

BORONIA ACTIVITY CENTRE

MOVEMENT AND ACCESS

Adopted by Council 26 August 2019



Executive Summary: Context

Boronia Activity Centre is an area in transition with many advantages that need to be supported and developed to provide more activity, a better amenity and improved livability for those accessing it.

The Boronia Activity Centre has changed over recent years, with growth in population but a shift away from retail uses toward the food services industry. The area suffers from a number of issues in terms of how it is laid out, the dominance of the car and its disparate offerings. The nearby Knox Central shopping centre has had an impact on Boronia's attractiveness. Meanwhile, residential provision is changing from traditional single-storey offerings to townhouses, medium density apartments and block divisions. This is leading to a growth in the residential population bringing with it a series of other challenges.






The current environment does not offer a sustainable long term future for the centre which unless addressed will lead to increased congestion, and reducing amenity, viability and livability. The Boronia Railway Station provides a key connection to the wider Victorian transport network and needs to be integrated within an ongoing vision for the area.

People will need to change how they access the Boronia Activity Centre in order to futureproof its vibrancy and amenity as a place and key destination. How the road network is set out needs to change to support this vision, and it needs to promote a more vibrant and active outcome for the businesses, residents and visitors. Boronia has many advantages and aspects including its proximity to the Dandenongs, the railway station and its vibrant community, which need to be supported.

This report has been developed over several stages to provide an understanding of the existing conditions and issues of the area, prior to identifying interventions and opportunities. It uses the Movement and Place approach as a framework to give a better balance to the movement needs of the area and the place aspects associated with the activities that will happen into the future. In this way, it sets out a more balanced approach to how the area should operate.

Executive Summary: Existing Issues

A number of issues are prevalent within the study area, which are outlined by mode below.

|  Pedestrians |  Cyclists |  Public Transport |  Road Network |  Car Parking |
|---|--|---|---|--|
| <ul style="list-style-type: none"> • 2% of people working in Boronia walked to work • Pedestrian crossings are inadequate or non-existent • Long wait times to cross at intersections • Narrow, uneven or no footpaths provided • Dark and narrow arcades, that close in the evenings • Pedestrian connectivity between the four quadrants is poor • Fencing along main roads preventing pedestrians from crossing mid-block • It is easier and quicker to drive between the four key quadrants than it is to walk • Lack of consistent wayfinding signage in the centre | <ul style="list-style-type: none"> • 0.4% of people working in Boronia cycled to work • No safe east-west cycling options • North-south shared path is disconnected at Boronia Road / Dorset Road intersection • Parkiteer is provided at station, though underutilised. There is also conflict with buses or car park entrance to access facility • Bicycle hoops are provided, but are used as parking barriers and for shop storage • Lack of wayfinding signage within the centre. Where provided it is scattered and shows inconsistent information | <ul style="list-style-type: none"> • 7% of Boronia workers arrive on public transport • Boronia train station is well used • The bus network is comprehensive and provides access to key areas surrounding Boronia, however services are indirect, infrequent and not well timed with one another • Bus stops near the retail core are located outside of the complex, rather than inside adjacent to the uses • The lack of activity around the station reduces the amenity and safety of the station • There is an undersupply of seating and shelter at most bus stops and the train station | <ul style="list-style-type: none"> • The arterial road network provides key connections through Boronia • Boronia Road allocates 85% of its space to vehicles and only 12% to pedestrians. • The road network is not at capacity, with Google Maps Historical Traffic Data indicating most of the network is flowing well at peak times • Roads dominate the landscape, with vast amounts of space provided, including hard surfaces, reducing the safety and amenity for pedestrians and cyclists • Poor intersection and road design has resulted in drivers making unsafe movements | <ul style="list-style-type: none"> • A significant amount of land within the study area is car parking, with most provided in the retail core • Car parking is provided adjacent to active frontages • Most car parks are at-grade • Parking for community facilities is often provided adjacent to these uses • On-street parking is provided, though conflicts with pedestrian safety, accessibility and amenity • Car park accessways frequently have poor visibility to pedestrians • There is limited directional signage for car parks • It is easier and quicker to drive between the four key quadrants than it is to walk |

Executive Summary: Vision and Objectives

The Vision and Objectives have formed the starting point in which Movement has been applied to Boronia

A vibrant and active Boronia as a destination and gateway to the Dandenongs, that supports safe access by all modes

Objectives

- Improve amenity, connectivity and legibility of the pedestrian network to, and within the Boronia Activity Centre.
- Support increased use of 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.

Executive Summary: Place Network

The Vision and Objectives were the foundation of applying Place to Boronia

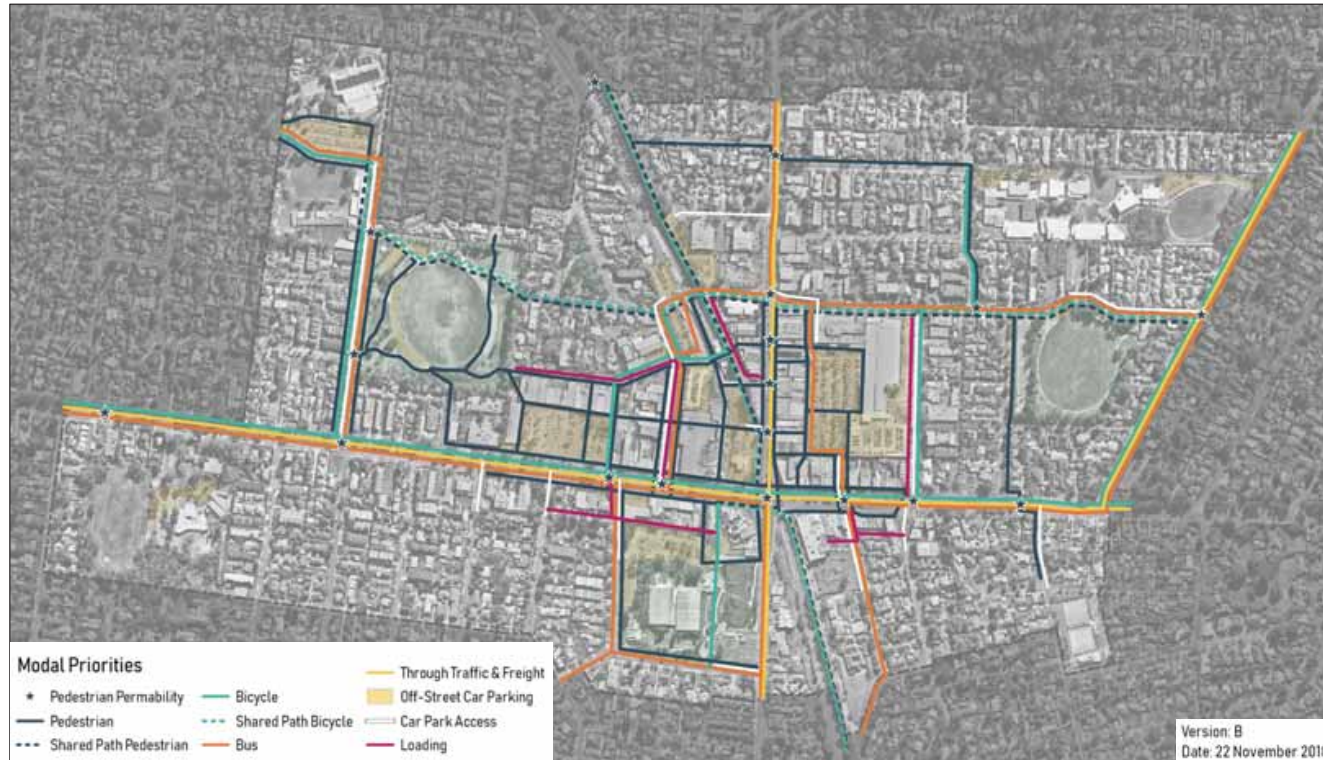


Each section of road and laneways within the study area was assigned a Place value. Most of the Town Centre core has been classified as a P3, with the exception of streets that do not offer any activity or reason to dwell. Outside of the core, streets were categorised based on their level of significance on the Movement and Place scale, that is, on the Municipal (P3), Neighbourhood (P4) or Local (P5) significance.

The classification applied is aspirational and may include some streets or laneways that do not currently exist. The outcome sought is creating a street where people want to linger and dwell.

Executive Summary: Movement Network

The Vision and Objectives and Place network allowed the modal priorities to be determined



The Movement function relates to how people travel through, to or within the street. Within the Movement classification is an underlying set of modal priorities which helps establish which modes to prioritise to support either the Movement function, or indirectly the Place aspect.

Boronia is currently dominated by the high movement function associated with cars and trucks. To achieve the Vision and Objectives, an understanding of the modal priorities is required.

Executive Summary: Proposed Interventions

A number of opportunities actions have been identified to help achieve the objectives of this strategy



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01 Introduction, Purpose & Process

The Boronia Activity Centre has changed over recent years, with growth in population but a shift away from retail uses toward the food services industry

01

Introduction, Purpose & Process

Context

The Boronia Activity Centre is located approximately 28km east of the Melbourne CBD and is listed as a Major Activity Centre in Plan Melbourne.

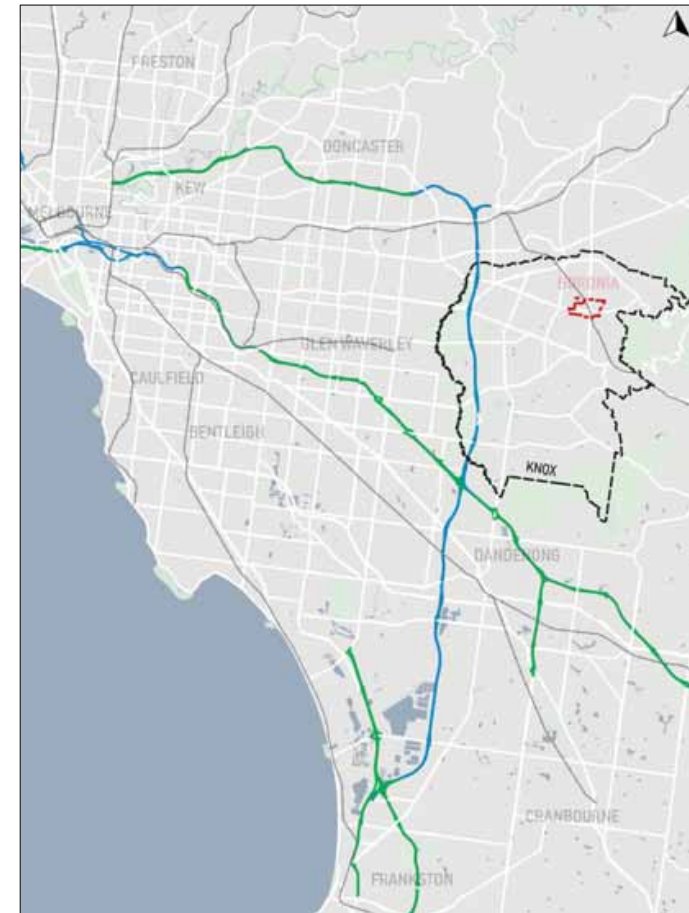
The centre has changed significantly in recent years, with rapid growth in population and number of dwellings within the area.

Boronia Railway Station has also seen an increase in patronage, particularly during the commuter peak hours, with the private vehicle remaining the most convenient way to access the railway station. Boronia is one of three centres within Knox to be served by trains.

Overspill from the station car park is continuing to extend further into the residential areas, likely as a result of the low frequency of bus services between the station and surrounding suburbs, along with the indirect nature of certain routes.

A Parkiteer facility is provided at Boronia Railway Station, along with several bicycle hoops provided within various car parks across the Activity Centre.

The local shopping strips along Boronia Road and Dorset Road adjacent to the station, were traditionally occupied by retail uses, though in recent years have seen a shift toward food services, including cafes, restaurants and supermarkets, and clinical uses such as medical centres.



People will need to change how they access the Boronia Activity Centre in order to futureproof its vibrancy and amenity as a place and key destination

01

Introduction, Purpose & Process

The recent growth and shift in land use mix has resulted in a significant increase in the number of trips travelling into and through the Boronia Activity Centre.

While many of these trips are contained locally, some trips are derived from nearby catchments and others are through movements to surrounding employment and entertainment activity. This increase in trips has resulted in a rise in a perception of congestion on many roads within and connecting the centre, not only along Boronia Road and Dorset Road, but also on many of the local roads.

As most of these trips are occurring by private vehicle, car parking within the centre has also increased over time. Limited availability of car parking spaces, increased demand for trips and poor perceptions of pedestrian safety has seen a high number of vehicles circulating around the centre, rather than walking, adding to in the network.

The current layout and associated congestion has a poor outcome for the activity centre with poor place making, amenity, severance, street activation, and impact on economic viability.

The role of streets is arguably the most important aspect in place-making and planning. Roads play a multi-faceted role in the transport network, promoting local connectivity with high amenity and safety, encouraging sustainable and active transport modes and facilitating throughput across the precinct.

Key Questions to be Answered

What type of transport network do we want / need to support increasing access demands and help create a sense of place?

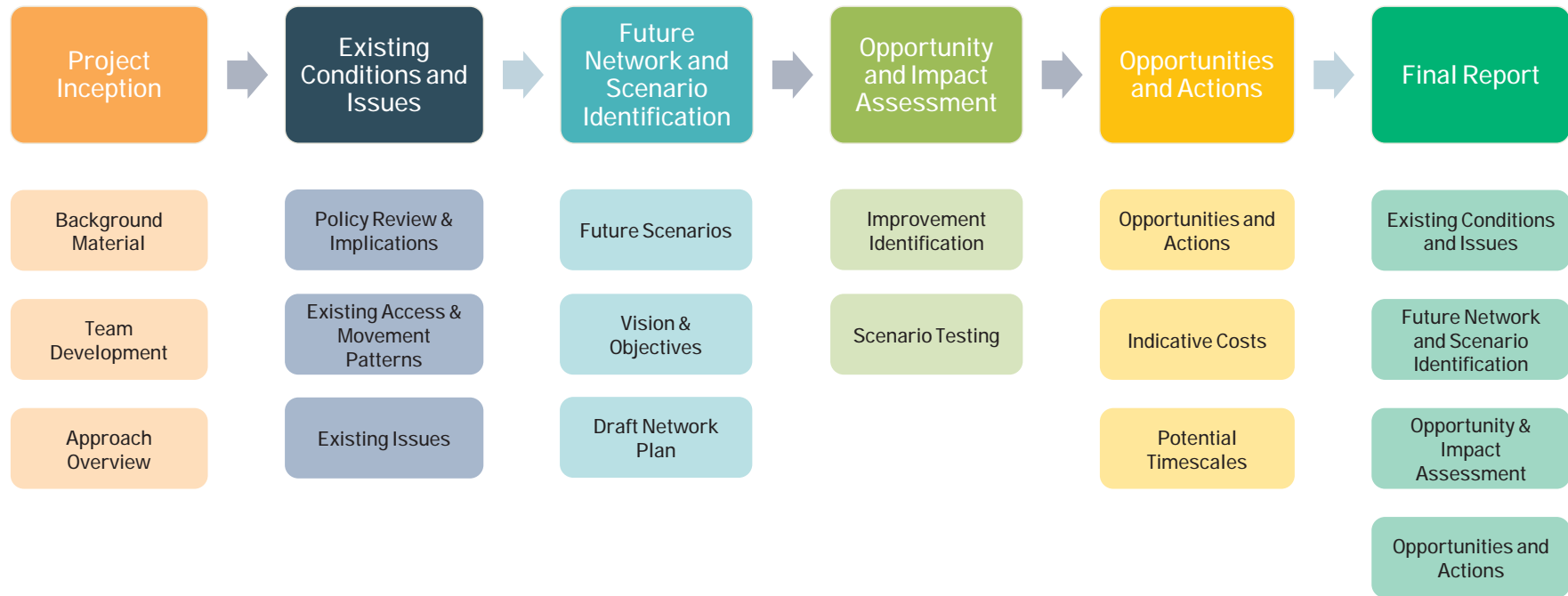
How do we break the current high reliance on private car use and encourage more space efficient transport modes?

Where should alternative transport modes be, and what type of facilities and services should be provided?

This report has been developed over several stages to provide an understanding of the existing conditions and issues prior to identifying interventions and opportunities

01
Introduction, Purpose & Process

Process



02 Policy Review & Implications

State policy focuses on integration of transport and land use in order to provide convenient and safe access for users undertaking their daily activities

02
Policy Review & Implications



Plan Melbourne, 2017 - 2050 Victorian State Government, 2016

The Victorian Government released Plan Melbourne in 2016 (update of the previous plan released in 2014). The Plan looks to build on Melbourne's reputation as a global city of opportunity and choice, as it caters for an almost doubling of the population over the next 35 years (i.e. out to 2051).

The Plan includes the following key concepts to cater for the anticipated population growth:

- o protecting the suburbs by delivering density in defined locations
- o delivering a pipeline of large scale, city shaping infrastructure and urban renewal projects
- o better use of existing assets, including increasing efficiency of road based transport and transport – land use integration
- o 20 minute neighbourhoods – places where people have access to local shops, schools, parks, jobs and a range of community services within 20 minutes of their home.

The Plan identifies Boronia Activity Centre as an Major Activity Centre. This suggests that Boronia will provide a suburban focal point for services, employment, housing, public transport and social interaction.



Transport Integration Act, 2010 Victorian State Government, 2010

The Transport Integration Act is the primary transport statute for Victoria, and has caused significant change to the way transport and land use authorities make decisions and work together. The Act enshrines a triple bottom line approach to decision making about transport and land use matters. Decision makers must have regard to the following objectives and principles:

- o social and economic inclusion
- o economic prosperity
- o environmental sustainability

The Act requires that all transport agencies work together to achieve an integrated and sustainable transport system, and that land use agencies such as the DEDJTR take account of transport issues in land use decisions. The Act has been effective to date in changing the focus of organisations that traditionally only considered a single transport mode.



Metropolitan Rail Network Development Plan Public Transport Victoria, 2012

Public Transport Victoria (PTV) have examined how Melbourne's train system needs to evolve to meet the needs of the city and of train passengers in the short, medium and long term. They have assessed how travel needs are likely to change as Melbourne grows, how the demand for train travel will evolve and ways of expanding the network to meet these needs.

The plan is designed to:

- o expand the capacity of the existing network to meet the growing needs of Metropolitan Melbourne
- o re-design train services to maximise opportunities for seamless coordination with buses and trams; and
- o extend the network to areas currently not served by metropolitan rail.

This plan will result in additional train services to and from Boronia, along with better, more timely connections between the rail services and the buses at the station. Ultimately this will provide a more cohesive and reliable network for people to utilise, ideally reducing peoples reliance on the private car to get around.

The notion of providing new infrastructure that follows the movement and place approach is becoming more prevalent in recent State Government policies

02
Policy Review & Implications



Victoria's 30-Year Infrastructure Strategy Infrastructure Victoria, 2016

This is Victoria's first ever 30-year infrastructure strategy. It is a state-wide, evidence-based plan covering all types of infrastructure. It sets out a pipeline of initiatives to be delivered over the next three decades to help create the best possible future for the state.

The Strategy has been created for the community, developed through consultation and delivered to Parliament. It is a product of the input of people from all over Victoria on how to create a future where everyone has good access to jobs, education and services, where communities and businesses thrive and where the environment is valued.



Victorian Infrastructure Plan Victorian State Government, 2017

The Victorian Infrastructure Plan aims to provide world-class infrastructure strengthens Victoria as a globally connected economy, an equitable society and an environmental leader. The document is the State Government's response to the Infrastructure Victoria Strategy and their approach recognises the importance of strengthening our infrastructure resilience in partnership with government, the public and the private sectors.

The plan contains commitments to a number of schemes, including the following in the short-term:

- o Level Crossing Removal Program
- o Western Suburbs Road Package
- o Mernda Rail Extension
- o Mordialloc Bypass
- o Strengthening of walking and cycling networks
- o Melbourne Metro Rail Tunnel
- o West Gate Tunnel



Network Development Strategy (NDS) Victorian State Government, 2017

The State Government released the NDS, providing an overview of the key components and strategic approach to development of the transport network and system. It identifies five key phases to deliver the strategic approach, noting that people should be held at the centre of each of these phases.

The NDS also states that a "review of the transport system is underway to apply the concepts of the network development strategic approach and develop options," and that this work, which incorporates the organising and design principles of the NDS.



Movement and Place VicRoads, 2018

VicRoads has superseded their SmartRoads policy with a new Movement and Place approach. The Movement and Place approach, based on the original Link and Place book produced in 2007 (Jones), recognises that transport links performs two functions: movement of people and goods, and serving as a place (a destination in its own right). The movement function is about minimising travel time and throughput whilst the place function is about a destination in its own right and seeking to dwell and spend time in the location.

There is often an inherent conflict between the two. The Movement and Place approach seeks to recognise the competition between movement and place uses and decide on the balance that needs to be achieved for each of these functions at the desired locations.

This approach forms the foundation for the Boronia Movement and Access Study.

The current City of Knox transport strategies aim to increase active travel modes for both commuting and recreational purposes

02

Policy Review & Implications



City of Knox Integrated Transport Plan 2015-2025 City of Knox, 2015

The Knox Integrated Transport Plan provides a framework for both the development and management of an integrated transport network to service the future needs of the Knox community and business. The Plan seeks to review the transport needs in Knox and identify key priorities and initiatives that will best deliver on these.

The Transport Integration Act 2010 provides a framework with six transport system objectives which Victorian transport agencies must have regard to when making decisions. This framework provides a well-grounded basis for articulating transport aspirations for Knox. For this Integrated Transport Plan, each Transport Integration Act objective has been replicated below with themes and actions, as identified through the consultation process, to achieve desired outcomes:

- o Social and Economic Inclusion
- o Economic Prosperity
- o Environmental Sustainability
- o Integration of Transport & Land Use
- o Efficiency, Coordination and Reliability
- o Safety and Health and Wellbeing



City of Knox Pedestrian Plan City of Knox, 2005

The Knox Pedestrian Plan developed out of a desire to encourage more people to walk both as a leisure activity and as a mode of transport. The vision of the plan is to enhance the walkability of Knox.

The Plan identifies the main characteristics of a walkable environment as:

- o Interesting and attractive environments,
- o Supporting infrastructure e.g. signage and seating,
- o Continuous links between major destinations,
- o Overlooked streets from shops and residential properties,
- o Frequent opportunities to meet, sit and rest, and
- o Improved safety by lighting and footpath maintenance.



City of Knox Bicycle Plan Review City of Knox, 2008

Knox City Council undertook a review of the Knox Bicycle Plan in 2008, with the vision that *"the City of Knox will, through well planned bicycle networks and programs, increase the use of bicycles for commuting and recreation in a safe, convenient and sustainable manner for residents and visitors."*

The objectives of the review were to consider the progress of bicycle facility implementation since the last review, identify the underlining principles for future development, consider the community's needs, develop new programs for bicycle facilities and encourage and support an increase in the use of bicycles as a means of transport throughout the City of Knox.

