the future demolition of the Basketball Stadium, and other decisions being made in and around Boronia Park.
- **Park Crescent Children's and Family Centre**

The future of this facility is undetermined, following the decision to relocate child care and preschool services to the early years hubs from 2019 onwards. Opportunities exist for an expanded MCH service to occupy the building. The future of this building will be impacted by the proposed demolition of the Basketball Stadium, and other community facility decisions being made in and around Boronia Park.
- **Infolink Building
136 Boronia Road**

Council owned facility and land; Currently used by Infolink which provides a range of community support services. Building has constrained internal layout and no ability to expand at ground level; will continue to accommodate Infolink services in the short term, with no change to level of service provision; however to meet medium-longer term needs, Infolink will need new/extended facilities to accommodate its services and storage requirements; opportunity for use to occupy shared premises with library/other service providers.

Any consideration of community hub opportunities in and around Boronia Park may impact on future use of this precinct (with Progress Hall and St Johns Ambulance). Future use of this land should be part of the community hub consideration and a future direction for this precinct should form part of the Boronia Renewal Project.
- **Progress Hall,
134 Boronia Road**

Building is old, and has local heritage value (although no formal heritage overlay). Some services operating out of Progress Hall may be better located in an upgraded multi-purpose/community hub facility.

Any consideration of community hub opportunities in and around Boronia Park may impact on future use of this precinct (with Infolink and St Johns Ambulance).

- Future use of this land should be part of the community hub consideration and a future direction for this precinct should form part of the Boronia Renewal Project.
- **St Johns Ambulance
136 Boronia Road**

Council owns the land, however St Johns own the building. St John's satisfied with location and facility, but would like more garage space. Any consideration of community hub opportunities in and around Boronia Park may impact on future use of this precinct (with Infolink and Progress Hall). Future use of this land should be part of the community hub consideration and a future direction for this precinct should form part of the Boronia Renewal Project.
 - **Active Recreation Reserves**

All local recreation reserves are at capacity, and cannot expand to accommodate increased membership and growing female and junior participation rates. The Pavilion Plan will investigate some options, along with broader strategies to meet anticipated increase in participation across all of Knox.

Decisions relating to future use of Boronia Park should consider active recreation uses (ie: informal outdoor sports area).

Other facility outcomes are likely to arise resulting from the 2018 Building Condition audit. As most community infrastructure in Boronia is ageing, it is likely that a number of other facilities are or will soon be at a point where Council needs to make cost-based decisions about continuing to maintain these facilities so they are fit for purpose, or to relocate the service and/or provide replacement facilities. Further investigation into alternative service delivery models and the ability of the affected services should inform future decisions about the feasibility of retaining facilities versus considering options for their replacement and/or service relocation.

It will be critical to ensure that any decision about the future of the above-listed facilities takes into account the implication for the future provision of that service for residents of Boronia. This includes the primary services and programs operating from the facility, as well as the impact on a range of other general services and programs which operate from the facility.

Further detailed assessment of the implications of affected services and programs is recommended, based on the future outcomes of the 2018 Building Condition Audit, to inform the decision-making processes. Where relevant, outcomes of any relevant service sector analysis as outlined in this review should also be taken into account in determining the future of the respective facility and the service it provides.

8. Emerging needs

8.1 Emerging community service and facility needs

A summary of the emerging needs for future community service and facility provision in Boronia arising from this review are:

- Most community services are provided in a reasonable capacity, and where demand is not met within Boronia itself, demand is deemed to be met through a district/regional facility elsewhere in Knox.
- Community infrastructure in Boronia is generally ageing and in need of new/upgraded facilities across most service sectors. There has been very little investment in community infrastructure, (other than ongoing general maintenance) over the past 20 years.
- Some infrastructure needs will be general upgrades to existing facilities as part of Council's ongoing infrastructure maintenance programs (ie: pavilion upgrades, DDA compliance etc), however other infrastructure needs are more critical, and will require new and/or substantial upgrades to community facility infrastructure, with significant financial implications.
- A number of service providers within Boronia have expressed a desire to be able to operate from upgraded facilities as part of integrated/co-located facilities to improve service delivery.
- Specific services which are likely to require additional facility provision to cater for expected increased demand in Boronia over the next 20 years include:
 - **Maternal Child and Health Service:** The MCH service needs to cater for an expected increase on 0-6 age cohorts across next 20 years, and intends catering for increased demand from its range of services to address the complex social issues affecting Boronia families. It will require additional space to facilitate all services operating out of the same venue, with access to flexible spaces to accommodate an enhanced range of parenting groups, education sessions and playgroups.
 - **Active recreation facilities:** These are currently at capacity, with significant demand from local football, cricket and rugby clubs to cater for increased membership, most specifically to cater for increased junior and female participation. With numbers of young people in Boronia over next 20 years in age 5-11 and 12-17 age groups expected to increase by 25.9% and 28.5% respectively, the pressure on existing reserves to accommodate demand will become more acute. Recommends advocacy to retain active recreation facilities within former Boronia Heights Secondary College.
 - **Informal active recreation:** Given increasing densities in and around Boronia Activity Centre, with less private open space in dwellings, consider upgrading the existing public tennis court or creating a new space as a multipurpose outdoor recreation area in Boronia Park suitable for informal community use for tennis, basketball and other ball sports.
 - **Boronia Library:** Service analysis suggests that the library would benefit from a modest increase in size, with improved internal layout and access to shared community spaces, to deliver improved programs and services and ensure the library continues to remain relevant and useful as a core community resource into the future. Library space requirements: a facility of approx. 800-1000m², with access to flexible community spaces to accommodate a number of groups ranging from 20-50 people.

Synergies with adjoining community and commercial uses should be maximised.

- **Active Ageing and Early Years Services:** Both these services need access to a range of flexible meeting room spaces to accommodate a range of activities/programs to meet future needs. This is to compensate for potential loss of existing space in the proposed relocation of the library and basketball stadium. Future space requirements to cater for general increased demand resulting from population increases, and the need for specific programs to meet socio-economic needs of Boronia.
- **Community Meeting spaces:** Despite a range of existing venues which provide an adequate level of meeting room space to meet current needs, there is an emerging need for new community meeting space in Boronia, driven by:
 - Ageing infrastructure across all community facilities which provide meeting room space. This includes potential loss of existing facilities which provide meeting room spaces which are currently subject to structural issues and under review;
 - Increased population projections in Boronia across all age cohorts resulting in a range of needs across different service sectors; and
 - The desire for flexible and more functional general community meeting space capacity in Boronia that is fit for purpose, and can deliver improved integration and efficiencies across many different service areas (both Council and non-Council).

Community spaces to accommodate a community gathering of up to 200 people would be desirable, which could adapt into various smaller spaces as required to meet a range of different service needs. Approximate floor area would be approximately 400-600m² new meeting room space, as part of an integrated/multipurpose facility.

- **Intergenerational spaces:** Intergenerational spaces, both indoor and outdoor, to be incorporated into community facility and open space planning to cater for increasing younger and older populations, and facilitate cross-generational activities across a range of service sectors.
- **Arts and cultural activities:** There is no specific facility need for a dedicated arts and cultural facility in Boronia, but rather consideration for these activities should be given in the any new/upgraded facility planning and design process. This would include spaces suitable for indoor arts and cultural activities, opportunities for informal gallery and exhibition space, flexible outdoor spaces to facilitate community gatherings, events, music and performing arts activities and public art opportunities.
- **Infolink/Progress Hall/St John's precinct:** This precinct provides important community services, and a physical link from Boronia Park to Boronia Road, however it has ageing infrastructure, poor amenity and is not used to its optimum as a public space (poor lighting, surveillance, etc). Needs direction on future of this precinct, and decision on which facilities are to remain and/or upgraded, and whether any of the existing services are better relocated as part of an upgraded library/community facility.

The most efficient and practical way to meet a number of the emerging needs outlined above, and in response to the issue of ageing infrastructure in Boronia affecting long term viability of a number of key facilities, is to consider the construction of a new community facility which forms the core of an integrated and accessible community hub in Boronia.

Specific considerations for planning for what a community hub in Boronia could look like, are outlined in Section 8.2.

8.2 Considerations for a community hub in Boronia

Guidance in the general factors influencing planning and decision-making for a community hub are outlined in the Council's *Community Facilities Planning Policy*, June 2016. It states³²:

- *Multipurpose community facilities and community hubs can be considered either as joint use facilities (one building with many uses) or several facilities located in close proximity (each building providing a range of services).*
- *Multipurpose facilities or community hubs can also be designed to maximise utilisation through shared use arrangements and/or integrated service provision, which can further maximise connections between programs and community users by promoting a strong integration between activities and service delivery.*
- *While multipurpose use, co-location and integration of facilities and services are widely viewed as important components of community hubs, research suggests that a successful community hub needs to be more than a cluster of services and buildings. Effective multipurpose community facilities and hubs should:*
 - *be suitably and strategically located;*
 - *aim to meet existing and future community needs;*
 - *be developed to provide opportunities for co-location, flexible use and integrated service provision;*
 - *provide for connection to, and compatibility with, surrounding land uses;*
 - *provide best value for money in delivering community outcomes;*
 - *house complementary services, and/or functions and activities; and*
 - *have effective governance models in place.*
- *The suitability of the location of community facilities to optimise multipurpose, co-located or integrated use or community hub opportunities, will be informed by the ability to maximise efficient land use, accessibility and convenience for users to achieve greatest community benefit. These locational considerations will give priority to:*
 - *Access to public transport, activity centres, open space, pedestrian connections, car parking and other community infrastructure; and*
 - *The level of support for the location of the facility that is provided in the Knox Planning Scheme or any approved Structure Plan for that area.*

The outcomes of this review suggest the following additional considerations in the planning and development of a community hub in Boronia should include:

8.2.1 Services and facility considerations

- Ensure the library is a core component of the community hub. This should include consideration of a new multipurpose facility to meet the needs of the Boronia Library, along with providing shared flexible community spaces to meet the general purpose needs of active ageing, early years, youth services and other general community needs into the future.

³² *Community Facilities Planning Policy*, Knox City Council, June 2016, pp.2 & 8

- Consider other complementary uses which could form part of a community hub, both Council and non-Council services and public and private sector, which could include (but is not limited to): MCH service, Infolink, EACH, ECLC, Neighbourhood House, community information, Council customer service/office space.
Evaluate their suitability to form part of a new multipurpose library/community centre facility, or their suitability to form part of an upgraded co-located facility as part of a community hub precinct.
- Ensure interaction of indoor and outdoor spaces to accommodate needs for flexible and functional spaces to accommodate arts and cultural activities, intergenerational spaces and links to surrounding community and commercial uses.
- Provide an assisted accessible toilet/Changing Places facility as part of any new/upgraded facility within the community hub, should funding become available.
- Consider providing a multipurpose outdoor active recreation space in Boronia Park, suitable for tennis, basketball and other ball sports, with good connections to local footpath and bicycle paths, and other community uses in and around Boronia Park.

8.2.2 Locational considerations

- Locate any community hub within the Boronia Activity Centre, maximising the access to public transport and car parking, links to open space, other community facilities and other commercial uses.
- Maximise its visual presence as a focal point for civic and community activity in Boronia.
- Based on this review, the Boronia Park precinct presents the most obvious location for a community hub precinct, given it is in Council ownership and already provides opportunities for good synergies to a range of other existing community and commercial uses. Other considerations such as drainage issues may place constraints on which areas of Boronia Park will be available for future facility construction. However, in order to ensure a comprehensive, robust and strategic site selection process, consideration should also be given to investigating opportunities on both Council and non-Council owned land, including commercial properties adjoining Boronia Park (ie: along Dorset/Boronia Roads), or elsewhere in Boronia (ie: adjacent to the station) as these may offer improved visibility and presence to the activity centre and commercial areas, whilst still retaining links with Boronia Park precinct and synergies with other community facilities.
- Maximise integration of the facilities within the community hub with retail uses (shops, cafes etc).
- Consider future direction for the Progress Hall/Infolink/St John's ambulance precinct as part of community hub considerations. This should include consideration of the suitability for a new facility in this precinct (to replace one or more of the existing facilities), whether any of the existing services within this precinct are better relocated as part of an upgraded library/community centre, and whether the existing facilities and external spaces should be upgraded to contribute positively to a broader community hub precinct.

8.2.3 Service delivery/ facility management considerations

- The need to consider alternative and innovative service delivery models to support integrated service delivery within a multipurpose facility, to reflect emerging needs and service sector trends, and ensure delivery of more cost effective services. This could include, for example:
 - Exploring how the Boronia Library and other community service providers (both Council and non-Council, public and private sector) could operate as part of an integrated service delivery model; and,
 - Exploring how the U3A and Boronia Senior Citizens Clubs can operate with greater interaction as part of a shared new community space, to deliver a more integrated suite of activities and programs to meet the needs of older residents in Boronia.

9. Conclusion

The social, physical and economic context for Boronia is changing, and will present a unique set of challenges to Boronia over the next 20 years.

Existing community infrastructure in Boronia, whilst generally providing adequate levels of service to meet existing needs, is ageing, and based on models of service delivery which are becoming outdated. The traditional model of community service provision, with separate services in separate venues, is losing relevance and effectiveness through changing values and preferences and the overwhelming need for Councils and other service providers to deliver more cost effective, integrated and efficient services and facilities.

A number of major community facilities in Boronia are currently subject to condition/structural issues, and many other facilities require significant upgrades/maintenance to ensure their ongoing use as fit for purpose. These facilities will require significant financial investment in either upgrading and/or construction of new facilities if the service delivery continues.

The potential loss of these facilities presents a significant challenge to Council in how to replace the “spaces” that currently deliver community services, as well as taking into account increased demand associated with population growth over the next 20 years. However, given the emerging trends in service provision across a number of key sectors, this presents an opportunity in Boronia to also embrace emerging best-practice standards in community service provision to consider the integration a range of different services and facilities into new/ upgraded community facilities which operate as part of a community hub.

In terms of service delivery, the benefits of this approach are numerous and well documented, including more efficient delivery of the services, improved quality of the service as a result of its integration with other users, and improved convenience and accessibility for users. The provision of flexible, adaptable spaces as part of a community hub also “future-proofs” the service delivery, by ensuring that the spaces are flexible enough to adapt to changing needs, when those needs arise, without having to specifically identify what those needs will be and who the user groups will be at the outset.

However perhaps even more relevant to the socio-economic context for Boronia, one of the most significant benefits of the community hub model, which is less tangible than the actual service delivery, is the opportunity such an approach can have in addressing a range of broader social and economic objectives, such as improving community connectedness, encouraging local investment, celebrating local identity, and in facilitating civic pride and a sense of place in Boronia. The benefits extend beyond the actual “facility”, into the community spaces around the facility and into the integrated connections it has with the whole community, both physically and symbolically.

This review has confirmed that Boronia’s community is currently reasonably well provided with a range of local services and facilities. However, there are some significant challenges facing Boronia as it moves forward: population growth is occurring at different rates across different age cohorts, the nature and type of families and dwellings in Boronia is changing, the role and composition of activity centres is changing with greater mix of commercial and residential uses, and there is a new suite of socio-economic factors which will influence the need for a diverse range of community services in Boronia into the future.

When these influences are aligned with the service and facility issues of ageing infrastructure and outdated service delivery models, the local context for Boronia presents an opportunity in time and place for the community services and facility provision to respond to and evolve to meet the needs of Boronia into the future.

The primary conclusions arising from this review are:

Existing context

1. Boronia is generally well served with access to a wide range of community services and facilities, across its geographic area to meet existing needs. However it is disparate, operates in isolation and does not reflect best practice standards in community service and facility planning.

Expected increases in population across all age cohorts, changing socio-economic conditions in Boronia, combined with ageing infrastructure and outdated service delivery models suggests that there are opportunities in both time and place for a change in the delivery of community services and facility provision to respond to local needs in Boronia over the next 20 years.

Community hub

2. Consideration should be given to the construction of a new multipurpose community facility which forms the core of an integrated and accessible community hub in Boronia. Consideration should also be given to the future direction of other existing facilities which may form part of the community hub.

This community hub consideration should revolve around meeting the needs of the library, along with providing shared community spaces to meet the multipurpose space needs associated with various service sectors (both Council and non-Council, public and private sector) and community groups, as well as providing opportunities for arts and cultural activities and to provide a focal point for civic and community activity in Boronia.

Functional needs

3. In any planning and design process for new and/or upgraded facilities in Boronia, further consultation should be undertaken with relevant service providers/user groups (both Council and non-Council) to understand more fully the functional needs of these agencies/groups and the services they provide, and to explore how best these could form part of co-located or integrated facilities as part of a community hub.

Service delivery models

4. There is a need to explore alternative service delivery models which can respond to emerging needs and service sector trends, and ensure more cost effective service delivery in Boronia, to reflect the preferred facility delivery model.

Note: The accuracy of the information and data contained within this report is correct at the time of preparation.

The analysis and findings of other projects / processes running in parallel as part of the Boronia Renewal Project may impact the implications of this study, the details of which are as yet unknown.



Boronia Renewal Project

Community Services and Facilities Review

APPENDICES

- Appendix A** Literature review
- Appendix B** Community infrastructure planning process
- identification of challenges
- Appendix C** Active recreation grounds - usage
- Appendix D** Active recreation grounds – participation levels
- Appendix E** Boronia community facility analysis

Appendix A: Boronia Community Services & Facility Needs – Literature Review

The Literature review is based on identifying the most relevant research, policies and strategies which will impact on and inform community services and facility provision in Boronia (note: It is not a review of all social and community services issues)

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
<p>Council and Community Plan, City of Knox, June 2017</p>	<p>Overall Vision: “Nestled between the foothills of the Dandenong Ranges and the wetlands of the Dandenong Creek Valley, Knox has a rich natural environment and picturesque landscape, highly valued by residents and visitors alike. Knox encompasses the best of city and suburban living. From the thriving modern city vibe of Knox Central at its heart, plentiful public open spaces, outstanding civic facilities and diverse residential offerings to its leafy suburban centres with abundant space, clean air, excellent schools and good transport links, Knox is the preferred place to live, work and play today and for generations to come.</p> <p>Goal 1: We value our natural and built environment</p> <p>Strategy 1.3: Ensure the Knox local character is protected and enhanced through the design and location of urban development and infrastructure</p> <p>Council role and focus: Partner with community and other key stakeholders to plan for enhanced local village feel and prosperity through local activities, new investment, infrastructure, services and facilities. Partner with a range of community organisations and other levels of government to plan and deliver community facilities (including multi-use hubs) and infrastructure. Plan for place-based projects that increase community connectedness.</p> <p>Council initiatives: 1.3.3 Undertake a strategic review of the Boronia Structure Plan including a detailed assessment of strategic sites (i.e. Boronia Park). 1.3.4 Develop and undertake a review of the Master plan for the Boronia Park precinct. 1.3.5 Incorporate in the development of the Strategic Asset and Investment Strategy, Community Infrastructure Plans in key locations with models for alternative funding to enable the development of multi-use community facilities and infrastructure.</p> <p>Goal 4. We are safe and secure</p> <p>Strategy 4.3: Maintain and manage the safety of the natural and built environment</p> <p>Council initiative 4.3.1 Implement a community safety program and build community connections to improve perceptions of safety within key locations across the municipality (Including Boronia Activity Centre).</p> <p>Goal 5. We have a strong regional economy, local employment and learning opportunities</p> <p>Strategy 5.2: Plan for a range of key strategic centres that provide a diversity of employment, services</p>	<p>New and upgraded community services and facilities need to be viable, sustainable, accessible and equitable.</p> <p>Resources for community services/facilities should be used efficiently and effectively to best meet the needs of the local community.</p> <p>Community services and facilities should seek to improve the overall quality of life of people in the community, improve community connectedness and community safety.</p> <p>New community facility provision should seek to maximise multiple uses/co-location.</p> <p>A strategic review of the Boronia Structure Plan, including development of a Community Infrastructure Plan for Boronia is a priority Council Plan initiative</p>

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
<p>Knox Planning Scheme – Municipal Strategic Statement</p>	<p>and amenities to support the changing needs of our community</p> <p>Council Role and Focus</p> <p>Plan for the consolidation and coordination of services, programs and other interventions in Boronia, Upper Ferntree Gully, Rowville and other areas of significant potential, and partner with others where synergies are identified</p> <p>Research to investigate new forms of investment to support community infrastructure</p> <p>Council Initiative</p> <p>5.2.1 Undertake a strategic review of the Boronia Structure Plan including detailed assessment of strategic sites.</p> <p>Goal 6. We are healthy, happy and well</p> <p>Strategy 6.2: Support the community to enable positive physical and mental health</p> <p>Council role and focus</p> <p>Provide services and community infrastructure which support sporting, recreational, cultural and leisure activities and encourage greater participation</p> <p>Council Initiative</p> <p>6.2.3 Progressively upgrade Council's sporting facilities in line with universal design to support an increase in female participation in sport.</p> <p>Goal 7. We are inclusive, feel a sense of belonging and value our identity</p> <p>Strategy 7.3: Strengthen community connections</p> <p>Council role and focus</p> <p>Plan infrastructure, open space and community facilities to increase community connectedness</p> <p>Plan to identify strategically effective places for co-location of services</p> <p>Provide a range of services and infrastructure that positively contribute to people's sense of belonging</p> <p>Council Initiatives</p> <p>7.3.4 Design, develop and implement an approach to facility management that integrates service and facility advocacy, is consistent across the organisation, and improves efficiencies in the management of Council's buildings</p>	<p>- Importance of an integrated place-based approach to planning for development, infrastructure, services and activities in Boronia, to consider social, cultural and community health and wellbeing issues as part of the structure planning review process.</p>

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
	<p>1.1 Apply a place-based approach to development, infrastructure and land use planning to connect the delivery of services, programs and activities with measurable outcomes in local areas.</p> <p>1.2 Develop and implement local area plans, including structure plans, in partnership with local communities, local businesses and other key stakeholders.</p> <p>1.3 Support the development of arts and cultural facilities and assets that are distinctive to local areas.</p> <p><u>CI 21.05-2 Urban Design</u></p> <p>Seeks to provide more sustainable and liveable outcomes for built form and public spaces, as important contributors to local character, identity and image of Knox and its local areas.</p> <p>Obj 4: To create high quality public spaces with infrastructure for recreation, social interaction and cultural expression.</p> <p>Strategies:</p> <p>4.1 Provide for attractive public space opportunities within activity centres, as identified in local area planning, such as structure plans.</p> <p>4.2 Require development to provide opportunities for community activity and social interaction in communal or shared spaces and at interfaces between the public and private realm.</p> <p>4.4 Facilitate public art and landscape treatments in public spaces in activity centres, public open space areas and along major road networks to reflect cultural identity and improve the amenity of the public realm.</p> <p>4.5 Support opportunities for the expression of visual art in new development.</p> <p><u>21.05-4 Design for safety</u></p> <p>Seeks to ensure design for safety principles are applied to all development, particularly in public spaces.</p> <p>Obj 6: To create places that increase personal safety and perceptions of safety, and reduce opportunities for crime and antisocial behaviours.</p> <p>Strategies:</p> <p>6.1 Require development to incorporate Safer Design Principles and CPTED principles.</p> <p>6.2 Support appropriate street trade and outdoor dining to enhance street activity and public realm surveillance.</p> <p>6.4 Support legible and safe walking, cycling and vehicle access to public transport interchanges.</p> <p><u>21.05-6 Heritage</u></p> <p>Seeks to ensure identification, protection and enhancement of all places of historic, social and cultural significance in Knox and to recognise their contribution to a sense of place and identity</p> <p>Obj 9: To identify protect and enhance places and areas of historic, cultural and social significance.</p> <p><u>21.07-2 Activity Centres</u></p> <p>The role and function of Boronia is identified in the Knox Activity centres hierarchy as "Boronia is a major centre with a broad range of retail, commercial, office and community uses that serve a large residential community. The centre is set amongst the foothills of the Dandenong Ranges.</p>	<ul style="list-style-type: none"> - Planning for design and delivery of new/upgraded public spaces in Boronia should facilitate high quality and sustainable urban design and infrastructure outcomes, which will facilitate opportunities for community activity, social interaction and cultural expression. - Importance of ensuring that all places of historic, cultural and social significance in Boronia (including Aboriginal Cultural heritage) are identified and their level of significance understood, so that any new development and/or public spaces can appropriately respect the heritage values and character of the place and surrounding area. - Boronia Activity Centre is identified in the Planning Scheme as a Major Activity Centre that will see an increase in scale and level of activity and built form to support a broad range of retail, commercial and community uses, as well as significant residential opportunities in a range of housing types (including apartments). Planning for the range of social and community services and facilities required within the centre will need to take into account the nature and scale of anticipated commercial and residential growth

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
	<p>The centre has access to a public transport interchange including a train station and multiple bus routes.</p> <p>Housing opportunities include villa units, townhouses and apartments. Apartment opportunities also exist above active commercial ground floor uses within the centre."</p> <p>Strategic Directions for Boronia are:</p> <p>"Increase the scale and level of activity, while ensuring development is well designed and respects Boronia's unique setting amongst the foothills of the Dandenong Ranges. This includes protecting views towards the Dandenong Ranges.</p> <p>Support a broad range of retail, commercial and community uses within the centre to service the local area, which respects its landscape setting and character including height.</p> <p>Provide opportunities for residential and mixed-use activity within the commercial environs"</p> <p>Review of the Boronia Structure Plan is identified as further strategic work to be completed (CI 21.07-3)</p> <p><u>21.08-1 Liveability</u></p> <p>Obj 1: To provide for communities that are walkable, accessible, safe and attractive to support the health and wellbeing of the community</p> <p>Seeks to facilitate liveable communities, by integrating a range of factors that improve community health and wellbeing, including access, sense of place, amenity, environment and community facilities.</p> <p><u>21.08-2 Open space and recreation</u></p> <p>Recognises that opportunities exist to improve functionality and design of Knox's open space areas to improve the quality and diversity of open space and recreation activities and services to meet changing community needs.</p> <p><u>21.08-3 Community facilities</u></p> <p>Planning for local communities should facilitate outcomes that lead to increased levels of community activity, social connectedness and cohesion. New community facilities should be accessible, located close to public transport and hubs of activity that provide essential goods and service, and providing opportunities for integration with surrounding areas.</p> <p>Obj 3: Facilitate community infrastructure that is accessible and meets the needs of existing and future needs of the community</p> <p>Strategies:</p> <p>3.1 Support community facilities that are co-located, integrated and/or multipurpose to service a range of activities.</p> <p>3.2 Support accessible community facility hubs as focal points for community activity.</p> <p>3.3 Direct community facilities and services, particularly those providing essential services such as education, employment, and health care to be visible, accessible and located near nodes of activity and public transport routes.</p> <p><u>21.08-4 Health & education facilities</u></p>	<p>within and on the periphery of the Activity Centre.</p> <ul style="list-style-type: none"> - Review of the Boronia Structure Plan is identified as a priority strategic action in the Knox Planning Scheme - Walkability, accessibility and safety are key influences in planning for new and redeveloped local areas, to support the creation of liveable and sustainable communities, enhancing social interaction and community health and wellbeing outcomes. - The need for assessment of future recreation, open space and community service needs in Boronia to take into account changing community needs arising from future growth and age profile projections, as well as changing household and dwelling types (ie: smaller households and more diverse housing types) - Boronia Activity Centre is well placed to accommodate a range of community services, health and education facilities, in centrally accessible locations to act as focal points for community activity. Consideration should be given to prioritising facilities which are co-located, integrated and/or multi-purpose, and those which form part of a community hub/focal

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	<p>Provision of and accessibility to local health and education facilities are important for a growing and ageing population.</p> <p>Obj 4: To provide health and education facilities that are accessible, adaptable and meet community needs.</p> <p>Strategies:</p> <p>4.2 Support the establishment of new medical and health facilities in and around activity centres and close to public transport</p> <p>4.3 Support retention and expansion of education and training facilities, including lifelong learning opportunities, in accessible locations across the municipality, to service the needs of residents and workers.</p> <p>The identification of future community infrastructure needs for Knox as part of an Infrastructure Plan is identified as further strategic work (C1 21.08-8)</p> <p><u>Clause 21.10-3 Boronia Activity Centre</u></p> <p>This Clause contains objectives and strategies which implement the existing Boronia Structure Plan (2006), relating to all of the Boronia Activity Centre, and specific precinct guideline. As the outcomes of the Boronia Structure Plan 2006 will be reviewed and updated as part of the Boronia Renewal project 2017, which will result in changes to this clause, there has been no detailed assessment of this clause as part of this literature review for community services and facilities provision. An assessment of this clause will occur as part of the separate planning sub-project.</p>	<p>point, to maximise their ability to foster community activity and social connectedness, and to accommodate changing community needs over time.</p> <p>- The opportunity to identify future community infrastructure needs within the Boronia Activity Centre is an action supported by the Knox Planning Scheme.</p>
<p>Community Facilities Planning Policy, City of Knox, June 2016</p>	<p>Purpose: Council is committed to an integrated planning process for the planning, delivery and management of community facilities, and as part of that process, to consider opportunities for multipurpose, co-located or integrated uses or community hub opportunities when planning for new and/or upgrades or change of use of Council community facilities.</p> <p>Relevant Policy statements (Section 7.1):</p> <ul style="list-style-type: none"> - Planning for Council owned community facilities must consider: <ul style="list-style-type: none"> · Multipurpose Use: Flexible, functional and adaptable spaces within a facility which can support a range of compatible services and activities; · Co-located Use: Joint location of services within the same facility; · Integrated Service Provision: The joint location of services within a facility and with integrated service delivery and management; or · Community Hub: Creation of or enhancement of an existing cluster of community facilities on the same or adjoining sites, which creates a focal point for community activity. - Locational considerations for community facility planning will give priority to: <ul style="list-style-type: none"> · Access to public transport, activity centres, open space, pedestrian connections, car parking and other community infrastructure; and 	<p>- Planning for new and/or upgrades of community facilities in Boronia must consider multipurpose use, co-located use, integrated service provision and community hub opportunities, as part of an integrated community facility planning process.</p> <p>- Key locational considerations include level of accessibility to a range of community infrastructure and the level of support provided by the Knox Planning Scheme/approved Structure Plans.</p>

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<p>Strategic Service and Facility Planning Framework, BECA Pty Ltd, Dec 2009</p>	<ul style="list-style-type: none"> · The level of support for the location of the facility that is provided in the Knox Planning Scheme or any approved Structure Plan for that area. - Engagement with internal and external stakeholders should be undertaken to maximise opportunities to integrate service and asset planning and build collaboration and partnerships with community stakeholders. - A Community Facility Planning Process shall guide the planning, development and management of new/upgraded community facilities and for change of use of existing facilities. This process consists of five stages to facilitate an informed, integrated and robust process to plan for, assess, prioritise, deliver and manage Council's community facilities (Strategic intent; Needs Analysis; Solution Identification; Plan Creation and Delivery; Monitoring and Evaluation) <p>Report prepared for Knox City Council to develop a framework to integrate service planning and facility/infrastructure planning across the Council. The key elements of the Strategic Service and Facility Planning Framework are development of a social infrastructure hierarchy, a place-based planning tool and an issue-based planning tool.</p> <ul style="list-style-type: none"> - The social hierarchy assesses infrastructure and facility planning, including industry benchmark standards at the Village level, Local level, District level, and Municipal level. - The place-based approach seeks to apply an integrated approach to social infrastructure provision to a place. It advocates using the hierarchy applicable to that place to understand functional requirements and capacity of existing facilities, and undertaking a place-based gap assessment to identify local conditions, future social infrastructure priorities, and inform a place-based spatial response. - The issues-based approach is the ability to respond to a specific target group for a particular service, which requires an understanding of demand and supply for that service at all levels across the hierarchy - The key planning principles which inform the Framework and social infrastructure planning in Knox are identified as: <ul style="list-style-type: none"> · Integrated and holistic approach to planning for local communities; · Evidence based planning; · Sustainable communities and places; · Enhancement of community health and wellbeing outcomes. 	
		<p>This report provides a very comprehensive tool for community facility and service planning in Knox, and outlines a detailed Facility Planning Framework to guide this process.</p> <p>The place-based approach has relevance to the Boronia project, and the key factors will be gaining an understanding of what the hierarchy level of social infrastructure/facilities is being planned for in Boronia, what the functional requirements and existing facility capacities are, and applying an integrated place-based assessment to inform the appropriate spatial responses.</p> <p>A key message from the report is that best-practice community service and facility planning for a local area requires a move away from an individual service based approach, to a more functional and integrated approach, which is more responsive to identified community needs, place based requirements and local context.</p>

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<p>Social Infrastructure Planning Literature Review, Public Place, Sep 2013</p>	<p>A discussion paper prepared for Knox City Council, drawing on relevant literature relating to social infrastructure planning in Knox. It looked at available methodologies for social infrastructure planning, identified standards being used in respect to social infrastructure, and made recommendations on high level principles that should apply to social infrastructure planning.</p> <p>Relevant conclusions included:</p> <ul style="list-style-type: none"> - Whilst there are benefits in developing broad facility provision standards as a guide, development of "standards" for provision of community facilities cannot be simply applied as a stand alone benchmark – they must reflect local conditions at any given time; - Standards set out in the Knox Strategic Service and Facility planning Framework (BECA Report 2009) are good benchmark examples to provide considered assessment of facility and service planning in Knox, subject to an understanding of their limitations and relevance in the context of local area planning. 	<p>The benchmark standards suggested in the 2009 BEAC report are generally considered to be a useful planning tool. However, whilst regard should be given to such standards at a broad level, planning for local area community facilities and services must also be informed by local needs and preferences, and other local contextual influences.</p>
<p>Knox Life Stages Plan, City of Knox, 2017-2021</p>	<p>The Knox Life Stages Plan is an integrated plan to replace a number of individual Council strategies (Municipal Early Years Plan, Youth Strategic Plan, Active Ageing Plan), and provides actions statements in response to specific strategies and initiatives outlined in the Community and Council Plan. Most initiatives are based on delivering appropriate and effective services across the municipality, which are focused on life stage specific actions, intergenerational actions to promote intergenerational connections between different life stages, and shared interventions across many life stages.</p> <p>With respect to specific services and facilities which are likely to have a more direct impact on Boronia, relevant actions include:</p> <ul style="list-style-type: none"> - Construct and open two Early Years Hubs in Wantirna South and Bayswater to support early education, life-long learning and improved physical and mental health. - Adopt an intergenerational approach in implementing Council strategies and programs, including the Open Space Strategy, Leisure Plan, Affordable Housing Action Plan, Transport Plan, Economic Development Strategy, Community Access and Equity Plan, Community and Council Plan, family violence prevention, mental health initiatives, Municipal Strategic Disability Plan and community facility management approaches. - Support for co-location and collaboration of community groups, to address social isolation issues - Develop a Council wide set of guiding principles for use in planning and implementing all-ability and intergenerational activity spaces in the municipality. - Increase utilisation of Council's Senior Citizens Centre facilities and build the capacity of existing Knox Senior Citizens Clubs and older person groups to respond to the ageing population. 	<ul style="list-style-type: none"> - Decisions already made by Council relating to the most appropriate service delivery method for pre-schools and day care across Knox (ie: early years hubs) will impact on future early years facility requirements in Boronia from 2019. - Consideration should be given in designing future social/community spaces in Boronia which facilitate all-ability intergenerational activity spaces. - Considerations for the future services and facility needs for older persons within Boronia will need to occur, including exploring options for shared use of community facilities to maximise facility utilisation and to improve wellbeing and social connections for older people..
<p>Knox Community Access and</p>	<p>The Knox Community Access and Implementation Plan 2017-2022 outline's Council's commitment and vision for addressing access and equity issues in Knox, as well as promoting diversity, access and</p>	<p>Key messages in the planning and design of new/upgraded community</p>

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<p>Equity Implementation Plan 2017-2022</p> <p>inclusion. The plan identifies 5 focus areas, and whilst not specifically focusing on local areas, they do focus on the impact on marginalised and disadvantaged groups. When this is aligned with the with the Social profile analysis of Boronia, 2017, it identifies that some areas/population sectors in Boronia do experience significant disadvantage.</p> <ul style="list-style-type: none"> - Lack of access or knowledge of appropriate services to meet the needs of diverse population groups - Discrimination and racism - Violence (including family violence, violence towards women, elder abuse and safety) - Lack of culturally appropriate services - Compounding disadvantage – including mental health, affordable housing, financial stress, gambling and isolation <p>The major Actions of the Plan that have most relevance to the provision of Community services and facilities in Boronia are:</p> <ul style="list-style-type: none"> - Ensuring that all community members, no matter their ability, religion, race, gender or sexual identity will have access to Council and community services that meet their needs. - Prioritise and promote programs and services which aim to build community connections and reduce social isolation across all life stages. - Plan and progress implementation of Universal Design principles into the development and design of new Council facilities, buildings and open space. - Progressively upgrade Council’s sporting facilities in line with universal design to support an increase in female participation in sport. - Determine the location, and construct a Changing Places (fully accessible) toilet (Boronia one of a number of possible locations). 	<p>The Leisure Plan provides a decision-making framework to assist Council in achieving its long-term vision and respond to leisure and sport related priorities. It establishes a 5 year program and identifies partnerships and priorities to address these priorities.</p> <p>Most of the priorities relate to broad leisure and recreation based issues which impact all of Knox, particularly in the area of improved partnerships, assisting volunteers and clubs, health and active living education.</p> <p>Relevant research findings include:</p> <ul style="list-style-type: none"> - There are over 170 community based leisure, sport and community support organisations. - Council has over \$709 million invested in sport and leisure infrastructure - Increasing expectations on clubs and organisations in terms of governance and managing and developing facilities. - There are opportunities to work more closely with the private sector to encourage a greater role by the sector in catering for community leisure and health and wellbeing needs (eg: health and fitness centres: management of leisure centres, etc). 	<p>services and facilities in Boronia are:</p> <ul style="list-style-type: none"> - maximise opportunities for access to a diverse range of lifelong learning opportunities; - maximise opportunities to build social cohesion and connectedness; - ensure all community facilities, buildings and spaces meet universal design principles; - Ensure any new/upgraded sporting facilities support female participation in sport; - Consider options for the potential provision of a changing places (accessible) toilet facility in appropriate locations.
<p>City of Knox Leisure Plan</p>	<p>Opportunities for private sector provision and/or management of leisure and recreation activities should be explored as part of any new or upgraded community facility proposals in Boronia.</p> <ul style="list-style-type: none"> - Key decisions about the future of two major leisure and recreation facilities in Boronia (Leisureworks and Basketball Stadium) will have a significant impact on the provision of leisure and recreation needs in Boronia across the active recreation and aquatic sports sectors, as well as 	<p>Opportunities for private sector provision and/or management of leisure and recreation activities should be explored as part of any new or upgraded community facility proposals in Boronia.</p> <ul style="list-style-type: none"> - Key decisions about the future of two major leisure and recreation facilities in Boronia (Leisureworks and Basketball Stadium) will have a significant impact on the provision of leisure and recreation needs in Boronia across the active recreation and aquatic sports sectors, as well as

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	<ul style="list-style-type: none"> - Opportunities for rationalisation of some sport facilities does exist (ie: tennis), however many sites require renewal and upgrading to accommodate co-located uses. - Asset planning should seek to maximise indoor and outdoor facilities that enhance opportunities to lead physically active lifestyles - Establishing a provision framework or service levels (e.g. the type and level of provision) for each asset type (e.g. sporting pavilions, sports fields, recreation centres) will ensure facilities are developed and managed in line with clear guidelines. The Leisure Plan has identified the need to review or establish agreed service levels for a number of sport and leisure assets including sporting pavilions and sports fields. - The planning and management of facilities and services used by the community for sport, leisure and their active lifestyle pursuits is complex and requires and integrated facility and service planning approach to minimise duplication of facilities and optimise integration of services. 	<p>in the provision of general multipurpose space for community use.</p> <ul style="list-style-type: none"> - The increase participation of women in sport is presently many challenges to the provision of playing fields and associated sporting pavilions
<p>Knox Arts & Cultural Plan 2012-2022</p>	<p>The four key objectives of the Arts and Cultural Plan are:</p> <ul style="list-style-type: none"> - To encourage and promote a wide range of arts and cultural opportunities for all sectors of the community; - To identify and support opportunities to integrate arts and creative initiatives into planning and delivery of public open spaces; - To foster and develop a leadership role for Council in the arts and cultural sector; - To acknowledge and advance opportunities for the Arts to contribute to the wellbeing of the City and increase arts-focused amenity and infrastructure <p>The Plan recognises that activity centres such as Boronia have become increasingly built up and developed, with a wide range of local services and facilities being offered to service the population and increasing densities in and around activity centres, however the creation of a distinctive local identity has not been a priority.</p> <p>The only arts facilities identified within the Boronia activity centre are the Progress Hall, and the Boronia Library.</p> <p>With respect to future arts and cultural facility needs, the plan advocates for upgrades to existing facilities or identifying the need for new arts and cultural facilities in areas outside of Boronia, but does recognise the general need across all of Knox to investigate opportunities for exhibition space, particularly for short term use within multi-use spaces, and opportunities for presentation and enjoyment of local music in the community.</p>	<ul style="list-style-type: none"> - Boronia presently does not have a high level of facilities dedicated to or associated with arts and cultural opportunities. Maximising multi-purpose and shared use of community facilities and spaces in Boronia will optimise the range of services and activities which can occur, and ensure greater access by all community sectors to diverse arts and cultural opportunities. - Consideration should be given in the planning and design of future community facilities and public spaces in Boronia to provide opportunities for arts and cultural expression, to build social connectedness, enhance local character and identity, and create a sense of place. This could include gallery/exhibition spaces (formal or informal), public art, local area identifiers, community gathering

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<p>Knox Community Safety Plan 2013-2017</p> <p>The Community Safety Plan identifies key crime prevention policy principles, identifies the priorities of greatest concern or risk in the Knox community, and seeks to align those concerns with community safety initiatives and action plans which Council, Victoria Police and other community safety stakeholders can support in order to make Knox a safe place to live, work and participate in community life.</p> <p>These Action Plans aim to:</p> <ul style="list-style-type: none"> - Reduce risk factors and increase protective factors for young people; - Deliver community safety education, strengthening and development programs; - Address the built and natural environment through ‘Crime Prevention Through Environmental Design’ to reduce opportunities for crime and increase personal safety and perceptions of safety; - Increase community action and effort to respond to these community safety priorities; and - Collect and analyse data to inform current and ongoing community safety work. <p>Most of the Actions relate to advocacy and delivery of programs across a range of community safety issues. The actions which may have implications in facility planning in Boronia include:</p> <ul style="list-style-type: none"> - Investigate opportunities for public art and temporary uses at or near transport interchanges to generate interest, increase civic pride and promote a sense of safety - Support Crime Prevention Through Environmental Design principles for new and upgrade development projects - Conduct community safety audits with public transport authorities of transport interchanges and recommend Crime Prevention Through Environmental Design initiatives. - Improve the safety and connectivity of pedestrian paths and crossings through targeted place based projects. - Seek opportunities to improve the safety of bicycle users. - Where appropriate investigate the feasibility of encouraging street trading and dining to enhance street activity and public surveillance. - Encourage broader participation and greater ownership of local community places to reduce opportunity for crime and people feeling unsafe. 	<p>and event spaces, performance and music spaces, both internal and external.</p> <p>There is a strong message that community safety is a key priority across all Knox, relating to both real and perceived levels of community safety. Areas of particular concern include transport interchanges, pedestrian and cyclist safety (particularly after dark) and public transport.</p> <p>In the context of Boronia, key issues will be:</p> <ul style="list-style-type: none"> - ensuring consideration of community safety issues in the planning and design of new and upgraded facilities and public spaces, including pedestrian and bicycle connections, utilising CPTED design principles for all built form (public and private); - Encouraging opportunities for street activity and public surveillance, to increase perceptions of community safety and improve ownership of public spaces - Facilitating opportunities for public art and increasing social connectedness in key public areas to generate civic pride and sense of place - Addressing safety “hotspots” such as public transport interchanges and areas of pedestrian connectivity. 	<p>and event spaces, performance and music spaces, both internal and external.</p> <p>There is a strong message that community safety is a key priority across all Knox, relating to both real and perceived levels of community safety. Areas of particular concern include transport interchanges, pedestrian and cyclist safety (particularly after dark) and public transport.</p> <p>In the context of Boronia, key issues will be:</p> <ul style="list-style-type: none"> - ensuring consideration of community safety issues in the planning and design of new and upgraded facilities and public spaces, including pedestrian and bicycle connections, utilising CPTED design principles for all built form (public and private); - Encouraging opportunities for street activity and public surveillance, to increase perceptions of community safety and improve ownership of public spaces - Facilitating opportunities for public art and increasing social connectedness in key public areas to generate civic pride and sense of place - Addressing safety “hotspots” such as public transport interchanges and areas of pedestrian connectivity.

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<p>Knox Integrated Transport Plan, 2015</p>	<p>The plan provides a framework for both the development and management of an integrated transport to service the future transport needs of Knox's communities and business.</p> <p>Whilst it doesn't contain recommendations for future community services and facilities, its recommendations will impact on the future planning and design of transport services, roads, shared paths and footpaths, which in turn provide access to a range of community services and facilities. Objectives include:</p> <ul style="list-style-type: none"> - Social and economic inclusion: the transport network is accessible to all people who wish to use it. - Economic Prosperity: ensuring the transport network enable efficient and effective access for people and goods. - Environmental Sustainability: protect the natural environment by reducing transport related emissions and adapting for the challenge of climate change. - Integration of Transport and Land Use: maximise access to homes, employment, services and recreation and reduce the need for private motor vehicle travel. - Efficiency, Coordination and Reliability: optimise the efficiency and reliability of all modes of transport. - Safety and Health and Wellbeing: ensuring a safe transport network supports health and wellbeing 	<p>Key messages for the Boronia Renewal Project are:</p> <ul style="list-style-type: none"> - Enhance access to sustainable and reliable transport choices within the activity centre to achieve the '20 minute neighbourhood' vision - Ensure access to all public transport and community facilities within the centre supports access by people with limited mobility. - Prioritise pedestrian, bicycle and public transport access and infrastructure within Boronia. - Promote improved street surveillance and lighting to enhance community safety on roads, footpaths and shared paths in Boronia - Ensure a comprehensive transport and access study for the Boronia Activity Centre is undertaken to inform the Boronia Renewal Project and align transport and access needs with land use and community outcomes.
<p>Asset Development Plan for Council's Senior Citizens Centres, K2 Planning, Oct 2016</p>	<p>This confidential report prepared an Asset Development Plan for Council's five Senior Citizens Centres, one of which is the Boronia Bellbird Senior Citizens Centre.</p> <p>The report noted some emerging trends for Senior Citizens Clubs generally:</p> <ul style="list-style-type: none"> - Membership numbers are declining and members are struggling to maintain management responsibilities as they age; - The traditional model of the Senior Citizen Centre may be losing relevance and effectiveness through changing values and preferences; - The more traditional model of the Senior Citizen Centre risks providing exclusive access to designated clubs regardless of the numbers using the facility: in some cases centres are being underutilised as a result. 	<ul style="list-style-type: none"> - Demographics show there is an increasing ageing population in Boronia which will need some form of senior citizens services/facilities to be provided in the area. - If the building is closed, there will be a need for some of the senior citizens services currently provided in the Bellbird Senior Citizens

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	<p>With respect to the Boronia Bellbird Community Facility, the report noted that:</p> <ul style="list-style-type: none"> - There is a relatively high number of seniors in the area - Anticipated 14.2% increase in people aged 50+ by 2036 (will be 9,658) - Existing Boronia facility has relatively moderate levels of utilisation, with some other groups using the facility (ie: dance studio, disability group, writing group, church activities) - Building is old, asbestos cladding, poor ESD (no insulation); poor passive surveillance. Existing condition of building assessment ranked at 48.4% "reasonable" (lowest of all 5 senior citizens centres in Knox). - Building has poor development potential due to location and site constraints. Capacity for the centre to be enhanced to respond to future needs of senior citizens was ranked as 53% "Reasonable" (2nd lowest ranking in Knox). - Short term: Continue current use of facility - In the longer term: building should be decommissioned, and consideration given to relocating current user groups to more appropriate facilities in Boronia. <p>The recommendations of the report suggested that:</p> <ul style="list-style-type: none"> - Development of multipurpose community facilities allows Council to address some of the current issues impacting on the use of Senior Citizens Centres, including declining membership, underutilised facilities, isolation of seniors, management challenges, ageing infrastructure, etc. - By contrast, best practice approaches to planning community infrastructure currently promote multipurpose facilities that promote shared spaces and programming of events and activities, coordination of services and events, increased utilisation of facilities, and improved active ageing amongst seniors (participation, social connections, activities, contribution, intergenerational contact). - The development of a new multipurpose community facility for senior citizens in Carrington Park will be best placed to deliver multiple and diverse activity spaces for senior citizens of Knox into the future. 	<p>facility to be provided locally, elsewhere within Boronia (ie: not all needs will be able to be met with a new multipurpose facility at Carrington Park).</p> <ul style="list-style-type: none"> - If the building is no longer available for use, future community service and facility planning assessments must also consider the relocation of the other user groups currently using the Bellbird facility. - Best practice planning suggests there is merit in relocating seniors activities to form part of a multipurpose community facility (rather than a stand alone dedicated seniors facility), to address a number of facility and service provision trends occurring within the sector and to improve active ageing outcomes more generally.
<p>Plan Melbourne 2017-2050: Metropolitan Planning Strategy (Department of Environment, Land, Water and Planning, 2017)</p>	<p>Direction 4.1 Create more great public places across Melbourne Focuses on adopting a place-making approach in the design and development of public spaces, strengthening quality of public spaces and the interfaces between private and public domain. Improved public spaces and the thoughtful integration of new development are identified as having a measurable difference to the amenity, economic vitality and cultural and social life of local communities.</p> <p>Direction 5.1 Create a City of 20 minute neighbourhoods Seeks to create inclusive, vibrant and healthy neighbourhoods that promote strong communities, healthy lifestyles and good access to local services and jobs, within a 20 minute walk, cycle or public transport trip. Neighbourhood activity centres are identified as an integral part of achieving this vision, with shopping, cafes, local businesses, community services and public spaces providing a focus for local jobs,</p>	<p>Boronia is a neighbourhood centre in Knox which is well placed to achieve the "20 minute neighbourhood" objective for Boronia. Key components will be ensuring accessible and well-connected local services, facilities and public spaces, promoting the local economy and a sense of place and reflecting local character.</p>

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<p>social interaction and community participation.</p> <p>Direction 5.2 Create neighbourhoods that support safe communities and healthy lifestyles</p> <p>Urban renewal projects are identified as enablers in integrating the transport system, and redesigning local neighbourhoods and town centres to improve walking and cycling infrastructure, to create healthier and safer communities</p> <p>Direction 5.3 Deliver social infrastructure to support strong communities</p> <p>Social infrastructure encompasses all the facilities, services and networks that help families, groups and communities to meet their social, health, education, cultural and community needs. The economic and social benefits of providing social infrastructure can outweigh costs and provide a positive net return on investment.</p>	<p>social interaction and community participation.</p> <p>Direction 5.2 Create neighbourhoods that support safe communities and healthy lifestyles</p> <p>Urban renewal projects are identified as enablers in integrating the transport system, and redesigning local neighbourhoods and town centres to improve walking and cycling infrastructure, to create healthier and safer communities</p> <p>Direction 5.3 Deliver social infrastructure to support strong communities</p> <p>Social infrastructure encompasses all the facilities, services and networks that help families, groups and communities to meet their social, health, education, cultural and community needs. The economic and social benefits of providing social infrastructure can outweigh costs and provide a positive net return on investment.</p>	<p>Adopting a place-making approach to strengthen the quality of public spaces and interfaces between public and private domain, facilitate the delivery of accessible social infrastructure to meet community needs and improve accessibility and community safety outcomes will be key enablers in creating a strong, vibrant and healthy local community.</p>
<p>Boronia Social Service and Facility Needs Review, CPG, Aug 2011</p>	<p>This project was an investigation of Boronia's future social service and facility needs for Boronia to 2030. Tasks of this project included:</p> <ul style="list-style-type: none"> - Analysis of demographic/social profile data for Boronia - Identification of existing social/community services and facilities/infrastructure in Boronia (excluding private sector); - Applied the Facilities Planning Framework and social infrastructure hierarchy to services - Conducted a gap assessment to identify future infrastructure requirements <p>Key recommendations for Boronia's future social service provision were:</p> <ul style="list-style-type: none"> - Boronia residents generally enjoy excellent access to facilities and services in their local area. - More detailed assessment is required of the quality of the existing assets to confirm they are fit for purpose. - Possible areas for future new facilities include establishment of a Neighbourhood House in Boronia and development of a larger meeting space. - <u>Kindergartens</u>: Existing supply is adequate. Council should consider whether existing centres are fit for purpose and well located, and whether optimum utilisation and staffing ratios are being employed. - <u>Long Day Care</u>: Existing supply is adequate. Council should consider whether existing centres are fit for purpose and well located. - <u>Maternal and Child Health</u>: Existing supply is adequate. It was noted that as there is no M&CH centre in The Basin, Boronia M&CH centre is partly meeting demand for The Basin. Council should consider whether existing centres are fit for purpose and well located. - <u>Open Space</u>: Existing supply is excellent. Council should consider whether existing supporting infrastructure such as pavilions, playgrounds, etc are in working order/fit for purpose. 	<p>There have been many changes to the physical, social, economic and environmental "drivers of change" which formed the context for the assessment of community services and facility provision in Boronia in 2011.</p> <p>It is noted that the 2011 report also did not take into account any facility condition audits, 'fit for purpose' assessments, or other service provision, policy or sector-wide influences which may impact facility planning outcomes.</p> <p>However, the 2011 report will provide a very useful base document to inform the Demand Analysis stage of the current Community Services and Facility Review, with recognition required (as appropriate) that some of the assumptions and circumstances used to inform the 2011 report have changed over that period.</p>

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
<p>Boronia Community Youth Hall Facility Needs Study, Simon Leisure Consulting Pty Ltd, Dec 2014</p> <ul style="list-style-type: none"> - Includes the Boronia Facilities Review, City of Knox, June 2014 (spreadsheet) 	<ul style="list-style-type: none"> - Schools: Existing supply is adequate. Council should consider whether the existing school sites and infrastructure can be utilised more effectively to deliver benefit to the wider community. - Libraries: Existing Supply is adequate, with one library meeting local needs. The library is well located in the Boronia Activity Centre, adjacent to other community uses. - Meeting Spaces: Assessment of demand for meeting spaces is difficult to determine, due to multitude of user groups and providers. There are a number of venues/meeting spaces in Boronia which generally meet needs at a local level, which deliver a range of programs and services. There is no large meeting space in Boronia, and there is no Neighbourhood House in Boronia, although the Basin Neighbourhood House currently meets some of this service demand. - The report noted that application of benchmark standards in a Facilities Planning Framework provides useful comparisons based on infrastructure hierarchies and place based assessments. However, it recognised that it can have limitations, as it fails to capture the nuances of decision-making in the area of community facility/ service planning including the operational requirements of each service, building condition/fit for purpose' assessments, and how the nexus between services, facilities and population needs to be applied differently to suit specific local areas. - There are many new/varied drivers of change influencing the provision of community services and infrastructure in Boronia since the 2011 report was prepared. However, in the absence of any other detailed service provision assessment in Boronia since that time, the 2011 report provides a very useful "base" upon which to undertake the current Service and Facility Review. The 2011 report still contains a useful and relevant analysis into social and community service and facility provision in Boronia to inform the current review. 	
	<p>The report investigated the Boronia Community Youth Hall to determine future needs and opportunities in the context of the poor condition of the Hall, and the implications for its future use. The report prepared an inventory of available community facilities in Boronia which provide meeting room space with respect to their utilisation levels and capacity.</p> <p>The inventory identified existing facilities in Boronia which have hireable meeting room spaces (including Council and non-Council owned facilities), with details of user groups, utilisation levels, hireable room space capacity, equipment available, hire costs, and for some facilities there is general commentary on whether the facility is fit for purpose (although this was related to user experience/feedback, and not a condition-based audit).</p> <p>The report concluded that:</p> <ul style="list-style-type: none"> - There are a range of community halls and meeting rooms in the Boronia Activity Centre to accommodate the recreational, health and wellbeing, social and educational needs of Boronia residents both now and into the future (9 Council owned and 9 non-Council owned facilities); 	<p>This report concluded that there were adequate alternative community meeting spaces available generally within Boronia to accommodate community meeting demand, and that the Boronia Community Youth Hall did not need to be retained for this purpose.</p> <p>It is important to note the limitations of this review, as it only included hireable meeting spaces available to the public, and did not include an assessment of the general suitability of these spaces for community use or a review of all the community</p>

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
<p>Boronia Library Redevelopment Feasibility Study, ASR Research, Dec 2015</p>	<ul style="list-style-type: none"> - These other spaces have the capacity to absorb future demand for large and small spaces, and are suitable for physical activity and non-active uses. - Boronia Youth Hall will not need to be retained as a general-purpose community hire facility. <p>This feasibility report considered a number of options for a relocated library in Boronia Activity Centre, and included development of a number of concept plan options for future Council consideration. The report contained a review of demographics in the library catchment area and an analysis of the Boronia library membership and usage rates.</p> <p>Key feedback from the ERL about the Boronia library included:</p> <ul style="list-style-type: none"> - The remoteness of the library location is an issue, and a more prominent location is desirable, however if greater activation of the Park and integration with other community uses occurs, ERL are happy to remain in Boronia Park. - No evidence that lack of prominence impacts on library usage. - Library doesn't necessarily need more space, however would welcome access to more multi-purpose meeting room space to accommodate library activities (could be shared spaces with other community users). - Library design would be improved with internal reconfiguration, to allow for better views of the retarding basin/wetlands and other park areas, opportunities for outdoor reading areas, and other internal layout improvements. - Library would welcome improved integration with the basketball stadium, with some shared spaces (ie: combined entrance area, shared café, etc) - Would welcome improved appearance of community uses in Boronia Park, and activation of rear of shops along Boronia Park into the Park. <p>Engagement with other community service providers in Boronia (in both Council and non-Council facilities) provided some useful feedback on their own community service and facility needs. This feedback has been incorporated into the facility assessment table in Appendix C of this review, as appropriate. A summary of the feedback on future facility needs in Boronia from other community service providers was:</p>	<p>activities currently being undertaken within Boronia.</p> <p>The audit undertaken as part of this report will provide a useful base to inform the current Community Services and Facilities Review, including its recent analysis of the utilisation and capacity of existing community meeting spaces in Boronia.</p> <p>The recommendations of options for future redevelopment of the Boronia Library in its existing location have now been largely superseded given new information in relation to drainage infrastructure and existing facility condition within Boronia Park.</p> <p>However, the information obtained about the functional and operational requirements of the Boronia Library, and the feedback from other community service providers in Boronia is still current and relevant, and will be extremely useful in informing the current review of Community Services and facilities within Boronia Activity Centre, and in the review of the Boronia Park Precinct.</p> <p>Key messages from this feasibility report included:</p> <ul style="list-style-type: none"> - Existing library size is generally satisfactory to deliver the service, with internal reconfiguration of existing spaces suggested, along with

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
	<ul style="list-style-type: none"> - Info-Link: Existing building is well located but too small; need additional storage, shower room, kitchen, meeting and office space on the premises. Need access to meeting and consulting rooms which could be shared with other users (ie: at the library). - St John's Ambulance: Location ideal, with suitable facilities, however additional garage space required. - RSL Boronia: Current building is getting old, and increased apartment development in vicinity of RSL makes access into the site difficult. - EACH: Would like access to small meeting room/activity spaces and consulting rooms (could be shared with other users). - Mountain District Learning Centre: Would like access to shop front facility in Boronia, and a dedicated classroom type space at the library. - Boronia ECLC: Would like access to meeting and consulting rooms (could be shared with other users). - Park Crescent Children's centre: Would benefit from access to a larger meeting room at its current facility. - Knox Remote Controlled Car Club: Has plans for a new pavilion in current location, which could be used by other groups. Would like to stay in current location, and keen to expand the track into the adjacent tennis courts. - U3A: Would like access to classroom type spaces and meeting rooms (could be shared with other users). - Scope: Have formally requested Council to consider providing for an assisted accessible toilet facility within Boronia Activity Centre, preferably with good access to train station and/or other community facilities. Boronia Library was seen as a good location. - Basin Community House: Keen to grow its presence in Boronia. Would like access to more classroom type/small meeting spaces, which could be part of a shared community building. - Meeting room spaces: Whilst it was recognised that there were meeting spaces for hire within Boronia at various venues, many of these facilities/rooms were not considered easily accessible or practical to meet their needs (ie: not centrally located, not air-conditioned, poor disability access, lack of parking etc). Collectively there was considerable feedback from many existing community service providers that they would welcome shared access to new multipurpose and flexible meeting room spaces as part of a library or community hub facility centrally located in Boronia. <p>The feasibility report made a number of recommendations about the future requirements for the library, and considered a number of alternative sites within the Boronia Activity Centre. The report's conclusions were:</p> <ul style="list-style-type: none"> - Whilst the library lacks visual prominence, it is well located with respect to proximity to car parking, adjacent wetlands/open space and the basketball stadium. - Library building itself is in good structural condition, however is now dated and unattractive. - The floor level is below 1:100 year flood level, and can flood when significant rain events occur. 	<p>some new multi-purpose shared foyer/ community spaces/café presented as future development options.</p> <ul style="list-style-type: none"> - Library will benefit from improved integration with surrounding community uses, and improved physical/visual connections to Boronia Road/commercial precinct. - Many other community service providers in Boronia would welcome the opportunity to share multipurpose spaces with the library. - Request for an assisted accessible toilet facility in Boronia by Scope remains current, and could be considered as part of any new/ upgraded community facility project - Opportunities exist for co-location and service integration, to deliver the library service in Boronia as part of a multi-purpose community hub/precinct.

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	<ul style="list-style-type: none"> - Boronia library has 1m² per 40 people in its primary catchment (2nd of all Knox libraries). - Library building has suitably sized spaces for its collection, reading and storage areas. However, it lacks a quiet area, flexible meeting room space and areas for youth. The work room is also too large. Some reconfiguration of existing internal spaces would be beneficial to improving utilisation of existing spaces, and offer expanded activities. - The library building has poor surveillance when the basketball stadium is closed. - Physical scope to expand existing library is limited due to surrounding drainage infrastructure, car park, and basketball stadium. Minor extensions only would be permissible into loading bay area to the north, or to the west in from of basketball stadium. - Extending upwards would be costly, due to the need to rebuild the building foundations and install a lift. - Whilst a number of other site options were investigated in Boronia Activity Centre for a relocated library, all of these would be very expensive (due to land acquisition/rebuilding costs). Given that the library did not need significantly more space, and the advantages of staying within Boronia Park as part of a community hub, it was concluded that the most-cost effective option was to retain the library in its current position. Options for redevelopment included a reconfiguration of the internal library spaces, and the creation of some new shared spaces with the Basketball Stadium. The new spaces would include shared foyer and community meeting spaces and a café. Other options identified included opportunities for improved pedestrian connections to Boronia Road, and improved visual presence of the redeveloped library/stadium building. 	
<p>Review of Library Infrastructure and Service Delivery, AEC Group, May 2008</p>	<p>This report reviewed the suitability and sustainability of library facility provision in Knox. It recommended the 'hub and spoke' facility model. It recommended Knox branch library as the central hub (@2,000m²), with Boronia as a branch facility of bet. 600-1,000m².</p> <p>With respect to the Boronia Library, the 2008 report noted:</p> <ul style="list-style-type: none"> - The library was constructed in 1980's with recent refurbishments. It was considered to be the most modern in the Knox library service having undergone a recent refurbishment. - The library has a pleasant aspect in Boronia Park, within walking distance of train and bus services. However, its separation from the commercial centre without street frontage reduces its exposure and visibility to the community. - The adjoining basketball stadium and shared parking provides some pedestrian exposure and creates a community node, and there are opportunities for improved synergies with the stadium. - There is limited ability to expand into surrounding parkland due to geotechnical issues. 	<p>The key messages about the provision of library services in Boronia remain relevant. The provision of the library service within Boronia is not questioned, and whilst the library is currently providing a satisfactory level of service, there are opportunities within Boronia Park that could be explored to improve its integration with surrounding uses, co-location opportunities, and its visibility and functionality.</p> <p>These issues were explored further in the Boronia Library Feasibility Report 2015</p>

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<p>The Basin Community Hub Partnership Project Feasibility Assessment, City of Knox/DPCD, Feb 2012</p>	<ul style="list-style-type: none"> - Boronia Park was considered a suitable location for the future library service, however a proactive approach was recommended in investigating alternative site locations or improving the existing facility, to improve integration, visibility and functionality of the library. - Council should look at opportunities to integrate library services with other activities and services, in particular coordinating and co-locating library services with community learning opportunities and other community activities. <p>The City of Knox, together with The Basin Community House, The Basin Primary School, DPCD & Department of Education and Early Childhood Development worked together to investigate the feasibility of developing a community hub for The Basin. The report examined the feasibility of establishing a new community hub in The Basin, to stimulate lifelong learning, community engagement and wellbeing through the development of a welcoming and contemporary space for all people, specifically those who live within The Basin.</p> <p>The report included preparation of concept plans for a new community hub facility in The Basin. Its design basis was for it to become a multi-purpose community hub with a mix of spaces to suite diverse services and programs, across all ages and life stages.</p> <p>Whilst the actual project design never eventuated, and the report is now over 5 years old, the project analysis provides some useful insights into the current Boronia Renewal project investigations, including:</p> <ul style="list-style-type: none"> - The existing Basin Community House is considered to make an important contribution to the range of recreation, learning and cultural opportunities available to the Basin residents. It was recognised as is the only community facility within the Basin that provides a diverse mix of programmed and informal learning, social and recreation opportunities for Basin residents of all ages and abilities. - There was a strong connection identified between many of the social priorities identified within the Basin, and the capacity of a community hub concept to address these. The capacity of the project to directly contribute to community connectedness and support is a key opportunity that is consistent with the identified social needs. - The Basin Community Hub was considered to provide an opportunity for Council and other social support services to integrate important social services and initiatives within the context of a community facility. - Implicit to the concept of a community hub is that it is accessible to all people and provides a place for people to strengthen connections with others in their community, build pride of place and to engage in community life. - There are strong physical and operational connections in a centrally located facility, which can reinforce a cluster of community facilities, and in turn support a higher community awareness and lead to higher visitations overall. - The central tenet expressed by the community through a range of forums was that the Community Hub should reflect and reinforce the village identity of The Basin. Implicit to this 	<p>The key messages form the report for any planning and delivery of a community hub project for Boronia are:</p> <ul style="list-style-type: none"> - It is important in advancing any community hub proposal that community support and interest is maintained, and active support of project partners in any integrated facility proposal is achieved. - The importance of Community House programs/services as a core component of a community hub, in being able to deliver a diverse mix of programmed and informal learning, social and recreation for residents across all life stages and abilities. - Implicit to the concept of a community hub is its accessibility to all people and its capacity to directly contribute to community connectedness and support and build pride of place. - Need for any community hub to reflect and reinforce local identity, importance of intergenerational spaces in being able to strengthen connections and providing a welcoming and accessible space across all life stages.

Document	Relevance to community services and facility provision in Boronia	Key messages/directions for Boronia Renewal project
	<p>message, is the message that it provides a place for community gatherings and interaction in both planned and incidental ways.</p> <ul style="list-style-type: none"> - Central to the identity of the facility is that it is a place that is welcoming for all people, across all life stages. Intergenerational opportunities will also be important for the concept. - In 2010, 49% of all visitors to The Basin Community House were residents of Boronia. This was considered to be symptomatic of the lack of a community / neighbourhood house within the Boronia area. With this in mind, and giving regard to the outcomes of the separate (albeit related) investigation that examined the future social service and facility needs in Boronia (August, 2011), it was recommended that ultimately there will be a need to address the lack of a Community House service within Boronia. - The cornerstone of the success of Community hub facility will be its capacity to shift and evolve with community needs and demands of the facility. - Community Hub projects that are delivered and governed by genuine collaboration across a range of organisations are therefore better positioned to achieve an integrated and whole of community focus because these principles are embedded in the relationships that unite each organisation. 	<ul style="list-style-type: none"> - Need for any community hub facility to have the capacity to shift and evolve with community needs and demands over time. - Important in ensuring appropriate governance arrangements and partnerships are in place to achieve whole of community and integrated outcomes.
<p>Boronia Structure Plan, City of Knox, 2006</p>	<p>The Boronia Structure Plan contains initiatives to improve the land use mix, built form, economic sustainability, accessibility, public open space and community well-being of the Boronia Activity Centre. The Plan recommends that a community hub be established on Boronia Rd on the northern edge of Boronia Park, including a relocated library.</p> <p>The 2006 Boronia Structure Plan is currently being reviewed as part of the Boronia Renewal Project 2017.</p>	<p>Being over 10 years since the Boronia Structure Plan was adopted, it is timely for a review of the recommendations of the 2006 plan to ensure that the recommendations relating to future community service and facility provision reflect the current context in Boronia. This will occur as part of the Boronia Renewal Project 2017.</p>
<p>Boronia Park Masterplan, 2013</p>	<p>The Masterplan outlines a staged redevelopment plan for Boronia Park. The Plan is aimed at improving the amenity of the Park and increasing the capacity of the Park to store excess stormwater during heavy rain events. Recommendations were made regarding improved/upgraded connections to surrounding uses, entrances to existing community facilities (library & basketball), landscape and safety upgrades as well as other recommendations to increase overall utilisation of the Park.</p> <p>The Boronia Park Masterplan is being reviewed as part of the Boronia Renewal Project 2017.</p>	<p>Significant changes in the context of Boronia Park in relation to drainage infrastructure and existing facility condition will impact on future community service and facility needs within Boronia Park into the future, which will require the Masterplan to be updated. This will be taken into account in the review of the Masterplan as part of the Boronia Renewal Project 2017.</p>

APPENDIX B: COMMUNITY INFRASTRUCTURE PLANNING FRAMEWORK: IDENTIFICATION OF CHALLENGES

This Table outlines the planning questions and challenges suggested in the *Public Place Report 2013* that should form part of the Community Infrastructure Planning Process, along with some commentary of its applicability to the Boronia Renewal Project.

Table 1: Community Infrastructure Planning Process (Public Place report) and implications for Boronia Renewal Project

Planning question ³³	Challenge for Knox ³⁴	Application to Boronia Renewal Project
1. What is the existing and future urban form of development in our planning area?	<ul style="list-style-type: none"> How do we link community infrastructure planning with other processes which affect development intensity and urban form? What type of "place" are we trying to create? 	Importance of undertaking place-based infrastructure planning as part of an integrated structure planning process. Aligning outcomes from the planning/ land use/economic process review to a community infrastructure review, will ensure they are all integrated, focusing on the same "vision" for Boronia.
2. Who lives in our study area now and who will live there in the future?	<ul style="list-style-type: none"> How can we estimate future population size and structure? 	Completed as part of separate Social Analysis
3. What will they need/want?	<ul style="list-style-type: none"> How can we understand the likely needs and preferences of existing and future communities? How do we recognize 'needs' as compared with 'wants' particularly where there are examples of communities who are already well provided for and other areas where there is a deficit in infrastructure provision. 	<p>Use of standardised benchmarks may provide an overall guide to infrastructure needs, but will have limited application in an existing and fully developed urban setting such as Boronia.</p> <p>Importance in understanding the different hierarchical roles of social infrastructure, and that local community infrastructure needs are often met outside the local area, and/or that other local area needs may be met within Boronia.</p> <p>Ensuring existing data sources which reflect participation trends (ie: Boronia Library Redevelopment Report 2015, Aquatic plan 2017) are used to inform decision-making.</p> <p>Importance of targeted consultation and engagement as required throughout the ongoing community infrastructure planning process, to understand user needs.</p>

³³ *Social Infrastructure Planning*, Public Place Melbourne Ltd, Sep 2013, Table 6.1 p.30

³⁴ Ibid

Planning question ³³	Challenge for Knox ³⁴	Application to Boronia Renewal Project
<p>4. What quantity/form of infrastructure can best respond?</p>	<ul style="list-style-type: none"> · How can we design infrastructure that supports our desired functional objectives, but which is also affordable and adaptable? · How can we plan for community infrastructure that we don't know about yet? For example, what will a library look like in 40 years' time? · Will the infrastructure delivered support our "place-making" objectives 	<p>This requires an understanding of broader trends in facility planning and design across the community infrastructure planning sector, as well as an understanding of needs at a place-based level. By undertaking community infrastructure planning in an holistic way, will optimise Council's ability to move from the traditional approach towards a more integrated, functional approach, focusing on opportunity, rather than specific activities or facilities.</p> <p>By doing this, Council doesn't necessarily need to have the answers now to questions like to "what will a library look like in 40 years' time", but rather can plan and design infrastructure in the knowledge that it is adaptable and flexible to best meet changing needs over time.</p>
<p>5. How can we deliver this within our planning area?</p>	<ul style="list-style-type: none"> · How do we make best use of existing infrastructure? · What are the barriers to re-use of existing infrastructure? · What opportunities and constraints exist within our study area · How do we facilitate partnerships between infrastructure providers including: <ul style="list-style-type: none"> · Three tiers of Government · Private sector · Community sector/not-for-profit · How do we secure funding to support development of the required infrastructure and the ongoing costs of delivery? 	<p>These questions and challenges form the basis of the Boronia Renewal Project, and will be largely informed by this report, the other various technical and background reports (including the Building Condition Audit yet to be completed) and community/ stakeholder engagement to be undertaken as part of the project. By incorporating a detailed condition audit as part of the facility planning process ensures that infrastructure capacity and long term maintenance can be factored in to the decision-making framework.</p> <p>Future management models and funding opportunities need to form part of Council's engagement processes for the project and form a key part of implementation plans for Boronia, as Council looks for innovative and more efficient ways to fund, deliver and manage community infrastructure into the future.</p>
<p>6. How do we know that the answers to the above are still relevant over time?</p>	<p>How do we monitor population trends and changing needs and aspirations?</p>	<p>This will form part of Council's ongoing monitoring program, as it continues to monitor population trends and demographics, reviews its Council Plan, the planning scheme and other strategic priorities based on changing community needs and priorities, and as it monitors and evaluates its implementation priorities from the Boronia Renewal Project to ensure they remain relevant over time.</p>

APPENDIX C: ACTIVE RECREATION GROUNDS - USAGE

Club	Reserve	Sportsground	Year	Season	Day	Start time	End time	Total Usage Hours
Boronia Auskick	Chandler Park	Oval	2017	Winter	Saturday	8:30am	12:00pm	3.5
Boronia Auskick	Chandler Park	Pavilion	2017	Winter	Saturday	8:30am	12:00pm	3.5
Boronia Cricket Club	Chandler Park	Oval	2017/18	Summer	Friday	4:00pm	8:00pm	4
Boronia Cricket Club	Chandler Park	Oval	2017/18	Summer	Saturday	8:00am	6:30pm	10.5
Boronia Cricket Club	Chandler Park	Oval	2017/18	Summer	Thursday	5:00pm	8:00pm	3
Boronia Cricket Club	Chandler Park	Oval	2017/18	Summer	Tuesday	5:00pm	8:00pm	3
Boronia Cricket Club	Chandler Park	Pavilion	2017/18	Summer	Friday	4:00pm	9:00pm	5
Boronia Cricket Club	Chandler Park	Pavilion	2017/18	Summer	Saturday	8:00am	7:30pm	11.5
Boronia Cricket Club	Colchester Reserve	Oval	2017/18	Summer	Friday	4:00pm	9:00pm	5
Boronia Cricket Club	Colchester Reserve	Oval	2017/18	Summer	Saturday	8:00am	12:00pm	4
Boronia Cricket Club	Colchester Reserve	Oval	2017/18	Summer	Wednesday	4:30pm	6:30pm	2
Boronia Cricket Club	Colchester Reserve	Pavilion	2017/18	Summer	Friday	4:00pm	9:00pm	5
Boronia Cricket Club	Colchester Reserve	Pavilion	2017/18	Summer	Saturday	8:00am	12:00pm	4
Boronia Cricket Club	Colchester Reserve	Pavilion	2017/18	Summer	Wednesday	4:30pm	6:30pm	2
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Friday	4:00pm	7:30pm	3.5
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Monday	4:00pm	7:00pm	3
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Saturday	11:00am	7:00pm	8
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Sunday	11:00am	7:00pm	8
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Thursday	5:00pm	9:00pm	4
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Tuesday	5:00pm	9:00pm	4
Boronia Cricket Club	Tormore Reserve	Oval	2017/18	Summer	Wednesday	4:00pm	7:30pm	3.5
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Friday	4:00pm	7:30pm	3.5
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Monday	7:00pm	9:00pm	2
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Saturday	10:30am	10:30pm	12
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Sunday	10:30am	10:30pm	12
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Thursday	5:00pm	10:30pm	5.5
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Tuesday	5:00pm	9:00pm	4
Boronia Cricket Club	Tormore Reserve	Pavilion	2017/18	Summer	Wednesday	4:00pm	7:30pm	3.5

APPENDIX C (continued): ACTIVE RECREATION GROUNDS - USAGE

Club	Reserve	Sportsground	Year	Season	Day	Start time	End time	Total Usage Hours
Boronia Football Club	Chandler Park	Oval	2017	Winter	Thursday	6:00pm	9:00pm	3
Boronia Football Club	Chandler Park	Pavilion	2017	Winter	Thursday	6:00pm	9:00pm	3
Boronia Football Club	Tormore Reserve	Oval	2017	Winter	Saturday	8:00am	6:30pm	10.5
Boronia Football Club	Tormore Reserve	Oval	2017	Winter	Sunday	12:00pm	7:00pm	7
Boronia Football Club	Tormore Reserve	Oval	2017	Winter	Thursday	5:30pm	9:00pm	3.5
Boronia Football Club	Tormore Reserve	Oval	2017	Winter	Tuesday	5:30pm	9:00pm	3.5
Boronia Football Club	Tormore Reserve	Pavilion	2017	Winter	Saturday	8:00am	12:00am	16
Boronia Football Club	Tormore Reserve	Pavilion	2017	Winter	Sunday	9:00am	10:30pm	13.5
Boronia Football Club	Tormore Reserve	Pavilion	2017	Winter	Thursday	5:30pm	10:30pm	5
Boronia Football Club	Tormore Reserve	Pavilion	2017	Winter	Tuesday	5:30pm	10:30pm	5
Boronia Junior Football Club	Chandler Park	Oval	2017	Winter	Monday	4:00pm	8:00pm	8
Boronia Junior Football Club	Chandler Park	Oval	2017	Winter	Sunday	8:00am	5:30pm	9.5
Boronia Junior Football Club	Chandler Park	Oval	2017	Winter	Thursday	4:00pm	8:00pm	4
Boronia Junior Football Club	Chandler Park	Oval	2017	Winter	Tuesday	4:00pm	8:00pm	4
Boronia Junior Football Club	Chandler Park	Pavilion	2017	Winter	Monday	4:00pm	8:30pm	4.5
Boronia Junior Football Club	Chandler Park	Pavilion	2017	Winter	Sunday	8:00am	6:30pm	10.5
Boronia Junior Football Club	Chandler Park	Pavilion	2017	Winter	Thursday	4:00pm	8:30pm	4.5
Boronia Junior Football Club	Chandler Park	Pavilion	2017	Winter	Tuesday	4:00pm	8:30pm	4.5
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Friday	4:00pm	12:00am	8
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Monday	4:00pm	10:30pm	6.5
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Saturday	8:00am	12:00am	16
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Sunday	8:00am	10:30pm	13.5
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Thursday	4:00pm	10:30pm	6.5
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Tuesday	4:00pm	10:30pm	6.5
Boronia Junior Football Club	Miller Park	Football/Cricket Pavilion	2017	Winter	Wednesday	4:00pm	10:30pm	6.5
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Friday	4:00pm	8:00pm	4
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Monday	4:00pm	8:00pm	4
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Sunday	8:00am	5:30pm	9.5
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Thursday	4:00pm	8:00pm	4
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Tuesday	4:00pm	8:00pm	4

APPENDIX C (continued): ACTIVE RECREATION GROUNDS - USAGE

Club	Reserve	Sportsground	Year	Season	Day	Start time	End time	Total Usage Hours
Boronia Junior Football Club	Miller Park	Oval	2017	Winter	Wednesday	4:00pm	8:00pm	4
Boronia Junior Football Club	Tormore Reserve	Oval	2017	Winter	Sunday	8:00am	5:00pm	9
Boronia Junior Football Club	Tormore Reserve	Pavilion	2017	Winter	Sunday	8:00am	6:30pm	10.5
Boronia Netball Club	Chandler Park	Netball courts	2017	Winter	Wednesday	4:00pm	9:00pm	5
Boronia Netball Club	Chandler Park	Pavilion	2017	Winter	Wednesday	4:00pm	9:00pm	5
Boronia Uniting Netball Club	Chandler Park	Netball courts	2017	Winter	Tuesday	5:00pm	9:30pm	4.5
Boronia Uniting Netball Club	Chandler Park	Pavilion	2017	Winter	Tuesday	5:00pm	9:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Friday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Monday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Saturday	8:00am	8:30pm	12.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Tuesday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017	Winter	Wednesday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Friday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Monday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Saturday	8:00am	10:30pm	14.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Sunday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Thursday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Tuesday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Wednesday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017	Winter	Wednesday	4:00pm	10:30pm	6.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017/18	Summer	Monday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017/18	Summer	Tuesday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Pavilion	2017/18	Summer	Sunday	12:00pm	5:00pm	5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Monday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Tuesday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Sunday	12:00pm	5:00pm	5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Monday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Tuesday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Eastern Raptors Rugby League Club	Colchester Reserve	Oval	2017/18	Summer	Thursday	4:00pm	8:30pm	4.5
Knox Boronia Churches Cricket Club	Bayswater Secondary College	Oval	2017/18	Summer	Sunday	12:00pm	5:00pm	5
Knox Boronia Churches Cricket Club	Bayswater Secondary College	Oval	2017/18	Summer	Saturday	11:00am	7:30pm	8.5
Knox Boronia Churches Cricket Club	Bayswater Secondary College	Oval	2017/18	Summer	Sunday	11:00am	7:30pm	8.5

APPENDIX C (continued): ACTIVE RECREATION GROUNDS - USAGE

Club	Reserve	Sportsground	Year	Season	Day	Start time	End time	Total Usage Hours
Knox Boronia Churches Cricket Club	Miller Park	Football/Cricket Pavilion	2017/18	Summer	Friday	5:00pm	12:00am	7
Knox Boronia Churches Cricket Club	Miller Park	Football/Cricket Pavilion	2017/18	Summer	Saturday	10:00am	12:00am	14
Knox Boronia Churches Cricket Club	Miller Park	Football/Cricket Pavilion	2017/18	Summer	Sunday	10:00am	10:30pm	12.5
Knox Boronia Churches Cricket Club	Miller Park	Football/Cricket Pavilion	2017/18	Summer	Thursday	3:00pm	10:30pm	7.5
Knox Boronia Churches Cricket Club	Miller Park	Football/Cricket Pavilion	2017/18	Summer	Tuesday	3:00pm	10:30pm	7.5
Knox Boronia Churches Cricket Club	Miller Park	Oval	2017/18	Summer	Saturday	11:00am	12:00am	13
Knox Boronia Churches Cricket Club	Miller Park	Oval	2017/18	Summer	Sunday	11:00am	10:30pm	11.5
Knox Boronia Churches Cricket Club	Miller Park	Oval	2017/18	Summer	Thursday	3:00pm	10:30pm	7.5
Knox Boronia Churches Cricket Club	Miller Park	Oval	2017/18	Summer	Tuesday	3:00pm	10:30pm	7.5
Knox Boronia Churches Cricket Club	Miller Park	Oval	2017/18	Summer	Tuesday	3:00pm	10:30pm	7.5
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Friday	4:00pm	10:00pm	6
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Monday	4:00pm	7:00pm	3
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Saturday	7:00pm	12:00am	5
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Sunday	11:00am	10:00pm	11
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Thursday	4:00pm	10:00pm	6
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Tuesday	4:00pm	10:00pm	6
The Basin Cricket Club	Batterham Reserve	Football/Cricket Pavilion	2017/18	Summer	Wednesday	4:00pm	7:00pm	3
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Friday	4:00pm	7:30pm	3.5
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Monday	4:00pm	6:00pm	2
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Saturday	8:30am	7:00pm	10.5
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Sunday	8:30am	7:00pm	10.5
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Thursday	4:00pm	7:30pm	3.5
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Tuesday	4:00pm	7:30pm	3.5
The Basin Cricket Club	Batterham Reserve	Oval 1	2017/18	Summer	Wednesday	4:00pm	6:00pm	2
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Friday	4:00pm	7:30pm	3.5
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Monday	4:00pm	6:00pm	2
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Saturday	8:30am	7:00pm	10.5
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Thursday	4:00pm	7:30pm	3.5
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Tuesday	4:00pm	7:00pm	3
The Basin Cricket Club	Batterham Reserve	Oval 2	2017/18	Summer	Wednesday	4:00pm	6:00pm	2
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Friday	4:00pm	12:00am	8

APPENDIX C (continued): ACTIVE RECREATION GROUNDS - USAGE

Club	Reserve	Sportsground	Year	Season	Day	Start time	End time	Total Usage Hours
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Monday	4:00pm	10:30pm	6.5
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Saturday	8:00am	12:00am	16
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Sunday	8:00am	10:30pm	14.5
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Thursday	4:00pm	10:30pm	6.5
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Tuesday	4:00pm	10:30pm	6.5
The Basin Football Club	Batterham Reserve	Football/Cricket Pavilion	2017	Winter	Wednesday	4:00pm	10:30pm	6.5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Friday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Monday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Saturday	8:00am	8:30pm	12.5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Sunday	8:00am	8:30pm	12.5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Thursday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Tuesday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 1	2017	Winter	Wednesday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Friday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Monday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Saturday	8:00am	8:30pm	12.5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Sunday	8:00am	8:30pm	12.5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Thursday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Tuesday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Wednesday	3:30pm	8:30pm	5
The Basin Football Club	Batterham Reserve	Oval 2	2017	Winter	Friday	3:30pm	8:30pm	5
The Basin Football Club	Chandler Park	Oval	2017	Winter	Sunday	8:00am	5:30pm	9.5
The Basin Football Club	Chandler Park	Oval	2017	Winter	Wednesday	3:30pm	8:30pm	5
The Basin Football Club	Chandler Park	Netball courts	2017	Winter	Thursday	4:00pm	6:30pm	2.5
The Basin Football Club	Chandler Park	Pavilion	2017	Winter	Thursday	4:00pm	6:30pm	2.5
Wantirna South Cricket Club	Colchester Reserve	Oval	2017/18	Summer	Saturday	12:00pm	7:00pm	7
Wantirna South Cricket Club	Colchester Reserve	Pavilion	2017/18	Summer	Saturday	12:30pm	7:00pm	6.5
Bayswater Cricket Club	Miller Park	Oval	2017/18	Summer	Friday	4:00pm	8:00pm	4

APPENDIX C (continued): ACTIVE RECREATION GROUNDS - USAGE

	Total Weekly Usage Hours Winter	Total Weekly Usage Hours Summer
Chandler Park Pavilion	42.5	16.5
Chandler Park Ground	51.5	20.5
Chandler Park Netball Courts	12	12
Colchester Reserve Pavilion	53.5	36
Colchester Reserve Ground	35	36.5
Tormore Reserve Pavilion	50	42.5
Tormore Reserve Ground	33.5	34
Miller Park Pavilion	63.5	48.5
Miller Park Ground	29.5	43.5
Batterham Reserve Pavilion	64.5	64.5
Batterham Reserve Ground 1	35.5	50
Batterham Reserve Ground 2	50	50

APPENDIX D: ACTIVE RECREATION GROUNDS - PARTICIPATION LEVELS

Club	Ground Used	Team	Year	Season	Male players	Male teams	Female players	Female teams	TOTAL
Boronia Auskick	Chandler Park	Sub-junior (U6 - U11)	2017	Winter	50	3	5	2	55
Boronia Cricket Club	Chandler Park,	Sub-junior (U6 - U11)	2017/18	Summer	22	2	4	0	26
Boronia Cricket Club	Tormore Reserve	Juniors (U12 - U18)	2017/18	Summer	35	3	2	0	37
Boronia Cricket Club	Tormore Reserve and Colchester	Seniors (19+ years)	2017/18	Summer	30	3	0	0	30
Boronia Cricket Club	Reserve	Masters (35+ years)	2017/18	Summer	24	2	0	0	24
Boronia Football Club	Tormore Reserve	Seniors (19+ years)	2017	Winter	90	3			90
Boronia Football Club	Chandler Park	Masters (35+ years)	2017	Winter	25	1			25
Boronia Junior Football Club	Miller Park	Sub-junior (U6 - U11)	2017	Winter	40	2			40
Boronia Junior Football Club	Miller Park	Juniors (U12 - U18)	2017	Winter	80	4	20	1	100
Boronia Netball Club		Sub-junior (U6 - U11)	2017	Winter			24	3	24
Boronia Netball Club	Chandler Park	Juniors (U12 - U18)	2017	Winter					0
Boronia Netball Club	Chandler Park	Seniors (19+ years)	2017	Winter					0
Boronia Netball Club	Chandler Park	Masters (35+ years)	2017	Winter					0
Boronia Uniting Netball Club		Sub-junior (U6 - U11)	2017	Winter			0	0	0
Boronia Uniting Netball Club		Juniors (U12 - U18)	2017	Winter			6	1	6
Boronia Uniting Netball Club	Chandler Park	Seniors (19+ years)	2017	Winter			10	1	10
Boronia Uniting Netball Club	Chandler Park	Masters (35+ years)	2017	Winter			0	0	0
Eastern Raptors Rugby League Club		Sub-junior (U6 - U11)	2017/18	Summer	10	4	8	4	18
Eastern Raptors Rugby League Club		Sub-junior (U6 - U11)	2017	Winter	49	4	1		50
Eastern Raptors Rugby League Club		Juniors (U12 - U18)	2017	Winter	22	2	1		23
Eastern Raptors Rugby League Club	Colchester Reserve	Juniors (U12 - U18)	2017/18	Summer	10	4	8	4	18
Eastern Raptors Rugby League Club	Colchester Reserve	Seniors (19+ years)	2017/18	Summer	36	6	12	6	48
Eastern Raptors Rugby League Club	Colchester Reserve	Seniors (19+ years)	2017	Winter					0
Eastern Raptors Rugby League Club	Colchester Reserve	Masters (35+ years)	2017/18	Summer	36	6	12	6	48
Eastern Raptors Rugby League Club	Colchester Reserve	Masters (35+ years)	2017	Winter					0
Knox Boronia Churches Cricket Club		Sub-junior (U6 - U11)	2017/18	Summer	0	0	0	0	0
Knox Boronia Churches Cricket Club	Miller Park	Juniors (U12 - U18)	2017/18	Summer	5	0	0	0	5
Knox Boronia Churches Cricket Club	Miller Park	Seniors (19+ years)	2017/18	Summer	40	3	0	0	40
Knox Boronia Churches Cricket Club	Miller Park	Masters (35+ years)	2017/18	Summer	15	1	0	0	15

APPENDIX D (continued): ACTIVE RECREATION GROUNDS - PARTICIPATION LEVELS

Club	Ground Used	Team	Year	Season	Male players	Male teams	Female players	Female teams	TOTAL
The Basin Football Club		Sub-junior (U6 - U11)	2017	Winter	150	6	20		170
The Basin Football Club	Batterham Reserve	Juniors (U12 - U18)	2017	Winter	160	7	60	4	220
The Basin Football Club	and Chandler Park	Seniors (19+ years)	2017	Winter	100	3			100
The Basin Football Club		Masters (35+ years)	2017	Winter	25	1			25
The Basin Netballers		Sub-junior (U6 - U11)	2017	Winter			9	1	9
The Basin Netballers	Chandler Park	Juniors (U12 - U18)	2017	Winter			45	5	45
The Basin Netballers		Seniors (19+ years)	2017	Winter			5	1	5
The Basin Netballers		Masters (35+ years)	2017	Winter					0

APPENDIX E: BORONIA COMMUNITY FACILITY ANALYSIS

This table provides a desktop analysis of existing Council-owned community facilities in Boronia, details of known uses, outcomes from previous engagement/literature review and any preliminary directions which may be relevant for the Boronia Renewal Project. It includes all facilities where Council owns the land and/or facility.