As part of the investigations into the Bicycle Plan Review a series of recommendations relating to future directions, encouragement, education, enforcement and planning have been identified.



City of Knox Parking Policy City of Knox, 2018

The Knox Parking Policy aims to facilitate the provision of on-street parking and parking in Council owned and/or controlled car parks. It aims to prioritise the differing needs of parking user groups while improving parking management within activity centres and the surrounding residential areas.

The purpose of the policy is to:

- o Establish a framework that Council will follow in order to apply parking restrictions, permits and other parking measures.
- o Support access and movement for road and parking users.
- o Ensure the equitable use of available parking spaces across the municipality.
- o Provide safe and accessible parking for residents, employees and visitors to the municipality.
- o To inform and support the development of parking management plans.
- o To inform and educate residents, employees and visitors to activity centres and trip attractors as to Council's approach to managing competing parking demands.

03

Existing Access & Movement Patterns

The Boronia Activity Centre is a Major Activity Centre of Melbourne, and provides a number of key transport, community, retail facilities to the outer east

03
Existing Access & Movement Patterns

Boronia is listed as a Major Activity Centre in Plan Melbourne and is centred around, and divided by Boronia Road and Dorset Road. These roads provide access to the centre, while also segmenting it into four main areas.

The Retail Core is severed by arterial roads, and primarily located to the north of Boronia Road, with Boronia Mall and Dorset Square to the east and Boronia Junction and Boronia Village to the west. These centres include large anchor stores, which are supplemented by local small scale retail.



To the south-west of the study area, there are community facilities, including Boronia Park which contains the Boronia Library.

Further afield, a number of schools are located in all directions, along with Knox Leisureworks to the north-west corner of the study area.

According to ABS, in 2016, over 4,100 people live and over 1,300 people work within the Boronia Activity Centre, which is a higher density than the remainder of the City of Knox

03 Existing Access & Movement Patterns

At the 2016 Census, there was a residential population of 4,000 in the within the Boronia Activity Centre. This equates to a population density of 21 people per hectare, which is higher than the Greater Melbourne Average.

A total of 1,734 dwellings were located within the Activity Centre at the 2016 Census, which means that there is an average of 2.4 people per dwelling.

Across these dwellings, there were 2,525 vehicles which equates to an average of 1.5 vehicles per household within the Boronia Activity Centre. This is lower than the City of Knox average of 2 vehicles per household. Over 3% of households stated they had 4 or more vehicles.

10% of dwellings (171) within the Boronia Activity Centre reported having no motor vehicle at the 2016 Census, which is higher than the entire City of Knox where only 4% had no motor vehicle.

Job densities in the area are very low compared to the CBD. At the 2016 Census, there were over 1,300 employees in the Boronia Activity Centre, which represents a density of 17 jobs per hectare.

| Population | ABS 2016 | Area (ha) | Population Density (people/ha) |
|-------------------------|-----------|-----------|--------------------------------|
| Boronia Activity Centre | 4,127 | 194.5 | 21 |
| City of Knox | 154,109 | 11,392 | 14 |
| Melbourne (suburb) | 47,285 | 650 | 73 |
| Greater Melbourne | 4,485,211 | 999,251 | 4 |

Source: 2016 ABS Census

| Employment | ABS 2016 | Area (ha) | Employment Density (jobs/ha) |
|-------------------------|-----------|-----------|------------------------------|
| Boronia Activity Centre | 1,329 | 0.76 | 17 |
| City of Knox | 55,496 | 11,392 | 5 |
| Melbourne CBD | 199,221 | 2.37 | 841 |
| Greater Melbourne | 1,762,781 | 999,251 | 2 |

Source: 2016 ABS Census

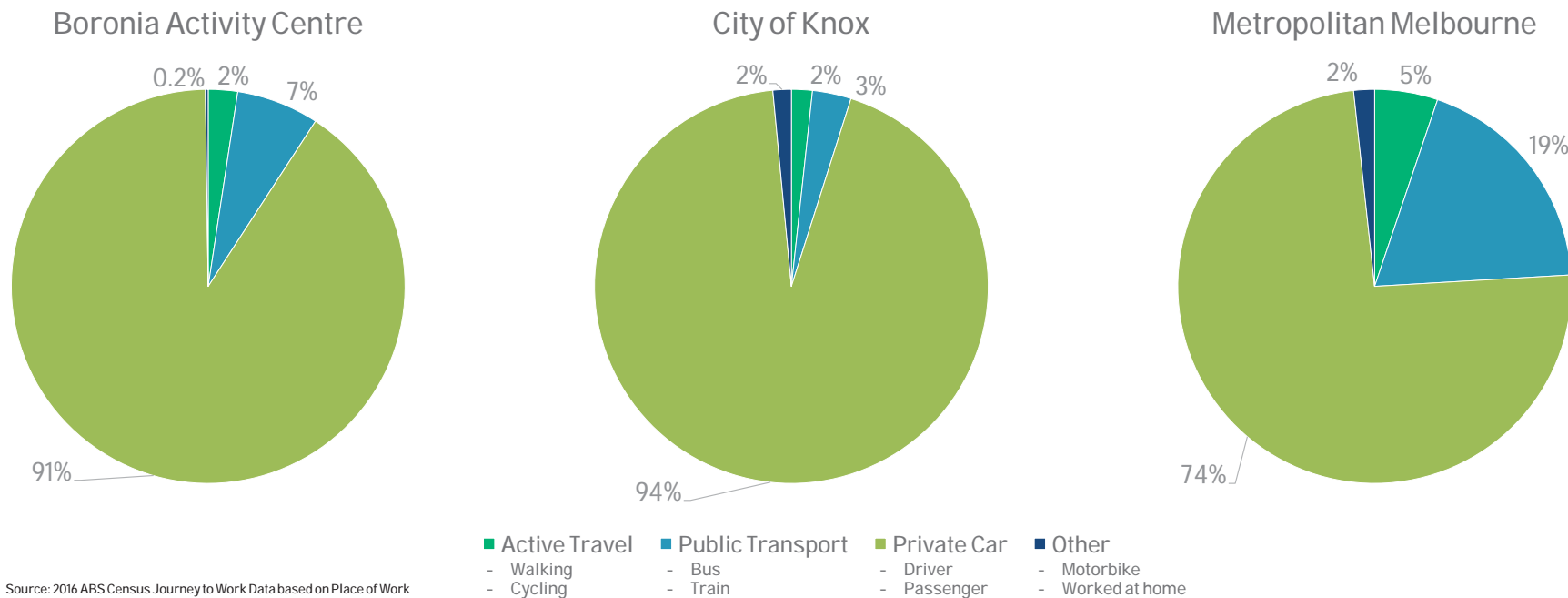
There is currently a high level of car use in accessing the Boronia Activity Centre and City of Knox more broadly for work, with both being higher than the metropolitan average

03
Existing Access & Movement Patterns

Those travelling to the Boronia Activity Centre for work currently use more than twice as much public transport (7%) than those in working in the City of Knox (3%), but significantly less than those within the entire Greater Melbourne area (19%).

Conversely, car use to work is currently very high for those travelling to jobs in the Boronia Activity Centre (91%), which is higher than in all of Greater Melbourne (74%), but slightly lower than everyone working in the City of Knox (94%).

The higher public transport use to Boronia compared with the rest of Knox is due to the train station being at the centre of Boronia, whereas other centres are more reliant on buses or limited public transport options.



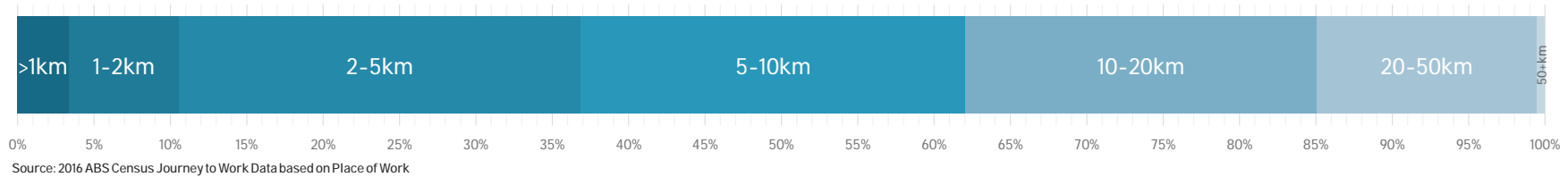
Source: 2016 ABS Census Journey to Work Data based on Place of Work

A third of Boronia's workers travel less than 5km to get to work, which is a suitable distance for active travel modes

03
Existing Access & Movement Patterns

More than 35% of workers travel less than 5km to get to the Boronia Activity Centre for work.

- 3% of workers travel less than 1km
- 7% travel between 1km and 2km
- 26% travel between 2km and 5km



Typically, less than 2km is considered appropriate to walk to work and between 2km and 5km is considered appropriate to cycle to work. However, some users would consider these modes for greater distances. In Holland, the rise of e-bikes has led to an increase in average bike commutes to more than 10km.

Therefore, 35% of workers could be utilising active travel modes, however only 2.4% currently do (with 2% walking and 0.4% cycling).

03 Existing Access & Movement Patterns

The pedestrian network within the Retail Core of the Boronia Activity Centre is not prioritised, and accessibility beyond this area is poor, with narrow or non-existent footpaths

Pedestrian crossing points are provided along Boronia and Dorset Roads, allowing for connectivity across the busy street using signals. However, they are far apart, crossing points are not located on all legs of the intersection, and wait times are lengthy.

Parts of both Boronia and Dorset Roads are fenced off, likely for safety, however this prevents pedestrians from crossing mid-block, at key pedestrian desire lines.

Pedestrian connectivity between the four quadrants is poor, with some car parks not providing dedicated routes or safe permeability for pedestrians. As a result, it is commonly easier and quicker to drive between each quadrant, as opposed to walking.



Chandler Road appears to be an important east-west pedestrian link on both sides of the railway line, connecting Knox Leisureworks, Boronia West Primary School and Tormore Reserve in the west, via the Bus Interchange, Railway Station in the centre, to Boronia Mall, Boronia Shopping Centre, Dorset Square, Chandler Park and Boronia K-12 College in the east. However, conditions along Chandler Road are quite poor with narrow footpaths on both sides, several high conflict side roads and access points and dangerous sight lines to pedestrians.

The map above highlights key access, crossing points and connectivity for pedestrians, and also locations of missing footpaths.

The bicycle facilities within Boronia are limited and disconnected, with unsafe connections over major roads and no existing east-west link provided

03
Existing Access & Movement Patterns

Connectivity for cyclists within and around Boronia is poor, with limited and unattractive options, including riding along and/or crossing various high speed and high traffic volume roads, such as Boronia Road and Dorset Road. There are no on-road lanes provided within the study area.

The only route that exists within the study area is an off-road shared path that travels along the railway line from north to south, through the middle of the Activity Centre. This route is a Strategic Cycling Corridor (SCC).

This shared path, however, has inadequate connectivity through the Activity Centre, between the railway station and the Boronia Road / Dorset Road intersection. Cyclists are required to dismount through the Boronia Junction car park then continue along the western side of Dorset Road on the footpath. There is no defined cyclist path across the Dorset Road / Boronia Road intersection.

A Parkiteer cage is provided at the station, which allows users to cycle as opposed to drive, though it is often underutilised, highlighting that there is an incomplete network of dedicated, safe and direct cycle routes connecting the surrounding area.

Several bicycle hoops are provided within various car parks across the Activity Centre.



03
Existing Access & Movement Patterns

Boronia Railway Station provides mass transit access to the study area and wider network for those living along the rail corridor, with bus services filling some gaps in other areas

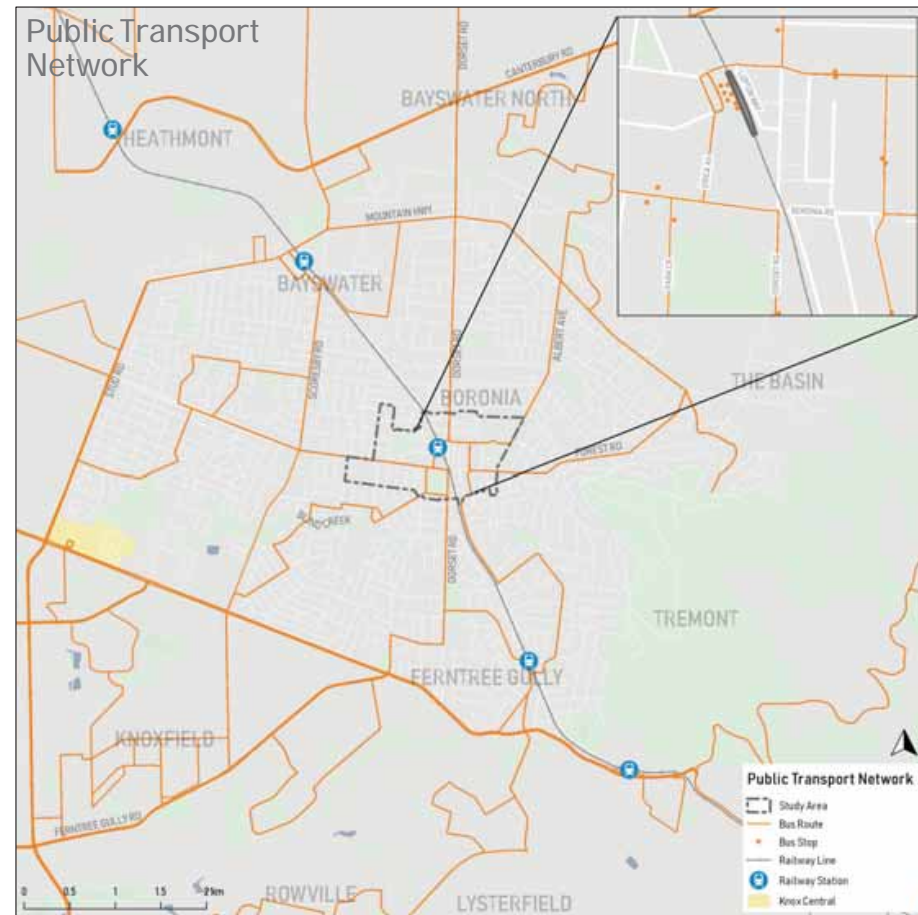
Boronia Station is located on the Belgrave rail line and is well utilised, with comparable patronage to Mordialloc Station or Sunbury Station. The Belgrave line connects to key employment hubs including Ringwood, Box Hill, Camberwell and the CBD.

A number of key bus routes provide connections to the surrounding areas including Bayswater, Ferntree Gully, Knox Central and Rowville.

A night bus also passes nearby the Activity Centre, on Albert Avenue, along the eastern boundary of the study area, which connects the Glen Waverley Railway Station to Bayswater, via Boronia, however is quite indirect.

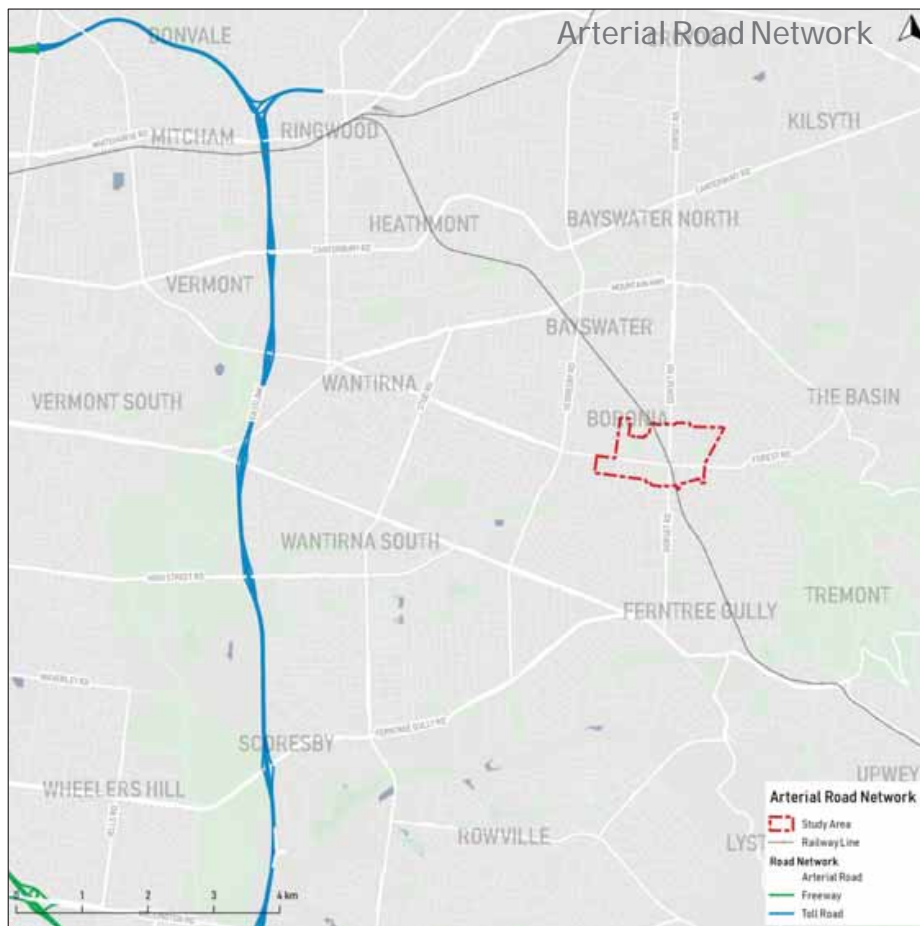
Within the Boronia Activity Centre, bus stops are located at the railway station, where many passengers transfer between train and bus.

There are also some bus stops located along Chandler Road and Floriston Road, which service the northern and eastern edges of the town, however these are located on the outside of the Dorset Square complex.



The arterial road network within and around Boronia is quite uniform, allowing good accessibility in all directions, but ultimately directs traffic into the Boronia Activity Centre

03
Existing Access & Movement Patterns



The Boronia Activity Centre is located approximately 6km east of Eastlink, along Boronia Road.

The uniform grid-patterned arterial road network west of the area means the area is well-connected, allowing vehicle movements in all directions.

The key roads within Boronia are Dorset Road and Boronia Road:

- Dorset Road is the easternmost north-south spine within Metropolitan Melbourne, providing access from Croydon North to Ferntree Gully
- Boronia Road provides a key link from Eastlink to the Dandenongs.

Both of these roads are important arterials from a regional perspective, however within the Boronia Town Centre, they conflict with the Activity Centre uses.

There is also a well developed local road network. Chandler Road, Erica Avenue, Floriston Road and Park Crescent are often used as a ring-road, though otherwise, rat-running in the area is relatively low compared to other activity centres.

However, this also means vehicles accessing the Centre tend to use the arterial roads to do so.

03 Existing Access & Movement Patterns

In the previous five-year period, a total of 66 accidents were recorded in Study Area, 30% of these involving vulnerable road users: 11 involved pedestrians and 8 involved cyclists*

A review of the latest available five-year period of CrashStats* has been sourced for the Study Area. A total of 66 crashes were recorded within and surrounding the town centre, of which 19 involved pedestrians and/or cyclists.

Of these pedestrians and/or cyclists crashes, six were of a serious nature whereby at least one individual went to hospital.

There were 11 incidents within the study area involving pedestrians, four of which were serious. The majority of these (64%) occurred within the Retail Core. Four of these crashes were recorded along Boronia Road, at signals, at other intersections and mid-block, potentially indicating the lack of safe and direct crossing locations for pedestrians.



*Source: VicRoads CrashStats from 01-May-13 to 30-April-18.

In addition, eight incidents involved cyclists, with most of these (63%) occurring along Boronia Road. This highlights the lack of safe east-west infrastructure for cyclists.

Note: Not all crashes are accounted for, as accidents without any injury are not reported, especially those involving vulnerable road users such as cyclists and pedestrians. In addition, VicRoads only report data for VicRoads managed roads. Data for incidents occurring on local roads are not reflected in the above statistics.

03
Existing Access & Movement Patterns

There are several car parks located within Boronia, with each anchor store having its own car park. Some of these are underutilised, and others appearing near capacity

Approximately 9% of the land within the Study Area is off-street car parking that facilitates access to the station, community, retail and commercial uses of the area.

The publicly available retail spaces are primarily located in three at-grade and one multi deck car parks. These spaces cater for those accessing the shops and services within the retail core. These car parks each service a different anchor store, within each quadrant, allowing visitors to easily park at each of their destinations. It is commonly easier and quicker to drive between car parks than it is to walk.

Several commuter car parks are provided for those using Boronia Railway Station, which are located along Erica Avenue and Chandler Road.

Both the retail and commuter car parks can be accessed by the local ring-road network consisting of Chandler Road, Erica Avenue, Floriston Road and Park Crescent.

There is also ample parking provided for the community facilities, adjacent to each of these land uses. In addition, there are on-street spaces provided along Dorset Road, Boronia Road, Erica Avenue, Floriston Avenue and Chandler Road.



Boronia Road is currently serving both through and local vehicle movements, as well as trying to provide a supportive environment for retail customers – no one is winning

03 Existing Access & Movement Patterns

In the wider network, Boronia Road functions as an east-west link, connecting the Dandenong Ranges in the east to the Eastlink freeway in the west.

At a local level Boronia Road facilitates the connection between the retail and community activities of the Boronia Activity Centre.

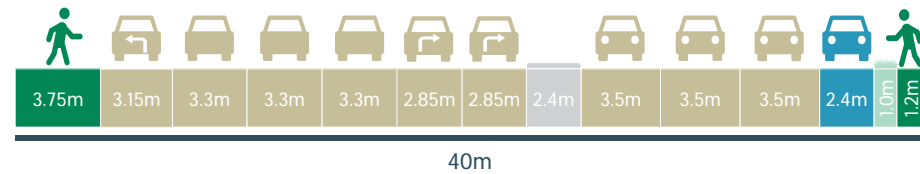
The current 40m wide carriageway allocates 85% of its space (34.1m) to vehicles, and only 12% (4.95m) to pedestrians. There are no dedicated cycle facilities.

The Boronia Road corridor has inconsistent lanes throughout and beyond the study area, varying from as little as one lane in each direction to up to six in each direction. In various locations, Boronia Road only has two lanes in each direction, which does not appear at capacity.

The locations where additional lanes are provided conflicts with the retail and community activities, and reduces the amenity and safety for pedestrians using the centre.

Existing Cross Section

(At Boronia Junction pedestrian entrance, 50m west of Dorset Road intersection, looking east)



03 Existing Access & Movement Patterns

The volumes and speeds within the study area highlight that the road is the priority over the safety and amenity of pedestrians and cyclists

Volumes within the study area appear inconsistent with the lanes provided. For example, Dorset Road south of Boronia Road has two-way volumes of 34,000 vehicles per day*, but there are only two lanes in each direction, south of the intersection.

Compared with Boronia Road west of the intersection, which has fewer vehicles, with two-way volumes of 30,000 vehicles per day, but up to nine, and frequently six lanes. While Boronia Road carries more traffic at peak times rather than over the whole day like Dorset Road, there is a potential over supply of lanes along Boronia Road, where daily volumes do not match the number of lanes provided.

The current road speeds within the study area are between 40km/hr and 60km/hr:

- Boronia Road is 60km/hr, except adjacent to schools
- Dorset Road is 60km/hr south of the Boronia Road/Dorset Road intersection and 40km/hr north of it.
- Residential streets are 50km/hr, except adjacent to schools

The speeds along Boronia Road adjacent to the retail core are indicating that the road has a priority over the retail accessibility for pedestrians and cyclists.



*Source: VicRoads Traffic Volume Data: <https://vicroadsopendata-vicroadsmaps.opendata.arcgis.com/datasets/traffic-volume>

04

Existing Issues

Pedestrians within Boronia are faced with many challenges, including no crossing provision, lack of, inadequate or unsafe footpaths and dark and uninviting arcades

04 Existing Issues



Boronia Rd at Erica Ave

Pedestrian crossings are not provided at all sets of traffic lights, resulting in long delays for users having to cross twice, rather than once



Looking down Henry St at William St

Footpaths around the study area, especially in the residential areas, are quite narrow, or in some cases, do not exist (see right side of street)

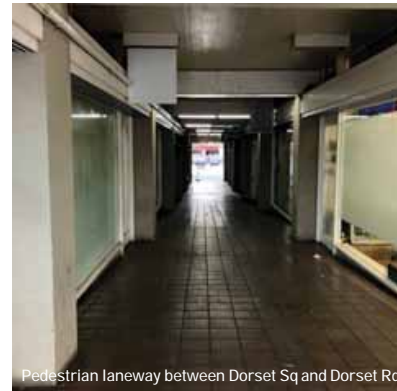


Boronia Rd north of Turner Rd

Footpaths are constructed with inconsistent materials, which is difficult for some users to navigate, and creates an unsafe surface for many



Crossing William St, north of Henry St



Pedestrian laneway between Dorset Sq and Dorset Rd

Many arcades connect Dorset Road to the Dorset Square shops and car park, but these can feel dark, narrow and uninviting, with some of them closing in the evening



Pedestrian laneway between Dorset Sq and Dorset Rd

Provision for cyclists within Boronia is lacking, there is no dedicated cycling network, and poor or no signage and bike parking is provided to primarily block cars from the footpath

04

Existing Issues



Dorset Sq

Bicycle hoops are provided in some areas, though these are being used as parking barriers, and as physical support for shopkeepers' products



Boronia Rd at Turner Rd

There are no on- or off-road bicycle paths in an east-west direction along, or adjacent to Boronia Road



End of Shared Path within Boronia Junction car park

There is a significant lack of wayfinding signage for cyclists throughout the centre. Existing signage is placed in low visibility locations, and directs people along the existing shared path.

There is no cyclist wayfinding to guide cyclists around the centre



Shared Path on footpath at entry to Boronia Junction



Shared Path on footpath at entry to Boronia Junction

The existing north-south shared path along the railway line stops at the railway station, where cyclists must dismount through a car park, continue on a footpath of poor quality, then navigate the large Boronia Road / Dorset Road intersection

The public transport network is located along the edge of the retail core, with stops not located directly adjacent to retail activity and inadequate seating and shelter provided at stops

04
Existing Issues



Bus stops are located on the outside of the active retail frontages, though car parks are located directly adjacent



Bus Stop on Chandler Road

Bus stops are well-utilised, but not enough seating and shelter is provided for those waiting at the stops



Boronia Station Platforms

A significant amount of the train station is not undercover, and the lack of activity around the station itself reduces the amenity and safety of the station for users

The road network is dominating the landscape, with large amounts of space provided to cars and poor design resulting in unsafe movements by drivers

04

Existing Issues



Southbound on Dorset Rd at Chandler Rd



Northbound on Dorset Rd at Boronia Rd

Arterial roads and intersections are taking up vast amounts of space, reducing the amenity and safety for pedestrians and cyclists within the centre



Vehicles exiting Turner Rd right onto Boronia Rd

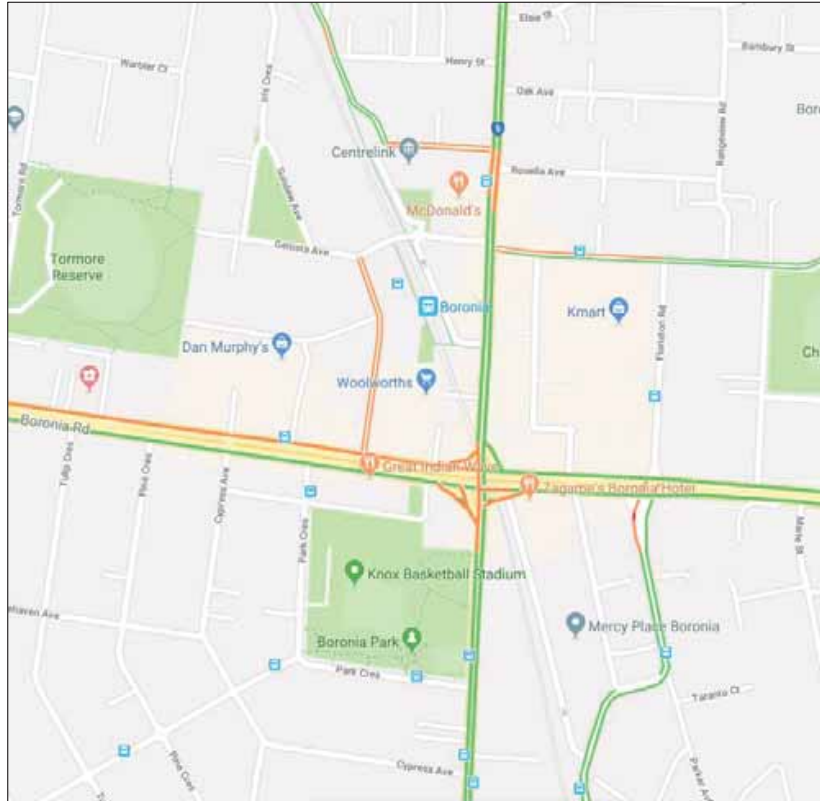


Erica Ave intersection at Boronia Rd

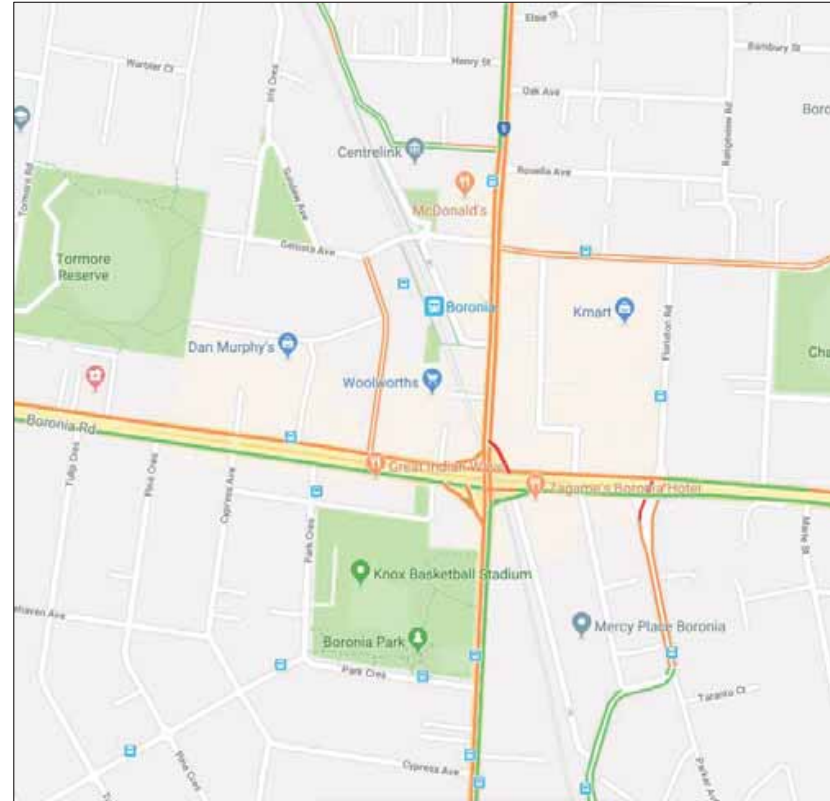
Poor intersection and road design has resulted in lack of clarity of right of way, unsafe movements by drivers, including vehicles turning a one lane road into two lanes

The road network is currently not at capacity, with very few parts of the network showing slow traffic during peaks

04 Existing Issues



Typical Thursday at 8am



Typical Thursday at 6pm

Source: Google Maps Historical Traffic Data

Parking is a dominant feature within the Boronia Activity Centre, with limited directional signage and often compromising the safety and accessibility of other users

04

Existing Issues



McDonalds Accessway on Chandler Rd

Car park accessways have poor visibility to pedestrians, resulting in potential for conflict between vehicles and pedestrians



Car Park within Dorset Sq

Car park designs increase vehicle conflicts where vehicles are forced to unnecessarily cross each others paths



Slip lane north-westbound from Dorset Rd into Boronia Rd

On-street parking is prioritised over pedestrian accessibility, amenity and safety



Signage to Dorset Sq car park on Boronia Rd

There is very limited, and where it is provided, low-profile and hard to see directional signage from the road network to car parks

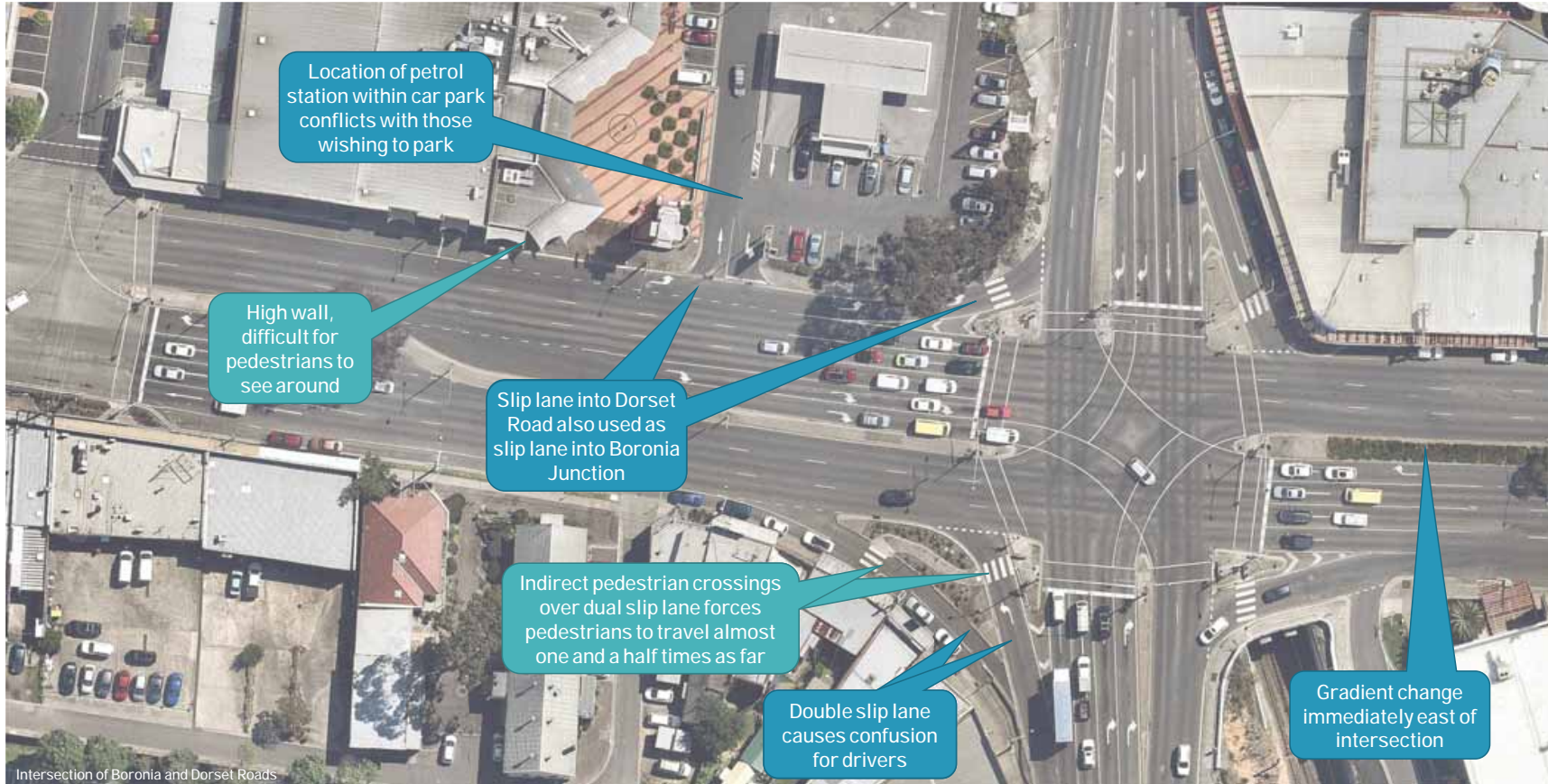


Signage to Dorset Sq car park on Boronia Rd

The Boronia Road and Dorset Road intersection and surrounds are particularly difficult for pedestrians to navigate, and confusing for drivers

04

Existing Issues



It is important to weigh up the safety and amenity of vulnerable road users and ensure that road space is suitably allocated throughout the Study Area

04

Existing Issues



Pedestrians

- 2% of people working in Boronia walked to work
- Pedestrian crossings are inadequate or non-existent
- Long wait times to cross at intersections
- Narrow, uneven or no footpaths provided
- Dark and narrow arcades, that close in the evenings
- Pedestrian connectivity between the four quadrants is poor
- Fencing along main roads preventing pedestrians from crossing mid-block
- It is easier and quicker to drive between the four key quadrants than it is to walk
- Lack of consistent wayfinding signage in the centre



Cyclists

- 0.4% of people working in Boronia cycled to work
- No safe east-west cycling options
- North-south shared path is disconnected at Boronia Road / Dorset Road intersection
- Parkiteer is provided at station, though underutilised. There is also conflict with buses or car park entrance to access facility
- Bicycle hoops are provided, but are used as parking barriers and for shop storage
- Lack of wayfinding signage within the centre. Where provided it is scattered and shows inconsistent information



Public Transport

- 7% of Boronia workers arrive on public transport
- Boronia train station is well used
- The bus network is comprehensive and provides access to key areas surrounding Boronia, however services are indirect, infrequent and not well timed with one another
- Bus stops near the retail core are located outside of the complex, rather than inside adjacent to the uses
- The lack of activity around the station reduces the amenity and safety of the station
- There is an undersupply of seating and shelter at most bus stops and the train station



Road Network

- The arterial road network provides key connections through Boronia
- Boronia Road allocates 85% of its space to vehicles and only 12% to pedestrians.
- The road network is not at capacity, with Google Maps Historical Traffic Data indicating most of the network is flowing well at peak times
- Roads dominate the landscape, with vast amounts of space provided, including hard surfaces, reducing the safety and amenity for pedestrians and cyclists
- Poor intersection and road design has resulted in drivers making unsafe movements



Car Parking

- A significant amount of land within the study area is car parking, with most provided in the retail core
- Car parking is provided adjacent to active frontages
- Most car parks are at-grade
- Parking for community facilities is often provided adjacent to these uses
- On-street parking is provided, though conflicts with pedestrian safety, accessibility and amenity
- Car park accessways frequently have poor visibility to pedestrians
- There is limited directional signage for car parks
- It is easier and quicker to drive between the four key quadrants than it is to walk

05

Vision & Objectives

A vision has been developed for Boronia, with a number of supporting objectives to help guide the application of the Movement and Place methodology

05

Vision & Objectives

A vibrant and active Boronia as a destination and gateway to the Dandenongs, that supports safe access by all modes

Objectives

- Improve amenity, connectivity and legibility of the pedestrian network to, and within the Boronia Activity Centre.
- Support increased use of 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.

Movement and Place is the notion that you can classify streets on how people move through it and how people dwell within its place, and use this to reduce conflicts

05
Vision & Objectives

The Boronia Activity Centre is a perfect candidate for the Movement and Place classification that is currently being rolled out by VicRoads.

Movement and Place is based on the philosophy that transport links performs two functions:

- The movement of people and goods, and
- Serving as a place, a destination in its own right.

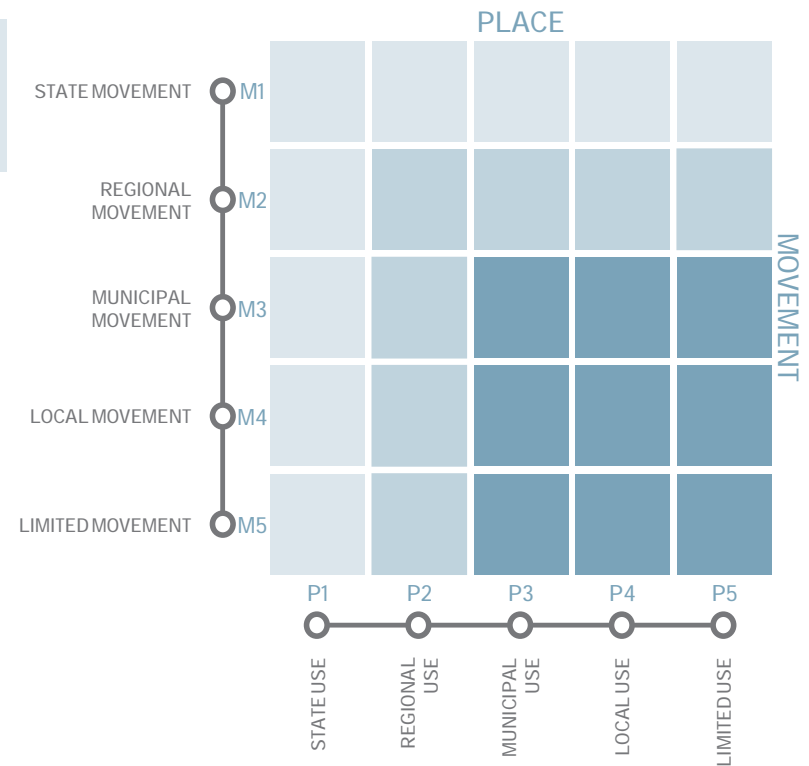
The movement function is about minimising travel time and maximising throughput whilst the place function is about the destination and people seeking to dwell and spend time in the location.

These two functions are vying for the same amount of road space, and thus are in conflict with one another.

In order to better manage these conflicts, it is proposed to classify the streets within the Boronia Activity Centre on the Movement and Place matrix.

Movement and Place proactively establishes a Vision to achieve that is not based on a numbers driven predict and provide approach.

This classification will provide clear direction for each street: whether the street is important for its ability to move people through it, or whether the street is important for its ability to provide a place for people to dwell.



The Vision and Objectives have formed the starting point in which Place has been applied to Boronia.

05

Vision & Objectives

Applying Place

Each section of road and laneways within the study area was assigned a Place value.

This resulted in most of the core being classified as a P3, with the exception of streets that do not offer any activity or reason to dwell. Outside of the core, streets were categorised based on their level of significance on the Movement and Place scale, that is, on the Municipal (P3), Neighbourhood (P4) or Local (P5) significance.

The classification applied is aspirational and may include some streets or laneways that do not currently exist.

Place classification helps identify streets where the movement function should potentially be reduced, or changed in the mode of transport that provides the access, that is, a higher pedestrian focus.

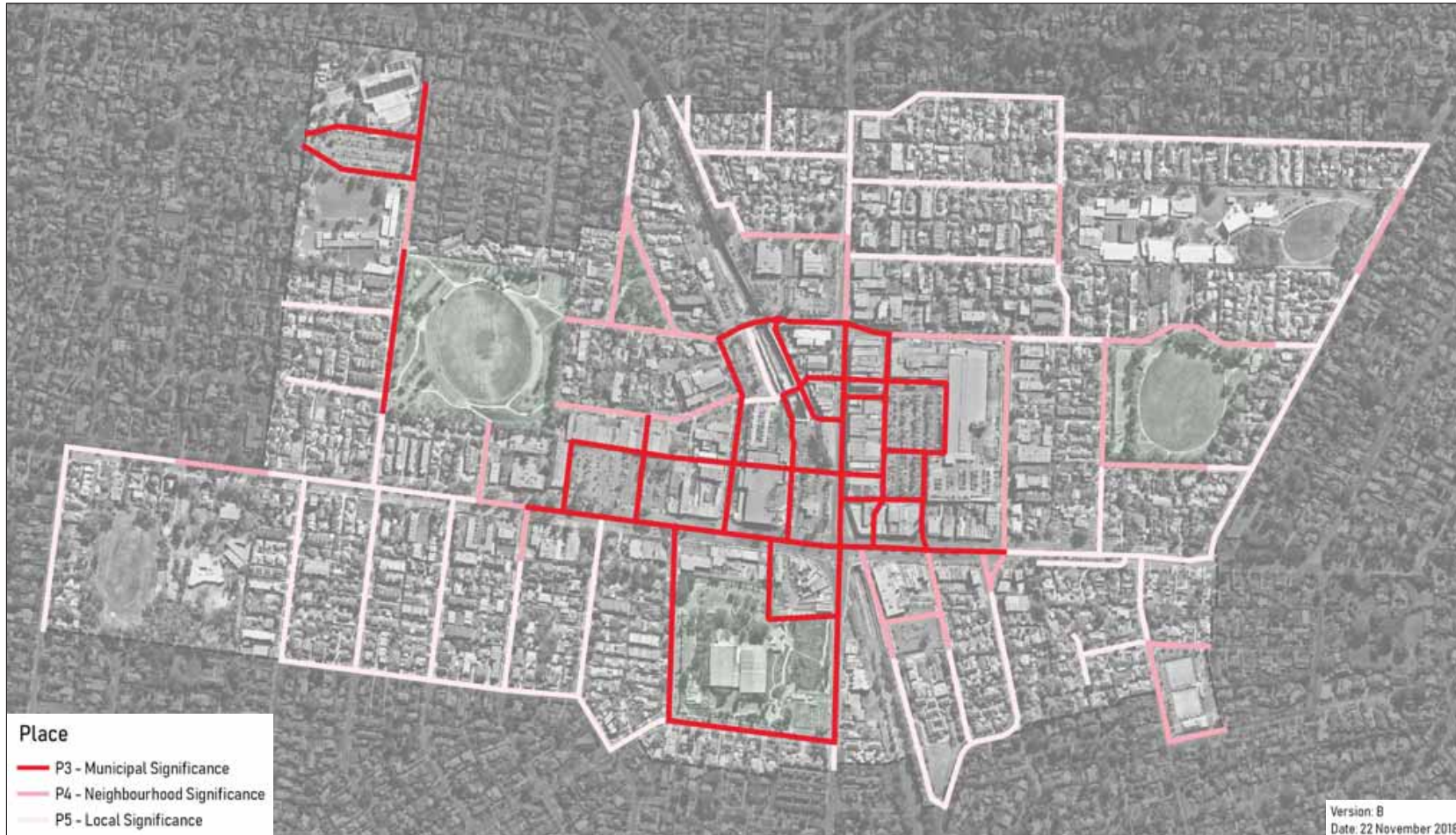
Areas with a high Place (i.e. P1, P2, P3) are associated with high utilisation of active travel and public transport in accessing these places. The high place influences the desire to walk to the destination.