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
56	CB244	Boronia Community Youth Hall 257 Dorset Rd, Boronia	n/a	Former meeting room spaces; weightlifting; NO LONGER USED	3	Facility opened in early 1980's and has provided a venue for a range of community groups and community programs. Currently in a state of disrepair and not currently used for any community activity. A 2011 audit identified infrastructure and safety deficiencies, which would require over \$200,000 in repairs to make the building fit for purpose. Boronia Community Youth Hall Facility Needs Study, Simon Leisure Consulting Pty Ltd, Dec 2016 identified 3 options for Council consideration: 1 - Upgrade the hall and re-use for community use; 2 - Demolish the hall and re-use the land for a new community facility. 3 - Dispose of the site and use proceeds to fund other community facilities or service outcomes within Boronia.	Future direction to be determined as part of Boronia Renewal Project.
27	CB180	Boronia Branch Library 11 Park Crescent, Boronia	Eastern Regional Libraries	Library; Meeting space	2	The 2015 Library Redevelopment Report identified that the site was not suited for a relocated library, and suggested that the site could be sold, with funds used to upgrade community facility upgrades within Boronia Park. Boronia Library Redevelopment Feasibility Study (2015): - Library is in good structural condition, however is dated and unattractive, and floor level is below 1:100 year flood level - it can flood when significant rain events occur. - Library is well used and is generally meeting local Library service needs in Boronia, however would benefit from internal reconfiguration and modest extension to allow for improved	- Library would benefit from a modest extension and the ability to improve its integration with other community facilities. - Its future viability in its current location is unknown, following a recent decision that the Basketball Stadium is likely to be decommissioned within the next 5 years - Preliminary direction suggests there is a need for a new

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
21	CB179	Boronia Basketball Stadium 11 Park Crescent, Boronia	Knox Basketball Incorporated	Basketball: administration areas; amenities, cafe; meeting spaces	3	<p>programs and services.</p> <ul style="list-style-type: none"> - Disadvantages of current location are flooding issues, and lack of visual prominence to wider Boronia activity centre. - Advantage of current location is its proximity to car parking, open space, and other community activities in Boronia Park. - Library would welcome opportunity to share spaces with adjoining community uses, with shared cafe and meeting room spaces, and improved visual presence to external roads. - Many other community service providers in Boronia would welcome the opportunity to share multipurpose spaces with the library. Opportunities exist for co-location and service integration, to deliver the library service in Boronia as part of a multi-purpose community hub/precinct. - Opportunities for expansion in current location are constrained due to drainage/geo-technical issues. Some limited expansion potential into loading bay area and to the north-west, in front of basketball stadium (as per concept plans prepared for 2015 Redevelopment Report), however these are unlikely to be realised given the potential decommissioning of the basketball stadium.. 	<p>multipurpose facility to meet library needs and the need for additional community meeting room space. This could facilitate delivery of the library service as part of a multipurpose community hub with improved integration with surrounding uses/activity centre.</p> <ul style="list-style-type: none"> - The library should form the core component of any new community hub facility in Boronia.
						<p>Basketball stadium is well located and well used across the week for a range of indoor basketball and other sporting programs, for competition, training and leisure purposes. Stadium is used regularly by school groups for various sporting/educational programs, including the Heatherwood school using it 3 days /week for supportive learning. Meeting room space used for Council immunisation sessions once a month. The Stadium supports various school holiday programs and</p>	<ul style="list-style-type: none"> - Basketball Stadium has structural and geo-technical issues, and is subject to flooding. These issues must be addressed if the facility is to remain viable. - Decision has recently been made by Council that the Boronia Basketball Stadium will be decommissioned, subject to funding to implement the Masterplan for the Knox Regional Sports Park.

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
						<p>casual basketball shooting practice when not being used for competitions.</p> <p>Basketball Stadium is currently used to deliver a very successful evening basketball program for at risk youth - Midnight Basketball, with 2 x 8 week programs per year @50-60 youth per session. Successful program in a well located facility.</p> <p>Stadium is 40 years old, and dated in appearance, internally and externally. Significant structural issues/cracking in foyer, kiosk and multipurpose room. Has been subject to significant flooding in recent years, as it is below the 1:100 year flood level. This caused significant damage to stadium wooden floors.</p> <p>2015 Library Redevelopment Report recommended improved integration of basketball stadium with library, with shared foyer, meeting room spaces and café.</p> <p>Council is currently undertaking Basketball Plan. On 23 April 2018, Council resolved to support a Masterplan for the development of new basketball facilities at the Knox Regional Sports Park in Wantirna South. Subject to receiving funding to implement the Masterplan initiatives, the Boronia Basketball Stadium will be decommissioned within the next 5 years..</p>	<p>- Decision on Basketball Stadium will also impact on future direction for Boronia library, and Park Crescent Children's and Family Centre.</p> <p>- The decision to relocate basketball facilities from Boronia to other facilities in Knox should also consider the impact this may have on other user groups which currently use the facility.</p>
24/26	CB181	Park Crescent Children's and Family Centre/Marie Chandler MCH centre 11 Park Crescent, Boronia	City of Knox (Family and Children's Services)	Long Day Care & preschool; playgroup; Maternal & Child Health	2	<p>Long day care and associated pre-school services are moving to new early hears hubs in Wantirna and Bayswater from 2019.</p> <p>MCH service would like additional space to offer an enhanced service in Boronia, as it is currently operating out of multiple premises due to lack of space. Service is currently required to operate partly from Boronia K-12 college due to space constraints at Park Cres. Enhanced service would include:</p>	<p>- Future viability in current location is unknown, given the decision regarding future decommissioning of the basketball stadium.</p> <p>- From 2019, when day care and pre-school services relocate to early years hubs, opportunities exist to provide expanded MCH service in the Park Crescent facility</p>

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
						<ul style="list-style-type: none"> - Additional nurses room to cater for current high birth rates in Boronia; - capacity to offer parenting services/day-stay program which are currently provided in Wantima. - supported playgroup for at-risk children and a drop-in space for parents - Need for 50% use of a large meeting room space (50-60 people) to meet increasing demand for parenting courses, nutrition courses, etc. Could be shared with other users. <p>MCH service has close synergies with Boronia library, and would like to remain close to library facilities. Needs to remain close to public transport and with good pedestrian connections to surrounding residential areas.</p> <p>Would benefit from access to outdoor play spaces in Boronia Park in an open parkland setting, for outdoor playgroups. Would welcome opportunities to share inter-generational outdoor spaces in Boronia Park, shared with older residents, other community members, and to support grandparents as child carers.</p>	<p>OR</p> <ul style="list-style-type: none"> - Consideration could be given to relocating MCH services into a new community hub/library with future of Park Crescent Facility to be determined as part of Boronia Renewal Project.
54/55	CB112	Haering Road Pre-school & Playgroup Centre 17 Haering Road, Boronia	City of Knox (Family and Children's Services)	Pre-school; playgroup	2	<p>Council owned and operated.</p> <p>Operates 2 groups x 22 children of 4 year old pre-school. Licensed space is for 30 children, however Council has capped group size to 22 for staffing reasons. Could expand to 30 for each group if required to meet demand.</p> <p>Haering Road Playgroup has 40-50 families registered, and facility is also used for playgroups run by Multiple Birth Association.</p> <p>Facility is over 40 years old.</p> <p>Council owned and operated.</p> <p>Operates 1 groups x 22 children of 4 year</p>	<p>Current supply and demand estimates for pre-school and playgroup services suggests that existing demand is being met, and future demand will continue to be met, subject to existing facilities remaining fit for purpose.</p> <p>Facility has capacity for additional 16 pre-school enrolments, if group sizes were increased to 30.</p>
37/38	CB66	Coolinda Pre-school	City of Knox (Family and Children's	Pre-school; playgroup	2	<p>Council owned and operated.</p> <p>Operates 1 groups x 22 children of 4 year</p>	<p>Current supply and demand estimates for pre-school and playgroup services suggests that</p>

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
		17-23 Dinsdale Road, Boronia	Services)			old pre-school. Licensed space is for 30 children, however Council has capped group size to 22 for staffing reasons. Could expand to two groups x 30 children for each group if required to meet demand. Cooinda Playgroup has 25-30 families registered, and will shortly be sharing with Bluehills Playgroup in Bayswater. Facility is over 40 years old.	existing demand is being met, and future demand will continue to be met, subject to existing facilities remaining fit for purpose. Facility has capacity for an additional 38 pre-school enrolments, if a second group was offered and group sizes were increased to 30.
2/3	CB134 CB135	Alchester Village Pre-school and Playgroup centre 30 Lockwoods Road, Boronia	Alchester Village Pre-School	Pre-school; playgroup	2	Council owned facility, however operated by independent committee (non-Council). Operates 3 and 4 year old pre-school groups, currently 50 x 4 year old children enrolled. Operates multiple groups across the week, licensed to accommodate between 25-30 children at any one time. Operates playgroup from separate building with 30 families enrolled Facilities are 50 years old.	Current supply and demand estimates for pre-school and playgroup services suggests that existing demand is being met, and future demand will continue to be met, subject to existing facilities remaining fit for purpose.
7	CB154	Colchester Park Pre-school Berresford Drive, Boronia	City of Knox (Family and Children's Services)	Pre-school; playgroup	2	Council owned facility, however operated by independent committee (non-Council). Operates 3 and 4 year old pre-school groups, currently 38 x 4 year old children enrolled. Operates multiple groups across the week, licensed to accommodate between 25-30 children at any one time. Operates one playgroup. Facility is 28 years old.	Current supply and demand estimates for pre-school and playgroup services suggests that existing demand is being met, and future demand will continue to be met, subject to existing facilities remaining fit for purpose.
50	CB216	Knox Leisureworks 35 Tormore Road, Boronia	YMCA	Aquatic Centre; café, gym, café, crèche, meeting rooms for hire.	4	Facility managed by YMCA. Well used, family friendly facility, and is the largest aquatic facility in Knox. Comprises 4 indoor heated pools including a 50 metre lap pool; warm water pool; leisure pool and program pool and a spa. Two outdoor solar heated pools, open from December to March. Health Club - with cycle studio, group	<ul style="list-style-type: none"> - Currently meets aquatic service needs for Boronia and surrounding suburbs. - The Facility has structural/geo-technical issues which need to be addressed. - Outcomes of the structural assessment and the Aquatic

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
						<p>fitness room; crèche; 70-seat café.</p> <p>Boronia Amateur Swimming Club operate out of Knox Leisureworks.</p> <p>Facility has shown some evidence of structural issues.</p> <p>Council currently undertaking an Aquatic Plan 2017 (due for completion Dec 2017) for all of Knox, which will be informed by the results of a structural assessment for Knox Leisureworks.</p> <p>Key outcomes of Stage 1 (consultation) of the Aquatic Plan include:</p> <ul style="list-style-type: none"> · Knox Leisureworks is a highly valued community facility that attracts more than 500,000 people each year. It runs a large number of programs catering for a broad range of different ages and demographics, and improving the health and wellbeing of Knox residents. · The outdoor pools and outdoor area in general are underutilised. · The centre is ageing and has an increasing need for significant renewal and capital works to maintain the facility. There are also concerns about the structural integrity of the centre. · Community expectations about the facilities that should be included at aquatics centres have increased significantly over the past 10 years. · There is a need for increased water play and interactive areas to engage children, and likely to be a future need for additional group fitness spaces for wellness programs and larger cycling room. 	<p>Plan 2017 will inform a decision on the future of Knox Leisureworks in its current location, its ability to remain fit for purpose, and its ability to continue to meet the needs of its user groups into the future.</p>
46	CB219	Tormore Reserve 16 Tormore Road, Boronia	Knox City Council/ Committee of Management	Oval and pavilion - AFL, cricket, meeting space	3	<p>User groups of Tormore Reserve: Boronia Football Club (winter) and Boronia Cricket Club (summer).</p> <p>Winter oval usage: 33.5 hrs per week. Winter pavilion usage: 50 hrs per week. Summer oval usage: 34 hrs per week.</p>	<p>Currently operating at capacity. Pavilion Strategy will address site-specific pavilion needs. Broader response required to address ability to meet increased demand</p>

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
16	CB35	Chandler Park Reserve 44 Chandler Road, Boronia	Knox City Council/ Committee of Management	Oval, pavilion and netball courts - AFL, cricket, netball	3	Summer pavilion usage: 42.5 hrs per week. Currently operating at capacity; pavilion 32 years old. User groups of Chandler Park: Boronia Auskick, Boronia Netball Club, Boronia Uniting Netball Club, Boronia Football Club, Boronia Junior Football Club, The Basin Netballers, The Basin Football Club, Boronia Cricket Club, Boronia Netball Club. Netball use (3 outdoor courts) is for training purposes only (competitions held at regional netball facility in Ferntree Gully). Winter oval usage: 51.5 hrs per week. Winter netball courts usage: 12 hrs per week. Winter pavilion usage: 42.5 hrs per week. Summer oval usage: 20.5 hrs per week. Summer netball courts usage: 12 hrs per week. Summer pavilion usage: 16.5 hrs per week. Currently operating at capacity; pavilion 42 years old	from members, including junior and female participation. Currently operating at capacity. Pavilion Strategy will address site-specific pavilion needs. Broader response required to address ability to meet increased demand from members, including junior and female participation.
4	CB270	Colchester Park Reserve Beresford Road, Boronia	Knox City Council/ Committee of Management	Oval and pavilion - Cricket; Rugby league	2	User Groups of Colchester Reserve: Eastern Raptors Rugby League Club (winter) and Boronia Cricket Club, Wantirna South Cricket Club (summer). Winter oval usage: 35 hrs per week. Winter pavilion usage: 53.5 hrs per week. Summer oval usage: 36.5 hrs per week. Summer pavilion usage: 36 hrs per week. Currently operating at capacity; pavilion 32 years old	Currently operating at capacity. Pavilion Strategy will address site-specific pavilion needs. Broader response required to address ability to meet increased demand from members, including junior and female participation.
59	CB144	Batterham Reserve (Football & cricket) Miller Road, The Basin	City of Knox/ Committee of Management	2 Ovals and 1 pavilion - AFL, cricket;	2	User groups of Batterham Reserve: The Basin Football Club (winter) and The Basin Cricket Club (summer). Winter oval usage - Ground 1: 35.5 hrs per week; Ground 2: 50 hrs per week. Winter pavilion usage: 64.5 hrs per week. Summer oval usage - Ground 1: 50 hrs per week; Ground 2: 50 hrs per week.	

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
58	CB142	Batterham Reserve (Tennis) Miller Road, The Basin	City of Knox/Committee of Management	Tennis courts and pavilion	2	Summer pavilion usage: 64.5 hrs per week. Currently operating at capacity; pavilion 38 years old Five tennis courts – has capacity for additional usage. Pavilion 38 years old.	Operating under-capacity. Ongoing maintenance to remain fit for purpose.
6	CB157	Miller Park Reserve (Football & Cricket) Mountain Highway, Boronia	City of Knox/Committee of Management	Oval & pavilion - AFL, cricket	2	User Groups of Miller Park: Boronia Junior Football Club (winter), Knox Boronia Churches Cricket Club and Bayswater Cricket Club (summer). Winter oval usage: 29.5 hrs per week. Winter pavilion usage: 63.5 hrs per week. Summer oval usage: 43.5 hrs per week. Summer pavilion usage: 48.5 hrs per week. Currently operating at capacity; Pavilion 30 years old	Currently operating at capacity. Pavilion Strategy will address site-specific needs. Broader response required to address ability to meet increased demand from members, including junior and female participation.
8	CB156	Miller Park Reserve (Tennis) Mountain Hwy, Boronia	City of Knox/Committee of Management	Tennis courts and pavilion	3	6 tennis courts; has capacity for additional usage. Pavilion 32 years old.	Operating under-capacity. Ongoing maintenance to remain fit for purpose.
28	CB246/CB71	Boronia Radio Controlled Car Club 191 Dorset Road, Boronia	Boronia Radio-controlled car club	Radio controlled car racing	n/a	The Boronia Radio Controlled Car Club lease land and use three small buildings and hard surface dedicated track area. They also use the adjoining asphalt tennis court on as as-required basis for temporary overflow track area. The Club is a long standing user group (over 20 years) with good membership levels (63 members). They are well regarded as a facility for this type of use, and regularly hold State Championships at the Boronia facility. They are a member based club, but do work with Scope and other special needs groups to use their facility. Longer term plans for the Club, as expressed to Council in the past, have been upgraded seating and shelter and the desire to expand into the adjoining tennis court on a more permanent basis.	Some upgrading of the existing facility/infrastructure is likely to be required to allow the Club to properly cater for people with disabilities, and to improve level of facilities for members and State-wide competitions. Future of the public tennis court will be of interest to the Club, who has expressed a desire to expand into this space on a more permanent basis.

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
20	CB16	Progress Hall 134 Boronia Road, Boronia	The Basin Community House	Hireable meeting/function room spaces; 1 room x 120 persons; 1 room x 50 persons	2	Clubroom building constructed 1965. Progress Hall has provided general meeting room space in Boronia for many years. Was constructed c1920. Used for a range of private functions and community activities. It is relatively well used, with utilisation having increased since lease taken over by the Basin Community House. Given age of building, internal layout can be constrained and amenity standards/functionality is not ideal. Anecdotal evidence is that activities for older residents are not well suited, given lack of air conditioning, poor access for those with restricted mobility, etc. Some registered user complaints of unsuitability due to extreme heat/cold resulted in Climate Control Study in 2017. Recommendations included gap-sealing, but also considered options for insulation. Indicative costs for all climate control improvement options amounted to \$101K. Building has local heritage value (citation in Heritage Study 1993), however has no formal Heritage Overlay status in the Knox Planning Scheme.	Some services operating within Progress Hall may be better suited to operating as part of new library/ community hub. Even if a new community facility is constructed within Boronia Park to accommodate a relocated library and other services, Progress Hall is likely to still form an important part of any community hub as a complementary community facility. Need to consider opportunities for future direction of this precinct, along with Knox Infolink site and St Johns Ambulance site as part of Boronia Renewal Project. Heritage value of the building should be assessed and if relevant, formalisation of heritage status via Heritage Overlay in the Planning Scheme should be considered.
23	CB17	Infolink (Knox Information Support Centre) 136 Boronia Road, Boronia	Infolink	Community support offices		Information and community support centre, providing the following services: Emergency relief – food, phone, travel assistance; advocacy, information and referral; Low interest loan scheme and tax help program. Consultation as part of 2015 Library Review indicated that the existing building is well located but too small; need additional storage, shower room, kitchen, meeting and office space on the premises. Need access to meeting and consulting rooms which could be shared with other users (eg: library). Building is old and internal layout is problematic for Infolink. Building was constructed in 1950. Windows are not	Infolink has been expressing a need for additional space for meeting rooms, storage and other uses for many years. Consideration should be given to the role Infolink (for all or some of its services) could play as part of a new multipurpose integrated community facility within Boronia. Need to consider opportunities for future direction of this precinct, along with Knox Infolink site and St Johns Ambulance site as part of Boronia Renewal Project.

Map Reference (Map 2, p.11)	Council Building No.	Facility Name	Service Provider	Service Provision	Building Condition (2014)	Outcomes from previous engagement/Literature review	Preliminary Directions
17		Boronia District Guide Hall	Girl Guides Victoria	Girl Guide activities; hireable meeting room	n/a	heritage listed. Council owns the land, but not the building. The Guide and Scout Group own the building and are responsible for the maintenance and repair thereof.	No analysis has been undertaken of service need.
63		Boronia Scout Group Hall	Scouting Victoria	Scouting activities; hireable meeting room	n/a	Council owns the land. The Guide and Scout Group own the building and are responsible for the maintenance and repair thereof.	Council has previously requested the State government provide funding to relocate the Scout Hall. Initial consideration was to Marie Wallace reserve. No analysis has been undertaken of service need.
22		St John's Ambulance	St John's Ambulance	St John's first aid training and administration	n/a	Council owns the land. St Johns Ambulance own the building and are responsible for the maintenance and repair thereof. Facility is used for training, and as a base for St John's Ambulance activities in the region, including emergency management coordination (bushfires, etc). Consultation with St John's Ambulance for the 2015 Boronia Library Report suggests that the location is ideal, with suitable facilities, however additional garage space is required. Facility has a kitchen, large training area, office spaces, amenities and garage area. Garage area can accommodate one van. St John's has 2 other vehicles which it has to park at other St John's venues. Problem with tree at front of garage which make access difficult Service receives no Government funding. Funding is derived from attending events, running first aid training and donation.	Need to consider opportunities for the future direction of this precinct, along with Knox Infolink building and Progress Hall.



Boronia Renewal Project
Community
Engagement Report







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1.0 Introduction

This report outlines the processes and findings of the community engagement undertaken as part of the Boronia Renewal Project. This project involved the review of the 10-year old Boronia Structure Plan with consideration of the current and future role of the Activity Centre for the next twenty years, particularly in regard to built form, social, economic and environmental issues, as well as examining future options for Council's aging infrastructure and services to the community.

The project scope sets out the following objectives in the table below.

OBJECTIVE	PROMISE
To involve stakeholders (including Councillors, Council staff and Community Organisations) in a Charrette/workshop to assist in identifying key directions to inform the development of the Boronia Renewal Strategy.	Involvement will inform the Key Direction Report being presented to Council.
To undertake appropriate targeted consultation with stakeholders in order to inform the development of the Boronia Renewal Strategy.	Targeted consultation is undertaken as part of evidence collection and key directions report Targeted consultation will be undertaken with: <ul style="list-style-type: none"> • Key departments across Council • Community Agency Stakeholders • Councillors
To inform community members and stakeholders through a range of communication methods on the project development.	Community members and stakeholders will be kept up to date regarding each stage of the project.
To seek feedback from community stakeholders on the Draft Boronia Renewal Strategy.	Feedback will be considered by Council.
To meet the statutory requirements to review and update the Planning Scheme Amendment.	Formal statutory process through public exhibition and Panel hearings.
To receive submissions on the proposed planning scheme amendment that implements changes to the Knox Planning Scheme.	Submissions will be considered by Council and referred to an independent Planning Panel, if required.

A proportion of the engagement for this project also involved seeking the views of Council officers and key State government stakeholders in relation to the current infrastructure, as well as social and cultural service environment and future service trends that would have been noted by these stakeholders. The main step, and purpose of this report, was the engagement with the community to understand the strengths, aspirations, needs and expectations of a future Boronia.

This information will then be used by officers to develop Council's draft Boronia Renewal Strategy to be exhibited for public comment along with the proposed Planning Scheme Amendment in mid-2019.

The following document provides a summary of the key outcomes from the external stakeholders and community engagement phase of the Boronia Renewal project.



2.0 Project Background

2.1 The Context

The Boronia Renewal Project commenced with Council responsibilities to review the Boronia Structure Plan 2006 and address identified issues for the Boronia Community as well as review Knox Planning Scheme controls that are due to expire in December 2019.

The original Structure Plan was aligned to the then State Government policy framework *Melbourne 2030: Planning for Sustainable Growth* which stretched across the wider Melbourne metropolitan area identifying where growth should occur. The metropolitan strategy identified Boronia as a Major Activity Centre, outlining several conditions that were necessary for the Centre to perform well.



This State Government metropolitan strategy eventually evolved to become *Plan Melbourne 2017-2050*, retaining Boronia as a Major Activity Centre but providing updated vision, guidelines and deliveries for the metropolitan area.



2.2 Project Drivers

Further analysis to reconsider the Activity Centre boundary and controls within the Knox Planning Scheme was requested by the Minister of Planning along with the recommendations of the *Department of Environment, Land, Water, and Planning* to review structure plans every four years.

Moreover, today's Boronia is very different from the Boronia of 2006 and the expedited rate of change will result in a vastly different place by 2036. Council assets are aging and nearing the end of their lifespan with the Boronia Activity Centre being under growth pressure from built, social, economic, and environmental issues. A review of the Boronia Structure Plan 2006 revealed that despite the bulk of the Structure Plan's action have been completed, some issues persisted. This highlighted that a "*business as usual*" approach will not break entrenched issues and negative perceptions affecting Boronia. As such, a realignment of past approaches with new thinking would be necessary to set a new vision to lead Boronia towards a safe and secure future.

2.3 The Project and Study Area

The Boronia Renewal Project works begun following its adoption in September 2017; aiming to create a Renewal Strategy that will be a Strategic Planning document which establishes key directions for the future of Boronia. A comprehensive approach has been favored in recognition of the need to initiate change on multiple fronts through a multi-disciplinary renewal strategy.

The Project comprises, although not limited to, consolidated Background Report, Technical Studies, Implementation Plan, Built Form guidelines, and the subsequent Planning Scheme Amendment.



Figure 1 – Boronia Activity Centre and surrounding study area.

The study area comprises the current Boronia Activity Centre and surrounding fringe.

Overall, there are four stages of delivery to the project namely:

STAGE	OUTPUT
<p>STAGE 1</p> <p>Background and research</p>	<ul style="list-style-type: none"> - Consolidated Background: <ul style="list-style-type: none"> o Movement and Access Study; o Car Parking Audit; o Land Use and Built Form Structure and Transformation; o Walkability; o Planning Advice to assist delivery of the Boronia Renewal Strategy (Planning controls, Activity Centre Boundary, Parking Overlay); o Boronia Economic Demand, Land & Site Options Analysis; o Knox City Heritage Advice; o Population growth, Social & Community Profile; o Assets, Community Service & Facility needs.



STAGE	OUTPUT
	- Community Consultations – (e.g. Boronia Future Community Survey, and other workshops).
STAGE 2 Strategy development	- Key Directions Report; - Creating a Safer Boronia Strategy: <ul style="list-style-type: none"> o Safer Communities Fund Grant; o Boronia CCTV renewal program. - Draft Boronia Strategic Community Plan; - Draft Planning Scheme Amendment; - Draft Boronia Park Civic Concept Plan.
STAGE 3 Implementation	- Final Boronia Strategic Community Plan; - Final Boronia Park Civic Concept Plan; - Planning Scheme Amendment.
STAGE 4 Ongoing service delivery	- Boronia Park Master Plan; - Upgrading lighting and walking paths.

As part of this, a new structure plan is required to guide and coordinate actions that will shape the future redevelopment of the Boronia Town Centre and its surrounding neighbourhood. This new Structure Plan will be implemented to the Knox Planning Scheme via a Planning Scheme Amendment.

The deliverable of this project to date has been a collaborative effort between:

- Knox City Council's City Futures Team
- Knox City Council's Community Infrastructure Team
- Knox City Council's Sustainable Infrastructure Team
- Knox City Council's Community Services Team
- Knox City Council's Communications Team
- Hansen Partnership
- GTA Consultants
- Glossop Town Planning
- HillPDA Consulting

2.3.1 Aim

The purpose of this report is to provide an overview of the community engagement activities and communication that were taken as part of, or influenced, the Boronia Renewal Project. This report draws together ideas and feedback received from the community and a range of stakeholders with an interest in Boronia.

This report captures all the Community Engagement activity undertaken as part of Stage 1 - Background and Research, and Stage 2 – Strategy development of the Boronia Renewal Project, compiling the key findings that helped drawing the conclusion, i.e. the storyline, for Stage 3 of the project. Further Community Engagement Consultation will take place at Stage 3 – Implementation during the exhibition of the Planning Scheme Amendment and will comprise a separate addendum adding to this report at a later stage.

The Community Engagement Plan for the Boronia Renewal Project comprised a communication strategy which together with the purpose of the Boronia Renewal Project aimed:

- To inform identified key audiences about the project, its deliverables, and outcomes.



- To build long term relationships with the community and key stakeholders to support the preparation of a Renewal Strategy and its implementation.
- To share specific information about Boronia sourced from the Community and Council Plan and a review of the 2006 Boronia Structure Plan.
- To highlight facets of the project.
- To invite feedback from, and to give feedback to, the community, within agreed timeframe. And,
- To identify opportunities for community intervention and input on future priorities.

To help achieve this project Council identified key audiences, key messages and the most appropriate communication channels as part of the community engagement approach outlined below in section 3.

3.0 Engagement Methodology

Knox Council has an ongoing commitment to engaging with its community (particularly those who will be effected by a decision) to support well informed decision making, governance and democracy. The Boronia Renewal Project recognises the diversity of skills, views and expertise embedded in the community and these are being harnessed to improve planning and decision-making.

A Boronia Renewal Communications Strategy was developed to express the purpose, goals and measurement for engaging with identified key audiences about the project, its deliverable and outcomes. It also identifies key stakeholders, key messages and supporting messages of this project. The Communication Strategy can be found in **Appendix 1**

As this project addresses multiple issues in Boronia, it is important to reach as broad an audience as possible.

The following key actions and methodologies were identified for the community engagement process to gain input from Council staff, community members, stakeholders and partners in Boronia:

METHOD OF COMMUNICATION USED	EXAMPLE OF COMMUNICATION UNDERTAKEN
Web updates	<ul style="list-style-type: none"> • Dedicated Boronia Renewal Project webpage with regular updates and links to documents; • Ability to provide feedback through Knox “have your say” website. • Links to online surveys.
Subscriber bulletins	<ul style="list-style-type: none"> • Bi-monthly digital Boronia information bulletin emailed to subscriber (<i>voluntary subscription</i>).
Media releases and Local Community Paper	<ul style="list-style-type: none"> • Social media promotion reaching and feedback; • Local media and community paper article and advertisement with: <ul style="list-style-type: none"> ○ Knox Leader; ○ Boronia-Basin Community News. • Council’s ‘Knox Biz’ economic information bulletin.
Ad-Hoc Communications	<ul style="list-style-type: none"> • Promoting advertisement: <ul style="list-style-type: none"> ○ Bus shelters advertising; ○ Council lobby buildings advertising; • Distributed information Booklets and promotion postcards; • Radio Segment; • Social media advertising; • Focus project mail out to owners, residents and retailers; • Stakeholders’ electronic mailing lists.



METHOD OF COMMUNICATION USED	EXAMPLE OF COMMUNICATION UNDERTAKEN
Community Information Sessions	<ul style="list-style-type: none"> • Surveys; • Community Conversation Sessions and workshop; • Walking tours.
Focus Group and workshops	<ul style="list-style-type: none"> • Stakeholders workshops (Service providers - Government agencies); • Traders & Business workshop.
Council and Councillors meetings	<ul style="list-style-type: none"> • Councillors briefing; • Council meeting; • Council staff and Councillors workshop - walking tour; • EMT briefing.
Scheme Amendment Exhibition	<ul style="list-style-type: none"> • Refer to Addendum document.

3.1 Engagement Objectives

The overall community engagement objectives for the project were to:

OBJECTIVE	PROMISE
To seek advice from community members on their vision and aspirations for Boronia.	Community members and stakeholders will be kept up to date regarding each stage of the project.
To involve stakeholders (including Councillors, Council staff and Community Organisations) in a Charrette to assist in identifying key directions to inform the development of the Boronia Strategic Community Plan.	Involvement will inform the Key Direction Report being presented to Council.
To seek feedback from community members on the draft Key Directions.	Feedback will be considered by Council.
To inform community members and stakeholders through a range of communication methods on the project development.	Community members and stakeholders will be kept up to date regarding each stage of the project.
To seek feedback from community stakeholders on the Draft Boronia Strategic Community Plan.	Feedback will be considered by Council.
To receive submissions on the proposed planning scheme amendment that implements changes to the Knox Planning Scheme.	Submissions will be considered by Council and referred to an independent Planning Panel, if required.

The key message for all engagement in this project was:

‘Boronia is one of our oldest suburbs and is undergoing significant change. Council is committed to working with community to revitalise this much loved area.’

A mix of communication channels and methodologies were utilised in order to best match messages and ensure that they get to the right audience in a timely and effective fashion.



3.2 Engagement Planning and Activities

Engagement Plan Overview

KEY ENGAGEMENT	WHEN	PROJECT STAGE RELATED
Boronia Future Community Survey	Oct-Nov 2017	Stage 1 - Background and Research
Community Conversation Session	27 Oct 2017	Stage 1 - Background and Research
Workshop - Traders & Business workshop	6 Feb 2018	Stage 1 - Background and Research
Workshop - Service Providers	15 Feb 2018	Stage 1 - Background and Research
Workshop - Community Groups	15 Feb 2018	Stage 1 - Background and Research
Car parking Community Survey	Apr 2018	Stage 2 – Strategy development
Councillor ‘Wayfinding’ walking tour of Boronia	19 Apr 2018	Stage 1 - Background and Research
Instagram #Trees of Boronia	May 2018	Stage 2 – Strategy development
Safety Perceptions Survey	Jun 2018	Stage 2 – Strategy development
Creating Safer Boronia walking tours and workshops	9 to 11 Oct 2018	Stage 3 – Implementation Stage 4 – Ongoing service delivery
Community Information Drop-In Session and Draft Renewal Strategy Survey	13 Nov 2018 Nov-Dec 2018	Stage 2 – Strategy development
Youth Perspective Survey and, Young Children’s Views of Boronia	Nov-Dec 2018 Nov-Dec 2018	Stage 2 – Strategy development Stage 2 – Strategy development
Movement and Access Focus Group	19 Dec 2018	Stage 2 – Strategy development
Stakeholders one-on-one meetings	Various Date	Stage 2 – Strategy development
Planning Scheme Amendment Exhibition	TBA – Part 2	Stage 3 - Implementation

AUDIENCE/KEY STAKEHOLDERS	
Boronia property owners	Residential, business, investors.
Boronia residents	Tenants, Owner-occupiers.
Boronia retailers/traders	Business owners and operators.
Knox and Boronia community	Residents, visitors, workers, Boronia facility/service users (Early years centres, library).
Boronia community groups	Sporting, Seniors, Youth, Recreation/Leisure Groups, and faith-based groups.
Councillors and Council staffs City of Knox advisory committees	Local Councillors, Council, Senior Management, City Development, Corporate Services, Community Services, Engineering and Infrastructure; Community formed advisory committees.



AUDIENCE/KEY STAKEHOLDERS	
Local elected members	State and Federal representatives.
State and Federal government	Government Agencies and Authorities.
Agencies and service providers	Not-for-profit, social enterprise, utilities and infrastructure providers.

A detailed stakeholder database was developed to provide points of contact for the purpose of community engagement associated with the Boronia Renewal Project. The database comprises people from the following areas of interest/expertise in the following thematic:

- Local Knox Councillors and relevant officers;
- Local State and Federal politicians and relevant representatives;
- Traders and business operators in Boronia;
- Agencies and Service providers from Not for Profit organisations, State and Federal Government, Hard infrastructure providers;
- Community Groups in Boronia;
- Community members, visitors, owners and residents, who have registered an interest in the project for a recurring e-newsletter.

3.2 Previous Relevant Engagement

The community engagement builds on the extensive consultation undertaken as part of the preparation of the 2006 Structure Plan and other community engagement prior to the Boronia Renewal Project.

The following engagement activities occurred in Boronia over the past four years. Information from the local community on these projects has been helpful in gaining a better understanding of their thoughts on the key issues raised. The four projects were:

- Renew Boronia – a local economic renewal project (2014);
- Boronia Library Redevelopment Feasibility Study (2015);
- Boronia CCTV Project (2015);
- Knox Community and Council Plan (2017).

3.3 Online Surveys

3.3.1 Boronia Future Community Survey

Purpose and Audience

The Boronia Future Community Survey was initiated as a means of promoting the Boronia Renewal Project and gave a direct opportunity for the community to influence the directions of the project from its earliest stages. It provided people with the opportunity to stay informed about the project through receiving regular updates.

The survey audience was to consult with the community at large, especially people interested in the future of Boronia, and particularly people who live, work and play in Boronia. The survey was widely distributed and open to all, it was not a requirement that respondents had an immediate connection to Boronia in order to provide their thoughts and opinions.

Communication of Event

The survey was open from the 23 October to 17 November 2017, and administered through a combination of online and hard copy questionnaires. The online portal was the primary means for its convenience, efficiency in data collection, and



ease of distribution. However, hard copy questionnaires were available at the community conversations event, upon request, or through being combined with supported service provider interactions, particularly with aged care services.

The survey was publicised by Council through a combination of the following:

- Link posted on the Knox website for the duration of the survey, including;
 - The “Haveyoursay” Knox page;
 - The development of a Boronia Renewal Project page;
 - Announcement on the Knox City Council main page.
- Displayed on screen at Civic Centre Customer Service Counter for the duration of the survey;
- Paid advertisement in the Knox Leader during the week of 15 October 2017;
- Emails sent to Boronia community groups, service providers and agencies advising about the project with a link to the survey asking them to promote it to their members during the week of 23 October 2017;
- Social media advertisement (Facebook and Twitter) to a local area in Boronia on 24, 27, and 31 October and 15 November 2017;
- School newsletter notice for Boronia K-12, Boronia West and St Joseph’s Primary Schools during the week of 23 October 2017;
- In-person Community Conversation Sessions in front of Coles/Kmart and Dan Murphy’s in Boronia from 9 AM – 12 noon on Saturday, 28 October 2017 [refer to Section 3.7.1];
- Flyers with information and the survey web link left at key council facilities in the Activity Centre (e.g. Knox Leisureworks, Boronia Library, Park Crescent Child Care and Maternal and Child Health Centre, Boronia Senior Citizens, and Knox Infolink).

The most successful method was the social media advertisement on Facebook and Twitter. In addition to Council’s promotion and regular prompts, a community member posted a link to the online survey on Facebook, in response to a post by the Knox Leader related to their article about the Boronia Mall. This was at the time when the survey opened. It is likely that this independent community promotion, along with word of mouth in other forums, also helped contribute to the significant engagement levels that the survey generated.

Brief Description

The data collection tool for this phase of community engagement was a short, self-administered survey including both quantitative and qualitative open-ended questions. The survey comprised of ten questions, some with multiple parts, aimed at understanding what people most like and dislike about Boronia, how often people visit certain community facilities and places in Boronia, and people’s suggested recommendations for future planning. A copy of the questionnaire can be found in **Appendix 2**.

Socio-demographic questions included age (service age groups), household size (number of people), and residential location (street name in Boronia or postcode outside Boronia). Information related to Aboriginal and Torres Strait Islander status and gender were not collected due to privacy concerns and potential impacts on participation.

In recognition of many people’s time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience.

The response rate was very good with 527 surveys completed. This included approximately 487 completed on line and 40 hard copies (which were manually keyed in). It represented a good age range of people from 18 – 70+ years and was mildly comparable to the Boronia population. In particular there was:

- An under representation of the oldest age groups (70-84 and 85 and over) and the younger adults (18-24);
- An over representation of the 25-49 year olds ;
- A similar representation of 50-59 and 60-69 year olds;
- 300 respondents identified as Boronia residents.



Results and Key Findings

The lists below demonstrate the top feedback gathered from this consultation. These have been grouped as the five responses as to what people liked, disliked and what Council's future planning should focus on.

The top 5 responses to what people like about Boronia were:

1. *Environment, parks and open space (185)*
2. *Shopping, access and convenience (139)*
3. *Good access to public transport and major roads (124)*
4. *Central convenient location (91)*
5. *Close to the hills, country (72)*

The top 5 responses to what people least liked about Boronia were:

1. *Boronia Mall outdated- public behaviour – safety (164)*
2. *High density – over development (135)*
3. *Outdated and rundown buildings – shops – areas (99)*
4. *Drugs (88)*
5. *Crime and safety (85)*

The top 5 responses to what people feel Council's future planning should be focused on were:

1. *Rejuvenate Boronia Mall (150)**
2. *No more housing development (108)*
3. *Vibrant shopping centre (106)*
4. *Retain and maintain open spaces and green (105)*
5. *More parking (82)*

** This post was cross referenced in an earlier post from the Knox Leader about the Boronia Mall and included a link to the survey/webpage which may explain its popularity and possible impact on the Boronia Survey Results*

The survey indicated that the top five services and venues visited weekly in Boronia are:

1. *The Boronia Mall (38)*
2. *Boronia Basketball Stadium (16)*
3. *Knox Leisureworks (16)*
4. *Chandler Park Reserve (13)*
5. *Boronia Park (10)*

The detailed analysis of the survey result can be found in **Appendix 2**

The answers do highlight there is a shared view about particular issues regarding the condition of the town centre. The following matters were raised with a certain level of commonality.

- Importance of parks and open space, the range of shopping opportunities, and good transport connections across all age groups and household types surveyed.
- Concerns about poor amenity, public safety, and antisocial behavior around the shops, with a particular focus on drugs as a problem amongst people 18-24 years old.
- Frequent suggestions related to refurbishment of the Boronia Mall, particularly amongst people 18-49 years old.
- Perceived overdevelopment was a key concern driven primarily by people over the age of 50, though it was also mentioned by other respondents.
- Boronia Mall is relatively well patronized, with 38% of respondents reporting they visit weekly and only 6% reporting they don't visit at all.
- Basketball Stadium visits are mixed, with 16% of respondents reporting they visited weekly and 60% reporting they didn't visit at all.
- Facilities like the Boronia Progress Hall, Senior Citizens Centre, and St. Johns Ambulance hall may be underutilized, which suggests opportunities to improve or broaden access.



This exercise has also had secondary benefits to the Boronia Renewal Project by providing learnings outside its core purpose:

- A large number of respondents (250) registered their interest in participating in the project and this group can be harnessed as a touchpoint for gathering feedback on specific issues.
- The response has suggested a high digital literacy rate of the community, which could enable Council to make better use of social media platforms to generate project awareness, share information and make process adjustments to better respond to the community

3.3.2 Car parking survey

Purpose and Audience

One of the feedback of the Boronia Future Community Survey identified '*more car parking*' amongst the top five priority that should be focused on in Boronia. The car parking survey was initiated to investigate this topic closer with the intent to gather information on how the various parking spaces/locations are currently used, identify usage pattern and hotspots. This information is intended to be used to:

- Plan for future growth in and around the town centre;
- Provide feedback useful for the preparation of the Boronia Parking Management Plan; and
- Sow seeds for behaviour change to active modes.

The car parking issues in Boronia was also accompanied by a Car parking Audit undertaken by Council officers which, together with the Car parking Community Survey, will intend to guide the future development of a Parking Management Plan for Boronia.

The primary audience was that of any persons living, working, or travelling and commuting to/from/via Boronia, whether by any means of transportation, so as to draw an overall picture on car parking issues in particular but also on mobility in general.

Communication of Event

The survey was open from 1 April to 30 April 2018, and administered online. The survey was circulated initially to our 'Registered interest pool' of 300 email addressed and also drew on the traders and business operators database. The survey was set to coincide with an article in the April edition of the Boronia/Basin Community Newspaper and further promoted through the Boronia Renewal website.

The survey was publicised by Council through a combination of the following:

- Link posted on the Knox website for the duration of the survey, including:
 - The "*Haveyoursay*" Knox page;
 - The Boronia Renewal Project page;
 - Announcement on the Knox City Council main page.
- Boronia E-newsletter emailed to Community subscribers.
- Emails sent to community groups and traders/business operators.
- Article on April edition of the Boronia Basin Community News.
- Paid advertisement in the Knox Leader during the week of 17 April 2018.
- Displayed on screen at Civic Centre Customer Service Counter for the duration of the survey
- Social media advertisement (Facebook and Twitter) with post on Facebook on 7, 19, and 29 April 2018 and promotion via Twitter on 1 and 27 April 2018.



The most successful method of distribution was estimated to be Council E-Newsletter which drew 70 visits to the survey, accounting for approximately 1/5 of all respondents through this medium alone. It is also noted that the social advertisement of the survey via Facebook received some attention. These comments are discussed at **Section 3.4.4**.



Brief Description

The data collection tool for this was a self-administered survey including mostly quantitative and some qualitative open-ended questions. The survey comprised a total of 41 questions overall with section dedicated to residents/visitors or to business/employees. The survey aimed at understanding usage patterns, identifying problematic areas, and demand in relation with behaviour. A copy of the questionnaire can be found in **Appendix 3**.

Socio-demographic questions included: gender, age (service age groups), employment status, possession of a disable parking permit, household size (number of people, number of bedrooms), and residential location (suburb, if applicable - street in Boronia). Information about vehicle ownership and parking (type of vehicle, car parking provision), mode of travel, and parking behaviour within Boronia were also asked.

In recognition of many people's time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience.

The response rate was good with 357 surveys completed online. It represented 50% of respondents living in Boronia for a total of 88% being Knox residents.

Results and Key Findings

The lists below demonstrate the top feedback gathered from this consultation. These have been grouped as the top five responses with regard to vehicle ownership per household, street parking, and car parking popularity.

Top three number of car ownership/Boronia household:

- 1- 2 cars (88 respondents)
- 2- 1 car (37 respondents)
- 3- 3 cars (25 respondents)

Top three number of bicycles ownership/Boronia household:

- 1- 2 bicycles (19 respondents)
- 2- 1 bicycles (19 respondents)
- 3- No bicycles (18 respondents)

Top 5 reasons for parking in the street (of 172 car owner respondent whom park on the street):

1. Only using space for a short time (31 respondents)
2. Not enough visitor parking (22 respondents)
3. Easier access (13 respondents)
4. There is limited space off street (9 respondents)
5. The parking space is used for storage (7 respondents)

Main method of transportation to visit Boronia Town Centre:

- 90.5% drive themselves.
- 55% identified they can find a car parking spaces within 5 minutes.
- 75% identified that the parking limitations are adequate.

Top 5 most used car park:

1. Dorset Square
2. Boronia Junction
3. Boronia Village
4. Dan Murphys
5. Coles multi-level

The detailed analysis of the survey result can be found in the full report in **Appendix 3**.

The answers do highlight the following matters:

- A high percentage of females completed the survey representing 65% of all respondents;



- Young adults and youth (less than 25 years of age) were unrepresented in this survey, being only 4% of respondents;
- In general, respondents who live in two or three person households, have more bedrooms than people. However, four and five person households have less bedrooms than people. For instance One-person households predominately live in two or three bedroom dwellings while respondents who live in four person households, mostly live in three bedroom dwellings.
- The average car ownership for Boronia residents equates to approximately 2.4 vehicles per person, making Boronia highly car dependent.
- Reasons for parking on the street was largely the residents' choice rather than by lack of private car parking spaces although 54% of respondents said there is not enough on street parking despite that 75% said they rarely park on the street.
- 58% of respondents said parking after 6pm was an issue, with the width/layout of street and parallel parking being the main problem identified as leading to busy and congested road. The limitations on the ability for vehicle to pass each other freely appears to be the main issue.

3.3.3 Safety Perceptions Survey

Purpose and Audience

The feedback of the Boronia Future Community Survey identified the following three items within the top five of what people least like about Boronia: Crime and safety, Drugs issues, and Outdated and rundown buildings – shops –areas, which can be deemed to impact on general safety perceptions. These items were identified by both residents and workers/businesses operators.

Council was keen to explore the experiences and perceptions of safety in Boronia to gain a better understanding of where and what these issues may be. The purpose of this survey was therefore to gather more information so as to help guide Council's future actions on this matter.

The primary survey target was with people who live, work, or own a business in Boronia but was opened to the community at large with an interest in Boronia.

Communication of Event

The survey was open from 28 June to 31 July 2018, and administered online. The survey was circulated to persons registered to the Boronia E-newsletter.-The survey was also set to coincide with the June edition of the Boronia/Basin Community Newspaper and further promoted through the Boronia Renewal and Knox "*haveyoursay*" webpages.

The survey was publicised by Council through a combination of the following:

- Link posted on the Knox website for the duration of the survey, including
 - The "*Haveyoursay*" Knox page.
 - The Boronia Renewal Project page
 - Announcement on the Knox City Council main page
- Boronia - The Basin Community News article in the June and July 2018 editions
- Boronia E-newsletter bulletin emailed to subscribers on 4 July 2018
- Displayed on screen at Civic Centre Customer Service Counter and Boronia Library for the duration of the survey
- Email to members of Council Youth Advisory Committee
- Social media advertisement with post on Facebook on 6 July 2018
- Postcards left at local retailers

Council E-Newsletter drew 36 visits to the survey, consisting of approximately 1/10 of all respondents through this medium alone.



Brief Description

The data collection tool for this was a self-administered survey including mostly quantitative and some qualitative open-ended questions (2 questions). The survey comprised of 21 questions overall with section dedicated to perceptions and experiences. The survey aimed at understanding usage patterns, problematic areas, and demand in relation with behaviour. A copy of the questionnaire can be found in **Appendix 4**.

Socio-demographic questions included: gender, age (service age groups), identification as whether of aboriginal or Torres Strait Islander background, and residential location (suburb, if applicable - street in Boronia).

In recognition of many people's time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience.

The response rate was good with 271 surveys completed online, with 55% of respondents being Boronia residents (149 respondents).

Results and Key Findings

The lists below demonstrate the top feedback gathered from this consultation. These have been grouped as the top five responses with regard to perceptions of Boronia (all respondents and residents only), locations to avoid (night and day), and improvements.

Overall top five perceptions of the Boronia Town Centre (all respondents):

1. 74% are dissatisfied with the overall appearance;
2. 70% think drug use and drug dealings are a major problem;
3. 67% think that people hanging around in the street are a major problem;
4. 65% are dissatisfied with the general maintenance, cleanliness, and property maintenance of the Town Centre;
5. 64% are dissatisfied regarding feeling the safety in the Town Centre.

Overall top five perceptions of the Boronia Town Centre /Neighbourhood (Boronia Residents):

1. 45% are dissatisfied with the sufficiency of street lighting to allow to walk safely (31% neutral)
2. 44% are dissatisfied with the general maintenance, cleanliness, and property maintenance of the Town Centre (23% neutral);
3. 44% are dissatisfied with the overall appearance (24% neutral);
4. 37% identified anti-social behaviour as encountered breach that affected their safety;
5. 25% identified graffiti as encountered breach that affected their safety.

The additional two responses were also provided freely by respondents:

- Intimidation and aggressive behaviour related to drugs (6 references)
- Speeding vehicles (2 references)

Top five locations identified as unsafe and to be avoided during the night:

1. The whole of Boronia Town Centre (7 references)
2. Boronia Train Station (7 references)
3. Alleyways and Laneways (6 references)
4. Woolworths (5 references)
5. Kmart and Coles car parks (4 references)

Top five locations identified as unsafe and to be avoided during the day:

1. The whole of Boronia Town Centre (7 references)
2. Boronia Train Station (6 references)
3. Chandler Park and Boronia Park (2 references)
4. Coles (2 references)
5. Erica Ave pedestrian crossings – Floriston Ave footpath – Kmart multi-level car park – Taxi rank near Kmart – Woolworth (each with 1 reference)



Top five selected measures to improve safety in Boronia:

1. Increased police presence (139 responses)
2. Increased lighting (81 responses)
3. Alcohol restrictions (70 responses)
4. More CCTV cameras (64 responses)
5. Creating employment (37 responses)

The detailed analysis of the survey result can be found in **Appendix 4**

The answers do highlight the following matters:

- A high percentage of females completed the survey representing 63% of all respondents;
- Young adults and youth (less than 25 years of age) were unrepresented in this survey, being only 2% of respondents;
- The surrounding environment, layout, visual cues, and its physical quality, are likely increasing perceptions and fear of crime with even further entrenching views of threatening social behaviour occurring. As such, the sourcing of police data from the Crime Statistics Agency would be valuable to further evaluate the crime and safety profile for Boronia compared to perceptions that may be more entrenched by the visual environment.
- Actions that would involve input from people were not as supported within the top five selections - community events (7th place with 30 respondents); -neighbourhood watch (10th with 13 respondents).
- Top three social behaviours considered as problems in Boronia consisted of – Drug use (70% major problem and 24% minor problem); - People hanging around in the street (67% major problem and 26% minor problem); - Violence and aggressive behaviour (54% major problem and 39% minor problem).
 - People hanging around the street was considered as a major problem which would warrant further investigation with regard to the notion that a busier street life would allow for greater mutual surveillance.
- Top three appearance and structural issues considered as problems in Boronia consisted of – Rubbish (44% major problem and 43% minor problem); - Poorly lit bus stops (43% major problem and 40% minor problem); - Vandalism (39% major problem and 51% minor problem).
- People felt safest being in the town centre between 9am – 12pm.
- 32% felt safe during the day at Dorset Square compared to 15% at night
- Only half of respondents are aware of CCTV cameras at the train station for just over a quarter being aware of CCTV cameras at car parks; all other safety measures being even less recognised.
- Increased police presence is considered a priority; further investigation as to whether the increased presence of Protective Safety Officers (PSO) throughout 2018 has improved safety perception at the train station.

3.3.4 Draft Renewal Strategy Consultation

Purpose and Audience

This consultation involved the presentation of the Draft Boronia Renewal Strategy Key Directions report. The draft report incorporated the results identified from comprehensive consultation and community engagement that was undertaken as both part of Stage 1 and Stage 2 of the Boronia Renewal Project in its strategy and the outcome of numerous background research. The purpose of this consultation was to gather community input to each of the Key Directions developed for this Draft Strategy as to help inform the final direction of the Boronia Renewal Strategy.

The draft report was submitted for consultation to the community at large, by presenting the draft Vision and Key Directions for Boronia 2040 for feedback to anyone with interest in the future of Boronia, and particularly people who live, visit, work and play in Boronia. A copy of the draft Boronia Renewal Strategy can be consulted in **Appendix 5**.



Communication of Event

The feedback period was open from 30 October to 30 November 2018 and administered online via a survey. The communication method involved two parts:

- The presentation of the Draft Boronia Renewal Strategy prepared by Knox City Council for information.
- The gathering of any feedback on the Key Directions presented within the Draft Boronia Renewal Strategy.

The report and survey were publicised by Council through a combination of the following:

- Hard copies of the report on display at KCC, Boronia Library, Knox Leisureworks, Infoclink.
- Link and digital copy of the report and survey posted on the website including:
 - Boronia Renewal webpage – copy of draft
 - 'Haveyoursay' webpage – link to survey
 - front page of Knox website
 - Council's Intranet
- Displayed on screen at Civic Centre Customer Service Counter, Boronia Library, and Leisureworks Centre for the duration of the survey
- Social media advertisement with post on Facebook on 3 December 2018
- Boronia E-newsletter bulletin emailed to subscribers in November 2018;
- Boronia - The Basin Community News article and Advertisement in November 2018 edition;
- Advertisement in Knox Leader on 30 October and 20 November 2018;
- Mayoral interview and radio message on Eastern FM community radio;
- Email to members of Council Youth Advisory Committee;
- Postcards in Boronia retail areas;
- Posters in Boronia retail areas, Boronia library and Knox Leisureworks;
- Community information session held in Boronia in November 2018;
- Knox News Summer 2018 edition – hard copy and electronic bulletin.



Brief Description

The report set the scene via 9 key directions; identifying the current context, challenges, strategy for the future and questions for the community to think about and provide feedback.

The data collection tool for this was an online and hardcopy survey. The accompanying survey comprised a total of 37 questions overall with section dedicated to each of the Nine Key Directions presented within the Draft Boronia Renewal Strategy. The survey aimed at gathering perceptions and opinions towards each Key Directions statement, as well as suggestions and ideas. Socio-demographic questions included: gender, age (service age groups), identification as whether of aboriginal or Torres Strait Islander background, and residential location (suburb, if applicable - street and lifespan spent in Boronia). A copy of the feedback questionnaire can be found in **Appendix 5**.

The feedback questionnaire was also communicated and made available during the Community Drop-In session discussed at **Section 3.6.5**.

In recognition of many people's time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience.

The response rate was good with over 90 responses feedback completed online and two more hardcopy survey completed with 54% of respondents being Boronia residents, of these, over a third of respondent have lived in Boronia for less than 3 years and a third have lived in Boronia for more than 10 years.



Results and Key Findings

The lists below demonstrate the top feedback gathered from this consultation. Between 78 and 87 people provided an indication of their level of support for each of the nine Directions outlined in the Draft Strategy.

Of the nine key directions, the one with the strongest support was *"Boronia is a green place with spaces to play"*, with almost two in three respondents giving this Direction the highest support rating (5), and another 19% giving it the second highest support rating (4). The second most supported Direction was *"Boronia is a healthy, active and connected community"*, with almost half of the respondents giving this Direction the highest support rating (5), and another 35% giving it the second highest support rating (4).

The top answers or suggestions to each key directions are grouped as follow:

- Boronia is a unique place
 - Expansion and improvement of green space, parkland, and garden (28%);
 - Retain, upgrade, and integrate the library/basketball stadium into a hub (22%);
 - Revamp, upgrade, and fill shops (19%).
- Boronia has quality living environments
 - Building appearances and materials (48%);
 - Building heights (46%);
 - Retain Heritage buildings / lighting of public places (both 43%);
 - Water sensitive urban design (36%);
 - Car parking spaces (34%).
- Boronia is a healthy, active and connected community
 - Provide activities and things to do (29%) – events, leisure, market, outdoor movies, youth activities, etc.;
 - Provide outdoor places (18%) – tables/chairs, alfresco dining, configuration of open spaces;
 - Provide safe public places (18%) – police, lighting, safe environment created;
 - Provide indoor community space (16%) – community centre, theater;
 - Brings the arts (16%) – funded program, local artists, and place to perform.
- Boronia is resilient
 - Listen and respond to the community (community led decision making, check Facebook comments, work together, etc.) – 9 respondents;
 - Stop inappropriate development (subdivision, apartment, overdevelopment) – 6 respondents;
 - Show the community some change (show actions, invest, take concrete actions) – 6 respondents.
- Boronia nurtures small to medium enterprises, micro-making and social enterprise
 - Evening activities and seasonal events (76%);
 - Leisure and entertainment options (72%);
 - Community groups that meet in Boronia, free activities and recreational or heritage walks (each 70%);
- Boronia is a green place with spaces to play
 - More canopy tree planting and create places to sit in the shades and rest in the town centre (both 76%);
 - Landscape areas along street and footpaths (75%);
 - Introduce tree protection controls (55%).
- Boronia is smart and digital
 - Street furniture including drinking fountains (67%);
 - Additional and improved pedestrian paths (51%);
 - Additional crossing points over busy roads (49%);
 - More street lighting (46%);



- Improved drainage (37%);
- NBN (33%).

- Boronia has an active nightlife
 - Market (78%);
 - Festival/fair (65%);
 - Live music events (27%);
 - Outdoor cinema and food trucks (both 19%).

- Boronia is growing through cohesive land use and urban infrastructure
 - Update the area (21%);
 - Remove drugs and 'undesirables' (19%);
 - Clean the area (19%);
 - Improve safety (12%);
 - More green space (10%).

The detailed analysis of the survey result can be found in **Appendix 5**.

3.3.5 Youth Perspective Survey and Young Children's workshops

Purpose and Audience

The Boronia Future Community Survey result revealed an under representation of the younger adults (18-24) age group. Youth and young adults were also under represented as participant in all subsequent consultation survey and consequently, it was deemed important to seek the views of this demographic for this important project. Council also recognised this gap and voted a motion on 23 July 2018 requesting that further consultation be undertaken with the Youth and Children age group as part of Stage 2 of the project.

The purpose of this consultation was to gather the thoughts, experiences, ideas and views of youth and young adult so to enhance decision-making with greater ownership of outcomes by the whole community. The purpose of engaging with children and young people regarding the Boronia Renewal Project is also to ensure that strategies and outcomes proposed are relevant, age appropriate and appealing to the whole community.

The target audience for this consultation was young people, to include 10 year old and ranging to 25 year old who live, study, work or play/frequent Boronia. However, because the survey was widely distributed and open to all it was not a requirement that respondents had an immediate connection to Boronia in order to provide their thoughts and opinions.

Communication of Event

Council Youth Services Department approached the Youth Advisory Committee (YAC) for their advice and input on developing a strategy for engaging with young people in Boronia. The survey was designed and distributed in collaboration with Knox Council's Youth Advisory Committee subsequent to brainstorming sessions with the committee.

The survey was promoted by Council and the Youth Advisory Committee through a combination of the following:

- Visits to schools (parts of the pop-up approach) at Boronia Heights and Boronia K-12;
- 'Pop-up' exhibit and consultation at Knox Carols Event, Leisureworks, and Boronia Library. Young people were tasked to promote the survey and approach potential respondents at two of the five pop-up consultations.

The survey was promoted during November 2018.



Brief Description

The data collection tool for this was a self-administered survey. The survey comprised of eleven open-ended questions. The survey aimed at understanding what people most like and dislike about specific parts of Boronia, how things could be improved, and young people's hopes for the future of Boronia. A copy of the questionnaire can be found in **Appendix 6**.

Socio-demographic questions included: age, gender, Aboriginal and Torres Strait Islander status, and residential location (by suburb).

In recognition of many people's time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience. Young people were given the choice of the Train Station, Dorset Square and Boronia Park, as to which area of Boronia they wanted to give feedback on.

The response rate was 265 completed surveys with 75% of respondents being Knox residents and 13% being Boronia residents. An additional 26 responses were gathered as group responses through visits at primary schools [totaling 291 responses].

Results and Key Findings

The lists below demonstrate the top feedback gathered from this consultation.

Of the 265 survey responses, the Train Station made up **48%** of responses, Dorset Square made up **23%**, Boronia Park made up **19%** and a further **10%** didn't choose a specific area. This provided an early indication about what areas mattered most too young people and also gave an idea as to what areas are most frequently used within this demographic.



<i>Top answer to questions (planning effect answer)</i>	TRAIN STATION	DORSET SQUARE	BORONIA PARK
What is liked most about area	Accessibility (36%)	Variety of shops, services, restaurants (63%)	Park facilities and playground (43%)
What is not liked about area	Social issues (32%) <ul style="list-style-type: none"> Worn out facilities (29%) 	Worn out facilities and buildings (27%)	Rubbish and littering (25%) <ul style="list-style-type: none"> Proximity to busy road (17%)
Ideas to fix it	More policing/security (40%) <ul style="list-style-type: none"> Renovate, introduce green spaces (24%) 	Redevelop Dorset Square – public space/events (33%)	Clean up litter (24%) <ul style="list-style-type: none"> Family friendly spaces (10%)
What would you want to see in the future	Renovated and modern train station (23%)	Newer updated shops with more street life (19%)	Improved current facilities (23%)



Overall, young people appreciate the variety of services and shops offered in Boronia but recognise that more attractive shops could be still be swayed into establishing in Boronia, particularly another anchor retailer. Young people principally recognise the rundown state of buildings and public infrastructure, with littering and safety (social issues) equally being as major issues. Street life and public activities, public squares space are noted as a desirable outcome. The detailed analysis of the survey result can be found in **Appendix 6**.

The answers do highlight the following matters which were quoted from responses and consultation and considered worthwhile ideas:

- *"Well Melbourne Street Art seems to be attracting people to the city. Why not do something similar at Boronia Mall except make it unique. I do have some ideas about that!"*;
- *"Open aired walkways and family friendly areas"*;
- *"Updating street furniture and greenery in the area - maybe providing more shade areas. Encouraging more events and activities in the area, possibly? I'm not sure what can be done to update the shops!"*;
- *"A few bigger name stores perhaps a chemist warehouse and a Big W or Target. Outdoor dining sort of like Knox ozone could be another idea."*;
- *"A nice open space with nice attractions events and performers" and "Food festivals, craft festivals, arts and culture events"*;
- *"Organise another youth street art project - have young adults learn more about street art and community development whilst investing themselves in it - where people graffiti, create a canvas, where people litter, make a garden." And "More art, edible gardens and other plants, more youth-made sculptures and other."*;
- *"Redevelop it. Move the station underground and use the land above for a park that acts as a new "town square", and then prepare to redevelop immediate surrounding property into mixed use residential/commercial mid-rise buildings."*;
- *"Community and council work together one weekend to fix up the park"*;
- *"A dog park"*;
- *"A youth gym"*.

3.4 Promotion, Media releases, Social Medias and Online conversations

3.4.1 Media releases

Boronia and The Basin Community News (BBCN)

The Boronia and The Basin Community News is a monthly free community-run newspaper distributed to 12,000 properties in the suburbs of Boronia and The Basin. The medium has emphasis on local news, events, and issues presented from a local viewpoint.

Council recognizes the importance and involvement of this medium in the community and presented a series of articles newspaper about each key milestones of the Boronia Renewal Project.

- February 2018 edition – thanked the community for the active response to the Boronia Future Community Survey and included quick snapshot of the feedback received.
- March 2018 edition - comprised a half page article which summarises the milestone accomplished so far following the Boronia Future Community Survey and following targeted workshop. The article also invited community member to register to the e-newsletter to stay informed.
- April 2018 edition – as per the previous edition, the article provided feedback on the community survey and workshops, but particularly invited readers to partake the Car Parking Survey Consultation.
- May 2018 edition – elaborated on the 'bush boulevard' concept and further on the importance of the natural environment feeling as retrieved from the Boronia Future Community Survey. The article invited reader to provide information regarding favourite trees through the #treesofBoronia consultation.



- June 2018 edition – comprised a quarter page article which summarises the milestone accomplished so far such as the commencement of the CCTV installations, the conclusion of the #treesofBoronia consultation. The article also announces the federal grant received for safety improvement to install lighting and informs that further consultation will be held with regard to safety. The article also invites community member to register to the e-newsletter to stay informed.
- July 2018 edition – comprised a full page article which discussed about the results of previous consultation and the concerns raised about safety. It also provided a summary of the car parking survey result. The article further informed about ongoing CCTV installations and welcomed feedback on the safety survey. The article also invites community member to register to the e-newsletter to stay informed.
- August 2018 edition – comprised a half page article which summarized the projects key directions, the completion of the safety survey and detailed further steps of the project, particularly the youth consultation. The article also informed that the CCTV installations is now completed. The article also invites community member to register to the e-newsletter to stay informed.
- September 2018 edition – comprised a third page article on the noted effects of the CCTV installations and the outcome of the safety survey with preliminary results and forthcoming audits to address some issues. The article also invites community member to register to the e-newsletter to stay informed.
- October 2018 edition – announces the development of the Renewal Strategy vision which will be finalized and in consultation in the next month. It also announces the current safety audit walks and invite people to register their interests.
- November 2018 edition – comprised a full page article and promotion inviting people to participate in the “Draft Boronia Renewal Strategy” consultation and provided an update article detailing the steps of the project to date, including previous consultation that were undertaken with the “Create a safe Boronia” walking tour.
- February 2019 edition – summarises the consultation actions undertaken by Council and thank the community for participating. It provides an update on the scheduled finalization of the strategy.

Knox Leader

Knox Leader is a weekly community news presented in both hard copy and digital newspaper and owned by a media conglomerate. The newspaper is published as part of the “Leader Community Newspaper” group which is divided in municipal district covering the whole of metropolitan Melbourne.

Knox Leader is the part of this group dedicated to the municipal district of the City of Knox with a free distribution of 151,000 reach.

- Knox Leader paid advertising for the Boronia Future Community Survey Consultation on 15 October 2017.
- Knox Leader paid advertising for the Car parking Survey on 17 April 2018.
- Knox Leader half/quarter page advertising for the Draft Boronia Renewal Strategy Consultation – 30 October and 20 November 2018 edition which promoted the survey and invited prospective participants to consult Council’s ‘Haveyoursay’ and Boronia Renewal Project webpage.
- On 2 November 2018, Knox Leader published an article reporting on the renewal process which was titled: “*Knox Council’s draft Boronia Renewal Plan outlines ideas to boost the suburb*” which happened in the middle of the consultation feedback on the draft strategy. The article quoted certain aspect of the draft renewal strategy and the implications it may have on Boronia. It also included interviewed quote from local traders before inviting reader to consult and provide feedback to the draft Renewal Strategy. The article can be consulted in **Appendix 7**.



3.4.2 Council Communication and Promotion

Knox Biz Business Life Bulletin

Knox Biz is bi-annual publication run by Council's Economic Development Team and mailed/emailed to businesses located within the municipality. The bulletin seeks to showcase local businesses success stories and inform businesses of relevant Council projects, events and services.

The following issue of Knox Biz showcased some information related to the Boronia Renewal Project:

- Issue 61 – April 2018, comprised a brief description of the project within the Mayor's Message, praising the community engagement and providing links to the Boronia Renewal Project webpage.
- Issue 62 – November 2018, comprised a descriptive summary article updating the business community on the Boronia Project and its current stage.

Knox News

Knox News is a seasonal news bulletin prepared by the City of Knox Council and distributed three times a year to Knox ratepayers.

- Knox News Summer 2017 edition bulletin – included an announcement in the Mayor's Message component of the bulletin inviting people to consult the Boronia Renewal Project webpage and provide feedback. The bulletin also included an update of the Boronia Renewal Project with the ending of the "Boronia Future Community Survey" and invited people to consult the project webpage. Further promotion were also included in the Councillors message as part of the bulletin.
- Knox News Autumn 2018 edition bulletin –included a brief note of the Boronia Renewal Project in the Councillors message as part of the bulletin which informed about the delivery of the CCTV cameras project (pre-Boronia Renewal Project) and the outcome of the Boronia Future Community Survey.
- Knox News Winter 2018 edition bulletin – informed an update of the Boronia Renewal Project with the "create a safer Boronia" consultation that recently ended and invited people to visit the Boronia Renewal Project webpage and sign up for the newsletter. Further promotion were also included in the Councillors message as part of the bulletin, these particularly announced the importance of the forthcoming consultation with youth.
- Knox News Summer 2018 edition bulletin – included an update of the Boronia Renewal Project with the ongoing "Draft Boronia Renewal Strategy" consultation and invited people to consult hardcopy document at its centre or online and invited people to participate via the "*haveyoursay*" webpage. Further promotion were also included in the Councillors message as part of the bulletin.
- Knox News Autumn 2019 edition bulletin – Brief detail and promotion were included in the Councillors message as part of the bulletin.

Postcards

Hardcopy postcard size advertisement were published by Knox Council and deposit at various retail and locations around Boronia to promote the project and key consultation activities. The postcard comprised a one-side standard promotion of the Boronia Renewal Project with a flip-side including varying information inviting feedback at specific consultation stages.





Boronia E-newsletter

People were invited to leave their email during the Community Future Survey, workshops and conversation session if they wished to remain informed about the process and of further consultation. This database evolved into the development of the Boronia e-newsletter which was sent on a monthly basis from February 2018. Any further promotion and advertising on Council's website, or via media notices, included an invitation to members of the public to register their interest to the Boronia E-newsletter. Throughout the consultation process, the interest evolved to include over 300 registrations.

The E-newsletter comprised a monthly summary update of the current stage of the process, directing people to sections of the Boronia Renewal webpage to consult in more details, or provide feedback to current ongoing consultation via the "haveyoursay" Council webpage.

Boronia Renewal Webpage

The Knox City Council website hosted a dedicated page to the Boronia Renewal Strategy Project which provided detailed information about different consultation, and actions related to this multifaceted project.



The webpage hosted draft documents of the developed Renewal Strategy, Council minutes of key decisions, but it also hosted all previous strategic and statutory documents of the original Boronia Structure Plan 2006, that people could retrieve and consult.

The webpage provided broad information resources and also allowed visitors to register to the E-newsletter should they wished to remain up-to-date to any changes that would be made to the page.

The page would also invite feedback during various survey engagement by linking directly to the relevant survey on the Council's "haveyoursay" webpage.

Bus Shelter Panels

To promote the project further, Council arranged for signage to be displayed at various bus shelter throughout Boronia and surrounding suburbs.

A post on 26 June 2018 on Knox CC Facebook page also promoted the Boronia Renewal Project by informing the community about the bus shelter advertising and inviting to notice them. The post aimed at stressing the nature of this advertising to the community.



3.4.3 Online Promotion and Social Media Communications from Council

Purpose and Audience

The purpose of Council's use of social media was to inform a broader audience via the use of modern technology about the project and invite their input at key points (e.g. *community session, survey*). As the project has progressed it has also been used interactively in association with decisions made by Council (e.g. *Boronia Basketball Stadium*) and article made by the Knox Leader news (e.g. *Boronia Mall*).

Communication methods

Council used a dedicated Boronia Renewal Project webpage on its website to inform people about the project and provide the opportunity for people to register their interest (as discussed in **Section 3.4.2**). The Knox website was updated regularly and provided feedback on the survey and other activities with direct promotion link to the Boronia Renewal



Project page and to the Knox “Haveyoursay” page, which hosted links to the surveys, on the Knox City Council website during periods of consultation.

Councils Facebook and Twitter accounts were used to promote and broadcast about different activities and linked users to the webpage for further information and the opportunity to fill in the different surveys, provide feedback, and opt-in registration to the dedicated Boronia e-newsletters. The use of the Council account also provided the opportunity for users to share the post and widen the interest in the project. On all communication there was an invitation to stay in touch with the Project through the Knox website (Boronia Renewal Project webpage).

Brief Description

Council’s website and social media are a powerful and dynamic way of informing and hearing from the community. In addition, it naturally encourages the sharing of information and widening the audience. For a small fee, Council was able to pay for targeted advertising of a Facebook post. This allowed Council to reach different demographics and specifically in the local area.

The Boronia Renewal Project webpage allowed for Council to make all reference documents available to the public and also add information as the project moved forward. The ‘HaveyourSay’ page allowed to host and clearly link to surveys and stress that community feedback was sought.

Council organised online paid advertising via social media for the launching Boronia Future Community Session and Survey on 4 occasions (24th, 27th, 31st October and 15th November 2017).

Results and Key Findings

Through the response to social media posts, we were able to monitor the response from the community to the particular post related to the Boronia Future Community session and survey. The responses provided instant feedback and indicated how many times the post had been shared. Below is a table that outlines the results of the four posts:

DATE AND PURPOSE	RESULTS
October 24 2017* Promoting Project & Community Session	17 Shares 58 Responses 42 Comments
October 27 2017 Promoting Project & Survey	0 Shares 15 Responses 4 comments
October 31 2017 Promoting Project & Survey	12 Shares 32 Responses 10 Comments
November 15 2017 Promoting Project & Last promotion of Survey	15 Shares 39 Likes 28 Comments

* This post was cross referenced in an earlier post from the Knox Leader about the Boronia Mall and included a link to the survey/webpage which may explain its popularity and possible impact on the Boronia Survey Results

Sample detailed monthly data of Council’s webpage outreach and frequentation, as well as registration to E-newsletter can be consulted in **Appendix 8**.



3.4.4 Listening through Social Media

Purpose

On the other hand, feedback and comments shared through social media, albeit less formal, revealed pertinent point of views for Council to 'read' the community. A number of different issues flared through social media which had the opportunity to link with the Boronia Renewal Project either directly or indirectly. By listening to these informal community conversations further insights on the community's attachment to Boronia were revealed, more so than a formal survey which asks "*what do you think?*" Some of the issues discussed are described below through a picked selection of noted social media posts.

Brief Description – Aldi Boronia Plan

On 27 July 2016, Knox Leader shared an article from the Herald Sun (*Aldi's grand plans to expand*) regarding the plans to develop a new Aldi grocery shop on Erica Avenue Boronia. The post received 79 comments and 28 shares with generally positive comments welcoming the news of further economic input ("*great news!!*", "*[...]Aldi stores that open the more permanent jobs [...]*") but also showing concerns or discussing the location at Erica Avenue with some believing a location inside the Boronia Mall would be best, or having concerns regarding car parking.

The news returned in following Herald Sun edition and Knox Leader posts as follow:

On 5 July 2017 (*Aldi finalizing expansion plans – Aldi finalising Boronia supermarket plans*), the post and article gave an update on the progress of the Aldi development and received 95 comments. The comments were generally enthusiastic about the new business arrival in Boronia, and the capacity to shop closer to home ("*[...] right near the station*", "*[...] just around the corner!*", "*[...] close by within walking distance!*").

On 27 May 2018 (*Aldi plans to go sky high*), the post and article provided further update on the Aldi development with the now redefined proposal and plans being refined to a multi-storeys development. The post received 92 comments. With more general details as to what type of development will occur, the comments took to a more negative angle with a mixture of opposition to the future apartments ("*[...] apartment that will look like an eyesore*"), cynicism towards redevelopment and Boronia context ("*[...] Poor Boronia – leave it alone*" or "*can't wait to see the quality of loiterers [...]*"), locational issue ("*[...] should be going in the mall*"), and car parking.

On 30 January 2019 (*Dream development for Aldi lovers*), the post and article related to the approval of the 5 storeys development and received 168 comments. With the project being closer to certainty subsequent to its approval, the comments returned to more polarized side and approach, with the original concerns or negative comments returning (e.g. *cynicism, wish to see the mall redeveloped, urban redevelopment, mixed-used and density dislike, car parking criticism*) but also with a return of the original excitement regarding the development of a new business, its proximity, and also more positive comments regarding the development itself, the renewal of what is existing ("*better than the ugly old shops that are there [...]*") and the appropriateness of its location.

Some commenter did however question how the proposal met regulations, criticizing the approval within discretionary decisional process rather than remaining within suggested height recommendations. Other commenters also directly attacked apartment living as a lifestyle, or the decision-making process, regulatory-regime, or the public consultation process (both for the approval of development or the Boronia Renewal consultation).

Brief Description –6 storeys redevelopment at Erica Ave

On 2 September 2016, Knox Leader shared another article from the Herald Sun regarding a 6-storey redevelopment proposal of the Busybodies gym land at Erica Avenue Boronia (*Proposal lodged for six-storeys building on Erica Ave in Boronia*). The post received 79 comments and 23 shares, with the majority being mostly criticism of redevelopment, density, car parking, and height. A couple comments were also noted as going opposite to such criticism.



On 23 November 2016 – Knox Leader reposted a follow-up article from the Herald Sun (*Building plans knocked back over parking, views*) regarding the 6 storeys redevelopment at Boronia by announcing Council decision to reject the proposal. The post attracted 16 comments, which comprised general support in the decision but still also take time to argue against density development, provided feedback on the poor quality of construction of new development and the need to redevelop the mall.

Brief Description – Boronia Mural on Cinema Lane

27 February 2017, Knox Leader made a post on its Facebook account consisting of a photograph of the Mural painted on the wall of the Metro Cinema building in Cinema Lane Boronia with the title “love this Boronia mural”.

The post received 8 comments and 8 shares consisting of positive feedback, appreciative of the display of such art.

While the amount of responses is very small, such post by a community media, and its support demonstrate that street art and in particularly the improvement of blank wall through mural is positively perceived and considered an improvement of the urban realm.



Brief Description – Knox Leader posts about Boronia Junction Woolworth crime

Between April 2017 and June 2017, Knox Leader posted a series of commentary and articles regarding crime, anti-social behaviour and community safety fear.

On 6 April 2017, the Leader made a post seeking public comments for further investigation and reporting. The Leader asked the community whether the population had any issues regarding crime and other concerns surrounding Boronia Junction/Woolworth Precinct.

The post received over 124 comments providing feedback over their experience of the area and other comments. The Leader sought to explore the matter further with a news story.

On 18 April 2017, The Leader published a post referring to a Herald Sun article (*Safety fears sparks shopping centre crackdown*) about crime concerns and safety fears which are being addressed by Victoria Police amidst crackdown on anti-social behaviour. The post received 68 further comments and 16 shares.

The reporting series continued on 3 June 2017 with a final post referring to another Herald Sun article (*Crime Crackdown at problematic strip*) addressing the outcome of the Victoria Police crackdown with 11 persons charged. The Leader sought feedback from the community as whether the population had noticed any changes. The post received increase activities with over 260 comments and 45 shares.

While it is unclear if the Leader was responding to community concerns, exploring community’s response amidst Victoria Police plans, or swaying authority’s response through investigative reporting; the fact of the matter remain that this reporting series has provided an insight on the community perception, particularly with regarding for the Boronia Junction and Train Station area.

The comments have provided the following insight:

- *Boronia Station and the surrounding car parking spaces have made people feel unsafe, with incidents of anti-social behaviour, public drinking, drug usage quoted.*
- *The feeling is exacerbated at night.*
- *Speed in car park and car rage attitude (yelling, aggressiveness, etc.) has stressed and worried shoppers.*
- *The resulting increase in police presence was welcomed.*



Brief Description - Boronia Mall as discussed on the Knox Leader page

An article from the Knox Leader newspaper was published through the Leader's Facebook on the 21 October 2017 and further on 2 November 2017 asking what needs to happen to bring Boronia back to life. The article followed a previous post on the Leader's Facebook page on 4 February 2016 which simply identified the high level of vacancy within the mall. The response was enormous. It had 80 shares, 444 responses and 513 comments. It also had a link to the Boronia Future Community Survey.

Briefly the responses related to the following themes and comments:

- *Many people quite nostalgic about the Mall;*
- *Add some key 'anchor shops' such as Bunnings, Big W;*
- *Turn it into a spot where a permanent Market is held;*
- *Safety and feeling unsafe with drugs and public drinking;*
- *Realisation that shopping centres are struggling as a whole;*
- *Develop it into shops with apartments above;*
- *Focus more on activities for children and teenagers;*
- *Many were aware that the shops are individually owned which creates a problem;*
- *Just get rid of it.*

Overall, there were more positive suggestions than negative comments. Through these responses, the strong community connection with the Boronia town centre emerged. The extent of "shares" of this article linked to many past memories of when the centre was busier or people visiting there in their youth. This nostalgia highlighted that the connection with place extend across generations.

Brief Description - Council decision to move the basketball stadium

Council posted a media release on its Facebook account on 24 November 2017 indicating the result from the Council meeting about the Boronia Park Basketball Stadium. This started a high level of social media activity.

Subsequently the community became very engaged and in early December set up their own Facebook account titled 'Save Knox Stadium' with 467 likes and 470 followers¹.

On the Facebook site is a link to a petition titled 'Let Knox City Council Know We Want To Keep Knox Basketball Stadium And Not Move To State'². As of 20 February 2018 there were 4,756 signatures to the petition.

Brief Description – End of an era for Zagame

On 14 May 2018, Knox Leader reposted a realestate.com.au article on its Facebook account regarding the Zagame Corporation looking to dispose of its assets through the real estate market. In this instance, the Zagame portfolio comprises the Zagame's Tavern and Kids World premises at 112 Boronia Road Boronia.

The post drew a lot of activities with 686 comments and 84 shares. A number of comments were primarily sarcastic, ironic, or shocked by the potential this news might bring.

Briefly the responses related to the following themes and comments:

- *Cynicism towards the fact that it will become high rises apartments;*
- *A number of people enjoyed the bistro-pub offer, with hope it will remain a pub;*
- *Some other people acknowledge the market has changed and such premises are no longer suitable, preferred other establishment, or simply dislike the mixture of Kid's World with a gambling venue;*
- *For some people, such food and drink venue represented a meeting place.*

¹. <https://www.facebook.com/saveknoxstadium/>

². <https://www.change.org/p/knox-city-council-let-knox-city-council-know-we-want-to-keep-knox-basketball-stadium-and-not-move-to-state>



The overall response was lukewarm, a mixture of nostalgia towards the venue and branding to simply no particular affinity but the fact that good food and drink premises are good social places.

Brief Description – Car parking survey

Knox City Council promoted the car parking survey (*discussed at Section 3.3.2*) via its Facebook account through three different posts during April 2018. The posts received some attention with up to ten comments, feedback and sharing.

Briefly the responses related to the following themes were noted from these comments:

- *“Boronia mall car parking should be diagonal parking to facilitate the one way and make it easier to reverse! It’s council owned so it would be easy to do. Should’ve been done 25 years ago when first discussed with traders.”*
- *“As we are an ageing population and with people who need to park close to building entrances, councils will need to increase disability parking and become more efficient properly monitoring these parks either through employees or technology.”*
- *“Would be lovely if the council cleaned the car park on a regular basis. Just run the street swiper [SIC] over it properly. It really wouldn’t break the bank.”*
- *“Parking near both supermarkets is challenging due to the slope and access difficulties. I am concerned that older adults cannot manoeuvre their trolleys without assistance. This is exacerbated by the car park works next to Coles.”*

Brief Description – Lights, cameras, no action (Boronia bollards, lighting, and CCTV)

The Knox Leader and Herald Sun published this article which appeared in the Leader 19 June 2018 edition and on its Facebook account. The tabloid article reported on the announcement of the Federal grant for the installation of lighting and new bollards but it also reported on the faulty CCTV camera located in Boronia and their replacement. On Facebook, the news received little attention with 7 shares and solely attracted 7 comments, all being negative critics with little to no input retrieved.

Brief Description – Boronia’s ugly ground level car park

On 7 November 2018, Knox Leader made a post promoting a Herald Sun article (*Plan to boost Boronia’s retail hub*) which related to a publication also incorporated in the Knox Leader (*refer to article on 2 November 2018 discussed in Section 3.4.1*). The post and article elaborated on the potential of utilizing Dorset Square ground level car park to other community functions such as markets, concerts, cinemas. The Leader then enquired feedback as to what people think can be done to improve the suburb. The response was good with 87 comments and 15 shares to the story.

Briefly the responses related to the following themes and comments:

- *There is a need for redevelopment of area, particularly the mall;*
- *Anti-social behaviours need to be addressed.*

Results and Key Findings - Community views Themes and Outcomes

These sites are valuable community engagement tools as there are many responses indicating why a person has posted and/or signed the petition. It is acknowledged that social media will often result in the display of more negative, sarcastic, ironic, cynical commentary, or even trolling in some instances. In some case, decorum is less prevalent on social media and comments can be more raw and crude. Nonetheless, they also include information that can be extracted as a form of observational and derived data and provide some insight of how certain issues are perceived.

The comments reveal there is a vocal opposition to redevelopment, densification, height, and mixed-use which remains unaddressed. The comments however also reveal issues of insecurity, social issues, aged and dilapidated infrastructure/buildings that needs to be replaced. Both matters appears acknowledged, but comments have rarely, if at all, identified solutions with a holistic view on all items as to what the future of Boronia should actually look and feel like. They primarily polarize into the position that status quo is bad, and change is bad.

They do however allow Council to identify sensitive matters, and what are definitely liked. They allow to read between the lines and should help in developing a communication strategy to educate, inform, provide the bigger picture beyond a unique issue, and lead the way by showing options and direct effort toward constructive commentary in lieu of mere empty criticism.



There is a need to balance these views identifying that Boronia is in dire need of a revamp, that such revamping likely means that Boronia's look, feels, and built form will be replaced with something new. This new future need to consider the following points generally highlighted from what's been heard through Social Medias:

- **Height remain a sensitive issue**, however the issue behind height is rarely explicitly explained and it is unclear if opposition to height is simply based on fundament that '*height is bad*', or whether there is an specific collateral issue. It is possible to explain elements of building heights (overshadowing, impact on views from public realm, wind aspect) but also informing "what are as of right height, what can people, what can Council control" to debunk the issue of height and create a conversation of what height is acceptable, and what height is needed.
- **Construction quality is deemed poor**. The development of poor quality building, either in term of look, materials, colours, or even indoor living feed cynicism and create distrust that undermines decision-making process and the planning system. It is acknowledged that there is a need to '*lift the game*' in term of quality architecture and design and that such controls will need to be in place. However, it is important to set clear standards that avoid being too subjective as it would only create a battle of opinion. It is also acknowledged that it is impossible to make all buildings and all constructions 'look good' for everyone, since everyone is entitled to their own personal opinion.
- **Street life and street art are desired**, new or existing places that embellishes, provide new economic input and new places to interact and attract are clear wanted. There is a need to ensure any individual places are interconnected to create a desirable city network but also create public spaces that are used, active, safe and enhance social interactions and art.
- **Insecurity and crime are perceived rampant**, while other authorities are better positioned to address crime directly, it is noted that planning can do it the long way around to change the culture and social interactions with the urban form. It will be advantageous to inform how planning strategies, development, land use, or activities are networked to address this in the long term.
- **Car parking are loved**, there is potentially a connection and disconnect between the issue the car brings, and the issues that car allows people to escape from. The result and strategies coming from the car parking surveys and consultations made by Council will need to be communicated to debunk car parking perceived issues.
- **Apartment living is not for everyone**, there are polarized opponent to apartment lifestyle. There is a need to explain what apartment living consists of, what it depends on, what sort of upgrade needs to be created to ensure apartment living is a great outcome. This would also need to acknowledge that today's infrastructure and services are inadequate but also inform how a whole renewal and future services is being planned in parallel to address the needs of apartment living. Policies will also need to clarify how apartment living is also strategized to protect other form of living, and improve infrastructure that will also benefit other form of residential living.

3.5 Focus Groups

3.5.1 Councillor 'Wayfinding' walking tour of Boronia

Purpose and Audience

The purpose of this activity was to liaise with local ward Councillors and draw on local knowledge and evaluate pedestrian safety through an 'on-the-ground' tour and exchange.

The audience for this activity was the two local ward Councillors and any exchange with the public as encountered during the day.

Communication of Event

The event was briefed communicated and organized in collaboration with the ward Councillors.



Brief Description

Council officers accompanied ward Councillors Peter Lockwood and John Mortimore (*also Knox Mayor at the time*) on a walking tour of the Boronia Activity Centre.

The tour occurred on 19 April 2018 and followed walkways looping around the core commercial areas, starting at Progress Hall and visiting key locations:

1. Progress Hall at 134 Boronia Road;
2. Vacant Shop at 116 Boronia Road;
3. Boronia Junction – landmark site;
4. Across Chandler Arcade to Dorset Square;
5. Vision Australia Building at 252 Dorset Road – meeting with landowner;
6. Dorset Arcade - The Drop-Inn café at 2/260 Dorset Road;
7. Boronia Mall – Etiko Fair Trade at Shop 22/50 Dorset Square;
8. Apartments at 1 and 3 Chandler Road;
9. Youth Hall at 257 Dorset Road;
10. Lupton Way and Boronia Train Station;
11. Train Station Park reserve;
12. PTV Commuter car park;
13. Erica Avenue; and,
14. Health Precinct at 148, 152 Boronia Road.

Way Finding Tour Map



Results and Key Findings

The tour allowed Councillors and Council officers to gain a better understanding of how community members use the centre on a daily basis, and to engage in discussions with community members about specific areas that could be improved.

Of particular note was the difficulty they experienced when crossing the many very busy streets and roads in the area and the tour allowed them to consider how and where signage could be improved to make this easier.

The information gathered will help Council plan with an on-the-ground perspective based on the reality so as to make walking around the town centre just that little bit easier for everyone.



3.5.2 Movement and Access Focus Group

Purpose and Audience

Following the conclusion of the background report on Movement and Access Study undertaken by GTA Consultants, Council sought feedback from the community towards the recommended changes emanating from this study.

A focus on obtaining feedback on three key proposed interventions of the Study was highlighted: *-the Green Spine; -Public Square, and -Realigned Bus Route.*

Council commissioned new**focus** pty ltd as a consultant to undertake focus group consultation with the aim to:

- Gauge the level of support for the recommendations in the study;
- Test/refine recommendations based on local knowledge and user conditions;
- Identify gaps or other ideas from community users.

The targeted audience was aimed at a mixture of residents or visitors that frequent Boronia and the recruitment was undertaken by new**focus** in accordance with the methodology developed. This methodology on the establishment of the focus groups (being two groups) can be consulted in **Appendix 9**.

Communication of Event

The consultant new**focus** undertook recruitment for the focus group consultation in accordance with a defined methodology.

Group 1 was selected via two sources:

- From lists provided by Council, i.e. community reference group data base;
- Supplemented by respondents from a new**focus** social media and random telephone recruitment.

Group 2 was selected via two sources:

- Via social media campaign run by new**focus** – prospective participants register interest to be involved in focus group;
- Random telephone recruitment.

The detailed recruitment strategy can be consulted in **Appendix 9**.

Brief Description

The focus groups took place on 19 December 2018 at Knox Council's office for a period of 90 minutes with group 1 being at 5.30PM to 7.00PM and group 2 being at 7.15PM to 8.45PM.

The consultant new**focus** designed a discussion guide that was implemented throughout the session. Stimulus material outlining the key aspects of the proposed outcomes along with some optional aspects to each key area of focus were prepared collaboratively for use during group discussions. Finally, input was sought from the participants. The sessions were moderated by a new**focus** research consultant.

The discussions during the focus groups helped establishing and explore the following items:

- Current perceptions of the Boronia Central area (reasons for visiting or avoiding the area, what would encourage them to frequent more, mobility perceptions, what might encourage them to use alternative transport).
- Overall perceptions of the Movement and Access Study outcomes (strength/weaknesses, impact on their travel behaviour, concerns, additional information).
- Commentary on the three specific items –green spine, -public square, -realigned bus route
- Suggestions.

Results and Key Findings

Initial perceptions towards the proposed outcomes were predominantly positive, some of the key results from the focus groups were:

- Something the area needs, adds pride and a sense of community spirit;



- Positively reflects Council's interest in the area and residents;
- The Public Square with perceived expansion of cafes, markets is seen as having potential to also change the retail mix and was considered the primary driver of increased visitation to the precinct – with potential for visitors to stay longer and spend more;
- The Green Spine was well regarded but seen as more for recreational cycling than function cycling into the centre itself;
- Whilst there was some potential to increased walking into the centre this was seen as likely more so by nearby residents – with residents from outer areas likely to continue to use cars (as opposed to public transport).

The key concerns and challenges were:

- Impact of loss of car parking in Dorset square with no evident reallocation of parking options – other than to push parking into nearby residential side streets – which would increase traffic congestion in those areas;
- Concerns over continued social issues which would negate the benefits (or simply move the social problems to other areas of Boronia);
- The continued physical disjointed and fragmented physical nature of the precinct – which in an ideal world would have included options that better join and link the sub areas that comprise the centre precinct.

Implications for Council:

- There would appear to be considerable community support for the proposed changes which Council should be encouraged by and which appear to support further development of the concepts;
- Based on initial responses, increased visitation into the precinct is a definite possibility – but driven by the Public Square. The Public Square is perceived as the centre piece of the concepts;
- From a travel mode perspective the Green Spine has potential to increase recreational cycling but not necessarily for commuting into the precinct itself;
- In terms of non-car travel options, the changes proposed appear to be more relevant for residents in walking/short cycling distance with residents in outer areas more likely to continue to use and prefer use of cars to visit the precinct rather than to move to use of public transport ;
- As a result car parking is still seen as an issue and without a parking solution being clearly conveyed may hold back support and full potential for the concepts.

The detailed result analysis can be consulted in **Appendix 9**.

3.6 Community Conversation Sessions and Workshops

3.6.1 Community Conversation Session

Purpose and Audience

The purpose of this session was to engage with the local community in their shopping area. It also provided an opportunity to let people know about the launch of the Boronia Renewal Project directly in person and to promote the project and Boronia Future Community survey.

A key message intended with this session was that *“Boronia is changing and Council is keen to hear your ideas for the future planning”* and show that Council is reachable and involved in managing this change in collaboration with its community.

The audience was that of people passing by the two dedicated spots on a Saturday morning. However, people hearing about the project through the communication of the event could complete the Boronia Future Community survey online in accordance with the methodology mentioned in **Section 3.3.1**.



Communication of Event

The event was communicated in the following ways:

- Emails sent to local community organisations advising them of the event and asking them to promote it to their members.
- Advertised in the Leader, the week prior to the event.
- Advertised to a local area on Facebook and Twitter on the 24th and 27th October 2017.
- Placed in the school newsletter for Boronia K-12, Boronia West and St Joseph's Primary Schools
- Posted on the Knox website.
- Advertised on the customer service screen in the front office of Council.

The communication of this specific event also formed part of the communication strategy implemented for the Boronia Future Community Survey discussed in **Section 3.3.1**.

Brief Description

The community conversation session was held on Saturday 28 October 2017 from 9am – noon at two venues in Boronia. The two venues were:

1. Outside Coles/Kmart in Dorset Square Shopping area;
2. Outside Dan Murphy's in Boronia Village Shopping area.

Eight council officers and local wards Cr Mortimore and Cr Lockwood were available during the time to speak to local shoppers. A large current aerial map of Boronia and size posters with pictures of the current and past Boronia were displayed as a support for engagement with by-passers. A copy of these display is available in **Appendix 10**. These provided an interesting talking point and demonstrated how much Boronia has changed over the past 40-50 years.

A small handout outlining the project and asking for their input into the survey with the online address to the Council information and link to the Boronia Future Community Survey was given out. Electronic devices were also made available on-site for people to fill out the survey on the spot as well as hard copies of the Boronia Future Community Survey.

Approximately 20 hard copies of the survey with a reply paid envelope were handed out on the day as well. Overall, contact was made with approximately 100+ people during this session.

Results and Key Findings

Some of the key findings from the community conversations are:

- Changing character of Boronia with the new developments – some pointed out how they are 'wedged' between two developments;
- People feel a connection to the history of Boronia and seeing the changes taking place. Not all negative;
- Public toilet needed in Boronia Village/Junction area;
- New residents really liked living in Boronia;
- Concern about the drug problem around Boronia and Orchid Ave;
- Rubbish in shopping areas and streets, especially Dorset Square;
- A few people pointed out on the map where the existing or proposed development was effecting their property regarding outlook and views;
- The main concern related to the development occurring throughout Boronia.

3.6.2 Workshop - Service Providers and Agencies

Purpose and Audience

The purpose of this workshop was to:

- Raise awareness about the Boronia Renewal Project;
- Create a forum for information sharing and increasing the understanding of the variety of services and facilities available in Boronia; and
- Build a more comprehensive picture of Boronia and facilitate solutions for the complex issues facing the community.

The primary target group of the workshop was service providers and agencies operating or representing the community in Boronia. All social and technical fields' service providers were invited to participate.



Communication of Event

This event was communicated by personal invite. A database comprising 40+ agencies was created. The invitation provided information on the project. It highlighted that the discussion would focus on two focal points:

- The impact of recent population changes on facilities and services delivery;
- The impacts of the forecasted growth and population profile changes on future facility and service delivery.

Brief Description

The workshop took place on 15 February 2018 between 9:00 – 12:30am at St Paul Church venue.

The workshop was hosted by Knox City Mayor whom welcomed the participants. Each introduced themselves at their table and spoke briefly about the services they provide. In all, there were a diverse group of 16 services represented from health, education, training, migrant, police, legal, housing, mental, aged, family and children, disability and volunteer services.



The workshop comprised a short presentation outlining the changes taking place in Boronia as shown from the 2016 census, as well as the challenges and opportunities these changes present. A copy of this presentation can be viewed in **Appendix 11**.

Following the presentation, each participants broke into small groups to gain an understanding around the thematic of:

- The changes their service has experienced over the years;
- The pressure points/constraints for their service;
- What additional/different services are necessary to meet the future community needs;
- What will help Boronia thrive.

Results and Key Findings

The discussions during the workshop helped identify opportunities to better utilise scarce resources in planning for Boronia. While the need for additional housing support, community safety and mental health services are required, the idea of a community hub with co-location of services for all age cohorts was one way to operate more efficiently and effectively. Currently there are a number of Not for Profits operating in Boronia at different locations which makes it difficult for people needing help finding them and the services they provide.

Many indicated the increase in the need for their service and the importance of volunteers to keep up with this need. The gap is growing putting more pressure on the existing volunteers.

The participants identified the following points to help Boronia thrive in the future:

- *A need for co-location of key services and supports – multi use facilities which would also allow for night time services and would require:*
 - *Parking,*
 - *Transport,*
 - *Affordable,*
 - *Family friendly,*
 - *All ages/abilities.*
- *Improve perception of community safety;*
- *Increased marketing and promotion of what is already available in Boronia – there is a lot! Use current spaces and places smarter;*



- *Facilities need to be accessible and in some cases updated so people don't leave Boronia and the municipality to go elsewhere;*
- *Boronia Park could be an opportunity for a community hub with increased open space and outdoor activity – skate park, half courts, outdoor seating, parkland, etc. designed for ALL ages;*
- *Need for more youth based activities in Boronia;*
- *The need for more volunteers to keep up with the demand on services;*
- *Activate the area at night through night events and outdoor dining, etc.;*
- *Better connections in Boronia – too disconnected. Need for additional signage and wayfinding strategies to get around.*

3.6.3 Workshop - Community Groups

Purpose and Audience

The purpose of this workshop was to:

- Raise awareness about the Boronia Renewal Project;
- Create a forum for information sharing and increasing everyone's understanding of the needs of community groups in Boronia; and
- Help shape the future strategic direction of Boronia.

The primary target group for the workshop was Community Groups representative and their members that are active with an interest or representation in Boronia.

Communication of Event

This event was communicated by personal invite. A database comprising 50+ community groups from the sporting, faith-based, recreational and local service groups was created. The invitation provided information on the project. It highlighted that the discussion would focus on two focal points:

1. The impact of recent population changes on facilities and community groups;
2. The impacts of the forecasted growth and population profile changes on future facilities and supporting community groups to be sustainable in the long term.

Brief Description

The workshop took place on 15 February 2018 at St Paul Church venue

The workshop was hosted by Knox City Mayor whom welcomed the participants. The workshop was set-up in small tables (4 at a table) with a council officer acting as a facilitator and scribe. Participants were invited to introduce themselves at their table and spoke briefly about the community group and function. A short presentation followed, which outlined the changes taking place as shown from the 2016 census, the challenges and opportunities these changes present.

A presentation putting the Boronia context was provided, a copy of this presentation can be viewed in **Appendix 12**.

After this information, participants broke into small groups to gain an understanding of:

- What changes has your group experienced in recent years;
- What are the pressure points or constraints for your group;
- What additional or different facilities will be necessary to meet their future needs.

There were 18 participants from 15 diverse community groups, comprising the sporting, faith-based, scouting, housing activist, recreational and aged groups in Boronia.





The event provided the opportunity for participants to share their local knowledge, experiences, constraints and changes needed to help Boronia grow.

Results and Key Findings

Each participants represented community groups that have been established and active in Boronia for over 20+ years. However, some groups discussed experiencing recent difficulties in reaching the community for recruiting new members and volunteers to help run their group. There was discussions around people not feeling as safe around Boronia, especially where methadone clinic is dispensed. Also, a concern was raised about the noticeable increase in people 'sleeping rough', which was noted as demonstration of the lack of affordable housing in the locality. A number of participants also noted the increase housing development, which is effecting the traffic, parking and local environment.

With the diminution of connectivity between groups, and especially between the reach of these groups and the community; the importance of creating and providing a community hub space (indoor and outdoor) was seen as a way of creating a sense of local community in Boronia.

The participants identified the following points to help Boronia thrive in the future:

- The provision of a community/multi-purpose space (one-stop-shop) that can be used by various groups which are multi-generational, multi-cultural and multi- purpose;
- Improve perception of community safety ;
- Boronia Park area could house a multi-purpose which could cater for a range of sports and recreational activities (indoor and outdoor) including, basketball, badminton, chess, table tennis – activities which include the changing demographics of the area. Could have a separate area for service providers/community groups;
- Need to improve the quality of shops and clean up shop fronts – increase greenery around shops to make them more attractive and to provide a visual link to the different shopping areas in Boronia;
- Need more activity and open space to bring people together;
- The need for more young people to participate in the local sporting activities (football and cricket);
- Need smarter use of space and facilities to cater for future growth, both public and privately owned;
- Increase housing growth is creating parking and congestion on local streets;
- Improve parking, accessibility and transport to meet needs, especially parking for train commuters. Could include a community bus;
- Consolidate shopping areas to reduce the shopping and parking areas and create more open space;
- Promote Boronia as the Gateway to the Dandenong.

3.6.4 Workshop - Traders and Business Community

Purpose and Audience

The purpose of this workshop was to:

- Raise awareness about the Boronia Renewal Project;
- Create a forum for Traders and Business Owners to participate in the BRP and contribute ideas, establish/build good working relationship; and
- Share information and knowledge about the area to develop a deeper understanding and inform future decision-making.

A specific focus of the workshop related to the challenges associated with running a business in Boronia.

The audience was Traders and Business Owners in the Boronia Activity Centre. A database comprising 603 businesses and business owners in Boronia had been created and was used for this purpose.

Communication of Event

This workshop was communicated by personal invite from the Boronia traders, businesses and business owners' database.



From this database, 425 email and 178 letters were sent, informing them about the project and asking them to register their interest to attend the workshop.

Brief Description

The workshop took place on 6 February 2018 at St Paul Church venue.

The workshop was hosted by Knox City Mayor whom welcomed the participants. The workshop was set-up in small tables (4 at a table) with a council officer acting as a facilitator and scribe. Each participants were asked - to introduce themselves, their business and indicate what attracted them to set up in Boronia and how long have they been in Boronia.



A presentation putting the Boronia context was provided, a copy of this presentation can be viewed in **Appendix 13**.

After this exchange, participants broke into small groups to gain an understanding of:

- What changes they have experienced in recent years;
- What will help Boronia to thrive; and
- What they think is unique about Boronia.

There were a total of 18 participants from a range of businesses including: Café/Restaurants, Professional Services, Employment and Training, Medical, Musical, Community and Auto Services.

Most of the participants represented small businesses in Boronia and had been located in Boronia for a number of years (10+). They chose Boronia because of a long-term association to the area, affordable, close to home and/or availability of public transport.

Participants were handed a feedback form at the end of the workshop where they could give more input and even request one-on-one meeting with Council officers. A copy of the feedback form can be viewed in **Appendix 13**.

Results and Key Findings

The key points raised were:

- The reliability of the internet is a big issue effecting businesses and customers;
- Anti-social behaviour is a problem and there are no local mental health services;
- Mental Health is presenting more in Secondary Schools, there is more pressure on young people and no support services in Boronia;
- Encourage youth activities and capture young people to break the generational unemployment in Boronia;
- Due to growth in demand a Local Medical Centre is continuing to grow and expand the range of services they offer and increase the sites they operate from in Boronia;
- A new local market in Boronia could attract more people to Boronia;
- Boronia has the potential to become the place to visit in the Eastern suburbs for dinner, coffee, movies etc.;
- Raise the profile of Boronia to encourage tourist stops on the way to the Dandenong;
- Individual and community safety is an issue especially relating to drugs, the methadone clinic and alcohol abuse;
- Need to improve the aesthetics of the shops to encourage people to shop in Boronia – Boronia looks old and need new modern look with refreshed infrastructure;
- Arcades could be made beautiful spaces, cleaned, lit, with the right type of business activities;





- Boronia needs quality food and drink premises, outdoor dining and boutique that caters for all;
- Promotion of the businesses in Boronia with map and parking guide;
- “When people do not have money in their pockets, then you have a problem”. Need to concentrate on increasing local employment, which helps local businesses, which helps the local community;
- Reduce the segmentation in Boronia by strengthening the collaboration between businesses;
- New active Boronia Traders Group with 35 traders;
- Provide better facilities for children and young people and keep the Boronia Basketball Stadium;
- More younger families are moving in and older people are moving out – selling to developers;
- Concern over the length of time the renewal of infrastructure takes which impacts and disrupts their business for too long;
- Businesses could benefit from big promotions/events and synergies generated but need help/expertise to organise these.

3.6.5 Community Information Drop-In Session

Purpose and Audience

This consultation involved the presentation of the Draft Boronia Renewal Strategy Key Directions report and aligns with the engagement identified in **Section 3.3.4** of this report.

The purpose of this consultation was:

- To explain the ideas behind the nine key directions in the draft strategy;
- To seek the community's feedback on the nine key directions.

The consultation was opened to anyone with interest in the future of Boronia, and particularly people who live, visit, work and play in Boronia.

Communication of Event

This consultation was communicated in the following ways:

- Emails sent to local community organisations advising them of the event and asking them to promote it to their members.
- Boronia E-newsletter bulletin emailed to subscribers.
- Advertised in the Leader on 30 October 2018.
- Posted on the Knox website.
- Mayor interview on Eastern FM community radio
- Advertised on the customer service screen in the front office of Council.

The communication of this specific event also formed part of the communication strategy implemented for the Draft Renewal Strategy discussed in **Section 3.3.4**.

Brief Description

The draft report incorporated the results identified from comprehensive consultation and community engagement that was undertaken as both part of Stage 1 and Stage 2 of the Boronia Renewal Project in its strategy and the outcome of numerous background research.

The Drop-In session was held on Tuesday 13 November 2018 at St Paul Church in Boronia.





Council officers were available during the time to discuss with attending visitors, introduce the matter, answer questions, and gather information and evaluation. The drop-in session operated as a free-roaming area. A large current aerial map of Boronia and size posters of the nine key directions of the renewal strategy with associated input space allowed people to respond and indicate their thoughts to the thematic and questions marked for each directions. The posters provided information on the strategy and future actions that may be associated with such strategy.



Handouts summary of the Draft Renewal Strategy were available with copies of the survey as well as electronic device to allow people to complete the survey online.

Overall, contact was made with approximately 30 people during this session.

Results and Key Findings

The audience had the opportunity to respond to each nine direction which comprised thematic and questions, some were more popular than others. A copy of the posters and results (and feedback poster) can be consulted in **Appendix 14**.

The top five theme which attracted the most interactions:

1. Boronia is a unique local place
2. Boronia has quality living environment
3. Boronia is a green place with spaces to play
4. Boronia is growing through cohesive land use and urban infrastructure
5. Boronia is a healthy, active and connected community

Sample points raised for each key directions were:

- What unique features or experiences of Boronia to be retained / Local events you would suggest:
 - Retain the character and some old houses with charm;
 - Avoid Box Hill type of development;
 - Community events on the ovals;
 - Night markets and other markets, pop-up events;
 - Expand library; Keep views to the Hill;
 - Revamp station similar to Ringwood.
- What character elements or features in new apartment that should be managed through urban design guidelines:
 - Sustainability, garden walls, embracing landscape as part of the design;
 - Diverse housing choices including larger apartments; height limitations;
 - Car parking spaces;
 - Social housings;
 - Emphasis on aesthetics and energy efficient;
 - More canopy trees, materials and colours that are natural.
- What opportunities for social gatherings and interactions / changes to help improve health and wellbeing:
 - Annual Boronia Festival and Art gallery;
 - Saving the Stadium space for the community;
 - Social rental accommodation;
 - Convert Genista Reserve into a village square;
 - Library events in the park;
 - More BBQ and cooking facilities in public spaces.
- How can Boronia be open to change to best capture opportunities / ways to be resilient / How to prepare for future key challenges and resources constraints:



- Facilitate ways to network and socialize;
- Helping the community to come together to build resilience;
- Support to youth and underemployed;
- Welcoming new ideas, and follow strategies and rules established.
- What information would you like to see in a Boronia Portal / what business opportunities exist / How can Boronia leverage on emerging social enterprise and health sector for job creation:’
 - Connection to Bayswater Business Precinct;
 - Community events;
 - Businesses that look inviting when viewed from the street.
- What are the best landscaping elements / What can be done to transform Boronia into a “town in a garden” / What does “green place with space to play” means to you:
 - Build over north end of railway tunnel with green community meeting space;
 - Retain trees and tree canopy and develop around them;
 - Keep Boronia a foothills community;
 - Apply garden area requirements;
 - Require more planting of canopy trees;
 - Reduce road width for more space for trees.
- What infrastructure is needed / How to attract digital and tech:
 - Keep Knox Basketball Stadium / redevelop Stadium as a mix use office/shop/residential;
 - More computers and books at Knox Library;
 - Better bike path along Erica Ave and Chandler Road;
 - A new community centre adjoined the library;
 - Develop Council investment and business partnerships.
- What activities/events would you like / What infrastructure change will encourage nightlife:
 - Regular markets;
 - Better trading experience (shops – cafés – restaurants);
 - Upgrading of train station and most central area;
 - Co-working spaces;
 - Community kitchen and using the local churches location to deliver services;
 - Art and craft precinct and pop-up veggie patch.
- What can be done to encourage more people to live, work and visit Boronia Town Centre in the future / to reduce barriers and improve amenity and public space / to encourage walking and cycling / to take actions to create a ‘town in a garden’:
 - Create pedestrian tunnels or fly-over;
 - Local bus network and provide bike lanes;
 - Open/air trading;
 - Bring the retarding basin underground with a park on-top / encourage park meet-up;
 - Retain large trees;
 - More elevated car park near the station.

3.6.6 #Trees of Boronia

Purpose and Audience

The Boronia Future Community Survey confirmed the general feeling that the environment is a number one feature most respondents liked about the area. The Boronia Renewal Project turned its attention to this topic and the natural environment around Boronia, in particular the trees, and asked the public to submit images of their favourite trees and fauna in Boronia.



The purpose was to gather images to help form a visual representation of Boronia's natural environment, identify key elements of the natural environment highlighted by the community and help Council with planning while maintaining a focus on the 'green and leafy' suburban setting.

The consultation was opened to anyone with interest in the future of Boronia.

Communication of Event

This event was communicated in the following ways:

- Social media advertisement with post on Knox City Council Facebook;
- Boronia E-newsletter bulletin emailed to subscribers;
- Boronia - The Basin Community News article and Advertisement in May 2018 edition.

Brief Description

People were asked to submit their favourite tree snaps directly via the website or via Instagram using the hashtag #treesofboronia with information regarding the location of the tree is and what is good about it. They could alternatively send the information directly to Council electronically.

In recognition of people's time constraints, this activity was designed to be quick and easy for people, managed electronically and at their own pace and convenience. It attempted to test a more dynamic approach with the digital world.

The activity was poorly engaged with only 1 respondent partaking the activity.

Results and Key Findings

Due to the poor reception of this activity, there is no relevant results. As such, any future similar activity may require more promotion and more engagement to draw interest and a different strategy would need to be implemented.

3.6.7 Stakeholders – Specific meetings

Brief Description

Council officers also engaged directly with key landowners and business operators in Boronia throughout the consultation process either at their specific request or following Council's approach. These meetings allowed Council to engage with business stakeholder to inform of Council's aspirations, introduce the project, discuss any investment plans or strategies they may have.

BUSINESS	PROPERTY	DATE OF MEETING	DETAILS AND NOTES
ESG Matchworks <i>(Recruitment agency based in Boronia)</i>	Floriston Ave	7 December 2017	Introduction to project;
Coles	Dorset Square	12 January 2018	Introduction to project, discussion regarding future investment plans of Coles, discussion and advice regarding car park investment;
Woolworths	Boronia Junction & Dan Murphys	24 January 2018	Introduction to project, discussion regarding future investment plans of Woolworths;



BUSINESS	PROPERTY	DATE OF MEETING	DETAILS AND NOTES
Peter Brown Architects <i>(designer)</i>	Aldi Site Erica Ave	1 May 2018	Meet & Greet, introduction to project, and invitation to the designer and company to stay engaged and aware of the consultation process
Adrian Atkins & Associates <i>(designer)</i>	N/A	10 May 2018	Introduction to project
Cypress Health	Cypress Ave & Boronia Road – Medical Precinct	19 July 2018	Introduction to project, and discussion regarding future investment
Prospective investor – Donut store Boronia Mall	Boronia Mall	10 October 2018	Introduction to project, discussion regarding potential investment
Boronia Junction Pty Ltd	Boronia Junction	31 October 2018	Introduction to project and discussion regarding future investment plans.
Smart Planning and Design <i>(owners representative)</i>	15 Chandler Road	18 December 2018	Introduction to project, invitation to the designer and landowner to engage in the consultation process, discussion regarding potential short term investment

3.6.8 Creating a safer Boronia walking tours and workshops

Purpose and Audience

The Safety Perceptions Survey identified a number of items raised by the community with amongst them; that street lighting was insufficient to feel safe at night. Council sought opportunity to quickly improve this matter fast.

Further to this, the Boronia Renewal Project was awarded a Federal Government grant of \$423,000 through the Safer Communities Fund, which upon further investigation would allow Council to install solar-powered lighting in the vicinity of the train station, Erica Avenue, Orchid Avenue and Tormore Reserve.

The purpose of these walking tours and workshop sessions was to conduct a safety audit with the community to identify and record issues highlighted by the community which could be improved by the installation of lights, but also evaluate any 'on-the-ground' improvements with the community before moving to draft design and tender stage.

The primary audience for these walking tours were business owners, traders, residents, property owners located within the identified pilot area comprising the vicinity of the Train Station, Erica Avenue, Orchid Avenue and Tormore Reserve. The workshop session were mainly aimed at business owners, traders as well as community groups and service providers with a general interest in mobility and safety. Community groups were also invited to participate in the walking tours.



Communication of Event

This walking tour was primarily communicated by a mail-out invitation to all residents, property owners, business owners and traders within study area which were sent on 20 September 2018.



Figure 2. Target audience and study area within Boronia for the Creating a Safer Boronia Walking Tour

A workshop session opportunity was also communicated by mail-out to business owners and traders including over 300 owners, traders, or occupiers. A copy of the template invitation letters to residents and business can be seen in **Appendix 15**.

The invitation for both the walking tours and workshops was also circulated by email to community groups, agencies, and service providers taken out of our "reference email list".

People were asked to register their interest online to one of the date made available with registration open until 30 September 2018.

Two dates were offered for a walking tour:

- Tuesday 9 October 2018 at 6:30AM; and
- Thursday 11 October 2018 at 7:30PM.

Two dates were offered to business owners and traders for a workshop:

- Tuesday 2 October 2018 at 6PM; and
- Thursday 4 October 2018 at 7AM.

Brief Description

The federal grant was announced by the Federal Member for Aston, Alan Tudge MP on 1 June 2018, and will allow Council to install solar-powered lighting in the vicinity of the train station, Erica Avenue, Orchid Avenue and Tormore Reserve. The new lights is intended to be installed over the next two years following a period of community consultation and will aim to:

- Increase visibility at night;
- Improve perception of safety;
- Help deter anti-social behaviour.



A combination of workshop and walking tours were offered however only walking tours were held due to no registration for the workshops.

The walking tours took the form of Community Safety Audits (CSAs) which encompassed Erica, Genista and Orchid Avenues and included parts of Sundew and Iris Courts, Langwith Ave and Tormore Reserve (target area). People were invited to register electronically for attendance which ultimately resulted in a list for workshop attendees and a list for walking tour attendees.

Approximately 20 people attended the different walking tours.

The CSA commenced at the intersection of Erica Avenue and Boronia Road. The group walked up Erica Avenue towards the railway station, reviewing the vicinity of the train station, bus interchange, and commuter car park before moving towards Genista Avenue. The area of Sundew and Iris Crescent surrounding Genista Reserve was visited before the walk continued to Tormore Reserve and further returned towards Erica Avenue via Orchid Avenue and the laneways separating Erica Avenue and Boronia Village.

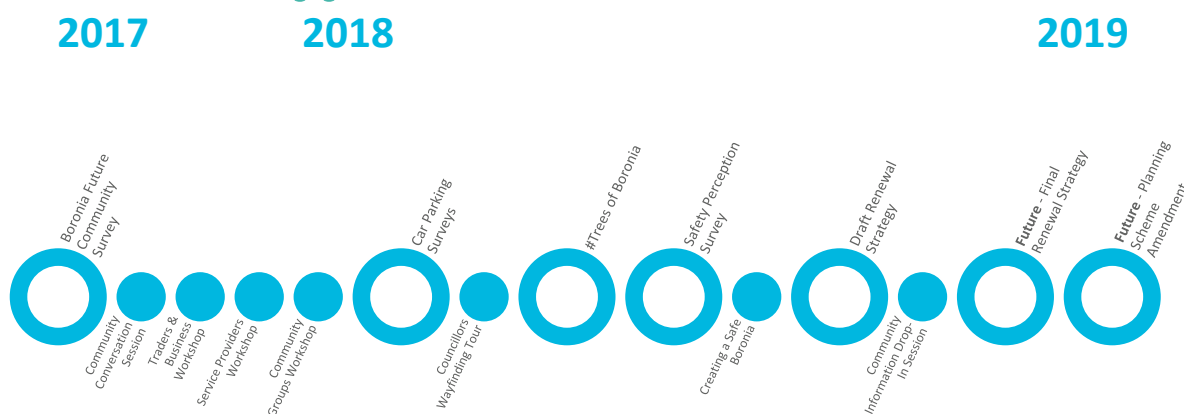
Results and Key Findings

A number of actions require resulted from the CSA, with some of the actions requiring the cooperation of traders and/or property owners, while others would need to be undertaken by Council. If undertaken, these actions will enhance the amenity of the area, reduce the potential for criminal activity and/or anti-social behavior and improve perception of safety.

- That Council engage with local traders and commercial property owners to discuss opportunities for them to improve the amenity of their properties.
- That Council’s Community Access, Equity & Safety Coordinator refer actions that fall under the responsibility of Council departments to the appropriate team for attention.
- That actions that are within the scope of this project and/or the Boronia Renewal project are referred to the consultant for consideration and/or inclusion in the proposed Concept Plan for the target area.
- That, issues which are outside the scope of the project should be referred to the appropriate Council Department.

The detailed result analysis of the CSA can be consulted in **Appendix 16**.

3.8 Timelines of engagement





3.9 Participants

Listening to the community has been a pivotal point in this first stage of preparing a Renewal Strategy to guide redevelopment over the next 20 years.

The success of the Boronia Renewal Project does not sit with Knox Council alone; rather its success will depend on how the community and key stakeholders embrace the new vision and work collectively to implement the various strategies to make it a reality. This places added importance on the Community Engagement component and its contribution as an essential part of delivering the Boronia Renewal Project.

Through a targeted and intensive community consultation process in Stage 1 and Stage 2, a greater level of interaction with the community and key stakeholders was achieved which can be noted below.

EVENT AND MEDIUM	PARTICIPATION/OUTREACH
Boronia Future Community Survey	500+
Community Conversation Session	100+
Workshop - Traders & Business workshop	80+
Workshop - Service Providers	
Workshop - Community Groups	
Car parking Community Survey	360+
#Trees of Boronia	1
Safety Perceptions Survey	270+
Creating Safer Boronia walking tours and workshops	300+
Community Information Drop-In Session and Draft Renewal Strategy Survey	120+
Youth Perspective Survey	290+
Movement and Access Focus Group	18
Stakeholders one-on-one meetings	9+
Registration for Boronia E-Newsletter	300+
Social Media Reach*	~400+/monthly
Regular Media Reach	100,000+
Website*	~400+/monthly

Sample detailed monthly data of Council's webpage outreach and frequentation, as well as registration to E-newsletter can be consulted in **Appendix 8.*

The overall cumulative participation to all surveys and consultation sessions was in the order of 2000+ participants. It is acknowledged that some participants would have likely partaken more than one activities.

The overall outreach catchment via advertising was in the order of over 100,000 people through paper media with a more realistic interested outreach being in the vicinity of 10,000 people over time. The outreach was wide with advertising placed in the Knox Leader which can reach a distribution of over 150,000 potential people and the Boronia and The Basin Community News 12,000 people. In addition to this, it is estimated that Council's website frequentation for this project was in the order of 400 visitors/month, which provided an additional cumulative outreach over time.



It is acknowledged that despite such catchment not everyone would have been attentive or interested in the project or a consultation process and for example, despite a large distribution catchment paper media would not necessarily be read by all. Regardless, it is considered that the overall engagement in relation to the prospective catchment was good.

4.0 Findings and Lessons learnt

From all the various consultation events and process, the following emerging themes have come from the feedback received.

- The existing physical condition of the centre is generating a lot of negative perceptions while the community still highlight many attraction “gems”.
- People still like living in the area and particularly appreciate the potential it could have.
- Height, density, and construction quality are sensitive issues that concerns the community.
- The quality, and issues resulting, of recent residential development has undermined confidence.
- There is a recognition that Boronia needs to change, but there is an absence of leading vision that synergize the community. Such hesitation is perceivable with items being viewed in isolation and not with a holistic approach, leaving the ‘dots’ unconnected and interpreted in silos or extrapolated to other unrelated issues.
- The vision of a different future with changed attitude and behaviour is not well-understood or shared.
- The articulating the best fit or right form of growth is an ongoing challenge for the community to come to terms with.
- The locational attributes are a very big part of the centre identity and sense of place.
- Movement around the centre and its fragmented nature are issues that were raised in the 2006 SP process that remain prominent now.
- Crime and anti-social behaviour is perceived as rampant and creates insecurity. There is still a belief that increase development will exacerbated this. Linkage between physical environment and anti-social behaviour are only partially made.
- There is a need to address such feeling of insecurity through -appropriate design, -activation of street life and interactions opportunities, -increased services, -visual cues, -nightlife activities and compatible land use, -prioritized pedestrian-friendly environment, -clean of littering, and with proper lighting, to support other authorities addressing anti-social issues.
- Car parking access is still perceived as an issue despite not being met by reality in commercial areas. There is however a need to review street design pattern on residential streets to amalgamate all users movement and on-street car park and alleviate conflict between these occupations.
- The need to plan for and adapt to cater to the needs of the existing and future communities.
- Need for Council to educate and inform about the baseline concepts, the decision-making process, and the interconnections between various issues that influence outcomes.
- There is also a need to give feedback to the community subsequent to a consultation, so as to close the loop and tell what the conclusion of different steps of the process were. This is an important action that valorize the engagement, let people know where they stand, keep them informed and confirm their engagement was accounted for. It is acknowledged that this step has not been completed for each engagement action.



5.0 Conclusion

We would like to thank all participants who provided input to this community engagement and helped shape future of Boronia.

The community and stakeholder views and ideas highlighted in this report will assist Council to understand and plan for the needs and aspirations of the community, and inform a new strategy for renewal of Boronia and Planning Scheme Amendment as part of the third stage of the project throughout 2019.

Whilst the focus of collecting this information is to support development of this Renewal Strategy, input from this engagement process will also help to inform a range of other strategic planning, community development, asset management and capital works activities over the coming years.

There is the opportunity to look at Boronia through a few different lenses to trigger renewal, inform and be the leader of appropriate change.

Community members and key stakeholders will have the opportunity to have their say on the subsequent draft Planning Scheme Amendment when it is placed on public exhibition in 2019.

For more information on this project, please contact the Boronia Renewal Project team on 03 9298 8000 or email boroniarenewal@knox.vic.gov.au





Appendices

Appendix 1 – Boronia Renewal Project Communication Strategy

Appendix 2 – Section 3.3.1 - Boronia Future Community Survey Questionnaire and detailed analysis (Questionnaire and report)

Appendix 3 – Section 3.3.2 - Car parking Survey Questionnaire and detailed analysis

Appendix 4 – Section 3.3.3 - Safety Perceptions Survey Questionnaire and detailed analysis

Appendix 5 – Section 3.3.4 - Draft Boronia Renewal Strategy for Consultation November 2018 (e.g. Strategic Directions) and Draft Boronia Renewal Strategy Feedback Questionnaire and detailed analysis

Appendix 6 – Section 3.3.5 - Youth Perspective Survey Questionnaire and detailed analysis

Appendix 7 – Section 3.4.1 - Knox Leader - 2 November 2018 reporting

Appendix 8 – *Sample Monthly online activity statistics data – Sample collected from April to November*

Appendix 9 – Section 3.5.2 - newfocus Movement and Access Study Procedure and Research Report

Appendix 10 – Section 3.6.1 - Display posters at Community Conversation Session

Appendix 11 – Section 3.6.2 - Service providers' workshop presentation

Appendix 12 – Section 3.6.3 - Community Groups workshop presentation

Appendix 13 – Section 3.6.4 - Traders workshop presentation and feedback form

Appendix 14 – Section 3.6.5 - Community Drop-In Session posters and result analysis

Appendix 15 – Section 3.6.8 - Copy of invitation letters to Safer Boronia walking tours/workshops

Appendix 16 – Section 3.6.8 - Community Safety Audit Report 2018



Boronia Renewal Project Community Survey Feedback

Prepared January - April 2018
(Reviewed 20 November 2019)

Boronia Renewal Project

Community Survey Feedback Report

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Disclaimer:

This document represents a preliminary analysis of survey data collected as part of the Boronia Renewal Project. It was written for the purposes of informing the Boronia Renewal Project by Council and the project team to help inform future engagement activities, shape project priorities, and provide a basis for more detail analysis of the survey data later on in the project.

The materials contained have not been adopted or otherwise endorsed by Knox City Council and are to be considered draft for discussion purposes only.

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EXECUTIVE SUMMARY

Listening to the Boronia Community and understanding their views is an important part of the Boronia Renewal Project. To facilitate this outcome, a short, voluntary community survey was conducted by Knox City Council officers over a three-week period in **October-November 2017** as part of the community engagement around the Boronia Renewal Project.

The purpose of the survey was to hear directly from residents, workers, visitors and those people who use facilities and services in the area. Ideas and thoughts about Boronia were sought to understand broad perceptions about what people like and don't like about the area, the frequency that people visit specific community facilities, and provide a starting point for further investigation. The survey provided a platform to identify elements that the community values and assist in setting priorities for future focus for the wider Boronia Renewal Project.

Method & Response:

- The survey was administered through online and paper-based questionnaires, and supported by a broad-based promotional campaign that leveraged newspapers, social media, email lists, community newsletter, Council's website and facilities, and in-person engagement events.
- Although the survey included several open-ended questions, it was not intended to provide an in-depth qualitative response. The information gathered reflects a snapshot of what respondents were thinking at the time of completing the survey.
- This exercise piloted the use of new survey analysis software, Interpris, which enables more efficient analysis of open-ended text responses by automating part of the process of identifying and coding themes.
- The survey attracted a large response, with a total of **527 responses**, 330 of which were from people who identified as Boronia residents. The survey did not include people under 18 years old, and relied on voluntary participation rather than statistical sampling methods. However, the large response provided a rich dataset that has yielded some useful insights into community views.

Key Findings:

The answers highlight a shared view about particular issues regarding the condition of the town centre. The following matters were raised with a certain level of commonality.

- The importance of parks and open space, a range of shopping opportunities, and good transport connections across all age groups and household types surveyed.
- Concerns about poor amenity, public safety, and antisocial behavior around the shops, with a particular focus on drugs as a problem amongst people 18-24 years old.
- Frequent suggestions relating to refurbishment of the Boronia Mall, particularly amongst people 18-49 years old.
- Perceived overdevelopment as a key concern driven primarily by people over the age of 50, though it was also mentioned by other respondents.
- Boronia Mall is relatively well patronised, with 38% of respondents reporting they visit weekly and only 6% reporting they don't visit at all.
- Basketball Stadium visits are mixed, with 16% of respondents reporting they visited weekly and 60% reporting they didn't visit at all.

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- Facilities like the Boronia Progress Hall, Senior Citizens Centre, and St. Johns Ambulance hall may be underutilised, which suggests opportunities to improve or broaden access.

Conclusions:

This Survey has established a communication foundation that can sustain a meaningful and ongoing interactive relationship with the community.

- The large number of responses to a voluntary survey suggests an active and engaged community keen to participate in planning for the future of Boronia.
- The insights collected demonstrate the effectiveness of short, voluntary surveys as an important part of a broad community engagement program, especially in active communities. The success of this survey suggests it will be a productive tool for ongoing use during the project.
- The new analysis software tools used here proved useful in analysing a large number of responses quickly, which could increase the effectiveness of open-ended questions and other unstructured text when designing engagement activities. In addition, the ability to process large amounts of information with a quick turnaround makes the “short survey” a useful tool that can be repeated with greater frequency throughout the project as a touchpoint with the community.
- Results suggests areas for follow-up engagement, including potential for additional surveys. As higher and lower representation rates of selected age cohorts than the existing Boronia community are evident, other age appropriate consultation exercises should be considered to round out the views contained in the survey.

This exercise has also had secondary benefits to the Boronia Renewal Project by providing learnings outside its core purpose:

- A large number of respondents (250) registered their interest in participating in the project and this group can be harnessed as a touchpoint for gathering feedback on specific issues.
- The response has suggested a high digital literacy rate of the community, which could enable Council to make better use of social media platforms to generate project awareness, share information and make process adjustments to better respond to the community

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2 BACKGROUND AND CONTEXT

The Boronia Renewal Project Survey was developed as one part of the community engagement for the Boronia Renewal Project, Knox City Council's comprehensive process to renew the Boronia Activity Centre. This project involves reviewing the 10-year-old Boronia Structure Plan along with built form, social, economic and environmental issues. It also involves examining future options for addressing Council's ageing infrastructure and how to better deliver community services.

The goal of this survey was to better understand the community's views on what they like and dislike about Boronia today, the frequency with which the community visits places and facilities in the Activity Centre; and community suggestions for the issues Council should consider when planning for the future of the area.

3 PURPOSE

A survey can take many forms with questions that elicit quantitative and qualitative responses and is a common tool used to gather information in many projects. The Boronia Community Survey was initiated as a means of promoting the Boronia Renewal Project and gave a direct opportunity for the community to influence the directions of the project from its earliest stages

This report provides a preliminary analysis of the findings to help inform future engagement activities, shape project priorities, and provide a basis for more detail analysis of the survey data later on in the project. It is therefore intended as a foundation for further discussion rather than a comprehensive analysis of the views and priorities of the Boronia community.



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4 METHODOLOGY

4.1 SURVEY DESIGN

The data collection tool for this phase of community engagement was a short, self-administered survey including both quantitative and qualitative, open-ended questions. The survey comprised ten questions, some with multiple parts, aimed at understanding what people most like and dislike about Boronia, how often people visit certain community facilities and places in Boronia, and people's suggested recommendations for future planning.

Socio-demographic questions included age (by service age group), household size (number of people), and residential location (street name in Boronia or postcode outside Boronia). Information related to Aboriginal and Torres Strait Islander status and gender were not collected due to privacy concerns and potential impacts on participation.

In recognition of many people's time constraints, the online survey was designed to be quick and easy for people to fill out at their convenience.



4.2 TARGET POPULATION GROUP AND RECRUITMENT TECHNIQUES

The primary target group of the survey were people who live, work and play in Boronia. However, because the survey was widely distributed and open to all it was not a requirement that respondents had an immediate connection to Boronia in order to provide their thoughts and opinions.

The survey was open from the 23 October 2017 to 17 November 2017, and administered through a combination of online and hard copy questionnaires (see Appendix A). The online portal was the primary survey tool as it was:

- More convenient – respondents are able to fill-in and submit the survey at their leisure without any postal costs or office-hours constraints.
- Less expensive – electronic questionnaires can be distributed at no cost and direct links to the survey can be promoted through a wide variety of channels
- More efficient analysis – responses to online surveys can be tracked in real-time using built-in web tools and data can be imported directly for analysis without

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time or risk of error associated with transcription of hard-copy questionnaires

Some surveys were completed manually either at the 'Community Conversation' event or in combination with supported service provider interactions, particularly with aged care services.

The survey was publicised by Council through a combination of the following:

- Link posted on the Knox website for the duration of the survey
- Displayed on screen at Civic Centre Customer Service Counter for the duration of the survey
- Paid advertisement in the Knox Leader during the week of 15 October 2017
- Emails sent to local community organisations advising of the project and survey and asking them to promote it to their members during the week of 23 October 2017
- Social media advertisement (Facebook and Twitter) to a local area in Boronia on 24, 27, and 31 October and 15 November 2017
- School newsletter notice for Boronia K-12, Boronia West and St Joseph's Primary Schools during the week of 23 October 2017
- In-person Community Conversation Sessions in front of Coles/Kmart and Dan Murphy's from 9 AM – 12 noon on Saturday, 28 October 2017
- Flyers with information and the survey web link left at key council facilities in the Boronia Activity Centre (e.g. Knox

Leisureworks, Boronia Library, Park Crescent Child Care and Maternal and Child Health Centre, Boronia Senior Citizens, and Knox Infolink)

The most successful method was the social media advertisement on Facebook and Twitter. In addition to Council's promotion and regular prompts, a community member posted a link to the online survey in response to a Facebook post by the Knox Leader about the Boronia Mall. It is likely that this independent community promotion, along with word of mouth in other forums, also helped contribute to the significant engagement levels that the survey generated.

It should be noted that the voluntary, self-administered nature of the survey means it was not strictly randomised nor controlled for different socio-demographic categories. Because it relied upon people both encountering the survey and choosing to fill it out, the sample collected is not statistically representative of the full population of Boronia.

However, it is also true that the survey attracted a large number of responses (527 in total, 330 of which were from Boronia residents) which is noteworthy for a voluntary community engagement survey. As a result of this high level of engagement, the information contained in the sample of completed surveys provides valuable insights into the viewpoints, preferences, and habits of Boronia residents that can help shape the direction and priorities of the wider project.

4.3 SURVEY ANALYSIS TECHNIQUES

The survey was analysed with appropriate qualitative and quantitative techniques using a combination of Microsoft Excel and a new survey analysis software package called Interpris by QSR.

Qualitative analysis was employed for the following open-ended questions to identify common themes in the responses:

- 1) What do you like MOST about Boronia?
- 2) What do you like LEAST about Boronia?
- 3) In planning for the future of Boronia, is there anything else Council should focus on now?

An open-ended question asking respondents "How would you describe Boronia to others?" is not included in this initial analysis.

For each open-ended question, responses were scanned and coded against a list of common themes. Two phases of data coding were undertaken. The first phase involved automated theming by the Interpris software using automated text analysis. This process finds common words and phrases within the

text and returns a set of themes based on these common terms. Basic word stemming and phrase recognition is performed by the software when building the initial list of themes.

In the second phase of qualitative analysis, the automated themes for each question were refined and supplemented in Interpris through manual analysis by the researcher. Some themes were broadened to include related words and in some cases alternate spellings, including abbreviated place names (for example the theme 'green areas-parks-open space' was expanded to include the term 'playground'). This refinement was conducted in coordination with the project team to include important issues as identified in the wider community engagement effort.

Quantitative analysis of socio-demographic questions was undertaken in Excel to provide basic descriptive statistics of the survey sample including age, household size, and place of residence as well as substantive questions about the frequency of visits to places and facilities in Boronia.



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5 SAMPLE STATISTICS

5.1 BORONIA POPULATION SUMMARY

The total population of Boronia in 2016 was 23,047 (Estimated Resident Population), making it the second largest suburb by population in Knox. There is an almost equal amount of males and females in Boronia, as is the case for Knox and Greater Melbourne. There is a slightly larger proportion of Aboriginal and Torres Strait Islanders in Boronia, compared to Knox as a whole, and a lower proportion of residents born overseas.

Table 1: Demographic snapshot, Boronia and Knox, 2016

Summary statistics	Boronia	%	City of Knox	%
Total Population	23,047		160,665	
Aboriginal and Torres Strait Islander	149	0.7%	754	0.4%
Males	10,097	48.7%	75,317	48.9%
Females	10,725	51.3%	78,793	51.1%
Australian born	15,619	72.3%	100,912	65.5%
Overseas born	4,774	22.1%	46,424	30.1%
Not Stated	1,217	5.6	6,773	4.4%

Source: ABS Census of Population and Housing, 2016.

The total number of households in Boronia in 2016 was 8,600. Boronia has a smaller average household size (2.39 persons per dwelling) than Knox as a whole (2.70), with a greater proportion of smaller 1- and 2-person households.

Table 2: Household snapshot, Boronia and Knox, 2016

Household Size	Boronia	%	City of Knox	%
Total Classifiable Households	8,600		53,659	
1 Person	2,378	27.7%	10,856	20.2%
2 Persons	2,914	33.9%	16,498	30.7%
3 Persons	1,441	16.8%	9,928	18.5%
4 Persons	1,216	14.1%	10,705	20.0%
5 Persons	446	5.2%	4,004	7.5%
6 or more Persons	202	2.4%	1,668	3.1%

Source: ABS Census of Population and Housing, 2016.

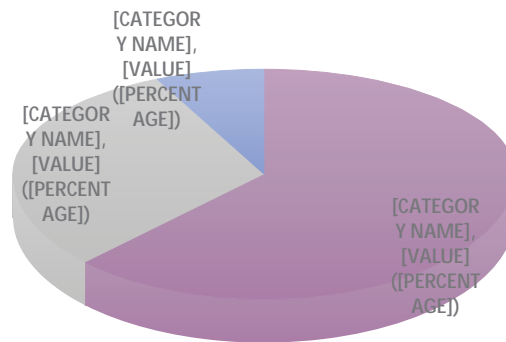
5.2 SURVEY SAMPLE SUMMARY

In total, 527 people completed the survey. In all, 63% of the survey sample (330 people) identified as Boronia residents, while 29% (154 people) were from other suburbs in Knox and the remaining 8% (43 people) were from other suburbs in Melbourne. The non-Boronia survey respondents are mainly people from nearby Knox suburbs who make use of the facilities/shops in Boronia, as well as those who work in Knox but live elsewhere.

Seeing a place through the eyes of non-locals with different interests provides a more rounded perspective of how the town centre functions. This assortment of feedback helps in understanding Boronia in a wider context.

The 330 Boronia residents who completed the survey represent approximately 1.4% of the total population of Boronia.

Figure 1: Survey sample residence



The age distribution of the survey sample was generally comparable to the Boronia population, but with some exceptions including children, youth and older residents over 70. The survey was not open to people under 18 years old. This is both because younger people are subject to different consent and privacy requirements for collection of personal information, and because reaching younger people generally requires revised survey questions to best compare responses across age groups. While this approach is typical of most community surveys administered by Council, the results and analysis should be read with this caveat in mind.

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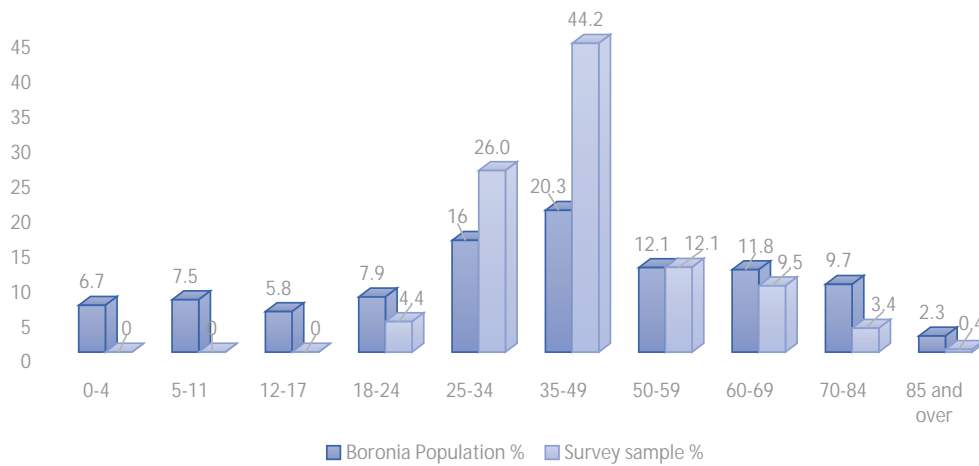
Figure 2 compares the age profile of survey respondents with the wider Boronia population, and demonstrates the following:

- An under-representation of the oldest age groups aged 70-84, and 85 and over (3.8% of the sample compared to 12.0% in the Boronia population).

- An over-representation of 35-49 year olds (44.2% of the sample compared to 20.3% in the Boronia population).

While the differences between the sample and the Boronia population as a whole do not preclude meaningful conclusions being drawn from the survey results, they should be considered when interpreting both the data and the findings in this report.

Figure 2: Comparing the age distribution of the Boronia population with the survey sample.



6 RESULTS & ANALYSIS

6.1 MOST LIKED ABOUT BORONIA

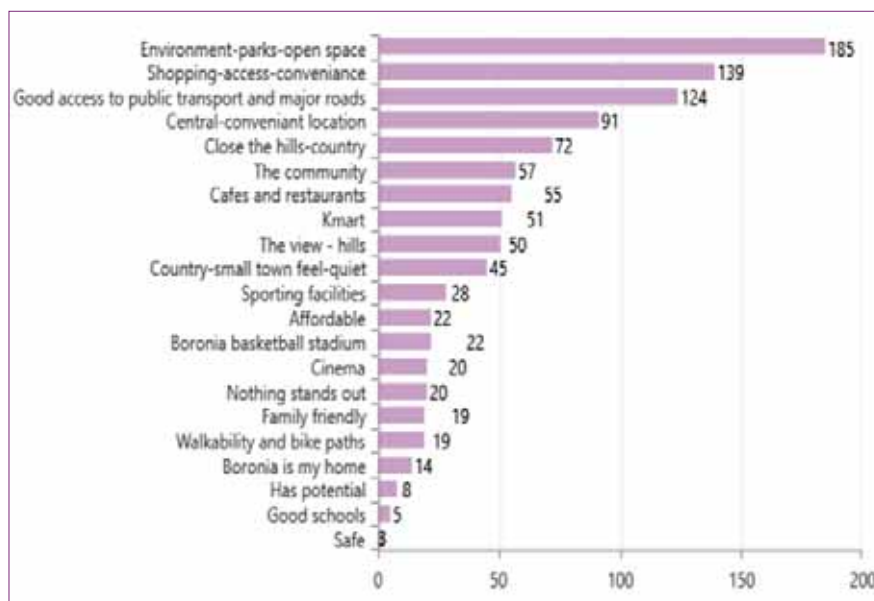
From the survey analysis, responses to what was most liked about Boronia fell into 21 key themes. The most liked feature of Boronia was the 'environment-parks-open space'. The themes 'close to the hills' and 'the view-hills' (ranking 5th and 9th) solidified the importance of this top ranking theme, suggesting the Boronia residents greatly appreciate access to green space.

Boronia residents also liked the suburb's convenience and basic ease of living. The second, third and fourth top ranking themes were 'shopping-access-convenience', 'good access to public transport and major roads' and 'central convenient location', respectively.

The 15th ranked theme 'nothing stands out' demonstrates that either respondents couldn't think of an answer while undertaking the survey, or could not find something they liked about Boronia.



Figure 3: Most liked features of Boronia, total sample by theme (n=number of responses)



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6.1.1 Most liked in Boronia by household and age group

The social, economic and infrastructure needs of a population often vary based on the number and age of people living in a household. A single person household will have different needs to a couple with children – the importance of transport, support, leisure or child friendly facilities, for example. Using service age groups is a good indication of how needs vary in a population.

The most liked features in Boronia varied by household type, but more so with age. The ‘environment parks-open space’ was the top ranking theme for all household types, except for 5-person households, whose top ranking theme was ‘shopping-access-convenience’. This result can suggest that for larger households, easy access to shopping, and general conveniences for basic living could be

more of a priority than for single person households (unless the single person has additional needs). For smaller households (1 to 2 people) ‘Good access to public transport and major roads’ was the second ranked theme for what was liked in Boronia.

The tables below show how the top 5 themes are ranked by different households and age groups compared to the overall sample. The numbers in each cell related to the ranking of each theme, with 1 representing the theme most frequently represented in respondents’ answers, 2 the second most common theme, and so on. The shading helps highlight differences across groups for the top three most common themes.

Table 3: Top 5 themes most liked features of Boronia by household type

Top 5 most liked features of Boronia	Overall	Number of people in Household				
		One	Two	Three	Four	Five
Environment parks open space	1	1	1	1	1	2
Shopping-access-convenience	2	3	3	2	2	1
Good access to public transport and major roads	3	2	2	3	3	3
Central convenient location	4		4	4	4	
Close to the hills	5	5	5		5	
Café and restaurants						4
Boronia is my home		4				
Kmart				5		5

Table 4: Top 5 themes most liked features of Boronia by Age

Top 5 most liked features of Boronia	Overall	Age					
		18-24	25-34	35-49	50-59	60-69	70+
Environment parks open space	1	2	1	1	1	1	1
Shopping-access-convenience	2	1	2	2	4	4	
Good access to public transport and major roads	3	3	3	3	3		2
Central convenient location	4		4	4		5	3
Close to the hills	5			5	5	2	4
Café and restaurants			5				
Boronia is my home							5
Country -small town feel-quiet						3	
The view-hills					2		
The community		4					
Sporting facilities		5					

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When examining the results by age, the 'environment-parks-open space' theme featured as the top ranking theme, with the exception of the youngest age group, 18-24, whose top preference was 'shopping-access-convenience'. For those of working age groups (18-59) 'good access to public transport and major roads' was the third most liked feature of Boronia.

The significance of social, leisure and entertainment facilities varied by age. For those aged between 25-34, 'café and restaurants' was the 5th most frequently liked feature of Boronia. For the 18-24 group, the 4th most frequently liked theme for Boronia was 'the community' and 5th was 'sporting facilities'. These two themes did not feature in the top 5 most frequently liked about Boronia for any other age group.

Making generalisations about the younger age group, it could be suggested that they have more time and interest in leisure and entertainment. If this age group was forecast to increase in Boronia, future planning could focus upon fostering the growth of such facilities.

The social, leisure or entertainment themes in general did not appear in the top 5 most liked for all the other age groups, which suggests that these aspects of Boronia were not a priority overall.

Current data shows that population growth has occurred for the 35-49 age group in Boronia between 2011 and 2016. This age group most favoured access and views to open space and basic living conveniences.

Figure 4: Frequently used words in answers relating to most liked features of Boronia

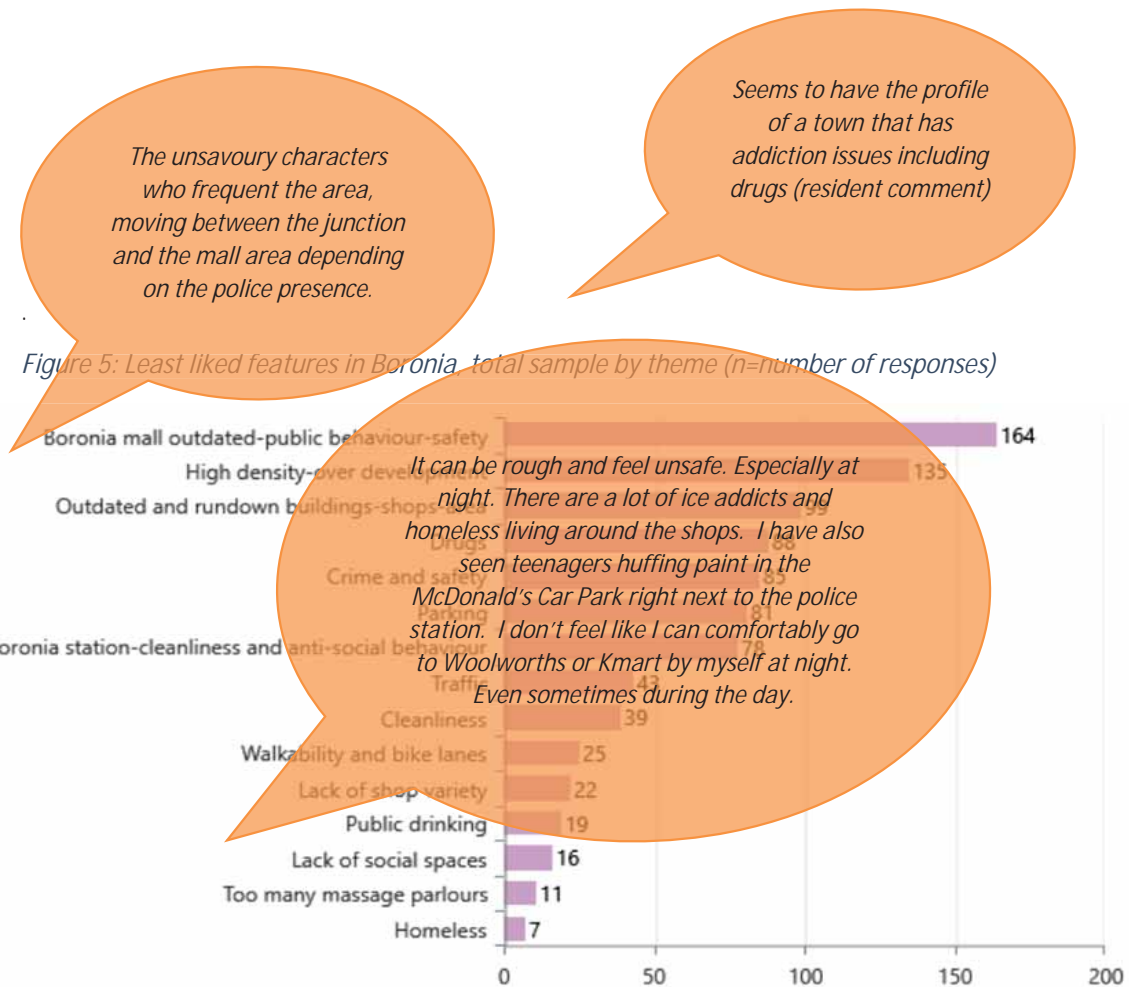


6.2 LEAST LIKED ABOUT BORONIA

For the survey analysis, 15 key themes were established to describe what was least liked about Boronia. The themes represented dislike about the physical environment of public areas and places, mostly regarding the perception of outdated buildings. Specifically, the Boronia Mall was commonly cited in answers about what was least liked in Boronia. For instance, one resident commented they least liked *"the aging facade of Boronia Mall, it needs pulling down and revamping"*. Physical renewal was also linked to cleanliness and to an extent, safety, with 'anti-social behavior' a key theme along with 'crime and safety'. Comments by survey respondents about what they least liked, regarding safety and anti-social behavior included the following:

The second most frequently mentioned dislike related to concerns about overdevelopment and the associated impact of this for the residents. These effects include loss of parking and open space; and a perceived lack of social spaces or consumer variety.

Traffic was also a common dislike, with links to overdevelopment as well as issues relating to access and walkability in Boronia. One resident said they disliked the *"Mass housing density, too many houses in such a small area creating lots of traffic and bringing the area down."* Other survey respondents commented on the disjointed nature of the suburb, evidenced with the 10th key theme, (lack of) 'walkability and bike lanes'.



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6.2.1 Least liked in Boronia by household size and age group

The features least liked about Boronia were fairly consistent across all household types. For all households, the top two most frequently mentioned themes were 'Boronia mall-outdated-public behavior' and 'high density-over development'.

The most significant themes for household type were 'Crime and safety' as the 3rd most common theme for 1-person households and three person households; and 'drugs' ranked 4th least liked about Boronia for most household groups.



Table 5: Top 5 themes least liked about Boronia by household type

Top 5 least liked features of Boronia	Overall	Number of people in Household				
		One	Two	Three	Four	Five
Boronia mall- outdated-public behaviour-safety	1	1	1	1	1	1
High density-over development	2	2	2	2	2	2
Outdated and rundown buildings-shops-area	3	5	3	5		3
Drugs	4	4		4	4	4
Crime and safety	5	3	5	3	5	
Parking					3	5
Boronia station-cleanliness and anti-social behaviour			4			

Examining least liked features of Boronia by age offered further insights about priorities at different stages of life. For those aged between 25 and 69 (four of the age groups) the priorities were with the outdated building and public behavior at Boronia mall, and over development.

The themes for the 18-24 age group and the 70+ age group were significantly different from the others. For the 18-24 age group the least liked theme about Boronia was 'drugs', followed by 'outdated and rundown buildings-shops-area', with 'crime and safety' the 3rd most frequently mentioned theme.

Like the 18-24 group, those aged 70+ were also concerned with safety and physical environment, with greatest dislike being 'Boronia station-cleanliness and anti-social behavior' and 4th theme 'drugs'. For these two age groups, 18-24 and 70+, the least liked age groups, 18-24 and 70+, the least liked features were very much linked to experiences in the public spaces, such as behaviour and safety in public, along with the physical state of the buildings. It must be noted however, that 'crime and safety' was the 5th ranked theme for all those aged between 25-59.

Table 6: Top 5 themes least liked about Boronia by Age

	Age
--	-----

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Top 5 most liked features of Boronia	Overall	18-24	25-34	35-49	50-59	60-69	70+
Boronia mall- outdated-public behaviour-safety	1	4	1	1	2	2	
High density-over development	2		2	2	1	1	4
Outdated and rundown buildings-shops-area	3	2	3	3			
Drugs	4	1			3		3
Crime and safety	5	3	5	5	5	4	
Parking				4		3	
Boronia station-cleanliness and anti-social behaviour			4		5		1
Traffic		5				5	2



6.3 USE OF COMMUNITY FACILITIES AND PLACES IN BORONIA

Knox City Council owns and operates a unique range of services from a number of facilities in the Boronia Activity Centre. Survey participants were asked how often they visited 15 different facilities in Boronia. The answer categories offered were 'weekly', 'monthly', 'five to ten times a year', 'less than five times a year' and 'not applicable'. This question was intended to gauge awareness of the different facilities and frequency of visitation. The listed facilities also drew attention to the quantity and mix of facilities that are locally accessible to the community.

The services/facilities can be grouped into the following categories:

- **Whole of community:** Knox Leisureworks, Boronia Library, Boronia Mall, Knox Infolink
- **Service age group specific:** Senior Citizens Centre, Park Crescent Child Care Centre; Maternal and Child Health Centre
- **Sport:** Boronia Lawn Bowls, Basketball stadium, Casual tennis court
- **Venue:** Boronia Progress Hall, St John's Ambulance Hall
- **Outdoor:** Boronia Park, Chandler Park Reserve, Tormore Recreation Reserve



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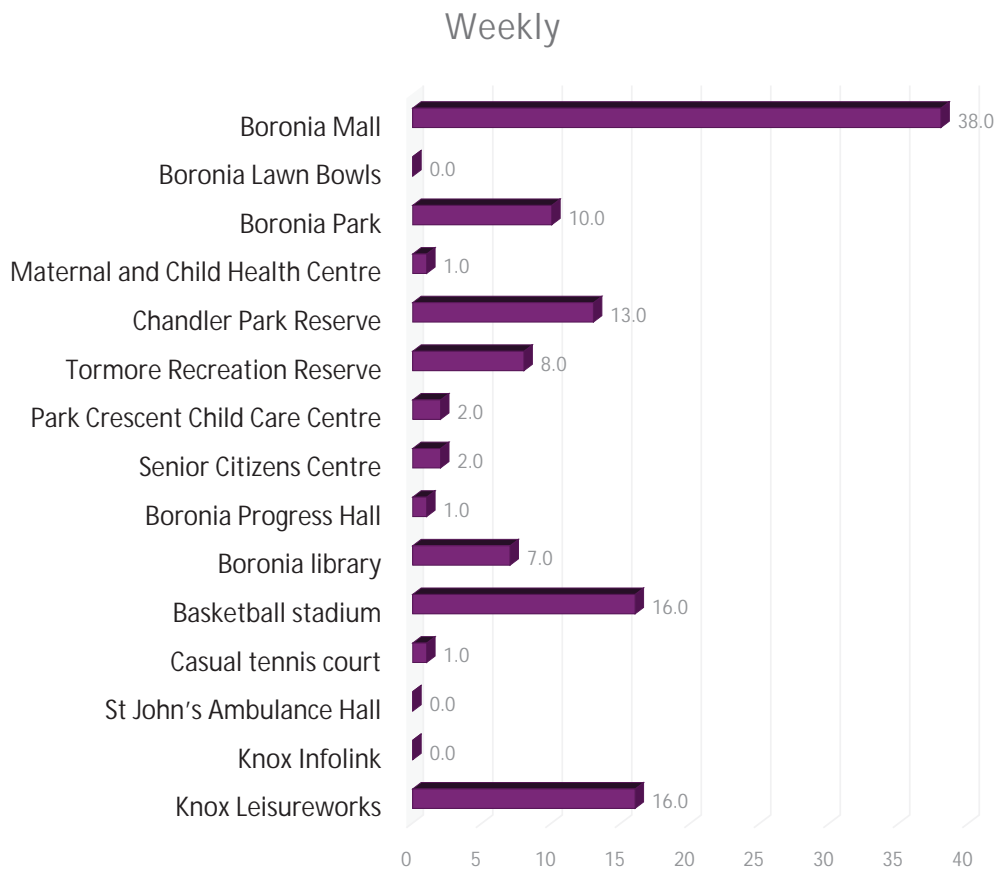
The most visited facilities were those that were functional for the whole population.

Figure 6 shows the highest scoring facility visited on a weekly basis was Boronia Mall. When asked how often they visit Boronia Mall, 38% of the survey participants indicated they visited weekly. The second highest scoring facility was Knox Leisureworks, which 16% of survey participants visited weekly.

Three places not visited weekly by any of the survey participants were Knox Infolink, Boronia

Lawn Bowls and St John Ambulance Hall. While these places would potentially not have need of a weekly use for the population, the results do indicate there may be potential for more frequent use of these facilities. In addition increasing the share of people that do visit facilities such as Boronia Mall and Leisureworks on a weekly basis would be beneficial for the growth and development of Boronia.

Figure 7: Percentage of the survey participants who visited services/facilities weekly in Boronia



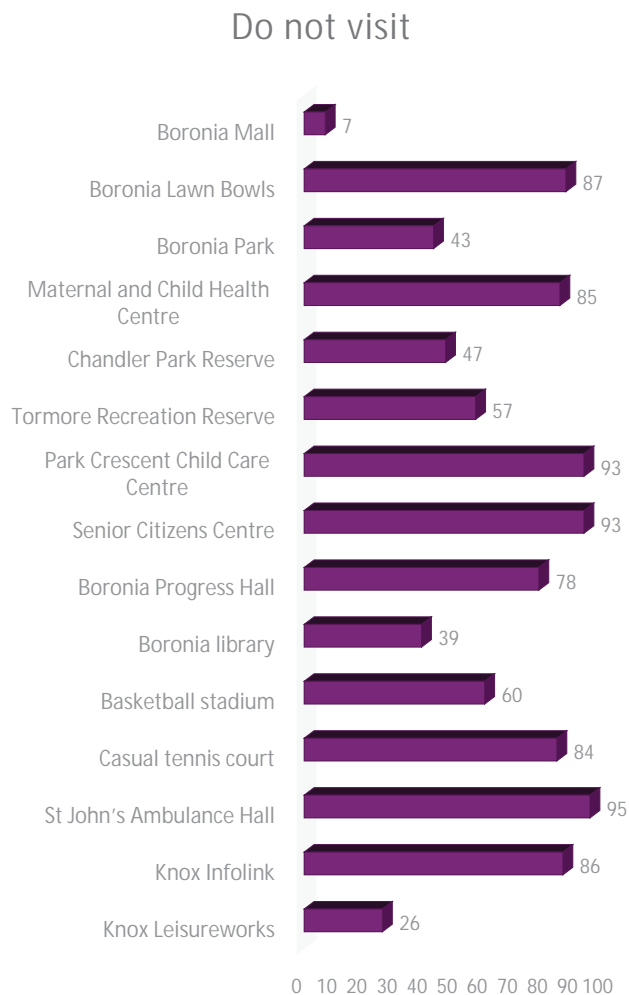
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Figure 8 shows the percentage of survey respondents who have not visited one of the 15 key services or places in Boronia. Many service age group specific places, such as the maternal child and health centre, will not be relevant to the total population. While these numbers provide an indication of frequency of use, this analysis is mostly useful in regard use of services/places that are relevant for the whole of population. On this basis:

- 26% had not visited **Knox Leisureworks** at any time, (though 74% have at some time, visited Leisureworks)
- Only 7% of the survey respondents had not visited **Boronia Mall**, indicating 93% have visited at some point.
- 39% of survey respondents had not visited the **Boronia Library**, indicating 61% had visited at some point in time.

Figure 8: Percentage of the survey participants who visited services/facilities weekly in Boronia



6.4 PLANNING FOR THE FUTURE – WHAT SHOULD COUNCIL FOCUS ON?

The final qualitative question in the survey asked what council should focus on in the future for Boronia. Fifteen key themes were identified in the data representing the survey respondents' recommendations, and they were consistent with the trends observed in the most and least liked features of Boronia.

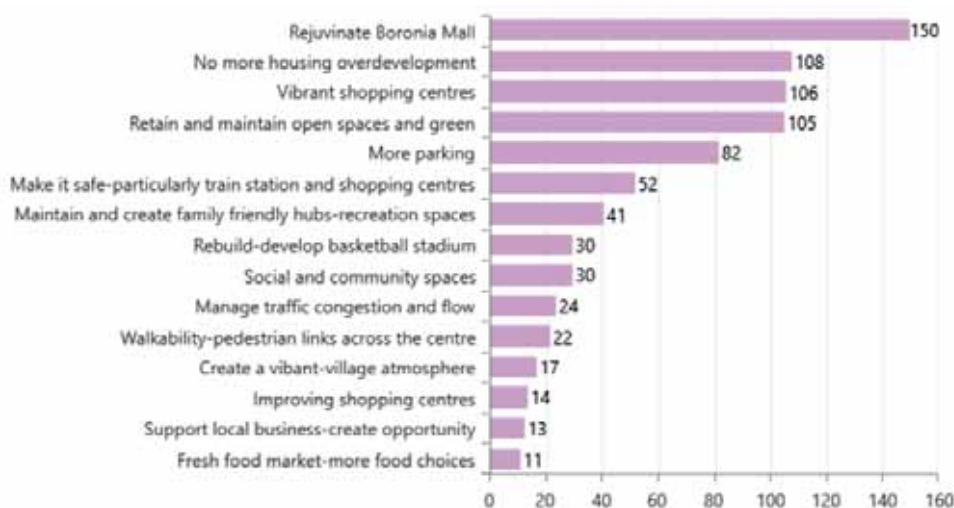
The most highly ranked theme for the future was to 'rejuvenate Boronia Mall' with the second being 'No more housing overdevelopment'. Both of these themes were consistent with the least liked features mentioned earlier in the report. Also, consistent with the high ranking of the environment and open space as the most liked feature of Boronia, survey participants suggested a preference to 'retain and maintain open spaces and green'.

Further infrastructure recommendations related to more parking and managing traffic congestion and flow.

'Just go for a multi-story around the station, parking is ridiculous as it is and you need more capacity to improve it further... You give me good car parking and a good shopping experience in Boronia, I'd park there 5 days a week and shop there for the convenience factor alone on the way home.'

In some instances, traffic was linked to over-development: *"encouragement of developing is destroying the area, creating traffic chaos."*

Figure 9: Community recommendations for Council's future planning, total sample by theme (n=number of responses)



Many of the themes represented an overarching concept about creating social and community spaces and creating/strengthening community. For example, the 7th most frequently mentioned theme was 'maintain

and create family friendly hubs –recreation spaces', the 9th was a focus on 'social and community spaces', and 11th was to 'create a vibrant-village atmosphere'. Some comments around this were:

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Look to encourage more cafe / restaurant / night culture in one or more of the shopping areas by providing for outdoor dining, possibly a market in one of the squares and even outdoor entertainment / busking, etc. to create a lively place to visit. More of a town square type of feel. Also important to enhance the community feeling, rather than risk losing it with the centralisation of services / sports, etc.

The nature of transport will alter in the very near future, much more consideration should be given to creating destination social hubs (dining, shopping, entertainment, greenspace combos) that you can be dropped to by transport and then walk within.

Boronia mall parking should be changed into a utopian garden/picnic promenade where people can relax under sail shaded areas and pergolas have local artwork displayed around the area to show history of Boronia.

To achieve this beyond shopping centre renewal, some suggestions included the creation of better pedestrian links across the suburb, encouraging walkability with integration of the shopping squares and train station; and supporting local businesses rather than supermarket chains.

6.4.1 Recommendations for the future focus of Boronia, by age

There were some interesting and widely varying trends when looking at future recommendations for Boronia by service age group. The variances by age related to the prioritisation of functional aspects of Boronia and the creation of community social spaces.

Rejuvenating Boronia Mall was the top recommendation for the three youngest age groups (18-24, 25-34, 35-49), whilst the two older age groups concurred that 'no more housing overdevelopment' was their top theme. It is here that the similarities between age groups end.

The 70+ age group recommendations focused upon 'safety' as their second most important theme and public spaces, with 'walkability-pedestrian links across the centre' as their 4th most important theme, and 'create a vibrant village atmosphere' as their 5th theme. These two latter themes were not in the top 5 for any of the other age groups.

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Table 7: Top 5 recommendations for the future focus of Boronia by age

Top 5 future focus for Boronia	Overall	Age					
		18-24	25-34	35-49	50-59	60-69	70+
Rejuvenate Boronia Mall	1	1	1	1		5	
No more housing overdevelopment	2	3	4	4	2	1	1
Vibrant shopping centres	3	5	3	2	5	2	
Retain and maintain open spaces and green	4	4	2	3	1	3	3
More parking	5	2	5	5	4	4	
Make it safe-particularly train station and shopping centres					3		2
Maintain and create family friendly hubs-recreation spaces							
Rebuild-develop basketball stadium							
Walkability-pedestrian links across the centre							4
Create a vibrant village atmosphere							5

Figure 10: Frequently used words in answers relating to suggestions for future focus



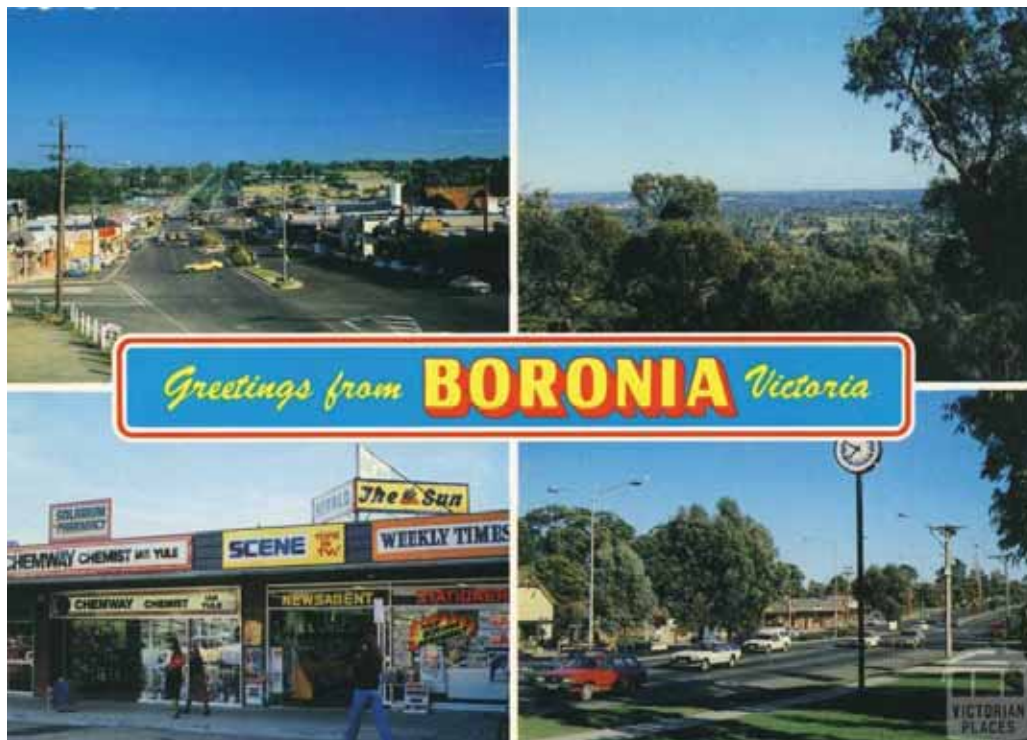
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7 CONCLUSIONS AND NEXT STEPS

The Boronia Renewal Project survey garnered a large amount of interest and participation from the community over a short period of time. The large number of responses (527 in total) suggests evidence of an active and engaged community willing to give their time and ideas to the wider project. This was also facilitated by the short nature of the survey and the increased convenience and accessibility of an online survey.

Some groups like young people were not targets of the survey and others may not have seen or taken the opportunity to respond. Nevertheless, the survey responses do provide good insight into important community priorities, confirming some views seen in other aspects of the community engagement and background research so far, and highlighting a number of areas for potential further engagement and analysis.



7.1 KEY FINDINGS

- The importance of parks and open space, the range of shopping opportunities, and good transport connections were evident in responses to questions about what people like about Boronia. These themes were generally consistent across the age groups and household types surveyed.
- At the same time, the poor amenity and concerns about public safety and antisocial behavior around the shops were at the top of respondent concerns. While these themes were also consistent across age groups, drugs were found to be of particular concern to young adults and issues related to the look and feel of Boronia Train Station and bus interchange were a key issue for people over 70 years old. While the relative sample sizes of these age groups were small, this does suggest an area for follow up in future engagement.
- Following from the importance of the shops and concerns about their appearance and safety, refurbishment of the Boronia Mall was the most frequent suggestion for Council's future focus. This was particularly pronounced amongst people from 18-49 years old.
- Suggested focus on addressing perceived overdevelopment was driven primarily by people over the age of 50, though it was also mentioned by other respondents as well.
- Results about the frequency of visits suggested some facilities like the Boronia Mall were very well patronised, with 38% of respondents reporting they visit weekly and only 6% reporting they don't visit at all.
- The Basketball Stadium showed more varied results, with 16% of respondents reporting they visited weekly and 60% reporting they didn't visit at all.
- Other facilities like the Boronia Progress Hall, Senior Citizens Centre, and St. Johns Ambulance hall were listed as facilities that receive mostly infrequent visits, suggesting they could be better utilised. Further engagement could be useful to determine why this may be the case, and what kind of approach might improve or broaden access to these facilities.

7.2 LEARNINGS FOR FUTURE WORK:

Overall, this survey has demonstrated that even a short, voluntary survey can provide a great opportunity to hear from the local community, especially when used in combination with a range of other research and engagement activities. Future surveys, whether general in nature or designed around specific issues, can and should continue to be a valuable part of the dialogue between Council and the Boronia community.

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APPENDIX A: SURVEY INSTRUMENT, HARD COPY QUESTIONNAIRE



1. What do you like MOST about Boronia?

2. What do you like LEAST about Boronia?

3. How would you describe Boronia to others?

4. How often do you use or visit any of the following places?

	Weekly	Monthly	5-10 times per year	Less than 5 times per year	N/A
Basketball Stadium					
Boronia Lawn Bowls					
Boronia Library					
Boronia Mall					
Boronia Park					
Boronia Progress Hall					
Casual tennis court					
Chandler Park Reserve					
Knox Infolink					
Maternal and Child Health Centre					
Park Crescent Child Care Centre					
Senior Citizens Centre					
St John's Ambulance Hall					
Tormore Recreation Reserve					

Boronia Renewal Project Survey

Survey closes at 5PM on Friday 17 November 2017

5. Council is faced with a number of challenges such as ageing buildings and infrastructure, rate capping, and the need to be more efficient. Please rank in order of importance what types of actions that you think would have the greatest impact for the future of Boronia? (Mark your ranking where 1 is most important to 6 being least important)

	Sharing facilities, for example using the once venue for multiple uses
	Improving safety through changes to lighting and footpaths
	Partnering with other community groups/local businesses
	Regulating changes through the Knox Planning Scheme
	Advocating for improved public transport
	Upgrading parks, outdoor sports areas, gardens

6. In planning for the future of Boronia, is there anything else Council should focus on now?

7. How many people are in your household?

8. Your age range:

	18-24		35-49		60-69
	25-34		50-59		70+

9. Your street name in Boronia OR post code outside Boronia

10. If you would like to be kept up to date on the Boronia Renewal Project, please provide your email to join our newsletter

Privacy Collection Statement:

Your email address is optional and only being collected by Knox City Council to subscribe you to future updates about the Boronia Renewal Project. The personal information will be used by Council for that primary purpose or a directly related secondary purpose. The personal information collected will not be disclosed to third parties unless permitted by law. If the information is not collected, Knox City Council will not be able to send you information, invitations or relevant newsletters. Requests for access to and/or amendment of personal information should be made to Council's Chief Privacy Officer on 0290 8000.

Thank you for taking the time to complete this survey



Boronia Renewal Project

PARKING SURVEY ANALYSIS REPORT

KNOX CITY COUNCIL | 511 BURWOOD HIGHWAY, WANTIRNA SOUTH, 3152



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Disclaimer

This document was written to inform Council’s approach to the Boronia Renewal Project. It forms part of the background research and community engagement aspects of this project, and is one of several surveys conducted for this purpose, and should not be relied upon by third parties to guide decisions other than those related to the project.



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Executive Summary

Between 5 April 2018 and 30 April 2018, 356 people completed the Boronia parking survey. The survey, presented in Attachment A, was developed as one part of community engagement for the Boronia Renewal Strategy. The aim of the Boronia parking survey was to determine opinions about parking patterns and needs, parking difficulties, and to scope attitudes about alternative methods of transport. The final survey sample included four overlapping sample groups (while people could only select one place of residence, there were survey who both lived and worked in the Boronia town centre):

- Group 1: Boronia residents (180 people);
- Group 2: residents from other suburbs in Knox (131 people);
- Group 3: residents from other suburbs in Melbourne with a connection to the town centre (45 people); and
- Group 4: business employees and owners in Boronia (56 people).

Four specific scenarios were explored in the survey and the highlights are outlined below:

1) Parking experience of Boronia residents parking at home

Boronia residents are car dependent, with only one person not owning a car, and 76% of those sampled living in a household with two or more cars.

The majority of Boronia residents who completed the survey, did not express difficulty with parking where they live. However, 14.3% of Boronia residents that responded to this question, had insufficient car parking spaces than needed. Reasons for parking on the street was largely resident choice, rather than a lack of parking opportunities.

The main issue for respondents in relation to parking problems on their street was not access to parking, but congested roads, potentially due to parked cars causing 'inadequate space for cars to pass each other', 'cars parking too close/ or across driveway', and 'cars on nature strip'. Parking was most problematic in the late afternoon and evening, when residents return from work.

2) Parking experience of people visiting Boronia town centre

Travelling by car is the predominant mode of transport into the town centre. Boronia town centre is visited frequently. Half of the sample visit at least two or three times a week, and 19.5% visit daily. The main reason for visits were for shopping and use of services.

Very few people use public transport *into Boronia* town centre, again confirming the car dependency of Boronia residents, and the potential to provide better services in and out of the town centre. Similarly, few people surveyed use public transport *out of Boronia*.