The outcome sought is creating a street where people want to linger and dwell.

The Place classification within the study area primarily provides P3 around the Town Centre, with other neighbourhood significant land uses being classified as P4

05

Vision & Objectives



Note: All of the streets within Boronia are considered to be of Municipal Significance (P3), Neighbourhood Significance (P4) or Local Significance (P5). As such, GTA Consultants has not proposed to classify any streets as P1 (State Significance) or P2 (Regional Significance).

The Vision and Objectives have formed the starting point in which Movement has been applied to Boronia

05

Vision & Objectives

Applying Movement

The Movement function relates to how people travel through, to or within the street. Boronia is dominated by two streets with high movement values – Boronia Road and Dorset Road.

Within the Movement classification is an underlying set of modal priorities which helps establish which modes to prioritise to support either the Movement function, or indirectly the Place aspect.

Boronia is currently dominated by the high movement function associated with cars and trucks. To achieve the Vision and Objectives understanding modal priorities is required.

Applying the Modal Priorities

Modal priorities have been allocated to many streets within the study area (except those only performing a local movement function).

- Pedestrian priority was identified first to ensure that in areas of high pedestrian activity, pedestrians would be afforded more amenity, connectivity and legibility and support the Place.
- Bicycle priority was identified second, often complementing the pedestrian network, but providing the connected bicycle network linking key destinations, such as the missing east-west connection, proposed along Boronia Road
- Bus priority was next identified, mostly following the existing bus network, however identifying new areas where the bus network could provide better accessibility within the Activity Centre
- Access priority, that is vehicle accessibility to future car parking, was identified as the shortest route to car parks from the arterial road network
- Through traffic priority has been allocated to the arterial road network, to ensure vehicles not visiting the Boronia Activity Centre do not run within local streets

Pedestrian priority ensures that in areas of high pedestrian activity, pedestrians would be afforded more amenity, connectivity and legibility and support the Place.

05

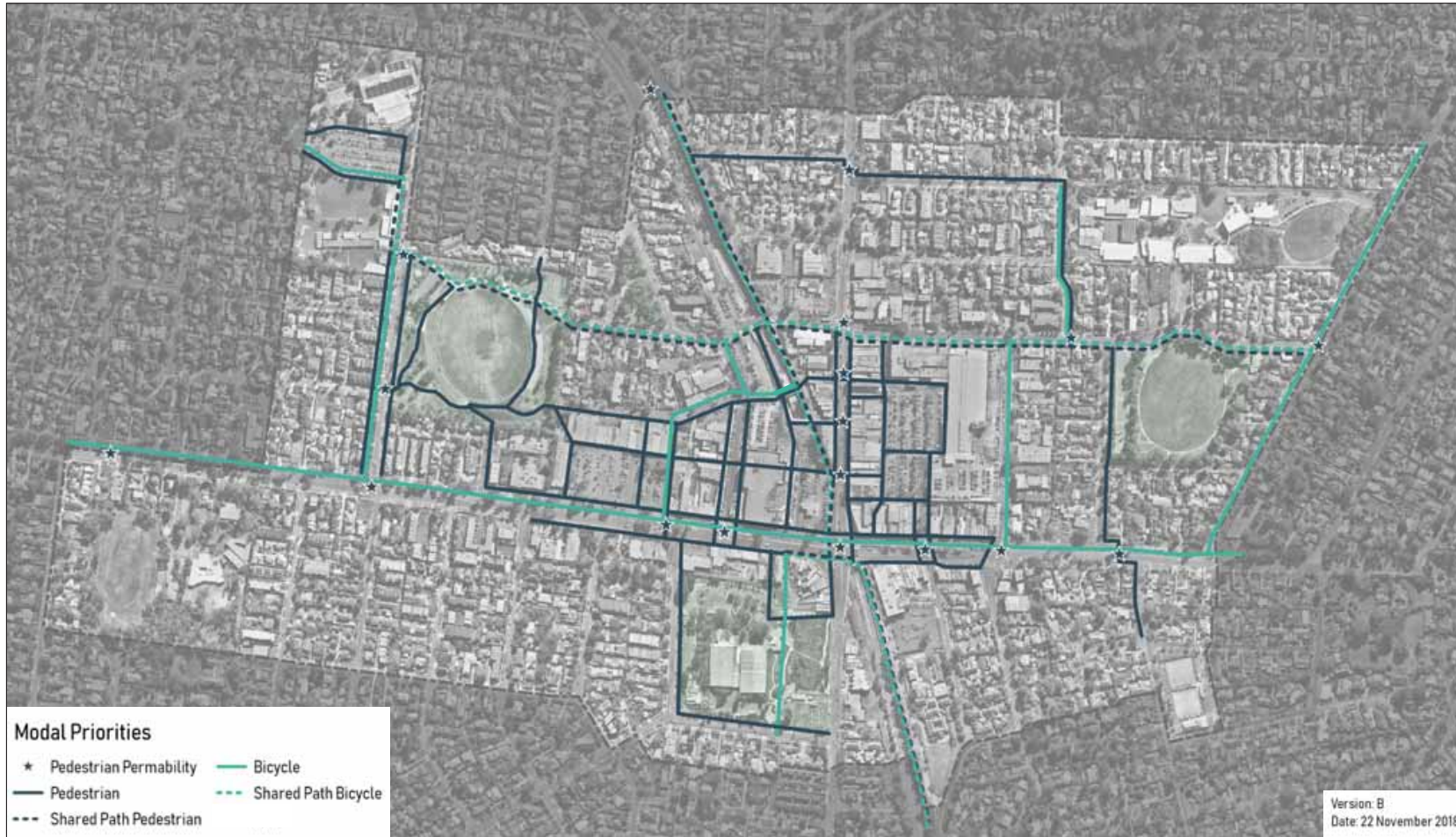
Vision & Objectives



Bicycle priority provides a connected bicycle network linking key destinations, such as the missing east-west connection, proposed along Boronia Road

05

Vision & Objectives



Bus priority mostly follows the existing bus network, however identifying new areas where the bus network could provide better accessibility within the Activity Centre

05

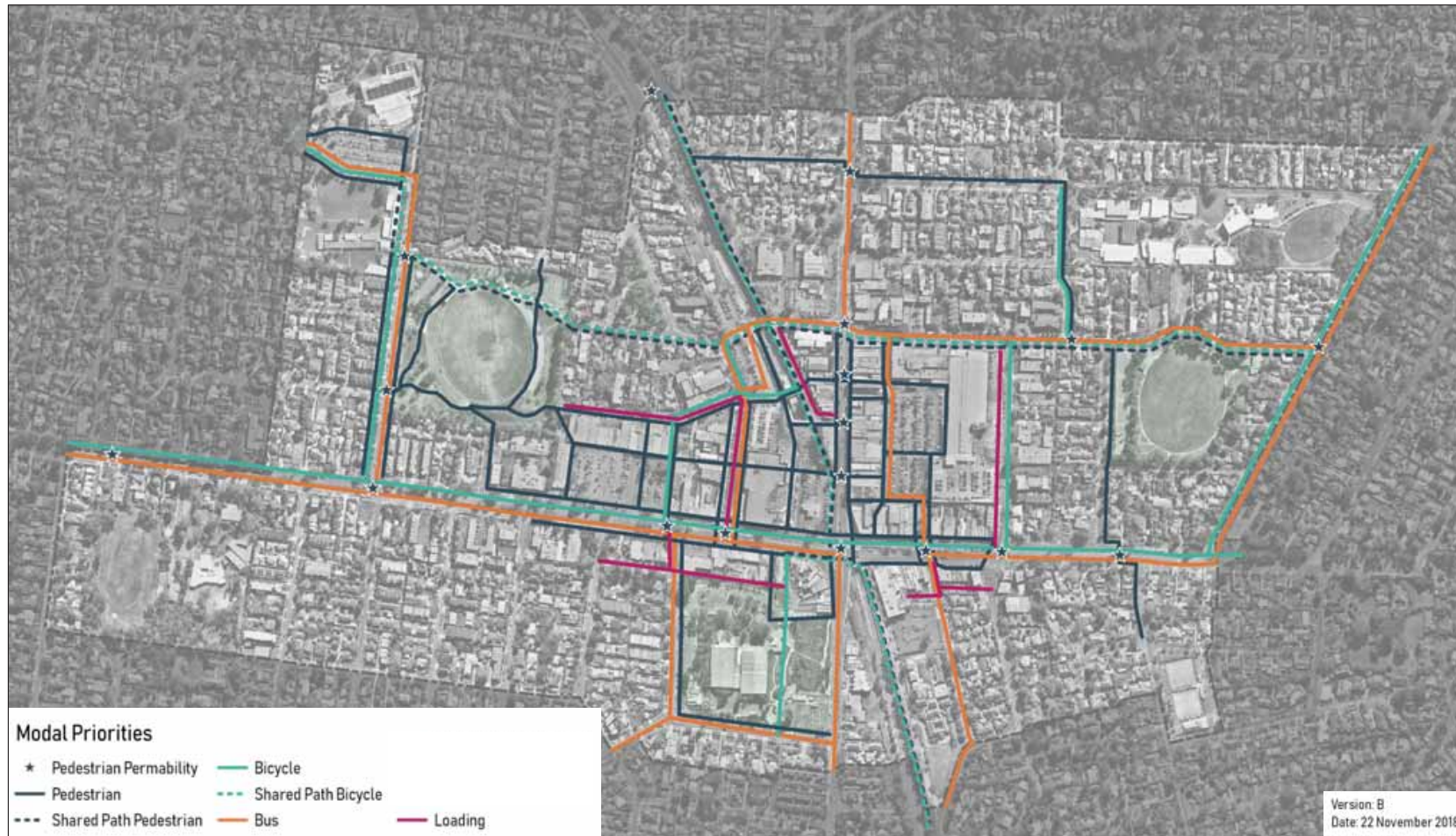
Vision & Objectives



Loading is required to facilitate the land uses within the Boronia Activity Centre, and key loading routes have been designated to minimise conflict with other modes

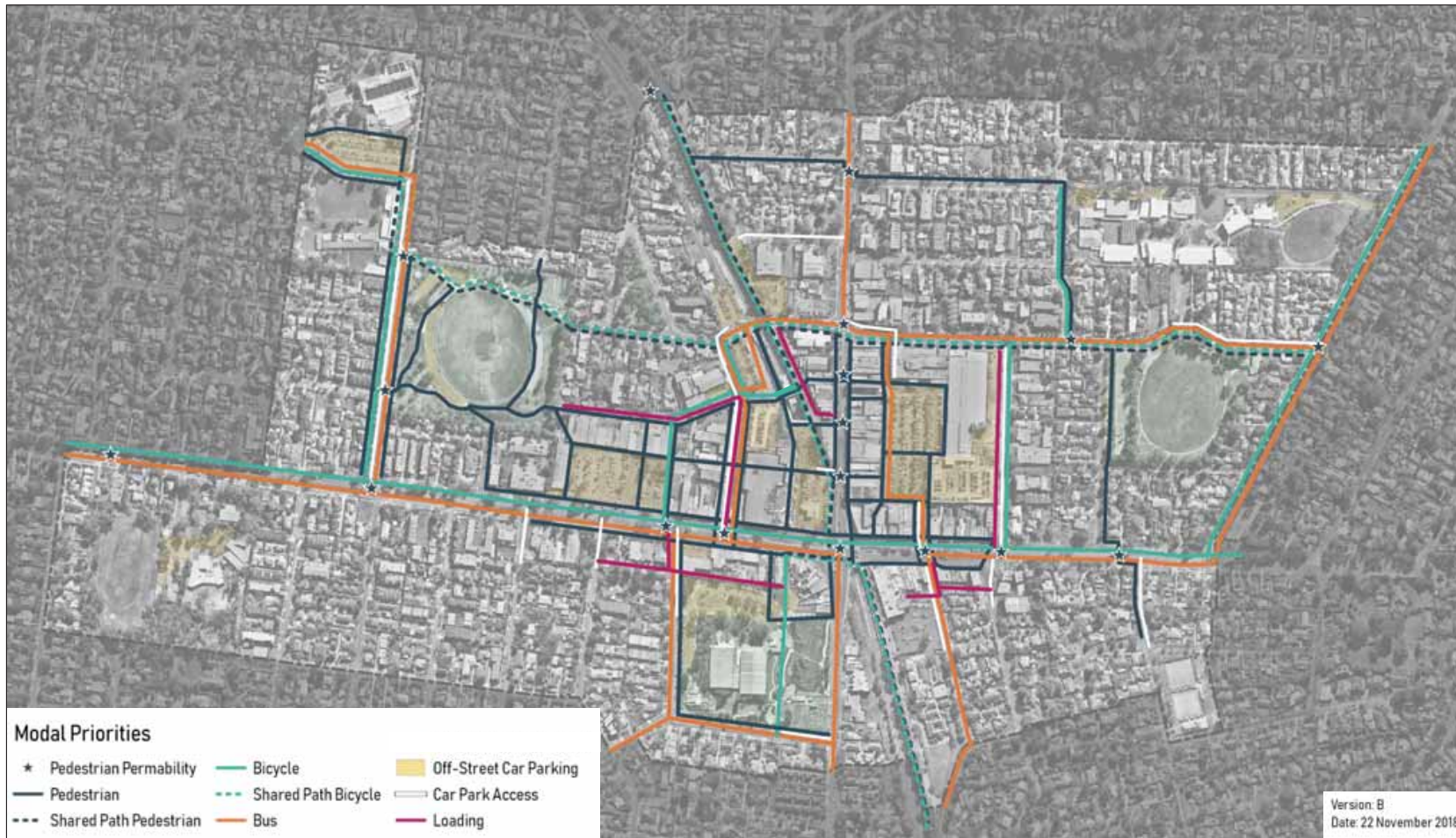
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Vision & Objectives



Access to car parks have been identified as the shortest route to car parks from the arterial road network

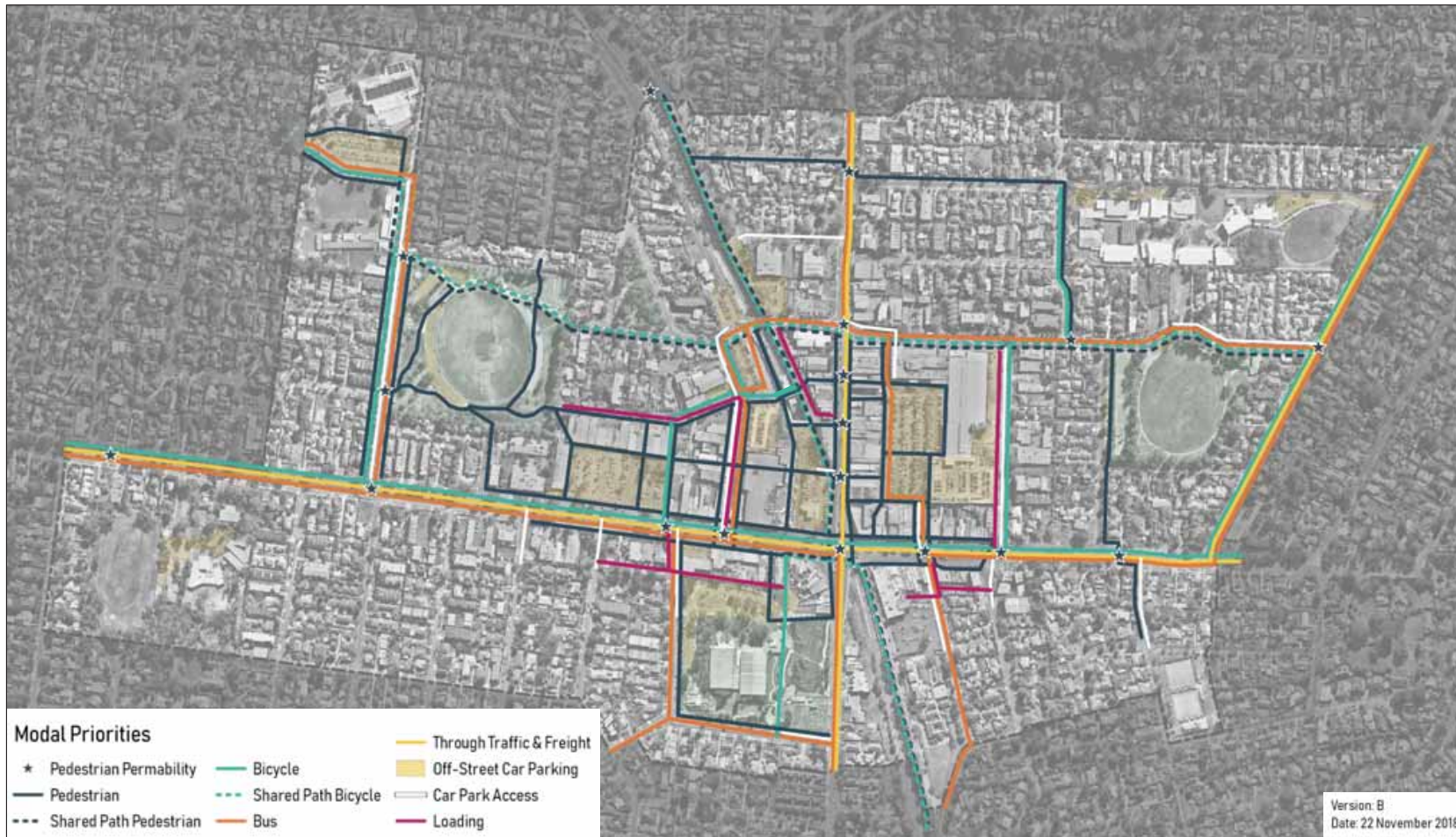
05
Vision & Objectives



Through traffic priority has been allocated to the arterial road network, to ensure vehicles not visiting the Boronia Activity Centre do not rat run within local streets

05

Vision & Objectives



Two land use scenarios were identified to understand how the vision and objectives, and the proposed interventions could look into the future

05
Vision & Objectives

The Boronia Activity Centre and wider study area is planned to grow and develop. There are two different associated land use scenarios that relate to the type of development and particularly, its density. A higher development rate has an impact on transport in that new residents and workers generate additional movements and trips within, to and from the area.

The City of Knox have provided two growth scenarios:

- Scenario 1: Business as Usual
- Scenario 2: High Growth

These scenarios can both influence the mode splits and can be used to influence mode splits.

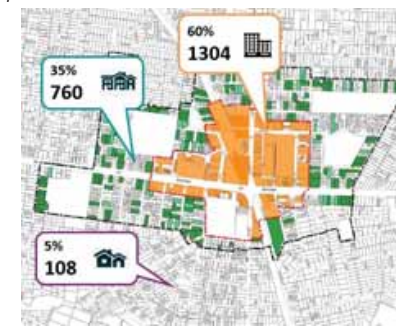
Scenario 1: Business As Usual

- Existing scale and nature of development e.g. splitting of blocks, townhouses and small scale apartments
- This type of development distributed across the study area will in all likelihood encourage car use for those outside needing to drive into Town Centre, or drive elsewhere
- Less residential population within Town Centre results in less nightlife activities
- 1,086 new dwellings in the study area, equating to 2,585 new people*



Scenario 2: High Growth

- Focuses growth to the centre with higher growth and development within the Activity Centre
- A population residing within the Town Centre is more likely to walk around to shop, etc
- Higher population within the centre is likely to be accompanied by leisure land uses such as cafes, bars and restaurants
- 2,064 new dwellings in the study area, equating to 4,912 new people*



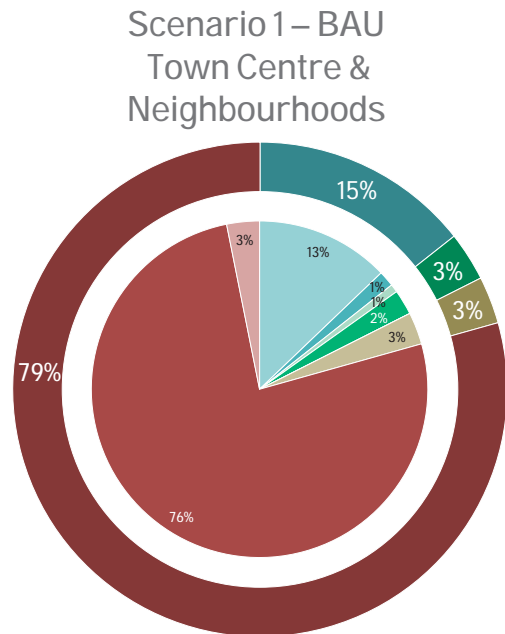
*Based on the 2016 ABS Census rate of 2.4 people per dwelling within the Boronia Activity Centre.

Target mode splits have been identified for residents, with Scenario 1 using existing mode splits (BAU) and Scenario 2 aiming for higher active travel and public transport utilisation

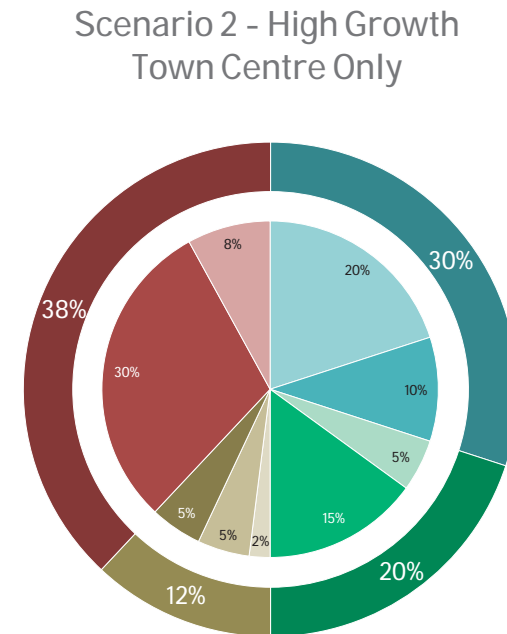
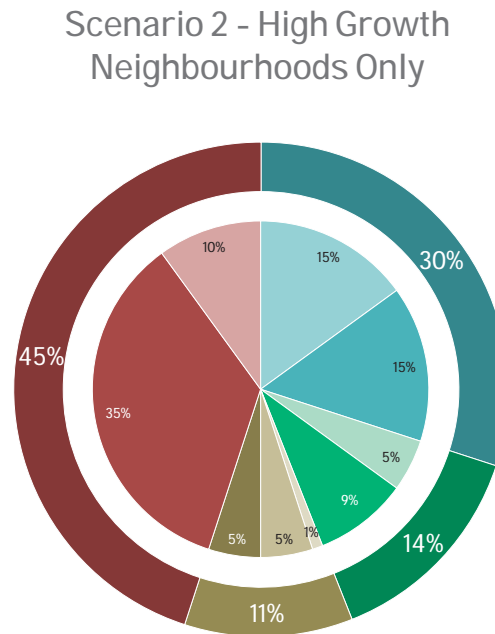
05
Vision & Objectives

The below graphs demonstrate target mode splits for journey to work for each of the Scenarios.

In Scenario 1, both the Town Centre and Neighbourhood areas have the same mode split, which is the existing mode split for the Study Area.



In Scenario 2, the Neighbourhood area has a higher private car mode share, and a greater reliance on the bus, with the Town Centre Area having a higher proportion of people walking to their workplace, and more people taking the train.

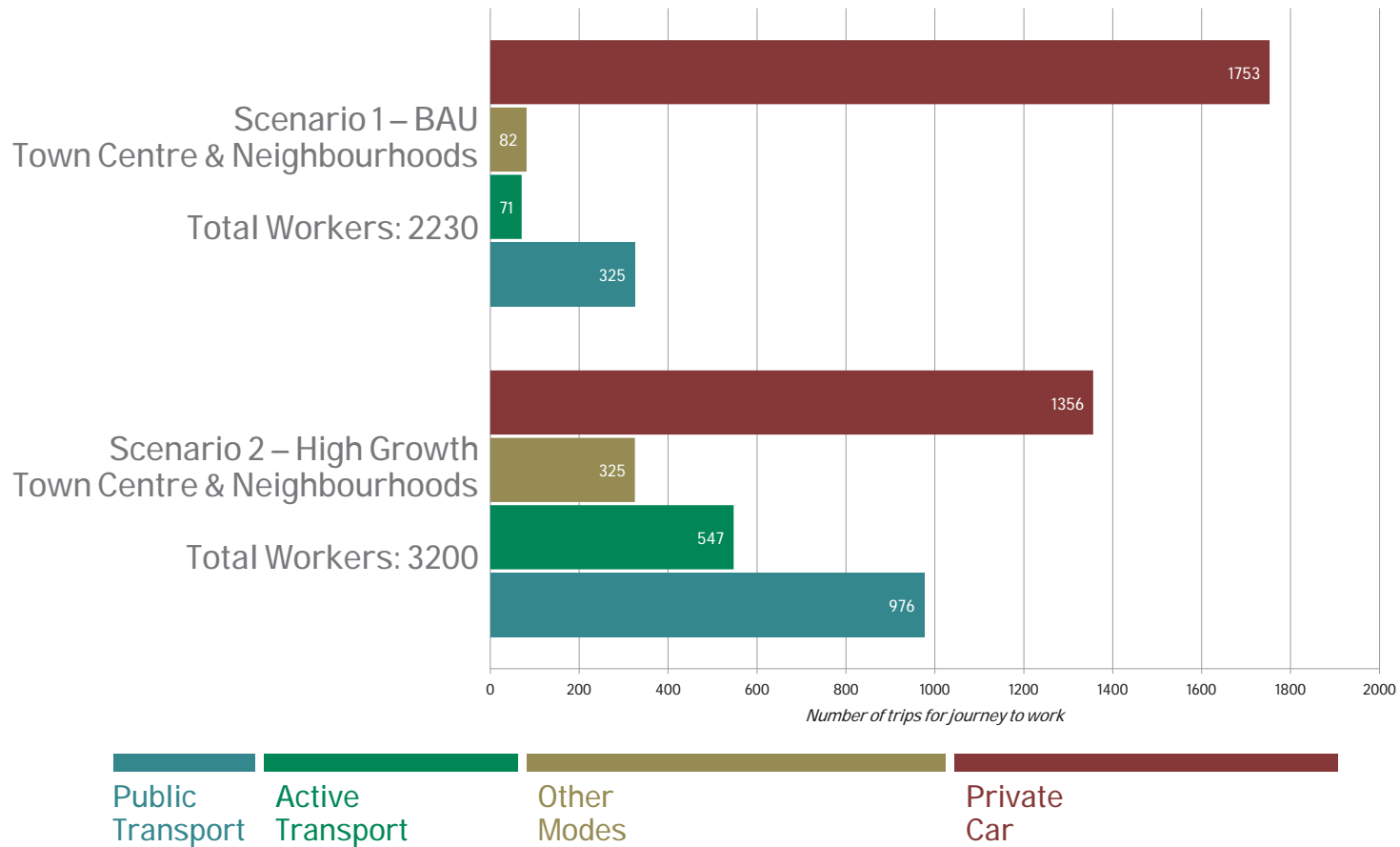


■ Train ■ Bus ■ Bicycled ■ Walked only ■ Motorbike/scooter ■ Car Share ■ Worked at home ■ Car, as driver ■ Car, as passenger

Public Transport Active Transport Other Modes Private Car

The application of these mode splits on the future population numbers means that fewer people are relying on the private car in the high growth scenario (Scenario 2)

05
Vision & Objectives



Translating the mode split for work-related trips based on the land use scenarios, the table to the right demonstrates the likely increased demand that the network needs to accommodate by mode.

This approach shows how a denser more centrally based land use option supports non-car use and reduces overall car based trips.

06

Identification of Improvements

06

Improvements

The overall amenity of Boronia Activity Centre could be enhanced by providing a central square as a hub for activity



Dorset Square could become a market square area, offering a pedestrian friendly area, where markets could thrive, children can play and cafes can operate.

Car parking would be relocated underneath (similar to Cato Square, in Prahran)



06

Improvements

The environment for pedestrians could be improved by providing greater priority and amenity throughout the area



Lupton Way could become a shared zone, providing easy and safe pedestrian access for those using the station, but still allowing vehicles to use the space for pick-up and drop off. The shared zone would be low speed and pedestrians would have right of way.



General improvements to the amenity of the area will increase us of the Activity Centre

Scramble crossings at Dorset Road / Chandler Road



Raised enhanced pedestrian crossings at Dorset Road

An east-west 'Green Spine' would enhance both pedestrian and cyclist accessibility and provide a safe and direct route connecting a number of key destinations within Boronia

06
Improvements



A 'Green-Spine' comprising of a shared path along the southern side of Chandler Road and a bicycle boulevard and upgraded footpaths along Genista Avenue. This will provide a safe, inviting and easy option for people to walk and cycle along.

This 'Green-Spine' will connect most of the major destinations within Boronia, including:

- Chandler Park
- Boronia K-12 College
- Boronia Central
- Boronia Railway Station and Bus Interchange
- Boronia Junction
- Tormore Reserve
- Boronia West PS
- Knox Leisureworks



Cyclist safety improvements and filling in the gap in the shared path would provide a more connected cycling network and may reduce the number of crashes in the area

06

Improvements



A segregated bicycle lane along Boronia Road (in both directions) will provide that key missing east-west bicycle link, connecting into The Dandenongs, provide a safer environment for those cycling and reduce conflicts between bikes and cars



Improvements to the existing north-south shared path along the railway line at the Boronia Road / Dorset Road intersection.



The addition of bus priority at intersections and along key roads, and enhancing bus stops could improve reliability, travel times and increase the number of passengers

06

Improvements



Providing bus priority at key signals within the study area



Enhancing bus stops throughout the area



Provision of bus priority measures along Erica Avenue



Providing dynamic parking information may reduce circulation, and ensuring pedestrians have space to walk within car parks will improve the amenity

06

Improvements



Improved pedestrian priority throughout car parks will allow people to get to their destination safely once out of the car.

Provide shared zones where parking is located, to improve the safety for pedestrians, but not lose any car parking



Conversion of on-street parking in key locations (such as Erica Avenue and along Dorset Road) to Parklets which encourage dwelling on-street at land uses such as cafes



Dynamic parking information may reduce circulation

06

Improvements

Ensuring that loading areas are provided, but also allowing for these spaces to be flexible and used by other modes will improve the amenity and flow of the area



Provide flexible loading space that can be used as footpath when unused within Dorset Square and Erica Avenue



Consider provision of combined Bus and Freight Lanes

Announcing the entry to Boronia at each key point and reducing the speeds will notify road users that the Activity Centre is an important place with others using the area

06
Improvements





Implementing a Gateway Feature on both ends of Boronia Road and Dorset Road to announce entry into the Boronia Activity Centre



Reducing the speed to 40km/hr within the Town Centre and introducing speed control measures on local roads, to improve safety of vulnerable road users, and reduce rat running



| |  |  |  |  |
|--------------------------------------|--|--|--|--|
| Lane Width in Meters | 2.60 - 2.80 | 2.80 - 3.25 | 3.25 - 3.60 | 3.60 and higher |
| City | Jakarta, Singapore | Amsterdam, Berlin, Copenhagen, Paris, Tokyo, Toronto | New Delhi, Mumbai, Knoxville, Greensboro, New York, Sao Paulo | Beijing, Chennai, Fortaleza |
| Fatality Rate per 100,000 population | 3.6 - 6.4 | 1.3 - 3.2 | 6.1 - 11.8 | 20.0 - 27.2 |
| Safety Index | Less safe | Safe | Unsafe | Very unsafe |

Source: Fatality rate data from WHO Global Status Report on Road Safety (2018), Sakai and Schmitt (2012), Lane width data from Moudon (2011), Moudon et al. (2011)

EMBARQ

Reducing lane width to support lower speeds

In order to support the vision and objectives in the longer term, a number of additional infrastructure ideas are recommended for further consideration

06

Improvements



Providing a Green Bridge over the rail line as part of the Green Spine on Chandler Road

Introduction of dockless bikes and scooters to encourage people to use active travel modes within and around the Centre

They could be placed along the green-spine to encourage more movement along this corridor

They could also be aimed at those that live far away from the centre and drive to it, but to make getting around it much easier



Reducing speeds on local roads within the study area to 30km/hr, starting along roads allocated as pedestrian priority and/or classified as a P3



Behavioural change programs engaging with residents, businesses, schools, etc.



07 Opportunities and Actions

A number of opportunities actions have been identified which could help achieve the various objectives of this strategy

07

Opportunities & Actions

Chandler Road

- Development of a 'Green Spine' to facilitate east-west access to the majority of the key destinations within the Activity Centre

Boronia Road / Dorset Road

- Reduction of speed to 40 kph permanently
- Provision of narrower lanes in 40 kph zones
- Gateway entry sculpture to signify entering the activity centre

Boronia Road

- Provision of separated bike lane to improve safety for cyclists
- New Pedestrian Operated Signals (POS) in key locations (such as at Turner Rd and just west of Park Cres)

Dorset Road

- Widening of footpaths
- Removal of on-street parking and introduction of parklets
- New POS including raised crossing platforms

Dorset Square

- Creating a public square for improved amenity and community events
- Providing Bus access to ensure public transport users are placed in the centre of the activity

Lupton Way

- Implementing a shared space where pedestrians have priority, though still facilitating station pick-up and drop off and loading to retail

Erica Avenue

- Provision of bus priority along road and at intersection
- Widening of footpaths and provision of parklets
- Improved bicycle connectivity

Chandler Road / Dorset Road

- Provision of a scramble crossing to improve pedestrian connectivity in line with key desire lines

Town Centre Wide

- Reduction of speed to 40 kph permanently
- Implementation of speed humps or other traffic calming measures on local roads to reduce rat running for through vehicles

A number of the proposed interventions should occur within the short-term, while others will require more liaison with key stakeholders prior to implementation

07 Opportunities & Actions

| Intervention | Location | Stakeholders | Timeframe | Indicative Capital Cost* |
|--|--|-------------------------|--------------|---|
| Green-Spine | Chandler Road | n/a | Short | \$2-5 million |
| Gateway entry sculpture | Boronia and Dorset Roads | VicRoads | Short | \$500,000 |
| Parklets | Dorset Road and Erica Avenue | VicRoads (Dorset Road) | Short | \$5,000 – 15,000 per space |
| Reduction of speed to 40kph | Throughout Town Centre | VicRoads (on Arterials) | Short | \$50,000 <i>excl. complementary traffic calming</i> |
| Speed humps on local roads | Local roads within Town Centre | n/a | Short-Medium | \$5,000 - \$8,000 per site |
| Separated bike lanes | Boronia Road | VicRoads | Medium | \$500,000 per km (two-way) |
| Widened footpaths | Dorset Road and Erica Avenue | VicRoads (Dorset Road) | Medium | \$600 /sqm |
| Removal of on-street parking | Dorset Road | VicRoads | Medium | \$70 per sign <i>would occur in conjunction with widening footpaths</i> |
| Narrowed road lanes | Boronia and Dorset Roads | VicRoads | Medium | <i>would occur in conjunction with widening footpaths and installing separated bike lanes</i> |
| Shared zone | Lupton Way | VicTrack | Medium | \$100,000 |
| Improved bus priority | Erica Avenue | TfV, PTV and VicRoads | Medium | \$15,000 - \$100,000 |
| New pedestrian operated signals (POS) | Along Boronia Road | VicRoads | Medium-Long | \$200,000 per site |
| New POS with raised crossing platforms | Along Dorset Road | VicRoads | Medium-Long | \$200,000 per site |
| Scramble Crossing | Chandler Road / Dorset Road intersection | VicRoads | Long | \$15,000 - \$20,000 |
| Public square (underground parking) | Dorset Square | n/a | Long | \$60-80 million |
| Re-routed bus access | Dorset Square | PTV | Long | Up to \$4 million |

*The above opinion of indicative costs should be considered current to the date of the document only. GTA Consultants cannot provide any form of assurance that the indicative costings provided will not change. The future outcome may vary, and this variation may be material. Any party requiring detailed costing for budgeting, quoting or construction purposes should seek a detailed cost estimate from a suitably qualified quantity surveyor.

More detail around the location of some of these opportunities are provided in the map below

07
Opportunities & Actions

Interventions

- Green Spine
- Shared Path Connection
- Separated Bike Lane
- Bus Priority
- Realigned Bus Route
- Bus Priority at Signals
- Gateway
- New Pedestrian Operated Signal (POS)
- New POS and Raised Pedestrian Crossing
- New Intersection
- Public Square
- Scramble Crossing
- New 40km/hr Zone
- Removed Parking & Widened Footpath
- Lupton Way Shared Zone



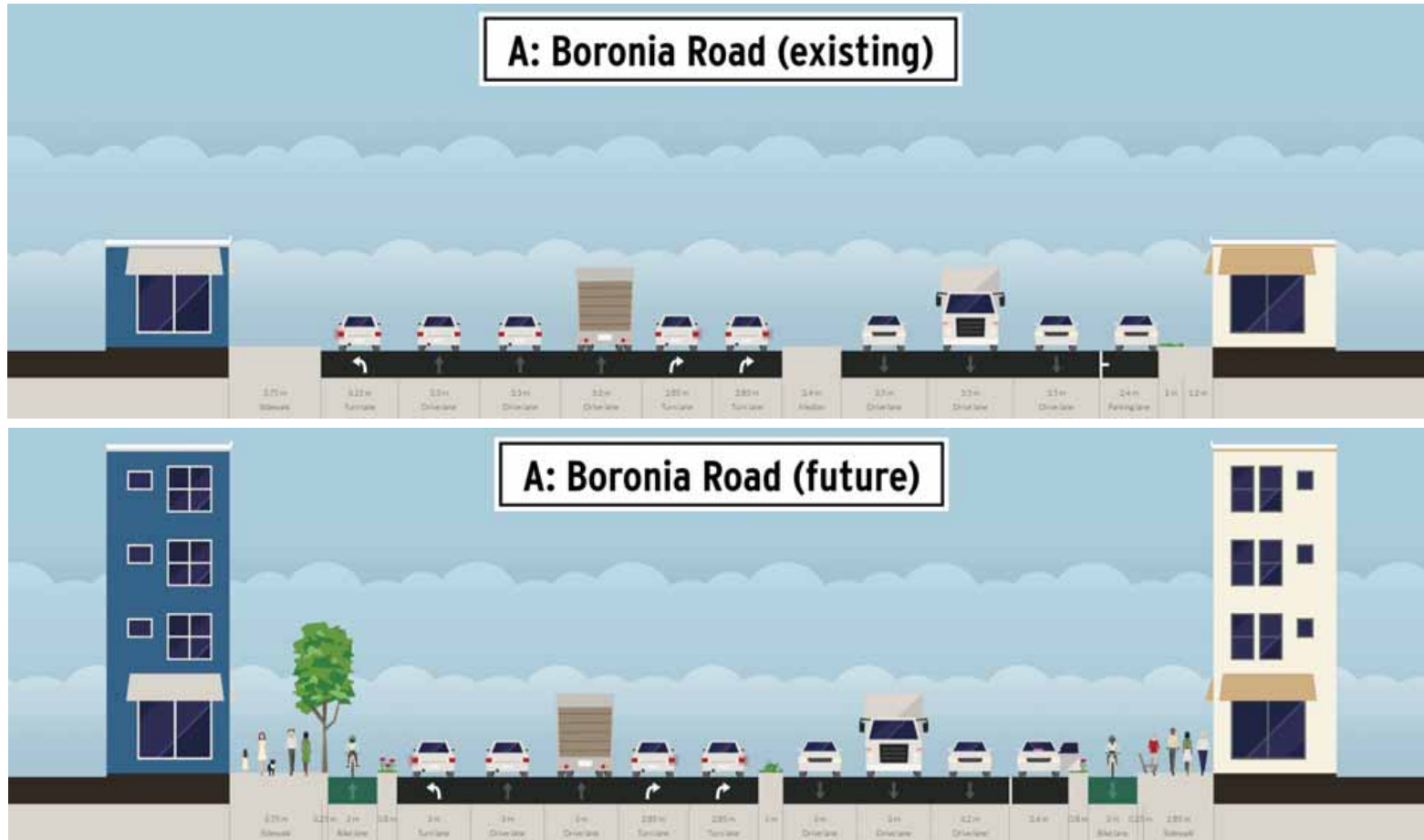
Based on the proposed interventions, a number of existing and future cross-sections have been prepared to show what the future of Boronia could look like

07 Opportunities & Actions



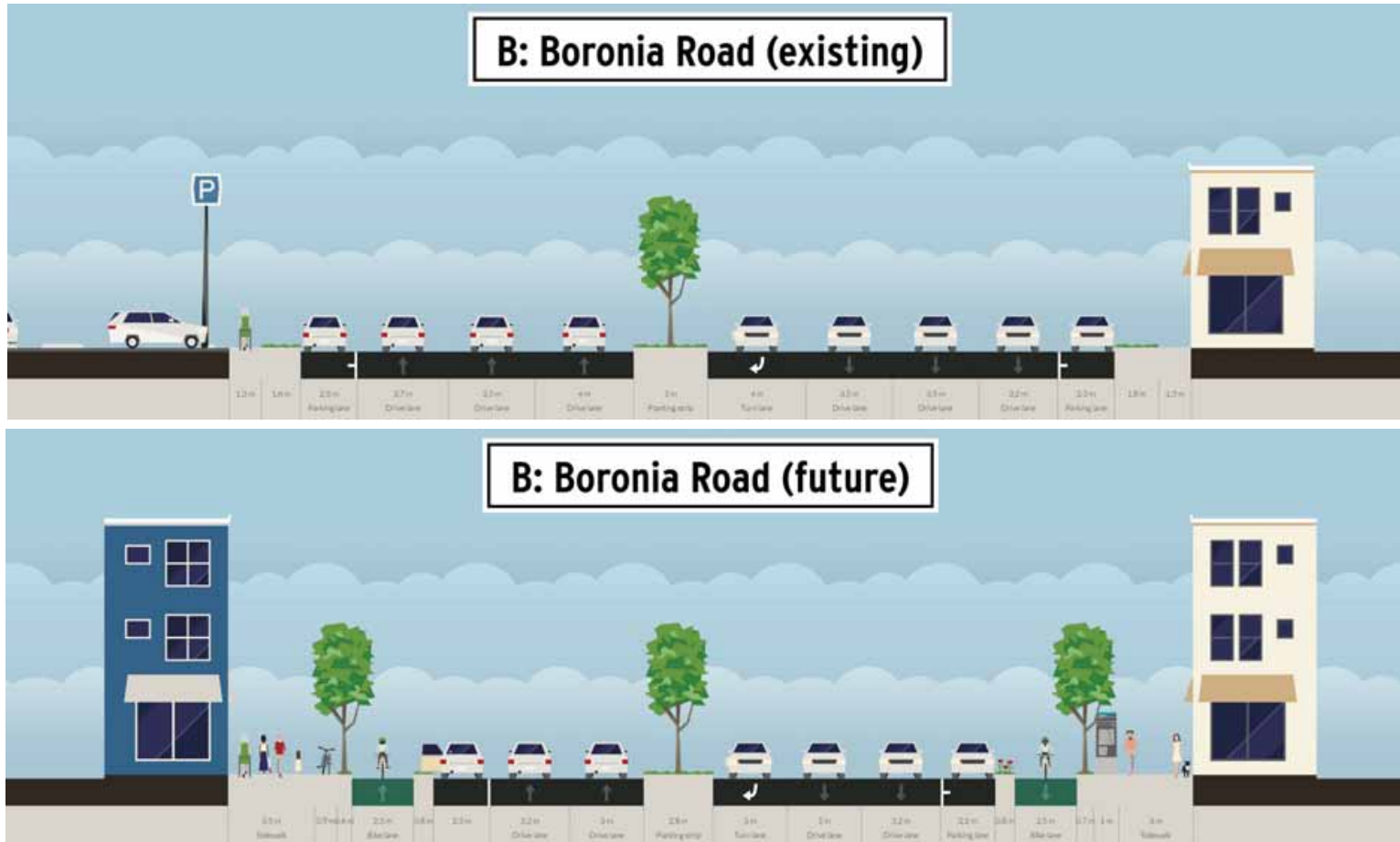
Boronia Road at Dorset Road could provide separated bike lanes on both sides and widened footpaths with street furniture, by only reducing by one through-lane eastbound