Significant findings from the survey were connected to parking restrictions within the town centre. Although 75.1% of respondents indicated that time restrictions were adequate, 24.9% indicated they are not. Survey feedback indicates that parking capacity and time restrictions in Boronia are potentially curbing



use of alternative modes of transport (mainly use of public transport), and restricting social and leisure activities:

- 1) There are a range of reasons why survey respondents were not keen on using public transport as an alternative to a car, including the irregularity of trains and buses, the need for increased service frequency, and safety on trains. Some of the reasons also related to parking issues, namely the lack of close commuter parking and the timed parking restrictions. The perceived lack of adequate station parking results in people walking further from their car to the station - bringing new challenges around safety for some commuters (who do not feel safe waking to their car from the train), and physical inability for some to walk a long distance.
- 2) A reduction in planned social and leisure activities due to parking restrictions in certain locations was a key theme raised by survey respondents. Examples included not dining in Boronia before or after a movie or reducing the duration of social events to accommodate parking restrictions. For some, this might result in the choice to move social and leisure activities to another location outside Boronia. The survey results suggest Boronia town centre could benefit economically by addressing this issue. In addition community capacity building opportunities may be lost if social and leisure activities are limited.

What actions can be taken to change their parking experience?

An open-ended question enabled respondents to express actions that could be taken to change their parking experience. The most prominent theme was to 'improve train station parking', suggested by 37 people in the sample (15%). Increasing safety also featured prominently (13% of responses).

Safety in general was the second most prominent theme, including car safety and personal safety. There was a perception of feeling unsafe getting to and from the car at night, and the need for enhanced security patrols, cameras and lighting. The safety theme also arose in relation to the small size of parking spaces at car parks, navigating around and into car parks, and some particularly narrow residential streets. Dorset square, Boronia Mall and Woolworths were identified as particular problem areas for small car parking spaces and traffic flow. The third most prominent theme around actions to change parking experiences in Boronia was 'more car spaces for employees'.

3) Parking experience of business owners and employees in the town centre

There were 56 people in the sample who either worked or owned a business in the Boronia town centre. Almost half of business owners and employers (48.2%) stated there is sufficient capacity in the designated loading bay to meet their needs. Of the remainder, 23.2% indicated the loading bay did not meet their needs, while a substantial amount of this group did not answer the question, (28.6%).

A key theme for this group was the lack of business-related parking. There was discontent among both employees and business owners about employee access to parking. For employees 'adequate parking' can be understood as a car space that allows employees to drive to their place of work, and park without worrying about moving their car throughout their shift. Time restricted parking in Boronia was perceived as the main problem for employees and was linked to employer perception of lowered productivity due to staff frequently leaving to move their car.



4) Opinions about using alternative modes of transport

The 356 people in the survey sample were asked to indicate under what conditions they would use alternative transport modes such as car sharing, public transport or walking to work. There was poor support for car sharing and walking.

Car sharing was the least supported alternative transport mode. When asked under what conditions they would car share, 65.5% of all responses were 'under no condition'. Walking to work received only slightly less resistance (57% of respondents not willing to walk under any condition). The most support was shown for public transport as an alternative transport mode, with more respondents likely to use it under condition of increased service frequency, better quality waiting facilities, quicker routes, and a regular shuttle bus.



1. Background & Context

The Boronia Parking Survey was developed as one part of background research and community engagement for the Boronia Renewal Project. This report follows the 'Boronia Community Survey Report' completed in February, 2018.

The aim of the Boronia Parking Survey was to hear community views and preferences related to general parking patterns and to understand needs and challenges of Boronia residents, people visiting Boronia town centre and business owners and employees. The survey also aimed to gauge attitudes about alternative modes of transport such as walking, cycling, and public transport. This report provides a preliminary analysis of the results of the Boronia Parking Survey, and may inform more detailed analysis at a later date.

2. Method

2.1 Data Collection Tool

The data collection tool, presented in Attachment A, was a self-completed online survey, designed and hosted by Knox City Council on the Survey Monkey web service. Participation in the survey was only offered online. The survey was open from 5 April 2018 to 30 April 2018 and was advertised in the Boronia/Basin Community News and on the Boronia Renewal webpage.

2.2 Survey Structure

The Boronia parking survey was designed to capture the opinions of a variety of people about parking for 1) Boronia residents parking at their home; 2) visitors parking in Boronia town centre; 3) parking for business owners and employees of Boronia; and 4) opinions about using alternative modes of transport.

The survey sample included four sample groups, including 1) Boronia residents (180); 2) residents of Knox (131); 3) residents from other suburbs in Melbourne (45), and 4) business employees and owners in Boronia (56)¹.

The majority of questions were quantitative, multiple response, closed questions. Six questions were qualitative, allowing respondents to provide their own responses. The qualitative responses aimed to collect in-depth responses from the survey participant's perspective, about how parking could be improved in Boronia town centre and in the neighbourhood.

¹ These groups do not add up to 356 – the total survey sample – but represent the four survey groups. Three of the groups are distinguished by place of living and add up to 356. The fourth group represent Boronia business owners or employees, who are also counted in the place of living.



Table 1 Survey Questions asked of each Survey Group

	Boronia Residents (n=180)	Residents of Other Knox Suburbs (n=131)	People Living Outside of Knox (n=45)	Boronia Business Owners & Employees (n=56)
Basic Demographic Questions	Yes	Yes	Yes	Yes
Parking Experience of Boronia Residents	Yes			
Parking Experience of Visitors to the Town Centre	Yes	Yes		
Parking Experience of Boronia Business Owners and Employees				Yes
Questions on Other Transport Modes	Yes	Yes	Yes	Yes

2.3 Analysis Methods

The survey was analysed using appropriate qualitative and quantitative techniques. Quantitative analysis was undertaken using the pivot table feature in Microsoft Excel to provide descriptive statistics. Interpris software from QSR was used to explore the common themes in the open-ended free text responses. There was a low number of responses for some questions and caution must be applied when interpreting the significance of results from these questions. Questions with low response rates are noted throughout this report.



3. Summary of Respondents

Three hundred and fifty-six people completed the Boronia Parking Survey. The majority of the people lived in the Knox local government area with 51% in Boronia, 38% within other suburbs in Knox, and 11% who lived in other suburbs of Melbourne. This included a mix of people who use or interact with the centre, including local residents, local employers and business owners, and employees.

A higher percentage of females completed the survey -65%, compared to 29% males, and <1% transgender, while 5% declined to answer. The bias towards females means the survey sample is not representative of the population in Boronia, Knox or Victoria – all of which have an almost even distribution of 51% females and 49% male.

The age breakdown of people who did the survey was also not representative of the Knox population. There is an underrepresentation of young adults in the survey sample relative to the population of Boronia. Amongst survey respondents, 4% were 18-24 year olds compared with 8% in Boronia, and 9% in Knox. People aged 65 and over were also underrepresented (14% of respondents) compared with 18% of Boronia's population. Conversely, a higher percentage of people aged 35-44 and 45-54 completed the survey (30% and 22% respectively) compared with their representation in Boronia (16% and 13%). Respondents aged between 35-54 years (parents, homebuilders and older workers), made up 52% of the survey sample.

Table 2 Gender and age of sample compared to other populations

	Survey Sample	Boronia*	Knox*
Female	65% (+)	51%	51%
Male	29% (-)	49%	49%
Other	0.3%		
Not stated	5%	n/a	n/a
18-24	4% (-)	8%	9%
25-34	17% (+)	16%	13%
35-44	30% (+)	16%	14%
45-54	22% (+)	13%	14%
55-64	13% (+)	12%	13%
65+	14% (-)	18%	15%

*Source from the 2016 Census



4. Results

The survey results are presented in four main sections, 1) The parking experiences of Boronia residents; 2) The parking experiences of people visiting the town centre; 3) The parking experiences of employees and business owners in Boronia; and 4) Opinions about alternative modes of transport.

4.1 The parking experiences of Boronia residents

A total of 162 residents in Boronia answered questions about household size and vehicle ownership. The sample exhibited a very high level of vehicle ownership – 76% of households overall owned two or more cars with the frequency of multiple car ownership increasing with household size (82% of two person households; 85% of 3 person households; 90% of four person households). This is higher than is found in Boronia generally (57% at the 2016 Census) but is not surprising given the likely heightened interest in a parking survey among vehicle owners.

Table 3 Number of people and cars per household

Number of Cars	Number of People in Household				
	1	2	3	4	5+
0	0%	2%	0%	0%	0%
1	86%	17%	16%	10%	0%
2	9%	76%	55%	57%	31%
3	0%	6%	26%	19%	46%
4	5%	0%	3%	10%	23%
5	0%	0%	0%	2%	0%
6	0%	0%	0%	2%	0%
Total (n=162)	100%	100%	100%	100%	100%

Note: some numbers in this table are between 1 and 5. Exercise caution with these results

A majority of respondents (85%, n=154) had enough car parking space at home for the vehicles they own. The remaining 15%, or one in six respondents did not. Data was not collected on the type of dwelling households resided in, so it is not known whether this breakdown bears any relationship to housing density (separate house or medium/high density housing).

Potential parking challenges were also examined by investigating how many cars from households would need to *park on the street*. The majority of the Boronia respondents, 75%, indicated that none of their cars needed to park on the street, while 25% identified a need to use street parking.

Although most street parking reported in the wider sample (n=172) is discretionary (short term parking, easier access to household from the street, or use of on-site parking options for storage), 22% of respondents cited insufficient visitor parking and 10% limited space off-street, as reasons for parking on the street.

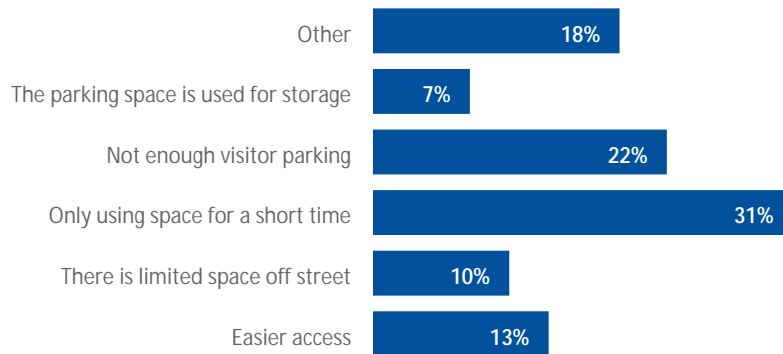


Figure 1 Reason for parking on street (Q12), N=172 responses

The main issue for respondents in relation to parking problems on their street was not access to parking itself but congested roads, potentially due to parked cars. Respondents highlighted 'inadequate space for cars to pass each other', followed by 'cars parking too close/or across driveway', as the two main issues on their street.

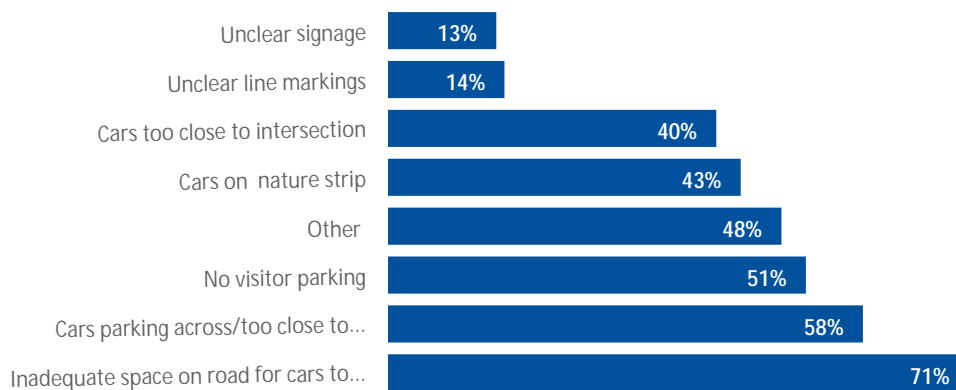


Figure 2 Parking problems on the street (Q15), N = 338 responses



A total of 180 Boronia residents were asked about times of the day when parking on their street is more difficult. The question allowed residents to select multiple responses. Respondents experienced problems with parking on the street across the day and evening with late afternoon, 4-6 pm, and evenings, after 6pm, the most challenging times reported.

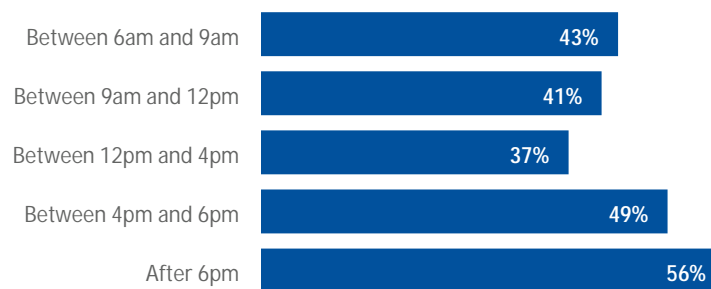


Figure 3 Selected times during the day when parking is more difficult (Q13)

4.2 The parking experiences of people visiting the Boronia town centre

A total of 301 respondents answered questions about visiting the Boronia town centre. This survey sample includes Boronia residents as well as visitors to Boronia from other suburbs in Knox and Melbourne. This section excludes people who own a business, or are employed in the Boronia town centre.

Highlights

- Travelling by car is the predominant mode of transport to town centre.
- Half of the sample visit Boronia town centre two or three times a week.
- Few people use public transport *into Boronia* town centre.
- Few people catch public transport *out of Boronia* (as their main reason for visiting the town centre).
- The main reason for visits were shopping/services.

The majority of respondents visit the Boronia town centre for the purpose of shopping and use of services, with few respondents citing mobility/public transport interchange reasons:

- 91.8% of the sample visit to shop and use the services provided;
- 6.0% of the sample caught public transport to another destination; and
- 2.2% pick up or drop off someone at the public transport interchange.



Almost half of survey respondents visit the Boronia town centre two or three times a week (46.1% of responses). A further 19.5% visit daily, and 19.5% visit once a week

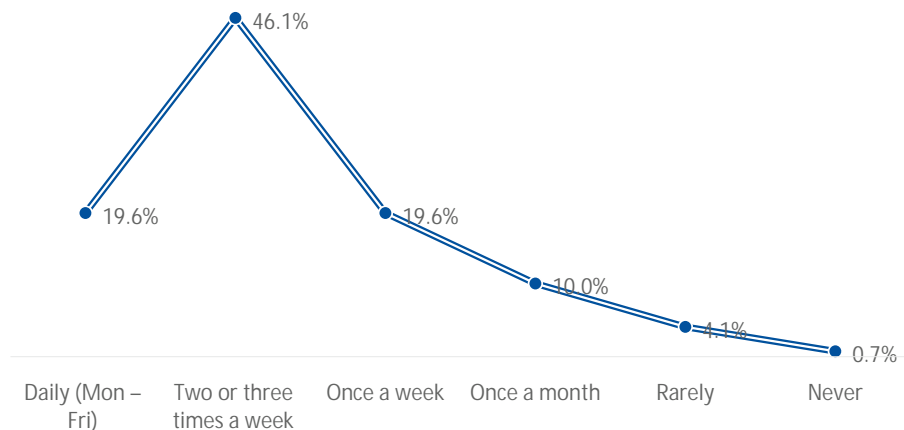


Figure 4 How often do you travel to Boronia town centre (n=267) (Q16)

The main method of transport into Boronia town centre was by car for 90.5% of the sample. Only 0.8% of the sample caught a bus, or used a bicycle, and 6.1% walk. These results confirm parking as a priority in Boronia town centre among survey respondents unless other transport modes can be made more attractive.

For over half of the survey sample of 267 (55%), the length of time it takes to find a suitable car park in Boronia town centre is under 5 minutes. A third of respondents (35.7%) generally find a car park within 5-10 minutes and the remaining 9% over ten minutes. While this is likely to vary with the time of day, the length of time to find parking is potentially problematic, with 35% of respondents stating they had been late to an appointment because they could not find a suitable parking space.

In response to parking time limits, the majority of the sample, 75%, responded that parking time limits are adequate to complete shopping/visits to the town centre. As a way of determining the difference between parking needs and parking time limits, survey respondents were asked how long they parked at specific locations in Boronia. These results also show us which car park locations are used more often than others.

The following figure shows the percentage of respondents who indicated that they did not park in particular locations i.e. indicative of the *least used* parking locations in Boronia. This includes parking at Tormore and Chandler Park reserves and two station parking locations. In the latter case, lack of use may relate to train station parking being at capacity.

Central car parking for shopping and services were the most used locations. The car parks at Dorset Square and Boronia Junction were the most used car parks among survey respondents.

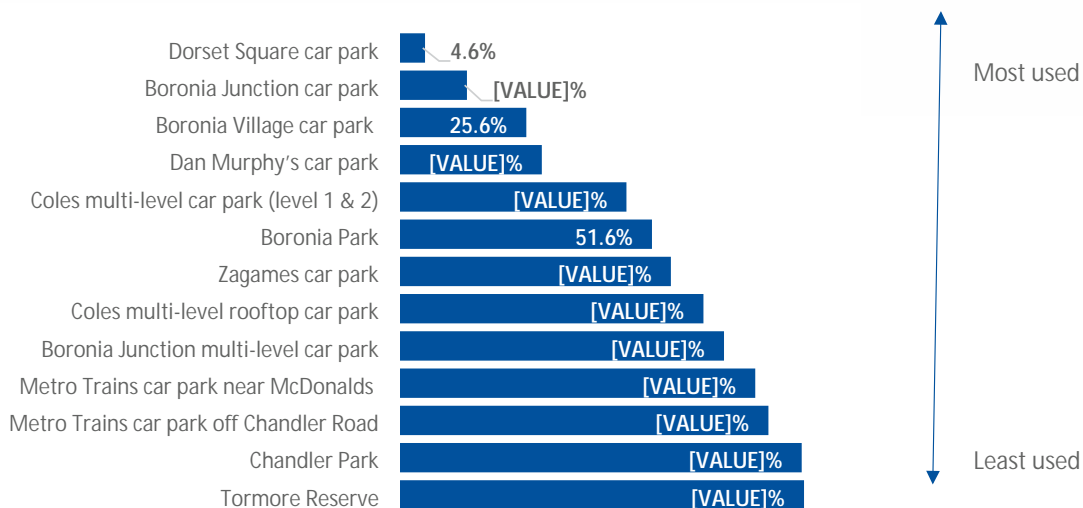


Figure 5 Percentage of responses who don't park at locations in Boronia town centre (Q19).

The majority of car park locations in the Boronia town centre are used by survey respondents for 'up to one hour'. This indicates the main purpose for parking at Boronia town centre is short visits for shopping or services, rather than social/leisure purposes. Qualitative responses throughout the survey confirms this:

"I do sewing classes at Lillypatches (shop10) and along with many other ladies- these classes run for 2hrs. Since the 2hr restrictions we find moving our cars pointless (most ladies are of older age and/or less mobile) instead we have shorter class time to fit within the time restrictions. I go to many classes and all ladies have commented that because they leave early they no longer shop or get lunch etc. before/after class. I know this is a very small part but it affects myself and many people who have shopped in this area. More 3hr spots in Dan Murphy car park would fix this problem."

Many survey respondents mentioned parking restriction problems when visiting the cinema, for example:

"I think the time limits in certain areas need to be extended to 4 hours. As an example, one of the reasons I go to Boronia is to go to the Metro cinemas. I like to meet with my friends or family for lunch or dinner before or after. Since movies are close to 2 and a half hours long now and lunch would be at least an hour, I am over my time limit for the 3 hour parking during the day at the Dorset Square Car park..."

"I think adding the 3 hours parking in Dorset Square car park so people could attend the cinema was a good community move. It is important to support local, family owned businesses."

Car parks associated with shopping and services, are not only the most frequently used parking locations, but also associated with parking for a short amount of time. Shopping centre car parks are mostly used for up to one hour by the majority of survey respondents.

Only Zagames car park was used for 'up to 2 hours' and public transport car parks for 'over 4 hours'.



Table 4 Length of time parking at locations in Boronia town centre

Predominant length of time by location	% of responses per location
Up to 1 hour	
Dan Murphy's car park	86.3%
Boronia Village car park	79.3%
Coles multi-level rooftop car park	74.5%
Boronia Junction car park	70.4%
Boronia Park	59.8%
Boronia Junction multi-level car park	52.8%
Chandler Park	50.0%
Coles multi-level car park (level 1 & 2)	47.4%
Dorset Square car park	43.5%
Up to 2 hours	
Zagames car park	43.0%
Over 4 hours	
Metro Trains car park near McDonalds	66.7%
Metro Trains car park off Chandler Road	62.7%

An open-ended question was included to enable survey respondents to suggest actions that could be taken to improve their parking experience in Boronia. The most frequent response was to 'improve train station parking'.

"Parking to use the train is the biggest issue for me. I have had to park a long way away and walk with young children. Could a multi-story car park be utilised on the existing car park spaces? Please don't cut down the car parking as they contemplated doing at Bayswater station. That does not encourage people to leave their cars at home. Instead it makes people avoid shopping/going to the area".

Some survey respondents remarked that the lack of adequate train station parking pushed this overflow to other areas such as residential streets or shopping centres, making it difficult for shoppers to find a park during the day:

"As a resident nearby, the terrible parking in Genista and Sundew Ave is due to the lack of railway parking."

A lack of adequate train station parking was also linked to the safety of commuters:

"Not enough parking for the train station means that sometimes you need to park in the Woolworths carpark instead. Particularly if you are travelling early morning or late at night - don't feel safe leaving the car too far away and walking to it in the dark."

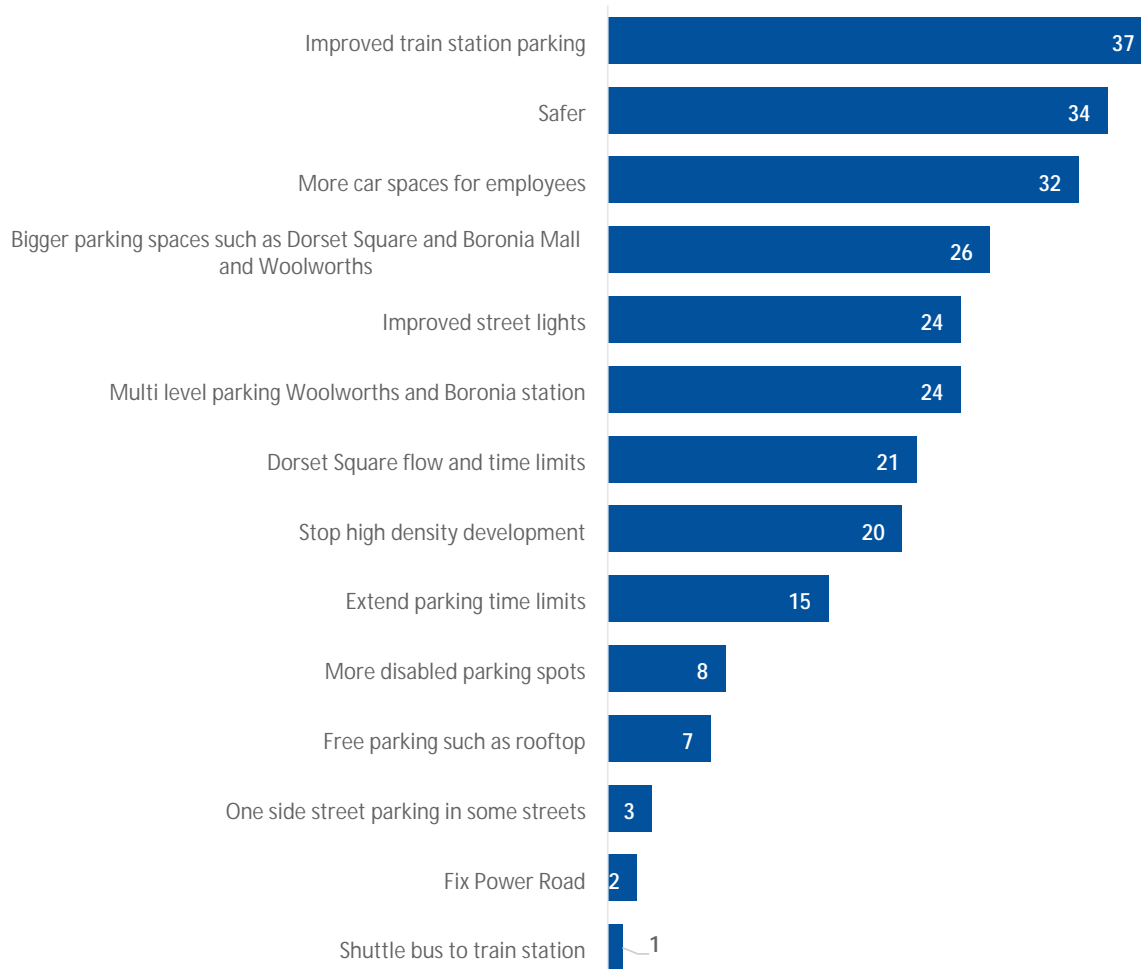


Figure 6 What other ideas do you have for actions that could change your parking experience?

Safety in general was the second most frequent response for improving parking. This includes perceptions of feeling unsafe getting to and from the car at night, and the need for enhanced security patrols, cameras and lighting:

“The only issue I have is parking in poorly lit and un-patrolled spaces at night (i.e. no security guards or other staff around).”

“Street lights - when returning after 9 p.m., especially in winter, it's spooky and dark along Chandler and Albert roads. Especially Chandler...”

“More patrols in car parks moving loiterers on.”

“Security cameras are must to prevent any illegal actions at the car park”.



"I think police should do patrols a lot more often. I personally do not feel safe in Boronia."

The safety theme also encompassed a significant sub-theme about the size of car spaces at car parks, navigating around and into car parks, and some particularly narrow residential streets. Dorset square, Boronia Mall and Woolworths were identified as particular problem areas for small car parking spaces and traffic flow:

"Dorset square car spaces are small and it is challenging to safely secure children in car seats without damaging neighbouring cars."

"Woolworths car park could have one way sections, it's dangerous trying to move through sections or leaving the carpark."

"Improve parking sizes and access. Parking at Boronia Junction is difficult and hazardous due to the design making turning difficult, size of parks is very small and people leaving directly on to Boronia Road trying to exit into the far right turning lane (turning on to Dorset Road) blocks traffic and causes aggression."

The third most common response for improving parking experiences in Boronia relates to 'more car spaces for employees', and is discussed in the next section.

4.3 The parking experiences of employees and business owners in Boronia

A total of 56 survey respondents that worked or owned a business in Boronia were asked questions about the adequacy of parking in the town centre. Business owners (4% n=15) were asked about the suitability of parking to meet business needs while employees (12% of the sample, n=41) were asked about the amount and safety of employee parking. Results are indicative only given the low numbers in these sample groups.

The key parking needs for business owners and employers are access to the business for deliveries and parking spaces for employees.

4.3.1 Deliveries

Almost half of business owners and employers (48.2%) stated there is sufficient capacity in the designated loading bay to meet their needs. For the remainder, 23.2% indicated the loading bay did not meet their needs, and a substantial amount of the sample did not answer the question, 28.6%.

The majority of deliveries take place on private on street/car parking spaces (25 responses) or private or designated loading bay (18). Only four people responded that they have difficulty finding a suitable parking space near their business for deliveries.

Some businesses do not rely on the delivery of goods, or frequent access for loading of goods which may contribute to the relative satisfaction with business delivery access and high non response rate, though it is acknowledged survey numbers are low.

4.3.2 Employee parking

Over half (56%) of survey respondents that work in Boronia town centre are not allocated a parking area on site or near their place of employment. Questions sought to gauge where employees park, and the difficulty or ease with finding adequate and safe parking.



Adequate walking distance from car park to place of work is a subjective question. Approximately 34% of employee in the sample walk a short distance, between 0 to 100 metres to their place of work, while almost three quarters walk up to and beyond 400 metres.

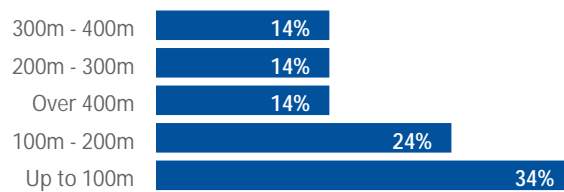


Figure 7 Usual walking distance from car park to place of employment

To determine where employees park, respondents could select multiple timed locations. The most popular locations were the Coles multi-level car park, rooftop and levels 1&2, followed by Dorset Square.

Table 5 Timed locations where employees park

Timed parking spaces	Responses
Coles multi-level rooftop car park	31
Coles multi-level car park (level 1 & 2)	20
Dorset Square car park (front of Kmart & Coles)	16
Boronia Park (near library, basketball centre)	8
Boronia Village car park (near Farmer Joes & NQR)	5
Zagames car park	3
Chandler Park (off Chandler/Allandale Rd)	3
Dan Murphy's car park	2
Metro Trains car park (near McDonalds - east side of tracks between William St and Chandler Rd)	2
Tormore Reserve	2
Boronia Junction multi-level car park (between Woolworths and train station)	1
Total responses	93

Access to adequate parking for employees was a consistent theme throughout the survey results. For employees 'adequate parking' is understood as a car space that allows them to drive to their place of work and park without worrying about moving their car throughout their shift. This problem was the third most common suggestion made to improve parking experiences in Boronia, and was demonstrated in comments made by employees.

Restricted parking in Boronia was perceived as the main problem for employees and was linked to employer perceptions of lower productivity due to staff frequently leaving to move their car:

"Staff are constantly moving their cars in 2-3 hourly parking areas because there is nowhere to park, which is costing businesses lots of time and money."



"It is far too disruptive to the productivity of a small business to have all or most of their staff having to take a small break every two hours to move their cars. This is especially true for my company, which is a retail environment."

Potential actions recommended by employees were parking permits for designated parking areas, and the retention of untimed car parking areas:

"The only acceptable alternative is for parking permits to be issued, even if restricted only to certain areas (such as Coles rooftop, outside Woolworths etc.)."

"PLEASE keep the Coles rooftop carpark untimed and free, for the sake of the many workers who use this space every day..."

"Give permits to only people who work in the Dorset Square to park in multi deck and free up spaces. This will deter people parking all day on rooftop at multi deck if they are catching a train etc. and from staff taking up customer parking in the time restriction areas. As a customer and employee of the Dorset Square, something needs to be done."

"I work in Dorset Square, and have done so for nearly ten years. Up until late 2017, myself, my co-workers and other people who work in Boronia were able to park in the Coles multi-level carpark without fear of being fined. Now that Coles are renovating their multi-level carpark facilities, we are confined to the rooftop. We are ok with this, provided it remains untimed and free. This at least gives Boronia workers somewhere to park their cars."

4.4 Opinions about alternative transport modes

A total of 356 survey respondents were asked to indicate the conditions under which they would use alternative transport methods such as ride sharing, public transport or walking to work. Multiple responses were permitted.

4.4.1 Car sharing

The survey sample was asked to consider five incentives to encourage car sharing. Two thirds of respondents (66%) indicated that none of these conditions would encourage them to car share.

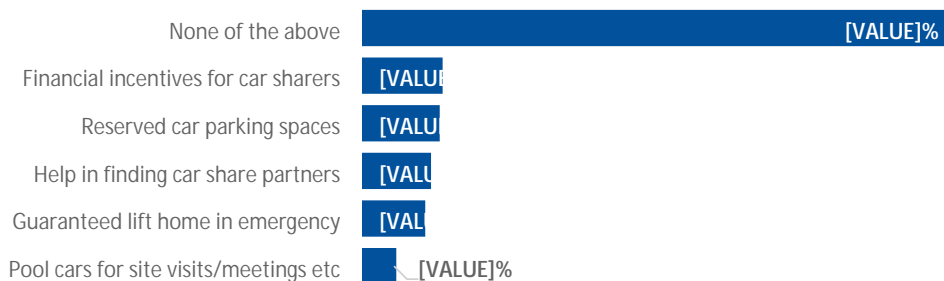


Figure 8 Percentage of responses to question "Which of the following would encourage you to car share? Multiple responses allowed (n=313)"



4.4.2 Public transport use

Compared to car sharing, there was more support for actions that would encourage public transport use.

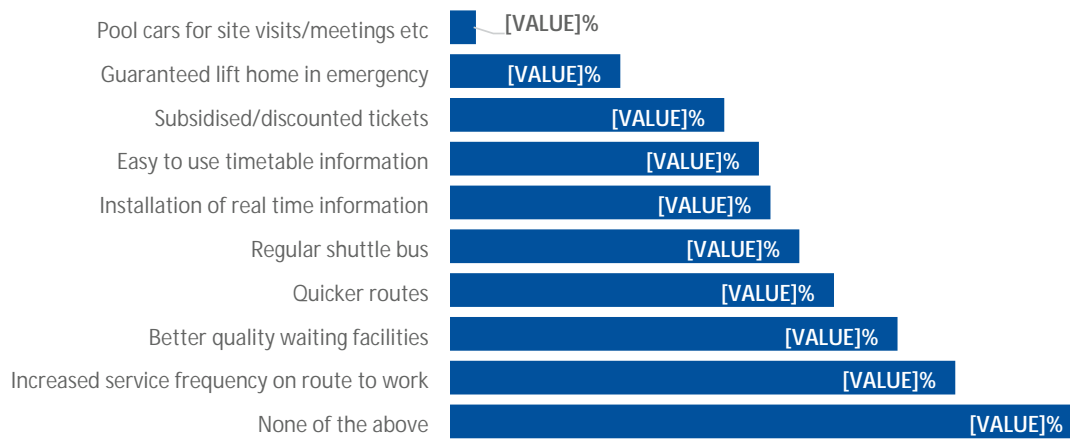


Figure 9 Percentage of responses to question ‘which of the following would encourage you to use public transport? Multiple responses allowed (n=537)

While for around a fifth of the sample (19%) there was nothing suggested that would encourage them to use public transport, increased service frequency, better waiting facilities, quicker routes, or a regular shuttle bus would make public transport usage more attractive to between 10 and 15% of the survey sample.

4.4.3 Walking to work

A number of options to encourage walking to work was also put to survey respondents. Most of the sample indicated that none of these would encourage them to walk, although there was support for improved pathways and better street lighting.

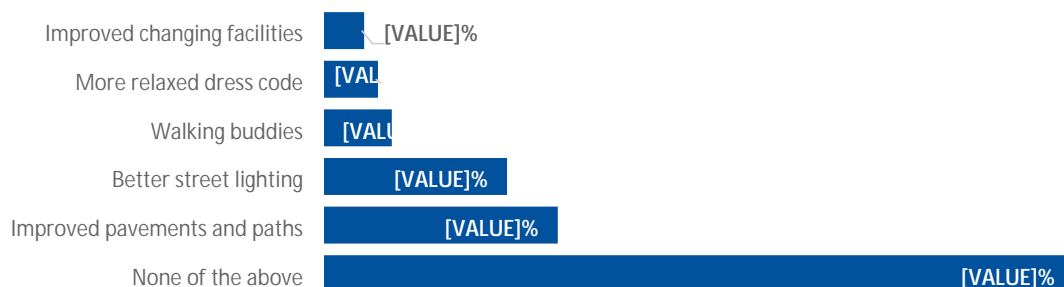


Figure 10 Percentage of responses to question ‘which of the following would encourage you to walk to work? Multiple responses allowed (n=284)



4.4.4 Encouraging alternative transport to the town centre

Twelve key themes were identified from the open ended responses to the question around the conditions under which would respondents would consider leaving the car at home and taking an alternative transport mode into the Boronia town centre.

Responses to this question were not generally positive. The most prevalent response was 'Under no circumstances' (25% of responses, n=52). While most were one word responses 'none' or 'never' there were a number of reasons given including disability, unreliability of public transport, safety concerns:

"Under no circumstances. I have young children and it is too time consuming and problematic to get to Boronia without a car."

"Cannot see myself doing this. Bus and shopping are not supportive of each other."

"Never - not mobile enough."

"None as I do not feel safe on public transport."

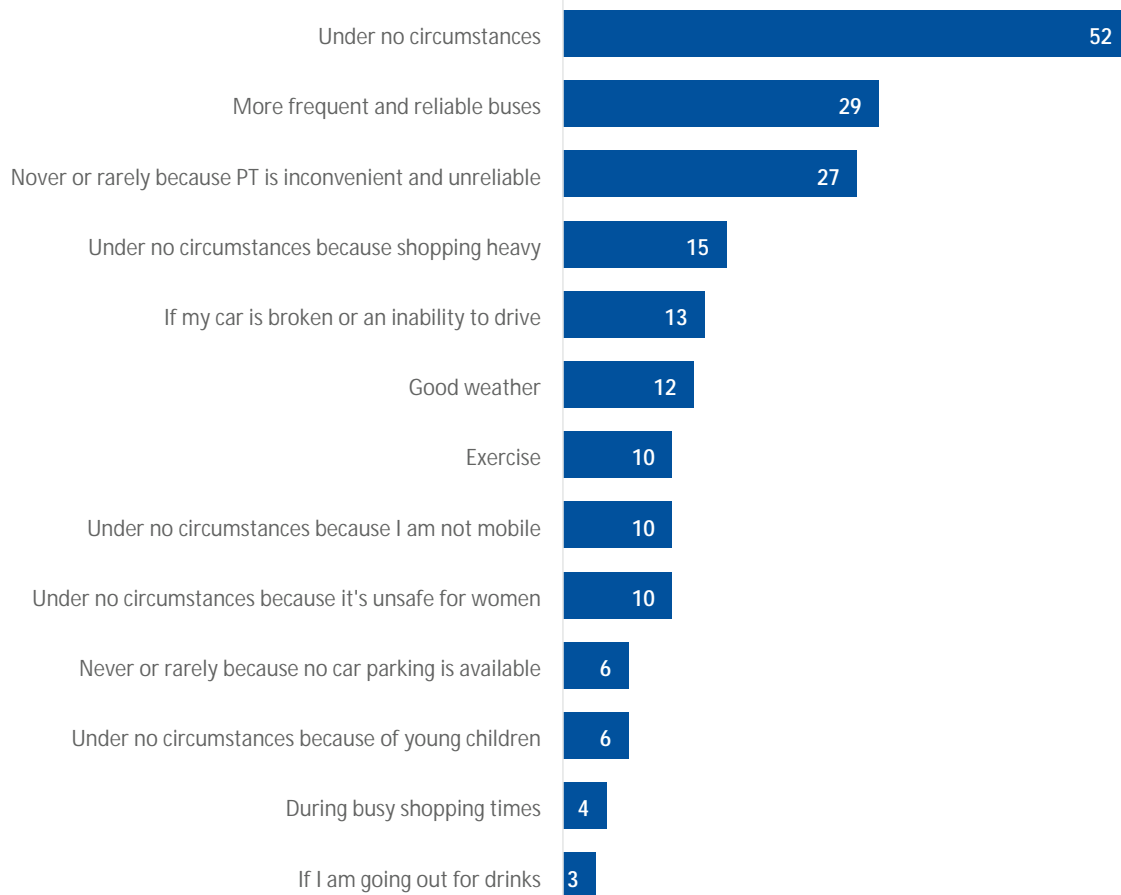


Figure 11 Under what conditions would you leave your car at home and take a different transport mode to the town centre?

A few conditions were identified by respondents that would prompt them to consider taking an alternative mode of transport into the town centre. The two most popular responses related to increased reliability and frequency of public transport. Others would consider leaving their car at home in better weather or for the opportunity to exercise.

"I don't drive to Boronia - I ride my bike. Sadly, the experience for cyclists is terrible - being forced to dismount past the station, ride through a busy car park, and dismount again to cross Dorset Rd. The shared path should be continuous and provide cycling/pedestrian priority through the area. There should be more bicycle parking at all locations - along the shops in Dorset Rd, at Woolworths, Coles, the station, and everywhere around the precinct. On-street car parking should be removed and protected bicycle lanes installed."



5. Next Steps

The analysis undertaken for this report is confined to a first level descriptive review of the data, reflecting basic analysis of the main questions. There is scope for additional multi-variable cross-tabulation, which could include:

- Examining the variation of opinions/experiences of parking in Boronia town centre for different age groups, gender, etc.
- Distinguishing the sample of visitors to the Boronia town centre by Boronia resident, Knox resident or elsewhere for greater insight into parking intent and requirements.
- Conducting second level analysis of the results through the lens of contemporary research relating to parking and facilitating transport mode change.



6. Attachment A – Survey

In recent years more families have been being attracted to live and work in Boronia and the surrounding neighbourhoods. The way that people move around is also changing which brings new pressures on the limited space in the town centre. As part of the Boronia Renewal Project we want to hear from people who use the town centre and surrounding neighbourhoods regularly.

This survey is an opportunity to give us your views on parking in Boronia. In particular, we want to identify any usage patterns or hotspots that we should focus on in the short term. The information gathered from this survey will help us to respond to the impacts from population growth and balance the current and future demands for parking in the area.

It should be noted that while Council is taking a holistic approach to thinking about car parking problems, many of the spaces in the Boronia Town Centre are on private land and are managed separate to Knox City Council operations. A summary of the consolidated responses will be shared with the community and private land owners in June 2018.

The survey is divided into three sections that consider different user needs. The survey will likely take 15 – 20 minutes to complete online. Please skip questions you feel are not relevant to your circumstances.

Your answers to these questions will help to focus our efforts and refine possible solutions.

1. What is your gender?

2. What is your age?

- | | |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65+ |
| <input type="radio"/> 35-44 | |

3. What is your current employment status?

- Employed full time (35 or more hours per week)
- Employed part time (up to 34 hours per week)
- Unemployed and currently looking for work
- Unemployed and not currently looking for work
- Student
- Retired
- Homemaker
- Self-employed
- Unable to work



4. Do you have a Disabled Parking Permit?

- Yes
- No

* 5. What suburb do you live in?

- Bayswater
- Boronia
- Ferntree Gully
- Knoxfield
- Lysterfield
- Rowville
- Outside Knox - please specify
- Scoresby
- The Basin
- Upper Ferntree Gully
- Wantima
- Wantima South

6. What is the name of the street in Boronia you live in?

* 7. How many people live in your household?

- 1
- 2
- 3
- 4
- 5+

* 8. How many bedrooms are in your dwelling?

- 1
- 2
- 3
- 4
- 5+

9. How many of the following vehicles are used from your home?

Cars	<input type="text"/>
Motorbikes	<input type="text"/>
Bicycles	<input type="text"/>
Vans/Trucks	<input type="text"/>



10. How many parking spaces are allocated at your household for:

Car parking

Bicycle parking

11. How many cars from your household would park on the street?

12. How often do you park on the street rather than in your property?

- Everyday
- 2-3 times a week
- Weekends only
- Rarely/Never

13. What are your reasons for parking on the street? (Select all that apply)

- Easier access
- There is limited space off street
- Only using space for a short time
- Not enough space for visitor parking
- The parking space is used for storage/living space
- Other (please specify)

14. Are there selected times during the day when parking in your street is more difficult? (Select all that apply)

- Between 6am and 9am
- Between 9am and 12 noon
- Between 12 noon and 4pm
- Between 4pm and 6pm
- After 6pm



15. What types of parking problems do you face on your street? (Select all that apply)

- Unclear signage
- Unclear line markings
- People park across or too close to my driveway making it difficult to access
- People visiting have nowhere to park
- Not enough space on the road for cars to pass each other
- Cars park too close to the intersection
- Cars park on the nature strip
- Other (please specify)

* 16. Generally, how often do you go to Boronia town centre?

- Daily (Mon – Fri)
- Two or three times a week
- Once a week
- Once a month
- Rarely
- Never

17. How do you normally travel to the Boronia town centre ? (Select the option used most)

- Drive yourself by car
- Motorbike
- Bicycle
- Bus
- Train
- Share a lift with someone
- Walk
- Mobility aid (scooter, walker)



* 18. What is your main reason for travelling to the Boronia town centre?

- I shop and use the services provided
- I work in the Boronia town centre
- I have a business or own land in the Boronia town centre
- I pick up or drop off someone at the public transport interchange
- I catch public transport to another destination

19. When you drive to the town centre, how long would you park at the following locations?

	Up to 1 hour	1-2 hours	2-3 hours	3-4 hours	Over 4 hours	N/A
Boronia Village car park (near Farmer Joes & NQR)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boronia Junction car park (front of Woolworths)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boronia Junction multi-level car park (between Woolworths and train station)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dan Murphy's car park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dorset Square car park (front of Kmart & Coles)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coles multi-level car park (level 1 & 2)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coles multi-level rooftop car park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metro Trains car park - (near McDonalds - east side of tracks between William St and Chandler Rd)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Metro Trains car park (off Chandler Road - west side of tracks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Zagames car park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Boronia Park (near library, basketball centre)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chandler Park (off Chandler/Allandale Rd)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Tormore Reserve	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



20. How long would you regularly park in the following streets?

	Up to 1 hour	1-2 hours	2-3 hours	3-4 hours	Over 4 hours	N/A
Boronia Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Dorset Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chandler Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Floriston Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Erica Ave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park Crescent	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Genista Ave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Orchid Ave	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maryville Way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Allandale Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

21. How long does it usually take to find a suitable parking space?

- Under 5 minutes
- 5-10 minutes
- 10-15 minutes
- Over 15 minutes

22. Have you ever been late to an appointment in Boronia because you couldn't find a parking space?

- Yes
- No

23. Time limits help more people use the shop and businesses in the town centre. Do you think the time limits are adequate for you to complete your shopping/visit to the town centre?

- Yes
- No

24. As a resident/visitor to the Boronia town centre, please describe the problems you experience with parking that have not been mentioned in the questions above?



25. Where do deliveries to your business normally take place?

- Private on site loading bay
- Designated loading bay
- Other on street/car parking space
- I have difficulty in finding a suitable space near my business

26. Does your business rely on delivery of goods or frequent access for loading of goods?

- Yes - car/van
- Yes - small truck
- Yes - semi-trailer
- No

27. Is there sufficient capacity in the designated loading bay to meet your business needs?

- Yes
- No

28. As an employee, are you allocated a parking area on site or nearby your place of employment?

- Yes
- No

29. Does your job involve shift work of extended hours outside normal office hours?

- Yes
- No



30. As an employee, do you use any of the following TIMED parking spaces? (Select all that apply)

- Boronia Village car park (near Farmer Joes & NQR)
- Boronia Junction car park (front of Woolworths)
- Boronia Junction multi-level car park (between Woolworths and train station)
- Dan Murphy's car park
- Dorset Square car park (front of Kmart & Coles)
- Coles multi-level car park (level 1 & 2)
- Coles multi-level rooftop car park
- Metro Trains car park (near McDonalds - east side of tracks between William St and Chandler Rd)
- Metro Trains car park (off Chandler Road - west side of tracks)
- Zagames car park

31. As an employee, do you use any of the following UNTIMED parking locations? (Select all that apply)

- Boronia Park (near library, basketball centre)
- Chandler Park (off Chandler/Allandale Rd)
- Tormore Reserve
- Nearby residential streets - please specific which streets

32. How far do you usually walk from your car to your place of employment?

- Up to 100m
- 100m - 200m
- 200m - 300m
- 300m - 400m
- Over 400m



33. If there were dedicated and secure all day car parking spaces located on the edge of the town centre, how far would you walk from your car to your place of employment?

- Up to 100m
- 100m - 200m
- 200m - 300m
- 300m - 400m
- Over 400m

One way to manage competing demands for a limited number of spaces is to use is a parking permit scheme for selected spaces under specific conditions. This can create a high level of competition and is not always an equitable way to manage a scarce resource.

34. Are you or your business allocated a parking permit for all day parking?

- Yes
- No

35. Would you or your business be interested in participating in a parking permit scheme?

- Yes - I would pay a nominal permit fee if needed
- Yes - Only if permits are free
- No

Finally, the following questions will help us identify which solutions should be explored further.

36. Under what conditions would you leave your car at home and take a different transport mode to the town centre?



37. Which of the following would encourage you to car share? (Select all that apply)

- Help in finding car share partners
- Reserved car parking spaces
- Guaranteed lift home in emergency
- Other (please specify)
- Pool cars for site visits/meetings etc
- Financial incentives for car sharers
- None of the above

38. Which of the following would encourage you to use public transport? (Select all that apply)

- Subsidised/discounted tickets
- Increased service frequency on route to work
- Easy to use timetable information
- Installation of real time information
- Pool cars for site visits/meetings etc
- Other (please specify)
- Quicker routes
- Guaranteed lift home in emergency
- Better quality waiting facilities
- Regular shuttle bus
- None of the above

39. Which of the following would encourage you to walk to work? (Select all that apply)

- Walking buddies
- Better street lighting
- Improved changing facilities
- Pool cars
- Other (please specify)
- Improved pavements and paths
- More relaxed dress code
- None of the above



40. Knox Council has received feedback that some parking areas are perceived as being unsafe at different times of the day. Please select any of the following locations and the time of day where you feel unsafe?

	Morning	Afternoon	Night	N/A
Boronia Village car park (near Farmer Joes & NQR)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boronia Junction car park (front of Woolworths)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boronia Junction multi-level car park (between Woolworths and train station)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dan Murphy's car park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dorset Square car park (front of Kmart & Coles)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coles multi-level car park (level 1 & 2)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coles multi-level rooftop car park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metro Trains car park - (near McDonalds - east side of tracks between William St and Chandler Rd)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Metro Trains car park (off Chandler Road - west side of tracks)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Zagames car park	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Boronia Park (near library, basketball centre)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chandler Park (off Chandler/Allandale Rd)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Tormore Reserve	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please provide any comments about why you feel unsafe in the areas you selected above

There is more demand for parking spaces than can be provided in the current layout of the town centre, i.e. open air parking spaces and parallel parking along streets.

41. What other ideas do you have for actions that could be taken to change your parking experience?



Boronia Renewal Project

CREATING A SAFER BORONIA SURVEY REPORT

KNOX CITY COUNCIL | 511 BURWOOD HIGHWAY, WANTIRNA SOUTH, 3152



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Disclaimer

This document was written to inform Council's approach to the Boronia Renewal Project. It forms part of the background research and community engagement aspects of this project, and is one of several surveys conducted for this purpose, and should not be relied upon by third parties to guide decisions other than those related to the project.



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Executive Summary

In 2018 between the 2 July and 31 July 2018, 271 people completed the Creating a Safer Boronia survey. The survey forms one part of community engagement for the Boronia Renewal Plan. The aim of this survey was to explore the experiences and perceptions of safety in Boronia.

Residents have a vision of what Boronia should be, or what they would like it to be, as a nice place at the foot of the hills with a vibrant community. One of the broad themes emerging from the three community consultations conducted for the Boronia Renewal Strategy is a sense that the full potential of the centre is not currently being realised. A reoccurring theme in the survey results is a hope that renewing Boronia Activity Centre will attract people to the area. Participants have frequently connected a renewal of Boronia to improving perceptions of safety.

Perceptions of safety in the community is a pertinent issue because fear of crime constrains behaviour, such as self-limiting the use of public spaces. Ideally, residents in a community would feel free to move about their local area, which is a condition conducive to community social cohesion. Additionally, knowing about tangible experiences of crime (the type, frequency and location) can assist with strategies towards crime reduction.

The main concerns about safety from people who completed the survey are the outcomes from physical and social disorder. The presence of negative physical and social cues are 'perceived as conducive to crime' which results in an increased feeling of vulnerability to crime, and a sense of fear.

1) Perceptions of physical disorder and fear of crime.

The concept of 'physical disorder' refers to visual signs of deterioration such as vacant and uncared for commercial spaces that may have graffiti or vandalism. Contemporary research suggests visible deterioration of a town sends signals of disorder, chaos, abandonment, poverty, and suggests an environment conducive to crime. All of which contributes to a perception of feeling unsafe.

Analysis of the survey showed the appearance of Boronia was a predominant concern. Residents were more likely to disagree that they were satisfied with the appearance of Boronia town centre and that it is well maintained (44% disagree). The aesthetic renewal of the Boronia was also the top mentioned way to make Boronia feel safer.

Combined with improving the appearance of Boronia, suggestions were made for infrastructure that would encourage more social activities, and bring more people to the centre.

2) Perceptions of social disorder and fear of crime.

Social disorder refers to what people perceive as 'incivilities' and the threat of crime in public space, such as loitering, drinking alcohol, drug taking or drug dealing. Social disorder was the second major theme identified in the analysis of the Boronia survey, driving fear of crime in Boronia, and a barrier to moving freely in the town. *Anti-social behaviour* was selected as the leading personal safety violation experienced by people who completed the survey. Additionally, 'incivilities' were perceived as more of a *major problem*, as opposed to a minor problem or not a problem. The most selected major problem was 'drug use and drug dealing' - 70%



selected this as a major problem, 24% minor problem, and 5% selected not a problem. The second major problem identified was 'Loitering'.

The results do indicate a link between social and physical disorder and fear of crime. However, fear of crime can also be mistaken for feeling 'discomfort' and this can be considered when attributing significance to the results. For example, when asked about personal safety in their neighbourhood, one person commented they felt unsafe about '*People on drugs or alcohol that are acting up. They don't bother you but they are doing some odd things*'. This person may fear the potential of crime from unpredictable behaviour, or maybe just feels discomfort. Either way, the results of this survey suggest that people experiencing 'incivilities' and a negative perception of physical appearance are barriers for residents and visitors to Boronia frequenting the centre.

People who completed the survey frequently visit Boronia town centre, with 29% visiting Boronia daily, 39% two or three times a week, and only 6% rarely. The majority visited to use shops and services (81%). The previous community survey on parking and transportation suggested that people have reduced the time and frequency of their visits to the centre in part due to parking restrictions. With the current survey, we also now know people are reducing the amount of time they spend in Boronia due to fear of crime or discomfort. By increasing perceptions of safety, there is scope to increase the purpose of visiting Boronia.

3) Boronia residents feel less safe today than in the past and feel very unsafe at night.

Key results indicated residents of Boronia feel less safe today than in the past. Compared to two years ago 43% feel less safe, compared to five years ago 39% feel less safe. The majority of people felt unsafe in Boronia at night, between 6pm and midnight 77% of people felt unsafe. Similarly, between 12am and 6am, 78% of people felt unsafe.

4) Suggestions to improve safety were typically issue based and tangible.

Generally, the most popular safety measure selected were solutions that prevented crime in a way that the community could see direct effects. For example, in results from a multiple response question people chose 'increased police presence' as the top measure to improve safety, followed by 'increased lighting' and 'alcohol restrictions'.

Similar results came out of the free text responses, when people were asked to suggest their own ways to improve safety within Boronia. The top five themes were:

- 1) Improve appearance of shops and town – a renewal of aesthetics and improving the quality of businesses.
- 2) Reduce public drug use and methadone programs.
- 3) Increased surveillance and police presence.
- 4) Community activities and community cohesion building.
- 5) Improve safety at train station.

In the free-text responses there were some 'holistic' measures to improve safety, such as generating employment opportunities or programs for the homeless. Holistic measures are those which consider multi-faceted problems, require multi-faceted solutions. Another holistic solution to safety was to encourage positive social interactions within the community/or social cohesion, to prevent crime.



1. Background & Context

The Creating a Safer Boronia survey was developed as one part of background research and community engagement for the Boronia Renewal Project. This report follows the 'Boronia Community Survey Report' completed in February 2018, and the 'Boronia Parking Survey Report', completed in August, 2018.

The aim of the Creating a Safer Boronia Survey was to hear community views and preferences related to public safety and perceptions of security and to understand needs and challenges of Boronia residents and people visiting Boronia town centre. This report provides a preliminary analysis of the results of the Creating a Safer Boronia Survey, and may inform more detailed analysis at a later date.



2. Method

2.1 Data Collection Tool

The data collection tool was a self-completed online survey, designed and hosted by Knox City Council on the Survey Monkey web service. Participation in the survey was only offered online. The survey was open from 2 July to 31 July 2018.

2.2 Survey Structure

The survey design comprised two main sections exploring the opinions and experiences of safety for 1) Boronia residents, in their neighbourhood and 2) visitors to Boronia town centre.

The majority of questions were quantitative multiple response closed questions. Two questions offered a free text 'other' response, and four questions were qualitative, open-ended responses. The qualitative responses aimed to collect in-depth responses from the survey participant's perspective, about how safety could be improved in Boronia town centre and in the neighbourhood.

Table 1 Survey Questions asked of each Survey Group

	Boronia Residents (n=149)	Residents of Other Knox Suburbs (n=90)	People Living Outside of Knox (n=20)
Basic Demographic Questions	Yes	Yes	Yes
Safety in your Boronia neighbourhood	Yes	No	No
Safety in Boronia town centre	No	Yes	Yes

2.3 Analysis Methods

The survey was analysed with appropriate qualitative and quantitative techniques. Quantitative analysis was undertaken using the pivot table feature in Microsoft Excel to provide descriptive statistics. Nvivo and Interpris software from QSR was used to explore the common themes in the open-ended free text responses. Along with a first level descriptive analysis of the data, a second level analysis of results were viewed through the lens of contemporary research about perceptions of crime in the community.



3. Summary of Respondents

Two hundred and seventy one people completed the Boronia Safety Survey. The majority of the people lived in Knox local government area with 55% in Boronia, 38% within other suburbs in Knox, and 7% who lived in other suburbs of Melbourne.

A high percentage of females completed the survey, 63% compared to 31% males, and 6% who declined to answer. The bias toward females means the survey sample is not representative of the population in Boronia, Knox or Victoria - all of which all have an almost even distribution of 51% females and 49% male.

There are many reasons to account for this discrepancy in gender. Research strongly shows that fear of crime is greater for women even though they are less likely to be victims of crime in public spaces than males (Britto, Van Skye & Francis, 2011; Snedker, 2014). Women's perceptions and fear of crime is greater than males because "women have greater perceived vulnerability, which makes them more afraid" (Snedker, 2015, p.47). This fear may account for one-reason females were more willing to complete a safety survey and share their story.

The age breakdown of people who did the survey was also not representative of the Knox population. There is an underrepresentation of young adults in the survey sample relative to the population of Boronia. Amongst survey respondents, only 2% were 18-24 year olds compared with 8% in Boronia, and 9% in Knox. A higher percentage of people aged 25-34 completed the survey (26%) than is represented in the population of Boronia (16%) and Knox (13%).

Two concerns with an underrepresentation of young adults completing the survey are 1) that they are known to experience more public crime than other age groups, and 2) they experience the public space differently to other age groups. Additional consultation with youth and young adults to understand their safety experiences in greater detail would be useful to supplement the results of this survey.

Table 2 Gender and age of survey sample compared to Knox total population

	Survey Sample	Boronia*	Knox*
Female	63% (+)	51%	51%
Male	31% (-)	49%	49%
No response	6%	n/a	n/a
18-24	2% (-)	8%	9%
25-34	26% (+)	16%	13%
35-44	29% (+)	16%	14%
45-54	19% (+)	13%	14%
55-64	13% (+)	12%	13%
65+	10% (-)	18%	15%

*Sourced from 2016 census



4. Results

The survey results are presented in two main sections, 1) Boronia residents' perceptions and experiences of safety in their neighbourhood; and 2) The perceptions and experiences of Boronia town centre from all the people who completed the survey.

4.1 Boronia residents: perception and experiences of safety in the neighbourhood

A total of 149 residents in Boronia answered questions about perceptions and experiences of safety in their neighbourhood. Perceptions of safety are the result of an individual's subjective experience, and it determines if they have a fear of crime. Current research finds the social and physical environment, and perceptions of disorder in a neighbourhood, are three factors that can impact upon an individual's perceptions of safety (Chadee, Ali & Young, 2017; Gainey, Alper, & Chappell 2011).

Fear of crime can develop if a neighbourhood has negative physical cues such as "visual signs of deterioration of structural resources [such as] graffiti, abandoned houses, and vandalized property" (Chadee, Ali & Young, 2017). Similarly, a perception of social disorder can develop with social cues, such as "the perception of threatening situations in public spaces [such as] loitering, public drinking/drunkenness, prostitution, and drug dealing" (Chadee, Ali & Young, 2017). There is a connection between these concepts and the results from the Boronia safety survey in the neighbourhood.

4.1.1 Experiences of personal safety in the neighbourhood

Boronia residents were asked a series of questions about experiences of safety in their neighbourhood. Regarding the physical appearance on the neighbourhood, residents were more likely to disagree that it is well maintained and to respond that they were not satisfied with the overall appearance.

In total, 44% disagreed/strongly disagreed that the neighbourhood is well maintained compared to 32% who agreed/strongly agreed. Similarly, 44% disagreed/strongly disagreed that they were satisfied with the overall appearance of the neighbourhood, compared to 31% who agreed/strongly agreed.

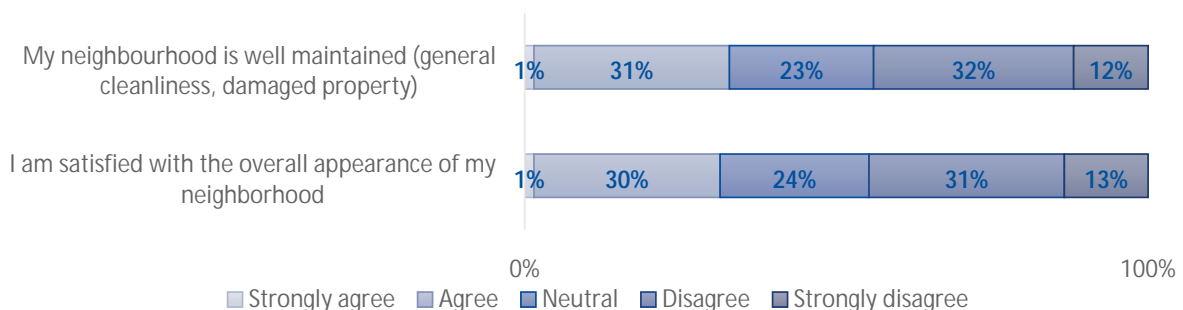


Figure 1 Neighbourhood maintenance and appearance (n=134)



Residents were also more likely to disagree that lighting was sufficient to walk safely in their street, with 45% who disagreed/strongly disagreed with this statement, compared to 24% who agreed lighting was sufficient. For all three of the statements about their neighbourhood, a notable percentage of Boronia residents indicated they were 'neutral' (i.e. 31% were neutral about lighting in their neighbourhood).

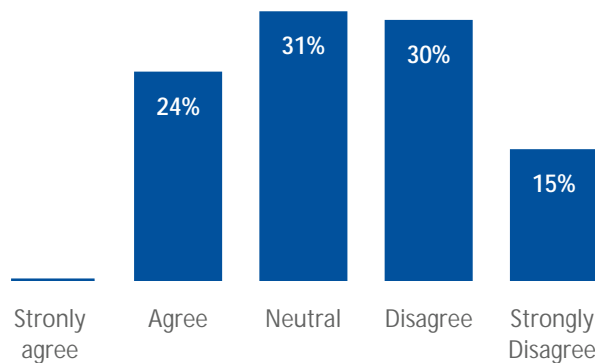


Figure 2 The lighting in my neighbourhood is sufficient for me to walk safely in my street (n=134)

Respondents were asked if they have experienced any breaches of personal safety in their neighbourhood. They were provided with six choices and could tick any choices that applied to them, allowing for multiple responses.

In total, there were 238 choices ticked for this question. This means of the 149 residents in Boronia who completed the survey, on average they identified 1.6 breaches of personal safety each. The question does not specify a time period/when the breach occurred and this must be considered when evaluating the results. For instance, some residents may have lived in Boronia for 20 years, and reporting an experience from 20 years ago may not be particularly applicable to Boronia today. Therefore, there is no way of knowing the current relevance of experiences – in the last 5 years for instance - of personal safety breaches from this question.

The most ticked violation of personal safety experienced was anti-social behavior, making up 37% of the 238 responses.

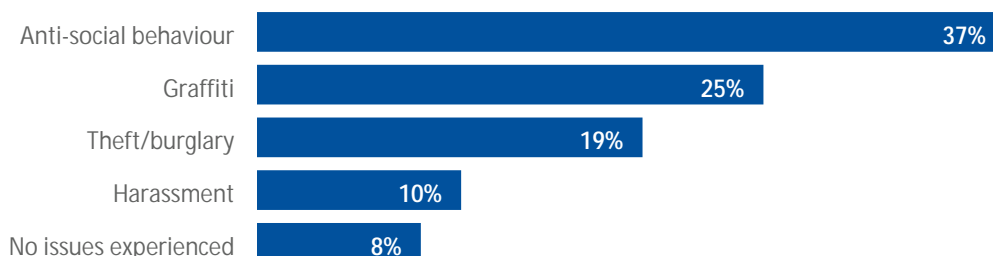


Figure 3 Have you experienced any of the following in regard to your personal safety, in your neighbourhood



Along with the five choices above, residents were also able to provide a text response about experiences of their personal safety. Only eight people opted to write about any further experiences, with two themes emerging:

Theme 1: Speeding vehicles outside of homes (2 references)

Theme 2: Intimidating or aggressive behavior outside of homes related to drugs (6 references):

"...drug dealing outside my house"

"A drug affected neighbour became angry, shouting obscenities and kicked down fence palings".

"People on drugs or alcohol that are acting up. They don't bother you but they are doing some odd things".

4.1.2 Perceptions of safety over time

Residents of Boronia were asked how safe they feel today, compared two years ago, five years ago, and ten years ago. The results suggest residents feel *less safe* in their neighbourhood today than in the recent past. In particular, they feel less safe now than in the most recent past, two years ago.

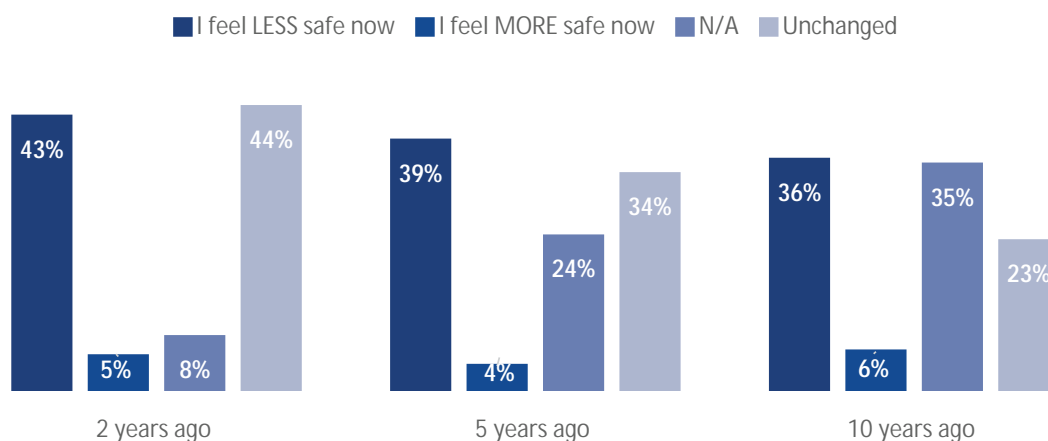


Figure 4 How safe do you feel in your neighbourhood over time (n=134).

Figure 4 shows that compared to two years ago 43% feel less safe, while 39% feel less safe now than 5 years ago, and even less, 36% compared to 10 years ago.

While these results suggest perceptions of safety are declining over time, they must be viewed with caution. Figure one also shows that the percentage of people who selected 'n/a' increases over time. The 'n/a' option represent people did not live in Boronia 5 to 10 years ago. For instance, when asked how safe they feel now compared to 5 years ago, 24% of people were not living in Boronia; compared to ten years ago, 35% of people were not living in Boronia. This percentage of people could not comment on whether they felt less safe now compared to then.



4.2 Safety in Boronia town centre

People who completed the survey frequently visit Boronia town centre. Almost a third of people, 29%, visit Boronia daily, and 39% two or three times a week. Only 2% never visited, or 6% rarely visited Boronia town centre. Similar results were reported in the Boronia town centre consultation and Boronia parking survey undertaken in late 2017 and mid-2018.

The overwhelming majority visited to use shops and services (81%). While this result is not surprising given that it is the predominant land use in the centre, this figure underscores the importance of supporting safety in the town centre. The next most frequent reason cited was to catch public transport (10%), which is important considering survey respondents have frequently spoken about their concerns with public transport (including reduced or no service use due fear of safety on PT or in train station parking; negative personal safety experiences; poor service frequency and connections).

4.2.1 Visiting Boronia town centre

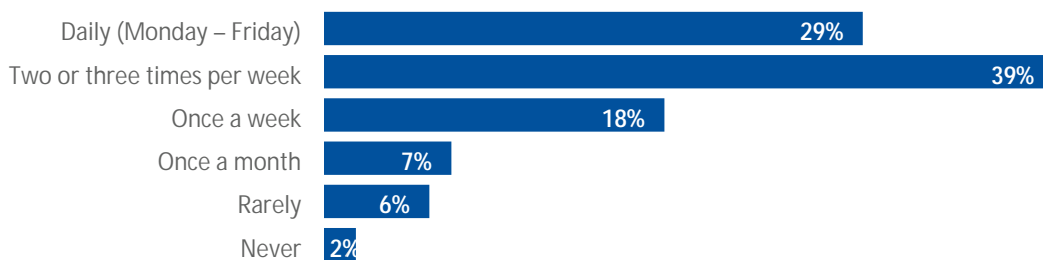


Figure 5 How often do you visit Boronia town centre (n=253)

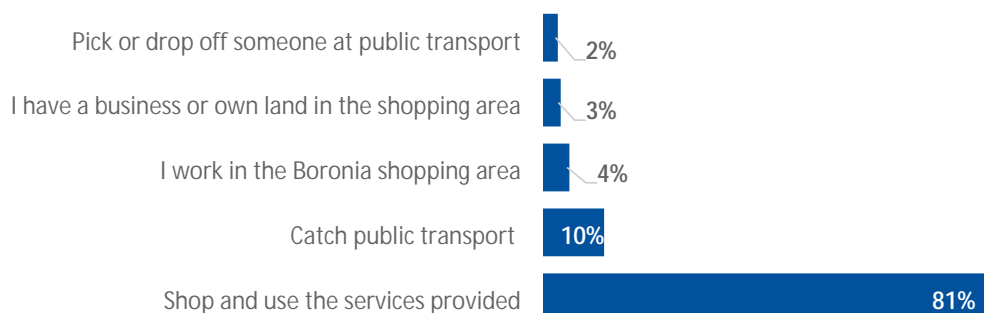


Figure 6 What is your main reason for visiting Boronia town centre (n=192)



4.2.2 Perceptions of safety in Boronia town centre

Along with the fear of crime predictors discussed above, in the public space the condition of ‘infrastructure’ and existence of ‘perceived incivilities’ impact perceptions of safety and fear of crime. Lorenc et al. (2013) suggests inadequate infrastructure and incivilities can impact the community by sending “signals of social disorganisation” and low social cohesion to community members (Lorenc et al., 2013; Hunter, 1978). As a result, these signals are associated with developing a fear of crime.

Physical infrastructure can include recreational facilities, roads, garbage disposal, lighting, public utilities and public transport, some of which are the responsibility of local government, others overlapping with state/federal. Social infrastructure relates to “the quality of physical life, human development, cross-community support services, rights and advocacy, and neighbourhood economy (Rothman, 2005)” (Lorenc, 2013). Perceived incivilities are also linked to signals of social disorder and fear of crime such as public drinking or drug taking (Lorenc et al, 2013; Wyant, 2008; Snedker, 2014).

The following results indicate Boronia residents do experience/perceive social and physical disorder in the town centre. For example, dissatisfaction with the appearance of the town centre (infrastructure), experiences of incivilities such as intimidating/inappropriate behavior (drug dealing, loitering) which may be contributing to a fear of crime.

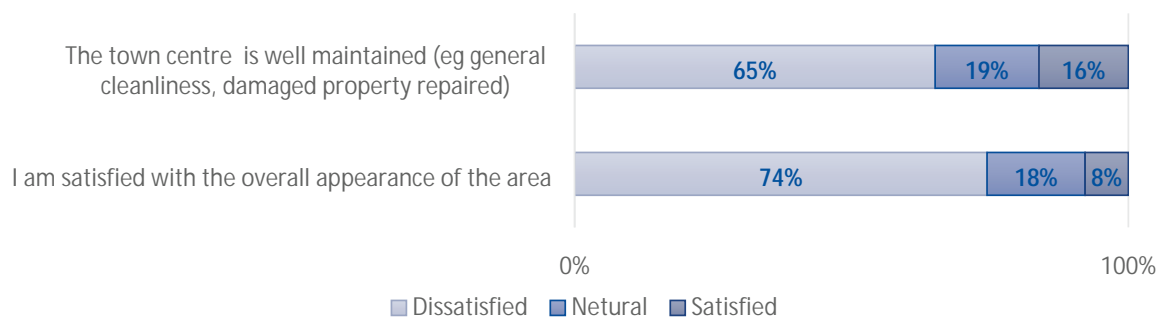


Figure 7 Boronia town centre maintenance and appearance (n=192)

Figure 7 above shows the majority of people who completed the survey are not satisfied with the appearance of Boronia town centre. Regarding the overall appearance of the area, 74% were dissatisfied, and 65% were dissatisfied with the maintenance of the area. There is therefore scope for improving the appearance of Boronia town centre, which may have a positive impact on perceptions of safety.

To safely move around Boronia, just over half were dissatisfied with lighting in the town centre, but only 26% dissatisfied with signage (Figure 8). The most notable result was that only 14% were satisfied that they felt secure in the town centre.

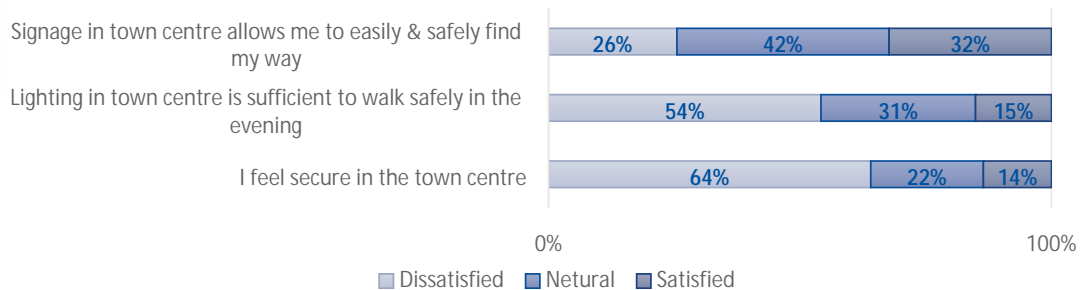


Figure 8 Satisfaction with security and movability in Boronia town centre (n=192)

A further insight into what is dissatisfactory about the town centre is presented in Figures 9 and 10, which show results from the question ‘Do you think any of the following are a problem in Boronia’. Of the three options offered to indicate the relative scale of perceived problems in the centre, ‘minor problem’ was the most common response provided for the appearance of the Boronia town centre. Within this category, the top three issues identified as ‘major’ were ‘Rubbish’, ‘Poorly lit bus stops’ and ‘Stealing from people and cars’.

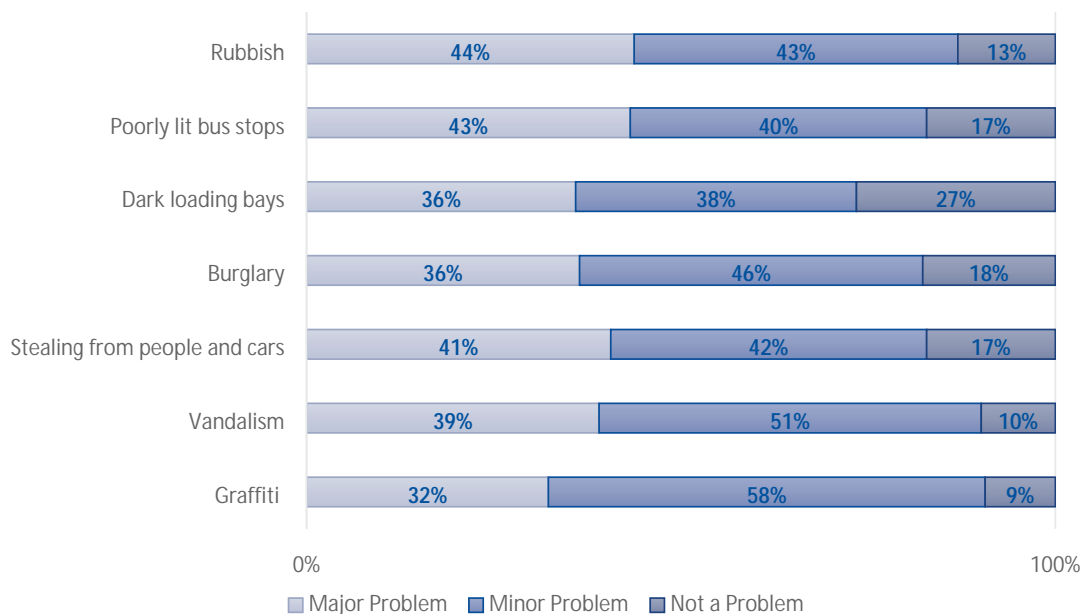


Figure 9 Do you think any of the following are a problem in Boronia? Physical damage or limitations in Boronia town centre (n=192)

In comparison to opinions about physical damage/limitations in town centre, ‘incivilities’ (Figure 10 below) were perceived as a ‘major’ problem by respondents. For every issue offered in this survey question, at least half of the people who did the survey thought it was a ‘major problem’. ‘Drug use and drug dealing’ was the



most selected as a major problem (70%) followed by 'people hanging around in the street' (64% selected this as a major problem) and 'violence and aggressive behaviour' (54%).

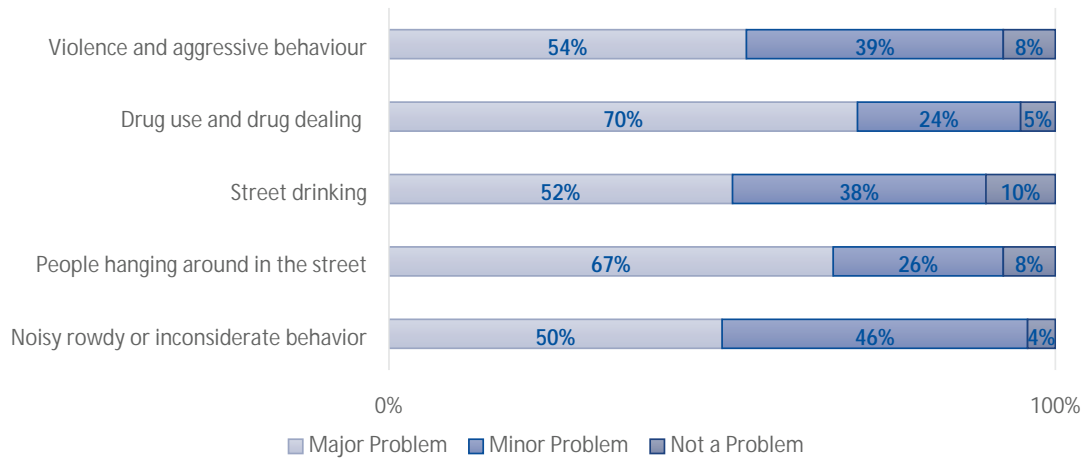


Figure 10 Do you think any of the following are a problem in Boronia? Incivilities in Boronia town centre (n=192)

4.2.3 Perceptions of safety in Boronia town centre over time

The percentage of people who feel 'less safe' and 'more safe' in Boronia now compared to 2, 5 and 10 years ago is consistent. Almost half indicated they feel unsafe in Boronia for all these time periods, between 46% to 48%; and between 4% and 5% indicated they felt more safe. This is in contrast to feelings of safety in Boronia neighbourhoods, where feeling unsafe has seen more change over the three time periods.

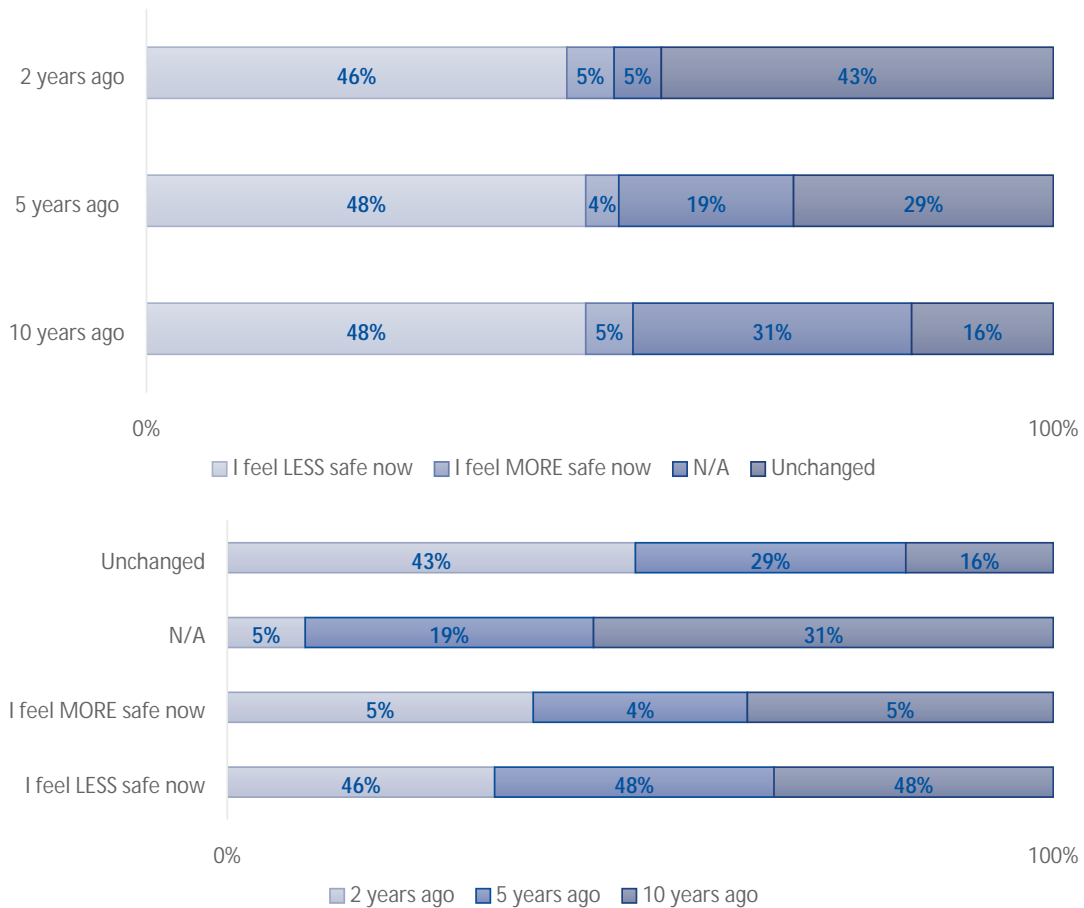


Figure 11 Has your perception of safety in the Boronia town centre changed over the past few years?

Perceptions of safety in Boronia town centre decrease throughout the day. There were low percentages for feeling 'very safe' at all times of day, varying between 1% (overnight) and 8% (between 12 and 4pm). The majority of people felt unsafe in Boronia at night. Between 6pm and midnight 77% of people felt unsafe, and between 12am and 6am, 78% of people felt unsafe. Between 9am and 12pm was the 'safest' perceived time in Boronia because it recorded the highest percentage of feeling safe for all time periods – 52% they felt safe at this time, 27% felt neutral and 20% unsafe.

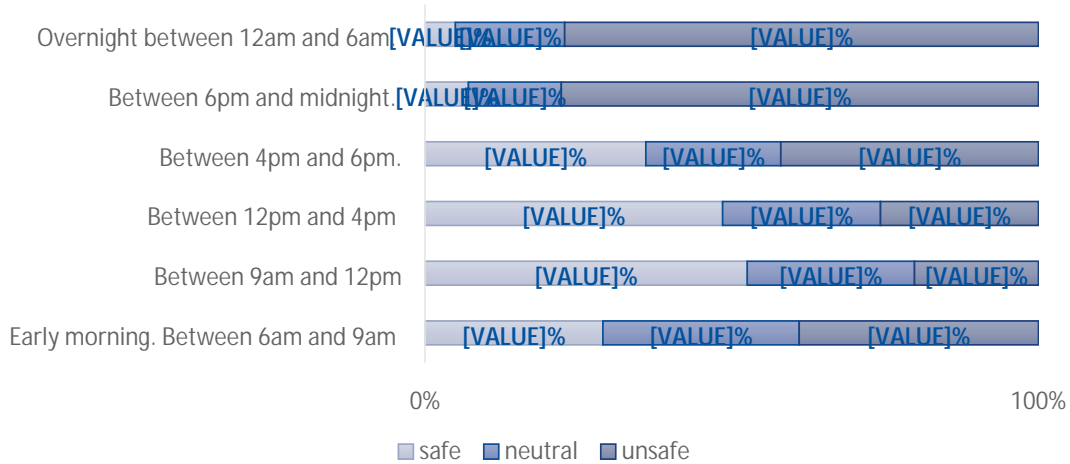


Figure 12 Perceptions of safety in Boronia day/night (%)

Figure 13 shows perceptions of safety at different locations in Boronia, during different times of the day. When given multiple choices about a specific location, the most popular response was that all locations were unsafe during the evening and at night. A pocket park garden bed and Boronia Park had the equal highest percentage with 56% indicating it was ‘unsafe in the evening and at night’.

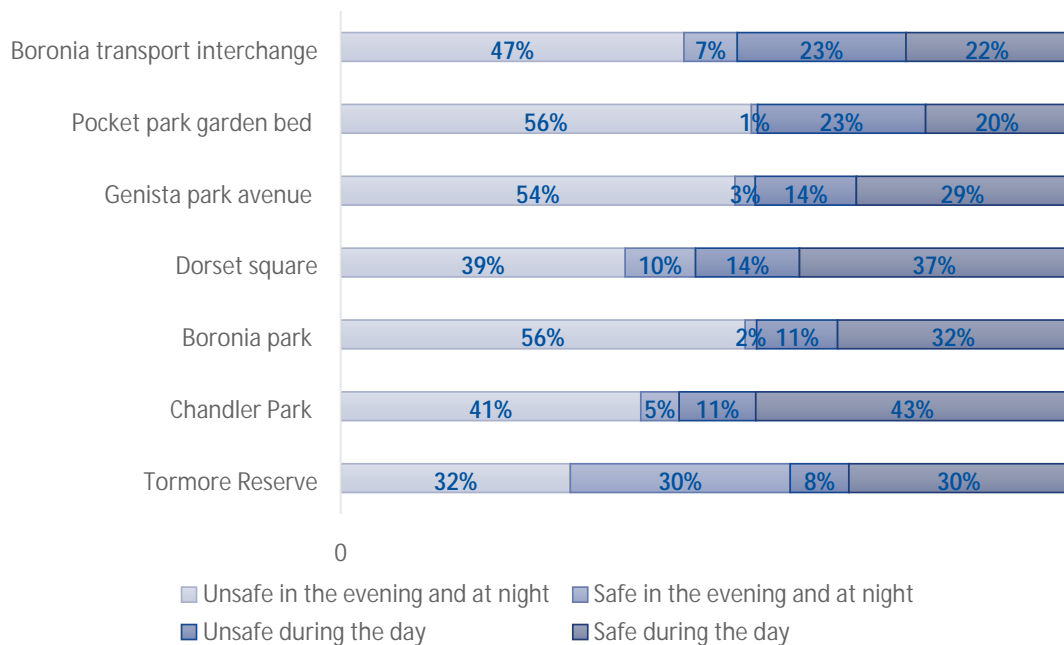


Figure 13 How safe do you feel in the following Boronia public spaces during the day/night? (n=72)



4.2.4 Safety in specific locations in Boronia

Two free text survey questions asked about identifying specific locations that were avoided in Boronia, 'Are there any areas in the town centre you avoid during the day?' and 'Are there any areas in the town centre you avoid during the night?'

Eight locations were identified as avoided during the night, with a total of 33 references to these locations. The references denotes to the amount of times a location was identified, it does not refer to the amount of people who responded to the question, and i.e. one person may have mentioned two concerns.

- 1) All of Boronia town centre (7 references)
- 2) Boronia train station (7 references)
- 3) Alley ways and laneways (6 references)
- 4) Woolworths (5 references)
- 5) Open parks (1 reference)
- 6) Kmart and Coles car parks (4 references)
- 7) Dan Murphys (1 reference)
- 8) Coles (2 references)

The most common responses to this question were avoiding 'all of Boronia' and 'Boronia train station'. Some of the comments made are presented below:

Boronia as a whole seems unsafe to me at night times. Even my own backyard as neighbours have displayed aggressive behaviours.

I wouldn't go to Boronia at night. I only go to get bread and then get out. Bayswater Coles has a better atmosphere.

I do not feel safe there at all!

Won't go at night. Rode my bike on a Friday night and ended up at Woolies on the way home. Husband stayed outside with the bikes getting eyeballed like crazy. In the 5 minutes I was inside [stuff] went down and the cops ended up arresting someone.

The main concern about the station for some was walking to and from the train to the car, and during times of the day that can be dark in the winter. For example:

The train station. I drive to Mitcham for the train as I don't feel safe at Boronia station at the hrs I travel before 7am and after 5pm but even during the day I avoid it I just don't feel as safe.

There were more areas avoided during the day than at night, with 12 specific areas identified.

- 1) Boronia town centre (7 references)
- 2) Boronia train station (6 references)
- 3) Chandler Park and Boronia Park (2 references)
- 4) Coles (2 references)
- 5) Erica Avenue cross walk (1 reference): cars do not stop at cross walks.
- 6) Woolworths



- 7) Taxi rank near Kmart
- 8) Kmart multi-level car park
- 9) Floriston Road if walking or cycling (1 reference)

I have started to avoid shopping in Boronia as people keep asking me for money outside Coles, Kmart and Woolworths

People feel safer in a public space when there are other people around who can provide a type of surveillance to deter crime, or witness crime. This is supported in the following two comments about locations and safety during the day:

I feel too isolated at Chandler Park (oval and playground) during day, if it's busy with other families I absolutely feel safe and fine to use playground, if not then I avoid using area.

I avoid Floriston Road because when walking/cycling it feels uncomfortable and unsafe. There is only the back of Coles and Kmart and no other shop so it feels like an alley way where people can hide even though there are houses on one side.

Similar to locations avoided during the day, some people indicated that they avoid Boronia all together:

I avoid all areas unless I have a person with me.

All of it! I would rather go to Knox city because I feel safer there. Every time I go to Boronia Woolworths there's always druggies and dead beats hanging around.