07
Opportunities & Actions



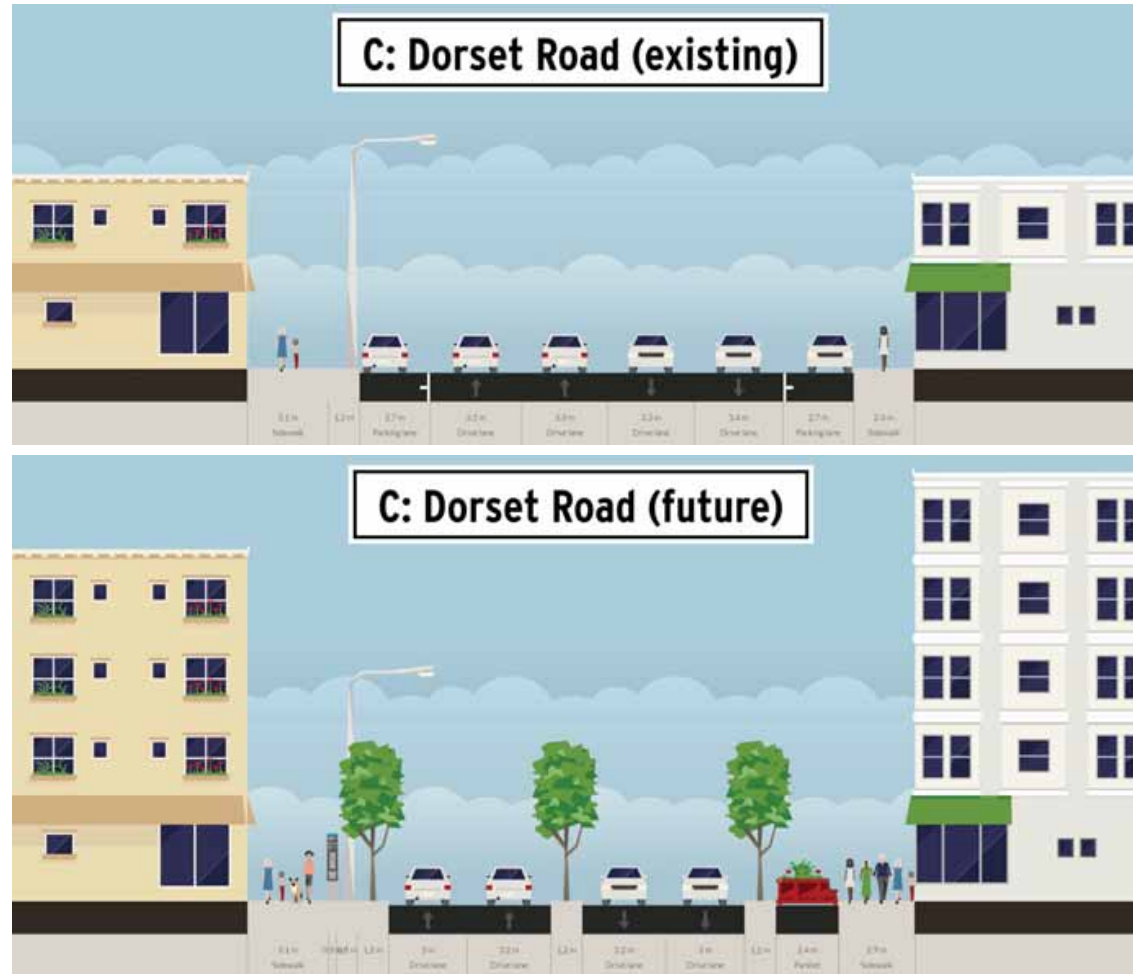
Boronia Road at Boronia Village could see enhanced amenity through the provision of separated bike lanes, wider footpaths and wayfinding signage

07
Opportunities & Actions



Removal of on-street parking, introduction of parklets, widened footpaths and provision of wayfinding could see cafes flourish and more people dwell along Dorset Road

07
Opportunities & Actions



New shared bus and freight lanes, along with bike lanes and widened footpaths will improve accessibility along Erica Avenue for those wishing to use active and public transport

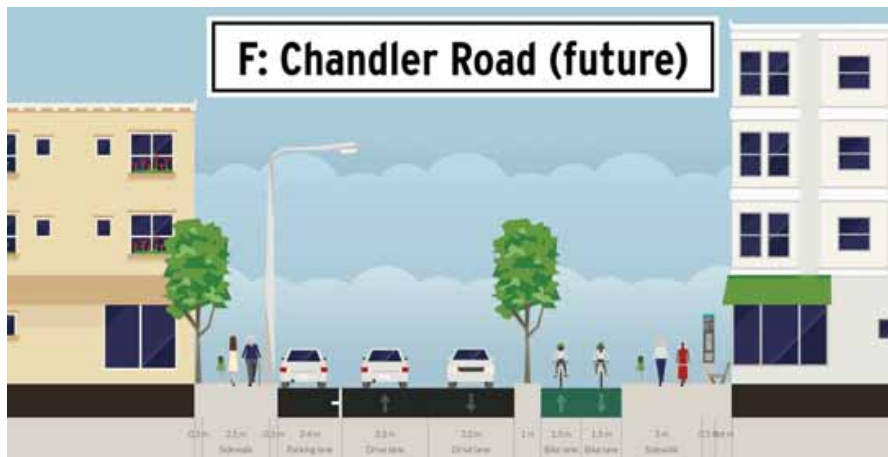
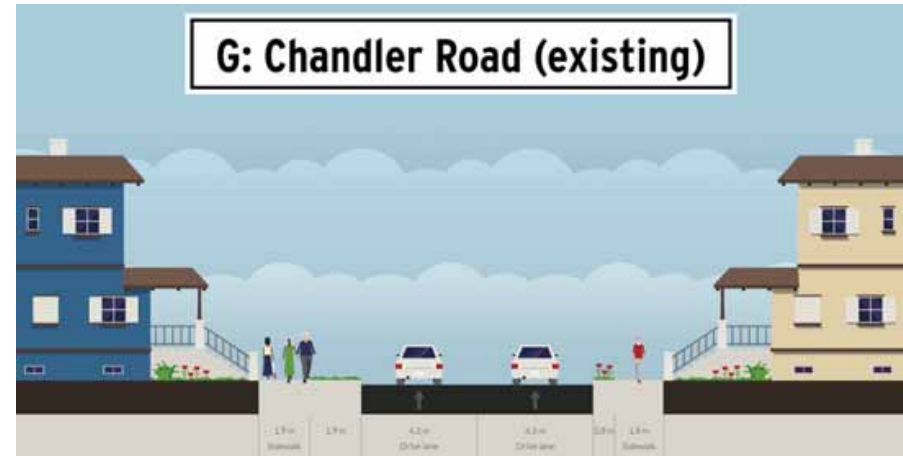
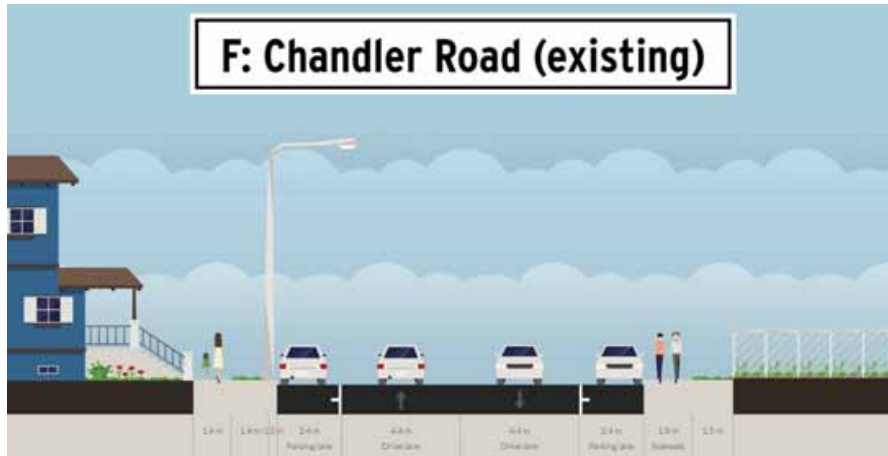
07
Opportunities & Actions



The 'Green Spine' along Chandler Road will significantly increase east-west connectivity for pedestrians and cyclists, while also improving safety and amenity

07

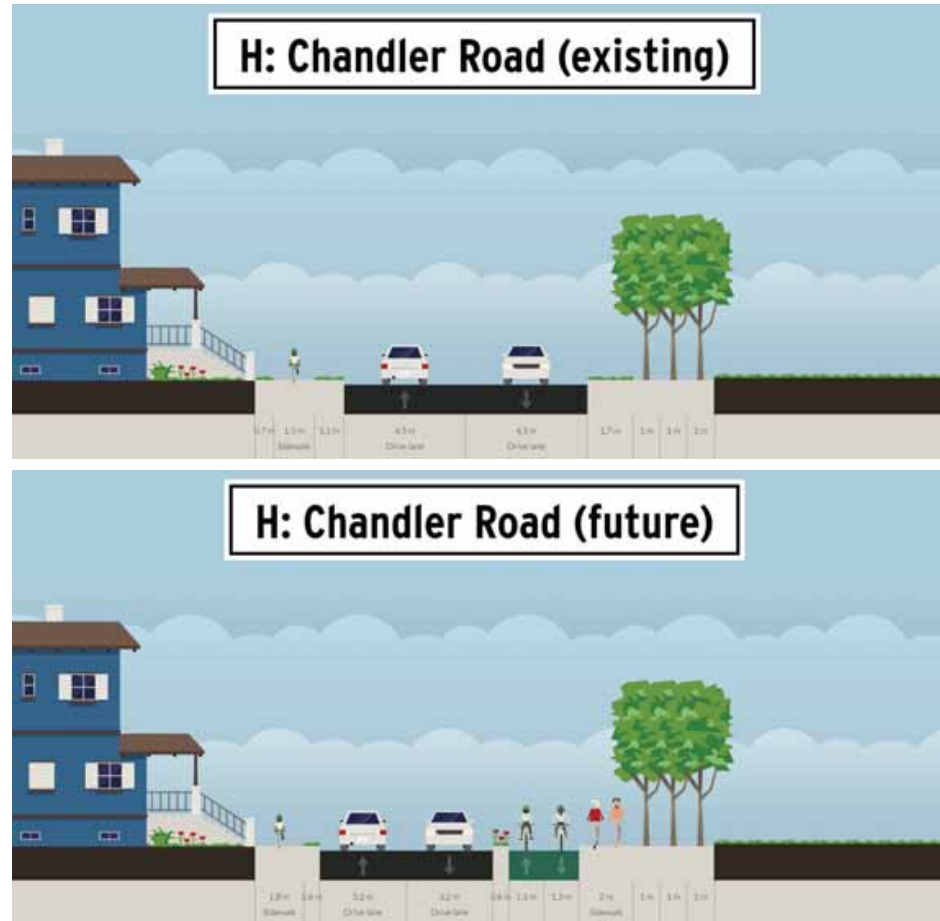
Opportunities & Actions



Several significant trees exist on the southern side of Chandler Road next to Chandler Park, though even with these, the road can be narrowed to cater for the Green Spine

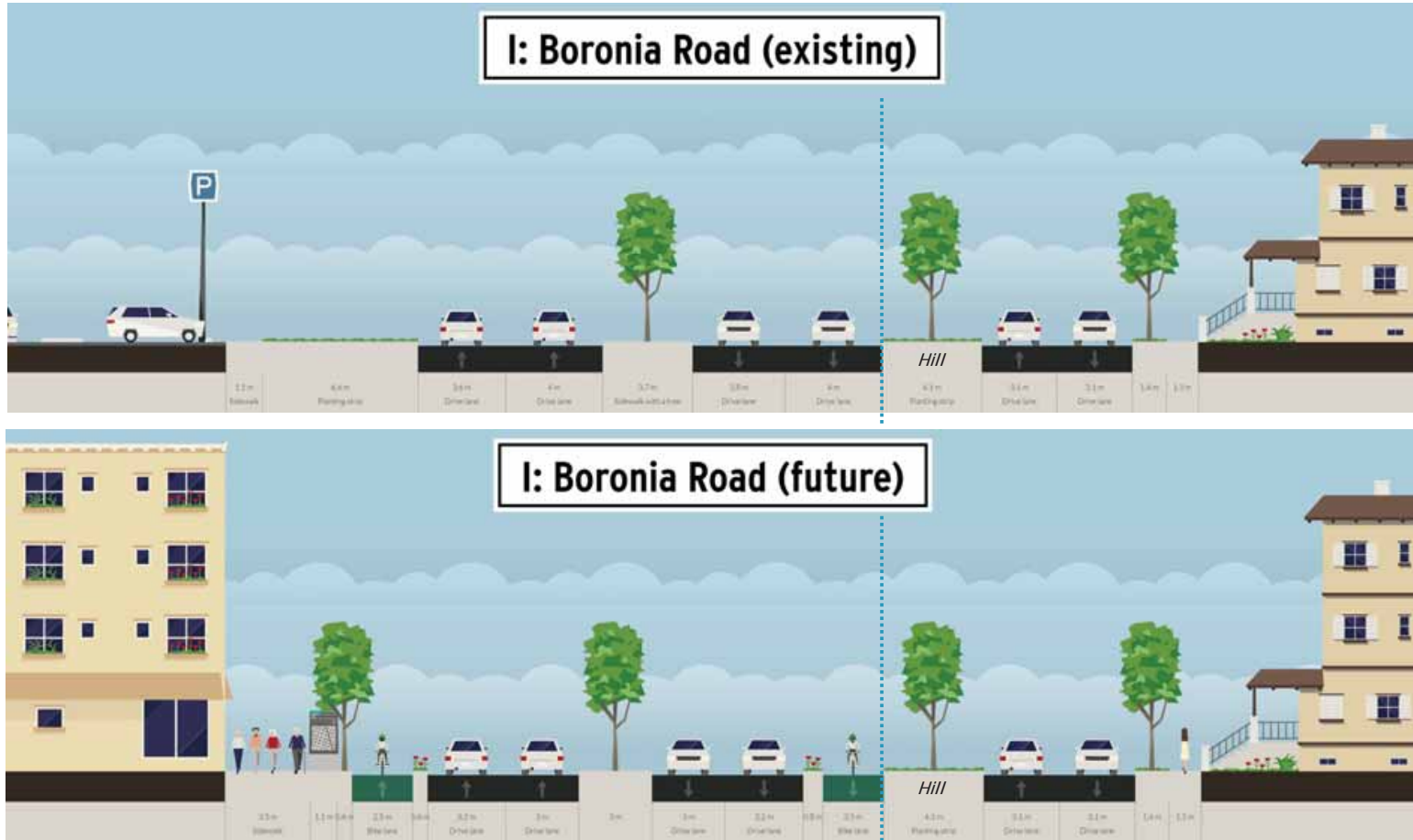
07

Opportunities & Actions



Boronia Road east of Floriston Road has ample road space to provide separated bike lanes and wider footpaths, even when considering the existing steep hill on the southern side

07
Opportunities & Actions



This section of Boronia Road involves a steep hill and as such, has not been altered

In addition to the interventions already recommended, several other initiatives are also recommended for future consideration

07

Opportunities & Actions

- Consolidation and reduction of vehicular access to car parks from Dorset and Boronia Road, such as Boronia Village which has four entry/exit locations, which could be reduced to one or two. This will reduce conflicts at entry/exit locations between cars and pedestrians or cyclists
- Relocate and consolidate land uses from the four quadrants into key hubs
- Consolidation of car parks (ideally located along the periphery of the activity centre where people can then walk rather than drive between destinations)
- Relocate the service station from the centre of town and place more suitable land uses in this central location
- Landscape and streetscape enhancements
- Provision of parklets / pocket parks in additional locations across Boronia
- Develop behaviour change program with businesses and key destinations to encourage non-car use.
- Safe Routes to School program to co-ordinate with Green spine
- Advocate with Transport for Victoria for review of bus services

08 Appendices

References

08

Appendices

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Glossary of Terms

08

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| | |
|-------------|--|
| ABS | Australian Bureau of Statistics |
| BAU | Business as Usual |
| CrashStats | Information about road crashes on VicRoads managed roads in Victoria, provided by VicRoads |
| Parkiteer | Bike cages located at train stations. They are undercover and secure. |
| POS | Pedestrian Operated Signals |
| Shared Path | A path that both pedestrians and cyclists can use |
| SCC | Strategic Cycling Corridor |
| Wayfinding | Signage provided to direct users to their destination, and the quickest way to get there |

Plans:
Existing Conditions – Study Area and Key Locations

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Plans: Existing Conditions – Pedestrian Network

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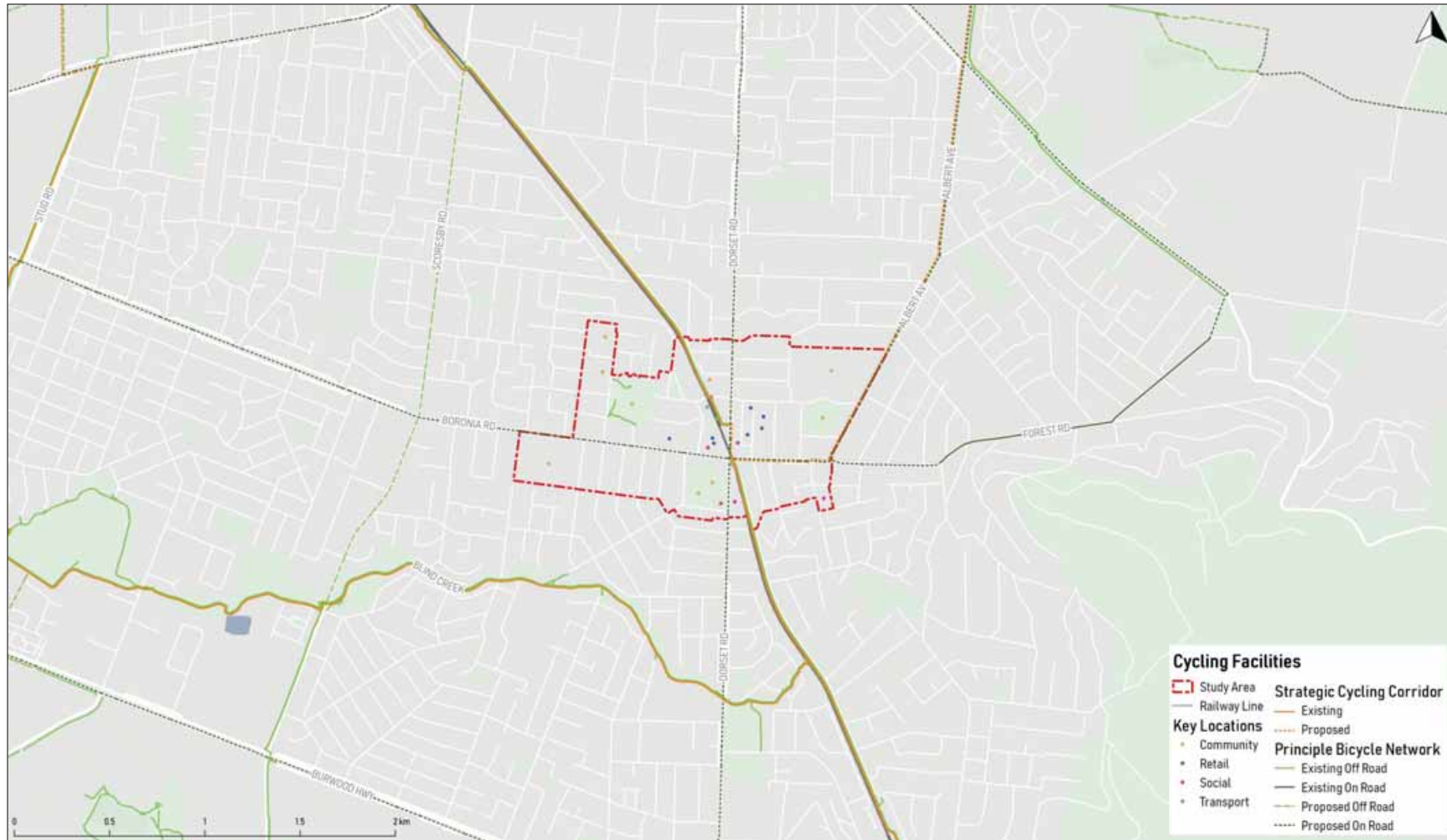
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Plans: Existing Conditions – Bike Network

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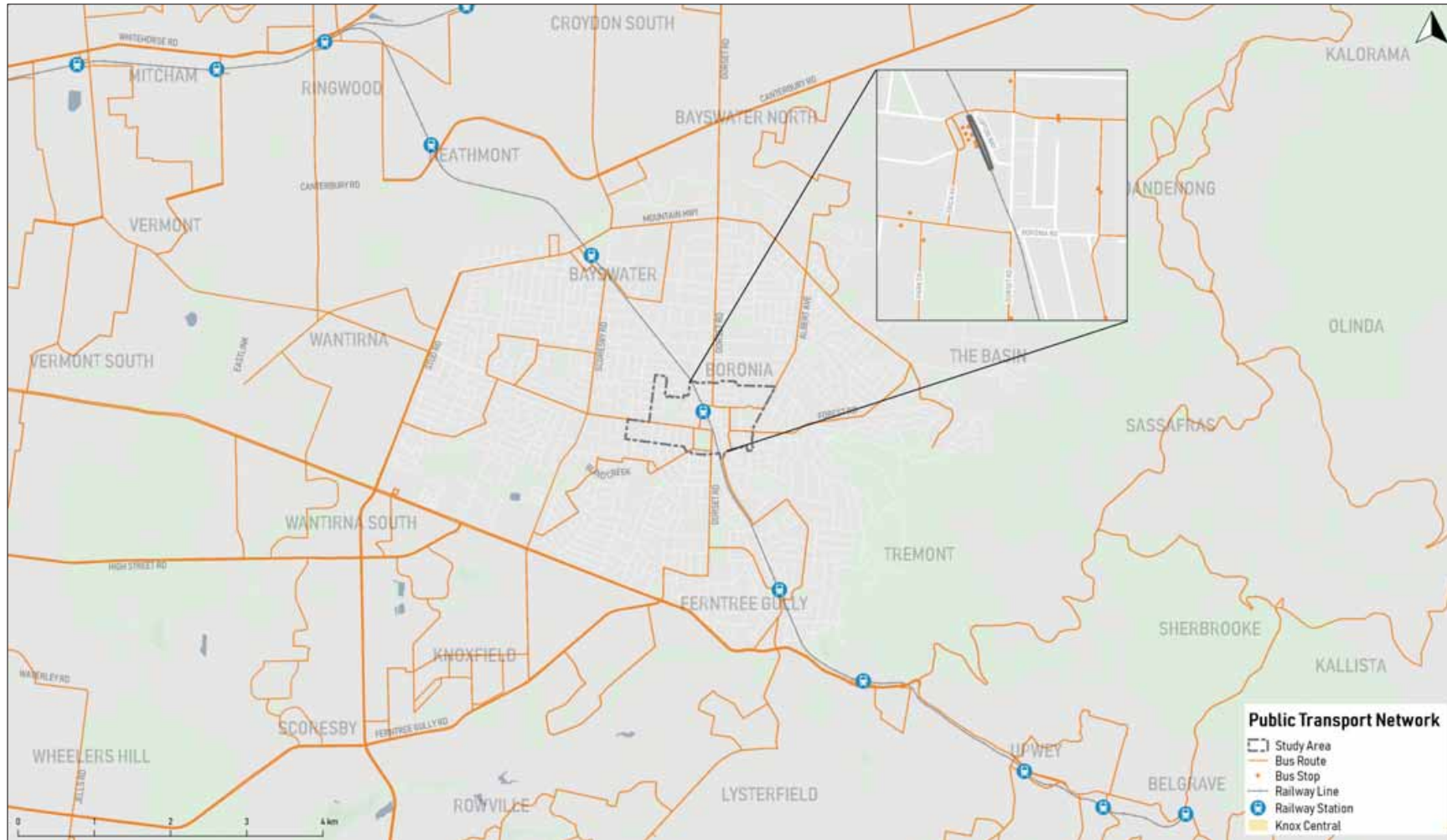
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Plans: Existing Conditions – Public Transport Network