4.3 Making Boronia a safer place to visit

4.3.1 Boronia town centre suggestions

The top 3 measures selected to improve safety in Boronia were increased police presence (139 people selected this option), increased lighting (81), and alcohol restrictions (70). Actions that would involve input from people were not as supported i.e. community events (30), neighbourhood watch (13).

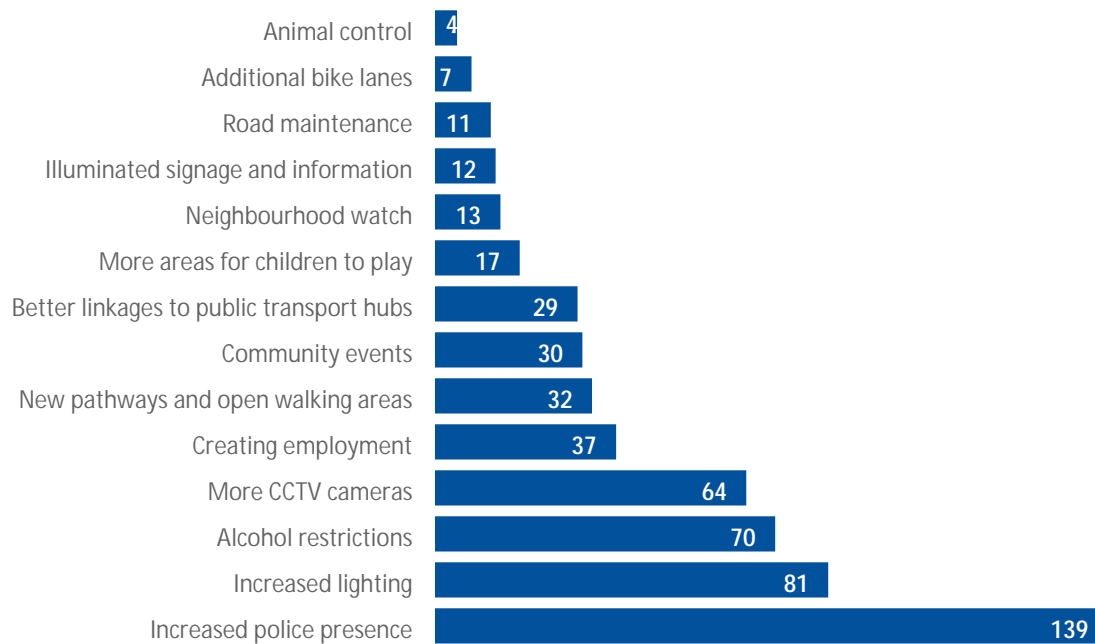


Figure 14 What measures do you think would improve safety in Boronia, select up to three choices.

Ninety-one people offered comments about 'What measures do you think would improve safety within Boronia?'. The top overall theme resulting from this question was to 'Improve appearance of shops and town'. As mentioned in the executive summary, residents seem to have a vision for Boronia as a vibrant and nice place at the foot of the hills, but currently do not find it to be a nice place to visit. There were two interconnected subthemes within 'Improve appearance' regarding how renewing the appearance of the town centre would help safety:

- 1) A renewal of Boronia shops and aesthetics in the street will positively impact resident morale. More people will be attracted to the area (residents and others):

...the general appearance of Boronia and could instil a feeling of pride in our suburb.

The problem is that everything is old, falling apart, poorly designed and lacking anything that would encourage anyone to frequent there. If you compare it to Eastland and Ringwoods public transport area, you can see the difference is that people want to socialise there as it is now a nicer place



The whole area needs to be upgraded so it attracts working people and families to the area. Look at what a difference has been made to the Dan Murphy square since Forage opened. "Nice clientele" are attracted to the area due to the cafe and the whole feel of the area changes.

Fix up the Mall, fill the empty shops. I think improving the aesthetics of the buildings and streetscape as well as the presence of thriving businesses will make it look and feel safer.

- 2) A renewal of Boronia shops to remove 'inappropriate' shops and improve the quality of businesses.

'There are also some very unsavoury and inappropriate shops in the area that attract the wrong type of people'.

'It's difficult when you have all the drawcards of the train station, Centrelink, liquor stores, discount chemists, op shops, sex shops, "massage" parlours and an abundance of discount stores paired with a clear drug and alcohol issue this will be difficult to tackle. Overall it is not a nice place to visit'.

A second overall theme was 'Reduce public drug use and methadone clinics'. Public drug use and drinking, and associated behaviors was linked to what visitors and residents of Boronia termed 'undesirables' and 'loiterers'. Some residents commented on the accumulating social issues that lead to the 'undesirables' in Boronia such as unemployment and homelessness. While some support programs to assist the people they observe as 'undesirables', they overall consensus it to ideally have the people, or their behavior, removed to increase their feeling of safety. An extreme comment for this theme was:

'Police the drug addicted people, move them on from all public space. Arrest them for being under the influence of illegal drugs and alcohol in public spaces'. While removal is not a valid social policy, the presence of 'undesirables' was connected to a fear of unpredictable behavior, and is a major barrier for the people in the survey spending time in Boronia town centre.

Both singular and holistic solutions were offered by residents and visitors to improve the safety of Boronia. Singular solutions are those which appear to solve problems directly to prevent crime, such as 'increased surveillance and police presence' and 'more lighting' and improving safety at the train station:

'Council should employ security guards in Boronia shopping centres and rail precinct to deter the people who hang around and beg and treated people.'

'I do not want my 14 and 16 year old girls hanging around the station any longer than they need to. More efficient train-bus links would be good as I want to limit my girls waiting at the station. We need a nice affordable café/waiting area perhaps'.

Holistic solutions consider the root of the problem to prevent crime. For instance, theme 4 was 'Community activities and community building', by including more community spaces, such as cafes and dining to encourage social activities:

Encouraging positive social interaction is important – more places for children to play; creating a park for families and individuals – as we used to have in Maguire Park.



Moving to Boronia just over 21 years ago this was a suburb that had a strong sense of community engage. We need to go back to basics, create a space where the community can come together. Replace the Library and Basketball stadium with a large hub can be multi storey to maximise areas to house a new library, community spaces, commercial kitchen that can be utilised for training program which in turn provide community lunches and special events. Include roof top and lower level garden areas with art work.

More cafe's with outdoor dining spaces. Fill the place with people and positive events to create a community atmosphere - rather than just pop in and out of the shops for the essentials, make people want to stay longer.

Other holistic solutions (with low responses) were 'generating employment opportunities' and 'programs to help the homeless', and improving the walkability in Boronia town centre. Some people thought that connecting the three shopping areas more efficiently would create a safer environment, and safer walking from train station to car or bus:

Make it easier to walk around and cross roads. The more people who walk around the safer people will feel.

Safely linking the main shopping areas. They're too scattered, therefore people attempt dangerous road crossing.

I feel safe in Boronia and have never experienced personal threat. I do feel uncomfortable in Boronia Junction though. One suggestion is to actually improve the aesthetics - cleanliness, trees and garden beds being planted and properly maintained, improved streetscape, beautification of the train station and bus stop (e.g. community art projects). Doing so may improve pedestrian traffic across the day and night and thereby improve sense of safety and make Boronia a more attractive suburb to work, live and relax in.

Lastly, it is worth noting a theme that emerged related to 'less government housing to improve the safety of Boronia.' There were numerous references to social housing occupants throughout the consultation. The people completing the survey have made a connection to observing people with undesirable behaviours in Boronia, and assumptions that they live in social housing.

Social housing represents a small proportion of the dwellings and is unlikely to represent all people who have undesirable behaviors. In addition, there is no way of knowing where people reside. The theme was concluded in the above analysis to objectively present the communities response to the survey question.

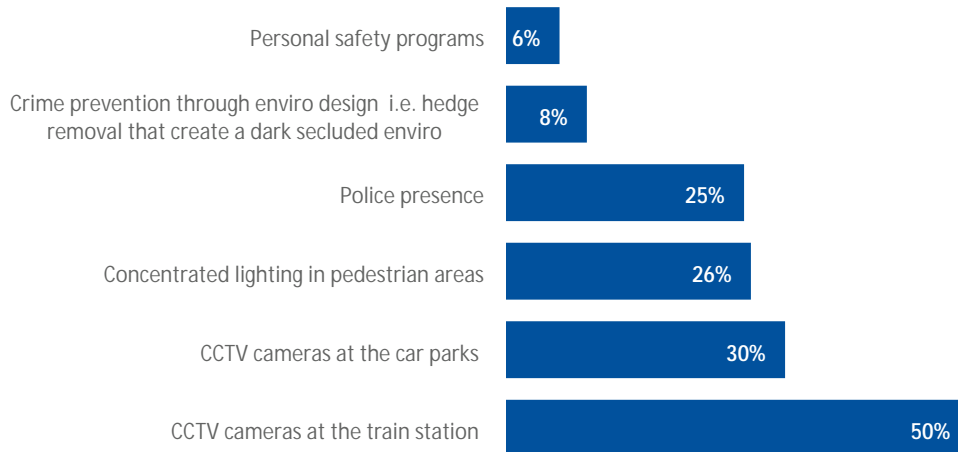


Figure 15 Are you aware of any of the current safety measures in place in the Boronia town centre n=109

5. Next Steps

- 1) Sourcing police data from the Crime Statistics Agency (CSA) may be valuable to offer a further perspective about the community's perceptions of crime and safety. With data from the CSA it is possible to create a profile for Boronia, for example offence rates, types of crimes, when they take place, locations of crimes, who are the offenders, and who are the victims. Combining police data with community experiences of safety could result in either both data forms supporting each other, or offer important differences, and a richer account of crime and safety.
- 2) As young adults are unrepresented in this survey, consideration could be given to consulting with young adults in Boronia about their experiences of safety. Young people experience the public space differently to other age groups.



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Boronia Renewal Project

STRATEGY CONSULTATION ANALYSIS

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Disclaimer

This document was written to inform Council’s approach to the Boronia Renewal Project. It forms part of the background research and community engagement aspects of this project, and is one of several surveys conducted for this purpose, and should not be relied upon by third parties to guide decisions other than those related to the project.



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Executive Summary

Between the 30 October and 9 December 2018, 92 people provided responses to Draft Boronia Renewal Strategy Consultation Survey. The aim of the survey was to seek community input on the Draft Boronia Renewal Strategy (the Draft Strategy). The survey formed one part of the community engagement undertaken to inform the Boronia Renewal Strategy.

Support for Key Directions

The most strongly supported Key Direction in the Draft Strategy was “Boronia is a green place with spaces to play”, but all but one of the nine Key Directions that forms the structure of the Draft Strategy were given one of the top two support ratings by more than half of the respondents. The only exception was “Boronia is resilient”, which also received a higher proportion of middling support ratings than any other Key Direction. This could reflect a level of respondent uncertainty about the implications of this Key Direction.

Only two Key Directions received one of the two lowest support ratings by more than one in five respondents; “Boronia has quality places to live and good living environments” and “Boronia is growing through cohesive land use and urban structure.” Notably, these are the two Key Directions which most strongly indicate a focus on growth and change in the urban structure of Boronia Town Centre.

Strategy implementation

Survey respondents were asked questions how each of the nine Key Directions in the Draft Strategy should be implemented. Many of the ideas put forward mirror those already incorporated in the Draft Strategy. For example, like the Draft Strategy, survey respondents highlighted views of the Dandenong Ranges and its green spaces as unique characteristics of Boronia that should be promoted. Respondents also identified markets, festivals and outdoor cinema as things they’d like to see in Boronia, while these are all included as possible starting points for the Key Direction “Boronia has an active nightlife.”

Implications of the Community Feedback for the Draft Boronia Renewal Strategy

The feedback received during the consultation suggests that the following may be worth consideration for inclusion in the final Boronia Renewal Strategy:

- There is evidence to suggest that some respondents may have been uncertain about the implications of the Key Directions “Boronia is resilient” and “Boronia is smart and digital,” as they were described in the survey. Particular attention should be paid to ensuring that “Boronia is resilient” and “Boronia is smart and digital” are described plainly.
- Building height was the second most frequently nominated feature for management through urban design guidelines. This has implications for the likely community acceptance of the ‘Landscaped Apartment’ model referred to in the Draft Strategy.
- Some dissatisfaction with the current retail offering and the condition of the shopping precincts was evident, and addressing these concerns could be listed as a challenge for the implementation of this Key Direction.
- Community ideas regarding capitalising on the opportunities change will bring to Boronia and preparing for future challenges did not relate to emergency management or extreme weather events, although urban design did feature. Some of the stronger themes were related to being responsive to and involving the community. Community involvement and capacity building are already highlighted as critical for realising the Key Direction “Boronia is resilient”, and it may also be beneficial to include more explicit reference to providing and seeking information to/from the community.



- The inclusion of reference to dogs (walking or "dog friendliness") within Key Direction "Boronia is a green place with spaces to play" could be considered for even greater alignment with the community perspective.
- When provided with a list of options for the infrastructure needed to make Boronia "future ready", community members were most likely to select infrastructure relating to walkability. Community ideas about how to attract digital, knowledge-based and tech-savvy businesses most often related to making the centre more appealing in general. This is not particularly well aligned with the content presented under Key Direction "Boronia is smart and digital" in the Draft Strategy. Perhaps the potential to leverage other Key Directions to attract digital, knowledge-based and tech-savvy businesses could be referenced in the final Boronia Renewal Strategy.



1 Background & Context

The Draft Boronia Renewal Strategy (the Draft Strategy) builds on themes from the original 2006 Boronia Structure Plan and looks to develop the nine Key Directions through new goals and strategies to be implemented over the next 10 to 20 years. The Draft Strategy was presented to Council at the October 2018 Council meeting and was then made available for six weeks during which the community was invited to give feedback. This report summarises the feedback that was provided.

2 Method

2.1 Data collection tool

The data collection tool was a self-completed online survey, designed and hosted by Knox City Council on the Survey Monkey web service. The survey is presented in Attachment A. Participation in the survey was only offered online. The survey was open from 30 October 2018 to 9 December 2018.

2.2 Survey structure

The survey was comprised of three main sections aimed at eliciting:

- 1) an indication of the level of support for each of the nine Key Directions outlined in the Draft Strategy
- 2) ideas about how the strategies for realising these Key Directions could be improved
- 3) information about the respondent.

The survey included a mix of closed and open questions (see Attachment A).

2.3 Analysis methods

Quantitative analysis was undertaken using the pivot table feature in Microsoft Excel. Microsoft Excel and Interpris software from QSR were used to explore the common themes in the open-ended responses.

For all questions it was possible to identify common themes that appeared to underpin several people's responses. However, even within a theme, different ideas may have been expressed. A number of direct quotes are presented within this report to illustrate the breadth of the identified themes. In some instances, quotes are used simply to represent an idea in its entirety. Grammatical and spelling errors within quotes have not been corrected to preserve the integrity of the information as coming direct from the community.

3 Summary of Respondent Sample

A total of 92 people completed at least part of the Draft Strategy Consultation Survey.



3.1 Place of residence

Of the 63 respondents who described their main connection with Boronia (with only one response per respondent permitted), 44% were Boronia residents (

). Of the eight “other” responses, three were from respondents reporting multiple of the listed connections with Boronia, and another three reported sporting facilities as a connection point with Boronia.

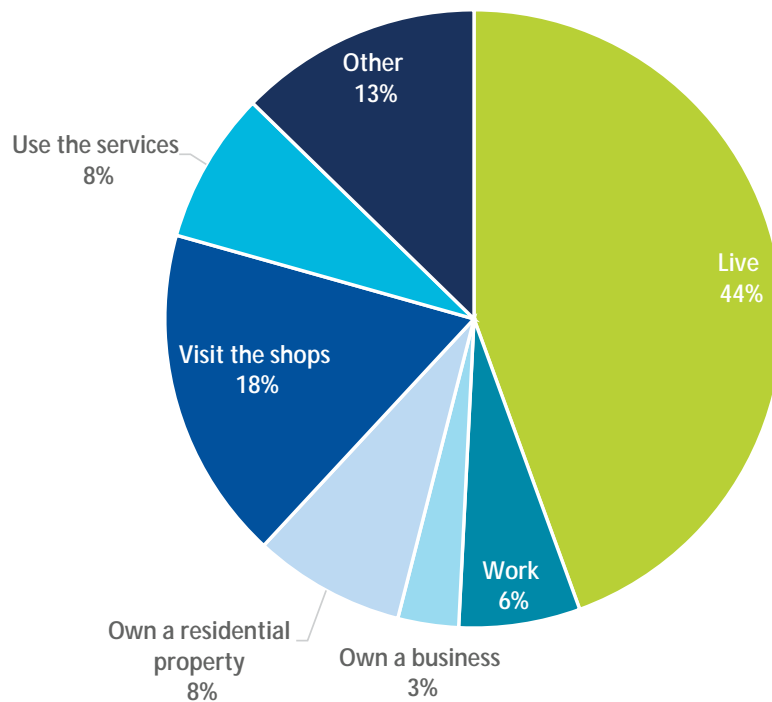


Figure 1: Primary connection with Boronia among Draft Strategy Consultation Survey respondents (n=63)

Of the 63 survey respondents who reported their suburb of residence, 87% lived in the Knox local government area and 54% lived in Boronia (Figure 2).

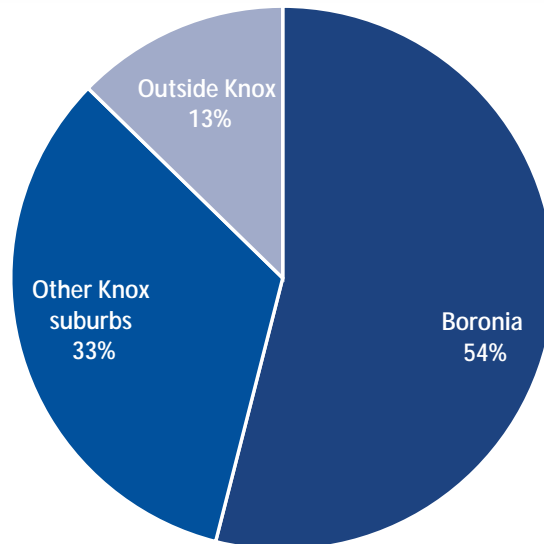


Figure 2: Suburb of residence of Draft Strategy Consultation Survey respondents (n=63)

Of the 34 Boronia residents who indicated how long they had lived in Boronia, almost half (47%) had lived in the suburb for less than five years (Figure 3). According to the 2016 Census, 31% of Boronia residents (aged over five years) had been living outside of Boronia five years earlier. This suggests that there may be a sample bias toward newer Boronia residents among the respondents in the Draft Strategy Consultation Survey. This may be linked to the age group bias in the sample. According to the Census, newer Boronia residents are more likely to be aged 25 to 49 years than longer term residents, and this age range was the most overrepresented in the survey sample (Table 1).

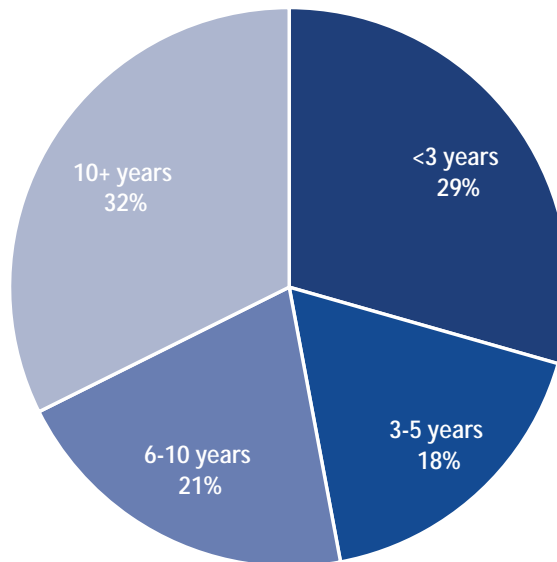


Figure 3: Years of residence in Boronia of Draft Strategy Consultation Survey respondents (n=34)



Boronia residents were asked which street they live on. Thirty-four Boronia residents responded to this question, and the streets they reported living on are highlighted in Figure 4. Although the highlighting on Figure 4 (particularly for long roads like Albert Avenue, Dorset Road and Boronia Road) does not pinpoint an exact residential location, it does suggest a geographical spread of respondents concentrated close to the Boronia Town Centre, with less coverage of the northernmost and particularly easternmost areas of Boronia.



Figure 4: Street of residence of Draft Strategy Consultation Survey respondents (n=34)

3.2 Gender and Age

Seventy-two per cent of the 53 respondents who indicated their gender, were female (Table 1). This means that the survey sample is not representative of the population in Boronia, Knox or Victoria - all of which all have an almost even distribution of 51% females and 49% males.

The age breakdown of people who completed the survey was also not representative of that of the Knox population (Table 1). There is an underrepresentation of young people (under 25 years). Work to ensure that young people have a voice in the Boronia Renewal project is being undertaken by Knox's Youth Services team and will be reported on separately. People aged 60 to 84 years were also underrepresented.



Table 1: Gender and age of survey sample, Boronia and Knox population (n=53)

	Survey Sample*		Boronia**	Knox**
	No.	%		
Female	38	72%	51%	51%
Male	15	28%	49%	49%
<18	3	5%	20%	21%
18-24	1	2%	8%	9%
25-34	16	25%	16%	13%
35-49	25	39%	20%	21%
50-59	12	19%	12%	14%
60-69	4	6%	12%	11%
70-84	2	3%	10%	8%
85+	1	2%	2%	2%

*includes only respondents who reported their gender or age group, the sample for any particular question may be different to this.

**Sourced from 2016 Census

Two survey respondents (3% of the 64 people who reported on their indigenous status) reported being of Aboriginal origin.

4 Results

The results of the Draft Strategy Consultation Survey are presented in this report in two main sections:

- 1) respondents' level of support for each of the nine Key Directions outlined in the Draft Strategy
- 2) respondents' ideas about how the strategies for realising these Key Directions could be improved or made more effective.

4.1 Support for the Key Directions

Between 78 and 87 people provided an indication of their level of support for each of the nine Key Directions outlined in the Draft Strategy. These Key Directions are summarised in Figure 5, and presented as they were provided to respondents in Attachment A.

The Key Direction with the strongest support was "Boronia is a green place with spaces to play", with almost two in three respondents giving this Key Direction the highest support rating (5), and another 19% giving it the second highest support rating (4). The second most supported Key Direction was "Boronia is a healthy, active and connected community", with almost half of the respondents giving this Key Direction the highest support rating (5), and another 35% giving it the second highest support rating (4).

The Key Direction least likely to receive one of the two highest support ratings was "Boronia is resilient". This item also received the greatest proportion of "3" ratings of all nine Key Directions. No label was assigned to the "3" rating in the Consultation Survey, but it represents the midpoint between the lowest support rating and the highest support rating. The relatively low proportion of respondents expressing strong support for this Key Direction, combined with the almost one in three expressing a middling level of support may suggest that many respondents don't feel particularly strongly about this Key Direction, or that they support some elements of the Key Direction but not others. It may also indicate a level of uncertainty about the implications of this Key Direction, possibly linked to the abstractness concept of resilience.



“Boronia is smart and digital” received the lowest number of total responses (n=78), while more than one quarter of those who did respond gave this Key Direction a “3”. As suggested above, a “3” response could indicate indifference for the Key Direction, or support for only some elements of the Key Direction, or it could indicate a lack of certainty about what the implications of the Key Direction would be.

The Key Directions that received the greatest proportion of “1” or “2” responses, indicating lower levels of support, were “Boronia has quality places to live and good living environments” and “Boronia is growing through cohesive land use and urban structure”. Both of these items received more “5” responses than “1” and “2” responses combined, but the considerable proportion of low support ratings is likely to indicate divided opinion within the community on these Key Directions. Notably, the full descriptions of both Key Directions (that survey respondents were provided, see Attachment A) reveal they are the two Key Directions which most strongly focus on growth and change in the urban structure of Boronia Town Centre.

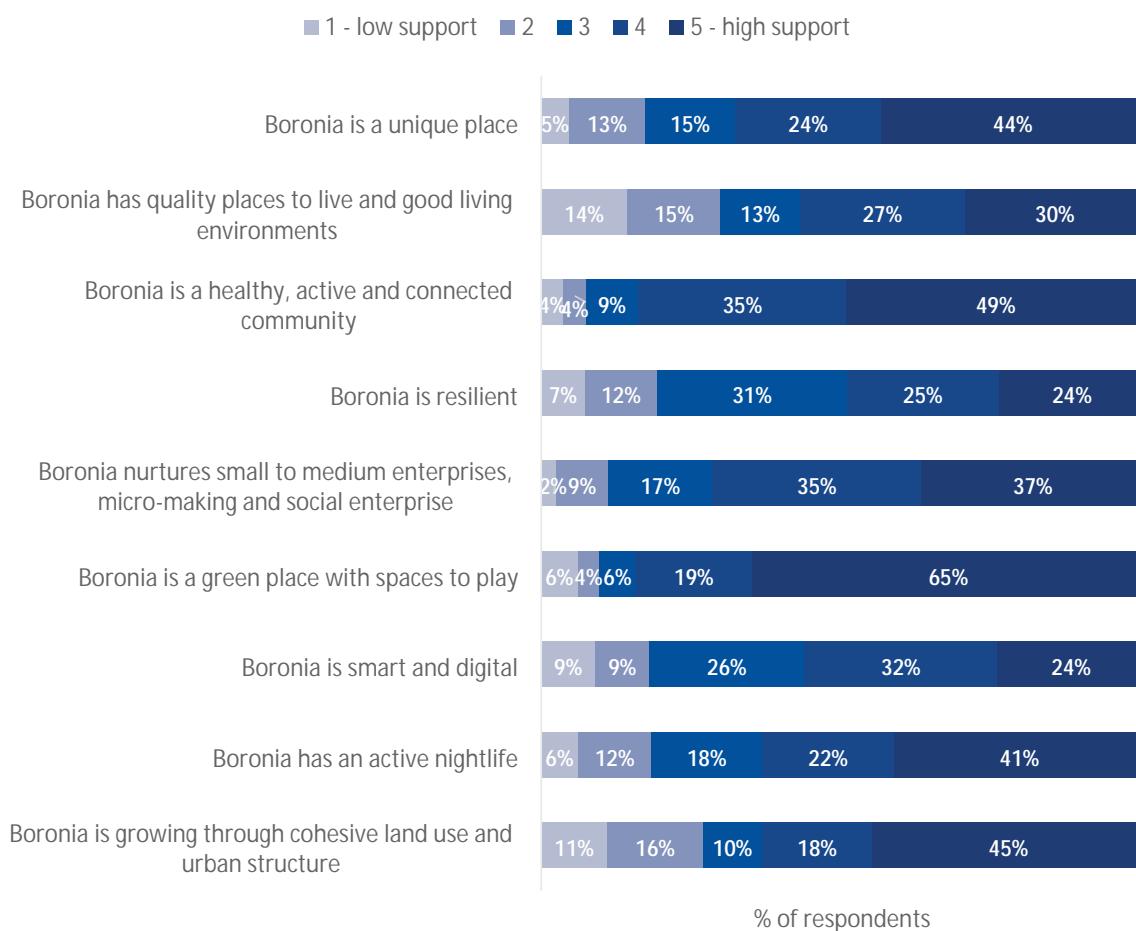


Figure 5: Level of support for Draft Strategy Key Directions (n=78 to 87, depending on the item)

4.2 Strategies

The Consultation Survey included a number of questions designed to help Council understand how the community would like to see the Key Directions outlined in the Draft Strategy delivered.



4.2.1 Boronia is a unique place

Fifty-four people provided at least one idea about which of Boronia's unique features or experiences should be promoted. Some respondents simply listed features or experiences, while others suggested action in relation to Boronia's features or experiences (Table 2).

Table 2: Responses to open question – In your opinion, what unique features or experiences should be promoted in Boronia? (n=54)

Experience/feature	Total no. (and %) of respondents	No. (and %) of respondents simply listing	No. (and %) of respondents requesting action	Nature of action requested
Green spaces/parks/gardens	15 (28%)	10 (19%)	5 (9%)	Expand, improve
Basketball stadium	12 (22%)	3 (6%)	9 (17%)	Retain, upgrade, integrate with library into eSports hub, make multi-purpose
Shops	10 (19%)	3 (6%)	7 (13%)	Revamp, upgrade, fill in empty ones
Market/festivals/events	9 (17%)	7 (13%)	2 (4%)	Flea, farmer's, pop-up, open days
Arts – exhibitions/performances/installations	8 (15%)	6 (11%)	2 (4%)	Create gallery/performing arts space
Bars/restaurants/nightlife	8 (15%)	3 (6%)	5 (9%)	More, better, more modern
The Mall	7 (13%)	-	7 (13%)	Revamp
Medium and high density development	7 (13%)	-	7 (13%)	Less, limited, none
Views of Dandenongs	6 (11%)	5 (9%)	1 (2%)	Do more to capitalize on the views
Proximity to nature/national park/Dandenongs	5 (9%)	5 (9%)	-	
Cinemas	5 (9%)	2 (4%)	3 (6%)	Improve, outdoor
Safety	5 (9%)	2 (4%)	3 (6%)	Improve surveillance/address hotspots
Public Transport/connectivity to other areas	5 (9%)	5 (9%)	-	
Majors (supermarkets/banks/large retail outlets)	4 (7%)	2 (4%)	2 (4%)	Bowling alley, Aldi, large pet stores, sports shops
Cafés	3 (6%)	2 (4%)	1 (2%)	More
Community hub	3 (6%)	-	3 (6%)	Co-working space, club rooms, meeting rooms, library, multipurpose



Experience/feature	Total no. (and %) of respondents	No. (and %) of respondents simply listing	No. (and %) of respondents requesting action	Nature of action requested
Village feel	3 (6%)	3 (6%)	-	
Local history	3 (6%)	1 (2%)	2 (4%)	Map of sites, Miller's homestead
Tim Neville Arboretum	3 (6%)	3 (6%)	-	
Local sports venues	3 (6%)	2 (4%)	1 (2%)	Saunas at Leisureworks
Car parking	3 (6%)	-	3 (6%)	Ensure provided in new developments, allow on one side of road only
Boronia park	2 (4%)	1 (2%)	1 (2%)	Enhance
Kmart car park	2 (4%)	-	2 (4%)	Make it a community space
Trees	2 (4%)	-	2 (4%)	Protect, increase
Active transport	2 (4%)	-	2 (4%)	Better bike path connectivity, pedestrian overpasses

Forty respondents provided at least one idea for an event that would help celebrate life in Boronia. The ideas provided are summarised in



Table 3. Markets were the most often mentioned event, referred to by 17 respondents in total, with some respondents specifying a particular type of market.

An especially detailed and multi-faceted idea provided by a respondent was:

"we could have a fete or community parade like they used to hold years ago in the township of Boronia. This would be supported by local business. The community could be encouraged to explore local coffee shops for reduced prices tea and coffee on the parade or fete day. The local library could be a focal point to bring the public to explore and celebrate Boronia's history. Certain homesteads could also be promoted to celebrate Boronia's history. Schools could be encouraged to incorporate an exploration of the parks flora and fauna that is unique to Boronia."

Some respondents mentioned specific venues in which events could be held, including:

- Millers Homestead
- Boronia Basketball Stadium
- the library
- the Arboretum
- the RSL
- Chandler Park
- Dorset Square.



Table 3: Responses to open question – What local events could help celebrate life in Boronia and its unique places and history (n=40)

Event	No. (and %) of respondents
Market	17 (43%)*
<i>Farmers'/craft market</i>	4 (10%)
<i>Night market</i>	3 (8%)
<i>Sunday market</i>	2 (5%)
Music and arts festival/event	6 (15%)
History based event/exhibition	6 (15%)
Fair/festival	11 (28%)*
<i>Annual Boronia festival/show</i>	3 (8%)
<i>Food festival</i>	2 (5%)
<i>Bring Stringybark to Boronia</i>	1 (3%)
Sports event	4 (10%)
Outdoor cinema	4 (10%)
Event incorporating local flora/fauna/environment	4 (10%)
ANZAC event	2 (5%)
Family friendly Christmas/New Year event	2 (5%)
(Multi)cultural event	2 (5%)
Celebration of local services (e.g. fire brigade)	1 (3%)
Oppy bike ride	1 (3%)
Event celebrating Indigenous history	1 (3%)
Basketball in Knox event	1 (3%)
Art in public spaces	1 (3%)
Christmas in July	1 (3%)
"Knox factor" for adults	1 (3%)
Pop-up events	1 (3%)

* This count includes responses in which the type of market or festival was unspecified as well as the responses which specified a particular type of market or festival.

4.2.2 Boronia has quality living environments

Sixty-seven people nominated at least one feature (from a list of 19) that they believe should be managed through urban design guidelines. Forty-two (63%) of the 67 respondents nominated six features for management through urban design guidelines. This was the maximum number of features they were able to nominate. Figure 6 shows that building appearance and materials, and building heights were most frequently nominated for inclusion in urban design guidelines, followed closely by retaining heritage buildings and lighting in public places.

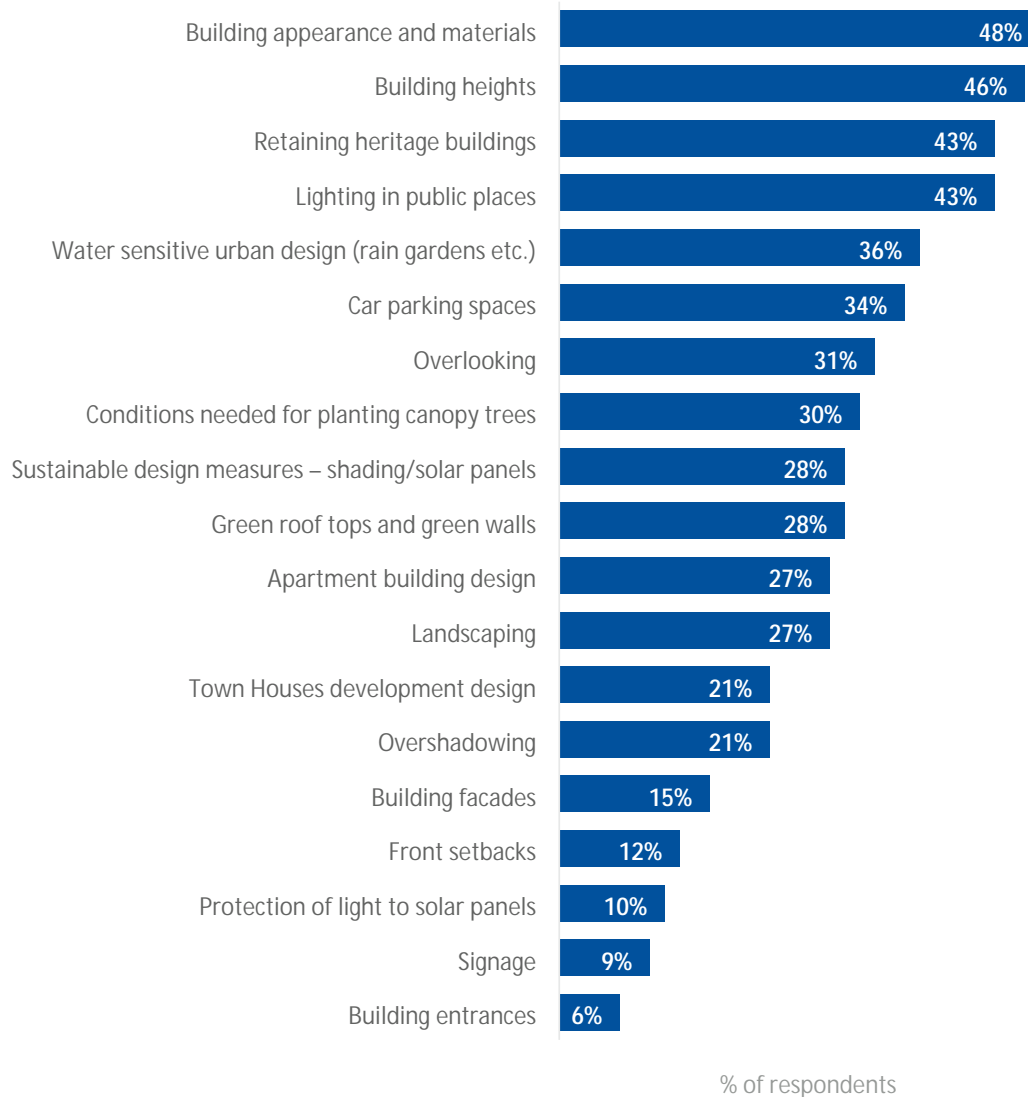


Figure 6: Responses to closed question – Are there features of Boronia you think should be managed through urban design guidelines? (n=67)

4.2.3 Boronia is a healthy, active and connected community

A wide range of ideas were put forward by the 45 people who responded when asked how we can create more opportunities for social gatherings and interaction. Many of these ideas mirrored those summarised in



Table 3. The themes that underpinned several ideas included:

- provide things to do (n=13¹, 29%)
 - *“good quality leisure and lifestyle courses”*
 - *“farmer’s market or craft market”*
 - *“outdoor movies”*
 - *“town picnics at the arboretum”*
 - *“food trucks”*
 - *“esports”*
 - *“events that attract youth”*
- provide places to stop outdoors (n=8, 18%)
 - *“better tables, chairs in different configurations in open spaces”*
 - *“more alfresco seating/dining”*
- make it (feel) safe (n=8, 18%)
 - *“create SAFE environments, police antisocial behavior and individuals”*
 - *“good lighting in public areas at night”*
- provide indoor community spaces (n=7, 16%)
 - *“create a much needed new community centre”*
 - *“create a central focus for local clubs and societies by developing a purpose built facility for affordable multi-use club rooms and gallery space”*
 - *“I think a theatre in the space would be a great resource”*
- bring the arts to Boronia (n=7, 16%)
 - *“a well funded program of art exhibitions, performances and events and well funded community and public art projects that involve community”*
 - *“Invite local artists to perform music”*
- tidy and/or revamp the area (including the Basketball Stadium area), (n=6, 13%)
 - *“firstly - Tidy Up Boronia - it is extremely run down and can be unsafe and I find it hard to convince people that it is a nice area which therefore impacts on bringing people to the area”*
- retain the Basketball stadium (n=5, 11%)
- make it easy to get to and around (n=4, 9%).
 - *“more frequent bus and train services”*
 - *“currently too many lights and major roads separate/divide Boronia”*
 - *“better pedestrian access... Boronia Junction is the worst example [of a carpark], encroaching on train station and bike path amenity”.*

When asked “How can Council create more opportunities to bring the community together?” 38 people² responded. Most responses related to ideas already captured in this section and previous sections of this report (for example,

¹ This count excludes comments about arts-based activities, which are counted under their own separate point.

² This count excludes four people who simply referred to their response to the previous survey question, responses to which are summarised at the beginning of Section 4.2.3.



arts events, sporting events, festivals, markets, promoting safety, capitalising on views, more/better green space, retaining/upgrading the basketball stadium, creating community spaces). Some previously unidentified themes were:

- Council not having to do it alone (n=5)
 - *"provide funding for partnering events with council and community organisations"*
 - *"see if there is interest in conducting a local 'Boronia Festival' which Council can support but not be totally responsible for"*
 - *"the council needs to not do it themselves instead support places already doing things"*
 - *"collaborating with departments within Council art project managers are able to communicate Council themes and objectives through designing art projects with community members and professional artists"*
- inclusion (n=4)
 - *"cultural celebrations and have everyone interested invited. Promote acceptance and community and respect."*
 - *"movies (with better seats and accessibility)"*
- cost (n=2).
 - *"host more events for free that bring the community together"*
 - *"more interactive activities that are LOW COST. Life is so expensive these days"*

Forty-six people provided their ideas for changes which might improve the health and wellbeing of people living or working in Boronia. Ideas included in the responses of at least two people are summarised in Table 4. Other ideas (each offered by only one respondent) included:

- *"Can be a Boronia lifestyle co-op with restaurants / gyms/ active transport etc."*
- *"Improving rubbish collection for businesses in the commercial areas (or providing tidy, landscaped areas for the contractor bins) and helping businesses to manage the appearance of their rear facing areas."*
- *"Create a guided walking track with local information on wildlife, people, events"*
- *"Could include a health focus at events including health conscious food and beverage"*



Table 4: Responses to open question – What changes might improve the health and wellbeing of people living and working in Boronia? (n=46)

Change	No. (and %) of respondents
Stop “drug addicts”/“suspicious people” “disturbing the peace”	6 (13%)
Increase walkability	6 (13%)
Basketball/keep the stadium	5 (11%)
Stop over-development	5 (11%)
Upgrade/update/maintain built environment	5 (11%)
More support for disadvantaged	4 (9%)
Retain/increase trees	4 (9%)
“Clean up” the station area	3 (7%)
Create a community support/health services/exercise/wellbeing hub	3 (7%)
Increase/retain open-space/parks	3 (7%)
Open air gym equipment	2 (4%)
Relocate “non family-friendly businesses (for example, tattooist, sex shop)”	2 (4%)
Reduce cars/car dependency	2 (4%)
Services for young people	2 (4%)
Advertise open spaces and buildings that are available for community use	2 (4%)

Fifty-nine people either selected at least one of four listed options and/or made their own suggestion for creating a place where people want to be more active and make healthy lifestyle choices. One quarter of respondents (14 people) selected all four of the options provided, and each of the four options was selected by more than half of the respondents (Figure 7). The least frequently selected (although not by a large margin) option was “encouraging shared use of recreation facilities and parks during non-peak times.” This option implies some form of compromise on the part of recreation facility and park users, which may account for its lower popularity.

Twenty one people suggested their own ideas for creating a place where people want to be more active and make healthy lifestyle choices. The “other” options suggested by two or more people were:

- reduce safety concerns as a barrier (n=5)
- retain/fix Boronia basketball stadium (n=3)
- incorporate art (n=2)
- incorporate public green space (n=2).

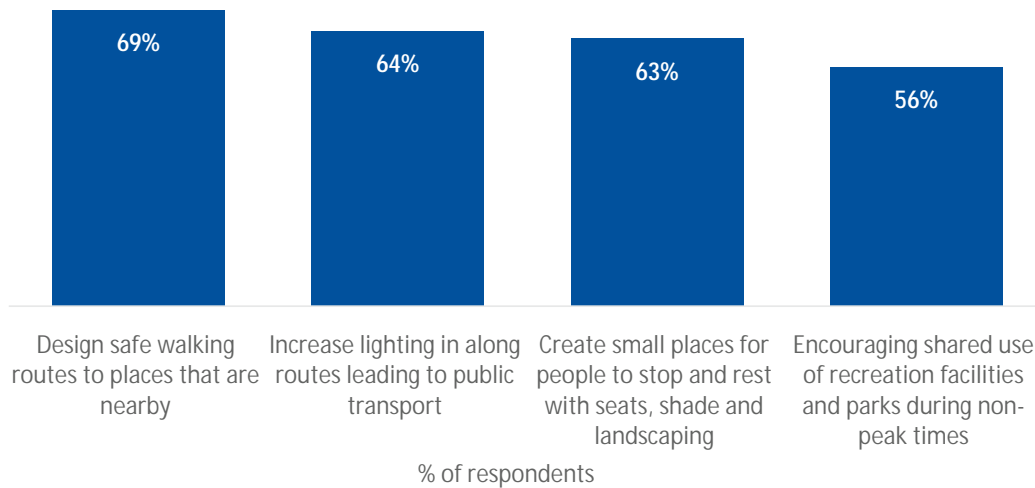


Figure 7: Responses to multi-choice component of question – How can we create a place where people want to be more active and make healthy lifestyle choices? (n=59)

4.2.4 Boronia is resilient

Forty people responded to an open question about how to best capture the opportunities change can bring to Boronia. The themes that were apparent in the responses are listed below.

- Listen and respond to the community (n=9).
 - *“community driven decision making - this gets better diverse ideas”*
 - *“the only change that needs to happen now is Knox Council actually listening to residents”*
 - *“listen to the comments on Facebook. Show that you are actually achieving what ratepayers want and not just what Council thinks. Add a small scale model of your intentions on display in the mall and have officers talk to people and get surveys there”*
 - *“work together more with ‘community leaders’”*
- Stop inappropriate development (n=6).
 - *“limit development in terms of property being subdivided and apartment development”*
 - *“reduce overdevelopment and protect the remaining character of the area before it’s too late”*
- Show the community some change (n=6).
 - *“it has to be concrete actions and structures not thousands of words”*
 - *“at the end of the day the council just need to make the changes some will not be easy.”*
 - *“focus on smaller, single issue projects from the community rather than designing large long-term strategies”*
 - *“investing more money into the community “*
- Communication (n=6).
 - *“behavior change takes constant and repetitive messaging, carried out in a variety of ways.”*
 - *“Informing the community as changes and decisions happen”*



- *"Being open to change is mostly about communication...if change can be conveyed in a more personable manner, i.e. interaction with the community, then the people can be informed and involved."*
- Aesthetics/maintenance (n=4).
 - *"Boronia is a great place but visually unattractive. Old shops fronts and facades, untidy streets, rubbish everywhere. By making it more attractive automatically sends a message."*
 - *"When the laneway beside the Cinema was enhanced with sculptural lighting years ago, and lightbox artwork, it was left unmaintained and vandalism was not repaired quickly enough...we need to look after what we have."*
- Community spaces/activities (n=3).
 - *"an open air amphitheatre which could be used for concerts, comedy festivals, Christmas shows, kids magicians, local school show"*
- Make better use of existing infrastructure (n=3).
 - *"a broader view is required by council, by looking at the bounty of existing infrastructure and refurbishing, redesigning and re-energising what is already there."*
- Ensure change is perceived as positive (n=2).
 - *"promote benefits of change. - More apartments mean more people, more diversity, new ideas and energy, more money and activity in the centre"*

When asked what type of information they would like about the actions involved in being resilient, and how they'd like to find out about these, 30 people offered at least one idea (an additional three people indicated they were not sure what was meant by "resilient" and a further three people indicated they just want to see action). The ideas offered are summarised in Figure 8. Half of the respondents referred to an online portal or website, and almost one in three talked about fact sheets without specifying what medium the fact sheets should be presented in. Social media, noticeboards and newspaper were the only other mediums put forward by more than two respondents.

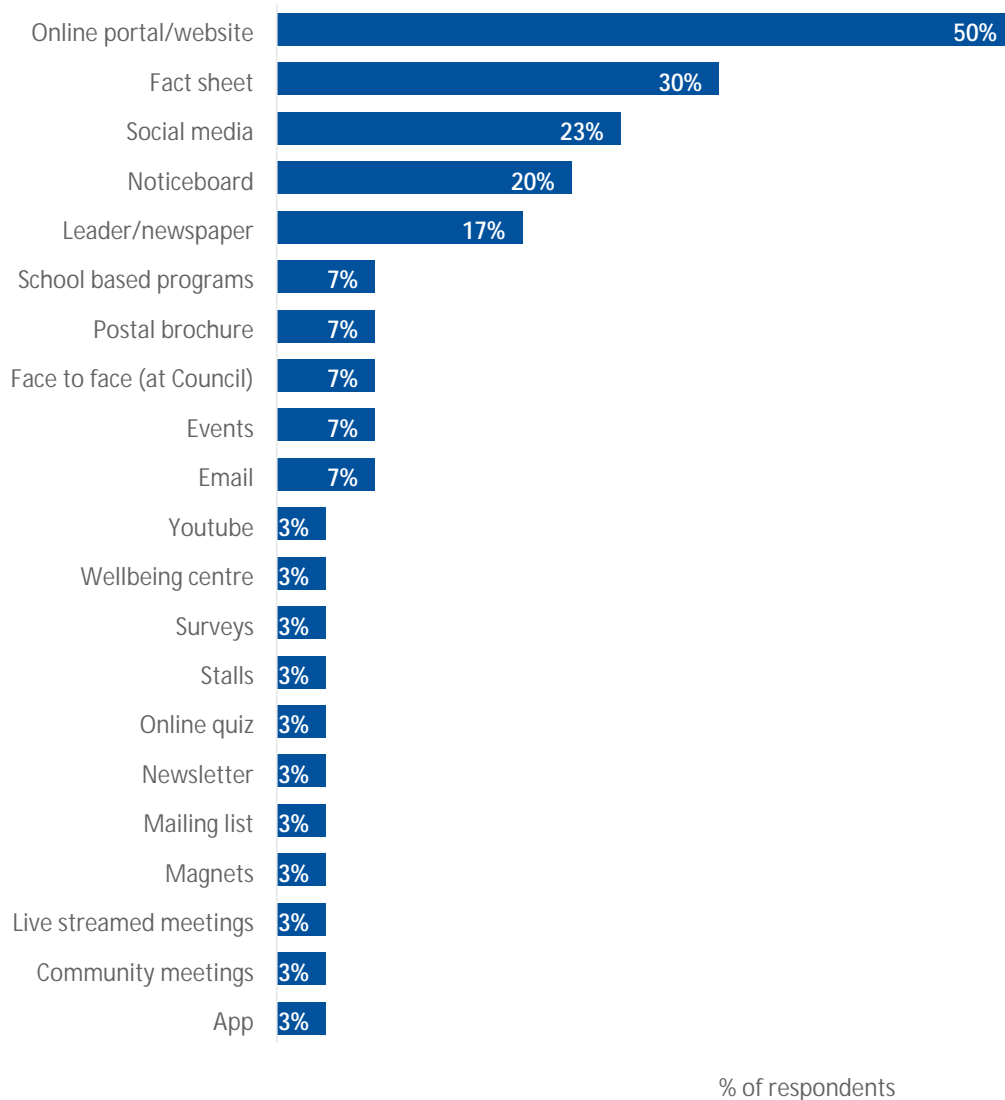


Figure 8: Responses to open question – To support a better understanding of the many actions involved in being resilient, what type of information would you like and how do you want to find out about being resilient? (n=30)

When asked how we can prepare for the key challenges and resource constraints Boronia is likely to face, 32 people offered a response. Themes identified within multiple responses are listed below:

- get the community involved (n=7)
 - “don’t try and own it all....inspire the community ‘us’ to take hold of our future.”
 - “build community connections - get people out of their houses away from the TV. - Assist people to take and share responsibility for good change. ”
 - “ask the public (particularly retired people in the area) to volunteer ideas etc”
 - “be open longer at council so residents can come and talk to council”



- stop overdevelopment (n=6)
 - *"stop overdevelopment with massive unit blocks"*
 - *"we need to stop approving all the townhouses...we are all already over populated"*
- urban design (n=5)
 - *"better building design apartments well designed"*
 - *"sustainable design with eco-friendly elements such as rainwater tanks, solar, electric car pump sites, rooftop vegetable and herb gardens"*
 - *"encourage the good developers, who are doing the right things"*
 - *"effective drainage on the sides of the roads for water run off and less concrete and more protection and planting of trees"*
- a planned/considered approach (n=4)
 - *"ensure you have a budget surplus - contingency/business continuity plan"*
 - *"have more meetings with fact findings"*
- address parking and/or road congestion (n=3)
 - *"space for parking and traffic, currently some streets with units are clogged with cars"*
 - *"the proposed Dorset Rd extension will put more traffic through Boronia...encourage new residents to not be car-dependant"*
- keep the community apprised (n=2).
 - *"updates on social media"*

4.2.5 Boronia nurtures small to medium enterprises, micro-making and social enterprise

Fifty-four people either selected at least one of 19 listed options and/or made their own suggestion for the type of information they would like to see included in a Boronia portal. Respondents were able to select all 19 listed items, and nine people (17%) did so. The two least frequently selected items were "faith-based organisations and not-for-profit businesses" and "retail opening hours" (Figure 9). The former may not have been popular given that 39.5% of Boronia residents (33.8% of Knox residents) don't adhere to a religion ([Knox Profile .id](#)). The low popularity of the latter is interesting in light of the higher popularity of "local businesses" (with 56% of respondents indicating they'd like information about local businesses included in a Boronia Portal). Presumably a community member will have a specific centre or shop in mind when they want to know opening hours, and retail opening hours are readily available online. Perhaps the community are happy to use existing tools such as Google, for opening hours. There is, however, no similarly convenient way of learning what local businesses exist in Boronia, especially when no specific business category is required.

The five most frequently selected items all pertain to recreation or entertainment³.

³ Arguably, community groups are an exception, as these are not all based on recreational interests. Nonetheless, it seems reasonable to assume that many respondents would consider participation in a community group a form of recreation.

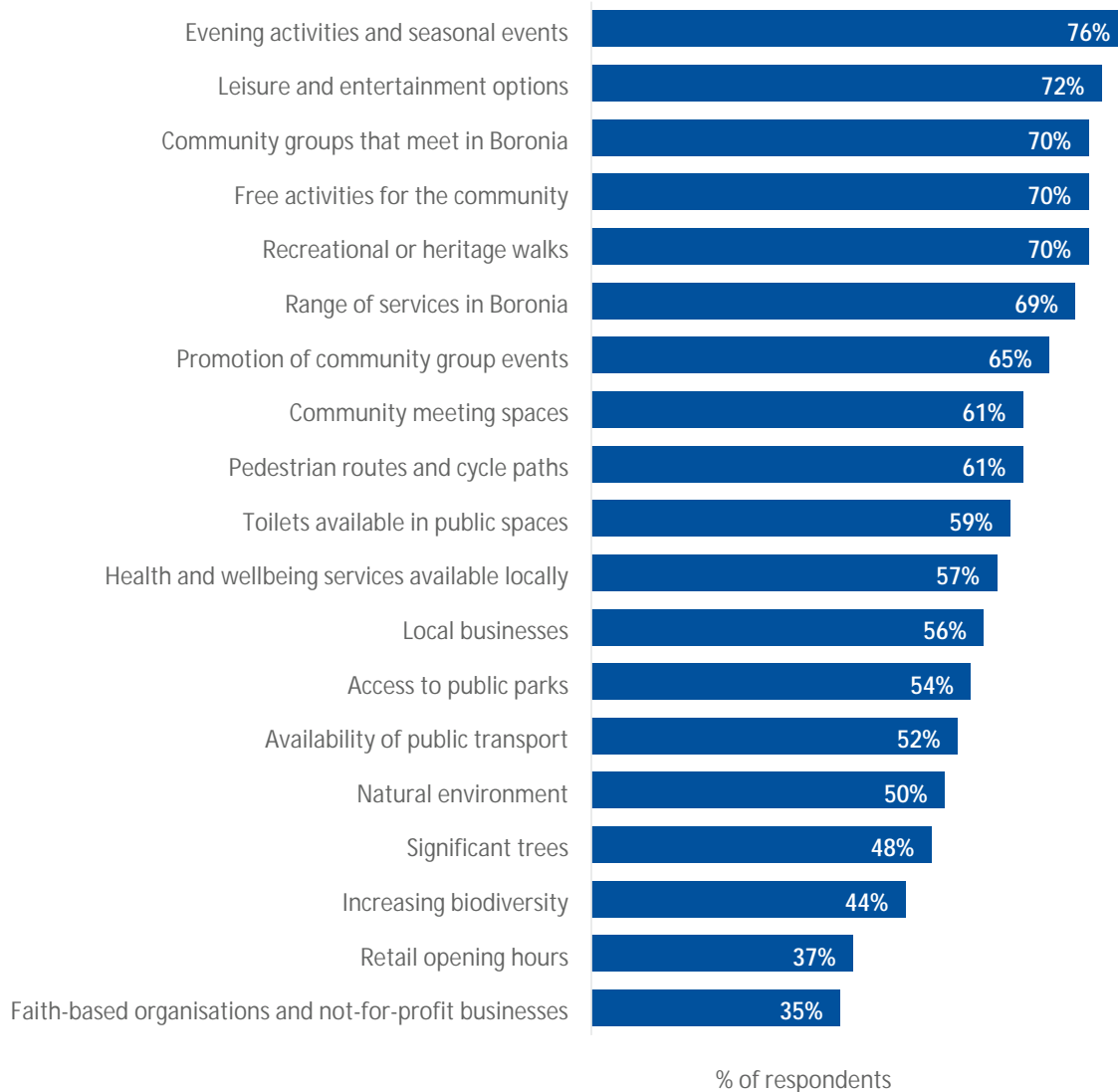


Figure 9: Responses to closed portion of question – What type of information would you like to see included in a Boronia portal? (n=54)

Additional thoughts on Boronia Portal content, captured as “other” responses (n=8), included:

- “a portal needs links more than it needs reams of information”
- “educate the locals on our area and what we have here to grow a sense of pride and community”
- “I would NOT put significant trees as I think this will encourage vandalism”.

Thirty-six people suggested ideas for businesses that could help grow the Boronia economy. These ideas were highly diverse. A few common threads or “themes” were evident in more than two comments:

- improved dining options/develop nightlife (n=7)



- *"appeal to younger/first home buyer demographic by increasing nightlife options"*
- *"eSports :) Evening social sports"*
- *"nightlife development, greater range in restaurant, cafes and bars for socialising. With increased security presence for public safety perceptions."*
- *"make Boronia the cafe capital of the Eastern suburbs"*
- update the mall/area (n=5)
 - *"develop infrastructure demolish old shops and build new complexes to entice new businesses"*
 - *"Just make Boronia visually more attractive"*
 - *"yep make the village squares appealing - sacrifice a few car parks...for an small adventure playground or a community display area or sound shell or some outdoor eating areas or a shade sail area"*
- opportunities for local businesses to meet/cooperate (n=3).
 - *"an awareness of who exists and what they offer. ways for them to support one another"*
 - *"free networking and meeting groups organised by the council"*

There were also some comments about the nature of the businesses that are desirable in Boronia (not "seedy" businesses, but "classy" "quality" businesses). A noteworthy tension was apparent in relation to the types of businesses that are desirable. One respondent wrote about the need for "bespoke" stores and another wrote about the popularity of locally made products. In contrast, three respondents referred specifically to one or multiple chain stores (for example, Aldi, Gloria Jeans, Hairhouse Warehouse) and a fourth simply said "another Westfield".

Other ideas for businesses that could help grow the Boronia economy included:

- *"pop up Veggie Patch (as per Fed Square carpark - veggies boxes for rent) on top deck of Coles multideck"*
- *"Local Govt actively procure resources/services from the local community first"*
- *"a Boronia Neighbourhood house that offers short courses to the community to improve skills"*
- *"promotion of BBP and employment/ business opportunities"*
- *"eco based businesses"*
- *"Encourage food places to jump on uber eats"*
- *"support to be online, for out-of-hours browsing/shopping"*
- *"events that create opportunities for local businesses to be involved and promote themselves"*.

Nineteen people responded when asked for ideas to leverage the emerging social enterprise and health sectors to create more local jobs in Boronia, including three people who questioned either the need to leverage these sectors, or Council's role in doing this. The fifteen other responses were varied, and included:

- *"create spaces for small emerging businesses to set up in Boronia ie. shared offices"*
- *"a store has small spaces where lots of people put their goods and one person minds the store and each seller can rent those small spaces as its cheaper than having a store but gets their product into the marketplace"*
- *"create an incentive for local businesses to employ these [who have a disability] young people"*
- *"create a laneway of shops, continually leased to social enterprise groups at a peppercorn rate"*
- *"finding an effective way for consumers to know that the services exist and what they have to offer. As they utilise services more, jobs will be created"*
- *"more accessible services, a service hub that puts them all together that is easy to access"*.



4.2.6 Boronia is a green place with spaces to play

Fifty-five people either selected at least one of four listed options and/or made their own suggestion for transforming Boronia into a “town in a garden”. Around three quarters of respondents thought more canopy trees should be planted, places for people to sit in the shade should be created in the town centre, and areas along street edges and footpaths should be landscaped (Figure 10). While more than half of the respondents indicated that tree protection controls should be introduced, the proportion of respondents who selected this option was considerably lower than for the other three options. Possibly this is because tree protection controls may limit local property owners’ choices, which is not the case for the other three options listed.

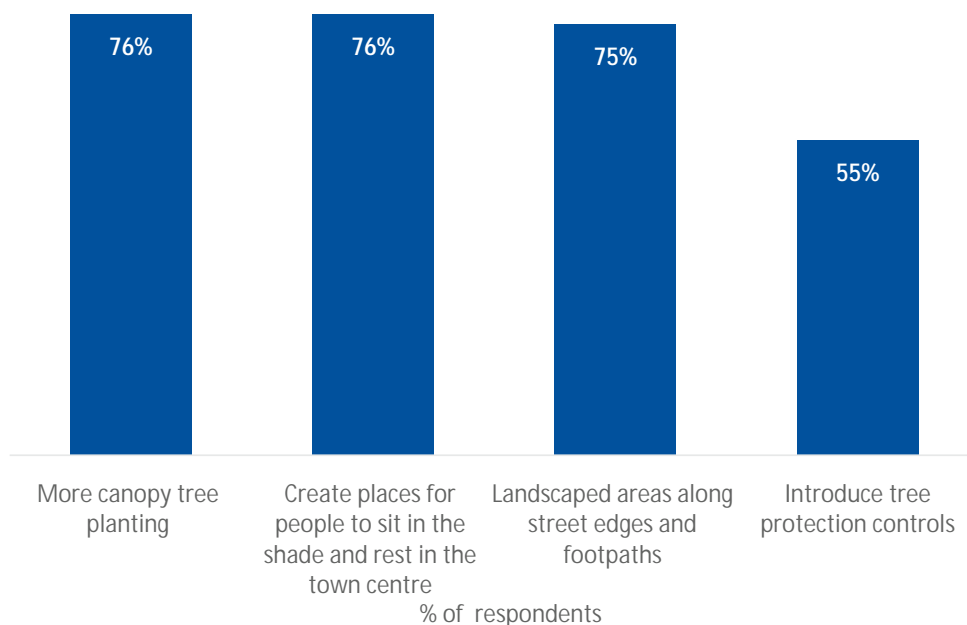


Figure 10: Responses to closed portion of question – What could we do to transform Boronia into a “town in a garden”? (n=55)

Twenty-one people suggested their own ideas for transforming Boronia into a town in a garden. Four submitted ideas were based on a foundation of preventing “over development”. Promoting active forms of transport was also mentioned by four respondents:

- “link up bicycle trail to Boronia Junction”
- “reduce speed on Boronia Road to 40KPH) Make more pedestrian crossings along Boronia Road”
- “road closure (eg Erica Ave) to form a pedestrian mall with garden areas, decorative paving, murals, seating, sculptures/art installations”.

Forty-seven respondents provided feedback on what “green place with spaces to play” means to them. Most of the responses were comprised of very concrete concepts (for example, “grass”, “shade”) and these are summarised in Figure 11. In Figure 11 the larger the word, the more frequently it was included in the responses. Some of the more detailed ideas not fully captured in Figure 11 were:

- “Please do not waste money doing little pockets of greenery here and there. There is neither aesthetic appeal nor any ‘space’ to play with those installations. Go big and improve the existing parks”



- “an outdoor basketball court or half court when the basketball centre is taken away to commemorate all of the family hours/connection and memories that the centre has brought to so many locals over a lifetime”
- “Art has been well integrated into playgrounds many times before. Children see interesting shapes and textures and intriguing features and characteristics that make them want to engage and explore further. In addition to beautiful landscaping and well designed playground equipment, public art also has a place.”
- “an area that has few facilities and controls so people can sit and use their imagination”.



Figure 11: Fifty most frequent words used in responses to open question – What does ‘green place with spaces to play’ mean to you? (n=47)

4.2.7 Boronia is smart and digital

Fifty-seven people selected at least one of 10 listed options and/or made their own suggestion for the infrastructure Boronia needs to make it future ready. It is noteworthy that the three most often selected options (and arguably also the fourth most often selected option – “more street lighting”) all relate to pedestrian activity and walkability.

It is also notable that waste management (a service key to minimising risks to public health and to the environment) was selected as being necessary for making Boronia future ready by only 30% of respondents. This highlights a complexity in interpreting responses to this question. It is quite possible that infrastructure which is operating satisfactorily is less salient to community members than apparent deficits. So, for example, the results below may not mean that only 30% of respondents believe waste management is necessary to make Boronia future ready, rather that 30% of respondents believe that *better* waste management is necessary to make Boronia future ready. This point is illustrated by a comment provided by a respondent:

“Future ready implies preparing / getting ahead of the game. Most of the other [than NBN] options are historical things we’re lacking.”



Some of the “other” infrastructure suggestions (n=17) included:

- upgrade public spaces (n=3)
- improved public transport (frequent, clean, safe) (n=3)
- more public toilets (n=2)
- keep/fix the basketball stadium (n=2)
- more and better shops (n=2).

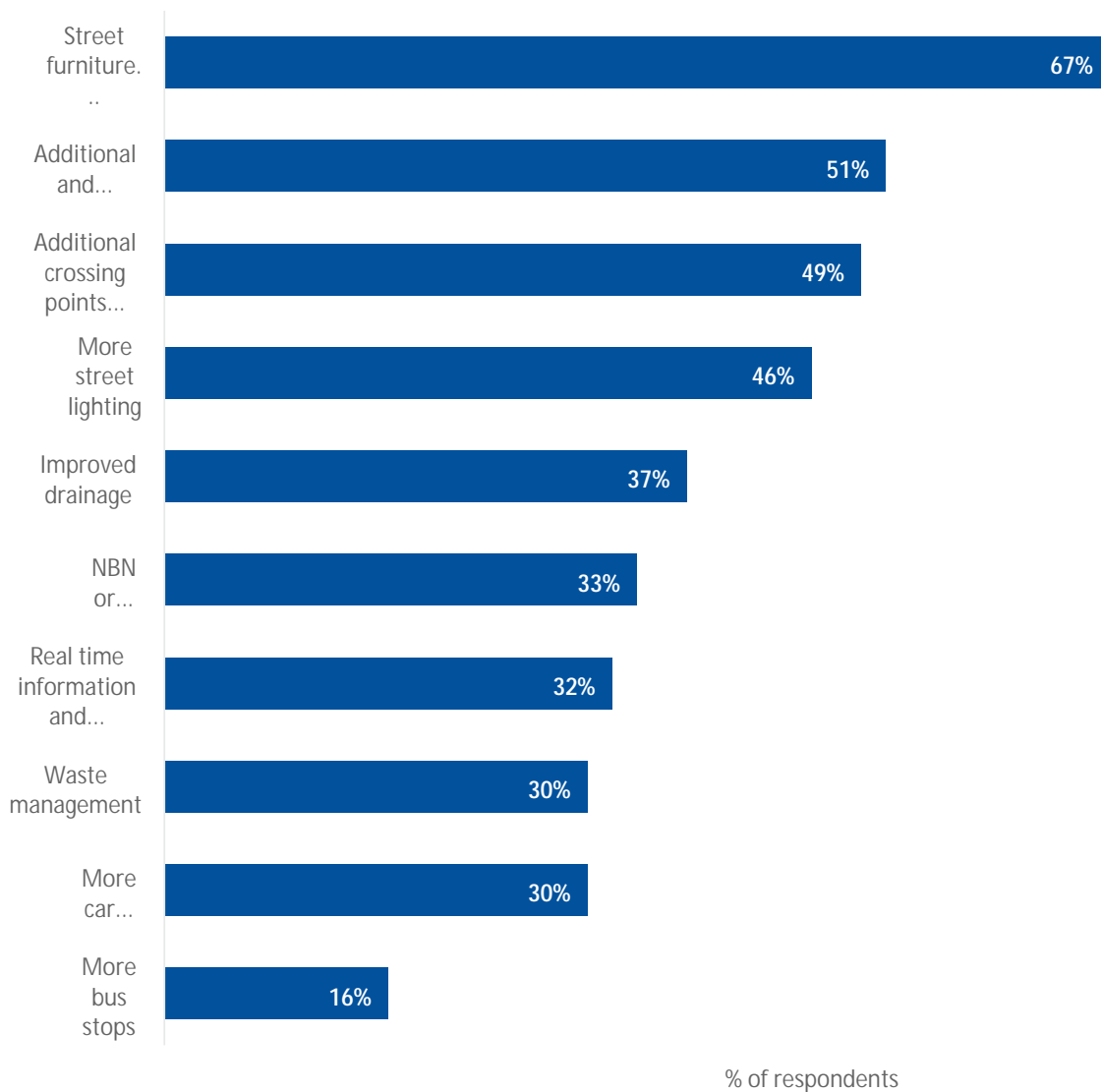


Figure 12: Responses to closed portion of question – What infrastructure does Boronia need to make it future ready? (n=57)

Thirty people provided ideas about how to attract digital, knowledge based and tech-savvy businesses to Boronia. These are summarised in Table 5.



Table 5: Responses to open question – Thinking about the numerous small shop and office spaces in Boronia, how can we attract digital, knowledge-based and tech-savvy businesses to Boronia? (n=30)

Action	No. (and %) of respondents
Surround with better cafés/shops	6 (20%)
Make Boronia (mall/shops) more visually appealing/modern	4 (13%)
Set up (affordable) co-workings spaces	4 (13%)
Start by building the infrastructure/tech hub	3 (10%)
Ensure good IT infrastructure	3 (10%)
E-sports	2 (7%)
Create an incubation hub	2 (7%)
Access to mentors/links with education providers	2 (7%)
Increase public transport	2 (7%)
Enable short term residencies/pop-ups	1 (3%)
Support local businesses to embrace digital	1 (3%)
Capitalise on Boronia's proximity to the Bayswater Business Precinct	1 (3%)
Reduce the rent	1 (3%)
Flexible zoning of areas for business	1 (3%)

4.2.8 Boronia has an active nightlife

Survey respondents were asked what activities/events/festivals they would like to see come to Boronia. Although this question was designed to provide feedback related to the Key Direction “Boronia has an active nightlife”, respondents were not asked to limit their ideas to after-hours activities. Thirty-seven people offered at least one idea, these are summarised in Table 6.

Table 6: Responses to open question – What activities/events/festivals would you like to see come to Boronia? (n=37)

Event	No. (and %) of respondents
Market	29 (78%)*
<i>Farmers' market</i>	7 (19%)
<i>Night/twilight market</i>	6 (16%)
<i>Sunday/weekend market</i>	4 (11%)
<i>Craft/makers market</i>	4 (11%)
<i>Christmas market</i>	3 (8%)
Festival/fair	24 (65%)*
<i>Multicultural festival</i>	5 (14%)
<i>Food festival</i>	5 (14%)
<i>Ideas festival/competition</i>	2 (5%)
<i>Garden/flower festival</i>	2 (5%)
<i>Stringybark festival</i>	1 (3%)



Event	No. (and %) of respondents
<i>Tech festival</i>	1 (3%)
<i>Boronia festival</i>	1 (3%)
<i>Writer's festival</i>	1 (3%)
<i>Indigenous festival</i>	1 (3%)
<i>Heritage festival</i>	1 (3%)
<i>Wellness festival</i>	1 (3%)
<i>Faith festival</i>	1 (3%)
Live music events	10 (27%)
Outdoor cinema	7 (19%)
Food trucks	7 (19%)
Art (visual/theatre) exhibitions/competitions	6 (16%)
Sports competitions (dance, basketball, cheerleading, futsal 5s, super netball)	4 (11%)
Kids entertainment/family fun day	3 (8%)
Esports competition	2 (5%)
Business expo	2 (5%)
Fireworks	2 (5%)
Environment/wildlife day/event	2 (5%)
Art installations	2 (5%)
Shopping trail	2 (5%)
Outdoor fitness classes	2 (5%)
Restaurant week	1 (3%)
Educational workshops	1 (3%)
Talent competitions	1 (3%)
History day	1 (3%)
Knox Leisureworks events	1 (3%)
Community gardens	1 (3%)
Parade	1 (3%)
Fun run	1 (3%)
Community BBQ	1 (3%)
Trampolines outdoors	1 (3%)

* This count includes responses in which the type of market or festival was unspecified as well as the responses which specified a particular type of market or festival.



4.2.9 Boronia is growing through cohesive land use and urban infrastructure

Forty-three people responded when asked for their ideas about how to encourage more people to live, work and visit Boronia Town Centre. The responses are summarised in Table 7.

The four most frequently mentioned themes all pertain to the look and feel of Boronia, rather than the services and facilities which are available to residents and visitors.

Table 7: Responses to open question – How can we encourage more people to live, work, and visit Boronia Town Centre in the future? (n=43)

	Idea	No. (and %) of respondents
Update the area		9 (21%)
Remove "undesirables"/drugs		8 (19%)
Clean up the area		8 (19%)
Improve safety		5 (12%)
More green space		4 (10%)
Better (efficient, safe, clean) public transport		3 (7%)
	Better shops	3 (7%)
	Don't want more residents	3 (7%)
	Make it more beautiful	3 (7%)
	More shade in public areas	2 (5%)
	Build café culture	2 (5%)
Alfresco dining		2 (5%)
	Public seating	2 (5%)
	Events venues	2 (5%)
Increase pedestrian-friendliness		2 (5%)
	Get rid of massage parlours	1 (2%)
	Easier parking	1 (2%)
	Better signage	1 (2%)
	Create more jobs	1 (2%)
	Public art	1 (2%)
	Make bike path to central area	1 (2%)
	Introduce shuttle bus between key sites	1 (2%)
	Improve nightlife	1 (2%)

Some more detailed ideas not captured in Table 7 included:

- *"promote proximity to nature/city. Boronia has the best combo. Lots of excellent restaurants and access to pub transport"*
- *"provide more accommodation. Taller buildings. Diverse apartment choices including 3 to 4 bedrooms"*
- *"stop trying to compete with Knox City and become a small friendly centre like it was years ago"*



- *"make it [Boronia mall] look nice and reduce the rent to attract different small businesses."*
- *"something unique like a food street that people will visit from near and far ... Restaurants upstairs and down ...It could be Amazing right next to the station. Maybe a reduced rent for 12months that is subside by the council and with the owners."*

Forty-one respondents provided at least one idea about what can be done to encourage more walking, cycling and trips by public transport. These ideas are summarised in Table 8.

Table 8: Responses to open question – What can be done to encourage more walking, cycling and trips by public transport rather than cars? (n=41)

Idea	No. (and %) of respondents
More cycle lanes, paths and/or links	15 (37%)
More pedestrian paths, crossings, and/or links	14 (34%)
Advertising/awareness raising (of travel options and benefits)	10 (24%)
Improve safety (personal, road or unspecified)	7 (17%)
Tidy up the station	5 (12%)
Lighting	5 (12%)
More frequent public transport	4 (10%)
Sheltered rest areas/stops	4 (10%)
Improve wayfinding/signage	3 (7%)
Better bus service to side streets/telebus	2 (5%)
Public art along trails	2 (5%)
Better maintained footpaths	2 (5%)
Better maintained cycle infrastructure	2 (5%)
Organised walking groups/events	2 (5%)
Increase car parks at public transport stops	1 (2%)
Shade	1 (2%)
Re-route roads away from town centre	1 (2%)
Easier car parking	1 (2%)
Less car parking	1 (2%)
More bus stops	1 (2%)
More direct bus routes	1 (2%)
Free hop on hop off bus	1 (2%)
Live music at transport hubs in the evening/on the weekend	1 (2%)
Shared walking and bike paths	1 (2%)
Get bikes off the roads	1 (2%)
Lower speed limits	1 (2%)
Remove needles in car parks	1 (2%)



- apartment buildings should have architectural merit (n=2)
- ensure off street parking (n=2)
- concern about streetscape/views (n=2)
- more affordable/social housing (n=2).

Results for the six listed items are presented in Figure 14.

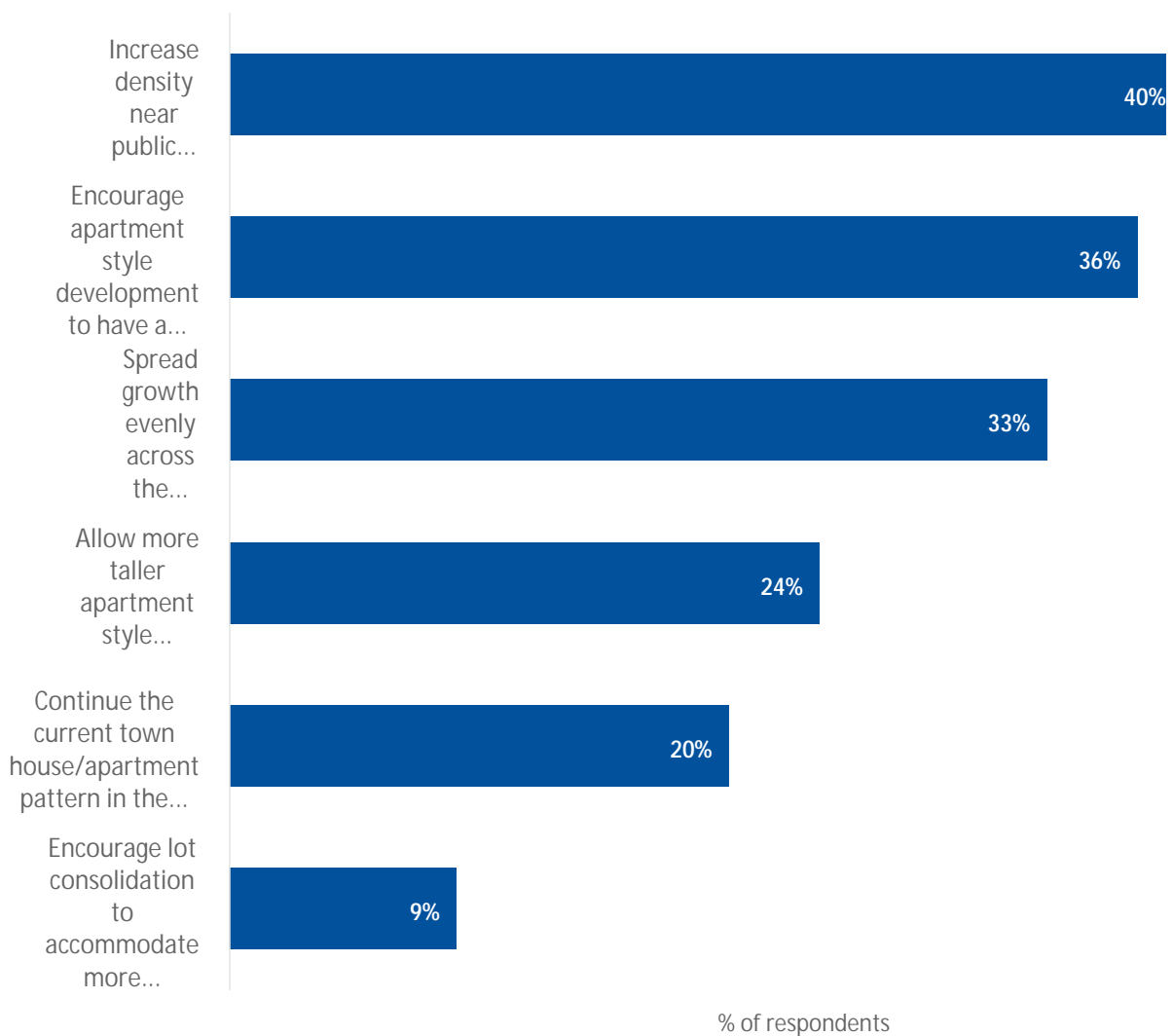


Figure 14: Responses to closed portion of question – Where should change be directed as Boronia’s population increases and there is an ongoing need to build more townhouses and apartments? (n=55)

4.2.10 Other feedback

Thirty-two people provided “other” feedback. The range of topics covered was broad, but several themes were evident, along with some ideas not captured elsewhere in this report. The themes identified were:

- no more high density (n=7)



- Boronia must be "neatened"/"cleaned" up (n=5)
- address "drug addicts" (n=4)
- keep the basketball stadium (n=4)
- listen to the residents (n=4)
- fix Boronia mall (n=2)
- fix the town centre (n=2)
- make Boronia Park green space (n=2)
- new development is causing parking problems and traffic congestion (n=2).

Feedback provided by only one respondent and not captured elsewhere in this report is presented below. Feedback about Boronia included:

- encourage reduced car ownership
- improve Indigenous links
- involve other government departments (who own land)
- put the library in a central location
- unify the retail areas
- use virtual shop fronts.

Feedback about the Draft Strategy included:

- clarify changes from the 2006 Boronia Structure Plan
- look at other successful examples of renewals
- the Strategy should include measures of success
- the Draft Strategy seems too generic.

5 Implications of the feedback for the Boronia Renewal Strategy

Examination of the feedback received during the consultation in light of what's currently contained in the draft Boronia Renewal Strategy suggests that the following may be worth consideration:

- There is evidence to suggest that some respondents may have been uncertain about the implications of the Key Directions "Boronia is resilient" and "Boronia is smart and digital," as they were described in the survey. While it is important to ensure that all of the Key Directions are described plainly in the Draft Strategy and associated documents, particular attention should be paid to "Boronia is resilient" and "Boronia is smart and digital".
- Ratings for the Key Direction "Boronia has quality living environments" (which had the largest proportion of low support ratings of all nine Key Directions) suggest that community opinions of this Key Direction might be somewhat polarised. One of the elements most frequently nominated for management through urban design guidelines was building heights. This has implications for the likely community acceptance of the 'Landscaped Apartment' model referred to in the Draft Strategy.
- Feedback about Boronia's unique features and events to celebrate life in Boronia aligned well with Draft Strategy content regarding the Key Direction "Boronia is a unique local place." Some dissatisfaction with the



current retail offering and the condition of the shopping precincts was, however, evident, and addressing these concerns could be listed as a challenge for the implementation of this Key Direction.

- Community feedback about creating opportunities for social interaction and improving the health and wellbeing of the Boronia community was aligned with the content of the Draft Strategy. The arts, community events (e.g. markets), and making the Boronia area more visually inviting were all put forward by community members as mechanism for promoting wellbeing. These approaches are not referred to directly under Key Direction "Boronia is a healthy, active and connected community" in the Draft Strategy, but they are all included elsewhere in the document. Further, the Draft Strategy notes that the Key Direction "Boronia is a healthy, active and connected community" is closely linked to other Key Directions in the Draft Strategy.
- Community ideas regarding capitalising on the opportunities that change will bring to Boronia and preparing for future challenges did not relate to emergency management or extreme weather events, although urban design did feature. Some of the stronger themes were related to being responsive to and involving the community. Community involvement and capacity building are already highlighted as critical for realising the Key Direction "Boronia is resilient", and it may also be beneficial to include more explicit reference to providing and seeking information to/from the community.
- Cafés and restaurants were mentioned by the community as businesses that could help grow the Boronia economy. This aligns well with the Key Direction "Boronia nurtures SMEs, micro-making and social enterprise" under which it is stated that "This creative industry concept can be extended across several sectors, such as Food and Beverage. This will have a flow on impact for other related business and personal services sector."
- Community perceptions of what 'green place with spaces to play' means appear to align well with the content of Key Direction "Boronia is a green place with spaces to play". The inclusion of reference to dogs (walking or "dog friendliness") within this Key Direction could be considered for even greater alignment.
- When provided with a list of options for the infrastructure needed to make Boronia future ready, community members were most likely to select infrastructure relating to walkability, while community ideas about how to attract digital, knowledge-based and tech-savvy businesses most often related to making the centre more appealing in general. This is not particularly well aligned with the content currently presented under Key Direction "Boronia is smart and digital". Perhaps the potential to leverage other Key Directions to attract digital, knowledge-based and tech-savvy businesses could be referenced in the final Boronia Renewal Strategy.
- The community's ideas about the activities they would like to see come to Boronia align well with the Key Direction "Boronia has an active nightlife."
- The community's thoughts about ways to encourage more people to live, work and visit the Boronia Town Centre and ways to encourage more walking, cycling and public transport use align with Key Strategy "Boronia is growing through cohesive land use and urban infrastructure." The community's preferences for how residential development should be directed also align well with the Key Strategy (although it is worth noting that a proportion of community members do not want to see any higher density development in Boronia).

6 Conclusion

The Draft Boronia Renewal Strategy was made available for public comment via online survey for six weeks in late 2018. The feedback provided indicated support for the nine Key Directions outlined in the strategy, with the possible



exception of "Boronia is resilient", the only Key Direction which less than half of the respondents gave one of the top two support ratings. This Key Direction may be less valued by respondents, or simply less well understood.

Although it is important to keep in mind that people who are less interested in a Boronia Renewal Strategy are less likely to respond to a survey based on the Draft Strategy, there was no indication in the survey feedback that renewing aspects of Boronia was unnecessary or would be unwelcome.

Respondents were forthcoming with a vast range of ideas for enhancing the built, economic and social environments within Boronia. These ideas could provide a useful starting point for Boronia Renewal Strategy implementation activities. Some of the topics that appear to be of particular interest to Boronia residents included:

- accessibility by non-car means
- the "outdatedness", general appearance, and apparent underutilisation of parts of the town centre
- the importance of natural/green aspects of Boronia
- the impact of increasing urban density
- feelings of safety.

These topics have previously been identified in the course of the community consultations that have informed the development of the Draft Boronia Renewal Strategy. This final round of consultation has confirmed their relevance while also highlighting some potential implications for how the nine Key Directions are articulated in the final Boronia Renewal Strategy.



7 Attachment A – Consultation Survey

Boronia Vision 2040
Draft Boronia Renewal Strategy – public consultation
<p>Introduction</p> <p>The Boronia Renewal Project was begun by Knox City Council to review the Boronia Structure Plan 2006 and set a new Vision to lead Boronia towards 2040. The draft Boronia Renewal Strategy outlines an emerging Vision and nine Key Directions to guide changes and redevelop the Boronia Town Centre and surrounding neighbourhoods.</p> <p>Essentially, each of the Key Directions is a statement describing how we would like to describe the Boronia of the future.</p> <p>If you live, visit, work or own property in Boronia, we'd like to get your input on this important Strategy. If your comments extend beyond the space provided please complete in a separate document and email to boroniarenewal@knox.vic.gov.au The information gathered from this survey will help inform the direction of the Boronia Renewal Strategy from 2019. Feedback received will be presented to the Knox City Council in an Outcomes report. No individual will be identifiable in any reporting associated with this process. The survey will take approximately 20 minutes to complete.</p> <p>To view the draft Strategy and for further information about the project, please visit our website: knox.vic.gov.au/boroniarenewal</p> <p>Privacy Statement</p> <p>The personal information requested on this form is being collected by Knox City Council (Council) for the purpose of analysing responses for the Boronia Renewal Project. The personal information will be used by Council for that primary purpose or directly related secondary purposes. The information may also be used to update Council databases to assist Council in discharging its functions or providing services. The personal information collected will not be disclosed unless permitted or required by law. If the information is not collected demographic analysis will not occur. Provision of email address is voluntary and will enable us to keep you up to date with the project. Requests for access to and/or amendment of personal information should be made to Council's Chief Privacy Officer.</p>



Boronia Vision 2040

Boronia Vision 2040

Please show your level of support for each of the following strategies to renew Boronia... (1 = low level of support, 5 = high level of support)

1. Key direction: Boronia is a unique place
 We want to support Boronia as a unique local place. We would do this by building upon the unique qualities of Boronia to attract new residents, businesses, services and visions. Boronia is one of the few places with over 60 community groups, a local cinema, lawn bowls, 10 pin bowling and laser tag venues.

(1 = low support, 5 = high support)

1 5

2. Key direction: Boronia has quality places to live and good living environments
 People are being drawn to Boronia and the population is growing and we need high quality residential buildings to accommodate them. We want to encourage new residents to live in and near the town centre, with plentiful services and trains/buses services. This will discourage rapid change in the suburban areas and protect their local character.

(1 = low support, 5 = high support)

1 5

3. Key direction: Boronia is a healthy, active and connected community
 The Boronia community is changing and has different needs. We want to support Boronia as a healthy, active and connected community. To achieve this, we propose to work with service providers and government, to promote good health through preventative actions and to provide community infrastructure that meet the needs of Boronia residents.

(1 = low support, 5 = high support)

1 5



4. Key direction: Boronia is resilient
 Boronia has experienced a lot of change in recent years and this trend will continue. We want to support the community to build its capacity and become resilient by being ready to adapt to sudden changes, make plans in case of emergencies and thrive in the long term.

(1 = low support, 5 = high support)

1 5

5. Key direction: Boronia nurtures SMEs, micro-making and social enterprise
 Boronia's local economy has a lot of potential for growth. We want to support existing businesses, while also building new opportunities for the local economy in Boronia. These aims can be achieved by promoting Boronia as a hub for creative businesses, and social services making a positive contribution to society.

(1 = low support, 5 = high support)

1 5

6. Key direction: Boronia is a green place with spaces to play
 Some parts of Boronia have large parks and recreation reserves while other parts of the activity centre are dominated by hard surfaces and buildings. This direction aims to establish Boronia as a 'town in a garden' by creating a network of green places and more spaces to play and attracts people to enjoy its places and spaces.

(1 = low support, 5 = high support)

1 5

7. Key direction: Boronia is smart and digital
 Boronia needs to support growth in new technology and to foster growth in tech-savvy and knowledge-based businesses and services. Investment in a smart and digital approach to renewal could create an environment for learning, and activity in digital creative industries.

(1 = low support, 5 = high support)

1 5



8. Key direction: Boronia has an active nightlife

We propose to encourage change so that Boronia is more than a 9-5 Monday to Friday destination. For instance, with open air cinemas, or night time markets. An active night life can boost night time economy and the Town Centre. Bringing in more visitors and supporting the local community.

(1 = low support, 5 = high support)

1 5

9. Key direction: Boronia is growing through cohesive land use and urban structure.

The centre of Boronia has a lot of potential for growth. We propose to redesign the main activity centre to be cohesive, sustainable, affordable and contemporary. This can encourage more people to live, work and visit Boronia.

(1 = low support, 5 = high support)

1 5



Boronia Vision 2040

Strategies

To assist with thinking about how the key directions might be delivered, a number of overarching strategies have been suggested. We are seeking your ideas about how these Strategies could be improved or made more effective.

10. We aim to support Boronia as a unique local place. In your opinion, what unique features or experiences should be promoted in Boronia? List your top three ideas

Idea 1

Idea 2

Idea 3

11. What local events could help celebrate life in Boronia and its unique places and history?

* 12. We aim to maintain the local character of Boronia while supporting new quality residential developments. Are there features of Boronia you think should be managed through urban design guidelines?
Select up to 6 options

<input type="checkbox"/> Building appearance and materials	<input type="checkbox"/> Green roof tops and green walls
<input type="checkbox"/> Overlooking	<input type="checkbox"/> Water sensitive urban design (rain gardens etc.)
<input type="checkbox"/> Overshadowing	<input type="checkbox"/> Retaining heritage buildings
<input type="checkbox"/> Building heights	<input type="checkbox"/> Signage
<input type="checkbox"/> Protection of light to solar panels	<input type="checkbox"/> Building facades
<input type="checkbox"/> Front setbacks	<input type="checkbox"/> Building entrances
<input type="checkbox"/> Car parking spaces	<input type="checkbox"/> Sustainable design measures – shading/solar panels
<input type="checkbox"/> Landscaping	<input type="checkbox"/> Apartment building design
<input type="checkbox"/> Conditions needed for planting canopy trees	<input type="checkbox"/> Town Houses development design
<input type="checkbox"/> Lighting in public places	

13. How can we create more opportunities for social gatherings and interactions?



14. How can council create more opportunities to bring the community together?

[Text input box]

15. What changes might improve the health and wellbeing of people living and working in Boronia?

[Text input box]

16. How can we create a place where people want to be more active and make healthy lifestyle choices?

- Design safe walking routes to places that are nearby
- Increase lighting in along routes leading to public transport
- Create small places for people to stop and rest with seats, shade and landscaping
- Encouraging shared use of recreation facilities and parks during non-peak times
- Other (please specify)

[Text input box]

17. How do you think Boronia can be open to change and best capture the opportunities change can bring?

[Text input box]

18. To support a better understanding of the many actions involved in being resilient, what type of information would you like and how do you want to find out about being resilient?

List up to 3 ideas and how you would like them delivered. Example: Online Portal, Fact Sheet, etc.

Idea 1 [Text input box]

Idea 2 [Text input box]

Idea 3 [Text input box]

19. How can we prepare for the key challenges and resource constraints Boronia is likely to face in the future?

[Text input box]



20. What type of information would you like to see included in a Boronia Portal?

- Local businesses
- Retail opening hours
- Evening activities and seasonal events
- Range of services in Boronia
- Community groups that meet in Boronia
- Access to public parks
- Availability of public transport
- Community meeting spaces
- Toilets available in public spaces
- Increasing biodiversity
- Natural environment
- Significant trees
- Recreational or heritage walks
- Pedestrian routes and cycle paths
- Free activities for the community
- Promotion of community group events
- Leisure and entertainment options
- Health and wellbeing services available locally
- Faith-based organisations and not-for-profit businesses
- Other (please specify)

21. Can you think of any ideas for businesses that could help grow the local economy in Boronia?

22. How can Boronia leverage the emerging social enterprise and health sectors to create more local jobs?



23. What could we do to transform Boronia into a 'town in a garden'?

- More canopy tree planting
- Introduce tree protection controls
- Landscaped areas along street edges and footpaths
- Create places for people to sit in the shade and rest in the town centre
- Other (please specify)

24. What does 'green place with spaces to play' mean to you?

25. What infrastructure does Boronia need to make it future ready?

- Improved drainage
- NBN or fibre to the node
- More street lighting
- Real time information and direction signage for wayfinding
- Additional and improved pedestrian paths
- Other (please specify)
- Additional crossing points over busy roads
- More bus stops
- More car parking in selected locations
- Street furniture including drinking fountains
- Waste management

26. Thinking about the numerous small shop and office spaces in Boronia, how can we attract digital, knowledge-based and tech-savvy businesses to Boronia?

27. What activities/events/festival would you like to see come to Boronia?
List up to 5 ideas.

Idea 1

Idea 2

Idea 3

Idea 4

Idea 5



28. How can we encourage more people to live, work and visit Boronia Town Centre in the future?

[Text input box]

29. What can be done to encourage more walking, cycling and trips by public transport rather than cars?
List up to 3 ideas

Idea 1 [Text input box]

Idea 2 [Text input box]

Idea 3 [Text input box]

30. What elements do you think should be included in Boronia's future civic heart?

[Text input box]

31. Where should change be directed as Boronia's population increases and there is an ongoing need to build more houses and apartments?

- Continue the current town house/apartment pattern in the neighbourhoods surrounding the town centre
- Spread growth evenly across the whole suburb on larger lots
- Allow more taller apartment style development in the town centre core area
- Encourage lot consolidation to accommodate more apartments to direct more growth into the surrounding neighbourhoods
- Encourage apartment style development to have a smaller building footprint at an increased density to allow for canopy tree planting within the Activity Centre boundary
- Increase density near public transport and services including along major arterial roads
- Other (please specify)

[Text input box]

32. Do you have any other feedback?

[Text input box]



Boronia Vision 2040

About You

* 33. Which of the following best describes your connection with Boronia? (Choose One option only)

<input type="checkbox"/> Live	<input type="checkbox"/> Own a commercial property
<input type="checkbox"/> Work	<input type="checkbox"/> I visit the shops
<input type="checkbox"/> Own a business	<input type="checkbox"/> I use the services
<input type="checkbox"/> Own a residential property	
<input type="checkbox"/> Other (please specify)	

34. What is your gender?

* 35. What is your age?

* 36. Are you of Aboriginal or Torres Strait Islander origin?

* 37. What suburb do you live in?



Boronia Vision 2040

* 38. What is the name of the street you live in?

* 39. How long have you lived in Boronia?



Boronia Renewal - Youth Consultation

Background & Context

Youth Services were approached to conduct a consultation with young people aged 10-25 in order to better understand their views on what they liked and disliked about Boronia today, how they proposed some of these issues could be fixed and what their hopes are for the community of Boronia.

This consultation is part of a wider Boronia Consultation (Boronia Renewal Project), which has been on-going for the past year engaging with and consulting all areas of the community. The Boronia Renewal Project involves reviewing the 10-year-old Boronia Structure Plan along with examining future options for addressing Council's ageing infrastructure.

Methodology

Youth Services approached the Youth Advisory Committee (YAC) for their advice and input on our strategy for engaging with young people in Boronia. We asked the YAC three questions:

1. How would you engage young people aged 10-25?
2. Where would you go to find young people aged 10-25?
3. What would you use to engage young people aged 10-25?

As a group they brainstormed about the best possible ways to engage and ensure we got a strong response from our survey. The YAC fed back lots of ideas about effective engagement with young people, but due to time constraints we weren't able to action everything that was discussed. These were the responses that we were able to action within our timeframe.

1. We were encouraged to pursue three types of engagement:
 - Online survey, promoted through social media channels
 - Face to face consultation with selected community groups, and
 - Pop-up consultations at key areas around Boronia.
2. We were encouraged to run pop-up and face to face consultations at:
 - Knox Leisure Works
 - Boronia Library
 - Knox Carols
 - Boronia Heights Primary School
 - Boronia K-12
3. We were also encouraged to use incentives to increase engagement:
 - For our pop-up's we used a spinning wheel and gave away minor prizes i.e. Lollipops, Leisure works vouchers, board games and cinema tickets.



- We also had three major prizes which every completed survey went in the draw to win. The major prizes were a PlayStation, a \$500 bicycle voucher and a \$200 Ticketek voucher.

We utilized our connection with the YAC and not only included them in the designing of the strategy but also in the delivery of the consultation. On the back of their advice, that they would be more likely to complete a survey if a young person approached them, we used five young people across two of our pop-up consultations. If possible, we would have used them in all of our consultations but due to other commitments this wasn't possible.

Survey design

The data collection tool for this phase of community engagement was a short, self-administered survey open-ended questions. The survey (see Appendix A) comprised of eleven questions, which were aimed at understanding what people most like and dislike about specific parts of Boronia, how things could be improved and young people's hopes for the future of Boronia.

Socio-demographic questions included age, gender, Aboriginal and Torres Strait Islander status, and residential location (by suburb). Information related to residential address were not collected due to privacy concerns and potential impacts on youth participation.

Target population group

The primary target group of the survey were young people aged 10 - 25 who live, study, work and play in Boronia. However, because the survey was widely distributed and open to all it was not a requirement that respondents had an immediate connection to Boronia in order to provide their thoughts and opinions.

Survey Sample Summary

In total, we received 265 responses to our survey. In all, 75% of the completed surveys were done by young people living in Knox and the other 25% were people who resided outside of Knox. Of the 75% only 13% were young people who resided in Boronia. The criteria for completing the survey was those who live, work, study or play in Boronia, the high number of responses from those living outside of Boronia highlights the variety of people who use Boronia for its facilities/shops and schools.

The average age was 16 years old.

Results & Analysis

Due to the nature of the survey being open-ended questions, we have narrowed down the young people's responses into commonly occurring themes. Within each question asked we have reported on the top three themes and made special mention to any other themes of note.

Young people were given the choice of the Train Station, Dorset Square and Boronia Park, as to which area of Boronia they wanted to give feedback on. This provided an early indication about what areas mattered most to young people and also gave an idea as to what areas are most frequently used within this demographic. Of the 265 survey responses, the Train Station made up **48%** of responses, Dorset Square made up **23%**, Boronia Park made up **19%** and a further **10%** didn't choose a specific area.

Furthermore, our consultation at Boronia Heights Primary School and Boronia K-12 provided us with another 26 responses. However, these were conducted in a group context rather than an individual survey response.



Train Station

48% of the young people who completed the surveys chose to provide feedback on the Train station. Within those responses there has been certain themes which we have narrowed down into the top three most referenced.

Table 1: What do you like about this area of Boronia?

Key Theme	% Responses	Quotes
Accessible and well connected	36%	<i>"It's easy to get to places from the station and is convenient for locals to get to various stations on the Belgrave line"</i>
Variety of services and shops close by	29%	<i>"I like how there are many services, including shops public transport and a health centre all adjacent to one another"</i>
Station layout	12%	<i>"The enclosed area on the train platform which provides protection from the weather when necessary."</i>

The *accessibility and connectedness* of Boronia Train Station was the most common theme spoken about, with young people also praising the *variety of services and shops close to the station* and the *layout of the station*. Other themes of note was the *presence of PSO's/police* and the *sense of community*.

Table 2: What don't you like about this area of Boronia?

Key Theme	% Responses	Quotes
Challenging people hanging around	32%	<i>"Very dodgy people (can sometimes find used substances etc)"</i>
Poor, worn out facilities and unclean	29%	<i>"I don't like the look of the station. It looks like a dump, some of the facilities don't operate well."</i>
Negative and unsafe feeling environment	20%	<i>"The safety concerns, many times I worry when I pass the area"</i>

The presence of *challenging people hanging around* the station was the most common theme, it's important to note that within this theme there was a frequent reference to *drug users and substances*. Closely following this was *poor, worn out facilities* and *negative and unsafe feeling environment*. Other themes of note was the *lack of security at the station and surrounding areas* and *infrequency of trains*.



Table 3: How would you fix it?

Key Theme	% Responses	Quotes
A larger and more regular presence of proactive security guards, police and/or general train staff	40%	<i>"More police around and to go around instead of sticking together and talking to each other"</i>
Renovate/re- design the area to make it more appealing i.e. green spaces, plants, trees	24%	<i>"By renovating the area to make it look more appealing and more family friendly especially at night time"</i>
Thorough and regular cleaning of the station and its facilities including removing graffiti	15%	<i>"Clean it more often"</i>

A larger and more regular presence of proactive security guards, police and/or general train staff was the most talked about theme in regards to fixing issue around the train station. *Renovating/re-designing the area to make it more appealing* was also a strong theme as was the *thorough and regular cleaning of the station and its facilities*. Another theme of note was the *increase in frequency of trains and buses*.

Table 4: What would you like to see in the future?

Key Theme	% Responses	Quotes
A renovated train station with more modern and functional facilities	23%	<i>"I'd like to see more modern and functional facilities like Ringwood."</i>
A safe environment in and around the station	21%	<i>"A safer, friendlier Boronia"</i>
A more positive community environment	15%	<i>"A more positive environment from the general public"</i>

A renovated train station with modern and functional facilities was the most common theme, closely followed by *a safe environment in and around the station* after this a *more positive community environment*. Other themes of note were *a cleaner station and surrounding area* and *more parks, trees and playgrounds*.

Dorset Square

23% of the young people who completed the surveys chose to provide feedback on the Dorset Square. Within those responses there has been certain themes which we have narrowed down into the top three most referenced.



Table 5: What do you like about this area of Boronia?

Key Theme	% Responses	Quotes
The variety of shops, restaurants and services	63%	<i>"Variety in the shops and how there are places to eat but also places for entertainment such as movies and bowling"</i>
Shops are close, centrally located and easy to navigate	17%	<i>"Everything is close by"</i>
The nearby parks	13%	<i>"The parks"</i>

The variety of shops, restaurants and services was by far most common theme with 63% of responses relating to this, the central location and the nearby parks were the other most common themes. Another theme to note is the local and friendly people and shop community.

Table 6: What don't you like about this area of Boronia?

Key Theme	% Responses	Quotes
It's messy, old, run down and not being used to its potential	27%	<i>"It looks a little bit run down"</i>
The behaviour and presence of challenging people	20%	<i>"I don't like the drunk people in the area because they yell at everything"</i>
Lack of atmosphere and relevant shops	13%	<i>"Today I visited the Boronia Mall with my Mother. And I thought it certainly missing the atmosphere and shops that could liven the place up"</i>

It's messy, old, run down and not being used to its potential was the most common theme when the question was asked 'what don't you like about this area of Boronia?' Following this is the behavior and presence of challenging people and the lack of atmosphere and relevant shops. Other themes of note was too much traffic and the lack of family activities and public events.

Table 7: How would you fix it?

Key Theme	% Responses	Quotes
Redevelop Dorset Square	33%	<i>"Updating street furniture and greenery in the area - maybe providing more shade areas. Encouraging more events and activities in the area, possibly? I'm not sure what can be done to update the shops!"</i>
More relevant shops	16%	<i>"A few bigger name stores perhaps a chemist warehouse and a Big W or Target. Outdoor dining sort of like Knox ozone could be another idea."</i>
Increase police presence	14%	<i>"More patrols around the area and maybe better lighting for night-time"</i>



Young people pointed towards *the redevelopment of Dorset Square* as the most effective way to fix some of identified issues (see table 6), following this was *more relevant shops* and an *increase in police presence*. Other themes of note was to *redesign the roads*.

Table 8: What would you like to see in the future?

Key Theme	% Responses	Quotes
New and updated shops, relevant for all ages	19%	<i>"A livelier mall with new shops and cafes, public art spaces/areas where pop up events can happen"</i>
More community events	12%	<i>"A nice open space with nice attractions events and performers"</i>
More parks, green spaces and playgrounds	12%	<i>"More parks and playgrounds and BBQ area"</i>

New and updated shops, relevant for all ages was the most common response when young people were asked 'what would they like to see in the future'. Closely following this and with the same percentage of responses was *more community events* and *more parks, green spaces and playgrounds*. Other themes to note were *a hustling and bustling Boronia Mall with a positive community vibe* and *more innovative and engaging entertainment spaces for young people*.

Boronia Park

19% of the young people who completed the surveys chose to provide feedback on the Boronia Park. Within those responses there has been certain themes which we have narrowed down into the top three most referenced.

Table 9: What do you like about this area of Boronia?

Key Theme	% Responses	Quotes
The Park and its facilities, including the playground	43%	<i>"I like its playground and the water fountains. I think they look beautiful"</i>
The sense of community	15%	<i>"I like the friendly sport community"</i>
The Basketball Stadium	13%	<i>Great facility to play basketball</i>

The strongest theme by a significant amount when young people were asked 'what they like about this area of Boronia' was *The Park and its facilities, including the playground*. *The sense of community* and *The Basketball Stadium* were the other two strongest themes. Another theme of note was *the location to food spots and shops*.



Table 10: What don't you like this area of Boronia?

Key Theme	% Responses	Quotes
The rubbish	25%	<i>"I don't like that there's a lot of rubbish everywhere"</i>
The challenging people	25%	<i>"Sometimes there are creepy people who loiter in the area"</i>
Proximity to a busy road	17%	<i>"Dorset road is too busy"</i>

The two strongest themes *the rubbish* and *the challenging people* shared the same percentage of responses with 25% each. The third strongest theme was *proximity to a busy road*. There were no other themes to note in this section.

Table 11: How would you fix it?

Key Theme	% Responses	Quotes
Thorough rubbish clear up	24%	<i>"Clean it up"</i>
Increase the police presence	24%	<i>"Better police services Having more young families move in"</i>
Make it more family friendly	10%	<i>"Make more centres and playgrounds"</i>

Young people pointed towards *thorough rubbish clear up* and the *increase in police presence* as the most effective ways to fix the issues mentioned above (see table 10). Another theme was to *make it more family friendly*, also of note was to *increase the number of centers and playgrounds*. There were no other particular themes of note.

Table 12: What would you like to see in the future?

Key Theme	% Responses	Quotes
Current facilities improved	23%	<i>"Improvements to what is already here"</i>
More age appropriate facilities	19%	<i>"More bigger kids play equipment"</i>
A water park/water feature	8%	<i>"I would like to see some more water features"</i>

Seeing the *current facilities improved* was the most common theme when young people were asked about what they would like to see in the future. Following this was more *age appropriate facilities* and *a water park/water feature*. There were no other particular themes of note.



No Selection

A further 10% of responses were completed without a selected area of Boronia. Within those responses only 9 were partially completed. The relevant responses have been included in the above analysis.

Boronia Heights & Boronia K-12 Consultations

26 young people were approached at Boronia Heights Primary School (14) and Boronia K-12 (12). We engaged them in a group consultation where they were given the opportunity to share their ideas around all three areas of Boronia.

The common themes that came through these consultations were very similar to the results shown above. The balance was evenly spread and were indicative of general responses for this survey as a whole. The more unique responses have been included into the 'ideas of note' section below.

Unique Ideas

Whilst the results above tell the story of what young people are saying about Boronia as a collective, this section highlights some of the more unique ideas and suggestions which weren't represented above but Youth Services acknowledged were worthwhile sharing. The following are all presented in straight quotes from young people.

"Well Melbourne Street Art seems to be attracting people to the city. Why not do something similar at Boronia Mall except make it unique. I do have some ideas about that!"

"More innovative spaces for young people"

"Open aired walkways and family friendly areas"

"Updating street furniture and greenery in the area - maybe providing more shade areas. Encouraging more events and activities in the area, possibly? I'm not sure what can be done to update the shops!"

"A livelier mall with new shops and cafes, public art spaces/areas where pop up events can happen."

"A few bigger name stores perhaps a chemist warehouse and a Big W or Target. Outdoor dining sort of like Knox ozone could be another idea."

"A nice open space with nice attractions events and performers"

"Food festivals, craft festivals, arts and culture events"

"Run public events that bring the community together"

"Encourage new business though lowered or free periods of rent. Redesign spaces with a more open, communal feel."

"Fixing up the buildings and getting better shops in. I use to think the mall would be great if it were just full of handmade products, maybe vegan and wholefood seller's as well and Art studios with art classes would be great inside, even co-op workspaces. Just make it a huge art precinct for the community with a place to learn and a place to buy and sell. I imagine artists working in studios while people watch on or come in to learn a new craft and small businesses work side by side to grow artistically and in a business sense as well and a permanent area of handmade"

Boronia Renewal – Youth Consultation, 2019



products available with vegan food choices to snack on while everybody works and children can come in and learn hobbies. Maybe even music and gardening. It'd be something the area doesn't have. But of course it'd take a lot of ongoing work and I understand the mall is owned by a lot of private shop holders and convincing could be difficult. "

"I would like to see in the future maybe another elevator for the disabled."

"Organise another youth street art project - have young adults learn more about street art and community development whilst investing themselves in it - where people graffiti, create a canvas, where people litter, make a garden."

"More art, edible gardens and other plants, more youth-made sculptures and other."

"Redevelop it. Move the station underground and use the land above for a park that acts as a new "town square", and then prepare to redevelop immediate surrounding property into mixed use residential/commercial mid-rise buildings."

"More street art and creative pieces/ less likely to be tagged over, employ professional artists, makes spaces more welcome and interesting."

"Sunday Market to be held at Dorset Square."

"Community garden based in a park."

"Events to be held at the park over public holidays."

"More national reserve parks like Old Joe's creek"

"Community and council work together one weekend to fix up the park"

"A dog park"

"A youth gym"

Conclusion

The Boronia Renewal Youth Consultation gathered a positive amount of interest and participation from the youth community over a short period of time. The large number of responses (291 in total) suggests the importance of giving young people a voice in community matters, such as this. Moving forward, we recommend that young people continue to be involved throughout this process and supported to have a voice in the community.



Appendix A



Boronia Renewal – Youth perspective

1. What is your age?

2. What is your gender?

3. Are you of Aboriginal or Torres Strait Islander origin?

4. What suburb do you live in?

5. If Boronia, how long have you lived in Boronia?

6. Would you like to be kept up to date with the Boronia Renewal Project? *(if yes, please write down your email address)*

Please turn over



7. Choose which area you would like to provide feedback for: *(circle one)*

- *Train Station*
- *Dorset Square*
- *Boronia Park*

8. What do you currently like about this area of Boronia?

9. What don't you like about this area of Boronia?

10. How would you fix it?

11. What would you like to see in the future?

***If you would like to be entered into the draw to win some fantastic prizes, please provide some contact details:*

Name:

Phone number:



Boronia Movement and Access Study

Research Report

Prepared for



integrity . clarity . insight

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Executive Summary

newfocus was commissioned to undertake qualitative research of residents and workers who visit and travel within and around the Boronia Town Centre. The purpose of the research was to obtain community feedback regarding recommended changes emanating from the Boronia Activity Centre Movement and Access Study with a focus to be given on three key proposed interventions: the Green Spine, Public Square and Realigned Bus Route. The community feedback was required to help inform Council in the development of various strategies for the area, including the Boronia Renewal Strategy.

Two focus groups were conducted comprised of a mix of ages, gender, walkers, public transport users, drivers and cyclists, residents, shoppers and workers within the area.

The following provides a summary of the key findings and implications for Council's consideration with full details provided within the body of this report.

1. Existing perceptions of Boronia Town Centre and travel behaviours and options

- Boronia Town Centre is facing numerous challenges with perceptions of the precinct:
 - being dated and neglected
 - with undesirable social elements that make the precinct unsafe and discourage visitation
 - beyond grocery shopping and a few cafes and cinema the precinct has limited retail appeal
 - the precinct is seen as NOT user friendly to access or travel within by car, bike or foot as it is physically fragmented and dissected by busy roads and thoroughfares
 - car parking is limited and spots are a premium (low awareness of improved off street parking in Coles)
- Travelling to and within the precinct by various modes is seen as a challenge:
 - Walking to the centre is only undertaken by nearby residents and generally only during the day – with difficult to avoid side streets seen as unsafe (by both males and females and younger and older adults)
 - A train station near the centre is a positive but the train station itself is seen a hub for undesirables and absence of security presence a discourager
 - Whilst cycling paths outside the centre are few in number they are seen to be of satisfactory quality - for day time use – however heavy vehicle traffic discourages cycling on roads
 - Public transport is used by few and predominantly for longer distance destinations across Melbourne rather than as a mode of travel within the Boronia / Knox area
- Road congestion and parking appears a growing concern – not just in the centre itself but also in surrounding residential streets due to an increase in higher density living making car parking and travelling by car frustrating.

Implications

- *There are numerous interrelated social, economic and physical issues that the Boronia precinct is facing that Council will need to consider for the future.*
- *Without interventions these are likely to escalate and increase the risk that the appeal of the Boronia area as destination to live, work, shop and entertain will further decline.*





2. Overall Perceptions of Boronia Movement and Access Study outcomes

- Initial perceptions towards the proposed outcomes were predominantly positive:
 - something the area needs, adds pride and a sense of community spirit (and reflects Council's interest in the area and residents)
 - the concept of a Public Square with perceived expansion of cafes and markets is seen as having potential to change the retail mix and was the primary driver of increased visitation to the precinct
 - the Green Spine was well regarded but seen as more for recreational cycling than to commute
 - whilst there was some potential to increase walking into the centre due to increased walking paths, this was seen as relevant to nearby residents while residents from outer areas were likely to continue to prefer and use cars
- The key concerns and challenges were:
 - loss of car parking in the precinct with no evident reallocation of parking options – which would push parking into nearby residential side streets and further increase congestion in those areas
 - concerns over continued social issues which would negate the benefits (or simply move the social problems to other areas of Boronia)
 - the continued disjointed and fragmented physical nature of the precinct and absence of options that better join and link the sub areas that comprise the precinct

Implications

- *There appears considerable community support for the proposed changes and Council should be encouraged to further develop these concepts.*
- *Based on initial responses, increased visitation into the precinct is a definite possibility – driven by the Public Square – which is seen as the centre piece of the concepts.*

3. Perceptions of the Public Square

- The concept of the Public Square was seen as the centre piece of the Movement and Access outcomes and the aspect with the greatest potential to enhance the perceptions of Boronia
 - social – bringing in more people, changing the demography and providing for a safer environment
 - physical – enhance the visual appeal, open green spaces
 - economic – with markets, increased patronage by a more affluent demography would encourage investment to alter and expand on the retail mix and enhance the economy of the district
- There are however concerns over:
 - the impact of loss of parking on existing businesses and patrons
 - the size of the available area for the Public Square is limited
 - synergy with a realigned bus route and the Public Square (see later section)

Implications

- *The Public Square appears pivotal to creating a shift in perceptions and functionality of the Boronia Town Centre and Council should consider further developing and defining the concept.*
- *A key challenge may be to develop the Public Square concept within the confines of the available space – to be a desired solution that is achievable.*
- *A more clearly defined impact on and solution to car parking should be part of this process as walking, cycling and public transport may not be sufficient to fill the needs of residents and visitors to the square to replace cars.*





4. Perceptions of Green Spine

- The concept of a Green Spine was very well received:
 - seen as a positive move that adds to the family friendly nature of the district
 - promotes/encourages healthy living
- In its present form the Green Spine is seen for recreational cycling as opposed to commuting, with the missing aspect being the linkage of the spine to other safe cycling lanes that would enable confident safe cycling from home to the spine and to link other areas.
- Other enhancements to the Green Spine concept provided were:
 - extend the concept and link to K12 and other cycling paths outside the district
 - enhance the experience along the spine – including seating, rest, water and exercise stations
- Based on the feedback provided it is likely that residents would use this spine for cycling and for walking.

Implications

- *Considerable support appears to exist for the Green spine concept and Council should consider how to further enhance, through:*
 - *extending the concept to a green cycling network of linked paths*
 - *consider the Green Spine precinct as recreational spaces with expanded services*
 - *consider how cycling and walking along the spine can co-exist*

5. Perceptions of Realigned Bus Route

- The realigned bus route into the main shopping precinct / public square has appeal but this is predicated on the nature of the realigned route and its impact on the amenity of the Public Square.
- To maximise its appeal and the utility of the collective intent of the proposed outcomes (including the Public Square), the realigned bus route would need to:
 - be an extension of the route from the rail station bus hub
 - be linked to the public square via a shuttle service (possibly using smaller buses)

These are believed needed to minimise the space taken by buses (and maximise space for the square) and minimise the negative impact of buses on the relaxed nature of the green square amenity with alfresco dining/cafes.

Implications

- *The concepts of Public Square and realigned bus route are inter-related and greater clarity should be given on their collective workings.*
- *Based on feedback provided a key requirement of the proposed concept would be to extend the bus service / link from the rail station to the square via a shuttle service.*





1. Background

Knox City Council recently completed the Draft Boronia Activity Centre Movement and Access Study.

This study was conducted to gather data on the current conditions, public transport services, movement patterns and access for pedestrians, cyclists and traffic flows throughout Boronia.

The study aimed to identify future improvements to the streetscape and road network to give a greater priority to pedestrian and non-vehicle movement and access to local destinations to support a vibrant and active Boronia.

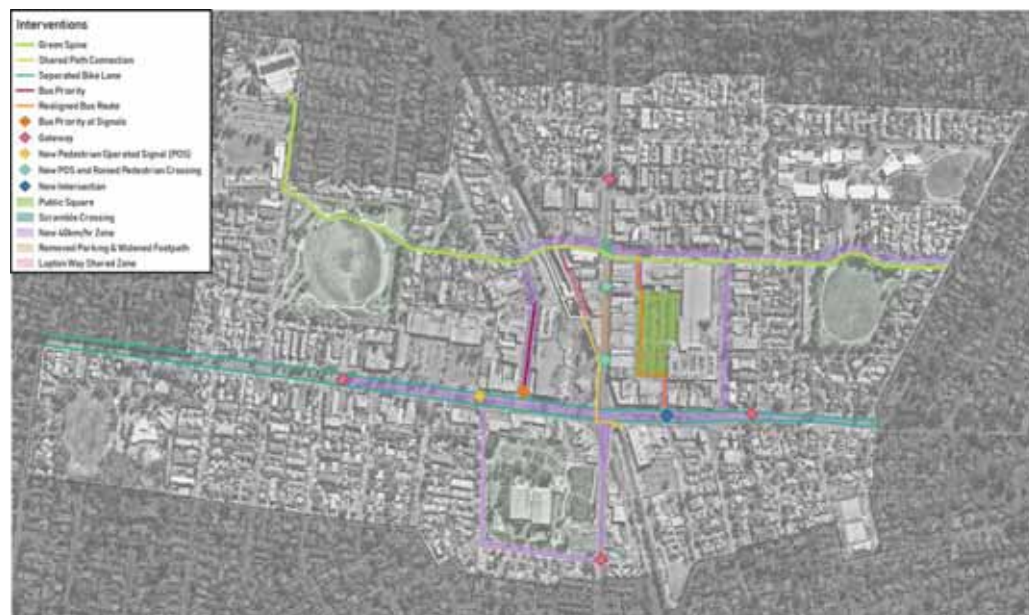
The defined objectives of that study were:

- Improve amenity, connectivity and legibility of pedestrian network to, and within the Boronia Activity Centre.
- Support increased use of the Boronia Activity Centre for leisure, recreation, commercial and visitor use.
- Provide a connected bicycle network with dedicated facilities linking key destinations with Boronia.
- Reducing impact of car parking and associated activity on the amenity and environment.
- Efficiently manage the road network, particularly along Boronia Road and Dorset Road.

The said study identified numerous issues that were constraining pedestrian and cyclist movement and planned changes to the network to cater for future population growth.

A key finding from this exercise was the need to reduce the volume of car trips and shift people to public transport and active modes (walking and cycling).

A range of interventions were suggested to achieve the desired outcomes, as displayed in the diagram below.



To help inform Council in the development of various strategies for the area – including the Boronia Renewal Strategy, Council sought feedback from the community towards the recommended changes emanating from the Boronia Activity Centre Movement and Access Study – with a focus to be given on three key proposed interventions: the Green Spine; Public Square and Realigned Bus Route.

newfocus was commissioned to undertake this research (subject of this report).



2. Aims and Objectives

Following a series of discussions with Council in ratification of scope of the research, the agreed aims, areas of interest and objectives of this study were as follows:

2.1 Research Aims

Key aims of Current Research Project (subject of this report)

- Gauge the level of support for the recommendations in the study
- Test/refine recommendations based on local knowledge and user conditions
- Identify gaps or other ideas from community users

2.2 Key areas of interest

Whilst the research was to provide feedback on the broad concepts/recommendations of the Boronia Activity Centre Movement and Access Study, a focus was to be given on three key aspects:

- The new Green Spine
- Redevelopment of current car parking to be a Public Square
- Realigned Bus route alongside the Public Square to better enable increased use of public transport

2.3 Objectives of current study

To explore and establish:

1. Current perceptions of the Boronia central area
 - reasons for visiting and reasons for avoiding the area
 - what would encourage them to visit/frequent the area more often
 - perceptions re public transport, cycling, walking, traffic, car parking in the area
 - what would encourage them to use alternatives such as public transport, cycling or walking more often
2. Overall Perceptions to Movement and Access Study outcomes
 - strengths / weaknesses
 - likely impact on their travel behaviour – what would they do more of / less of (ie visit area more / less, use alternatives more / less etc)
 - concerns had for the concept as a whole
 - additional information needs
3. On each of three key items (Green Spine; Public Square; Realigned bus route)
 - strengths / weaknesses
 - likely impact on travel behaviour – what would they do more of / less of (ie visit area more / less, use alternatives more / less) and reasons why
 - concerns for each aspect and how to overcome objections
 - how each aspect could be enhanced
 - additional information needed re: each aspect
4. Suggestions from participants for Council's consideration



3. Methodology - Qualitative Focus Groups

A qualitative focus group methodology was adopted to explore community perceptions related to the outcomes.

Two focus groups were held – the profile, basis of recruitment and approach undertaken is outlined below.

	Group 1	Group 2
Participant profile	Mix of those who frequent Boronia central area: a) Via public transport b) Walkers and cyclists c) Aged / disability All were residents of the Knox area and comprised a mix of ages and genders.	Mix of those who frequent Boronia central area via: a) Public transport users b) Walkers and cyclists c) Work within the area Participants were of mixed ages and genders, residents and workers.
Group selections and mode of recruitment	Via two sources <ul style="list-style-type: none"> from lists provided by Council, ie: community reference group data base supplemented by respondents from a newfocus social media and random telephone recruitment 	Via two sources: <ul style="list-style-type: none"> via social media campaign run by newfocus – prospective participants register interest to be involved in focus group random telephone recruitment
Participant recruitment method	<ul style="list-style-type: none"> newfocus developed a recruitment screening instrument newfocus recruiters were fully briefed and all recruitment done in-house under supervised conditions contact via phone from supplied lists (Grp 1) and those who registered interest from social media and random telephone selection (Grp 2) for screening of eligibility eligible recruited participants were sent written confirmation of the time/date/location of the group each participant was contacted 24 hours in advance of groups to confirm attendance 	
Number of participants	Group 1 Recruited 10 and 10 attended Group 2 Recruited 10 and 8 attended <i>Total Recruited 20 and 18 Attended</i>	
Dates and Times	Both groups were held on Wednesday 19 December 2018. Grp 1: 5:30pm to 7:00pm Grp 2: 7:15pm to 8:45pm	
Group length	90 mins each	
Remuneration	\$100 per participant	
Venue	Knox City Council Civic Centre	
Discussion Guide And Stimulus material	<ul style="list-style-type: none"> newfocus designed a discussion guide following agreed objectives and key lines of enquiry. Stimulus material outlining the key aspects of the proposed outcomes along with some optional aspects to each key area of focus were prepared collaboratively for use during group discussions. Input was sought from and final approval provided by Council to both the discussion guides and stimulus materials. 	
Group moderation	The focus groups were moderated by a senior newfocus research consultant.	



Results

The following sections provide the outcomes and implications emanating from the focus groups.

These are presented in the following order:

4. Current perceptions of Boronia central area, travel behaviours and perceptions of travel options
5. Overall perceptions to Boronia Movement and Access Study outcomes
6. Perceptions towards Green Spine
7. Perceptions to Public Square
8. Perceptions to Realigned bus route
9. Concluding suggestions from participants for Council's consideration

For each of the above an initial overview of key insights and implications are provided followed by the results from discussions had against the key lines of enquiry.

Note: The outcomes and implications are based on qualitative research only and whilst they may inform of community sentiments towards the various aspects of the Movement and Access Study outcomes addressed they should not be construed as necessarily representative of the broader Boronia area resident or worker community, where further quantitative research would be required to do so.



4.0 Perceptions of Boronia Town Centre, travel behaviours & travel options

Summary of key findings

- *Boronia Town Centre is generally not well perceived - it is seen as dated and neglected, with many seedy, undesirable social elements that discourage visitation and make the precinct unsafe (especially at night).*
- *As a retail precinct, beyond grocery shopping and a few cafes and a cinema the precinct has limited appeal.*
- *Being disjointed, fragmented and dissected by busy roads and thoroughfares, it is NOT seen as user friendly to access or travel within by car, bike or foot.*
- *From a travel perspective, whilst busy roads are accepted by drivers, car parking is seen as limited and spots are a premium. There also appears a lack of awareness of available and improved off street parking in Coles.*
- *Walking into the centre is only undertaken by a few and only during the day. Whilst side streets are seen as unsafe and desired to be avoided, the physical structure makes avoidance of side streets and lanes difficult.*
- *Having a train station near the centre is a positive but the train station itself is seen a hub for undesirables and absence of physical security presence a discourager – again especially at night.*
- *Walking paths are perceived of limited quality and whilst cycling paths outside the centre are few in number, those available are seen to be of satisfactory quality for day time use. Cycling into the centre is seldom undertaken due to risks from other vehicles/road users.*
- *Public transport is used to travel to and return from longer distance destinations across Melbourne rather than as a mode of travel within the Boronia / Knox area.*
- *Road congestion and parking appears a growing concern – not just in the centre itself but also in surrounding residential streets due to an increase in higher density living – which is increasing population, cars, road congestions and making car parking and travelling by car more frustrating – yet the infrastructure to cope with increased cars is seen as not having been provided for by Council.*

Implications for Council

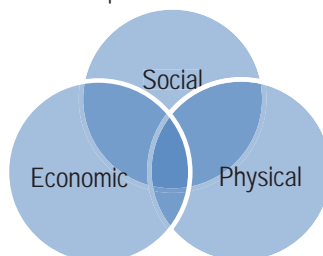
- *There are numerous interrelated social, economic and physical issues that the Boronia precinct is facing that Council will need to consider for future development.*
- *Without suitable interventions these are likely to escalate and increase the risk that the appeal of the Boronia area as destination to live, work, shop and entertain to further decline*

Results

4.1 Perceptions of Boronia Town Centre

Whilst perceptions of the broader Boronia area as a place to live were considered to be not too dissimilar to that of other areas of Knox or Melbourne, the perceptions of Boronia Town Centre itself (with few exceptions) were not complimentary.

The general tone and descriptors for the Town Centre precinct included reference to negative social, economic and physical aspects of the precinct – aspects which are interrelated:





Social aspects

"Interesting!"	<i>All types of people – workers, students, homeless, druggos, alcoholics</i>
"Seedy"	<i>Hidden corners attract riff raff; had experience seeing people shoot up, talk about drugs, known drug exchange areas, see them smoking before coffee, sitting behind police station drinking cask wine</i>
Safety	<i>During the day happy to take kids to Coles and Safeway – BUT don't feel comfortable after 5pm; people come out that you don't want kids to be around; don't want to see behaviours</i>

Economic aspects

Fragmented	<i>Three different shopping areas (fragmented cluster of separated shops)</i>
Low Value/Cost	<i>Take Kmart and Coles out and there's nothing there Mish-mash of assorted shops; random shops, discounted shop, doesn't stand for anything, don't offer much – unless shopping for groceries don't shop there Centrelink; methadone clinic and bottle-o within 100m</i>

Physical aspects

Chaotic	<i>Main artery of Melbourne traffic - packed 3pm to 6pm (Bayswater road and back streets)</i>
Disjointed	<i>A few shopping centres spread out, broken by roads, have to cross rail lines, not centralised, difficult to travel around within, shopping malls are isolated and not linked, when malls closed have to walk around (dark areas)</i>
Dated	<i>Unattractive, better options elsewhere that look better than Boronia, graffiti, not appealing environment, run-down, nothing to be proud of</i>
Safety	<i>Dark, unlit, hidden corners and laneways</i>
Congestion	<i>Increasing congestion due to increase in higher density living; more people, more cars, more cars parked on road – impacting surrounding residential areas and ability to travel freely (narrow streets)</i>

Despite these there were some more positive aspects referenced about the Town Centre which tended to be more isolated views of individuals as opposed to general consensus (as was found with the negative perceptions). These more positive references included:

- *Train station in middle of suburb*
- *Asian restaurants and cafes*
- *K-Mart in a relatively small shopping precinct*
- *Cinema – not crowded and cheap (\$9 adult/\$8 child) compared to Knox Cinema (expensive and busy)*
- *Good sports bar upstairs that no one knows about*

Attitudinal differences between demographic sub-groups

Whilst there was widely held consistent perceptions of the Boronia Town Centre across all demographics in regarded to social and physical aspects it was only on the Economic aspects that some variances between demographic sub groups were evidenced – where 'some' older, more conservative, long standing male residents and some lower socio-economic participants appeared less negative and somewhat more accepting of the economic / retail aspects of the Boronia Town Centre.





4.2 Reasons, frequency and mode of travel used when visiting Boronia Town Centre

Current usage of Boronia Town Centre and travel behaviours

The dominant reason for visiting the Boronia Town centre is grocery shopping - done on at least a weekly basis and often on a more regular basis. Often travelling for shopping is done by car as it forms part of a separate journey (ie do shopping after work on the way home – or after taking children to school/sports etc)

This is followed by the occasional café visit, cinema, other services (banks, optometrist etc) and for discount Op shops.

Shopping for fashion and other service categories tended to be done elsewhere (Knox).

The mode of travel to Boronia Town Centre varied where for major shopping the car was preferred and the most often used mode.

Public transport to get to Boronia Town Centre itself was seldom used – rather people travel to Boronia by car to access public transport (Train and buses) to travel to and from other places of Melbourne.

Walking into Boronia was used only on occasions for incidentals but only by those who lived in close proximity.

Walking in the broader Boronia area for recreational purposes was seldom cited as a form of deliberate behaviour.

Cycling was used by some (mainly older males) for recreational purposes and normally in surrounding areas as opposed to the Boronia Town Centre itself.

Unprompted – What would encourage increased visitation of Boronia Town Centre?

When asked to state what would encourage participants to visit Boronia Town centre more often, the responses related to the social, economic and physical aspects of the Town Centre (note desired travel options to make it easier are dealt with later):

Social	<ul style="list-style-type: none"> • <i>more police / security</i> • <i>less seedy activities (9 massage parlours in the area)</i>
Economic	<ul style="list-style-type: none"> • <i>better shopping</i> • <i>more activities – places to go / more to do</i> • <i>mall has a feeling of it is dying, barren, closed</i> • <i>demolish and rebuild</i>
Physical	<ul style="list-style-type: none"> • <i>more lighting</i> • <i>roads – no right turns at peak hour traffic - better coordinated traffic lights</i>





4.3 Perceptions of current travel options into and around the Boronia Town Centre area

The following provides a summary of the existing perceptions of each of the travel options:

- cars and traffic
- car parking
- public transport
- walking
- cycling

Perceptions of travelling by car and traffic

It is widely accepted that travelling by car into and around Boronia 'at peak times 3pm to 6pm' is problematic and at times chaotic, due to:

- high traffic volumes
- multiple large roads converging
- numerous intersections
- numerous congested narrow roads
- what is described as poorly designed internal road systems:
 - especially around shopping centre car park entrance and exit points
 - and around those intersections where people need to make right hand turns

Having said so the traffic itself is not seen as significantly unique to Boronia as is seen in other 'traffic hot spots' in and around Melbourne.

Perceptions of car parking

Rather than the moving traffic itself – it is the parking that is seen as more problematic, due to:

- limited on street car park facilities and congestion of narrow roads
- limited car parking in Dorset square
- limited time allowed for off street parking
- limited car parking at rail station for public transport users – needing to get there early to secure a spot
- increased parking in surrounding residential areas:
 - due to higher density living – with more cars with more parking
 - and with limited car parking in other areas resulting in people parking in nearby residential streets
- these in turn impact the flow of traffic in residential areas (needing to wait for other vehicles to pass along narrow roads blanketed by cars parked on either side of roadway)

Whilst several participants noted that considerable off street car parking was available but not being utilised in the Coles complex (since an upgrade to the car-parking facility), others were not aware of this and perceived it as it was previously and continued to avoid the Coles complex car parking (believing it still required pushing trolleys up along the ramps – not aware of the escalators that had been introduced).

This suggests that collectively it is the car parking that may be more of a discourager to travel into Boronia Town Centre than the traffic and whilst there is off street parking congestion the total car parking options available may not be fully being utilised.

Perceptions of Public Transport into and around Boronia Town Centre

Perceptions of public transport vary for rail and bus were provided primarily by those who use Public Transport as opposed to those (the majority) who don't.





Generally speaking – unless one is travelling to other distant parts of Melbourne (by train or bus) or did not drive a car, public transport was seldom if ever used with cars being the preferred mode – as it was simply more convenient to do so.

On Rail

Having a railway station in close proximity to the Town Centre is seen a positive and provides residents with a good option for travelling to and from other parts of Melbourne.

The main issues with rail – apart from car parking as noted above – is the Rail Station itself and feelings of it being an un-safe place to be – especially after dark due to:

- *the social elements of those who may be hanging around*
- *lack of Protective Services Officers (security)*
- *darkened / not well lit areas*
- *security cameras were stated to have been non operable “for years”*

Apart from the security aspect, around the rail station the only other issue raised re: rail was cancellation of rail services – with one participant citing four cancelled trains in the past three weeks. Concern over possible rail cancellations required the participant to drive to the rail station so as to ensure they have their car available to travel to their work destination in event of a cancelled rail service. It also resulted in the participant having to pay for tolls travelling to and from car parking at their end destination (at an extra cost of \$95 to get to work in the period).

On Bus services (by those who use buses)

The issues raised in regards to bus services were several:

Reliability	<ul style="list-style-type: none"> • though stated to have improved in recent times reliability of timing of services was cited as a discouraging aspect of using buses with services often late to arrive • part of this was seen caused by the long haul nature of many services into Boronia with buses coming from distant locations and being caught up in traffic and delayed outside Boronia itself
Frequency	<ul style="list-style-type: none"> • frequency of services was cited as an issue with often long gaps of 30-45 min between services
Limited local area bus services	<ul style="list-style-type: none"> • related to reliability and frequency was the view that bus services are long distance hauls (from distant locations) with few bus routes provided that service local area public transport needs • further exploration of this was beyond scope of research
Last services	<ul style="list-style-type: none"> • a further criticism by several bus users was the lack of later services – with services appearing to finish 8:30pm – therefore impacting on late work or evening public transport use
Safety and security around bus stations	<ul style="list-style-type: none"> • Bus stations/stops feeling unsafe through: <ul style="list-style-type: none"> ○ presence of ‘undesirable’ social elements of the community ○ lack of security personnel
Lack of weather protection at bus stops	<ul style="list-style-type: none"> • Users and non-users also noted bus stops are unprotected from the weather which present a further discourager to use



Perceptions of walking to and within the Boronia Town Centre

Walking to Boronia Town Centre

Walking into Boronia does occur at certain times but appears only ever done by those who live in reasonably close proximity – in surrounding residential areas - and almost exclusively during the day and NOT at night.

Concern over personal safety was the main factor impeding walking into Boronia. Whilst this concern was evidenced more amongst females it was also evidenced amongst males, with one younger male participant (who resides in close proximity and does at times walk into Boronia) – describing walking into Boronia as:

"I will risk it. But always feel like....what will I encounter this time?"

Concerns over personal safety when walking was again due to the perceived socially undesirable elements of the community with *"people around doing weird things – yelling [mental health] needing help"*

Whilst walking along main roads (during the day) was seen as safer and generally OK, walking along smaller side streets and lanes to get to Boronia was seen as unsafe even during the day.

At night people avoid walking into (or around Boronia) with darkened streets and lack of street lighting adding to a sense of foreboding unease.

Other aspects impeding walking into Boronia were the physical aspects of the walking areas which were seen as *not well set up for walking*:

- *may have paths on one side but not the other*
- *narrow paths that become awkward for multiple users*
- *uneven surfaces*

(Uneven surfaces was also cited by participants who had relatives that used motorised scooters as reasons for their aged relative not being able to travel as freely as they may otherwise would, as scooters were not able to be used in some locations).

Walking within the Boronia Town Centre

Whilst walking into Boronia itself has several discouragers – there are also numerous frustrations encountered when walking within the Boronia Town Centre precinct. These factors were similar to those previously outlined:

- social elements – especially afternoons, around public transport hubs and in side lanes and alleys
- disjointed structure of the precinct with segregated shopping areas - separated and dissected by major and minor roadways that needed to be traversed to complete one's varied reasons for visiting Boronia
- limited pedestrian walkways across streets – frustrated and at times they *risked* walking across main / busy roads rather than walking to next pedestrian crossing
- behaviour of drivers themselves added to personal risk factors where *K-Mart / Coles car park with cars speeding – and where back of Woolworths* claimed to be area that *someone almost gets run over every week*
- Malls that were closed at night and prohibited cutting through - needed to be walked around (and the unease this presented at night)

Collectively these suggest that doing all one's business in Boronia Town centre (and the economic potential of the area) is being significantly hampered by the extra efforts needed for people to move around the precinct by foot to complete all tasks. This may be leading residents to visit Boronia for single purpose short trips rather than multi-purpose longer visits.





Perceptions of cycling into and within the Boronia Town Centre and the surrounding environs

As previously mentioned, cycling was not a mode of travel commonly undertaken and when it was appeared to be used by older male residents for recreational purposes. Use of bicycles for commuting was not evident amongst participants.

Amongst cyclists, cycling outside main shopping areas was seen as OK but cycling in the centre itself was seen as a risk where one had to be conscious of own safety- mainly from other vehicles (but also with some concern of the social elements).

Suitable bike parking facilities for cyclists were not a discourager for cycling in the centre as these were available – rather safe cycling paths were not believed to be available in the centre or seen as too narrow to share the road with cars.

Outside of the town centre the cycle paths available, whilst not believed to be sufficient in number, were generally seen as satisfactory for day time recreational cycling – though some noted as having pot holes.

As with walking, cycle paths were not seen suitable for night use due to lack of lighting.

4.4 What would encourage increased use of alternative travel options?

The following provides a summary of what participants believed would encourage greater use of alternative modes of travel to cars.

These were elicited before presentation of the outcomes from the Boronia Movement and Access Study.

Public transport	<ul style="list-style-type: none"> • <i>increased frequency of buses – 45min too long</i> • <i>PSO (protective services officers) at stations at night</i> • <i>later services</i> • <i>make more services for the local area – not long distance hauls – problems / delays sometimes caused outside Boronia itself</i>
Walking	<ul style="list-style-type: none"> • <i>get rid of junkies</i> • <i>better lighting</i> • <i>better connections across Dorset Rd -- sometimes if late the various arcades are closed and need to walk the long distance around</i> • <i>a pedestrian overpass over Dorset road - overpass to have restaurants, shops etc</i>
Cycling	<ul style="list-style-type: none"> • <i>take cars off road</i> • <i>driver education</i> • <i>more space for bike lines</i> • <i>better paths for bikes – not pot holes</i> • <i>wider paths – dangerous at moment</i> <ul style="list-style-type: none"> ○ <i>bike paths around rail line OK but not along main / side roads</i> ○ <i>roads aren't wide enough to allow bike paths</i> • <i>more places to park bikes</i> • <i>better lighting</i> • <i>better markings (fluoro lighting) on roads</i>





5.0 Overall Perceptions to Boronia Movement and Access Study outcomes

Participants were provided with visual stimulus providing preliminary basic information outlining the various elements of the Boronia Movement and Access Study outcomes and asked to highlight those aspects that appealed and those that they disliked or were concerned about (Refer Appendix 1).

Summary of key findings

Initial perceptions towards the proposed outcomes were predominantly positive:

- Something the area needs, adds pride and a sense of community spirit
- Positively reflects Council's interest in the area and residents
- The Public Square with perceived expansion of cafes, markets is seen as having potential to also change the retail mix and was considered the primary driver of increased visitation to the precinct – with potential for visitors to stay longer and spend more
- The Green Spine was well regarded but seen as more for recreational cycling than function cycling into the centre itself
- Whilst there was some potential to increased walking into the centre this was seen as likely more so by nearby residents – with residents from outer areas likely to continue to use cars (as opposed to public transport)

The key concerns and challenges were:

- impact of loss of car parking in Dorset square with no evident reallocation of parking options – other than to push parking into nearby residential side streets – which would increase traffic congestion in those areas
- concerns over continued social issues which would negate the benefits (or simply move the social problems to other areas of Boronia)
- the continued physical disjointed and fragmented physical nature of the precinct – which in an ideal world would have included options that better join and link the sub areas that comprise the centre precinct

Implications for Council

- There would appear to be considerable community support for the proposed changes which Council should be encouraged by and which appear to support further development of the concepts
- Based on initial responses, increased visitation into the precinct is a definite possibility – but driven by the Public Square. The Public Square is perceived as the centre piece of the concepts
- From a travel mode perspective the Green Spine has potential to increase recreational cycling but not necessarily for commuting into the precinct itself
- In terms of non-car travel options, the changes proposed appear to be more relevant for residents in walking/short cycling distance with residents in outer areas more likely to continue to use and prefer use of cars to visit the precinct rather than to move to use of public transport
- As a result car parking is still seen as an issue and without a parking solution being clearly conveyed may hold back support and full potential for the concepts

Results

5.1 Initial Perceptions of Boronia Movement and Access Study outcomes

Initial perceptions of the key outcomes provided emanating from the Boronia Movement and Access Study were predominantly positive in nature, where collectively the proposals were seen as:

- reflecting Council interest in the future of the Boronia area
- Public Square improving on current appeal of Boronia as a activity centre – with potential to enhance the appeal of the Square and the precinct as an economic/retail destination
- opening of the area with the Green Spine to encourage *recreational* cycling
- some enhancing of the flow of traffic for private vehicles, buses, cyclists and pedestrians
- making the area *some-what* more user friendly from a pedestrian perspective





The major concerns (by some) were related to the:

- loss of car parking in Dorset Square and flow on impact on drivers for parking, the economic impact on existing retailers from loss of parking and perceived likely increase in car parking (and congestion) in neighbouring residential areas
- lack of addressing the still disjointed and fragmented nature of the precinct as a whole
- concerns of the impact of the realigned bus route and possible dislodgement of the route from the bus stop hub at the rail station
- concerns of the continued challenges posed by undesirable social elements and / or simply moving the social problems to other areas of Boronia

Other less often mentioned concerns were:

- the need to have 40km zones in place 24/7 – with a preference to have it limited to certain times
- the functional and cost effectiveness of Gateways

The following provides a summary of the initial perceptions (positive and negatives/concerns) provided on each of the key elements of the Boronia Movement and Access Study outcomes presented:

Aspect	Positives	Concerns
Public Square (generated the greatest discussion point)	<ul style="list-style-type: none"> • <i>Dorset Square becomes an activity square – more attractive for shopping</i> • <i>Boronia needs a public space that is open and attractive – restaurants pedestrians – like Bourke street</i> • <i>Public Square – is it like Ozone? Restaurant and movies OK – need links to Cinemas</i> • <i>Public Square will bring people into area – give people something to do – at the moment it's a car park - a nothing space</i> • <i>people would buy their lunch and have it there</i> 	<p><i>Concerns expressed more by older / conservative males</i></p> <ul style="list-style-type: none"> • <i>Parking is at a premium now. Where will we put the cars?</i> • <i>Put the final nail in coffin of retailers – take away parking – would stop going to Boronia</i> • <i>Historically retailers paid for the car parks – take car parks take business customers</i> • <i>Need a car park elsewhere</i> • <i>Could the square / market be like Camberwell where car park during week and markets on the weekend – still bring people in</i> • <i>At the moment Coles car park is free – if remove car parks Coles would charge for parking</i>
Green Spine	<ul style="list-style-type: none"> • <i>great idea – links other aspects</i> • <i>makes it easier to get around by means other than cars</i> • <i>encourages cycling / healthy</i> 	
Realigned Bus Route	<ul style="list-style-type: none"> • <i>realigned bus routes make it easier to get to centre of activity</i> 	<ul style="list-style-type: none"> • <i>Bus going closer to town centre – but then needs to link to station</i>
Shared paths and separate bike lanes	<ul style="list-style-type: none"> • <i>shared paths and separate bike lanes make it easier to get there</i> • <i>Shared path connection – make it clear on where / how to get around – better connectivity</i> 	<ul style="list-style-type: none"> • <i>shared path pedestrians and bikes is a CONCERN – especially for people with prams</i>
Bus priority at lights	<ul style="list-style-type: none"> • <i>Good for bus users</i> 	<ul style="list-style-type: none"> • <i>Nice but only one lane – have road congestion anyway</i> • <i>A waste of space when buses not on roads</i>



Gateways	<ul style="list-style-type: none"> • <i>Like the gateway - make things more attractive, gives a sense of community pride</i> 	<ul style="list-style-type: none"> • <i>Don't see point – looks like Victoria street Richmond</i> • <i>Money should be spent on functional aspects first</i> • <i>Gateway better when we are proud of it. At moment better if people don't know we're here</i>
Reduced 40km zones		<ul style="list-style-type: none"> • <i>40km – OK but maybe 50km will do</i> • <i>doesn't need to be 24/7 – can just be at certain times</i>
Changes to social elements	<i>Proposed changes could bring into the precinct a different and more socially desirable mix of "customers"</i>	<ul style="list-style-type: none"> • <i>Issue is still safety – doesn't matter what changes you make - if safety not addressed no purpose</i> • <i>Won't change perception if people are still chomping outside Centrelink</i> • <i>Needs to move people out – (social)</i>

5.2 Perceptions of impact on Boronia Town Centre, visitation and use of alternative mode of travel

Perceptions of the impact emanating from the Movement and Access Study on Boronia Town centre itself, the likelihood to visit the centre more often and to do so via non-car alternatives were positive but restrained:

The general view was that the proposed outcomes would:

- be a definite benefit for Boronia and a move in the right direction
- would have a positive impact on making the precinct (mainly through the Town Square and associated cafes/enhanced retail and activity) an attraction point and if these eventuated would encourage increased visitation, longer stays and potential for greater spend

And with potential

- to use or at least consider alternative modes for nearby residents visiting the precinct for recreational purposes (as opposed to visit for grocery shopping which still required cars - or those who reside further away who would likely still need to drive)

The responses provided by participants were as follows:

Impact on Boronia Town Centre	<ul style="list-style-type: none"> • <i>Heading in right direction</i> • <i>A good thing - can't be worse than it is now</i> • <i>Tells people Council cares about the area</i>
Impact on visiting the precinct more often	<ul style="list-style-type: none"> • <i>More suited for people who live within 1km walking distance or a short bike ride – if live further away (2,3,4 km) would probably visit Boronia less often (older male)</i> • <i>Yes – go more often, feel more comfortable in the area and may stay longer/spend more money</i>
Impact on using alternative modes	<ul style="list-style-type: none"> • <i>Give people options on modes of getting there</i> • <i>Encourages less car culture – as we don't have infrastructure for so many cars</i> • <i>Could ride kids on bikes (to kindy and recreational riding)</i> • <i>Think more positively about using alternatives to cars - maybe encourage more walking</i> <i>But</i> • <i>Depends on what your reasons for going are – won't change for shopping, can't walk or use PT when shopping</i> • <i>If it's raining not going to use more public transport as nowhere presently to stay out of rain – no shelters</i>





Other concerns

- *Seems aimed at increasing higher density living*
- *It will be better IF ALL aspects come together as need car parking to ease movement but need parking for those using the public square*
- *Doesn't deal with the fragmentation of Boronia itself (still disjointed/fragmented) – still need an easy walk through / link for the various arcades in the area*
 - *the concept of a pedestrian overpass with retail within the overpass was suggested by a few (small number) of participants*
- *Council needs to consider not just the Town Centre but the feeder roads as well*
- *Realigned bus route – is it new or moved (needs connection to rail station)*



6.0 Perceptions of the Green Spine

Participants were provided with visual stimulus providing some further information and possible inclusions related to the Green Spine and asked to highlight those aspects that appealed and those that they disliked or were concerned about (Refer Appendix 2).

Summary of key findings

- The concept of a Green Spine was very well received and seen as a positive move that adds to the family friendly nature of the district and promotes/encourages healthy living.
- In its present form the Green spine is seen for recreational cycling as opposed to functional commuting as the missing aspect is linkage of the spine to other safe cycling lanes that would enable confident safe access from home to the spine and to link other areas. This can be considered as a Green Spine needing a Green Skeleton.
- Numerous other enhancements to the Green Spine concept were provided which would extend the concept and link to other cycling paths outside the district as well as suggestions to enhance the experience along the Spine – including seating, rest and water stations as well as exercise stations.
- Based on the feedback provided it is likely that residents would use this space for cycling and for walking.

Implications for Council

Based on the feedback considerable support appears to exist for the Green Spine concept and Council should consider how to further enhance, through:

- extending the concept to a green cycling network of linked paths
- consider the Green Spine precinct as recreational spaces
- consider how cycling and walking along the spine can co-exist

Results

6.1 Perceived strengths, weaknesses and possible enhancements of the Green Spine

Perceptions of the Green Spine were predominantly very positive with no critical negatives raised – rather suggestions on how to improve the Green Spine concept.

Overall, the Green Spine in its present form is seen as a positive move that opens the area up to cyclists (and walkers) by providing an easy to use family friendly recreational cycling/walking space.

The use of term recreational above is deliberate, as the key aspect lacking is the linkage between the Green Spine and other cycling friendly aspects within the district. This linkage would be required to enable easy and safe cycling from people's place of residence to the Green Spine (to avoid / reduce issues of cycling on roads which are seen as a risk factor inhibiting cycling).

This linkage was described by one participant as the *Green Spine needing a Green Skeleton* (the feeder lanes for cyclists).

The strengths and few weaknesses/improvements identified related to the Green Spine are provided below:

Strengths / likes of Green Spine

- Make Boronia more family friendly
- Safe place to ride - young people can learn about bike safety
- Encourage people to go out more – out of cars, for walking and cycling, promotes exercise / good health
- More flexible – allows exploration of other areas in the district by bike, crosses existing bike paths, passes ovals and parks where people can do other things





- *Less car traffic and reduced speed zones encourage bike riding (though some would prefer speed limits to not be 24/7)*
- *Visually appealing - improve property value (for residents near the Green Spine)*
- *Green Spine has start and end spots (also seen as a limiting factor)*

Key improvements / essential aspects to the Green Spine

- *Still have to get there from home (link to the Green Spine not presently good). Needs to be a green skeleton*
- *Needs a loop – not just a Point A to Point B*
- *Green Spine should continue to School – K12*
- *Display how the Green Spine extends beyond the pictured area and how it links to cycling paths in other areas*
- *Needs wide paths (essential)*
- *Needs lighting (essential)*
- *Needs good surfaces (essential)*
- *Spine to traverse along tree shaded paths*

Possible weaknesses

- *Where crosses over at Dorset Rd (people don't obey road rules) (may need extra attention at these)*
- *Path crosses into Oval property (used by Boronia Hawks) who close gates during winter and charge entry fees during home games - (may need review of path location or negotiation with Boronia Hawks)*

Other possible enhancements to the Green Spine suggested by participants

- *provide seating / rest spots and water stations along the way*
- *include puncture repair stations*
- *provide exercise stations along the way*
- *provide hire bike services*

6.2 Perceived impact of the Green Spine on how people would travel in and around the area

As noted above, the Green Spine in its present form appears to have potential to encourage increased use of recreational cycling along the Green Spine route.

To encourage greater and broader use of cycling within the region would (based on feedback provided by participants) require the Green Spine and other cycling paths to be more closely linked.

This could be partly addressed by how the Green Spine concept is presented and communicated - where rather than a Green Spine being provided as a distinct feature the idea of the green skeleton being explored and linkages displayed.

However, it is likely that gaps exists between the feeder lanes and the spine that Council may wish to explore solutions to.



7.0 Perceptions of Public Square

Participants were provided with visual stimulus providing some further information and possible inclusions related to the Public Square and asked to highlight those aspects that appealed and those that they disliked or were concerned about (Refer Appendix 3).

Summary of key findings

The concept of the Public Square was seen as the centre piece of the Movement and access outcomes and the aspect with the greatest potential to enhance the perceptions of Boronia

- social – bringing in more people, changing the nature of people in the area and providing for a safer environment
- physical – enhance the visual appeal, open green spaces and ultimately more attractive architecture (with new businesses arising)
- economic – with markets, increased patronage by a more affluent group of people would encourage investment to alter and expand on the retail mix which would add to the economics of the district

There are however concerns over:

- the impact of loss of parking on existing business and patrons
- the size of the available area being limited
- synergy with a realigned bus route (see next section 8.0)

Implications for Council

- The concept of a Public Square appears to be pivotal to creating a shift in perceptions and functionality of the Boronia Town Centre and Council should consider further developing and defining the concept
- A key challenge may be to develop the square concept within the confines of the available space – to be a desired solution that is achievable. Care is needed to not over sell and under deliver on the final outcome
- A more clearly defined impact on and solution to car parking should be part of this process as walking, cycling and public transport may not be sufficient to fill the needs of residents and visitors to the square

Results

7.1 Perceived strengths, weaknesses and possible enhancements of the Public Square

As noted previously, the concept of the Public Square generated considerable positive support (and also some concerns), and in many respects appeared to the centre piece of the Movement and Access Study outcomes and the aspect with greatest potential to enhance existing perceptions towards Boronia Town centre.

The concept is clearly understood and seen to have been successfully applied in other areas of Melbourne – with Eastland Town Square, Knox Ozone and Dandenong (Harmony) Square being reference points cited by participants.

Strengths / likes of Public Square

The strengths of the Public Square concept can be considered under the Social, Physical and Economic aspects which in many respects counter the presently existing negative perceptions of Boronia: these are provided below (as stated / inferred by participants).





The Public Square – Strengths / Likes		
Social aspects	Physical aspects	Economic aspects
<ul style="list-style-type: none"> • Bring people in • Family friendly • Brings people together • Less undesirable people • Improve feel of Boronia • Things for youth to do – market / performances • Safer / security with people around • Change how we think and feel about area – no-where like this in Boronia 	<ul style="list-style-type: none"> • Removes concrete • Freshen and rejuvenate • Opens up (like Dandenong) • Modernise Boronia – not 1970's • Large stage and cinema screen - like the idea but depends functional and where it will be located 	<ul style="list-style-type: none"> • Markets - brings people in • Sunday afternoon live bands • Work out there with lap top • Come and stay longer - less likely to get what need and just leave • Shops will change - investors will come in - Op shops will disappear • Create jobs

Weakness / dislikes and concerns of Public Square

As previously stated, the main weakness and concerns of the Public Square concept was the perceived impact on car parking and possible impact of loss of parking on existing business (and difficulty for attendees at Square to also find suitable parking).

With parking solutions NOT provided for in the concepts presented – participants inferred that alternative parking would be limited to Coles car park and on arterial residential streets.

For comparison purposes the weaknesses/concerns are also presented under the Social, Physical and Economic aspects.

The Public Square – Concerns		
Social aspects	Physical aspects	Economic aspects
<ul style="list-style-type: none"> • Are we just moving it [problems] somewhere else in Boronia • Not late at night – loud music - I live behind it 	<ul style="list-style-type: none"> • Size of available area is not that big – would need to be bigger <ul style="list-style-type: none"> ○ Can't have performance stage / screen / dog park / and cater for existing shops 	<ul style="list-style-type: none"> • Car parking loss - businesses would close • Have cafes already in the area that could extend out to wide footpath – doesn't need to destroy car parking • Vandalism maintenance of the area and associated costs to fix all the time – where Council not good at keeping it up • Will Kmart and Coles allow parking or would they then charge for parking?

Note whilst not exclusively so, many of the concerns expressed above - especially on economic aspects and loss to existing business - were predominantly provided by some older, more conservative, long standing male residents of Boronia rather than younger, more recent residents and female participants.

As this is qualitative research only, care is needed where determining that such demographic differences existed across the broader community and would need to be quantified through separate research.





Impact of Public Square on visiting the precinct

Based on feedback provided and almost without exception, where participants were supportive of the Public Square concept, they indicated an interest to visit the precinct on a more regular basis and stay longer than they would presently do. However the likelihood to do so would be subject to the type of enhancements made to retail / activity mix provided in the square.

Possible enhancements to the Public Square suggested by participants

As the concept of the square was quite broad, possible enhancements were also broad in nature, with key aspects related to:

- the size of the square; and
- possible need to extend beyond the space provided (to accommodate all its elements)

Other enhancements to be considered related to the realigned bus route and how this integrates with the concept of the square. These are considered in the section 8.0.

7.2 Perceived impact of Public Square on how people would travel to the precinct

Based on the concept of the Public Square alone it was difficult for participants to be sure of impact on travel mode used – though a preparedness to walk into the area was seen as more likely by those residing close by and current perceived lack of local area bus routes limiting perceived adoption of public transport.

As a result those residing further out would likely seek to travel by car and as such the issue of parking would need to be addressed.



8.0 Perceptions of Realigned Bus Route

Participants were provided with visual stimulus providing some further information and possible inclusions related to the Re-aligned Bus Route and asked to highlight those aspects that appealed and those that they disliked or were concerned about (Refer Appendix 4).

Summary of key findings

- *The concept of the realigned bus route into the main shopping precinct / public square has appeal but this is predicated on the nature of the realigned route and its impact on the amenity of the Public Square.*
- *To maximise its appeal and utility of the collective intent of the proposed outcomes (including the intent of the Public Square), the realigned bus route would need to be an extension of the route from the rail station bus hub as opposed to a replacement of the route to the rail station hub*
- *Further, to minimise impact on the amenity of the Public Square consideration would need to be given to service the public square bus stop from/to the rail station bus hub via a shuttle service (possibly using smaller buses) to minimise the space needed for buses (and maximise space for the square). This was seen to minimise the negative visual, audible and air quality environment of the public square for potential square users (ie protect amenity of the relaxed nature of the green square with alfresco dining/cafes)*
- *All other functional aspects of the realigned bus route provided by the concept – such as protected seating, electronic time tables, raised platforms, ticketing stations had appeal and were seen as enhancements that should be extended to other bus stations/stops to enhance the overall bus service experiences*

Implications for Council

- *The key aspect to be considered in further developing the concept appear to be the need to clarify the nature of the combined concept of the Public Square and the realigned bus route as these are inter-related*
- *Based on feedback provided, a key requirement of the proposed concept would be to extend the bus service / link from the rail station bus hub to the square via a shuttle service to minimise the negative impact heavy use of bus services alongside a public square would otherwise have on the amenity of the square*

Results

Note: Regular use of buses by participants was few (those travelling to and from distant locations for work or recreation and those without a car) and as such there appeared to be a lack of familiarity by non-users re existing bus routes.

8.1 Perceived strengths, weaknesses and possible enhancements of the Realigned Bus Route

Overall perceptions of the realigned bus route concept whilst also generally positive, were predicated on two key aspects:

- the nature of the impact the route realignment alongside the Public Square would have on the amenity of the Public Square for public square users
- the impact of any possible displacement of the route from its current position – alongside the rail station

These are discussed in more detail later.

Positives of realigned bus route

Overall the key positives/strengths identified by participants were as follows:

- *Get people into the centre*
 - *If bus route still linked to station:*
 - *good for increased tourism / visitation into square*
 - *believed 'people' would be more likely to use public transport and get off in the Public Square*
 - *a Public Square bus hub is more convenient to access closer shops*





- *Improved safety* *Public Square bus hub was seen as safer than a bus hub at rail station*

Other functional strengths/likes

- *Raised Boarding Platform* *makes it easier to get on and off buses (especially for older people)*
- *Ticketing stations* *should be made available at all stops – make it easier to purchase tickets*
- *Electronic timetable* *help users find out times for buses and trains without going into train station*
- *Use of variable size buses* *bigger buses for peak and smaller for other times (seen as less wasteful and provides a better experience vs being in a mostly empty large bus)*

Negatives of realigned bus route

Note the stimulus material did not define the realigned bus route as a replacement or extension of the existing bus route/hub at the rail station. As such the key negatives identified and concerns raised by participants were subject to nature of the realigned bus route and hub at the square and its linkage to the rail station route / hub.

- *How does it link to rail station? Suggested:*
 - *needs a connector / shuttle bus from railway to centre – like Glen Waverly (shuttle bus system from station to centre every 5 mins) and Huntingdale station*
 - *won't function without a link*
- *Number and size of buses* *If main hub:*
 - *shouldn't be the main bus hub - too many buses would need to go through the area*
 - *width of the road not wide enough for cars and buses*
 - *small area needs small buses*
- *Synergy with and impact on amenity of Public Square*
 - *can't have a square and big buses (needs smaller shuttle)*
 - *CO2 emissions for restaurant café users*
 - *small size of area available / limits size of the public square*
 - *will bring undesirables into the square (if square is main bus hub)*

Other possible enhancements to Realigned Bus Route suggested by participants

- *covered overpass / with retail from rail station to square (in lieu of realigned bus route)*
- *more frequent bus services - generally*

8.2 Perceived impact of Realigned Bus route on how people would travel in and around the area

On its own, the realigned bus route could have some desired positive impact on some residents' use of public transport – by bringing the bus stop closer to the location of shops and avoiding having to cross over Dorset Road. This would depend on the nature of the visit – for shopping or pleasure.

The realigned bus route (with a Public Square) was seen as a positive encourager for people from outside the area to travel via public transport (train and / or bus) to visit the square and enjoy the amenities more so than they would presently do.





9.0 Concluding suggestions from participants for Council’s consideration

Participants were requested to provide written concluding recommendations or suggestions about the concepts presented for Council’s consideration.

Overall suggestions to Council were in keeping with prior discussions and feedback provided:

Re - Current perceptions of Boronia

- o need to address the social issues and enhance safety and security
- o need to enhance the physical visual appeal of the precinct
- o need to enhance the connections between sub-areas of the precinct
- o improved retailing options (though less evident in written recommendations – possibly due to these not seen as Council responsibility)

Re - Recommendations related to the key concepts:

- o Green spine - supported and encouraged to be progressed and extended
- o Public square - strong appeal – but some concern of loss of parking on existing retailers
- o Realigned bus route - to include a shuttle service to protect amenity of public square (along with need to provide more reliable and extended public transport services in general)

Recommendations related to current perceptions of Boronia		
Social	Physical	Economic
<ul style="list-style-type: none"> • think about how we can change the culture in Boronia and therefore the people you attract to the place • think long term – people want to stay here but are currently leaving due to the state of things now 	<ul style="list-style-type: none"> • Connect all the separate districts somehow • stop over developing – too many cars • upgrade the station with external electronic signage at ground level 	<ul style="list-style-type: none"> • shopping area to be improved
<ul style="list-style-type: none"> • Higher Police and security presence to help community feel safe in Boronia – especially after dark 	<ul style="list-style-type: none"> • limit height sizes on Dorset Rd and Boronia Rd especially 	
<ul style="list-style-type: none"> • provide adequate lighting • keep alcohol, drug use restricted near train station, car park at stations and top level Coles carpark 	<ul style="list-style-type: none"> • Consider overpass (covered) from Coles/Kmart across Dorset Rd to Woolworths shopping area 	
<ul style="list-style-type: none"> • better lighting • less drunk kids at station 	<ul style="list-style-type: none"> • make bus stops more accessible to get to! There is a bus stop to my workplace (Knox City) that is right at the end of my street (the bus stop is along Dorset rd) but I literally have to risk my life running across the busy main road to get there – and I instead opt to walk 20 minutes to catch the 737 instead of the 755 • put electronic signs signalling when the trains are coming 	
<ul style="list-style-type: none"> • improve lighting in streets 	<ul style="list-style-type: none"> • Pedestrian bridge over Dorset rd to connect shops to stations • More trains during peak hours 	
<ul style="list-style-type: none"> • fix cameras on the station areas 	<ul style="list-style-type: none"> • Improve the look and feel of Boronia central so firstly people will want to, and actually need to, come to Boronia • Focus on the feeder roads, paths etc into Boronia central so all Boronian’s can move easier to the centre 	
<ul style="list-style-type: none"> • lighting along suburban streets 		
<ul style="list-style-type: none"> • encourage public transport users by improving safety 		
<ul style="list-style-type: none"> • improve security and safety, as well as appearance of the transport hub 		





Recommendations related to Boronia Movement and Access Study outcomes		
<i>Green Spine</i>	<i>Public Square</i>	<i>Realigned Bus route</i>
<ul style="list-style-type: none"> follow through the proposed bike infrastructure – more and more people are riding until later in life and like to bike tour 	<ul style="list-style-type: none"> I am very much in favour of the public square – it would bring the community into Boronia and make it a welcoming desirable place 	<ul style="list-style-type: none"> later buses 755
<ul style="list-style-type: none"> extend Green spine to K12 	<ul style="list-style-type: none"> keep Dorset square clean do NOT make Dorset square a Green 	<ul style="list-style-type: none"> More reliable buses and trains more frequent
<ul style="list-style-type: none"> Bike track green spine looks good 	<ul style="list-style-type: none"> reconsider the idea of a public square. It will kill off retailing around edge. If a public square went ahead I would stop going to Boronia Retailers won't allow it to happen – Big Or Small 	<ul style="list-style-type: none"> later buses
<ul style="list-style-type: none"> the green spine will encourage myself to walk along the route 	<ul style="list-style-type: none"> Dorset square is a good idea 	<ul style="list-style-type: none"> Re-aligned bus Route NO – I don't want exhausts with my coffee
	<ul style="list-style-type: none"> modernise and open up town centre and add dining and entertainment options 	<ul style="list-style-type: none"> Shuttle to town centre from station
	<ul style="list-style-type: none"> open spaces with more trees and market area on weekends More trees – native – to encourage birds 	<ul style="list-style-type: none"> Realigned bus route with shuttle bus connected to train station will allow tourists and commuters to easily access the square
	<ul style="list-style-type: none"> the public square is potentially a fantastic idea. It will encourage people to engage with the area. Maybe knock down some of the shops to open the square 	



Appendices



Appendix 1:

Overview

Exercise: Using a **Green pen** mark those elements you like that appeal to you
Red pen mark those elements you don't like

Objectives

- Improve amenity and connectivity of the pedestrian network to and within the Boronia Activity Centre.
- Support increased use of the Boronia Activity Centre for leisure, recreation, commercial and visitor use.
- Provide a connected bicycle network with dedicated facilities linking key destinations with Boronia.
- Reduce impact of car parking and associated activity on the amenity and environment.
- Efficiently manage the road network, particularly along Boronia Road and Dorset Road Green Spine (east – west).

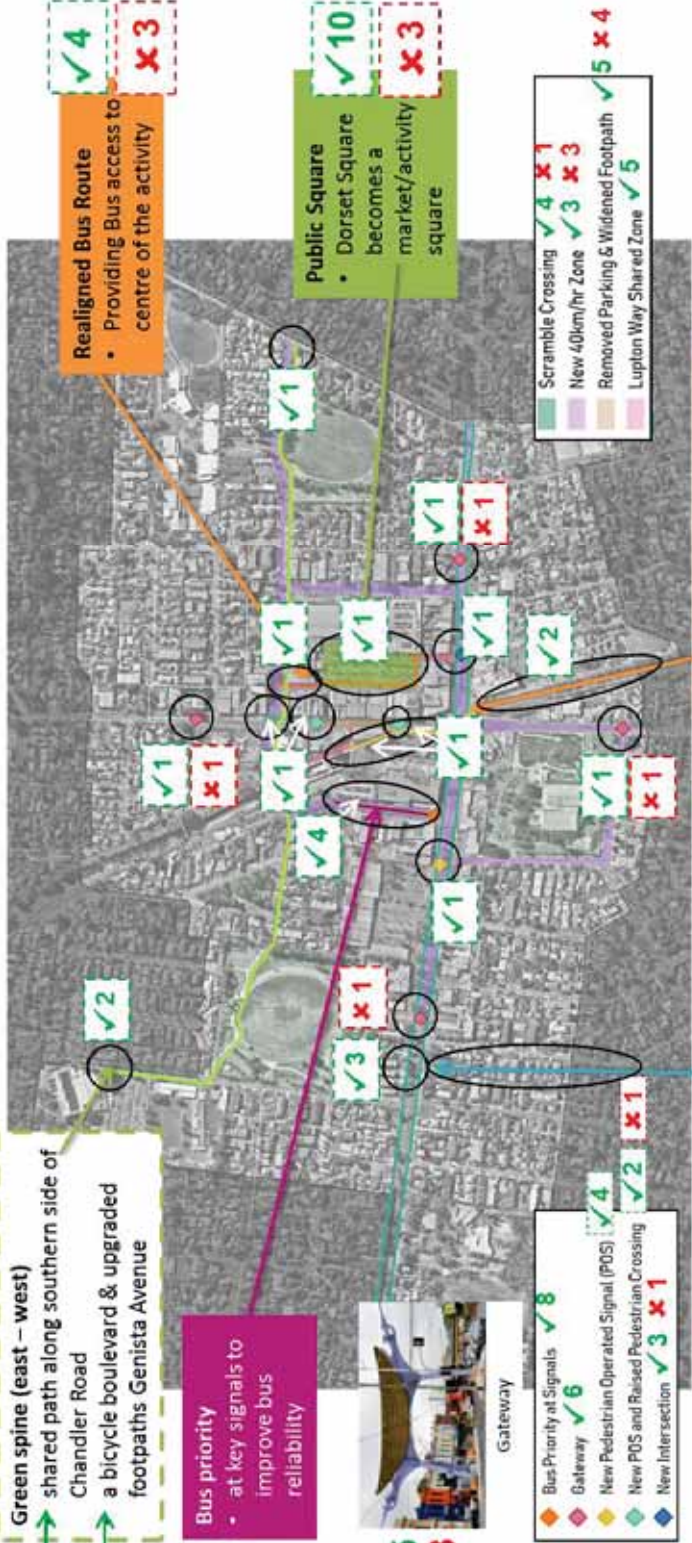
Green spine (east – west)
 ✓ 10 → shared path along southern side of Chandler Road
 ✓ 10 → a bicycle boulevard & upgraded footpaths Genista Avenue

Bus priority
 ✓ 10
 ✗ 1
 - at key signals to improve bus reliability



Gateway

- Bus Priority at Signals ✓ 8
- Gateway ✓ 6
- New Pedestrian Operated Signal (POS) ✓ 4
- New POS and Raised Pedestrian Crossing ✓ 2 ✗ 1
- New Intersection ✓ 3 ✗ 1



Realigned Bus Route
 ✓ 4
 ✗ 3
 • Providing Bus access to centre of the activity

Public Square
 ✓ 10
 ✗ 3
 • Dorset Square becomes a market/activity square

- Scramble Crossing ✓ 4 ✗ 1
- New 40km/hr Zone ✓ 3 ✗ 3
- Removed Parking & Widened Footpath ✓ 5 ✗ 4
- Lupton Way Shared Zone ✓ 5

Shared path connection
 ✓ 9
 ✗ 2
 • path that both pedestrians and cyclists can use

Separated bike lanes
 ✓ 11
 • along Boronia Road (in both directions)
 • safer for cycling / reduce conflicts with cars

Appendix 2:

Green Spine

Exercise: Using a **Green pen** mark those elements you like that appeal to you
Red pen mark those elements you don't like

Green Spine (east – west)

- shared path along southern side of Chandler Road ✓9
- a bicycle boulevard & upgraded footpaths Genista Avenue ✓10
- provide a safe, inviting and easy option for people to walk and cycle ✓11

connect major destinations within Boronia:

- Chandler Park; Boronia K-12 College; Boronia Central; Boronia Railway Station and Bus Interchange; Boronia Junction; Tormore Reserve; Boronia West PS; Knox Leisure works ✓9
- Reduced speed zones ✓5 ✗3
- Shared cycles ✓5
- Upgraded pedestrian signals ✓10
- Wider paths ✓11



✓2

✓2

✓1 ✗1

Visuals are for illustration purposes only

Appendix 3:

Public Square

- Dorset Square becomes a market/activity square



Exercise: Using a **Green pen** mark those elements you like that appeal to you
Red pen mark those elements you don't like

- offering a pedestrian friendly area ✓ 12 ✗ 2
- markets ✓ 12 ✗ 2
- children play ✓ 12 ✗ 2
- cafes ✓ 12 ✗ 2
- dog friendly spaces ✓ 10 ✗ 3
- performance stage ✓ 8 ✗ 5
- undercover outdoor dining ✓ 13
- green/treed areas ✓ 13 ✗ 1
- seats ✓ 14
- big screen ✓ 8 ✗ 5



Appendix 4:

Realigned Bus Route

- Realigned Bus Route
- Providing Bus access to centre of the activity



Exercise: Using a **Green pen** mark those elements you like that appeal to you
Red pen mark those elements you don't like

- ✓10 ✗1
- ✓11 ✗1
- ✓9 ✗2
- ✓7 ✗1
- ✓2
- More vs Same vs Less frequent buses ✓6
- audible announcements ✓6
- ticketing stations ✓5
- Bigger vs Same vs Smaller buses ✓6
- undercover seating areas ✓2
- electronic timetables and bus alerts ✓1
- connections to railway station ✓1
- raised boarding platforms ✓1





Creating a Safer Boronia Community Safety Audit Report November 2018



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1. Executive Summary

On Tuesday 9 October and Thursday 11 October 2018, the City of Knox in conjunction with Victoria Police and 17 members of the local community conducted two Community Safety Audits (CSAs) in Boronia. The site visits encompassed Erica, Genista, and Orchid Avenues and included parts of Sundew Avenue, Iris Crescent, Langwith Avenue and Tormore Reserve (e.g. the main target area of this audit).

CSAs focus on the principles of crime prevention through environment design (CPTED) and the safer design guidelines. These principles recognise that physical design and management of our neighbourhoods have a major impact on safety, and on the perceptions of safety within our communities. Well-designed and maintained places can minimise opportunities for crime; but also improve safety, accessibility, liveability and community participation.

The following recommendations reflect the outcome of this CSAs. These are based on observations noted at Section 5 of this report.

PRIVATE PROPERTIES

A number of actions require the cooperation of traders and/or property owners. If undertaken, these actions will enhance the amenity of the area, reduce the potential for criminal activity and/or anti-social behavior and improve perception of safety.

Recommendation 1

That Council, via the Senior Project Officer, Boronia Renewal Project, engage with local traders and commercial property owners to discuss opportunities for them to improve the amenity of their properties.

Observations & Recommendations [Refer to Part 5]

5, 6, 7, 8, 9, 10, 11, 12, 13, 14, 17, 23, 25, 27, 28, 29

COUNCIL

Some actions on Council owned/managed properties require minimal work that can be assessed and/or undertaken during normal scheduling.

Recommendation 2

That Council's Community Access, Equity & Safety Coordinator (Community Wellbeing Department) refer actions that fall under the responsibility of Council departments to the appropriate team for attention.

Observations & Recommendations [Refer to Part 5]

2, 4, 15, 19, 21, 26, 29

SCOPE OF PROJECT

Recommendation 3

That actions within the scope of this project and/or the Boronia Renewal project are considered as part of a concept plan for improved safety in the target area.

Observations & Recommendations [Refer to Part 5]

16, 18, 20, 24

OUTSIDE OF CSA SCOPE

Observations 30 – 33 are issues raised by community members during the CSA [Refer to Part 5].

Recommendation 4

That, whilst outside the scope of this project, these issues should be referred to the appropriate Council Department and/or the Senior Project Officer, Boronia Renewal Project for follow up.



2. Background

In December 2017, Council received funding through the Federal Government's Safer Communities Fund (Round 2). The Safer Communities program aim is to:

- contribute to the enhancement of community safety, improve security and reduce street crime and violence through local security infrastructure,
- contribute to greater community resilience and wellbeing by addressing crime, anti-social behavior and other security risks,
- help to reduce fear and increase feelings of safety in the Australian community and contribute to a greater community resilience, and
- contribute to the safety of communities that may be at risk of racial and/or religious intolerance.

The focus of Council's application was to contribute to local crime prevention and security infrastructure activities through:

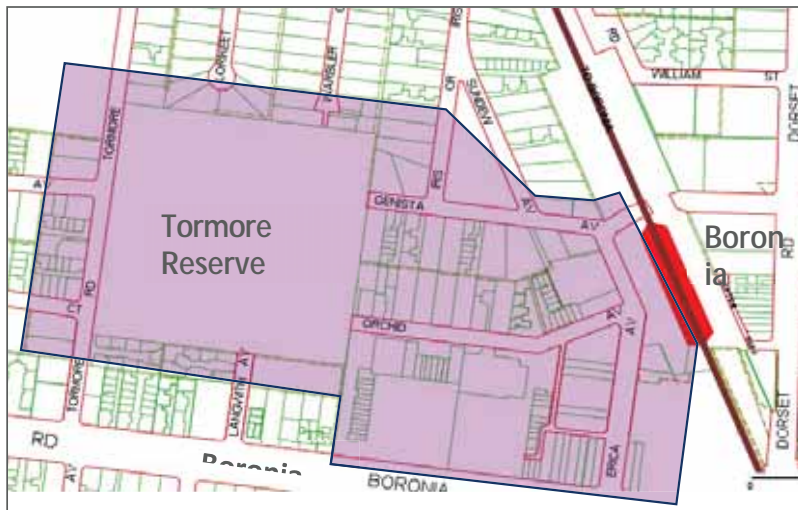
- installation of fixed or mobile CCTV cameras,
- installation of security lighting,
- installation of bollards, and
- crime prevention through environmental design (CPTED) including the removal of environmental characteristics, such as lack of lighting or poor natural surveillance that can facilitate street crime and violence.

This report could help inform the development of a concept plan for the Train Station Precinct and the area between the Train Station and Tormore Reserve that gives priority to a pedestrian/cycle environment by applying CPTED principles. The use of appropriate lighting, as well as bollards and street furniture to clearly delineate this space for non-traffic uses, will significantly increase visibility and create an inviting atmosphere that encourages activity that extends into the evening. These measures will also support the growth of a local night time activity precinct near the train station and shops.



3. Location

The target area for this CSAs included Erica Avenue, Genista Avenue and Orchid Avenue. Audits also included parts of Sundew Avenue; Iris Crescent, Langwith Avenue and Tormore Reserve.



This pocket of the Boronia Activity Centre is a mixed use area tucked between the Train Station, large open space areas (Tormore and Genista Reserves), and commercial areas of Boronia Village, Boronia Junction and Erica Avenue. The area highlights the challenges of locating businesses and residential uses in close proximity.

The west side of Erica Ave is characterised by small scale retail shops (currently vacant pending redevelopment), while the north side of Orchid Ave is in transition to medium density residential uses. The opposite side of both these streets are service areas for local businesses, dominated by cars and truck movements. There are multiple conflict points for pedestrians and vehicles including loading bays, skip bin collection locations and access and egress from several car parks.