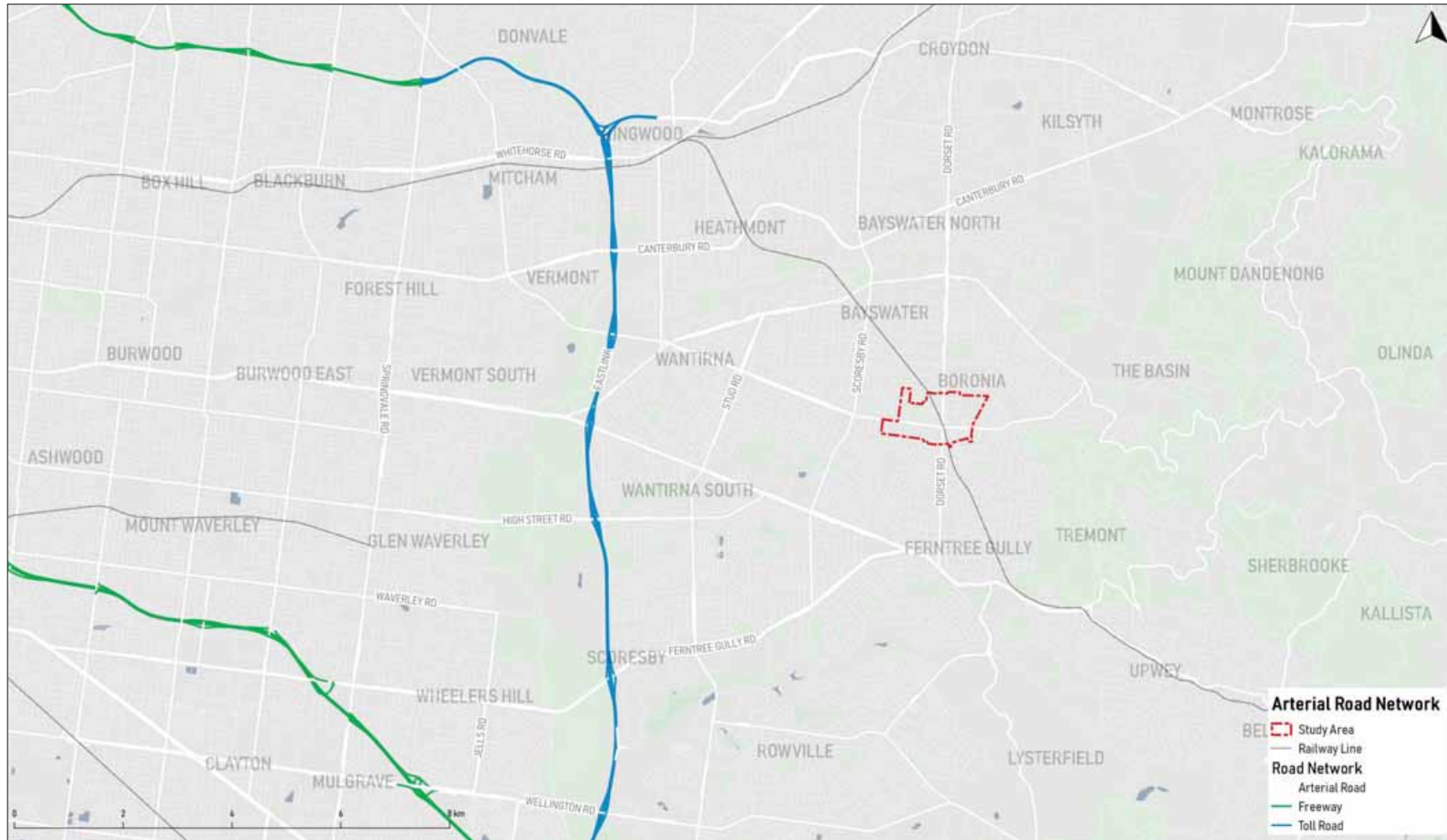
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Plans:
Existing Conditions – Arterial Road Network

08
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Plans: Existing Conditions – CrashStats

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Plans:
Existing Conditions – Off-Street Car Parking

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Plans: Existing Conditions – Road Lanes

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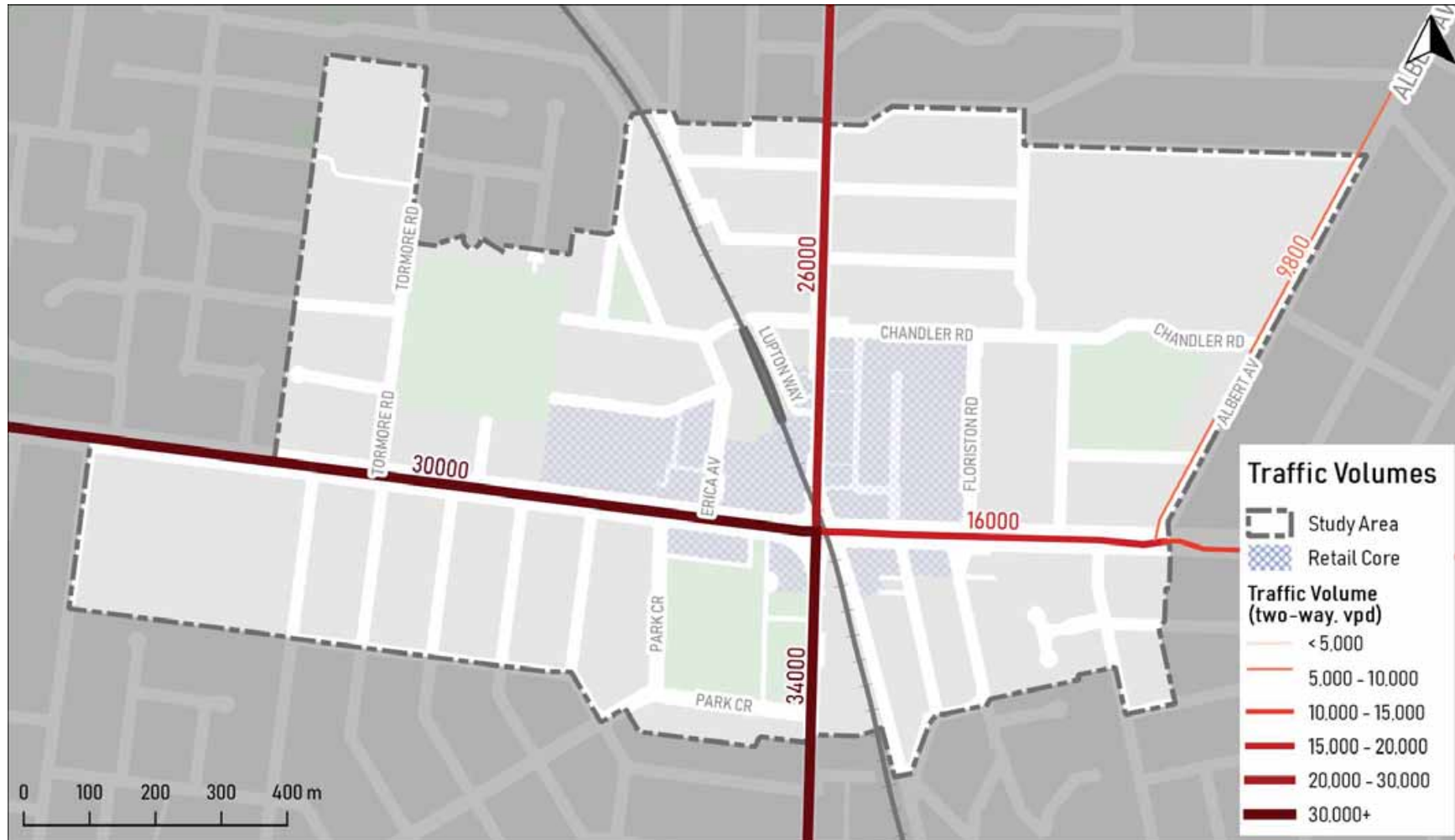
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Plans: Existing Conditions – Traffic Volumes

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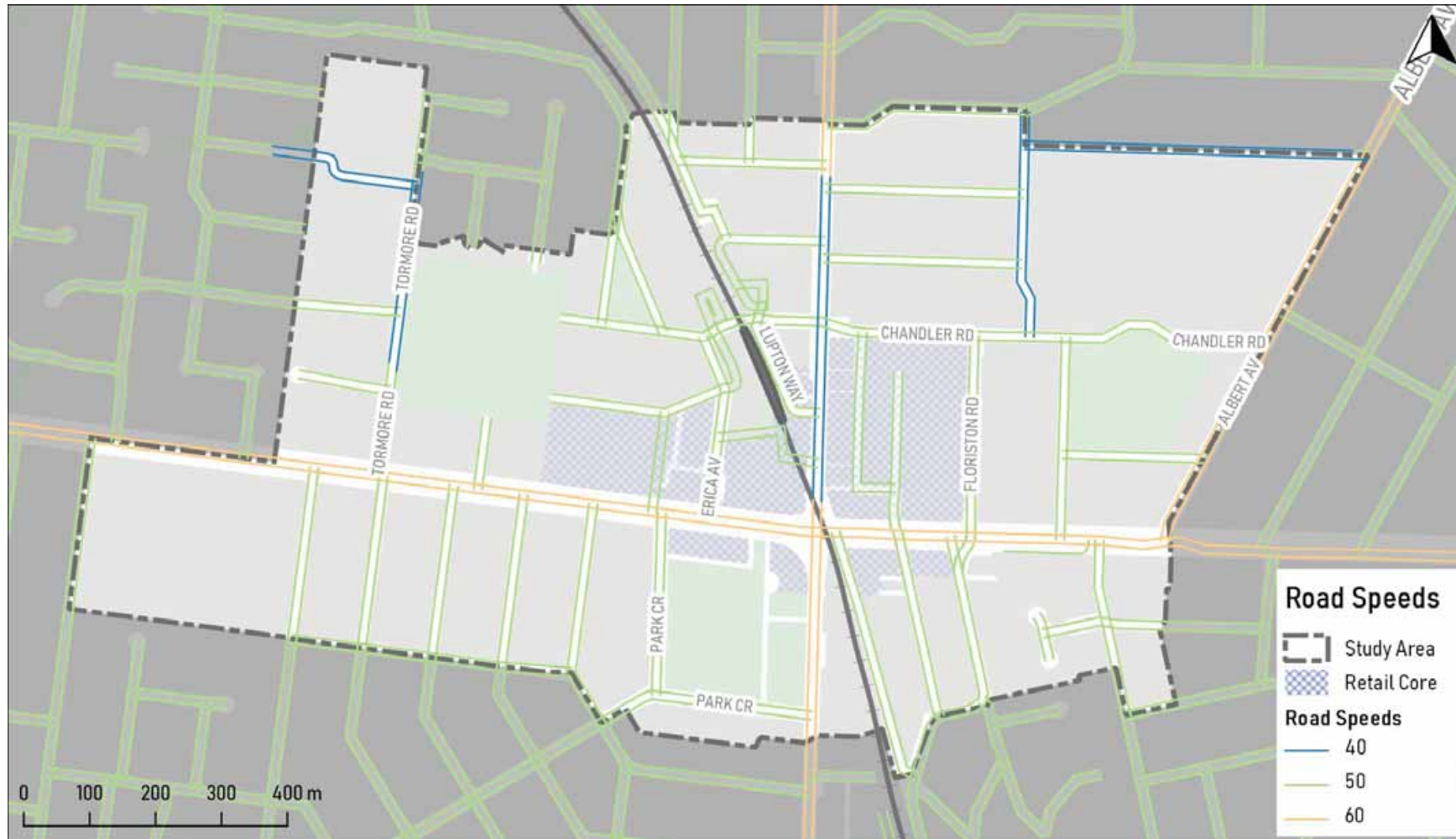
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Plans: Existing Conditions – Posted Road Speeds

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Plans: Issues – Public Transport and Active Frontages

08

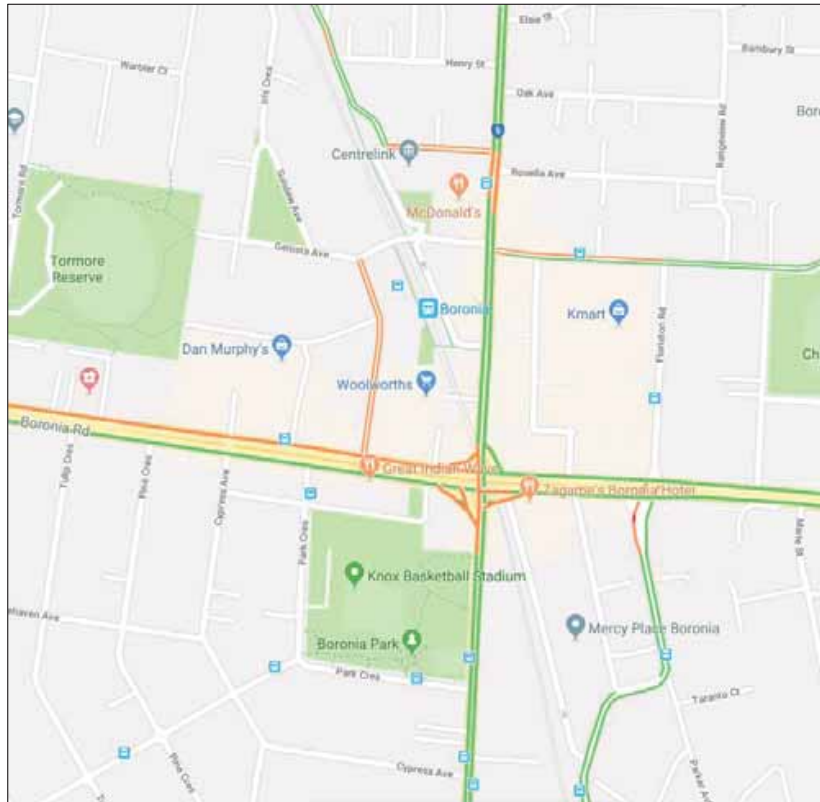
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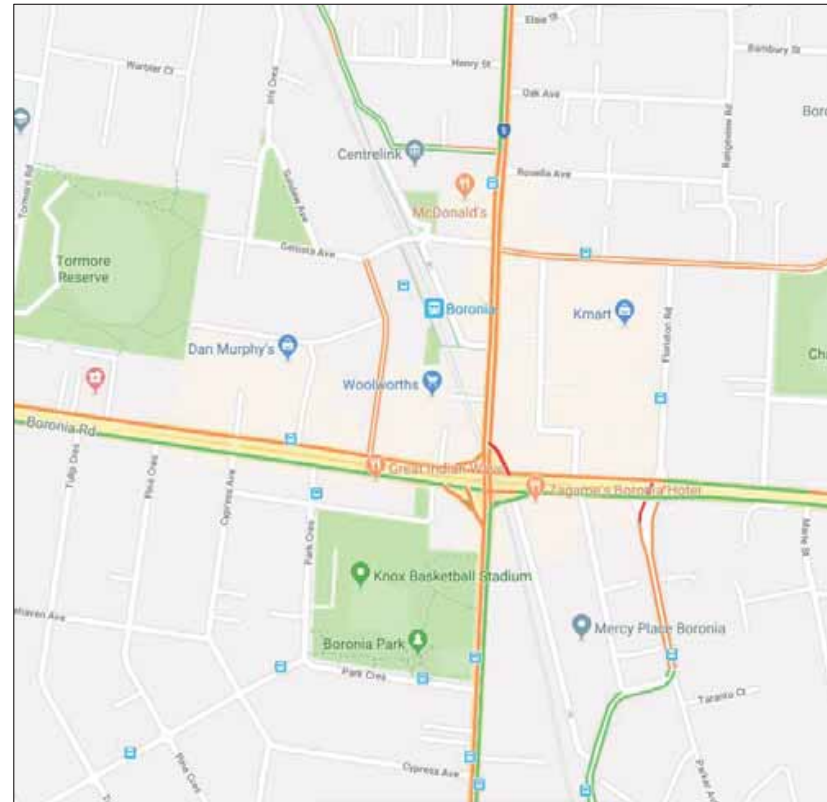
Plans: Issues – Road Network Capacity

08

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Typical Thursday at 8am



Typical Thursday at 6pm

Plans: Movement and Place – Place Network

08

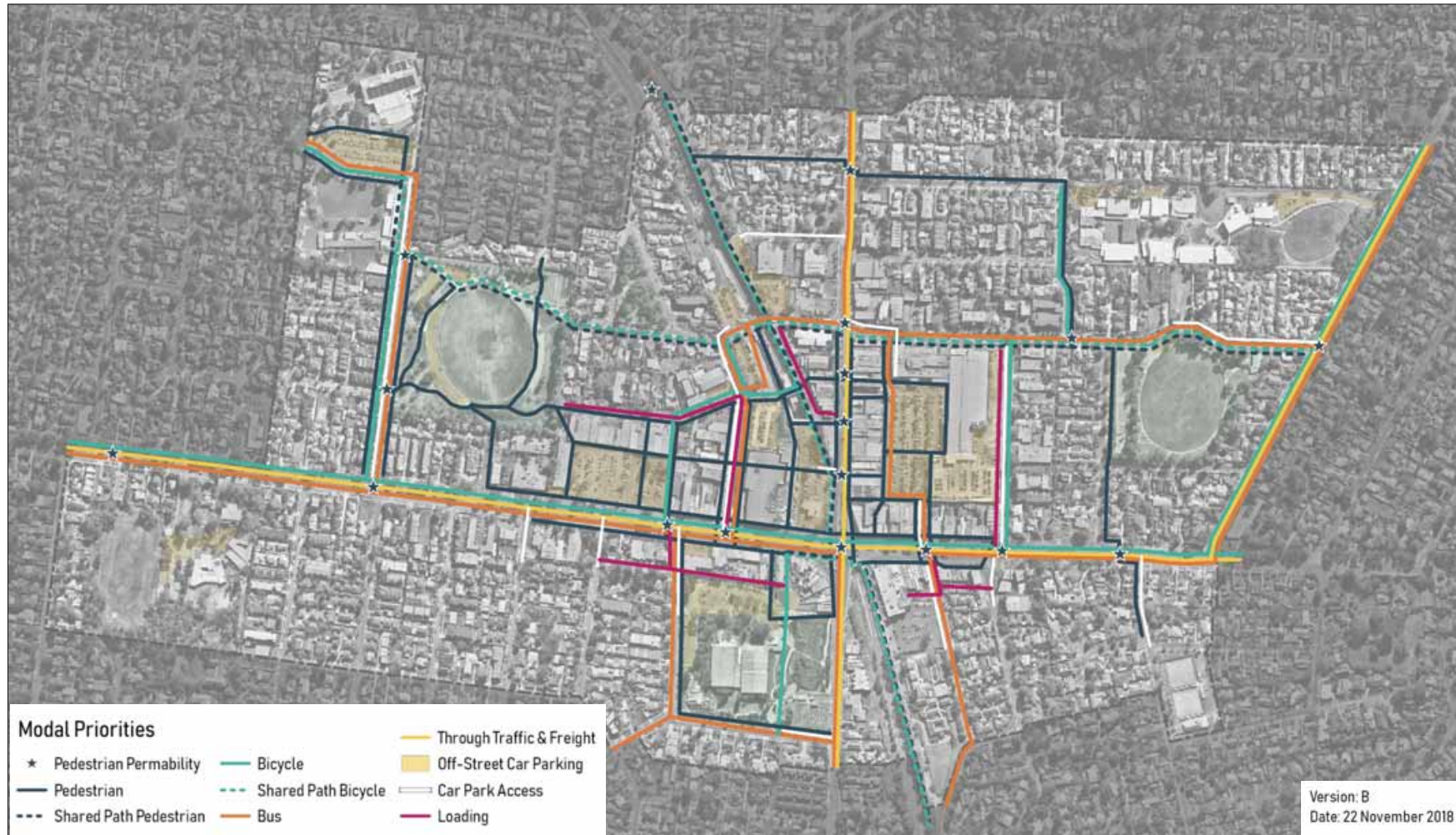
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Plans: Movement and Place – Modal Priorities

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Plans: Interventions

08

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Interventions

- Green Spine
- Shared Path Connection
- Separated Bike Lane
- Bus Priority
- Realigned Bus Route
- Bus Priority at Signals
- Gateway
- New Pedestrian Operated Signal (POS)
- New POS and Raised Pedestrian Crossing
- New Intersection
- Public Square
- Scramble Crossing
- New 40km/hr Zone
- Removed Parking & Widened Footpath
- Lupton Way Shared Zone





Breathing new
life into **Boronia**

Boronia Renewal Project

Boronia Renewal Project
Community Services
and Facilities Review
Final

Prepared By:

Susan Thompson - Social Policy and Planning Project Officer

Laurie Mitchell – Service & Facilities Planner

June 2018

Adopted by Council 16 December 2019



| 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

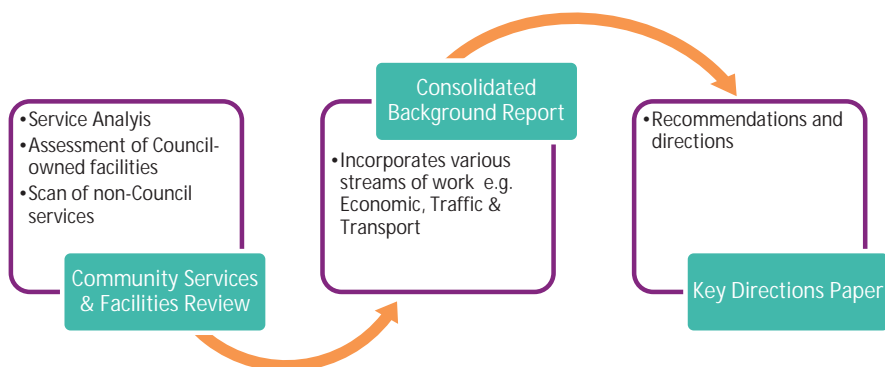
3.1 Project Purpose

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.