This precinct has seen substantial change in recent years with a major anchor shop moving out of the area. Several new medium density residential developments along Orchid Ave have occurred, and an Aldi supermarket with apartments above is proposed along Erica Avenue.

There is a risk that car and truck traffic will continue to dominate the area, which will further diminish pedestrian activity.

Ideally, the area should be busy and full of people characteristic of a mixed use area. However, negative perceptions of personal safety discourage people from accessing Tormore Reserve or the train/bus station by walking or bicycling.



4. CPTED principles and safer design guidelines

The Safer Design Guidelines for Victoria¹ are based on the following set of principles.

4.1 Surveillance

Maximise visibility and surveillance of the public environment.

When there are 'eyes on the street' or 'natural surveillance' from passers-by, and if public places are overlooked from adjoining buildings, people feel safer and potential offenders feel exposed. Natural surveillance is one of the primary aids for crime prevention.

4.2 Access, Movement and Sightlines

Provide safe movement, good connections and access.

People feel more comfortable using public places that provide well defined routes and clear sightlines (day and night) so they can see and be seen. Entrances to buildings should be safe and accessible without compromising security.

4.3 Activity

Maximise activity in public places.

Balancing the needs of all users of streets and public places is vital so that people feel comfortable and safe. Encouraging walking increases activity, social interaction and surveillance in public places and reduces the risk of crime.

4.4 Ownership

Clearly define private and public space responsibilities.

Clarifying 'ownership' of private and public space is important for improving public safety. Where the 'ownership' of an area is ambiguous, it is often 'unclaimed' and can become the focus of anti-social and criminal behaviour. It is important to encourage residents to take responsibility and pride in places they use and inhabit.

4.5 Management and Maintenance

Manage public space to ensure that it is attractive and well used.

Well-maintained public places improve people's perception of how safe a place is and supports their desire to occupy and use those places. Management programs to clean, repair and maintain public spaces and private buildings are vital for community safety and wellbeing.

¹ Extract from 'Safer Design Guidelines for Victoria', Department of Sustainability and Environment, Crime Prevention Victoria






5. Observations and Recommendations





5.1 Erica Avenue

The CSA commenced at the intersection of Erica Avenue and Boronia Road. The group walked up Erica Avenue towards the railway station before turning into Genista Avenue. Erica Avenue is a reasonably wide street with adequate street lighting present. It is acknowledged that potential redevelopment in this street (including the proposed ALDI supermarket development) may improve some of the issues raised. However, as this development may take some time, these issues should still be addressed in the short term.






Potential crime issues identified in this area include: drug use, littering and vandalism (graffiti), traffic issues

<p>1</p>	<p>The wall on the side of 'Keyboard Corner' has a brightly painted mural. Research suggests that painting multi-coloured designs or murals on surfaces will discourage graffiti not only because tagging is more difficult but also because taggers seem to have respect for their peers' artwork. Therefore by default, the introduction of murals increases perception of safety in an otherwise abandoned and vandalised area.</p> <p>Murals work well as a preventative option both during the day and night.</p> <p><i>Building tenant advises that there has been minimal tagging on this wall since the murals were undertaken.</i></p>	
<p>2</p>	<p>The pedestrian crossing near the corner of Orchid Avenue and Erica has eroded and requires repainting. Traffic issues include vehicles speeding through the area and not stopping at the crossing when required to do so.</p> <p>Whilst the lighting makes the crossing more visible at night time, it does not deter the traffic practices.</p> <p>Recommendation: Repaint pedestrian crossing. Refer to Council's traffic management team for assessment.</p>	
<p>3</p>	<p>Potential traffic issue in Erica Avenue – cars parked on railway station side may impede vehicles turning out of the railway station carpark.</p> <p>Recommendation: Refer to Council's traffic management team for assessment.</p>	
<p>4</p>	<p>Lighting in this area is good, however many trees are overgrown and are encroaching on some lights. Light on pole near No 4 Erica Avenue is not working. Whilst the overgrowth does not affect the area during the day, at night time this becomes an issue.</p> <p>Recommendation: Trim tree branches to provide clear space around lights. Change lightbulb/repair on pole outside No 4.</p>	




<p>The Boronia Junction multi-level carpark on Erica Avenue has numerous issues. As this is partly private property and partly owned by public authority, Council would need to engage with the property owners.</p>		
<p>5</p>	<p>Overgrown trees adjacent to the carpark limit sightlines and also provide opportunity for entrapment areas.</p> <p>An issue for both day and night time.</p> <p><i>Recommendation:</i> trim and/or cut back foliage around perimeter of carpark abutting footpaths.</p>	
<p>6</p>	<p>Littering, including abandoned shopping trolleys, give the impression of an untidy, neglected environment..</p> <p>An issue for both day and night time.</p> <p><i>Recommendation:</i> Where littering is within private property, request property owners to regularly clean away rubbish and trolleys etc.</p>	
<p>7</p>	<p>The lighting in the multi-level carpark is currently inadequate. A number of globes are not working; while others are covered in dirt and cobwebs, therefore impeding the strength of the globes.</p> <p>As this is a multi-level carpark – these issues are experienced both during the day and night.</p> <p><i>Recommendation:</i> All lighting to be assessed/ reinstated to working order. Light covers need to be cleaned. Opportunity to revisit lighting design and provide greater visibility for people moving within the carpark.</p>	
<p>8</p>	<p>White or light coloured ceilings and walls within carparks improve lighting due to reflection. Ceilings and walls within this carpark are dark and dirty. Line markings within carpark need repainting.</p> <p>As this is a multi-level carpark – these issues are experienced during the day and night.</p> <p><i>Recommendation:</i> Paint all walls and ceilings within carpark white or other reflective light colour. Repaint line markings where required.</p>	



<p>9</p>	<p>At the time of the CSA, many lights within the external carpark at the interface between the Train Station, Maguire Park, and Boronia Junction were also not functioning.</p> <p>Recommendation: Engage with relevant property owners (including Council if it is within Maguire Park) to repair and/or replace faulty lights/globes.</p>	
<p>10</p>	<p>Delivery areas at rear of Woolworths have some areas that are semi enclosed and not well lit.</p> <p>During daylight hours this issue is a lower priority. However at night time the area is quite dark with only minimal lighting.</p> <p>Recommendation: Install adequate lighting (potential sensor lighting) in areas which are semi enclosed. Alternatively remove enclosures to allow the area to be open, creating a better line of sight.</p>	
<p>11</p>	<p>Access from Boronia Junction carpark through multi-level car park is very dark, especially at night time, and requires more lighting.</p> <p>Recommendation: Consideration for additional lighting at entrance point.</p>	
<p>12</p>	<p>The disability parking bay at the eastern entrance of the multi-level carpark (pictured) does not have lighting and is not compliant to Australian standards.</p> <p>This is a particular concern not only during the day but at night when the area is much darker.</p> <p>Recommendation: Install appropriate lighting; engage with property owner to ensure appropriate standards/correction can be met for accessible parking spaces.</p>	
<p>13</p>	<p>Railway station area is well lit and has clear sightlines. However, pathway from station/Maguire Park to Boronia Junction area next to BWS (packaged liquor outlet) has poor disability access.</p> <p>Recommendation: Discuss potential corrective measures and improvement to disability access with property owner.</p>	




<p>14</p>	<p>VicTrack carpark at 27 Erica Ave, located next to existing Gym and Orchid Avenue is very dark at night. This causes a risk at night.</p> <p>During the day this area does not cause a problem as the line of sight from roadside is quite good.</p> <p>Recommendation: Suggest that sensor security lighting be installed as an interim measures with the relevant public authority.</p>	
<p>15</p>	<p>Parking along Orchid Avenues is utilised by railway commuters. Cars arrive early in the morning and leave after 5pm – this creates a safety issue as the roads are reduced to one lane. In addition, commuter cars occupy spaces which are intended for visitors to local businesses.</p> <p>Recommendation: Refer to Councils traffic management team with a recommendation to review timed parking and potential residential permits as part of a Car Parking Strategy.</p>	<p>No photo</p>

5.2 Genista Avenue

Genista Avenue is a main thoroughfare from Tormore Reserve to the railway station and Dorset Road (via Chandler Road). Whilst standard street lighting is present along this stretch, areas such as the reserve near Sundew Avenue and Iris Crescent had dark areas that could deter pedestrian use. Lighting at the corner of Genista and Erica Avenues is enhanced by the railway station lighting.

Potential crime issues identified in this area include hooning (traffic issues) and anti-social behavior.





<p>16</p>	<p>Sightlines on Genista Avenue towards Tormore Reserve are hindered by dim lighting.</p> <p>During the day most of the area has a clear line of sight, however at night time it becomes dark and lighting is inadequate.</p> <p>Recommendation: Review lighting along Genista Avenue, include bollard lighting along Genista Reserve.</p>	
<p>17</p>	<p>Overhanging branches outside No 13.</p> <p>Recommendation: Engage with owner to trim branches.</p>	<p>NO PHOTO AVAILABLE</p>

5.3 Sundew Avenue and Iris Crescent – Genista Reserve

Genista Reserve is situated between Sundew Avenue and Iris Crescent and Genista Avenue. The reserve has a children’s playground which is used during daytimes by families. The reserve has a number of mature trees placed throughout. All three streets abutting the reserve are residential.

Potential crime issues identified in this area include anti-social behavior.

<p>18</p>	<p>Genista Reserve, between Sundew Avenue and Iris Crescent, does not have any lighting at all. Whilst there is lighting along one side of Erica Avenue, it is only the street lights on the corners of both streets that provide minimal lighting to the reserve.</p> <p>During day time the park is quite visible however at night time it becomes very dark.</p> <p>Recommendation: Install bollard lighting along pathway and strategically throughout the park.</p>	
<p>19</p>	<p>Mature trees throughout Genista Reserve with some understory vegetation create potential entrapment areas and hinder line of sight.</p> <p>During the day the line of sight could be improved, however at night time it becomes near impossible to see within the park due to the lack of lighting.</p> <p>Recommendation: Maintain undergrowth on the recreational part of the park.</p> <p><i>It is noted that this part of the Reserve is managed as a Bush Reserve and that priority is to retain and encourage the protection and growth of significant vegetation.</i></p>	






5.4 Tormore Reserve

The reserve has a clean, open and well maintained feel. This area has a high volume of pedestrian traffic. Community who live in/near the estate use this area to access to the railway station, shopping centre, Leisureworks and other nearby facilities.


The landscape of Tormore Reserve includes a number of mature trees with minimal ground foliage, creating clear line of sight in most areas. Consultation with Victoria Police ascertained that there has been minimal criminal activity in this area. It is acknowledged that some redevelopment in this area is to be undertaken i.e. playground.

Whilst the area is open and accessible during the day, at night time it is very dark which deters pedestrian use. When the oval is utilised by sporting groups at night, the lighting adequately flows to most pathways.

Potential crime issues identified in this area include rubbish dumping and anti-social behaviour at night time.

<p>20</p>	<p>The pathway into Tormore Reserve from Genista Ave is wide and accessible during the day. However, at night time there is no lighting and the area is very dark- thereby limiting pedestrian use.</p> <p><i>Recommendation:</i> Install bollard pathway lighting to support community to use and access during the evening hours.</p>	
<p>21</p>	<p>Some sight lines around the reserve could be improved.</p> <p><i>Recommendation:</i> Remove or trim any shrubbery/ undergrowth present around trees.</p>	
<p>22</p>	<p>The sporting facilities at Tormore Reserve are well maintained by Council and the sporting groups utilising the area.</p> <p>Any works or improvements required in this area are covered by Council's Tormore Reserve Plan.</p>	





<p>23</p>	<p>Grass reserve from oval to Langwith Avenue forms a dip. When standing on the pathway it is difficult to see to the edge of the reserve and Langwith Avenue. At night time this area can be very dark, providing possible entrapment area.</p> <p>Recommendation: Encourage commercial property owners at the end of Langwith Avenue to install sensor security lighting. This will potentially light up most of the area in question when activity or moving objects are detected.</p>	
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5.5 Orchid Avenue

Orchid Avenue is a mix of commercial and residential properties. The road is a thoroughfare for residents of properties near Tormore Reserve.

Potential crime issues identified in this area include antisocial behavior.

<p>24</p>	<p>The pathway from Tormore Reserve into Orchid Ave is dark at night time and therefore discourages pedestrian usage. During daylight Orchid Avenue is quite clear, with reasonable line of sight. However, at night time the area is quite dark making it hard to see up/down the street.</p> <p>Recommendation: Install bollard lighting along pathway to exit point at Orchid Avenue.</p>	
<p>25</p>	<p>Commercial buildings along Orchid Avenue have a number of areas which can be entrapment areas. Lighting over doorways assists in lighting up the area, however overhanging branches impede the amount of area covered by light.</p> <p>Recommendation: Trim overhanging branches and foliage (such as adjacent to NQR shop building).</p> <p>Note: Engagement with property owners is necessary to achieve results.</p>	





<p>26</p>	<p>A number of properties along the road reserve have mature trees and foliage that overhang the pathways, lights and property entrances. Foliage needs to be trimmed to improve line of sight.</p> <p>At night time these issues increase with darkness, there are many areas with minimal line of sight.</p> <p>Recommendation: Trim overhanging branches and foliage.</p>	
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5.6 Laneways


The laneways from Orchid Avenue into Erica Avenue may be under-maintained, and encourage loitering in areas with little surveillance. Whilst it is acknowledged that development of the area is to be undertaken, in the short term a general tidy up could assist in making the area more community friendly and alleviate the feel of neglect.

The issues within this area are the same for day and night. However, with darkness the area attracts un-safe activities and there are a number of hiding areas.


Potential crime issues identified in this area include loitering and drug use.

<p>27</p>	<p>General tidy up required of the laneway area at the rear of the shops opposite Boronia Junction including rubbish removal.</p> <p>Recommendation: Work with property owners/traders to encourage them to clean up and maintain the laneways in an acceptable condition.</p>	
<p>28</p>	<p>Trees provide coverage for potential entrapment areas and create an area for anti-social behavior.</p> <p>Recommendation: Trim tree foliage and clear undergrowth to enable a clear line of sight and remove potential entrapment areas.</p>	



<p>29</p>	<p>Some traders are accumulating rubbish in an untidy and dangerous manner, including the gathering of cooking waste products which may impose health risks to members of the public.</p> <p>Recommendation: Refer issues to Council's Health Department.</p>	
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In addition to issues raised in the target area, community members attending the CSAs commented on other areas which are of concern to them. These concerns have been passed on to the Senior Project Officer, Boronia Renewal project for follow up. It should be noted that the recommendations on these comments are those of community members and not of Council representatives.

<p>30</p>	<p>Designated bike track from Ferntree gully/Knox City terminates at Boronia and restarts at Boronia railway station.</p> <p>The concerns are:</p> <ul style="list-style-type: none"> - Riders safely transitioning from Boronia Road to the restarted designated bike track at Boronia station. - There is a lack of appropriate signage and existing signage is ambiguous. <p>Recommendation: Link bike track between Boronia and Boronia station to allow unimpeded flow. Revisit current signage and update where necessary.</p>	
<p>31</p>	<p>The Taxi rank is currently in the laneway behind the Dorset Road shops, which is isolated from the main night time traffic. In addition there is a lack of signage for the Taxi rank.</p> <p>Recommendation: Consider relocation of the Taxi rank to the Erica Road side of the Railway station [near the bus exchange area] where there is a greater flow of traffic and better quality lighting. This is also a more visual location, especially at night.</p>	
<p>32</p>	<p>Railway Station – Lupton way – rear of shops creates possibilities for entrapment spots. The lighting is minimal. Use of this area is primarily for egress from railway station onto Dorset Road or to taxi area. Pedestrian crossing needs repainting.</p> <p>Recommendation: Work with traders to encourage installation of sensor lighting at rear of shops. Repaint crossing adjacent to BWS.</p>	
<p>33</p>	<p>Bus interchange area within railway carpark – crossing needs repainting.</p> <p>Recommendation: Encourage property owner (Public Authority) to repaint crossing.</p>	



6. Summary of Observations and Recommendations

A number of actions listed below relate to private properties. It is recommended Council engage with property owners and encourage them to undertake minor works in an effort to make their properties more presentable and thereby reducing potential for anti-social and/or criminal behavior.

Lighting

ISSUE	RECOMMENDATION	OBSERVATION REFERENCE	RESPONSIBILITY
1.1 Street light on pole near No 4 Erica Avenue not working.	Check light	4	Council
1.2 Lights in multi-level carpark in Boronia Junction Shopping Centre inadequate. (Internal and external). Number of globes not working and/or dirty. Disability carpark has minimal lighting.	Assess, replace, clean or reinstate lights throughout carpark Painting ceilings and walls to assist with reflection	7, 8, 9, 11, 12	Private Property
1.3 Delivery areas at rear of Woolworths in Erica Avenue not well lit.	Install sensor lighting	10	Private Property
1.4 Carpark at the corner of Orchid and Erica Avenue has no lighting.	Install sensor lighting	14	Private Property
1.5 Sightlines on Genista Avenue towards Tormore Reserve are hindered by dim lighting.	Review lighting along Genista Avenue. Install bollard lighting in Genista Reserve along pathway and throughout reserve	16, 18	Council
1.6 Pathway Tormore Reserve from Genista Avenue has no lighting. Also pathway from Tormore Reserve to Orchid Avenue.	Install bollard lighting and/or consider having oval lighting on during peak night hours	20, 24	Council
1.7 Dip from Tormore Reserve to Langwith Avenue – very dark area.	Encourage traders to install sensor security lighting	23	Private Property



Landscaping – open spaces

ISSUE	RECOMMENDATION	OBSERVATION REFERENCE	RESPONSIBILITY
2.1 Erica Avenue near Orchid Avenue – trees overgrowing light poles.	Trim tree foliage from lights	4	Council
2.2 Overgrown trees and shrubs adjacent to multi-level carpark in Erica Avenue.	Trim trees. Trim/remove shrubbery around footpaths	5	Private Property
2.3 Overhanging branches outside 13 Genista Avenue.	Trim branches	17	Property Owner
2.4 Mature trees throughout Genista Reserve with some understory vegetation.	Trim or remove undergrowth from mature trees throughout park.	19	Council
2.5 Some sightlines around Tormore Reserve could be improved.	Remove/trim undergrowth from mature trees	21	Council
2.6 Overhanging branches, shrubbery and foliage along Orchid Avenue - some impeding lights at commercial buildings.	Trim overhanging branches	25, 26	Private Property
2.7 Trees in rear laneways.	Trim tree foliage and clear undergrowth	28	Private Property

Land use mix/ activity use

ISSUE	RECOMMENDATION	OBSERVATION REFERENCE	RESPONSIBILITY
3.1 Littering inc. abandoned trolleys near multi-storey carpark in Erica Avenue.	Request regular clean up of litter and removal of trolleys	6	Private Property
3.2 Laneways generally untidy with some rubbish a potential risk to health.	Refer potential health issues to Councils Health Department Traders to tidy up rear laneways	27, 29	Council Private Property



Traffic

ISSUE	RECOMMENDATION	OBSERVATION REFERENCE	RESPONSIBILITY
4.1 Pedestrian crossing Orchid Ave/Erica Ave needs repainting.	Repaint pedestrian crossing	2	Council (Traffic Management)
4.2 Potential traffic issue (parking) Erica Avenue and Orchid Avenue.	Area to be assessed (investigate the introduction of limited time parking as part of a broader Car Parking Strategy) Assess and advise	3, 15	Council (Traffic Management?)
4.3 Disability car space in multi-level carpark Erica Avenue not compliant.	Assess and advise	12	Council / Private Property
4.4 Poor disability access at rear of BWS.	Assess and advise	13	Council / Private Property

7 Public Question Time

Following the completion of business relating to Item 6, City Development, the business before the Council Meeting was deferred to consider questions submitted by the public.

Question Time commenced at 5:26 pm.

The following questions were raised with Council:

Question 1- Jude Dwight	Will you, Mayor Nicole Seymour, advocate for a Knox Council recognition for climate emergency?
Answer- Councillor Nicole Seymour	<p>The answer I am going to give you is ... no, not right now. We've discussed this privately as Councillors and the reason I'm going to give you the answer "no" and it's "no, not right now" is that my issue is not with declaring a climate emergency as we are in a climate crisis. There is absolutely no question Knox, Melbourne, Victoria, Australia... the globe is in climate crisis. I am unequivocally on the record as having said that, but I am but one person here.</p> <p>You heard me talk earlier about our statement of commitment. The statement talks about a whole range of issues and that is more than just one word. In our statement of commitment, we talk about aspects such as good governance and accountability. Under my leadership, I am happy to sit before you and say I will do everything I can to fight for what is right for our municipality to do, and what we can do to drive improvement in relation to the climate crisis. I will not be held personally to account to make a decision with political rhetoric when we have said we want to get the facts straight first. I will not use political rhetoric. We want to do our research and be authentic. We have a good track record as a Council on this issue. We have a report coming in January and a notice of motion at the end of this meeting which further articulates what we are trying to get done. I can sit here and look at you in the face and say we are doing our best to act in the public interest. We will continue to do that based on everything we've been shown and read. It is nothing more than political rhetoric to make a declaration. Publish on social media whatever you like. I am happy to be judged on what we are doing. At the end of 12 months, judge away. I am very confident Council has passed a major milestone on where it stood before. We are now in a progressive and positive space and I'm going to continue to lead that way, as that will be the future of Knox.</p>
Question 2- Tim McNair	<p>Drainage in Olive Bank Road Ferntree Gully. Treatment of ratepayers at front desk and your switchboard.</p> <p>After hearing a submission from Mr McNair, the Mayor summarised Mr McNair's question as "What is Council going to do to respond and act on my request?"</p>

Councillor Nicole Seymour	I apologise for the less than satisfactory customer service. Ian Bell [Director Engineering and Infrastructure] and myself can meet with you to work through this issue and I am also happy to have further conversations with you after the Meeting.
Councillor Jake Keogh	I suggested you come here to question time and am happy to have these conversations however these particular operational matters must be dealt with by staff. Staff are best placed to solve operational matters and there is an issue with this particular road being a VicRoads and not a Council road.
Question 3- Frank Sullivan	With the recent IBAC investigations into development approvals at Casey City Council, the media reported that two Councils in Kingston and Greater Dandenong have now requested an audit be done on all development approvals since 2013 at those two Councils. I ask, has Knox City Council requested an independent audit be done on all development approvals since 2013? To see that those approvals are transparent, I request a list of all developers used by Knox City Council over the last 20 years.
Answer- Tony Doyle, Chief Executive Officer	The matters at Casey City Council are of great concern to us. Councillors expressed that concern to officers and requested an internal review of development applications received at Knox from the developer identified in the case surrounding Casey City Council. Staff have done an initial review of applications since 2003 and will be having further discussions with Councillors regarding the next steps. With regard to a list of applicants from the last 20 years I will liaise with the Director- City Development and respond in writing regarding this request.
Question 4- Frank Sullivan	I asked a question at the last Council Meeting on November 25 2019 in relation to the process regarding the approval of planning applications here at Knox City Council. I did ask for a reply in writing but have not received any reply.
Answer- Matt Kelleher, Director City Development	A reply is being prepared for you at the moment.
Question 5- Darren Wallace	Does Council issue control notices for noxious or kelp weeds in the municipality and could Council investigate such weeds at 750 Boronia Road and the Knox Private Hospital Mountain Highway frontage?
Answer- Matt Kelleher, Director City Development	In general, we manage these issues through the Local law. I'll provide more detail in writing, and while we prepare that response, we will look the sites in question with assistance from the Biodiversity team.
Question 6- Darren Wallace	What instructions, if any, have been given to Council's footpath and kerb renewal contractors regarding any encounter with Green Street Policy nature strip landscaping initiatives by residents?
Answer- Ian Bell	Our Green Streets Policy was also developed with cross Council support from various departments. It is important to note that nature strips are in the public realm and contains trees as well as a variety of services (eg Telstra and gas services) as well as footpaths. Council can't be responsible for damage to the nature strip caused by other authorities. Nature strip planting is at resident's risk – however contractors and Council supervisors are instructed to endeavour

	to minimise any damage caused. Our contractors are instructed to put in top soil and seed, as Council cannot replace like for like where there is extensive nature strip planting.
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Question Time Concluded at 5:54pm.

8 Engineering & Infrastructure Officers' Reports for consideration

Nil

9 Community Services Officers' Reports for consideration

9.1 Minor Grants Program 2019-20 Monthly Report

SUMMARY: Community Partnerships Officer, Deb Robert

This report summarises the grant applications recommended for approval in December 2019 for the Minor Grants Program. All applications have been assessed against the criteria set out in the Minor Grants Program Policy.

Applications under the Minor Grants Policy are limited to a maximum of \$3,000, which has been the current limit since the commencement of the 2019-2020 financial year.

RECOMMENDATION

That Council:

1. Approve one application for a total of \$1,000 as detailed below:

Applicant Name	Project Title	Amount Requested	Amount Recommended
RAFT Anglican Church	Kids Hope Program	\$1,000.00	\$1,000.00
TOTAL			\$1,000.00

2. Refuse three ineligible Minor Grants Program applications for a total of \$2,973.95 as detailed below:

Applicant Name	Project Title	Amount Requested	Reason for Refusal
Hindi Niketan Inc	Indian Republic Day and Australia Day Celebration	\$2,000.00	Amount requested will exceed the organisation's allowance of \$5000 over three financial years (CI 6.22)
Riverland Domestic Violence Service	Computer for Catherina	\$478.95	No evidence of any connection or relevance to the Knox community (CI6.9)
Wantirna Tennis Club	Purchase of tennis balls and salt for court weed control	\$495.00	Ineligible as items to be funded would be part of reasonable operating budget (CI 6.23)
TOTAL		\$2,973.95	

3. Note that inclusive of the above recommended grants, a total of \$94,008 has been awarded to date under the 2019-2020 Minor Grants Program to support of a variety of community-based organisations and their programs.

1. INTRODUCTION

The Minor Grants Program provides a pool of grant funding that can respond on a monthly basis to requests for small amounts of funding to assist with short term, one-off projects or initiatives that are relatively minor in nature.

The objectives of the Minor Grants Program are:

- To increase and sustain participation in a wide range of quality services within the municipality; to build and strengthen local networks and partnerships; and to support community leadership, learning and skill development;
- To support new initiatives or the expansion of an existing service that will address a clearly identified community need and contribute to the development, promotion and accessibility of a diverse range of quality community services and community resources within Knox; and
- To increase the level of resources of community organisations that provide, help, advice or support to the Knox community.

Applications are assessed against criteria specified in the Minor Grants Program Policy (approved October 2018) to determine the eligibility of the applicant organisation and the eligibility of the grant application.

The Policy sets out an open and transparent grant program that meets the principles of good governance and is compliant with the requirements of the Local Government Act 1989.

In accordance with the Policy, applications for funding have been assessed by the Chief Executive Officer, or delegate, for Council's approval.

2. DISCUSSION

This report presents to Council the recommendations for recent Minor Grant applications in accordance with the Policy.

Four complete grant applications were received since the 28 October 2019 Ordinary Council meeting, requesting grants to total \$3,973.95.

This report recommends the application from RAFT Anglican Church for Council's approval as eligible under the Minor Grants Program Policy.

The application from Hindi Niketan Inc is not recommended for approval because the organisation has received three Minor Grants in the previous two financial years, to a total of \$4,967.50. Any grant over \$32.50 will take their aggregated allocation over the \$5000 limit allowed within three financial years as specified in the Minor Grants Program Policy (Cl 6.22).

The other two applications – Riverland Domestic Violence Service (Berri, South Australia) and Wantirna Tennis Club, are not recommended for approval as neither of the projects meet the criteria for eligibility in the Minor Grants Program Policy.

3. CONSULTATION

Consultation is undertaken with relevant organisations in relation to their grant applications, if necessary, to seek clarity regarding their applications prior to Council's consideration.

Advice or information may be sought from officers across Council in relation to either the applying organisation or the proposed project or both, if considered necessary.

The Policy specifies assessment can occur by the Chief Executive Officer, or delegate, and make recommendation for Council's determination.

4. ENVIRONMENTAL/AMENITY ISSUES

There are no environmental or amenity issues associated with this report.

5. FINANCIAL & ECONOMIC IMPLICATIONS

The approval of Minor Grants is managed within Council's adopted budget. The 2019/2020 budget provides \$148,500 for the Minor Grants Program. Recommended applications for the December period total \$1,000. If approved, the remaining Minor Grants budget for 2019/20 will total \$55,491, after GST adjustments.

6. SOCIAL IMPLICATIONS

The Minor Grants Program allows Council to respond promptly to requests from Knox- based community groups for small amounts of funding to assist a variety of community-based programs, projects or activities. The Minor Grants is a simple and streamlined source of funding that can make a significant difference for local community organisations in need of short-term, specific purpose assistance.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 6 - We are healthy, happy and well

Strategy 6.2 - Support the community to enable positive physical and mental health.

Goal 7 - We are inclusive, feel a sense of belonging and value our identity

Strategy 7.3 - Strengthen community connections.

8. CONFLICT OF INTEREST

Under Section 80c of the Local Government Act 1989, officers providing advice to Council must disclose any interests, including the type of interest.

Author - Community Partnerships Officer, Deb Robert – In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director Community Services, Tanya Scicluna - In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

This report contains the recommendation for funding through the Minor Grants program.

10. CONFIDENTIALITY

A confidential attachment has been circulated under a separate cover.

Report Prepared By: Community Partnerships Officer, Deb Robert
Report Authorised By: Director Community Services, Tanya Scicluna

Attachments

A confidential attachment has been circulated under a separate cover.

RESOLUTION

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Holland

That Council:

1. Approve two applications for a total of \$1,495.00 as detailed below:

Applicant Name	Project Title	Amount Requested	Amount Recommended
RAFT Anglican Church	Kids Hope Program	\$1,000.00	\$1,000.00
Wantirna Tennis Club	Purchase of tennis balls and salt for Court weed control	\$495.00	\$495.00
TOTAL			\$1,495.00

2. Refuse two ineligible Minor Grants Program applications for a total of \$2,478.95 as detailed below:

Applicant Name	Project Title	Amount Requested	Reason for Refusal
Hindi Niketan Inc	Indian Republic Day and Australia Day Celebration	\$2,000.00	Amount requested will exceed the organisation's allowance of \$5000 over three financial years (Cl 6.22)
Riverland Domestic Violence Service	Computer for Catherina	\$478.95	No evidence of any connection or relevance to the Knox community (Cl6.9)
TOTAL		\$2,478.95	

3. **Note that inclusive of the above recommended grants, a total of \$94,503.00 has been awarded to date under the 2019-2020 Minor Grants Program to support of a variety of community-based organisations and their programs.**

CARRIED

9.2 Licence with the Eastern Football Netball League for the use of Tormore Reserve for the EFNL Finals Series

SUMMARY: Coordinator Leisure Services, Bronwyn Commandeur

This report recommends the signing of the Licence Agreements between the Knox City Council and the Eastern Football Netball League (EFNL) regarding the Licences for the use of Marie Wallace Bayswater Oval and Tormore Reserve for future football finals series.

RECOMMENDATION

That Council:

- Authorise the Chief Executive Officer to sign and seal a Licence Agreement between Knox City Council and Eastern Football Netball League (EFNL) for the use of Marie Wallace Bayswater Oval (refer Attachment 1) for the annual EFNL Premier Division final's series with the Licence Agreement as described in this report and inclusive of the following conditions:
 - Licence fee of \$3,240 (plus GST) per annum.
 - Term of three years with a further term of two years with the further term being at Council's discretion.
 - Council to be recognised in all signage and publications.
 - That the EFNL provide the resident Club, or a Club nominated by Knox City Council access to the social rooms, kitchen and kiosk facilities within the pavilion for the purpose of supplying goods and products on the allocated days.

- Authorise the Chief Executive Officer to sign and seal a Licence Agreement between Knox City Council and Eastern Football Netball League (EFNL) for the use of Tormore Reserve, Boronia (refer Attachment 2) for the annual EFNL Division 1 finals with the Licence Agreement as described in this report and inclusive of the following conditions:
 - Licence fee of \$3,240 (plus GST) per annum.
 - Term of five years.
 - Council to be recognised in all signage and publications.
 - That the EFNL provide the resident Club, or a Club nominated by Knox City Council access to the social rooms, kitchen and kiosk facilities within the pavilion for the purpose of supplying goods and products on the allocated days.

1. INTRODUCTION

1.1 Marie Wallace Bayswater Oval

The Eastern Football Netball League (EFNL) currently utilises Marie Wallace Bayswater Oval for the annual EFNL Premier Division final's series.

The Licence Agreement for Marie Wallace Bayswater Oval concludes at the end of the home and away season in August 2020. A new Agreement is required to be agreed to prior to the commencement of the 2020 EFNL finals series.

1.2 Tormore Reserve

The EFNL currently uses Tormore Reserve, Boronia to host the annual EFNL Division 1 finals.

Currently there is no Licence Agreement in place for the use of this reserve and it is hired under a casual usage arrangement.

2. DISCUSSION

Discussions regarding both reserves have been the subject of a number of meetings in 2019 between senior Council officers and the CEO of the EFNL.

Key outcomes for both venues are as follows:

1. Agreement has now been reached on the importance of developing an MOU between the parties and it is anticipated this will be undertaken in January/February 2020.
2. Agreement on the Licence terms for Tormore Reserve.
3. Agreement on the Licence fee (full cost recovery) for Tormore Reserve.
4. Agreement for a preferred five year Licence for Marie Wallace Bayswater Oval and Tormore Reserve.
5. Agreement on the proposed Licence fee (full cost recovery) for Marie Wallace Bayswater Oval.
6. Proposal from the EFNL to execute both agreements simultaneously.

2.1 Issue

The current Licence fee for the use of Marie Bayswater Oval by the EFNL is \$582 (plus GST) per annum. The EFNL currently use the Tormore Reserve under a casual usage fee of \$1,363 (plus GST), in accordance with Councils adopted fees and charges. The previous licence fee for the use of Tormore Reserve was \$2,418 (plus GST).

The EFNL has indicated that it would be prepared to accept full cost recovery for use of Marie Wallace Bayswater Oval (consistent with the approach taken for Tormore Reserve). However, the EFNL have informed officers that a significant increase in fees could see the Premier Division finals series potentially being relocated to another municipality due to financial constraints. The EFNL has confirmed a strong desire to remain at Marie Wallace Bayswater Oval and a commitment to a longer term partnership with Council.

Council officers have previously undertaken benchmarking analysis regarding fees for Council's consideration. The benchmarking indicated that the current proposed cost recovery fee of \$3,240 (plus GST) is significantly higher than that of other municipalities, however this takes into account full cost recovery for preparation works at the grounds.

2.2 Council Licence Agreement

The key items for the Licence Agreements are as follows:

Premises

Use of the pavilion (excluding the social room, kitchen and kiosk) and the reserve.

The Licensee must provide the resident Club, or a Club nominated by Knox City Council access to the social room, kitchen and kiosk facilities within the pavilion for the purpose of supplying goods and products on the allocated days.

Length of Licence Agreement

The Licence term will be for five years at Tormore Reserve, and three years at Marie Wallace Bayswater Oval with a further term of two years at Council's discretion.

Licence Fee

The proposed Licence fee for Marie Wallace Bayswater Oval is \$3,240 (plus GST) annually for three years. Should Council agree to a further two year term the fee will be reviewed. This fee review process will provide Council with an opportunity to review the redevelopment proposal presented by the EFNL.

The proposed Licence fee is \$3,240 (plus GST) annually for five years for the EFNL use of Tormore Reserve for the final's series.

Licensee's Responsibilities

A summary of the responsibilities for the EFNL are:

- To recognise, by way of signage and in other publications, that Council is the provider of the facility and prepares the facility for home and away and the finals series;
- To provide an annual report to Council;
- To carry out any maintenance requirements that arise from the EFNL's use of the facility;
- The provision of public liability insurance;
- The provision of Event Management Plans which cover the operational management of the finals series, and any supplementary activities; and
- Adherence to Child Safe Standards and relevant Council policies.

2.3 Capital Works Proposal – Marie Wallace Bayswater Oval

The EFNL has indicated a desire for capital improvements and a significant redevelopment of Marie Wallace Bayswater Oval in the future and has submitted a draft preliminary concept proposal. A redevelopment of the site (should the proposal proceed) would likely impact on any future Licence fees and, therefore, a new Licence at the current time should incorporate some flexibility to allow Council to amend the terms if it wishes to do so. The redevelopment plan, when it is presented formally by the EFNL, will require technical advice and input from Council officers before any presentation to a future Council meeting for consideration.

The EFNL proposal is consistent with the draft Melbourne East Football Facilities Strategy currently being finalised by Knox City Council, Monash City Council, City of Boroondara, Maroondah City Council, Manningham Council, Whitehorse City Council, Yarra Ranges Shire, AFL Victoria, AFL Outer East and Footy EFNL. The Strategy's aim will be to assist Councils to identify, prioritise and plan for development of football facilities to better address future needs of the Melbourne Eastern region. The Strategy identifies that "funding available to local government does not match outgoing facility renewal and new development costs. Sourcing multiple funding partners or more innovative approaches to funding will be essential if project partners are to meet funding shortfalls in facility investment in the future". *Melbourne East Football Facilities Strategy – Draft Report 2019.*

The key finding of the draft Strategy suggests more venues with appropriate amenities to support finals are required. The Knox reserves identified in the Strategy which have capacity to support growth include Marie Wallace Bayswater Oval, Wally Tew Reserve, Knox Gardens Reserve and Lewis Park Reserve as possible sites for redevelopment.

2.4 Memorandum of Understanding

A Memorandum of Understanding (MOU) is an agreement between two parties that sets forth key terms of an agreement. In this instance, it would articulate the anticipated collaboration between Council and the EFNL outlining each party's primary responsibilities for the strategic development of Australian Rules Football in the municipality and the growth of participation, particularly that of junior and female teams.

The MOU will ensure both parties understand the contribution each party (in terms of effort and resources) are providing and ensure a focus on a similar goal. This strategic alignment would establish a foundation for consideration of long-term investment opportunities. The MOU will include responsibilities for advocacy including EFNL advocacy support for funding for each of the sites. The completion of the MOU will be a significant tool to further strengthen an effective partnership and collaboration between the organisations, and provide a shared understanding of ideas and intent.

There is general agreement to proceed with this initiative early next year (January/February 2020).

EFNL Benefits within Knox City Council

Consultation has occurred with the tenant Clubs at Tormore Reserve and Marie Wallace Bayswater Oval to clarify the benefits to the local sporting community. The Club Presidents have confirmed that the working relationship with the EFNL is fair, positive and respectful, advising that there are no issues from the Clubs perspective with the delivery of the finals series.

The Club Presidents at both Tormore and Marie Wallace have expressed a preference for a long term arrangement with the EFNL to enable a strategic approach to the delivery of the finals. The Clubs have identified that the hosting of the finals series is critical to the ongoing success of the long-term viability of the Clubs and that they also bring further economic benefits to the broader local Knox community through increased patronage of local businesses during the finals series.

The EFNL currently provides (at no cost to Council) a range of programs, services and funding support to Knox Clubs. These include:

- Subsidised netball competition entry fees to clubs.
- Club development sessions.
- Match day footage for the junior finals series.
- Game day highlight videos; and
- Coaching sessions and come and try events to assist clubs in attracting new players.

The EFNL has committed to further develop and target these programs as well as potential new programs within Knox (e.g. female participation research led by Deakin University).

The EFNL distributes funds raised across its member clubs for community development programs. In 2020 there will be 20 programs offered across the Eastern metropolitan regions. Clubs will self-nominate for selection and Knox Clubs will be encouraged to participate. Officers will be encouraging a significant number of Knox Clubs to take up this opportunity.

3. CONSULTATION

Consultation has occurred between Council officers, the EFNL CEO, Mr Troy Swainston and the Club Presidents from Bayswater and Boronia Football Clubs. Leisure officers and Managers in other municipalities, as well as Council's Property Services and Parks teams were also consulted.

4. ENVIRONMENTAL / AMENITY ISSUES

Future development of the Marie Wallace Bayswater Oval will need to consider Council's Guidelines for Developing Sports Facilities and incorporate appropriate environmental sustainability practices.

5. FINANCIAL & ECONOMIC IMPLICATIONS

The provision of football finals provides a range of economic benefits to the Knox community. Most recently, the draft Melbourne East Football Facilities Strategy (2019)– reported that at a community sport level, one regional league final provides an additional net economic benefit of almost \$250,000 per annum to the host municipality.

The economic benefits to the local community have been an important consideration in determining the Licence fee.

The Licence fee for the use of Marie Wallace Bayswater Oval has been agreed in principle at \$3,240 (plus GST) annually for three years, with a review should Council agree to the further term of two years.

The Licence fee for use of Tormore Reserve has been agreed in principle at \$3,240 (plus GST) annually for five years. The fee has been set to allow Council to recover the costs associated with preparing the facility specifically for the finals series. Advice from Council's Parks Services team is that this is based on typical preparations commencing in Round 16 of the home and away series (a few weeks in advance of the finals series) and additional activities include; super sopping, herbicide applications, drainage activities, rolling of the centre wicket area of the ground, mowing, weeding and general tidying of the site.

The parties have agreed to jointly advocate to AFL Victoria and the EFNL for significant capital investment in the Knox municipality, noting the draft Melbourne East Football Facilities Strategy identifies upgrades within Knox reserves, particularly for finals. Longer term, this partnership will provide a vehicle for collaborative funding and investment opportunities.

6. SOCIAL IMPLICATIONS

Australian Rules Football participation is growing in part due to the positive trend of increased female participation. The expansion of females participating in Australian Rules Football offers many increased social and community engagement opportunities.

Community sporting competitions provide a range of social benefits that includes opportunity for people to interact, in addition to the health and well-being outcomes demonstrated through physical activity.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 5 - We have a strong regional economy, local employment and learning opportunities

Strategy 5.4 - Increase and strengthen local opportunities for lifelong learning, formal education pathways and skills development to improve economic capacity of the community

Goal 6 - We are healthy, happy and well

Strategy 6.1 - Mitigate lifestyle risks such as smoking, risky alcohol consumption and drug use, obesity, lack of physical activity and poor nutrition

Strategy 6.2 - Support the community to enable positive physical and mental health

Goal 7 - We are inclusive, feel a sense of belonging and value our identity

Strategy 7.3 - Strengthen community connections

Strategy 7.4 - Promote and celebrate the contribution of our volunteers

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author – Coordinator Leisure Services, Bronwyn Commandeur – In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director Community Services, Tanya Scicluna – In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

The Licence Agreements have been prepared in accordance with Council's Leasing and Licensing and Procurement Policy and allow Council to formalise the use of and recover costs associated with the use of Marie Wallace Bayswater Oval and Tormore Reserve. It is recommended that the Licence Agreements between Council and the EFNL for use of the facilities, be signed.

10. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Attachments

1. Attachment 1 - Marie Wallace Bayswater Oval Licensed Area [9.2.1 - 1 page]
2. Attachment 2 - Tormore Reserve Licensed Area [9.2.2 - 1 page]

RESOLUTION

MOVED: Councillor Gill

SECONDED: Councillor Keogh

That Council:

1. Authorise the Chief Executive Officer to sign and seal a Licence Agreement between Knox City Council and Eastern Football Netball League (EFNL) for the use of Marie Wallace Bayswater Oval (refer Attachment 1) for the annual EFNL Premier Division final's series with the Licence Agreement as described in this report and inclusive of the following conditions:
 - Licence fee of \$3,240 (plus GST) per annum.
 - Term of three years with a further term of two years with the further term being at Council's discretion.
 - Council to be recognised in all signage and publications.
 - That the EFNL provide the resident Club, or a Club nominated by Knox City Council access to the social rooms, kitchen and kiosk facilities within the pavilion for the purpose of supplying goods and products on the allocated days.

2. Authorise the Chief Executive Officer to sign and seal a Licence Agreement between Knox City Council and Eastern Football Netball League (EFNL) for the use of Tormore Reserve, Boronia (refer Attachment 2) for the annual EFNL Division 1 finals with the Licence Agreement as described in this report and inclusive of the following conditions:
 - Licence fee of \$3,240 (plus GST) per annum.
 - Term of five years.
 - Council to be recognised in all signage and publications.
 - That the EFNL provide the resident Club, or a Club nominated by Knox City Council access to the social rooms, kitchen and kiosk facilities within the pavilion for the purpose of supplying goods and products on the allocated days.

CARRIED

A Division was called by Councillor Pearce

For the motion: Councillor Keogh, Councillor Lockwood, Councillor Cooper,
Councillor Mortimore, Councillor Timmers-Leitch, Councillor Gill,
Councillor Seymour

Against the motion: Councillor Pearce, Councillor Holland

CARRIED 7:2

Attachment 1 – Marie Wallace Bayswater Oval Licensed Area



Attachment 2 – Tormore Reserve Licensed Area



9.3 Leisure Minor Capital Works Grant Scheme Policy

SUMMARY: Coordinator Leisure Services, Bronwyn Commandeur

Council's Leisure Minor Capital Works Grant Scheme Policy (LMCWGS) provides guidance to leisure and sporting organisations on funding requirements for facility improvement projects.

Following a recent review of the Policy, Guidelines and Terms of Reference, a series of updates have been proposed to provide further clarity to leisure and sporting organisations, to reduce the administrative burden to clubs and to improve the operational effectiveness for Council officers administering the Policy.

RECOMMENDATION

That Council:

1. Notes the proposed changes to the updated Leisure Minor Grant Scheme Policy, Guidelines and Terms of Reference in Attachments 1 - 3.
2. Adopt the updated Leisure Minor Grant Scheme Policy, Guidelines and Terms of Reference in Attachments 1 - 3.

1. INTRODUCTION

At its Ordinary Meeting of Council held on 27 January 2017, Council adopted the Leisure Minor Capital Works Grant Scheme Policy ("the Policy"), developed to provide funding to leisure and sporting organisations who wish to undertake facility improvement projects on land owned or managed by Council. The purpose of the Policy is to provide a consistent approach within Council on the type and level of funds that Council may award to a given project under the LMCWGS.

This report outlines updates, which have been proposed to ensure the Policy remains relevant and ensure funding is allocated in a fair and consistent manner.

2. DISCUSSION

By submitting an application for the LMCWGS, leisure and sporting organisations request consideration for funding to undertake facility improvement projects on Council land.

A recent review of the Policy identified the following changes:

2.1 Project Documentation

Submissions require the provision of a Certificate of Currency for Public Liability Insurance for contractors proposed to undertake works as part of the application process. Previously this documentation was requested once notification was provided to successful grant applicants. This new requirement will reduce the administration requirement in Council officers' time and enable an improved focus during the project delivery period.

2.2 Conditions of Funding

Clarity has been provided to note that leisure and sporting organisations are responsible for both the lodgment and payment of building permits where required to undertake the project.

2.3 Funding Ratios

Funding ratios have been updated to reflect a consistent allocation of all projects being 50% Council funded and 50% organisation funded.

Previously, projects, which were submitted under the risk reduction category, were funded at a ratio of 70% Council funded and 30% organisation funded. This category has been removed due to the timeframes required for the submission, assessment, notification and delivery of projects. Projects assessed as being a medium, high or extreme risk require a more immediate plan to address the issue.

2.4 Assessment Criteria

The assessment weighting has been updated to separate the demonstration of financial need and the ability to deliver the project.

Project delivery and the quality of project documentation impacts significantly on the success of the project being delivered. The percentage weightings have been updated to reflect this change.

2.5 Payment of Claims

Leisure and sporting organisations will receive 100% of the payment upon acceptance of the grant conditions, completion of the funding agreement, submission and approval of all project documentation and approval to proceed. This will reduce the administrative work of Council officers and enable an improved focus on engagement with leisure and sporting organisations and monitoring of project delivery. Should a project be completed under budget, the requirement for leisure and sporting organisations to return the funds to Council will remain.

2.6 Timing

The closing timeframes for submissions has decreased from a closing date of May to that of March. The amendment will enable sufficient time for assessment and preparation of recommendations to Council.

2.7 Budget

The Policy has been updated to refer to the process for the consideration for the use of Open Space Reserve funds. The Policy updates include that in circumstance where grant applications exceed the current grant funding budget, LMCWGS projects may be eligible for funding from the Open Space Reserve if the project provides use and or benefit for the club/group and for the greater community/public use.

2.8 Reallocation of Unspent Funds

The option to reallocate unspent funds to unsuccessful applicants following rescinded, abandoned or withdrawn grants has been removed. Reallocating funds part way through the LMGCS funded period for infrastructure projects places an additional burden on leisure and sporting organisations volunteers' ability to successfully complete a project to Councils agreed standards and timeframes.

The updated Policy is included as Attachment 1.

The Leisure Minor Capital Works Grant Scheme Guidelines have been reviewed and administrative updates considered. The updated Guidelines are included as Attachment 2.

The Terms of Reference for the Leisure Minor Capital Works Grant Scheme Committee have been reviewed and administrative updates considered. The updated Terms of Reference are included as Attachment 3.

3. CONSULTATION

Consultation has occurred with members from Council's Recreation and Leisure Committee regarding the proposed amendments to the current policy. In addition, a significant amount of consultation has occurred internally within Council, most notably with officers from the Community Services, Leisure Services and Governance units. Feedback included:

- Inclusion of the requirement for leisure and sporting organisations to be a legal entity.
- Clarity as to the responsibility for leisure and sporting organisations for both the lodgment and payment of building permits where required to undertake the project.
- Clarity as to the access and use of Councils Open Space Reserve funds.
- Feedback to clarify the administration requirements for the payment of grant funds.

Should the proposed Policy changes be supported, officers will present this information to the December Council meeting, after which time, all sporting clubs will be advised of the key changes and sent the updated document to each club secretary.

4. ENVIRONMENTAL/AMENITY ISSUES

There are no Environmental or amenity issues.

5. FINANCIAL & ECONOMIC IMPLICATIONS

There would be no negative financial and economic implications for Council as a result of the proposed updates to the Policy.

6. SOCIAL IMPLICATIONS

Participation in sporting activities helps support positive mental health, improved physical health, improves social skills and has been shown to reduce instances of crime. Sports provide opportunities for children and teenagers to learn the importance and impact of strong teamwork, the significance of following rules, the ability to build resilience and overcome adversity, and helps the participant learn qualities of co-operation and personal responsibility.

By providing a consistent and standardised approach to the allocation of funding for infrastructure projects on Councils sporting reserves, Council is encouraging all of the benefits noted above. The updates to the Policy will assist in ensuring that this occurs.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 1 - We value our natural and built environment

Strategy 1.3 - Ensure the Knox local character is protected and enhanced through the design and location of urban development and infrastructure

Goal 6 - We are healthy, happy and well

Strategy 6.1 - Mitigate lifestyle risks such as smoking, risky alcohol consumption and drug use, obesity, lack of physical activity and poor nutrition

Strategy 6.2 - Support the community to enable positive physical and mental health

Goal 7 - We are inclusive, feel a sense of belonging and value our identity

Strategy 7.3 - Strengthen community connections

Goal 8 - We have confidence in decision making

Strategy 8.1 - Build, strengthen and promote good governance practices across government and community organisations

Strategy 8.2 - Enable the community to participate in a wide range of engagement activities

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author –Coordinator Leisure Services, Bronwyn Commandeur – In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Co-Manager Youth, Leisure and Cultural Services, Nicole Columbine – In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

The updated Leisure Minor Capital Works Grant Scheme Policy provides guidance to leisure and sporting organisations on funding requirements for facility improvement projects.

The review undertaken enables the Policy to remain relevant to leisure and sporting organisations and will improve the operational effectiveness for Council officers administering the Policy.

10. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Report Prepared By: Coordinator Leisure Services, Bronwyn Commandeur

Report Authorised By: Director Community Services, Tanya Scicluna

Attachments

1. Attachment 1 - Leisure Minor Capital Works Grant Scheme Policy [9.3.1 - 11 pages]
2. Attachment 2 - Guidelines - Leisure Minor Capital Works Grant Scheme - 2019-20 [9.3.2 - 4 pages]
3. Attachment 3 - Terms of Reference - Leisure Minor Capital Works Grants Scheme Committee - 2019 [9.3.3 - 5 pages]

RESOLUTION

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Cooper

That Council:

1. Notes the proposed changes to the updated Leisure Minor Grant Scheme Policy, Guidelines and Terms of Reference in Attachments 1 - 3.
2. Adopt/Endorses the updated Leisure Minor Grant Scheme Policy, Guidelines and Terms of Reference in Attachments 1 - 3.

CARRIED



Leisure Minor Capital Works Grant Scheme

Policy Number:	2005/11	Directorate:	Community Services
Approval by:	Council	Responsible Officer:	Coordinator Leisure Services
Approval Date:	27 January 2017 <u>16 December 2019</u> TBC	Version Number:	34
Review Date:	27 January 2020 <u>16 December 2022</u> TBC		

1. Purpose

The Leisure Minor Capital Works Grant Scheme (the Scheme) provides funding to leisure and sporting organisations who wish to undertake facility improvement projects on land owned or managed by Council which is utilised for leisure and sporting purposes.

The purpose of the Leisure Minor Capital Works Grant Scheme Policy is to provide a consistent process within Council on the type and level of funds that Council may award to a given project under the Leisure Minor Capital Works Grant Scheme.

2. Context

The Leisure Minor Capital Works Grant Scheme Policy was developed to identify a consistent process within Council for the allocation of financial assistance to leisure and sporting organisations that seek to develop new or upgrade existing leisure and sporting facilities.

The Policy aims to facilitate the development of new and/or improved leisure facilities upon Council land, and encourage community involvement in the development of leisure and sport initiatives in partnership with Knox City Council.

3. Scope

This Policy applies to all leisure and sporting organisations that have an occupancy agreement for the use of Council land for leisure and sporting activities.

The Policy provides guidance to Council and the community with regards to planning and development of infrastructure improvements relating to leisure and sporting activities.

The Policy does not remove Council's responsibilities or obligations under a number of legislative and policy documents including those set out in Item 4 below.

4. References

- 4.1 [Community & Council Plan 2017-2021](#) ~~Council Plans~~
[Goal 1. We value our natural and built environment](#)



~~Goal 6. We are healthy, happy and well~~
~~Goal 7. We are inclusive, feel a strong sense of belonging and value our identity~~

- ~~• City Plan 2013 – 2017~~
- ~~• Health and Wellbeing Strategy 2013 – 2017~~
- ~~• Knox Leisure Plan 2014 – 2019 (Draft)~~
- ~~• Knox Access and Inclusion Plan 2011 – 2015~~
- ~~• Knox Open Space Plan 2012 – 2022~~
- ~~• Knox Sustainable Environment Policy 2008 – 2018~~
- ~~• Sustainable Buildings Policy~~

4.2 Relevant Legislation

- Disability Discrimination Act 1992
- National Construction Code

4.3 Charter of Human Rights

- This policy has been assessed against and complies with the charter of Human Rights.

4.4 Related Council Policies

- Sporting Reserve and Facility Development Guidelines
- Sporting Club Financial Contributions Towards Reserve Developments
- Breach of Tenancy Agreement for Sporting Clubs
- Reserve Strategic Development Plans
- ~~Untied Funding Policy~~
- Sustainable Buildings Policy
- ~~Knox Sustainable Environment Policy 2008 – 2018~~

4.5 Related Council Procedures

- Leisure Minor Capital Works Grant Scheme Procedure
- Seasonal/Annual Tenancy Licence Agreement Process
- Knox Council Integrated Risk Management Process
- ~~Health and Wellbeing Strategy 2013 – 2017~~
- ~~Knox Leisure Plan 2014 – 2019 (Draft)~~
- ~~Knox Access and Inclusion Plan 2011 – 2015~~2016
- ~~Knox Open Space Plan 2012 - 2022~~

5. Definitions

Detail any definitions within the policy.

Abandonment of Grant	<u>means</u> W where a funded organisation has not provided formal advice to Council that the grant will no longer be required due to changes in funding source or other circumstance before the deadline specified in this Policy.
Committee	<u>means</u> T he Leisure Minor Capital Works Grant Scheme Committee comprising two Councillors who are appointed during the Mayoral Year.
Council	Refers to <u>means</u> Knox City Council, whether constituted before or after the commencement of this Policy.
Council Land	<u>means</u> l and and/or buildings managed by Council for the benefit of the Knox community.
Leisure	<u>means</u> A activities that are generally less structured and have less emphasis on competition than does sport.



Leisure and Sporting Organisations	<u>means</u> A any not for profit legal entity that provides leisure or sporting opportunities for the Knox community, whether, active, passive, structured or unstructured.
New installations	<u>means</u> F facilities and equipment which are either not currently provided at the facility or where the existing provision has reached its end of life.
Occupancy Agreement	<u>means</u> F formal agreement between Council and a community group specifying the conditions of occupancy of Council land. This may take the form of a lease, licence, or seasonal licence tenancy agreement . Casual hire arrangements are not included.
Outstanding Debt	<u>means</u> A debt with Council which is outside 90 days and where an agreed repayment plan is not in place, or where the debtor is consistently not meeting the terms of the agreed repayment plan.
Rescinded Grant	<u>means</u> W where a funded organisation has formally advised Council that the grant will no longer be required due to changes in funding source or other circumstances before the deadline specified in this Policy.
Scheme	<u>means</u> R refers to the Leisure Minor Capital Works Grants Scheme.
Sport	<u>means</u> S structured leisure activities of a physical nature.
Withdrawal of Grant	<u>means</u> T he removal of Council's grant offer under this Scheme to the funded organisation.

6. Council Policy

6.1 Eligibility

Leisure Minor Capital Works Grant Scheme submissions will be assessed if the following eligibility requirements are met. Applicants must:

- Be a not for profit organisation and legal entity established under the ~~Victorian~~ Associations Incorporations Reform Act 2012, the Corporations Act 2001, or in another form considered appropriate by Knox City Council;
- Have an occupancy agreement to use Council land and/or buildings for leisure and sporting activities and programs;
- Be eligible under Council's *Breach of Licence ~~Tenancy~~ Agreement for Sporting Clubs Policy* (for seasonal and annual tenants) or be meeting all requirements of their occupancy agreements (for lease and licence holders);
- Have no outstanding debt with Council;
- Have no outstanding paperwork relating to any other Council grant scheme;
- Have met the Conditions of Funding specified in section 6.3 relating to Leisure Minor Capital Works Grants awarded in the last two (2) years;
- Have not had a withdrawal of grant from Council in the last two (2) years;
- Have not abandoned a grant from Council in the last two (2) years.

Project proposals will also require the applicant to:

- Provide a minimum of one quotation and the required public liability insurance coverage (\$20M) for the proposed work;
- Provide a copy of the most recent annual financial statement and the last three bank statements received, to provide evidence of the required financial contribution; and
- Have consulted with the nominated Leisure officer before applying.

6.2 Exclusions

Grants will not be provided to:



- Fund ongoing administration and/or operational costs;
- Purchase personal sporting goods, electrical appliances or other portable equipment which is not permanently located at the facility;
- Projects which are eligible to be funded under Council's Community Development Fund;
- Projects which have been funded under any other Council funding program;
- Projects where work has already commenced or been completed; or
- Works to existing, new, or temporary bar facilities.

Applications for improvements that exceed the nominated standards defined by the [Guidelines for Developing Sporting Reserves Policy \(GDSRP\)](#) will not be considered for funding.

Where the [GDSRP](#) do not cover the activity of the applicant, the project will be considered as within the nominated standards. Should this occur, Council officers will consult with the State or National Governing Body, and refer to their adopted standards.

6.3 Conditions of Funding

Grants allocated are subject to the following conditions:

- All funded projects must be carried out by a registered practitioner with the required qualifications and insurance.
- Successful applicants are responsible for obtaining [and making payment on the](#) appropriate building, planning and environmental health permits, where applicable. [Building permits can be obtained from Knox City Council or a private provider.](#)
- Successful applicants must ensure adequate legal and insurance requirements are met, including, but not limited to, public liability insurance [of \\$20M](#) incorporation and permits. [Insurance levels will be determined by the approving Council unit.](#)
- Successful applicants must utilise the funding only for the purpose for which the funds were granted and complete projects within the financial year the funding was allocated, unless an alternative written agreement is approved by Council to vary the timeframe.
- Council must be acknowledged in all publicity and promotional material relating to the project including programs, flyers, advertisements, billboards, banners, and newsletters. This includes all forms of print media, online media (i.e. website, social media), infrastructure (i.e. signage) and broadcasting (i.e. radio). The Council logo must be used in the correct format as supplied ~~on request~~.
- Successful applicants must provide all requested documentation, enter into a Funding Agreement and where relevant, a Construction Agreement, before they are eligible to commence any works or receive the allocated grant funds.
- All Goods and Services Tax (GST) registered leisure and sporting organisations must provide proof of registration to Council prior to commencement of the project.
- Successful applicants must either have an Australian Business Number (ABN) or provide a Statement by Supplier (SbS) declaration.

6.4 Funding Ratios

Council and leisure or sporting organisation contributions for the Leisure Minor Capital Works Grant Scheme will be determined by the type of project being undertaken. The following table indicates the funding ratios applicable to each category. Council contributions will be in line with the funding ratios to a maximum of ten thousand dollars (\$10,000) for any one project.

The following types of projects will be considered in line with the funding ratios specified:



Table 1: Funding Ratios

Project	Maximum Council Funding Ratio	Minimum Organisation Funding Ratio	Other Comments
Improvements to the facility's social area	50%	50%	Improvements in accordance with the Sporting Reserve and Facility Development Guidelines Policy.
Improvements to sporting pavilions and clubrooms	50%	50%	
Sportsfield lighting to Australian Standards	50%	50%	
Installation of associated sporting infrastructure e.g. scoreboards, coaches' boxes, seating, shade structures, timekeeper, players, scorers or ticketing shelters, goal posts.	50%	50%	New installations only in line with funding levels set out in the Sporting Club Financial Contributions Towards Reserve Development Policy.
Fencing	50%	50%	For playing or practice facilities only.
Playing surfaces	50%	50%	
Internal sporting facilities and equipment	50%	50%	Non-portable equipment permanently located at the facility only
Practice facilities	50%	50%	
Sustainability improvements	50%	50%	
Projects to mitigate risk	70%	30%	
Projects to resolve storage issues	70%	30%	

Applications for projects which were not funded in previous years can be resubmitted for consideration, subject to the organisation and project meeting all eligibility criteria as detailed in this Policy.

Any application that does not meet the required funding ratio will be assessed at the appropriate funding level. ~~This includes where projects are submitted under the risk reduction category, where the risk is not assessed by Council as being medium, high or extreme under Council's Integrated Risk Management Process.~~

Council will not fund contingency sums included as part of the initial application. ~~However, organisations will be eligible to apply for contingency sums should the need arise in accordance with the process set out in 6.9.4.2.~~



6.5 Application Process

Grants will be advertised once per year.

All applications need to be completed and returned by the advertised closing date. No extensions to the closing date will be given and any applications received after the deadline are ineligible and will not be assessed. These applications will be noted on the assessment commentary and reported to Council.

Applications that are incomplete will not be considered. This includes applications which do not contain all relevant and required supporting documentation.

Applications which are ~~or~~ imprecise may be disadvantaged in the assessment process. Where there is a query regarding information provided, the applicants will be contacted within ten (10) days of the submission period closing to request clarification.-

6.6 Application Guidelines

6.6.1 Multiple Applications

Organisations are permitted to submit one (1) application per funding period ~~for the LMCWGS.-~~ Where more than one (1) application is submitted, the club will be consulted to determine which is their preferred application for assessment.

Where there is more than one local branch of a larger regional, state or national body, each local branch within the municipality will be eligible to apply independently provided the branch is recognised by the larger body and all other eligibility requirements are met.

6.6.2 Consultation with Council

Organisations are required to contact ~~the nominated Leisure officer~~ Council officer prior to submitting an application, to discuss the proposed project. ~~In the first instance, contact should be made with the Leisure Contracts and Projects Officer.-~~ The purpose of carrying out these discussions is to ensure that the project scope is in line with Council's strategic plans for the land, and appropriate planning is carried out prior to the grant being considered. Where relevant, site meetings with Council officers may be required at this stage to agree on the location of new constructions.

Applicants which receive a grant through the Scheme will be required to follow normal Council works approval processes in line with the requirements set out in 6.3 above prior to commencing the project, in addition to receiving in-principle approval.

All applications submitted for consideration will be circulated to Council officers from all relevant departments for comment prior to the formal assessment process.

6.6.3 In-Kind Support

Council recognises the important role that volunteers play within leisure and sporting organisations and the contribution that volunteer labour and in-kind support can make to improvement works at leisure and sporting facilities.

Council will accept in-kind support as a proportion of the financial contribution that organisations make to projects funded under the Scheme. A breakdown of in-kind support must be provided during the application process.

To ensure consistency across all organisations, in-kind contributions will be calculated using the hourly rate for non-professional volunteers as defined by Our Community using statistics from the Australian Bureau of Statistics. The current rate is ~~\$41.7231.50~~ per hour. This rate will be reviewed and adjusted annually in accordance with the Australian Bureau of Statistics calculations.



Contributions made by tradespeople providing in-kind support in their area of expertise will be based upon the regular hourly rate of the tradesperson carrying out the works. Council will assess the rate provided to ensure this is fair and reasonable.

Donations of materials and equipment will be provided by the applicant based upon retail cost. Council will assess the calculation provided to ensure this is fair and reasonable.

Applicants including in-kind support as an element of their contribution to the project must provide evidence of the level of support provided as part of the evaluation. Where volunteer labour and in-kind support exceeds the minimum club contribution required under the relevant funding ratio set out in section 6.4, any grant awarded will not exceed the cash contribution required.

Applicants should note that projects carried out with in-kind support are required to adhere to all other conditions set out within this Policy and the Funding and Construction Agreements.

6.7 Assessment Criteria

Assessment of all applications will be undertaken by the Leisure Minor Capital Works Grants Scheme Committee, comprising two Councillors who are appointed for the Mayoral Year, and one community representative elected from the Recreation & Leisure ~~Committee~~ Liaison Group.

The Committee acts in an advisory capacity only and has no delegated authority to make decisions on behalf of Council. The panel will make recommendations for consideration and endorsement by Council at the July Council meeting.

Assessment of all applications will be undertaken by the Leisure Minor Capital Works Grants Scheme Committee, comprising two Councillors who are appointed for the Mayoral Year. The Committee acts in an advisory capacity only and has no delegated authority to make decisions on behalf of Council. The panel will make recommendations for consideration and endorsement by Council at the July Council meeting.

Applications are assessed on the following criteria:

The application clearly demonstrates the need for the project and the level of benefit to the community.	30% <u>50%</u>
The application demonstrates alignment with Council's strategic priorities.	30% <u>20%</u>
The project addresses a risk or safety issue.	14% <u>5%</u>
The degree to which the applicant can demonstrate clear financial need, and ability to deliver the project.	14% <u>5%</u>
<u>The degree to which the applicant has provided the required project documentation and can demonstrate the ability to deliver the project.</u>	<u>20%</u>

Not all applications submitted may be funded by Council. Decisions regarding funding are made at Council's absolute discretion and are final. No appeals regarding the allocation of funding will be considered by Council.

6.8 Grant Management

6.8.1 Grant Offers

Applicants will be notified of the outcome of Council's decision in August. Successful organisations will be required to confirm their acceptance of the grant ~~and provide an indicative schedule of works~~ no later than 31 August of the relevant financial year.



The indicative schedule of works provided as part of the grant application will be deemed to form part of the organisation's conditions of funding and failure to carry out projects in line with the timelines provided may result in the withdrawal of the grant.

6.8.2 Grants Ceremony

Successful applicants will be required to attend an awards night which will be held in line with the timeline in ~~6.8.6 below~~^{5 above}.

6.8.3 Funding Agreements

Successful applicants will be required to enter into a formal Funding Agreement and, where relevant, a Construction Agreement. The expiry date of the Funding Agreement will be no later than 31 May of the financial year for which the grant has been awarded.

Grant recipients are not permitted to commence works until the agreement/s have been signed by both the funded organisation and Council.

6.8.4 Works Approval

Successful applicants must not commence works to any Council facility without obtaining prior written consent from Council. Failure to obtain approval prior to carrying out works may result in withdrawal of the grant and/or the application of sanctions available under the organisation's Occupancy Agreement.

Works approval can be obtained by submitting the relevant project documentation in the application, including, where required, building and planning permits, safe work method statements, public liability insurances, plans and drawings and other information as requested depending on the size and nature of the project.

Works which are undertaken without receiving prior approval from Council, which do not meet the standard of works required, must be rectified with all associated costs to be borne by the community group.

6.8.5 Amendments to Projects

Where the scope of a project changes after a grant is awarded, a written request to amend the project must be made. The Manager Youth, Leisure and Cultural Services will be responsible for determining requests to amend a project.

6.8.6 Payment of Claims

Grants will be deposited into the nominated bank account of the organisation.

Successful applicants will receive ~~100~~⁵⁰% of their grant upon Council's receipt of the signed funding agreement and associated documentation.

~~Upon completion of the project, The remaining 50% of the grant will be released upon receipt of a completed~~ an evaluation form ~~is required to be submitted for the project~~, including financial and expenditure details, certificate/s of completion, evidence of volunteer hours and in-kind support and confirmation by Council officers that the works have been completed satisfactorily and in line with the original proposal. Evaluation documentation forms must be submitted within one month of the project completion via smartygrants.

No grant payments will be made after 31 May of the financial year for which the grant is awarded, unless an extension has previously been approved in writing by Council. The Manager Youth, Leisure & Cultural Services will be responsible for determining requests for extensions.

The grant application process will involve the following:



Call for applications	<u>1</u> February
Closing date for applications	<u>15 March</u> May
Assessment period	<u>16 March – 30 April</u> May – June
Officers seek Council endorsement of Committee recommendations	July
Grant applicants notified	<u>August</u> July
Grant acceptance due to Council	<u>1531</u> August
Grant ceremony	<u>October - November</u> September - October
Funded period	<u>15</u> August - 31 May

6.8.7 Maintenance of Works

It is the responsibility of the funded organisation to carry out any required repair or maintenance works for facilities installed or upgraded through this Scheme in line with the maintenance responsibilities set out in the organisation's Occupancy Agreement, unless otherwise agreed by Council in writing.

6.9 Budget and Allocations

6.9.1 Budget

Council's financial contribution to develop and improve sporting facilities is subject to available grant funding and will be determined as part of Council's budget process.

In circumstance where grant applications exceed the current grant funding budget, LMCWGS projects may be eligible for funding from the Open Space Reserve if the project provides use and or benefit for the club/group and for the greater community/public use.

Council could consider the use of supplementary funding from the Open Space Reserve Fund to contribute to delivery of proposed Leisure Minor Capital Works Grant Scheme projects.

Funding from the Open Space Reserve is to be spent in accordance with the relevant legislation (Subdivision Act) for the delivery of new and upgraded public infrastructure and amenity.

In this instance the assessment criteria will be as per 6.7 above.

6.9.2 Rescinded and Abandoned Grants

Should a grant recipient decide to rescind their grant, they are required to notify the nominated Leisure officer in writing ~~Council~~ as soon as practicable.



Grant recipients who formally rescind their grant prior to December 31 in the current grant year will be deemed to have met the conditions of funding and remain eligible to apply for the Scheme in future years.

Leisure and sporting organisations who do not formally notify Council by December 31 in the current grant year of their intention to rescind will be considered to have abandoned the grant and be excluded from consideration for any further grant funding from Council in the next two (2) budget years, as per the exclusions in 6.2 above.

Abandoned grant funds will be returned to the budget and allocated as set out in 6.9.4 below.

6.9.3 Unallocated Budget

Any funds unallocated following the assessment of applications and awarding of grants will remain in the budget for further allocation as per 6.9.4 below.

6.9.4 Reallocation of Unspent Funds

Any funds remaining in the budget following the assessment of applications and awarding grants, or notification of a rescinded, abandoned or withdrawn grant will be allocated in line with the priorities below.

~~6.9.4.1~~ **Unsuccessful Applications**

~~The first priority is to award funding to an application from the current financial year that was not successful solely due to a lack of available budget during the initial assessment process. Applications which were ineligible or where the proposed projects were assessed as being unsuitable are not eligible to receive a grant under this process. The likelihood of works being completed in the current financial year will be part of the consideration with grants only awarded where projects are able to be completed by the May 31 deadline as per 6.5 above.~~

~~Any funding available would be directed to the project with the highest ranking of all eligible unsuccessful applications, subject to the funding available being equal to, or in excess of, the funding requested.~~

~~6.9.4.2~~ **6.9.4.1 Contingency**

~~Where it is not possible toward a grant under 6.9.4.1,~~ The funds are to be retained in the grant budget as a contingency sum. Grant recipients are able to apply for additional funding where costs have increased unexpectedly. Applications for additional funds must be in writing and will be assessed by Council officers and recommendations presented to the Chief Executive Officer for approval. Any awards made must be in line with the funding ratios and maximum awards as outlined in ~~6.43.1~~ above.

~~6.9.4.3~~ **6.9.4.2 Council Run Minor Capital Works Projects**

Where the options outlined in 6.9.4.1 ~~and 6.9.4.2~~ are not available, proposed projects for the purpose of upgrading and improving leisure and sporting facilities for the Knox community will be considered by Council officers and recommendations will be presented to the Chief Executive Officer ~~Manager Youth, Leisure & Cultural Services~~ to determine the projects to proceed.

6.9.5 Unspent Grant Funds

Formal advice of unexpended funds is required and funds not expended by the grant recipient for the purposes outlined in the application must be returned to Council unless agreement has been reached to use these funds for other approved purposes. Council officers will arrange for the leisure or sporting organisation to be invoiced for any unexpended funds due to be returned.



Should a project be completed under budget, the ~~final~~ payment will be reduced to ensure that the amount paid to recipients remains in line with the funding ratios as specified in 6.4 above.

Funds allocated to a grant recipient which remain unaccounted for, or remain unspent and are not returned to Council shall be treated as the same for any debt payable to Council and the grant recipient will be deemed as not meeting the conditions of funding.

7. Administrative Updates

From time to time, circumstances may change leading to the need for minor administrative changes to this policy. Where an update does not materially alter this policy, such a change may be made administratively. Examples of minor administrative changes include changes to names of Council departments or positions, change to names of Federal or State Government departments or a minor amendment to legislation that does not have material impact. Where any change or update may materially change the intent of this policy, it must be considered by Council.



Leisure Minor Capital Works Grant Scheme Guidelines ~~20192020/20212120~~

What is the Leisure Minor Capital Works Grant Scheme?

Council provides funding for leisure and sporting organisations based in Knox to upgrade ~~Council~~ facilities in which they tenant. This can be either building improvements or upgrades to their outdoor areas, as long as the land and/or building is managed by Council.

The aim of the Leisure Minor Capital Works Grant Scheme (LMCWGS) is to support leisure and sporting organisations community groups to carry out improvement projects that will provide a benefit to its members and the wider community.

Why does Knox City Council fund community groups leisure and sporting organisations?

The LMCWGS aims to:

- Improve the physical and mental health and wellbeing of Knox residents by supporting the provision of leisure and sporting activities;
- Support Knox residents to become involved and engaged in their local community; and
- Protect and promote public health, safety and amenity.

What grants are available?

- Grants of up to \$10,000 (excluding GST) are available;
- ~~Council~~ We can fund up of 50% of the total project cost; and
- ~~For projects addressing risk or storage issues, we can fund 70% of the project cost~~
- For projects involving associated sporting infrastructure, the maximum grant available is \$2,500. for projects involving associated sporting infrastructure

How do the grants work?

- Applications open on ~~Monday 3 Monday Saturday 1~~ February ~~25th 2019th 2020~~ and close at 4:00pm on Friday 13 March Friday Sunday 17th May 2019 15th March 2020 2020;
- The ~~se~~ are one-off grants for a capital improvements to land or buildings managed by Council which the organisation uses under a lease, licence, or annual/seasonal licence tenancy agreement;
- Only one application per organisation may be submitted; and
- Funded projects must be completed between 15 -August ~~202019~~ and 31 May ~~20210~~.



Leisure Minor Capital Works Grant Scheme

Who can apply to the LMCWGS?

- Leisure, sporting and community organisations which are registered as not-for-profit, with a committee of management, or similar, with its own legal identity; and
- An organisation that is part of a larger state or national not for profit organisation.

Who cannot apply for funding?

- Individuals or profit making organisations;
- Organisations that:
 - owe money to Council that has not been paid by the due date where there isn't a payment plan in place;
 - have outstanding paperwork for any Council grant previously awarded;
 - are ineligible under Council's Breach of Tenancy Agreement for Sporting Clubs Policy;
 - have not met the Conditions of Funding for LMCWGS projects funded in the previous two years; and
 - have abandoned a grant from Council in the previous two years or have had Council withdraw a grant.

What are the eligibility requirements?

To be eligible for funding, applicants must:

- Have a lease, licence or annual/seasonal tenancy licence agreement with Council to use land and/or buildings managed by Council for leisure or sporting activities and programs;
- Have discussed the proposed project with the Council's Leisure Contracts and Projects Officer

on :
Rhonda Snijders
Email:

ph: 03 9298 8883;

- Provide their most recent annual financial statement;
- Provide bank statements for the previous three months; and
- Provide a minimum of one quotation for the work and the required Public Liability Insurance coverage (\$20M) for contractors undertaking the proposed work.

What projects can be funded?

- Improvements to the facility, including social space, bathrooms and kitchens;
- Improvements to sporting pavilions and clubrooms;
- Sports field lighting to Australian standards;
- Installation of associated sporting infrastructure, including coaches' boxes, scoreboards, goal posts, shade structures;
- Fencing;
- Playing surfaces;
- Internal sporting facilities and equipment (non-portable equipment permanently located at the facility only);
- Practice facilities;
- Sustainability improvements;
- Projects to mitigate risk; and
- Projects to resolve storage issues.

What will not be funded?

- Ongoing administration and/or operational costs;



Leisure Minor Capital Works Grant Scheme

- Personal sporting goods, electrical appliances or other portable equipment;
- Projects that can be funded under [Council's Community Development Fund](#);
- Projects which have been funded under any other [Council](#) funding program;
- Projects that have already been started or completed;
- Works to existing, new or temporary bar facilities; [and](#)
- Improvements that exceed the [Guidelines for Developing Sports Facilities facility development standards unless](#) there is an exceptional circumstance.

What happens if your application is successful?

Decision Making Process

Council will make a final decision at the July Council meeting and all applicants will be notified of the outcome.

Prior to Commencing Work

Successful applicants will need to follow these steps prior to commencing work on the project:

- confirm acceptance of the grant offer by completing a form on SmartyGrants;
- collate and submit relevant [project](#) documentation ([plans](#), [public liability](#) insurance, safe work methods statements, building permits, [schedule of works](#), etc.) to allow Council to assess how the works will be carried out; and
- sign a formal funding agreement with Council, which will clearly define accountability of the funded organisation for the achievement of agreed outcomes and specify terms and conditions of the grant.

Payment of Grants

Grant monies will be paid by electronic funds transfer. The ~~first 50% of the~~ grant will be paid [in full upon](#) signing of the formal funding agreement [and associated project documentation](#).

~~, with the remainder to be paid upon successful completion of the project and submission of evaluation paperwork.~~

Monitoring and Evaluation

When the project is completed, a Project Evaluation Form must be ~~completed~~[submitted](#), including receipts for expenditure, ~~photographs of the works, and certificate/s of completion.~~ [This Evaluation documentation](#) must be submitted within one month of project completion.

What happens if your application is unsuccessful?

After the July Council meeting, a letter will be sent to the contact person for each unsuccessful application, notifying them of the outcome. Groups are encouraged to seek feedback and make further applications in the future.

The decision of Council is final, however, if you have any questions about the outcome of your grant application, you are encouraged to contact the Leisure Contracts and Projects Officer, [Rhonda Snijders](#) ph: 9298 8883.

Before you apply

Before you apply for a Leisure Minor Capital Works Grant, Council recommends organisations do the following:

- ensure all relevant people within your organisation are informed and committed to doing the project and applying for a grant;
- ensure your organisation and project or event meet the eligibility criteria; [and](#)
- discuss your application with Council's Leisure Contracts and Projects Officer (this is an eligibility requirement).



Leisure Minor Capital Works Grant Scheme

Assessment criteria

Assessment of all eligible applications will be undertaken by the Leisure Minor Capital Works Grant Scheme Committee. The Committee will make recommendations for consideration by Council at its July Council meeting.

Applications are assessed on the following criteria:

- the level of need and benefit to the Knox community;
- the project outcomes align with Council's strategic priorities;
- the project addresses a risk or safety need;
- the degree to which the applicant can demonstrate financial need; and
- the degree to which the applicant has provided the required project documentation and can demonstrate the ability to deliver the project.

How to apply

Complete the online application form via our user-friendly SmartyGrants program. To access the application form, please visit www.knoxcouncil.smartygrants.com.au.

~~Council~~We suggests you do not leave the lodgment of your application to the last moment to avoid any unanticipated technical difficulties or unforeseen errors with your application form that will prevent submission.

Late applications will not be accepted. ~~Incomplete or li~~mprecise applications may disadvantage you in the assessment process.

I need help!

Templates to assist with calculating the value of in kind contributions and the schedule of works schedule are available on Council's website.

If you require any additional help or advice, please contact Council's Leisure Contracts and Project Officer on 9298 8883.

Please note that all applicants must contact Council's Leisure Contracts and Projects Officer before submitting their application, as this is an eligibility requirement.

Privacy statement

As part of the Information Privacy Act Statement of Consent, Council collects information from LMCWGS applicants for the purpose of registering and administering grant applications for the specified funding period. The information may also be used to send you information and to ascertain satisfaction with our services. The information will not be disclosed except as required by law. In particular, the information will not be disclosed to others for marketing purposes.



Leisure Minor Capital Works Grant Scheme Committee

Directorate:	Community Services	Responsible Officer:	Coordinator Leisure Services
Approval Date:	9 June 2015 <u>16 December 2019</u>	Committee Group:	Grants Evaluation Group
Review Date:	9 June 2019 <u>16 December 2023</u>		

1. Purpose

The Knox Leisure Minor Capital Works Grant Scheme (LMCWGS) Committee exists to annually assess applications for the LMCWGS and to make recommendations to Council regarding the allocation of the grants budget.

2. Objectives

The objectives of the Committee are to:

- Ensure that grants are assessed against the assessment criteria in a fair and transparent manner;
- Recommend to Council the allocation of funding under the LMCWGS; and
- Ensure that the annual grant allocations support relevant Council policies, procedures, guidelines and the objectives of the Council Plan.

Relevance to Knox Community and Council Plan 2017-2021

Goal 1 - We value our natural and built environment

Strategy 1.1 - Protect and enhance our natural environment

Strategy 1.3 - Ensure the Knox local character is protected and enhanced through the design and location of urban development and infrastructure

Goal 4 - We are safe and secure

Strategy 4.1 - Encourage and support the community to take responsibility for their own safety, and the safety of others

Strategy 4.3 - Maintain and manage the safety of the natural and built environment

Goal 6 - We are healthy, happy and well

Strategy 6.1 - Mitigate lifestyle risks such as smoking, risky alcohol consumption and drug use, obesity, lack of physical activity and poor nutrition

Strategy 6.2 - Support the community to enable positive physical and mental health

Goal 8 - We have confidence in decision making

Strategy 8.1 - Build, strengthen and promote good governance practices across government and community organisations

3. Membership, Period of Membership and Method of Appointment

The Committee shall comprise the following:



- Two (2) Councillors;
- A community member nominated by the Recreation and Leisure Committee; and
- Council officers.

Councillors

~~Councillor representation will be appointed annually by Council.~~ **Council Officers**

~~Council officers will be appointed to support the Committee by the Chief Executive Officer to provide advice and administrative support to the committee. Council officers are not considered members of the Committee~~

3.1 Selection and Recruitment of Community and Professional Industry Representative Members

The Recreation and Leisure Committee will nominate a community member to the committee annually.

3.2 Councillors

Council will appoint Councillor representation annually.

Unless otherwise appointed to the committee by Council, the Mayor is, by virtue of the Office, an ex officio member of the committee. It is important that whilst the Mayor may not chair these meetings, appropriate recognition should be given to the presence of the Mayor if in attendance.

The role of Councillors is to participate in the meetings, listen to community and stakeholder views and keep the Council informed, through reports on committees by Councillors at Council meetings, on issues of community interest being considered at meetings.

3.3 Council Officers

Council officers will be nominated to support the committee by the CEO as required to provide advice and administrative support to the committee.

4. Delegated Authority and Decision Making

~~The Knox LMCWGS Committee has no delegated authority to make decisions on behalf of Council.~~

~~In accordance with section 76E of the Local Government Act 1989, a Councillor must not improperly direct or influence a member of Council staff in the exercise of any power or in the performance of any duty or function. The committee acts in an advisory capacity only and has no delegated authority to make decisions on behalf of Council.~~

~~5. QUORUM~~

~~A quorum will be a minimum of two Councillors.~~

5. Meeting Procedures

The Committee will meet annually to assess applications made to the grant scheme. Additional meetings will be scheduled if required. The Committee is not required to give public notice of its meetings and its meetings are not open to the public.



Meetings will follow Knox Council meeting procedures, which are in summary:

- Commence on time and conclude by the stated completion time;
- Be scheduled and confirmed in advance with all relevant papers distributed (as appropriate) to each member;
- Encourage fair and reasonable discussion and respect for each other's views;
- Focus on the relevant issues at hand; and
- Provide advice to Council as far as possible on a consensus basis.

6. Chair

The position of Chairperson shall be reviewed annually immediately following Councillor appointments to the Committee. The chair is to be agreed upon between Councillors. When this cannot be achieved, the Mayor of the day shall determine the Chair.

The Committee must advise the Governance Team of the name of the chairperson within one week of appointment. These details will then be updated on the intranet and internet.

7. Agendas and ~~Meeting Notes~~Minutes

Agendas and Minutes must be prepared for each meeting of the Committee.

In addition to the Agenda, each Committee member must be provided with the following documentation prior to the meeting:

- A copy of each application form and relevant supporting documentation;
- A summary of each application; and
- Draft rankings made by Council officers.

The Agenda and supporting documentation must be provided to members of the Committee by the relevant Council officer not less than seven days before the time fixed for the holding of the meeting.

The Chairperson must arrange for minutes of each meeting of the Committee to be kept. The Committee minutes will contain details of the proceedings and project assessment results; they will be clear and self-explanatory and will incorporate relevant information considered at the meeting.

The Chairperson must arrange for minutes of each meeting of the Committee to be kept.

The minutes of the Committee meeting must:

- (a) Contain details of the proceedings and resolutions made;
- (b) Be clearly expressed;
- (c) Be self-explanatory; and
- (d) In relation to resolutions recorded in the minutes, incorporate relevant reports or a summary of the relevant reports considered in the decision making process.

Draft Minutes must be:

- (a) Submitted to the Committee Chairperson for confirmation within 7 days of the meeting; and
- (b) Distributed to all Committee Members following confirmation from the Chairperson and within 14 days of the meeting.

Minutes must be approved by the Chairperson before being published or distributed. Agendas and minutes are not to be made available ~~on the Intranet~~ to the Public.



8. Application Assessment

All Committee members shall be involved in the application assessment process, with the ability to put forward recommendations to other Committee members and vote on assessment scores for each individual project application. In the event of an equality of votes, the Committee should endeavour to achieve consensus through discussion and further consideration of the applications. Where this cannot be achieved, the Chairperson will have the casting vote.

9. ~~Conflict Conduct~~ and Interest Provisions

In performing the role of Advisory Committee member, a person must:

- Act with integrity;
- Impartially exercise his or her responsibilities in the interests of the local community;
- Not improperly seek to confer an advantage or disadvantage on any person;
- Treat all persons with respect and have due regard to the opinions, beliefs, rights and responsibilities of other persons;
- Commit to regular attendance at meetings; and
- Not make improper use of information acquired because of their position or release information that the member knows, or should reasonably know, is confidential information.

Meetings of the Committee will form an Assembly of Councillors. When this occurs, Councillors and officers are required to comply with the conflict of interest provisions as set down in the Local Government Act 1989.

Where a Councillor or officer declares a conflict of interest in relation to a matter in which the committee is concerned, they must disclose the interest to the committee before the matter is considered or discussed at the meeting. Disclosure must include the nature of the relevant interest and be recorded in the minutes of the meeting. The member must leave the room while the matter is being considered and may return only after consideration of the matter and all votes on the matter.

Where a meeting is identified as an Assembly of Councillors, staff must complete a Record of Assembly of Councillors form.

Where a Conflict of Interest is identified by a Councillor or staff member at an Assembly of Councillors, the relevant Conflict of Interest form must also be completed. Forms should be forwarded to the Manager – Governance within five (5) working days of the meeting.

This information will be published at the next available Ordinary Council Meeting.

10. Reporting

The Committee is required to prepare a formal report to Council on an annual basis. The report must be formally adopted by the Committee and should reflect the results of the application assessments. The Committee will then present the report to Council ~~detailing outcomes and recommendations.~~

11. Administration Support

Administration support will be provided by ~~the Community Services Directorate~~ Council's Leisure Services Team.

12. Contact with the Media

Contact with the Media by Advisory Committee members will be conducted in accordance with the Councillor and Staff Media Policies. Community members should defer any media enquiries to the Chairperson in the first instance and should take care not to respond as a representative of the committee.



~~13.12.~~ Review Date Sunset Clause

~~The LMCWGS Committee will sunset on 9 June 2019. The committee will sunset after 4 years. If the committee continues to have a relevant function, a report must be presented to Council prior to this date that includes a review of the committee's Terms of Reference and seeking endorsement from Council to continue act in an advisory capacity.~~

~~14.13.~~ Meals

The provision of ~~light~~ refreshments during the course of a committee meeting will be provided in accordance with the Meals and Beverages for Council Committees Policy.

9.4 Municipal Disability Leadership Plan annual update and future directions

SUMMARY: Municipal Disability Program Team Leader, Alison Treeby

The Knox Municipal Disability Leadership Plan 2017-2019 (the Plan) incorporates key actions that focus on advocacy, coordination and activities to enhance access and inclusion for people with a disability in Knox.

This report provides Council with an update on the outcomes of Year 2 activities in the Plan (refer Attachment 1). It should be noted that the Plan will conclude in June 2020 as there were delays in the establishment of the Municipal Disability Leadership Team. This was approved by Council in 2017.

The report outlines significant progress in key priority areas within the Plan. The report also notes challenges and opportunities that were identified through the implementation of the second year of the Plan, including:

- The complexity of the rollout and establishment of the National Disability Insurance Scheme (NDIS) has meant there have been issues and delays to full implementation that has impacted the Knox community. It is unknown when the Scheme will be fully functioning;
- Department of Health and Human Services (DHHS) funding for the Metro Access Officer role will end in December 2019; and
- Gaps identified in the NDIS service system and feedback from the community, highlight an ongoing need for information, capacity building for people with a disability and support to access appropriate supports and the NDIS.

The report also includes a revised draft Municipal Disability Leadership Plan 2020-2022 (refer Attachment 2) for Council consideration to continue the critical work of the Municipal Disability Program. A proposed reinvestment resourcing model (refer Attachment 3) has also been prepared to support the implementation and coordination of the draft Municipal Disability Leadership Plan 2020-2022 for Council's consideration.

RECOMMENDATION

That Council:

1. Receive and note the Knox Municipal Disability Leadership Plan 2017 -2019 Outcomes Year 2 report, as at Attachment 1.
2. Adopt the draft Knox Municipal Disability Leadership Plan 2020- 2022, as at Attachment 2.
3. Refer Model 1 of the proposed reinvestment resourcing model, as outlined in Attachment 3, for consideration in the 2020-2021 budget process.

1. INTRODUCTION

Knox is a diverse community, with a population of 163,203 made up of people from many different cultures, beliefs, abilities and identities. However, some people's experience has been of discrimination, disadvantage and exclusion from community life.

In Knox, 19%¹ of the population has some form of disability and the estimated prevalence of people diagnosed with a mental health condition is 12.5%. As the Knox population ages, this proportion is likely to increase.

Council has a long history and strong track record in providing leadership to promote and deliver a range of initiatives, programs, services and accessible infrastructure to improve access and inclusion for people with a disability. Australia's disability sector is undergoing significant long-term reform with the implementation of the NDIS.

At the Strategic Planning Meeting on 14 June 2016, Council made a decision to not become a NDIS service provider and to cease Early Childhood Intervention Services (ECIS) and NDIS eligible Home and Community Care (HACC) under 65 years old services. With the implementation of the NDIS, Council identified their role would be a continued and strengthened municipal leadership role in planning, advocacy, coordination and action to enhance access and inclusion for people with disabilities across all life stages within Knox. It was agreed to develop a Municipal Disability Leadership Plan. In 2017, Council supported the reinvestment of its ECIS funding to support the implementation of the Municipal Disability Leadership Plan. This strengthened role included the establishment of a Municipal Disability Leadership team.

The Plan supports and provides specific benefits to people with a disability that complement those that are delivered through the NDIS. The Plan also supports families, carers and people with a disability who are not eligible for the NDIS through the provision of information, support, building capacity of services.

At the Ordinary Meeting of Council held on 26 November 2018, an annual report was tabled providing an update on the progress of key activities articulated in the Plan. The report identified the achievements, challenges and opportunities in the first year of implementation, including the impacts of the NDIS rollout in Knox and highlighted a range of issues for people with disabilities, their families and carers.

The complexity of the NDIS has meant there have been issues and delays to full implementation. It is unknown at this stage when the Scheme will be fully functioning and it is recommended that Council continue to provide a key role in advocacy, support and capacity building for people with a disability, families and carers, services and the community.

1.1 Municipal Disability Leadership Team

The Municipal Disability Leadership team (the team) coordinates the implementation of the Plan. The team includes the Municipal Disability Team Leader, Municipal Disability Project Officer – Parent Carer Support, Municipal Disability Project Officer – Early Years Support and the Metro Access Officer (funded by DHHS until December 2019). The purpose of the team is to lead the implementation, monitoring and evaluation of the Plan with a specific focus on people with a

¹ Survey of Disability, Ageing and Carers (SDAC) 2015

disability and their parents and carers whilst also building the capacity of the community to enhance inclusion for people with a disability.

The team have led work to enable engagement with key stakeholders to:

- Strengthen engagement with people with a disability, families, carers and disability service providers across Knox.
- Support the development of partnerships with current and emerging disability services.
- Highlighted those who have a disability and are not eligible for the NDIS but will require strengthened and inclusive community supports and services now and into the future.

1.2 Municipal Disability Steering Committee and Working Group

Over the last year, the Municipal Disability Steering Committee and Working Group have continued to meet and provide direction and feedback regarding actions, progress and implementation.

The Municipal Disability Steering Committee is chaired by the Manager Community Wellbeing and includes the Manager Family and Children's Services, Manager Active Aging and Disability Services and Coordinators who have responsibilities and focus on disability. The role of the Steering Committee is to provide direction and feedback in relation to progress of the Plan's implementation.

The Working Group includes the team and key Council officers who are directly responsible for delivering actions within the Plan. The role of the Working Group is to report back on activities, share learnings and opportunities for collaboration with the community and allow for sharing of resources. The Working Group meet every six weeks and reports back to the Committee on progress at quarterly meetings.

The Steering Committee and Working Group were engaged to provide direction and feedback on outcomes of the current Plan and development of the draft Plan 2020-2022. In particular, it was agreed that the team had a key role ensuring that the community and businesses in Knox harness the benefits of the NDIS.

1.3 Knox Disability Advisory Committee

The purpose of the Knox Disability Advisory Committee (KDAC) is to promote disability awareness within Council and the wider community and assist Council in the development of policy and planning about issues of access and inclusion. KDAC meet bi-monthly and participate in Council's committee forum. Committee members include professionals and community representatives who have expertise or a lived experience of disability.

KDAC were engaged to provide feedback on the current Plan and development of the draft Plan 2020-2022. Highlighted was the role Council has in providing critical information, education and capacity building for people with a disability and their families and carers at a time of significant sector reform. KDAC are very supportive of the continuation of the Municipal Disability Leadership Program and the work required to support the Knox community through this time of ongoing transition.

2. DISCUSSION

2.1 Overview of Year 2 Activities including the NDIS Challenges

The implementation and review of activities during Year 2 of the Plan has provided an increased understanding of the complexity associated with the rollout of the NDIS and its impact on vulnerable members of the community.

The NDIS continues to be a major change to the way support and care are provided to people with permanent and significant disability in Australia. While all Councils need to be responsive to their local context, overall the impact of this change and slow implementation has been felt statewide. The de-funding of the Metro Access program by DHHS has put added pressure on Councils to commit ongoing resources to fund the role or distribute the work across existing Council teams. As the largest social reform since the introduction of Medicare, the NDIS is complex and constantly evolving. Inevitably (given the size, speed and complexity of the reform) there have been ongoing transition issues that include difficulties accessing the NDIS, long waiting times for planning and issues with resource allocation for people with a disability to access services in the community.

There have been a number of issues that have emerged throughout the rollout of the NDIS for people with disabilities including:

- Barriers to entry for people with a mental illness.
- The emerging gap in services for people who are not eligible for the NDIS who have a disability.
- Lack of understanding of the Western healthcare system for culturally and linguistically diverse communities (CALD).
- Low rates of employment and participation in community activities for people with disabilities.²
- Little support for families and carers.

Council is well placed through the work of the Municipal Disability Leadership team, and more broadly across the organisation, to continue to advocate on behalf of and support people with a disability and their families/carers and service providers in Knox through this change. The team has an ongoing role to support and link people with a disability who are not eligible for the NDIS. This work involves improving access to alternative services through the provision of information, building capacity of services to be more inclusive of people with a disability and building an understanding of community and health service systems.

If Council were not to support the continuing work of the team, it would have a significant impact on some of the most vulnerable members of the Knox community, people with a disability, their families and carers. This cohort would be left with limited opportunity to access the resources and information they require to actively participate in community life.

² <https://www.ndis.gov.au/about-us/data-and-insights/reports-and-analyses>

2.2 A Summary of Year 2 Key Achievements

Key achievements of the Plan in Year 2 include:

Activity	Description	2019 Sessions/ Editions	Number of People
Early Years Autism Conference, February 2019	Held at Knox Civic Centre, four professional presentations focused on strategies for supporting children with Autism, including stalls – local providers and supports for people with a disability and their families.	1 Day	70 parents and carers
Adolescence and Autism Conference, September 2019	Held at Knox Civic Centre, three presenters and nine stall holders. Focused on strategies to support young people with Autism.	1 Day	100 parents and carers
Early Years Professional Development sessions	Targeting staff working in the private sector and Council facilities. This professional development program is unique to Knox Council and is not offered through the NDIS or any other provider. Demand remains high and the feedback received is excellent. Topics included: <ul style="list-style-type: none"> ➤ Autism. ➤ Sensory impairments. ➤ Learning difficulties. ➤ Creating visual supports for children. ➤ Challenging conversations with parents and carers. 	15 sessions	318 attendees
Accessing Knox e-Newsletter	Newsletter provides disability related news, information and events.	36 editions	1150 subscribers
Access Keys customised Accessibility Guides	Access Key Accessibility Guides developed for: <ol style="list-style-type: none"> 4. Five Knox Libraries – Rowville, Bayswater, Boronia, FTG and Knox. 5. Wantirna Early Years Hub. 6. Knox Gymnastic Centre. 7. Eildon Park Tennis Club. 8. Knox Regional Netball Centre. 	9 Access Keys	Available to community
Carers Exercise Group, Knox Leisureworks	Weekly exercise class for carers at Knox Leisureworks with coffee and peer support after the class.	30 sessions	8 – 12 attendees per session
Knox Disability Partnerships Network	This network provides capacity building, information and networking for Knox Disability professionals. Topics in 2019 included: <ul style="list-style-type: none"> ○ NDIS – I've seen the future (of disability services) – Disability Services Consulting. ○ Building safe and respectful cultures in 	4 sessions	25 – 50 attendees per session

Activity	Description	2019 Sessions/ Editions	Number of People
	<p>disability services for people with a disability – Disability Services Commissioner.</p> <ul style="list-style-type: none"> ○ Basecamp: getting real about community inclusion – Knoxbrooke. ○ The Elephant in the Room: Disability Housing. 		
Pathways for Carers Walks Rowville and Jells Park (with City of Monash)	Walk and coffee catch up with a guest walker providing information. Connects carers, decreases social isolation and provides support and information.	21 walks	8 – 15 attendees per session
Borderline Personality Disorder Carers Group	Carer support group run with Eastern Health, commenced in June 2019 and meets monthly at Coonara Community House.	6 sessions	6 – 12 attendees per session
Family and Carer information sessions	Topics included NDIS information, Dialectical Behaviour Therapy and positive behaviour change.	6 sessions	12 – 30 attendees per session

10. Continued monitoring of services and gaps to enable advocacy through the Knox Disability Advisory Committee (KDAC) and disability service providers in Knox.
11. Commencement of the Opening Doors Leadership Program in the Eastern Metropolitan Region (EMR). The objectives of this program are to build leadership skills, support community projects and enhance community connection. This program is for community members including people with a disability.
12. The Changing Places accessible bathroom constructed at Wally Tew Reserve and launched in May 2019 to meet the needs of people with severe and profound disabilities. A future facility is planned for the redevelopment of the Knox library located at Westfield Knox Shopping Centre.

The Year 2 activities have enabled the team to strengthen relationships with key stakeholders including the National Disability Insurance Agency (NDIA), NDIA partners, community organisations and disability service providers. Through Program participation and targeted collection of feedback, people with a disability, families and carers have provided valuable recommendations to shape Council's work into the future.

For further information regarding Year 2 activities and achievements, please refer to Attachment 1.

2.3 Challenges and Opportunities

2.3.1. Metro Access Officer Position Funding Post December 2019

The DHHS have advised Council funding for the Metro Access Officer role will end in December 2019. This funding was extended for a further six months (July to December 2019) to reflect changed dates for the rollout of the NDIA Information Linkages and Capacity Building (ILC) Grants.

Local Government anticipated that the NDIA ILC Grant Program funding would replace the DHHS Metro Access Officer funding to support a Metro Access role across the State. The NDIA ILC Grants were released in September 2019 and do not match the activities of the Metro Access role. The focus of the recent grant round was on arts, culture, sport and recreation only. The activities undertaken by the Metro Access role do not fit the criteria for this round of funding.

There is no certainty, at this stage, if there will be a future funding round that will cover the Metro Access role or the work of the Municipal Disability Leadership team.

2.3.2 NDIS Data Analysis

The NDIS provides data on the needs, successes and challenges for NDIS participants who live with a disability and those who support them.³ The NDIS report that:

- NDIS participants experience greater choice of supports and access to new services and technologies.
- Generally, NDIS participants are reporting good satisfaction rates in the scheme.
- NDIS participants experience very low rates of employment and participation in community.
- Families and carers of children aged 0 to 14 find they have difficulties knowing what they can do to support their family member and where to find specialist services.
- Families and carers report lower rates of confidence in the support they get to parent their child.
- Parents and carers of participants who are aged 15 to 24 report low rates of feeling in control of selecting services and low confidence that services meet their family member's needs.

Although this is national data, through the Municipal Disability Leadership Program and engagement with local community, Council can assume that people with a disability, families and carers in Knox have similar experiences.

For further information regarding community consultation and feedback, please see Section 4 of this report.

2.4 Development of a Draft Municipal Disability Leadership Plan 2020-2022

The Municipal Disability Leadership team developed the draft Plan 2020-2022 to build on the work done to date as well as research, consultation and feedback from key stakeholder groups, including Knox Disability Advisory Group, Municipal Disability Steering Committee and Working Group, Council staff who have a focus on disability and people with a disability, families, carers and disability providers. The draft Plan provides an opportunity for Council to continue its municipal leadership role in planning, advocacy, coordination and action for people with disabilities across all life stages within Knox.

Through the implementation and community activities for the current Plan, mental health has been identified as a key priority across the Eastern Metropolitan region (EMR). In response to emerging community mental health issues Council recently collaborated with other Councils in the EMR to establish the EMR Mental Health Support and Prevention Network. This Network includes

³ <https://www.ndis.gov.au/about-us/data-and-insights/reports-and-analyses>

representation from each EMR Council and will support a coordinated response to emerging mental health issues from a strategic and policy perspective.

Key activities identified in the draft Plan 2020-2022 include:

- Continued identification and advocacy around barriers, service gaps and community needs.
- Promote disability awareness through Council and community.
- Partner with NDIS and community partners to deliver NDIS information and support.
- Provide the community with up-to-date disability related information and resources.
- Promote Plan outcomes internally and externally.
- Increase employment opportunities for people with a disability via the Knox social procurement and social enterprise initiatives.
- Build community group capacity to increase participation of people with a disability.
- Advocate for increased early intervention services for people experiencing mental ill health.
- Working with sporting clubs and leisure and recreation services to improve their capacity to be more inclusive of people with a disability.
- Provide a range of supports for families and carers including carer walks, carer groups, information and capacity building sessions.

The draft Municipal Disability Leadership Plan 2020-2022 is included as Attachment 2.

3. CONSULTATION

During the implementation of Year 2 activities, key stakeholders contributed to and were consulted with to inform the content and focus of programs. This included consultation with people with a disability, their families and carers, partnerships with Council's Family and Children's Services, Council's Facilities Team, Knox disability service providers, Knox community members and the NDIA. Overall, the feedback in relation to the implementation and outcomes of the current Plan was that Council are providing essential education, information, capacity building and advocacy activities that are not provided elsewhere in the community and future focus should prioritise these areas.

Community engagement on local issues provided Council with the relevant information to inform the draft Plan 2020-2022. In particular, the community provided feedback on priority areas Council should focus on over the next two years. These responses have been reflected in the draft Plan and discussed in Section 3.4 of this report.

4. ENVIRONMENTAL/AMENITY ISSUES

The draft Municipal Disability Leadership Plan 2020-2022 includes initiatives that impact environmental and amenity issues including access to the built environment and Council facilities.

The ongoing resources associated with the Capital Works Retrofitting Program will continue to be required. Council will also need to consider the resources required for building universally designed Council facilities that support a diverse community now and into the future.

5. FINANCIAL & ECONOMIC IMPLICATIONS

Council's 2016/17 operational budget and LTFF provided \$600,000 for Council's Early Childhood Intervention Service (ECIS), Illoura. With the ceasing of the Illoura service in March 2017 it was proposed that up to \$600K of the ECIS budget be considered for potential reinvestment into Council's enhanced municipal disability leadership role in the 2017/18 year and beyond.

In 2017, Council supported a re-investment of 60% of the former ECIS funding to be allocated to resource a dedicated disability leadership program as follows:

- 2017/18 \$408,751
- 2108/19 \$326,058

During the preparation of the 2018 outcome report for the current Plan, it was established that the complexity of the NDIS resulted in issues and delays to full implementation. It was recommended that Council continue to provide a key role in advocacy, support and coordination of activities for the community throughout this rollout period and beyond.

An assessment of the 2019-2020 budget established there were sufficient resources for current staff and operational programs to continue until December 2019.

In December 2018, a business case seeking staff resourcing for the Municipal Disability Leadership Program until June 2020 was also prepared and approved by Council. The funding allocated for this business case was as follows:

- 1 January 2020 to 30 June 2020 \$119,663 (EFT only)
- Total funding June 2019 to June 2020 \$314, 424 (EFT plus operational budget)

This was recommended as current staff were on temporary contracts until December 2019. However, as noted above and due to delays in recruitment of staff and the implementation of the Plan, there were sufficient operational resources to extend the implementation of the current Plan until June 2020.

The current Municipal Disability Leadership team EFT is as follows:

• 1 EFT	Band 6	Team Leader	Contracted until 30 June 2020.
• 2 x 0.6 EFT	Band 6	Project Officers	Contracted until 30 June 2020.
• 1 EFT	Band 6	Metro Access Officer	(Funded by DHHS until 30 December 2019).
Total current = 3.2 EFT			

5.1 Proposed Reinvestment Model for 2020-2022

The following financial modelling outlines four options for Council's consideration in relation to the resources required to support staff and operational budget for the draft Plan for 2020-2021 and 2021-2022 financial years. The Reinvestment Resource Model (Attachment 3) provides commentary for Council on each of the Models benefits to community and return on investment.

	Model 1	Model 2	Model 3	Model 4
	Current team 3.2 EFT – <ul style="list-style-type: none"> 1 EFT Team Leader (Band 6) 1 EFT (Band 6) 2 x 0.6 EFT (Band 6) + operational budget	2.2 EFT – <ul style="list-style-type: none"> 1 EFT Team Leader (Band 6)⁴ 2 x 0.6 EFT (Band 6)⁵ + operational budget	1 EFT – <ul style="list-style-type: none"> 1 EFT Community Development Officer – Access & Equity (Band 6) + operational budget	0 EFT
2020/2021	\$432,746.00 <i>This model is an increase cost to Council of \$108,992 per annum for an additional temporary 1 EFT - Community Development Officer – Access & Equity</i>	\$319,325.00	\$137,267.00	Nil reinvestment
2021/2022	\$410,506.41	\$294,590.15	\$139,645.02	Nil reinvestment

The ongoing reinvestment of the ECIS Illoura resources will enable Council to continue to provide a key coordination and leadership role for people with a disability, families, carers and the community. In particular, the Team provide support for vulnerable members of the community with complex needs who experience significant barriers to the NDIS and other disability services.

To effectively support this work it is proposed that Council consider Model 1 (an increase to current budget as noted above). For further information regarding the Reinvestment Resourcing Model options, please refer to Attachment 3.

Throughout the implementation of the draft Plan, Council Officers will continue to seek and apply for relevant funding. Some examples include:

- NDIS Information, Linkages and Capacity Building (ILC) Grants – a component of NDIS funds activities to support the inclusion of people with a disability in community, work and mainstream services. Grants are up to 3 years and are targeted for one off projects and not ongoing funding at a local level. There is limited information at this time regarding guidelines and eligibility. This will be monitored by the team and applications made as required.
- Changing Places – The State Government program providing funding for accessible public toilets for people with severe and profound disabilities.

⁴ Team Leader will provide disability strategy lead and NDIS subject matter expert knowledge.

⁵ Municipal Disability Project Officers to work with people with a disability, parent & carer and service providers including early years. Team to flexibly resource priority actions from the Plan to meet changing community needs.

6. SOCIAL IMPLICATIONS

Council's work over the life of the current Plan 2017–2019 has enabled a greater understanding of issues impacting the community in relation to NDIS implementation and the disability service sector. Council plays a key role in building the capacity of people with a disability, their parents and carers, service providers and the community. The draft Plan 2020–2022 would continue this work with a key focus on supporting people with a disability including those with a mental illness and provide increased opportunity for the community to have input into solutions.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 6 - We are healthy, happy and well

Strategy 6.2 - Support the community to enable positive physical and mental health

Goal 7 - We are inclusive, feel a sense of belonging and value our identity

Strategy 7.2 - Celebrate our diverse community

Strategy 7.3 - Strengthen community connections

The Municipal Disability Leadership Plan contributes to the implementation of the guiding principles, goals and strategies and initiatives for the Knox Community and Council Plan 2017-21, specifically council initiative 6.2.4:

“Implement the Municipal Strategic Disability Leadership Plan to support people with a disability, their families and carers with the implementation of the NDIS”.

8. CONFLICT OF INTEREST

Under Section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author –Municipal Disability Leadership Team Leader, Alison Treeby – In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director, Community Services, Tanya Scicluna – In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

This report outlines significant progress made in key priority areas within the Knox Municipal Disability Leadership Plan 2017-2019 (the Plan). The report also notes challenges and opportunities that were identified through the implementation of the second year of the Plan, including:

- The complexity of the rollout and establishment of the National Disability Insurance Scheme (NDIS) has meant there have been issues and delays to full implementation that has impacted the Knox community. It is unknown when the Scheme will be fully functioning;

- Department of Health and Human Services (DHHS) funding for the Metro Access Officer role will end in December 2019; and
- Gaps identified in the NDIS service system and feedback from the community, highlight an ongoing need for information, capacity building for people with a disability and support to access appropriate supports and the NDIS.

The draft Municipal Disability Leadership Plan 2020-2022 (refer Attachment 2) will enable Council to continue the critical work of the Municipal Disability Program. A proposed reinvestment resourcing model (refer Attachment 3) has been prepared. This report recommends Council refer Model 1 of the proposed reinvestment resourcing model, as outlined in Attachment 3, for consideration in the 2020-2021 budget process.

10. CONFIDENTIALITY

This report contains items of a confidential nature.

Report Prepared By: Municipal Disability Leadership Team Leader, Alison Treeby

Report Authorised By: Director, Community Services, Tanya Scicluna

Attachments

1. Attachment 1 - Municipal Disability Leadership Plan Outcomes Year 2 [9.4.1 - 6 pages]
2. Attachment 2 - DRAFT Municipal Disability Leadership Plan 2020-2022 [9.4.2 - 8 pages]
3. Attachment 3 - Reinvestment Resourcing Model - Municipal Disability Leadership Plan 2020-2022 [9.4.3 - 4 pages]

RESOLUTION

MOVED: Councillor Mortimore

SECONDED: Councillor Pearce

That Council:

1. Receive and note the Knox Municipal Disability Leadership Plan 2017 - 2019 Outcomes Year 2 report, as at Attachment 1.
2. Adopt the draft Knox Municipal Disability Leadership Plan 2020- 2022, as at Attachment 2.
3. Refer Model 1 of the proposed reinvestment resourcing model, as outlined in Attachment 3, for consideration in the 2020-2021 budget process.

CARRIED

Attachment 1

Knox Municipal Disability Leadership Plan 2017 – 2019 Outcomes Year 2

Key

Not commenced	
Ongoing	
In progress	
Completed	

Council Action		Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
Focus Area 1 – Advocacy Council will understand the key issues affecting Knox residents with a disability and their families and advocate on their behalf, partner with key disability organisations to build and strengthen disability awareness and build a more inclusive and supportive Knox community.						
1.1	Maintain relationships with key stakeholders including Latrobe Community Health and Link Health and Community, and advocate on key issues affecting vulnerable groups and individuals within the Knox community where appropriate.	1-2		<ul style="list-style-type: none"> Regular meetings held with NDIS partners, LINK Health and Latrobe Community Health, strengthening partnerships and advocating on issues affecting people with a disability in Knox – East Region NDIS meeting, East Region CALD network. 	8 meetings	<ul style="list-style-type: none"> This action is ongoing.
1.2	Support each Council department to maintain and improve on its responsibilities to create an accessible, inclusive and supportive community for people with a disability.	1-2		<ul style="list-style-type: none"> Municipal Disability Leadership Plan Working Group meets regularly and Steering Committee quarterly providing direction and support. Access and Inclusion training provided to new Council staff. Training aims to increase staff skills, awareness and capacity in building more inclusive and accessible communities. Meetings with Family and Children's Services held regularly to share information and learnings and identify future areas of work, gaps, barriers and opportunities. 	6 meetings 4 sessions 6 meetings	<ul style="list-style-type: none"> Review of Internal Access & Inclusion training to be completed.
1.3	Identify opportunities for project funding through the Information, Linkages and Capacity Building grant component of the NDIS.	2		<ul style="list-style-type: none"> Monitoring NDIA ILC grant opportunities. Exploring partnerships with EMR Councils and Knox providers, regular updates from NDIA, MAV. ILC Mainstream Capacity Building Grant application submitted in partnership with Whitehorse Council to improve supports for people with mental illness, their families and carers. 	1 application	<ul style="list-style-type: none"> ILC funding application/s to be submitted as appropriate.
1.4	Apply economic modelling to develop a 'City of Knox NDIS Market Statement' that will identify new economic and employment opportunities within Knox municipality.	2		<ul style="list-style-type: none"> Economic benefits of the NDIS in Knox and Outer East explored, forecasting a boost in employment opportunities for people with a disability, carers and the general community. Social Enterprise Mapping & Demand Analysis research conducted, report provided outlining recommendations for Knox. 	1 report with recommendations	<ul style="list-style-type: none"> Promote and progress Social Enterprise Mapping and Demand Analysis research report to KCC and wider community.

Attachment 1

Council Action	Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
1.5 Maintain up-to-date disability related community mapping to identify barriers, services gaps and community needs.	1-2	▲	<ul style="list-style-type: none"> Community consultations conducted with community members, groups, and providers, to identify existing barriers, gaps, needs and possible solutions. Regular desktop mapping undertaken to track changes in NDIS service provision in Knox. Responding to gaps and opportunities as appropriate. For example, approached service provider Knoxbrooke with identified service gap. Knoxbrooke responded by providing an independent living skills program for people with an intellectual disability. 	Achieved via feedback, groups and community consultation.	<ul style="list-style-type: none"> This action is ongoing to ensure changes, challenges and barriers in NDIS and community service provision are tracked and gaps are addressed where possible.
1.6 Promote disability awareness within Council and the wider Knox community through the Knox Disability Advisory Committee (KDAC).	1-2	▲	<ul style="list-style-type: none"> KDAC recruitment completed in December 2018 - 10 new committee members. KDAC meetings held bi-monthly, developing leadership, confidence and advocacy skills of the committee. Committee members are emerging advocates for inclusion. KDAC provides ongoing input and feedback regarding increasing access and inclusion in Knox. 	6 meetings	<ul style="list-style-type: none"> This is an ongoing action.
1.7 Identify opportunities to advocate to State Government in relation to retaining and ongoing of the Metro Access positions located in Local Government.	1-2	✓	<ul style="list-style-type: none"> Advocacy undertaken with key stakeholders including Municipal Association of Victoria. 	Advocacy undertaken	<ul style="list-style-type: none"> No further action required as role and funding will conclude in December 2019.
Focus Area 2 - Community Engagement/Education/Awareness Raising					
Council will provide information, education and resources to people with a disability, their families and carers that builds capacity and improves access to NDIS, disability services and the local community.					
2.1 Provide education sessions for the Knox community on the National Disability Insurance Scheme	1-2	▲	<ul style="list-style-type: none"> NDIS information and planning sessions were hosted in Knox for Early Years' educators, parents & carers. NDIS and CALD community session delivered to Knox Multicultural Advisory Committee (KMAC) and Knox Interfaith Network (KIN) in December 2018. Follow up information provided at KMAC meeting April 2019. 'Making the Most of your NDIS Plan' session provided at Knox Civic Centre. 'Preparing for Plan Review' workshop provided at Knox Civic Centre. Community Partners LaTrobe Community Health NDIS provided information to community at Knox Autism Conferences. 	3 workshops 1 presentation 2 workshops See 4.4	<ul style="list-style-type: none"> This is an ongoing action delivered in partnership with NDIA, LaTrobe Community Health and disability service providers.
2.2 Promote and update, where necessary, the Guide to Disability and Aged Services publication to facilitate better information sharing about services and supports for people with disability.	1-2	✓	<ul style="list-style-type: none"> Guide to Disability and Aged Services reviewed, updated and printed. Promotion and distribution currently underway to Knox community. 	3500 copies distributed	<ul style="list-style-type: none"> The Team will continue to promote and distribute the publications for the community and service providers.
2.4 Provide disability related information through the Knox Disability e-News newsletter to share disability-related news and events and to empower people with a disability, their carers and families, disability service organisations and other relevant organisations.	1-2	▲	<ul style="list-style-type: none"> Provision of Accessing Knox e-Newsletter providing disability related news and events to 1150 subscribers. 	36 editions distributed to 1150 subscribers	<ul style="list-style-type: none"> Current review of Community Wellbeing eNewsletters via the LEAN process. Business improvements to be implemented upon completion of the evaluation.
2.5 Develop a Communications Plan to communicate outcomes from the Municipal Strategic Disability	1-2	▲	<ul style="list-style-type: none"> Communications Plan in partnership with Corporate Communications promoting services and programs offered via social and other media. 	Plan developed	<ul style="list-style-type: none"> This is an ongoing action.

Attachment 1

Council Action	Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
Leadership Plan with internal and external stakeholders.			<ul style="list-style-type: none"> Key projects such as Enabling Young Women Leadership program, Opening Doors, Carer's activities – walks, group information sessions and training provided to community and early years educators promoted to Knox community. Mental Health Week, Carer's Week, This Is Me, We Are Knox campaign completed. Project outcomes communicated internally and to Knox community. 		
Focus Area 3 - Community Capacity Building to Increase Social Inclusion					
Council will build the capacity of local community groups, organisations and services to increase and enhance participation of people with a disability including universal early years' services.					
3.1 Build the capacity of local community groups to increase and enhance participation of people of all ages with a disability.	1-2	▲	<ul style="list-style-type: none"> Access Key Accessibility Guides developed for: <ul style="list-style-type: none"> 5 Knox Libraries – Rowville, Bayswater, Boronia, FTG and Knox; Wantirna Early Years Hub; Knox Gymnastic Centre; Eldon Park Tennis Club; and Knox Regional Netball Centre. 	<ul style="list-style-type: none"> 9 Access Keys available free to the community. 	<ul style="list-style-type: none"> This action is ongoing and further Access Keys are in the development stage for: <ul style="list-style-type: none"> Knox Leisureworks; State Basketball Centre; Bayswater Early Years Hub; and Knox and Ferntree Gully Community Arts Centres.
3.2 Build the capacity of Early Years staff to increase and enhance the successful inclusion of children with a disability or developmental delay across all universal early years' services.	1-2	▲	<ul style="list-style-type: none"> Professional development sessions offered to Knox early years staff in 2019. Attendees from family day care, preschools and kindergarten programs. The sessions build the skills of early years educators and support Knox Early Years services to build inclusive practice. Early Years Educators Network meetings conducted - highlighting best practice approaches, sharing learnings and providing support to educators working with children with a disability. Eastern Regional Libraries professional development session focusing on inclusive practice and story time. Early Years service visits to provide information and support regarding NDIS and other supports. Early Years ASD play group visits to provide information on NDIS and supports for parents and carers in Knox. 	<ul style="list-style-type: none"> 15 sessions Total of 318 attendees 3 sessions 1 session for 12 attendees 8 presentations 2 presentations 	<ul style="list-style-type: none"> This action is ongoing. Future sessions planned to cover topics such as vision impairment, working with children with communication difficulties, ASD, managing challenging behaviours and challenging conversations with parents.
3.3 Assist Illoura ECIS inc. to develop a future strategic direction.	1	▲	<ul style="list-style-type: none"> In 2018, support and resources provided by Council to assist Committee to develop strategic plan. Strategic plan now finalised. 	Assistance provided	<ul style="list-style-type: none"> Ongoing support will be provided as required.
3.4 Council Building Services Team supported to conduct an expression of interest process for the Illoura building commercial lease to an Early Childhood Intervention Service NDIS provider.	1-2	✓	<ul style="list-style-type: none"> Illoura building tenancy agreement signed with NDIS provider - EACH May 2019. 	Completed	<ul style="list-style-type: none"> EACH are providing early childhood intervention services to the Knox community.
Focus Area 4 - Increase Accessibility Across the Municipality					
Council will embed the needs of people with a disability in the development, design and delivery of community infrastructure, information and services.					
4.1 Construct Changing Places' facilities in Knox.	1-2	▲	<ul style="list-style-type: none"> Changing Places facility at Wally Tew Reserve completed and launched May 2019. Funding allocated from KCC facilities budget for second Changing Places facility in the new library to be located in Knox Westfield shopping centre. 	<ul style="list-style-type: none"> 1 Changing Places facility completed 	<ul style="list-style-type: none"> Changing Places facility included in plans for Knox Westfield Library development.

Attachment 1

Council Action	Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
4.2 Embed needs of people with a disability in development, design and delivery of community infrastructure by conducting Access Audits on Knox Council building and associated infrastructure.	1-2	▲	<ul style="list-style-type: none"> Access audits undertaken (in line with Building Condition audits) conducted for Knox council buildings. 	Access audits undertaken	<ul style="list-style-type: none"> Upgrades incorporated within Council program of works.
4.3 Ensure council information is accessible for people with a disability.	1-2	▲	<ul style="list-style-type: none"> Provision of Council publications and information (both online and hard copies) in accessible format and where requested provide alternative formats, including Braille and large font. 	Information provided in accessible format	<ul style="list-style-type: none"> Ongoing advice sought from KDAC to identify opportunities to improve information accessibility.
4.4 Improve NDIS access for families and carers of children with a disability or development delay in Knox.	1-2	▲	<ul style="list-style-type: none"> Provided information sessions with local disability services for families and carers on NDIS self-management, NDIS plan review and Making the Most of your plan. Exploring opportunities for Link Health and Community Early Childhood Early Intervention outreach to be trialled at Wantirna or Bayswater Early Years Hubs following trial at Knox City Council Murrindal Children & Family Centre in 2018. NDIS Early Childhood Intervention Service information sessions provided for attendees at Knox Library Story time sessions at Knox libraries. Outer Eastern Region NDIS meeting held regularly with Councils and NDIS partners NDIA & LaTrobe Community Health Growing with Autism conference, February 2019 for families and carers. Stall holders included LaTrobe Community health NDIA partners and LINK Community Health NDIA ECEI. Adolescence & Autism Conference September 2019 for families and carers. Stall holders included LaTrobe Community Health, EACH, Access Ability Australia and Carers Victoria. 	<p>3 sessions 12 – 25 attendees per session</p> <p>6 sessions</p> <p>4 meetings</p> <p>70 attendees 4 presenters 9 exhibitors</p> <p>100 attendees 3 presenters 9 exhibitors</p>	<ul style="list-style-type: none"> Explore further options to improve NDIS access for children, families and carers in Knox.
Focus Area 5 -Support and Capacity Building for People with Disabilities Council will deliver, in partnership with relevant community organisations, capacity building programs for people with a disability.					
5.1 Develop and deliver two “Enabling Women” programs by June 2019 to improve their skills in leadership and advocacy. Tailor one program for women across the life span, a program for young women and a program for CALD women with disabilities.	1-2	▲	<ul style="list-style-type: none"> Enabling Women program for young women with a disability in Knox & Yarra Ranges conducted with graduation in December 2018. Outer East Enabling Women graduates hub - meet monthly as an ongoing support network at Coonara Community House. Currently working on a short film. 	12 meetings 6 – 12 attendees per session	<ul style="list-style-type: none"> Explore future opportunities to support Knox residents with a disability to develop leadership and advocacy skills.
5.2 Celebrate International Day of People with Disability including the Carols by Candlelight event.	1-2	▲	<ul style="list-style-type: none"> Collaborated with Programs and Events team around Carols by Candlelight including accessible toilets parking and pathways. Access Key development, chill out space and Auslan interpreting. Carols song books provided in braille. “This is Me, We are Knox” campaign launched April 2019. ‘We are Knox’ campaign provided an opportunity for positive representation of people with a disability living in Knox. The campaign highlighted two Knox residents living with disability and all the roles they have in their lives. International Day of People with Disability wheelchair basketball day 26 November 2019. Knox school students from 6 schools will participate in a round robin wheelchair basketball competition. 	<p>In progress for 2019 Carols by Candlelight</p> <p>2 videos available on KCC website</p>	<ul style="list-style-type: none"> This is an ongoing action.

Attachment 1

Council Action	Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
5.3	1-2	▲	<ul style="list-style-type: none"> Opening Doors Outer East community leadership program delivered in conjunction with Link Health and Community Sept 2019 – April 2020. World Mental Health Day social media campaign with Boomers basketballer Maddie Garrick discussing mental illness and what you can do to maintain good mental health and support others around you to do the same. 	<p>Students from 6 Knox schools to participate</p> <p>In progress</p> <p>1 video available on KCC website</p> <ul style="list-style-type: none"> This is an ongoing action. 	
Focus Area 6 - Support and Capacity Building for Parents/Carers					
Council will deliver, in partnership with relevant community organisations, programs and supports for families and carers that promote social connection, health and build capacity.					
6.1	1-2	▲	<ul style="list-style-type: none"> Support provided to families to connect through opportunities including local playgroups, preschools, supported parent groups, family day care and childcare. Carer group presentations – to provide information regarding NDIS and services and supports available in Knox. Knox Pathways for Carers walk connects carers, decreases social isolation and provides support and information via a 'guest walker'. Monash/Knox Pathways for Carers builds supports, knowledge and connection, decreasing social isolation. Carer's Exercise Group Knox Leisureworks promotes health, fitness and social connection. Borderline Personality Disorder (BPD) carers group – provides support, information and connection for Carers. Families where a Parent has a Mental Illness (FaPMI) family fun day working group, sponsorship of the day and staff attendance on day. This event provides Knox families who are supporting a family member with mental illness a great day event. Olivia, A Knox Carer social media campaign October 2019 – highlighting the work carers do, supports Knox provide and how Carers can look after themselves. 	<p>3 presentations</p> <p>9 walks</p> <p>8 – 12 attendees</p> <p>12 walks</p> <p>8 – 15 attendees</p> <p>30 sessions</p> <p>8 – 12 attendees</p> <p>6 sessions</p> <p>6-12 attendees</p> <p>1 video available on KCC website</p>	<ul style="list-style-type: none"> Ongoing action to support groups.
6.2	1-2	▲	<ul style="list-style-type: none"> Pathways for Carers walks include a presentation from the 'guest walker' that promotes services, supports and publications. Guest walkers include EACH, Different Journeys, Interchange and Dogs for Life Assistance Dogs. Provision of information sessions including sessions on NDIS self-management, preparing for NDIS plan review in partnership with Amaze, Wills and Estates information and video self-modelling. Dialectical Behaviour Therapy presentation for Borderline Personality Disorder carers group, October 2019. Autism & Early Years conference, February 2019 – topics video self-modelling, improving communication, managing meltdowns and practical strategies for home and community. 	<p>21 walks in total</p> <p>6 sessions</p> <p>12 – 30 attendees</p> <p>1 session</p> <p>12 attendees</p> <p>See 4.4</p>	<ul style="list-style-type: none"> Ongoing action to identify further topics in consultation with carers.
6.3	2	▲	<ul style="list-style-type: none"> Provide education opportunities for parents and carers in Knox to increase parent and carer capacity. 		<ul style="list-style-type: none"> Ongoing action to identify further topics with carers and community partners.

Attachment 1

Council Action	Year	Status	Year 2 Achievements	Year 2 Activities	Future Work/Next Steps
			<ul style="list-style-type: none"> Adolescence and Autism conference, September 2019 – increasing positive behaviours, strategies for school and beyond and speech therapy and skills. Video self-modelling for behaviour change workshops Guest walker presentations at Pathways for Carers Walks – for example Interchange, EACH and Villa Maria Carer support program. Eastern Ranges School Expo, March 2019 – provided Knox information regarding services and supports to students with Autism, parents and carers. 	See 4.4 2 workshops 30 attendees in total Attended 1 Expo day	
6.4 Scope opportunities for new programs, workshops, forums, and collaborations which will deliver improvements for parents and carers in our community	1-2	▲	<ul style="list-style-type: none"> Municipal Disability Leadership team in partnership with Knox providers and carers collect feedback (written & anecdotal) and suggestions regarding useful topics and need for information. 	Scoping undertaken	<ul style="list-style-type: none"> This is an ongoing action.
Focus Area 7 – Partnerships Council will take a leadership role in engaging with disability professionals, services and employers.					
7.1 Promote professional peer support through the Knox Disability Partnerships Network.	1-2	▲	<ul style="list-style-type: none"> Knox Disability Partnerships Network meetings provides peer support, capacity building and information sharing to Knox Disability professionals. Topics in 2019 include <ul style="list-style-type: none"> NDIS – I've seen the future (of disability services) – Disability Services Consulting; Building safe and respectful cultures in disability services for people with a disability – Disability Services Commissioner; Basecamp: getting real about community inclusion – Knoxbrooke; and The Elephant in the Room: Disability Housing. 	4 meetings 25 – 50 attendees per meeting	<ul style="list-style-type: none"> Identification of guest speakers for future sessions.
7.2 Identify, explore and advocate for improved housing choices for people with a disability through the Eastern Disability Housing Network (EDHN).	1-2	▲	<ul style="list-style-type: none"> Eastern Disability Housing Network (EDHN), topics include: <ul style="list-style-type: none"> Wills, estates, planning for retirement, investment strategies, Centrelink and superannuation; Personal housing, journeys and NDIA housing support; Personal housing journey and tenant matching; and Disability Housing, NDIS and support workers. Monthly steering group meetings held. Strategic planning undertaken to inform future directions and sustainability of the network. 	6 meetings 25 – 30 attendees per meeting	<ul style="list-style-type: none"> Build the capacity of members of the Eastern Disability Housing Network so the Network can become self-sustaining. Exploring option of securing longer term funding through ILC grants to deliver key actions on the EDHN strategic plan.
7.3 Engage with employers and service providers to increase employment opportunities for people with a disability, in partnership with the Building Equitable Employment Network.	1-2	▲	<ul style="list-style-type: none"> Collaboration with Manningham and Boroondara Councils to plan and deliver bimonthly network meetings. Developed new connections amongst key disability employment stakeholders to identify and develop enhanced employment opportunities for people with a disability. 	4 meetings 20 attendees per meeting	<ul style="list-style-type: none"> Strategic planning to identify future projects and network sustainability.



Attachment 2

Draft - Knox Municipal Disability Leadership Plan 2020 – 2022





Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

Purpose

The Municipal Disability Leadership Plan will provide specific benefits to people with disabilities that complement those delivered by the NDIS. These include:

- People with disabilities and their families are informed and empowered to fully participate in the NDIS;
- Building community capacity by working with Early Years services and other community organisations to effectively include and support people with disabilities and their families;
- A stronger focus on accessible infrastructure provided by Council, and advocacy to ensure business, community organisations, and other levels of government meet their responsibilities in this area;
- Creating greater employment opportunities in Knox for people with a disability by promoting and supporting the establishment of social enterprises;
- Supporting people with disabilities to optimise participation in the life of their local community;
- Facilitating integrated local community planning and coordination which engages and involves people with a disability and their families, disability service providers and community organisations; and
- Improved access to information about relevant services and community activities available to people with disabilities in their communities.

Focus Areas

The following focus areas provide direction for Council actions to achieve outcomes for people with a disability, their families and carers, and aligns and responds to the goals and strategies of the Community and Council Plan 2017 - 2021.

Area 1 – Advocacy

Council will understand the key issues affecting Knox residents with a disability and their families and advocate on their behalf, partner with key disability organisations to strengthen disability awareness and build a more inclusive and supportive Knox community.

Area 2 – Community Engagement/Education/Awareness Raising

Council will provide information, education, resources to people with a disability, their families and carers that builds capacity and improves access to NDIS, disability services and the local community.



Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

Area 3 – Community Capacity Building to Increase Social Inclusion

Council will build the capacity of local community groups, organisations and services to increase and enhance participation of people with a disability.

Area 4 – Increase Accessibility across the Municipality

Council will embed the needs of people with a disability in the development, design and delivery of community infrastructure, information and services.

Area 5 – Support and Capacity Building for People with Disabilities

Council will deliver, in partnership with relevant community organisations, capacity building programs for people with a disability.

Area 6 – Support and Capacity Building for Parents /Carers

Council will deliver, in partnership with relevant community organisations, programs and supports for families and carers that promote social connection, health and build capacity.

Area 7 – Partnerships

Council will take a leadership role in engaging with disability professionals, services and employers.



Council Action	Role of Council	Partners	Performance Indicator	Year
<p>Focus Area 1 – Advocacy Council will understand the key issues affecting Knox residents with a disability and their families and advocate on their behalf, partner with key disability organisations to strengthen disability awareness and build a more inclusive and supportive Knox community.</p>				
1.1 Maintain relationships with key stakeholders including Latrobe Community Health and Link Health and Community, and advocate on key issues affecting vulnerable groups and individuals within the Knox community where appropriate.	Advocate Partner	National Disability Insurance Agency Latrobe Community Health Link Health and Community	1. Advocacy undertaken. 2. Regular meetings held with both NDIS partners.	1-2
1.2 Support each Council department to maintain and improve on its responsibilities to create an accessible, inclusive and supportive community for people with a disability.	Partner Plan Educate	Community Wellbeing All of Council	1. Municipal Disability Leadership Plan Working Group meets 6 times per year. 2. Municipal Disability Leadership Plan Steering Committee meets 3 times per year. 3. Access and Inclusion training provided to new Council staff. 4. Meetings with Family and Children's Services and other Council Teams working in the Disability space held regularly.	1-2
1.3 Identify opportunities for project funding through the Information, Linkages and Capacity Building grant component of the NDIS.	Plan	Community networks and organisations	1. Funding opportunities explored. 2. Funding application submitted, as appropriate.	2
1.4 Identify new economic and employment opportunities for people with a disability within Knox municipality.	Research Advocate Educate	City Futures	1. Promote Social Enterprise Mapping and Demand Analysis Report and recommendations. 2. Establish baseline measure for social and economic participation and set targets. 3. Develop Knox Council action plan and priorities.	2
1.5 Maintain up-to-date disability related community mapping to identify barriers, service gaps and community needs.	Research Partner	Disability support providers Community organisations KDPN KDAC Knox Youth Services Network Eastern Disability Housing Network Family & Children Services	1. Community consultations conducted with community groups and members, disability service providers, to identify barriers, gaps, needs and possible solutions. 2. Regular desktop mapping undertaken to track changes in NDIS service provision in Knox. 3. Respond to barriers, service gaps, community need and opportunities where appropriate.	1-2
1.6 Promote disability awareness within Council and the wider Knox community through the Knox Disability Advisory Committee.	Partner Plan Advocate	Knox Disability Advisory Committee members including a Councillor representative	1. Meetings held bi-monthly. 2. New members recruited (2020 - 2022).	1-2
1.7 Explore opportunities with key stakeholders to advocate for increased mental health services in the EMR that provide early intervention and support services for community.	Advocate Partner	Eastern Mental Health Services Coordination Alliance (EMSCA) Eastern Metropolitan Region Support and Prevention Network Knox Disability Advisory Committee	1. Advocacy opportunities explored with key partners to increase mental health services.	1-2



Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

Council Action	Role of Council	Partners	Performance Indicator	Year
Focus Area 2 - Community Engagement / Education / Awareness Raising Council will provide information, education and resources to people with a disability, their families and carers that builds capacity and improves access to NDIS, disability services and the local community.				
2.1 Partner with NDIS partners to provide Knox community with information on the National Disability Insurance Scheme	Educate Partner	Link Health and Community Latrobe Community Health	1. At least 2 NDIS information and planning sessions hosted at Knox for community members.	1-2
2.2 Maintain and update the online Knox Guide to Disability and Aged Services publication to facilitate better information sharing about services and supports for people with disability.	Educate	Active Ageing and Disability Services Community networks and organisations Knox businesses and business networks Knox community members.	1. Guide to Disability and Aged Services promoted. 2. Guide to Disability and Aged Services updated where necessary.	1-2
2.3 Promote and distribute the People First publication to assist with capacity building and positive culture change in community organisations to improve the inclusion of people with disability.	Educate	Community networks and organisations Knox businesses and business networks Knox community members Other Knox Council staff and departments	1. People First promoted and distributed.	2
2.4 Provide disability related information through the Knox Disability e-News newsletter to share disability-related news and events and to empower people with a disability, their carers and families, disability service organisations and other relevant organisations.	Educate	Knox e-Services team Knox Strategic Communications team. Other Knox Council staff as appropriate	1. At least 26 number of newsletters per year (subject to evaluation). 2. Undertake a review, evaluate and implement recommendations.	1-2
2.5 Review and update the Communications Plan to communicate outcomes from the Municipal Strategic Disability Leadership Plan with internal and external stakeholders.	Educate	Corporate Communications	1. Communications Plan reviewed and updated. 2. Project outcomes communicated both internally and externally.	1-2
Focus Area 3 - Community Capacity Building to Increase Social Inclusion Council will build the capacity of local community groups, organisations and services to increase and enhance participation of people with a disability.				
3.1 Build the capacity of local community groups to increase and enhance participation of people of all ages with a disability.	Partner Plan Fund	Neighbourhood Houses	1. Groups assisted to develop a capacity building initiatives, if required. 2. Capacity building opportunities offered to local community groups as required	1-2
3.2 Build the capacity of Early Years staff to increase and enhance the successful inclusion of children with a disability or developmental delay across all universal early years' services.	Educate Partner Fund	Early years providers 3 and 4 year old kindergarten educators Childcare educators Family day care educators Victorian Inclusion Agency	1. 10 professional development sessions offered to universal Early Years staff based on expressed need per year. 2. Early Years Educators Network convened 3 times per year. 3. Early Years services supported to build knowledge or services and supports available.	1-2
Focus Area 4 - Increase Accessibility Across the Municipality Council will embed the needs of people with a disability in the development, design and delivery of community infrastructure, information and services.				
4.1 Construct Changing Places' facilities in Knox.	Provide	Victorian Government	1. Second Knox Changing Places facility constructed at the Knox library.	1-2



Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

	Council Action	Role of Council	Partners	Performance Indicator	Year
4.2	Embed needs of people with a disability in development, design and delivery of community infrastructure by conducting Access Audits on Knox Council building and associated infrastructure.	Plan	Facilities	1. Access audits conducted (in line with Building Condition audits) for Knox council buildings.	1-2
4.3	Ensure council information is accessible for people with a disability.	Plan Provide	Corporate Communications	1. Provide Council publications and information (both online and hard copies) in an accessible format and where requested provide alternative formats, including Braille and large font. 2. Develop access maps and guides for Knox where need is identified.	1-2
4.4	Improve NDIS access for families and carers of children with a disability or development delay in Knox.	Partner Advocate	Link Health and Community Knox Family and Children's Services	1. Link Health and Community Early Childhood Early Intervention outreach trialled in a Knox City Council venue.	1-2
4.5	Support and promote increased opportunities for people with a disability to access sporting activities in Knox.	Partner Advocate Plan		1. Access for All Abilities Basketball program scoped for Knox delivered. 2. Access for All Abilities Come and Try basketball day scoped and delivered.	1-2
4.6	Provide information sessions to support community to navigate the mental health service system.	Provider Partner	Relevant Mental Health Services Eastern Metropolitan Region Support and Prevention Network Eastern Mental Health Services Coordination Alliance (EMSCA)	1. Information sessions provided. 2. Attendees provide feedback that information provided was relevant, practical and accessible.	1-2
Focus Area 5 -Support and Capacity Building for People with Disabilities Council will deliver, in partnership with relevant community organisations, capacity building programs for people with a disability.					
5.1	Develop and deliver an annual community leadership programs in the outer east to improve skills in leadership, community projects and advocacy and implement lasting change in the local community.	Educate Partner	Outer East Councils Link Health & Community	1. Community leadership program delivered once per year.	1-2
5.2	Celebrate International Day of People with Disability.	Partner Plan	Vision Australia iDareU, Alkira e.Motion21, Knoxbrooke, Disability Services Knox Cultural Planning and Development Echo Interpreting People with disabilities volunteering	1. Collaborate with Programs and Events team around Carols by Candlelight. 2. International Day of People with Disability event organised and delivered with internal stakeholders and community partners. 3. 'This is Me, We are Knox' positive messaging social media campaign expanded and promoted	1-2
5.3	Scope community need for capacity building programs for people with a disability.	Research Partner Fund	People with a disability	1. Community need scoped for an employment program. 2. Recommendations implemented from scoping where appropriate.	1-2



Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

	Council Action	Role of Council	Partners	Performance Indicator	Year
Focus Area 6 - Support and Capacity Building for Parents / Carers Council will deliver, in partnership with relevant community organisations, programs and supports for families and carers that promote social connection, health and build capacity.					
6.1	Provide support to families and carers who have a family member with a disability or developmental delay to promote health and social connections.	Partner Provide	Families and carers Parent / carer support groups Children and young people with a disability Community organisations Knox Leisureworks	1. Support provided to families to connect through opportunities including local playgroups, preschools, supported parent groups, family day care and childcare. 2. Monash/Knox Pathways for Carers delivered monthly. 3. Knox Pathways for Carers delivered monthly. 4. Knox Leisureworks Carers Exercise Program delivered weekly for people caring for a family member with a disability. 5. Borderline Personality Disorders Carers group supported to meet monthly in Knox. 6. Supports for Knox young carers scoped and developed where required.	1-2
6.2	Hold carer information sessions to provide useful and topical information as well as promotion of key services, supports and publications aimed at assisting carers.	Provide	Carer organisations – e.g. Carers Victoria, Yooralla RIDE Uniting LifeAssist EACH Villa Maria	1. 8 information sessions/events delivered each year on topics such as autism or legal issues for carers.	1-2
6.3	Provide education opportunities for parents and carers in Knox to increase parent and carer capacity.	Plan Provide	Parents and carers of people with a disability Carers Victoria	1. Scope need for 6-week parent / carer education program. 2. Education program delivered with community partner such as Carers Vic.	2
6.4	Scope opportunities for new programs, workshops, forums, and collaborations which will deliver improvements for parents and carers in our community.	Plan	Community organisations	1. Further opportunities to deliver programs, workshops, forums and collaborations scoped. 2. Programs, workshops, forums and collaborations delivered as required.	1-2
6.5	Explore opportunities to support parents and carers to participate in mental health first aid training.	Provider Partner	Community organisations Carers Groups Mental Health First Aid Training Providers	1. Opportunities to resource and support mental health first aid training scoped. 2. Training delivered as required.	1-2
Focus Area 7 – Partnerships Council will take a leadership role in engaging with disability professionals, services and employers.					
7.1	Promote professional peer support through the Knox Disability Partnerships Network.	Partner	Knox disability support providers Knox City Council internal stakeholders Community organisations	1. Convened 4 Knox Disability Partnerships Network meetings.	1-2



Draft - Knox Municipal Disability Leadership Plan, 2020 - 2022

Council Action	Role of Council	Partners	Performance Indicator	Year
7.2 Identify, explore and advocate for improved housing choices for people with a disability through the Eastern Disability Housing Network.	Partner Plan Advocate	People with a disability Family and carers Disability service providers Housing support services Active Ageing & Disability Housing Associations Other disability housing networks University of Melbourne	<ol style="list-style-type: none"> 1. Opportunities explored to improve housing options for people with disabilities. 2. Bi-monthly network meetings held. 3. Monthly Steering Group meetings held. 4. Sustainability investigated and network becomes independent. 	1-2
7.3 Engage with employers and service providers to increase employment opportunities for people with a disability, in partnership with the Building Equitable Employment Network.	Partner Plan Advocate	Building Equitable Employment Network	<ol style="list-style-type: none"> 1. Attended network meetings. 2. Engaged with employers and service providers where appropriate. 	1-2

Attachment 3

Proposed Reinvestment Model – Knox Municipal Disability Leadership Plan 2020 - 2022

Four models are outlined for consideration. Costing below are for the two financial years 2020 -2021 and 2021 -2022

	Model 1	Model 2	Model 3	Model 4
2020/2021	<p>Current team 3.2 EFT –</p> <ul style="list-style-type: none"> 1 EFT Team Leader (Band 6) 1 EFT (Band 6) 2 x 0.6 EFT (Band 6) <p>+ operational budget</p> <p>\$432,746.00</p> <p>This model is an increase cost to Council of \$108,992 per annum for 1 additional EFT – a Community Development Officer – Access & Equity</p>	<p>2.2 EFT –</p> <ul style="list-style-type: none"> 1 EFT Team Leader (Band 6)¹ 2 x 0.6 EFT (Band 6)² <p>+ operational budget</p> <p>\$319,325.00</p>	<p>1 EFT –</p> <ul style="list-style-type: none"> 1 EFT Community Development Officer – Access & Equity (Band 6) (formerly Metro Access funded by DHHS) <p>+ operational budget</p> <p>\$137,267.00</p>	<p>0 EFT</p> <p>Nil reinvestment</p>
2021/2022	<p>\$410,506.41</p>	<p>\$294,590.15</p>	<p>\$139,645.02</p>	<p>Nil reinvestment</p>
Benefit to community (return on investment)	<p>Enables full activation of Council's Municipal Disability Leadership Plan 2020 - 2022 and includes investment in:</p> <ul style="list-style-type: none"> Support for people with a disability including those people who are not eligible for the NDIS; 	<p>Enables some activation of Council's Municipal Disability Leadership Plan 2020 - 2022 (as outlined in Model 1), however with less ability to:</p> <ul style="list-style-type: none"> Focus on support and advocacy for people with a mental illness their families and carers; Support community providers to network and connect carers on 	<p>This model would require a re-draft of the Municipal Disability Leadership Plan 2020 - 2022 to scale back tasks to accommodate 1 EFT capacity only. This model would enable:</p> <ul style="list-style-type: none"> Support for people with a disability including those people 	<p>This model will be delivered by existing Council resources, meets Council's legislative obligations and includes –</p> <ul style="list-style-type: none"> Delivery of Council's Access and Equity Plan 2017-22; Provide disability related information for community; and

¹ Team Leader will provide disability strategy lead and NDIS subject matter expert knowledge.

² Municipal Disability Project Officers to work with people with a disability, parent & carer and service providers including early years. Team to flexibly resource priority actions from the Plan to meet changing community needs.

Attachment 3

	Model 1	Model 2	Model 3	Model 4
	<ul style="list-style-type: none"> • A focus on support and advocacy for people with a mental illness their families and carers; • Coordination and support for the Knox Disability Advisory Committee; • Capacity building of community organisations to improve their inclusiveness; • Leadership development to support people with disabilities to increase their personal advocacy; • Family and carer support programs specifically focused on supporting carers and parents with a child who has a disability; • Continued focus on increasing accessible infrastructure and supports in Knox such as Access Keys and the installation of the Changing Places facility at the new Knox Library; • Capacity building of early years services to ensure universal services have the capacity to work successfully with children with a disability; and • Increased focus on developing employment opportunities for people with a disability via social procurement and social enterprises. 	<p>issues such as housing and employment;</p> <ul style="list-style-type: none"> • Maintain relationships with key stakeholders and map service gaps and community need; • Communicate project outcomes internally and externally; and • Enhance opportunities for people with disability to access supports and services in Knox. <p>Decreased financial investment means less can be achieved within the two years and draft Plan would be amended.</p>	<p>who are not eligible for the NDIS;</p> <ul style="list-style-type: none"> • Support for Council departments to maintain and improve accessible, inclusive and supportive practices for people with a disability; • Promotion of disability awareness within Council and the Knox community; • Provision of disability related information to Council and Knox community; • Professional peer support and partnerships via Knox Disability Partnership Network and housing forums; and • Limited capacity to partner with NDIA partners and provide capacity building and information sessions for community. <p>This model limits Council's capacity to respond to the changing NDIS environment.</p>	<ul style="list-style-type: none"> • Coordination and support for the Knox Disability Advisory Committee.

Attachment 3

Draft Municipal Disability Leadership Plan 2020 – 2022 actions and model options

	Focus Area 1 – Advocacy	Model 1	Model 2	Model 3	Model 4
1.1	Maintain relationships with key stakeholders including Latrobe Community Health and Link Health and Community, and advocate on key issues affecting vulnerable groups and individuals within the Knox community where appropriate.	✓	✓	✗	✗
1.2	Support each Council department to maintain and improve on its responsibilities to create an accessible, inclusive and supportive community for people with a disability.	✓	Less	Less	✗
1.3	Identify opportunities for project funding through the Information, Linkages and Capacity Building grant component of the NDIS.	✓	Less	✗	✗
1.4	Identify new economic and employment opportunities for people with a disability within Knox municipality.	✓	✓	✗	✗
1.5	Maintain up-to-date disability related community mapping to identify barriers, service gaps and community needs.	✓	Less	✗	✗
1.6	Support and coordination of Knox Disability Advisory Committee to promote disability awareness within Council and the wider Knox community.	✓	✓	✓	✓
1.7	Explore opportunities with key stakeholders to advocate for increased mental health services in the EMR that provide early intervention and support services for community.	✓	Less	✗	✗
	Focus Area 2 - Community Engagement / Education / Awareness Raising	Model 1	Model 2	Model 3	Model 4
2.1	Partner with NDIS partners to provide Knox community with information on the National Disability Insurance Scheme	✓	Less	✗	✗
2.2	Maintain and update the online Knox Guide to Disability and Aged Services publication to facilitate better information sharing about services and supports for people with disability.	✓	✓	Less	✗
2.3	Promote and distribute the People First publication to assist with capacity building and positive culture change in community organisations to improve the inclusion of people with disability.	✓	✗	✗	✗
2.4	Provide disability related information through the Knox Disability e-News newsletter to share disability-related news and events and to empower people with a disability, their carers and families, disability service organisations and other relevant organisations.	✓	Less	Less	✗
2.5	Review and update the Communications Plan to communicate outcomes from the Municipal Strategic Disability Leadership Plan with internal and external stakeholders.	✓	✓	✗	✗
	Focus Area 3 - Community Capacity Building to Increase Social Inclusion	Model 1	Model 2	Model 3	Model 4
3.1	Build the capacity of local community groups to increase and enhance participation of people of all ages with a disability.	✓	Less	Less	✗
3.2	Build the capacity of Early Years staff to increase and enhance the successful inclusion of children with a disability or developmental delay across all universal early years' services.	✓	✓	✗	✗

Attachment 3

	Model 1	Model 2	Model 3	Model 4
Focus Area 4 - Increase Accessibility Across the Municipality				
4.1 Construct Changing Places' facilities in Knox.	✓	✓	✗	✗
4.2 Embed needs of people with a disability in development, design and delivery of community infrastructure by conducting Access Audits on Knox Council building and associated infrastructure.	✓	✓	✓	✗
4.3 Ensure council information is accessible for people with a disability.	✓	Less	✗	✗
4.4 Improve NDIS access for families and carers of children with a disability or development delay in Knox.	✓	✓	✗	✗
4.5 Support and promote increased opportunities for people with a disability to access sporting activities in Knox.	✓	Less	✗	✗
4.6 Provide information sessions to support community to navigate the mental health service system.	✓	✓	✗	✗
Focus Area 5 -Support and Capacity Building for People with Disabilities	Model 1	Model 2	Model 3	Model 4
5.1 Develop and deliver an annual community leadership programs in the outer east to improve skills in leadership, community projects and advocacy and implement lasting change in the local community.	✓	✓	✗	✗
5.2 Celebrate International Day of People with Disability.	✓	✓	Less	✗
5.3 Scope community need for capacity building programs for people with a disability.	✓	✓	Less	✗
Focus Area 6 - Support and Capacity Building for Parents / Carers	Model 1	Model 2	Model 3	Model 4
6.1 Provide support to families and carers who have a family member with a disability or developmental delay to promote health and social connections.	✓	✓	Less	✗
6.2 Hold carer information sessions to provide useful and topical information as well as promotion of key services, supports and publications aimed at assisting carers.	✓	✓	✗	✗
6.3 Provide education opportunities for parents and carers in Knox to increase parent and carer capacity.	✓	✓	✗	✗
6.4 Scope opportunities for new programs, workshops, forums, and collaborations which will deliver improvements for parents and carers in our community.	✓	✓	Less	✗
6.5 Explore opportunities to support parents and carers to participate in mental health first aid training.	✓	✓	✗	✗
Focus Area 7 – Partnerships	Model 1	Model 2	Model 3	Model 4
7.1 Promote professional peer support through the Knox Disability Partnerships Network.	✓	Less	✓	✗
7.2 Identify, explore and advocate for improved housing choices for people with a disability through the Eastern Disability Housing Network.	✓	✗	✓	✗
7.3 Engage with employers and service providers to increase employment opportunities for people with a disability, in partnership with the Building Equitable Employment Network.	✓	Less	✗	✗

10 Corporate Services Officers' Reports for consideration

10.1 Notice of Motion 95 - Public Statements

SUMMARY: Manager Governance, Phil McQue

The Council considered 'Notice of Motion 95 – Public Statements' in August 2019 and resolved to receive a report by December 2019 on this matter.

There has been considerable research and work undertaken in responding to this Notice of Motion, however through the limited availability of time on Issues Briefings agendas, it is recommended that Council agree to 'Notice of Motion 95 – Public Statements' now being presented to an Issues Briefing in February 2020 and the March 2020 Council Meeting.

RECOMMENDATION

That Council note that 'Notice of Motion 95 – Public Statements' will be presented to an Issues Briefing in February 2020 and the March 2020 Council Meeting.

1. INTRODUCTION

The Council at the August 2019 Strategic Planning Committee resolved to:

- 1. Receive a report no later than December 2019 recommending updates to relevant Council policies, providing clearer guidance to Councillors and the Chief Executive Officer regarding public statements or attendance at public events, where the subject matter of the statement or event has not previously been considered by Council and/or the subject of adopted policy or position; and*
- 2. Request the Chief Executive Officer ensure there are appropriate staff policies and protocols in place to guide and inform staff who, in their official capacity, are making public statements on behalf of Council, are representing Council at public events, or are attending events in an official capacity.*

2. DISCUSSION

There has been considerable work undertaken to date in responding to this Notice of Motion, however further input is required from Councillors on the development of this draft policy prior to it being presented to Council.

There was limited availability on Issues Briefing's agendas to include this matter, and to ensure a comprehensive and effective response is presented to Councillors for consideration, it is recommended that the Council agree to 'Notice of Motion 95 – Public Statements' being deferred to early 2020 for consideration.

3. CONSULTATION

Councillor Pearce, the mover of the Notice of Motion 95 has been consulted on this matter being considered in February and March 2020.

4. ENVIRONMENTAL/AMENITY ISSUES

Nil.

5. FINANCIAL & ECONOMIC IMPLICATIONS

Nil.

6. SOCIAL IMPLICATIONS

Nil.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 8 - We have confidence in decision making

Strategy 8.1 - Build, strengthen and promote good governance practices across government and community organisations

Strategy 8.2 - Enable the community to participate in a wide range of engagement activities

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author - Manager Governance, Phil McQue - In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director Corporate Services, Michael Fromberg - In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

To ensure that a comprehensive and effective draft policy is presented to Councillors for consideration, it is recommended that the Council agree to this matter being deferred to early 2020 for consideration.

10. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Report Prepared By: Manager Governance, Phil McQue

Report Authorised By: Director Corporate Services, Michael Fromberg

Attachments

Nil

RESOLUTION

MOVED: Councillor Keogh

SECONDED: Councillor Pearce

That Council note that 'Notice of Motion 95 – Public Statements' will be presented to an Issues Briefing in February 2020 and the March 2020 Council Meeting.

CARRIED

10.2 South East Melbourne - Membership

SUMMARY: Manager Governance, Phil McQue

This report recommends that Council resolve to accept the invitation to become a member of South East Melbourne, an organisation of seven Councils, business and community organisations, which advocates for investment, infrastructure, innovation, employment and sustainability in the south-east region.

RECOMMENDATION

That Council resolve to become a member of South East Melbourne.

1. INTRODUCTION

South East Melbourne (SEM) is an organisation comprising the Cities of Casey, Frankston, Greater Dandenong, Kingston and Monash, the Shires of Cardinia and Mornington Peninsula and a number of business and community organisations.

Representing over 1.2 million residents and growing to 1.5 million by 2030, SEM's vision is to drive growth and prosperity, advocating for employment, infrastructure, investment, sustainability and wellbeing for the SEM region.

The SEM regions national profile is growing with it producing \$66 billion in Gross Regional Product and with two National Employment and Innovation Clusters, Monash (75,000 jobs) and Dandenong (55,000 jobs), with over 470,000 employed within the south-east region.

SEM have now invited Knox City Council to become a member of the group given the strong and growing connectivity, alignment and commonality of interest between Council and the south-east region.

2. DISCUSSION

There is considerable benefit for Council to be a member of SEM, which is recognised as a significant growth corridor and an increasing focus for Federal and State government funding. Council aligning and becoming a member of SEM will be of strategic importance and increase Council's profile at a Federal and State level.

In particular, it will embed Council as an equal partner in any future SEM City Deal/Partnership, which is expected to attract considerable Federal and State government investment. City Deal/Partnerships focus on shared partnerships between government, the community and the public sector, providing planning and investment to accelerate growth and job creation, stimulate urban renewal and drive economic reforms to secure the future prosperity and liveability of communities.

Knox borders Casey and Dandenong towards the south-east, and there is opportunity to focus on better road and transport connectivity between the three Councils, and to a lesser extent Cardinia.

SEM is a professional and well connected organisation with strong advocacy and a vision to create a sustainable economic and liveability hub for the south-east region. SEM's Board comprises

Simon McKeon, Bruce Billson and Simon Cream, all well connected and highly regarded advocates within the Australian political and corporate system.

3. CONSULTATION

Council has been invited by SEM to join its organisation.

4. ENVIRONMENTAL/AMENITY ISSUES

Council's engagement with SEM will create a framework to support the delivering of investment and funding for critical infrastructure projects of regional significance that benefit the Knox and broader south-east community.

5. FINANCIAL & ECONOMIC IMPLICATIONS

SEM's annual membership fee is currently \$48,000. Whilst this is unbudgeted in the current financial year, Council is carrying a sufficient surplus to cover this expenditure. It is expected that benefits flowing to our community from the City Deal will provide a strong return on this investment

6. SOCIAL IMPLICATIONS

Council's engagement with SEM will facilitate the growth, prosperity and social potential of the Knox community.

7. RELEVANCE TO KNOX COMMUNITY AND COUNCIL PLAN 2017-2021

Goal 8 - We have confidence in decision making

Strategy 8.1 - Build, strengthen and promote good governance practices across government and community organisations

8. CONFLICT OF INTEREST

Under section 80c of the Local Government Act 1989 officers providing advice to Council must disclose any interests, including the type of interest.

Author - Manager Governance, Phil McQue - In providing this advice as the Author, I have no disclosable interests in this report.

Officer Responsible – Director Corporate Services, Michael Fromberg - In providing this advice as the Officer Responsible, I have no disclosable interests in this report.

9. CONCLUSION

Council shares a common vision with SEM and being a member of this organisation will serve to enhance and benefit the Knox community.

10. CONFIDENTIALITY

There are no items of a confidential nature in this report.

Report Prepared By: Manager Governance, Phil McQue

Report Authorised By: Director Corporate Services, Michael Fromberg

Attachments

Nil

RESOLUTION

MOVED: Councillor Lockwood

SECONDED: Councillor Timmers-Leitch

That Council resolve to become a member of South East Melbourne.

CARRIED

RESOLUTION

MOVED: Councillor Pearce

SECONDED: Councillor Lockwood

That the following items:

- Item 11.1 Assemblies of Councillors
- Item 13.1 ICT Capital Works Report

be moved en bloc as per the officer's recommendations outlined in the agenda

CARRIED

11 Items for Information

11.1 Assemblies of Councillors

SUMMARY: Manager, Governance, Phil McQue

This report provides details of Assembly of Councillors as required under section 80A(2) of the Local Government Act.

RECOMMENDATION

That Council:

1. Note the written record of Assemblies of Councillors as attached to this report.
2. Incorporate the records of the Assemblies into the minutes of the meeting.

1. INTRODUCTION

Under section 80A(2) of the Local Government Act, the Chief Executive Officer must present a written record of an Assembly of Councillors to an ordinary meeting of Council as soon as practicable after an Assembly occurs. This written record is required to be incorporated into the minutes of the meeting.

Report Prepared By: Manager, Governance, Phil McQue

Report Authorised By: Director, Corporate Services, Michael Fromberg

Attachments

1. Attachment 1 - Assemblies of Councillors [11.1.1 - 7 pages]

RESOLUTION

MOVED: Councillor Pearce

SECONDED: Councillor Lockwood

That Council:

1. Note the written record of Assemblies of Councillors as attached to this report.
2. Incorporate the records of the Assemblies into the minutes of the meeting.

CARRIED



Record of Assembly of Councillors

(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 14/11/2019

Name of Committee or Group (if applicable): Sustainable Development Group Advisory Committee (comprising the Environment Advisory Committee, City Futures Advisory Committee and Community Safety, Health & Wellbeing Committee)

Time Meeting Commenced: 5.30pm

Name of Councillors Attending:

Cr John Mortimore

Cr Darren Pearce

Name of Members of Council Staff Attending:

Anthony Petherbridge

Jane Kuchins

Trish Winterling

Merran Graf

Lou Zarro

Rosie Tuck

Sam Sampanthar

Matters Considered:

1. Committee Overview – a representative from each of the Environment, City Futures and Community Safety, Health & Wellbeing Advisory Committee briefly presented on their purpose and focus of the last 12 months.
2. Wantirna Health Precinct Master Plan – Victorian Planning Authority presented the Master Plan key findings and recommendations and provided an opportunity for feedback from the Sustainable Development Advisory Committee.
3. Climate Response Plan – discussion on what actions Knox City Council could take to respond to climate change and its impacts.

Any conflict of interest disclosures made by a Councillor attending: * Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Refija Schumann

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors

(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 18/11/2019

Name of Committee or Group (if applicable): Issues Briefing

Time Meeting Commenced: 6.29pm

Name of Councillors Attending:

Cr Nicole Seymour, Mayor

Cr Adam Gill

Cr Marcia Timmers-Leitch, Deputy Mayor

Cr Jake Keogh

Cr Peter Lockwood

Cr Darren Pearce

Cr John Mortimore

Name of Members of Council Staff Attending:

Tony Doyle

Saskia Weerheim (Item 1)

Ian Bell

Allison Treeby (Item 1)

Michael Fromberg

Nicole Columbine (Item 2)

Matthew Kelleher

Paul Reading (Item 2)

Tanya Scicluna

Peter Gore (Item 3)

Phil McQue

Bronwyn Commandeur (Item 3)

Andrew Dowling

Matters Considered:

1. Municipal Disability Leadership Plan Annual Update and Future Directions
2. JW Manson Reserve
3. Licence with the Eastern Football League for the Use of Tormore Reserve for the EFL Finals Series
4. Draft Election Period Policy 2020
5. Isbester v Knox City Council
6. Melbourne Street Eat @ Lewis Park Knox
7. 257 Dorset Road, Boronia
8. Youth Leisure & Cultural Services Team

Any conflict of interest disclosures made by a Councillor attending:* Nil

Name	Disclosure	Relevant Matter	Left Assembly **
Councillor Keogh	Indirect conflict of interest due to conflicting duties as was the President of the Ringwood Football Club, which has an interest in the hosting EFL Final Series		

Name of Person Completing Record: Joanne Ellis

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors
(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 21/11/2019

Name of Committee or Group (if applicable): City Futures Advisory Committee

Time Meeting Commenced: 4.30pm

Name of Councillors Attending:

Cr Peter Lockwood

Name of Members of Council Staff Attending:

Anthony Petherbridge

Lou Zarro

Matters Considered:

1. Discussion on Skills and Training – initiatives that were assessed included volunteering, forthcoming “Careers & Skills Forum” in March 2020, investigating a transition to retirement workshop.
2. Discussion on Technology and Transport – matters discussed included extension of Dorset Road, new B2B platform BBP Connect; investigating research opportunities with Swinburne; investigating Smart City Infrastructure; considering open source protocols.

Any conflict of interest disclosures made by a Councillor attending: * Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Lou Zarro

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors
(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 27/11/2019

Name of Committee or Group (if applicable): ICT Governance Committee

Time Meeting Commenced: 5.30pm

Name of Councillors Attending:

Cr Nicole Seymour, Mayor

Name of Members of Council Staff Attending:

Paul Barrett Jarrod King

Michael Fromberg Phil McQue

Shona Richards Therese Massoud

Damian Watson Carrie Hudson

Matters Considered:

1. Endorsement of Master Data Management Project Initiation Document
2. Change Request for Asset Management Project
3. Endorsement of Business Intelligence Business Case

Any conflict of interest disclosures made by a Councillor attending:* Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Rachel Culpitt

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors
(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 28/11/2019

Name of Committee or Group (if applicable): Key Life Stages Group (comprising Early Years Advisory Committee, Youth Advisory Committee and Active Ageing Advisory Committee)

Time Meeting Commenced: 6.30pm

Name of Councillors Attending:

Cr Nicole Seymour, Mayor
Cr Marcia Timmers-Leitch, Deputy Mayor
Cr Adam Gill

Name of Members of Council Staff Attending:

Angela Morcos	Kelly Bartholomeausz
Liz Stafford	Nicole Columbine
Robyn Renkema	Sharon Barker
Jennifer Richardson	Judy Chalkley
Tony Justice	

Matters Considered:

1. Summary of Key Life Stages Plan
2. Key Life Stages Plan Mid-term Review
3. Presentation by CEO and Founder of Lively

Any conflict of interest disclosures made by a Councillor attending:* Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Jennifer Richardson

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors
(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 2/12/2019

Name of Committee or Group (if applicable): CEO's Performance Evaluation Committee

Time Meeting Commenced: 5.00pm

Name of Councillors Attending:

Cr Nicole Seymour, Mayor

Cr Marcia Timmers-Leitch, Deputy Mayor

Cr Peter Lockwood

Cr Tony Holland

Name of Members of Council Staff Attending:

Tony Doyle

Matters Considered:

1. Confirmation of Previous Minutes 28 October 2019
2. Status Report of CEOs Key Performance Indicators to 30 November 2019
3. Proposed 2020 Meeting Dates
4. Presentation by CEO
5. Discussion

Any conflict of interest disclosures made by a Councillor attending:* Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Tony Doyle

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.



Record of Assembly of Councillors
(Section 80A Local Government Act)

Complete this Section

Date of Assembly: 2/12/2019

Name of Committee or Group (if applicable): Issues Briefing

Time Meeting Commenced: 6.30pm

Name of Councillors Attending:

Cr Nicole Seymour, Mayor Cr Adam Gill

Cr Marcia Timmers-Leitch, Deputy Mayor Cr Tony Holland

Cr Peter Lockwood

Name of Members of Council Staff Attending:

Tony Doyle Carrie Hudson (Item 1)

Ian Bell Matt Hanrahan (Item 1)

Michael Fromberg James Morris (Item 1)

Matt Kelleher Steven Dickson (Item 2)

Tanya Scicluna Janet Simmonds (Item 2)

Phil McQue

Matters Considered:

1. 2020-21 Business and Resource Planning
2. Review of the General Provisions Local Law 2010 – Emerging Issues
3. Forward Report Schedule

Any conflict of interest disclosures made by a Councillor attending:* Nil

Name	Disclosure	Relevant Matter	Left Assembly **

Name of Person Completing Record: Joanne Ellis

* Note: A Councillor making a disclosure must (80A(3)) make a disclosure under s79 and complete a Disclosure of Conflict of Interest Form.

** Councillor disclosing to an assembly that he or she has a conflict of interest must leave the assembly prior to the matter being discussed and not return until the item has been considered.

13 Supplementary Items

13.1 ICT Capital Works Report

SUMMARY: Acting Manager Information Technology, Paul Barrett

The Works Report shows projects on Council's Capital Works Program and indicates the status of each project as at 11 December 2019.

RECOMMENDATION

That Council receive and note the Works Report, as at 11 December 2019.

1. INTRODUCTION

This report summarises Council's Capital Works Program for the 2019/2020 financial year.

The aim of this report is to provide a regular and succinct status summary of each project over the last month. The Capital Works Report, as of 11 December 2019, is attached in Confidential Attachment 1.

Highlights of the Works Report as at 11 December 2019 include:

1242 - Digital Customer Channels Transformation

User Experience (UX) and Design stage tracking to schedule. Currently conducting staff and Community workshops and research for website and intranet to understand how our sites can be improved to meet the needs of the community. Focus groups involve a range of activities and discussion.

812 – Asset Management Information System

Contract negotiations are underway with preferred vendor, Legal team reviewing departures. Implementation phase kick off has been delayed, however go live milestones expected to be recovered.

1036 – HR System Enhancement

Work Package 1 (PageUp Recruitment, Onboarding & Learning) successfully went live on Monday 18th November. Training has been provided to the project team and information sessions have been run for staff. System testing for Work Package 2 (Humanforce T&A) is nearing completion and UAT planning is in progress. Due to unforeseen resource issues, the go live date is anticipated to be delayed by 6 weeks. The project is within budget.

1034 – Business Intelligence

Business Case completed, ready for review and endorsement by ICT Steering/ICT Governance Committee on 18/11 and 27/11 respectively. Implementation model agreed in principle with Resource Company to supply contract Business Intelligence Specialist staff.

1031 – Spatial Capability

IntraMaps and QGIS testing continues by Spatial Team. Scope document in review for Dec Steering Committee. IntraMaps draft contract provided to vendor to begin negotiations.

1369 - Master Data Management

Project Initiation Document approved by ICT Steering Committee (18 November) and endorsed by the ICT Governance Committee (27 November). The Project Manager is continuing on project planning activities. The project formally commencing with key business stakeholders in February 2020.

Report Prepared By: Acting Manager Information Technology, Paul Barrett

Report Authorised By: Director Corporate Services, Michael Fromberg

Attachments

1. ICT Status Report #9 [13.1.1 - 3 pages]
Confidential attachment 2 - ICT Status Report - has been circulated under separate cover.

RESOLUTION

MOVED: Councillor Pearce

SECONDED: Councillor Lockwood

That Council receive and note the Works Report, as at 11 December 2019.

CARRIED

12 Motions for Which Notice has Previously Been Given

12.1 Notice of Motion 100 – Climate Change

Councillor Holland left the meeting at 6:33 pm before the vote on Item 12.1

RESOLUTION

MOVED: Councillor Mortimore

SECONDED: Councillor Pearce

That Council:

Following its Notice of Motion adopted at the 28 October 2019 Ordinary Meeting recognising that we are in a state of serious climate and environment change, reaffirms the seriousness, urgency and significance of the matter ahead of the report being brought to the January 2020 Council meeting, and for the purpose of clarity of expectations with respect to the preparation of Council's Climate Response Plan notes that by urgency there is a commitment to immediate action considering a 10 year delivery timeframe 2020-2030. Further, that Council's Climate Response Plan, consistent with AS/NZ ISO 31000:2009, is to establish an updated organisational risk context and identify, assess and implement the appropriate treatment for all relevant external and internal risks associated with climate change.

CARRIED

The Mayor requested the minutes reflect the motion was carried unanimously.

Knox City Council Project Status Report

12-Dec-2019

Project Number	Project Name
789	Resource Booking (WP# 30)
All Wards	RFQ Assessment team did not find a suitable solution from the respondents. Assessment team recommended revisiting requirements and conducting a further supplier assessment in early 2020.
812	Asset Management Information System (WP# 67,68,69,70,32)
All Wards	Contract negotiations are underway with preferred vendor, Legal team reviewing departures. Implementation phase kick off has been delayed, however go live milestones expected to be recovered.
827	Digital Customer Channels Transformation - DCCT Ph3 (WP# 5)
All Wards	Phase 3 - Expand the secure portal to Knox staff, deliver a Knox business hub, and fully integrate with Knox systems. Will commence 2021.
977	Pathway Program (WP# 59,60,61,62,75,76,77,78,79,80,81,82)
All Wards	Completed in November - Extension of pilot for Online Internal Building Maintenance requests to 33 Pre-schools. In Progress - Waste Management reporting build, Swimming Pool Registrations release planning, Food and Health review sessions, ePathway BPOINT payment gateway integration test build. Late with Low Impact - Online Property Information Certificates due to test system set up delay, Animal Foster Care due to change of requirements. Projects initiated: ePathway Visual Identity refresh.
1031	Spatial Capability (WP# 31,32,34,35,36,37)
All Wards	IntraMaps and QGIS testing continues by Spatial Team. Scope document in review for Dec Steering Committee. IntraMaps draft contract provided to vendor to begin negotiations.
1034	Business Intelligence (WP# 13,14,17, 16,19, 18)
All Wards	Business Case has been endorsed by ICT Governance bodies and implementation phase will kick off in the new year. Implementation Manager recruitment in progress.
1036	HR Systems (WP# 84,85,86)
All Wards	Work Package 1 (PageUp Recruitment, Onboarding & Learning) successfully went live on Monday 18th November. Training has been provided to the project team and information session have been run for staff. System testing for Work Package 2 (Humanforce T&A) is nearing completion and UAT planning is in progress. Due to unforeseen resource issues, the go live date is anticipated to be delayed by 6 weeks. The project is within budget.
1037	Project Management Office - ICT Governance (WP# 42)
All Wards	Tracking as planned

Knox City Council Project Status Report

12-Dec-2019

Project Number	Project Name
1242	Digital Customer Channels Transformation - DCCT Ph1 (WP #1,3,6,8,31)
All Wards	User Experience (UX) and Design stage tracking to schedule. Currently conducting staff and community workshops and research for website and intranet to understand how our sites can be improved to meet the needs of the community. Focus groups involve a range of activities and discussion.
1245	Corporate Reporting Solutions (WP# 46,50,51,49)
All Wards	Project will commence in new calendar year to coincide with the formation of the new Strategy and Business Intelligence team. Team will work with Transformation team to define operating model ahead of IT assessment.
1250	Point Fix - Storage System - DR (WP# 21)
All Wards	Tracking to plan
1255	Server Infrastructure Upgrade (WP# 40)
All Wards	Project waiting to be scheduled
1257	Project Management Office (WP# 42)
All Wards	Project tracking to plan
1368	Widen Utilization of ION (WP# 33)
All Wards	Project awaiting scheduling
1369	Master Data Management (WP# 20)
All Wards	Project Initiation Document approved by ICT Steering Committee (18 November) and endorsed by the ICT Governance Committee (27 November). The Project Manager is continuing on project planning activities. The project formally commencing with key business stakeholders in February 2020.
1370	Data Integration Tools (WP# 33)
All Wards	Project awaiting scheduling
1371	Participation Platform (WP# 52,53,54,55)
All Wards	This project will commence in the new calendar year, scheduled to coincide with the formation of the Strategy and Business Intelligence team. Team will work with Transformation to define their operating model ahead of technical assessment.
1372	Point Fix - M(Device)M (WP#26)
All Wards	Tracking to plan

Knox City Council Project Status Report

12-Dec-2019

Project Number	Project Name
1373	Active Aging System Platform (WP# 63,64,65,66)
All Wards	Following conversations with the Business Unit, this initiative will commence in March / April 20 time frame to align with the definition of their operating model and a readiness assessment to commence the technical assessment.
1374	Early Years Platform (WP# 71,72,73,74)
	This project will commenced work with the Transformation team to define their operating model ahead of technical assessment. The project will commence in earnest in February 20.
1375	Point Fix - Virtual Desktop (WP# 28)
All Wards	Project waiting to be scheduled
1376	Digital Customer Channels Transformation - DCCT Ph2 (WP# 4,7,12)
All Wards	Phase 2 - Deliver a new staff Intranet and a secure portal for residents within our new website, as well as continued rollout of services. Will commence end of 2020.
1377	Cloud Solutions (WP# 41)
All Wards	Project awaiting scheduling
1378	Point Fix - Single Sign-on (First Pass) - (WP#24)
All Wards	Tracking to plan
1379	Customer Relationship Management (CRM) (WP# 9, 10, 11)
All Wards	This project is due to commence in FY 20/21
1380	EDRMS - KX INTEGRATION TO OTHER MODULES - (WP# 15)
	Tracking to plan

14 Urgent Business

14.1 Urgent Business

Nil.

14.2 Call Up Items

14.2.1 Snap Send Solve

MOVED: Councillor Timmers-Leitch

SECONDED: Councillor Keogh

That Council resolve:

1. That Councillors receive a report on the current processes and protocols for Snap Send Solve by March 2020 to an Issues Briefing.
2. That the above report:
 - a) Identify how the current processes and protocols compare with general customer service requests and include an implementation plan of how gaps in process are intended to be closed.
 - b) Include information regarding best practice handling of such requests by neighbouring municipalities.

CARRIED

Councillor Pearce left the meeting at 6:40 pm before the vote on item 14.2.1

15 Questions Without Notice

Nil.

16 Confidential Items

Nil.

MEETING CLOSED AT 6:46 pm

Minutes of Meeting confirmed at the
Ordinary Meeting of Council
held on Tuesday, 28 January 2020

.....
Chairperson