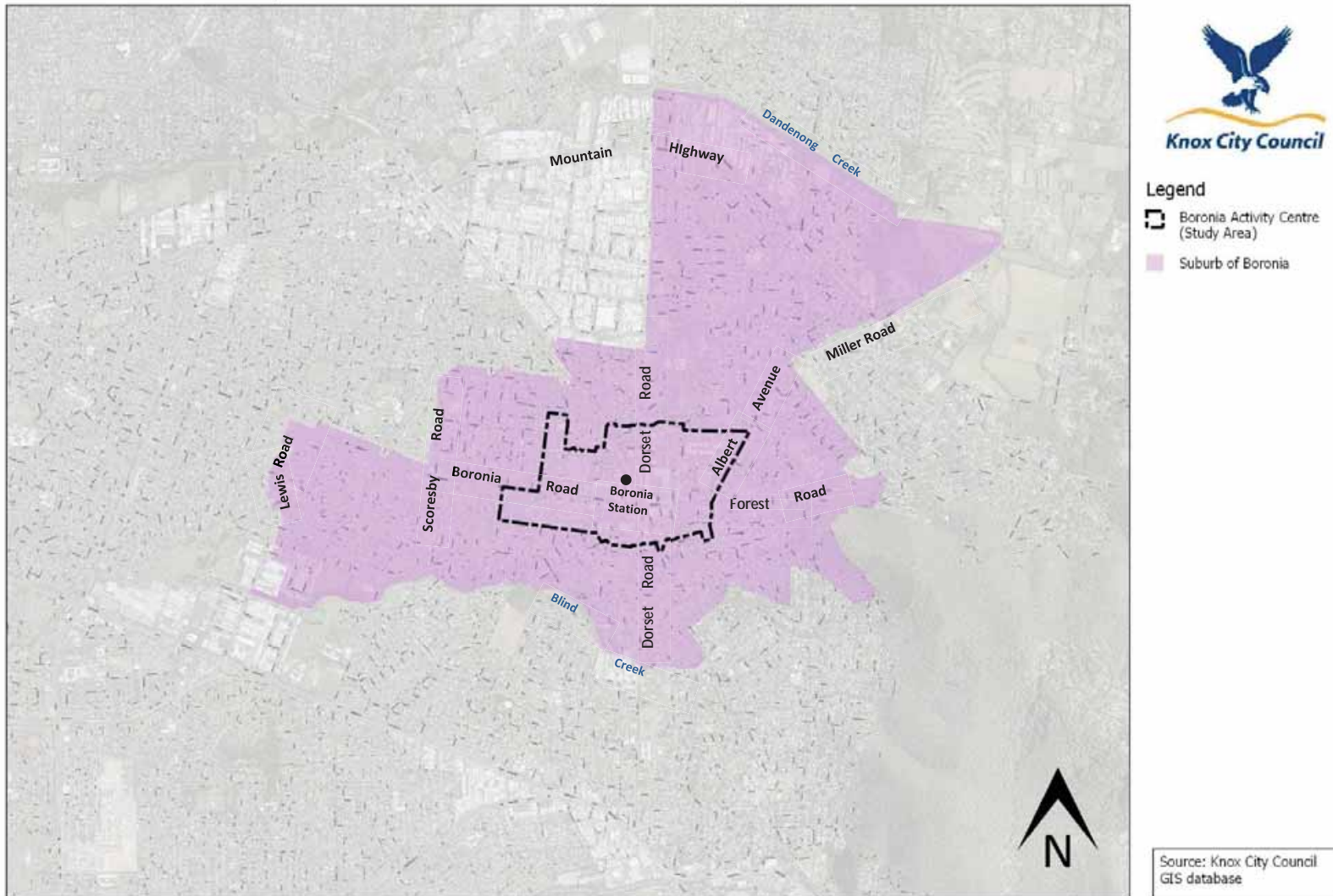
3.3 Project Boundaries

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.

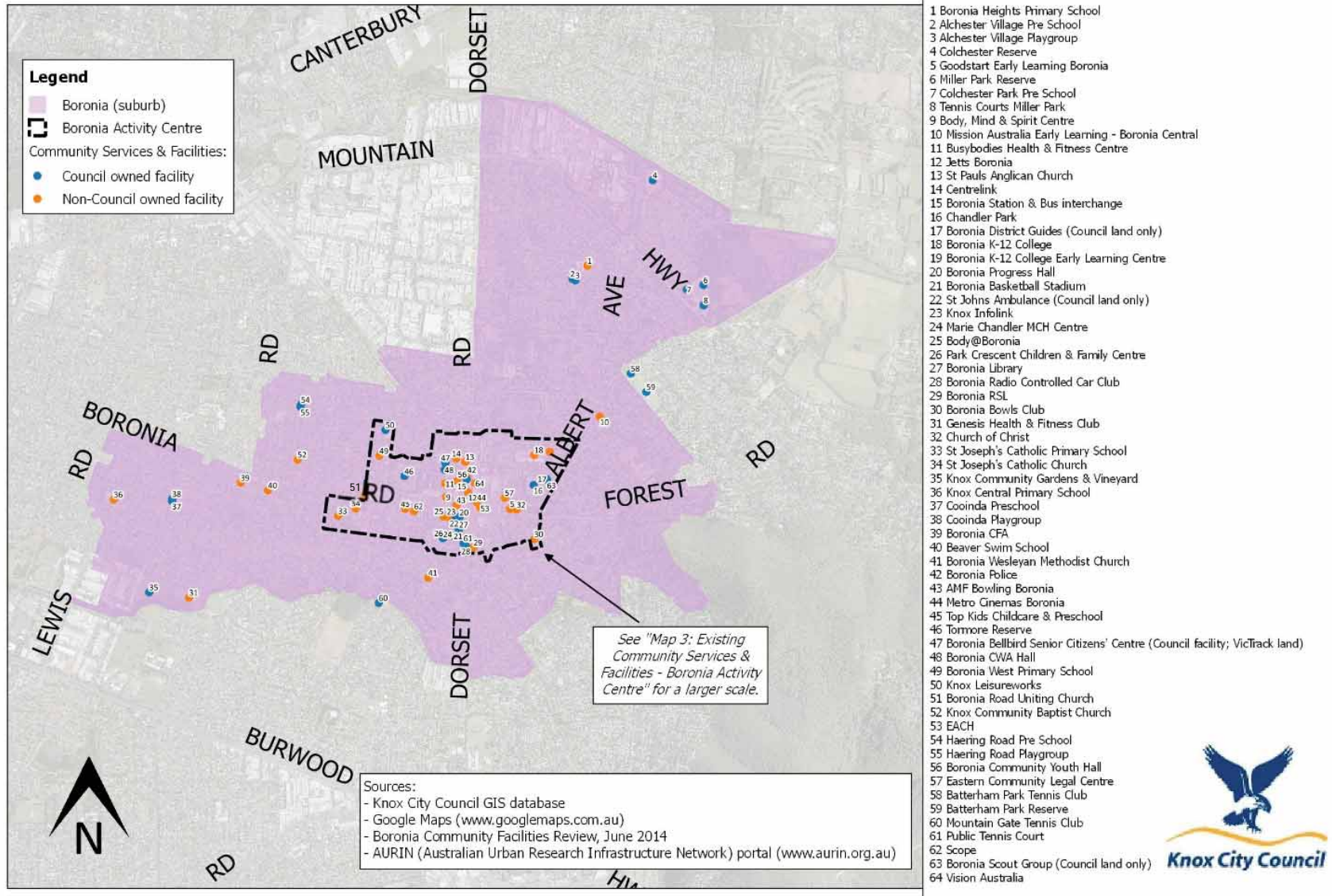
Multipurpose Community Hub: a collection of facilities clustered together on the same or adjoining sites. There may or may not be interaction between these facilities. Together, they create a focal point for community activity. A hub is often also a base for outreach services to other smaller facilities 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 2: Existing Community Services and Facilities - Boronia Suburb



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 baths, 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)

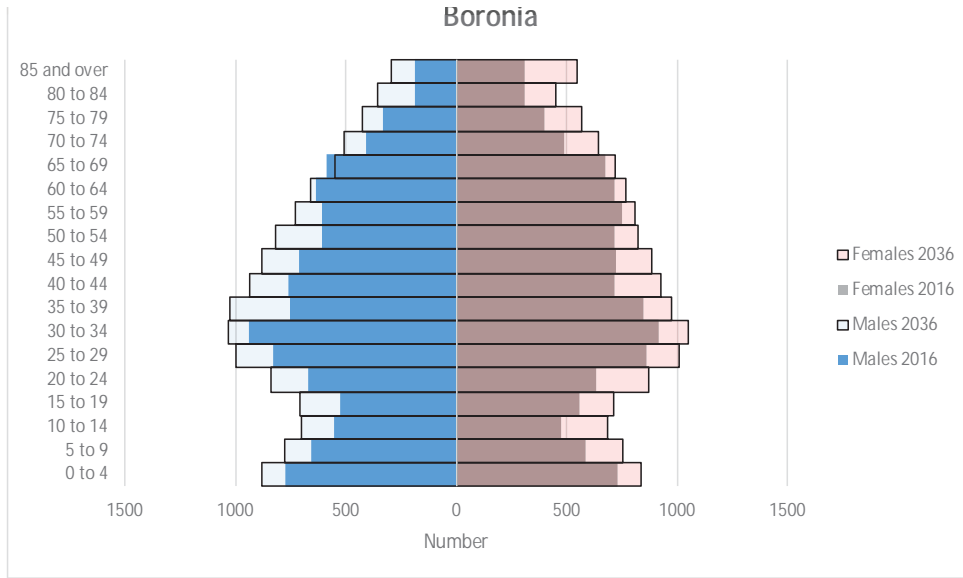
The population projections suggest that by 2036 Boronia will have a more even spread of population across all age groups and household composition types than is currently evident in Boronia. It suggests a more balanced and diverse community, rather than being skewed towards one or two predominant age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

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| <p><i>Council and Community Plan, City of Knox, June 2017</i></p> | <p>Overall Vision: <i>“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.</i></p> <p>Goal 1: We value our natural and built environment</p> <p><i>Strategy 1.3:</i> Ensure the Knox local character is protected and enhanced through the design and location of urban development and infrastructure</p> <p><i>Council role and focus:</i> 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><i>Council initiatives:</i> 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><i>Strategy 4.3:</i> Maintain and manage the safety of the natural and built environment</p> <p><i>Council initiative</i> 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><i>Strategy 5.2:</i> 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> |

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| | <p>and amenities to support the changing needs of our community <i>Council Role and Focus</i> 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 Research to investigate new forms of investment to support community infrastructure <i>Council Initiative</i> 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 <i>Strategy 6.2:</i> Support the community to enable positive physical and mental health <i>Council role and focus</i> Provide services and community infrastructure which support sporting, recreational, cultural and leisure activities and encourage greater participation <i>Council Initiative</i> 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 <i>Strategy 7.3:</i> Strengthen community connections <i>Council role and focus</i> Plan infrastructure, open space and community facilities to increase community connectedness Plan to identify strategically effective places for co-location of services Provide a range of services and infrastructure that positively contribute to people’s sense of belonging <i>Council Initiatives</i> 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>Knox Planning Scheme – Municipal Strategic Statement</p> | <p>Municipal Strategic Statement: <i>Cl 21.05-1 Local character, identity and sense of place</i> Recognises that a vibrant city is made up of liveable communities that have a strong identity and local character, which reinforces sense of place. A key issue is identified as raising the profile of considering social, cultural and community health and wellbeing issues during the planning processes. <i>Obj 1: To create vibrant local areas with a strong character, identity and sense of place</i> Strategies:</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> |

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| | <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>Cl 21.05-2 Urban Design</u> 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><i>Obj 4: To create high quality public spaces with infrastructure for recreation, social interaction and cultural expression.</i></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> Seeks to ensure design for safety principles are applied to all development, particularly in public spaces.</p> <p><i>Obj 6: To create places that increase personal safety and perceptions of safety, and reduce opportunities for crime and antisocial behaviours.</i></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> 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><i>Obj 9: To identify protect and enhance places and areas of historic, cultural and social significance.</i></p> <p><u>21.07-2 Activity Centres</u> 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 |

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| | <p><i>The centre has access to a public transport interchange including a train station and multiple bus routes.</i></p> <p><i>Housing opportunities include villa units, townhouses and apartments. Apartment opportunities also exist above active commercial ground floor uses within the centre."</i></p> <p>Strategic Directions for Boronia are:</p> <p><i>"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.</i></p> <p><i>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.</i></p> <p><i>Provide opportunities for residential and mixed-use activity within the commercial environs"</i></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><i>Obj 1: To provide for communities that are walkable, accessible, safe and attractive to support the health and wellbeing of the community</i></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><i>Obj 3: Facilitate community infrastructure that is accessible and meets the needs of existing and future needs of the community</i></p> <p>Strategies:</p> <p><i>3.1 Support community facilities that are co-located, integrated and/or multipurpose to service a range of activities.</i></p> <p><i>3.2 Support accessible community facility hubs as focal points for community activity.</i></p> <p><i>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.</i></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><i>Obj 4: To provide health and education facilities that are accessible, adaptable and meet community needs.</i></p> <p>Strategies:</p> <p><i>4.2 Support the establishment of new medical and health facilities in and around activity centres and close to public transport</i></p> <p><i>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.</i></p> <p>The identification of future community infrastructure needs for Knox as part of an Infrastructure Plan is identified as further strategic work (CI 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> <ul style="list-style-type: none"> - The opportunity to identify future community infrastructure needs within the Boronia Activity Centre is an action supported by the Knox Planning Scheme. |
| <p>Community Facilities Planning Policy, City of Knox, June 2016</p> | <p><i>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.</i></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 | <ul style="list-style-type: none"> - 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. - 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. |

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| | <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><i>Strategic Service and Facility Planning Framework, BECA Pty Ltd, Dec 2009</i></p> | <p>Report prepared for Knox City Council to develop a framework to integrate service planning and facility/infrastructure planning across the Council.</p> <p>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><i>Social Infrastructure Planning Literature Review, Public Place, Sep 2013</i></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><i>Knox Life Stages Plan, City of Knox, 2017-2021</i></p> | <p>The <i>Knox Life Stages Plan</i> 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 <i>Knox Community Access and Implementation Plan 2017-2022</i> 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>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>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). | <ul style="list-style-type: none"> - 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. - 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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| | | and event spaces, performance and music spaces, both internal and external. |
| <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>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><i>Plan Melbourne 2017-2050: Metropolitan Planning Strategy (Department of Environment, Land, Water and Planning, 2017)</i></p> | <p><i>Direction 4.1 Create more great public places across Melbourne</i> 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><i>Direction 5.1 Create a City of 20 minute neighbourhoods</i> 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><i>Direction 5.2 Create neighbourhoods that support safe communities and healthy lifestyles</i> 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><i>Direction 5.3 Deliver social infrastructure to support strong communities</i> 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> |

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| | <ul style="list-style-type: none"> - <u>Schools</u>: 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. - <u>Libraries</u>: 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. - <u>Meeting Spaces</u>: 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>Boronia Community Youth Hall Facility Needs Study, Simon Leisure Consulting Pty Ltd, Dec 2014 - Includes the Boronia Facilities Review, City of Knox, June 2014 <i>(spreadsheet)</i></p> | <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 space demand, and that the Boronia Community Youth Hall did not needed 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> |

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| | <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>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>Boronia Library Redevelopment Feasibility Study, ASR Research, Dec 2015</p> | <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.</p> <p>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>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 |

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| | <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> |

| Document | Relevance to community services and facility provision in Boronia | Key messages/directions for Boronia Renewal project |
|---|--|--|
| | <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 Basin Community Hub Partnership Project Feasibility Assessment, City of Knox/DPCD, Feb 2012</p> | <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 from 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><i>Boronia Structure Plan, City of Knox, 2006</i></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 |
|---|--|--|
| 4. What quantity/form of infrastructure can best respond? | <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> |
| 5. How can we deliver this within our planning area? | <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> |
| 6. How do we know that the answers to the above are still relevant over time? | How do we monitor population trends and changing needs and aspirations? | 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. |

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 | 2017/18 | 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 | 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 | 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 |
| 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 | Chandler Park | Oval | 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 Netballers | Chandler Park | Netball courts | 2017 | Winter | Thursday | 4:00pm | 6:30pm | 2.5 |
| The Basin Netballers | 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 | 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 | | 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 | | Seniors (19+ years) | 2017 | Winter | | | | | 0 |
| Boronia Netball Club | | Masters (35+ years) | 2017 | Winter | | | | | 0 |
| Boronia Uniting Netball Club | | Sub-junior (U6 - U11) | 2017 | Winter | | | 0 | 0 | 0 |
| Boronia Uniting Netball Club | Chandler Park | Juniors (U12 - U18) | 2017 | Winter | | | 6 | 1 | 6 |
| Boronia Uniting Netball Club | | Seniors (19+ years) | 2017 | Winter | | | 10 | 1 | 10 |
| Boronia Uniting Netball Club | | 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 | | Seniors (19+ years) | 2017/18 | Summer | 36 | 6 | 12 | 6 | 48 |
| Eastern Raptors Rugby League Club | | Seniors (19+ years) | 2017 | Winter | | | | | 0 |
| Eastern Raptors Rugby League Club | | Masters (35+ years) | 2017/18 | Summer | 36 | 6 | 12 | 6 | 48 |
| Eastern Raptors Rugby League Club | | Masters (35+ years) | 2017 | Winter | | | | | 0 |
| Knox Boronia Churches Cricket Club | Miller Park | Sub-junior (U6 - U11) | 2017/18 | Summer | 0 | 0 | 0 | 0 | 0 |
| Knox Boronia Churches Cricket Club | | Juniors (U12 - U18) | 2017/18 | Summer | 5 | 0 | 0 | 0 | 5 |
| Knox Boronia Churches Cricket Club | | Seniors (19+ years) | 2017/18 | Summer | 40 | 3 | 0 | 0 | 40 |
| Knox Boronia Churches Cricket Club | | 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 | Batterham Reserve and Chandler Park | Sub-junior (U6 - U11) | 2017 | Winter | 150 | 6 | 20 | | 170 |
| The Basin Football Club | | Juniors (U12 - U18) | 2017 | Winter | 160 | 7 | 60 | 4 | 220 |
| The Basin Football Club | | Seniors (19+ years) | 2017 | Winter | 100 | 3 | | | 100 |
| The Basin Football Club | | Masters (35+ years) | 2017 | Winter | 25 | 1 | | | 25 |
| The Basin Netballers | Chandler Park | Sub-junior (U6 - U11) | 2017 | Winter | | | 9 | 1 | 9 |
| The Basin Netballers | | 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 | <p>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.</p> <p>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:</p> <ol style="list-style-type: none"> 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. <p>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.</p> | 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 | <p>Boronia Library Redevelopment Feasibility Study (2015):</p> <ul style="list-style-type: none"> - 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 | <ul style="list-style-type: none"> - 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 |
|-----------------------------|----------------------|--|------------------------------|---|---------------------------|---|--|
| | | | | | | <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. |
| 21 | CB179 | Boronia Basketball Stadium 11 Park Crescent, Boronia | Knox Basketball Incorporated | Basketball; administration areas; amenities, café; meeting spaces | 3 | <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.</p> <p>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> | <ul style="list-style-type: none"> - Decision on Basketball Stadium will also impact on future direction for Boronia library, and Park Crescent Children's and Family Centre. - 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. |
| 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 years 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> | <ul style="list-style-type: none"> - Future viability in current location is unknown, given the decision regarding future decommissioning of the basketball stadium. - 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 |

| 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 Wantirna. - 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. 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. 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>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 | Cooinda Pre-school | City of Knox (Family and Children's Services) | Pre-school; playgroup | 2 | <p>Council owned and operated. 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 Beresford 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 |
|-----------------------------|----------------------|---|---|---|---------------------------|---|---|
| | | | | | | fitness room; crèche; 70-seat café. Boronia Amateur Swimming Club operate out of Knox Leisureworks. Facility has shown some evidence of structural issues. 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. Key outcomes of Stage 1 (consultation) of the Aquatic Plan include: <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. | 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. |
| 46 | CB219 | Tormore Reserve 16 Tormore Road, Boronia | Knox City Council/ Committee of Management | Oval and pavilion - AFL, cricket, meeting space | 3 | User groups of Tormore Reserve: Boronia Football Club (winter) and Boronia Cricket Club (summer). Winter oval usage: 33.5 hrs per week. Winter pavilion usage: 50 hrs per week. Summer oval usage: 34 hrs per week. | Currently operating at capacity. Pavilion Strategy will address site-specific pavilion needs. Broader response required to address ability to meet increased demand |

| 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 |
|-----------------------------|----------------------|--|---|---|---------------------------|--|--|
| | | | | | | Summer pavilion usage: 42.5 hrs per week. Currently operating at capacity; pavilion 32 years old. | from members, including junior and female participation. |
| 16 | CB35 | Chandler Park Reserve 44 Chandler Road, Boronia | Knox City Council/ Committee of Management | Oval, pavilion and netball courts - AFL, cricket, netball | 3 | 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 | 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 |
|-----------------------------|----------------------|--|---------------------------------------|--------------------------------|---------------------------|---|---|
| | | | | | | Summer pavilion usage: 64.5 hrs per week. Currently operating at capacity; pavilion 38 years old | |
| 58 | CB142 | Batterham Reserve (Tennis) Miller Road, The Basin | City of Knox/ Committee of Management | Tennis courts and pavilion | 2 | 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 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 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 |
|-----------------------------|----------------------|---|---------------------------|--|---------------------------|--|--|
| | | | | | | Clubroom building constructed 1965. | |
| 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 | <p>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.</p> <p>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.</p> <p>Building has local heritage value (citation in Heritage Study 1993), however has no formal Heritage Overlay status in the Knox Planning Scheme.</p> | <p>Some services operating within Progress Hall may be better suited to operating as part of new library/ community hub.</p> <p>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.</p> <p>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.</p> <p>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.</p> |
| 23 | CB17 | Infolink (Knox Information Support Centre) 136 Boronia Road, Boronia | Infolink | Community support offices | | <p>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.</p> <p>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).</p> <p>Building is old and internal layout is problematic for Infolink. Building was constructed in 1950. Windows are not</p> | <p>Infolink has been expressing a need for additional space for meeting rooms, storage and other uses for many years.</p> <p>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.</p> <p>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.</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 |
|-----------------------------|----------------------|------------------------------------|----------------------|---|---------------------------|---|--|
| | | | | | | heritage listed. | |
| 17 | | Boronia District Guide Hall | Girl Guides Victoria | Girl Guide activities; hireable meeting room | n/a | 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 | <p>Council owns the land. St Johns Ambulance own the building and are responsible for the maintenance and repair thereof.</p> <p>Facility is used for training, and as a base for St John's Ambulance activities in the region, including emergency management coordination (bushfires, etc).</p> <p>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 are 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</p> <p>Service receives no Government funding. Funding is derived from attending events, running first aid training and donation.</p> | Need to consider opportunities for the future direction of this precinct, along with Knox Infolink building and Progress Hall. |



Breathing new life into **Boronia**

Boronia Renewal Project

Boronia Renewal Project
Community
Engagement Report

knox
Boronia
Renewal Strategy



We want to hear from you.

Boronia is changing and Knox City Council wants your feedback on our draft Boronia Renewal Strategy.

knox your city





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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.

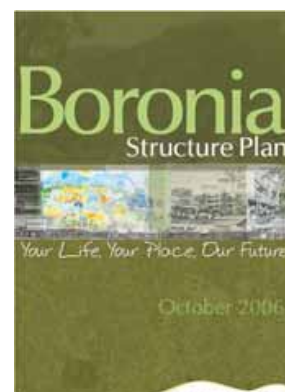


2.0 Project Background

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 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, Infolink.
- 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 |
|---|---|---|--|
| <i>What is liked most about area</i> | Accessibility (36%) | Variety of shops, services, restaurants (63%) | Park facilities and playground (43%) |
| <i>What is not liked about area</i> | 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%) |
| <i>Ideas to fix it</i> | 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%) |
| <i>What would you want to see in the future</i> | 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.

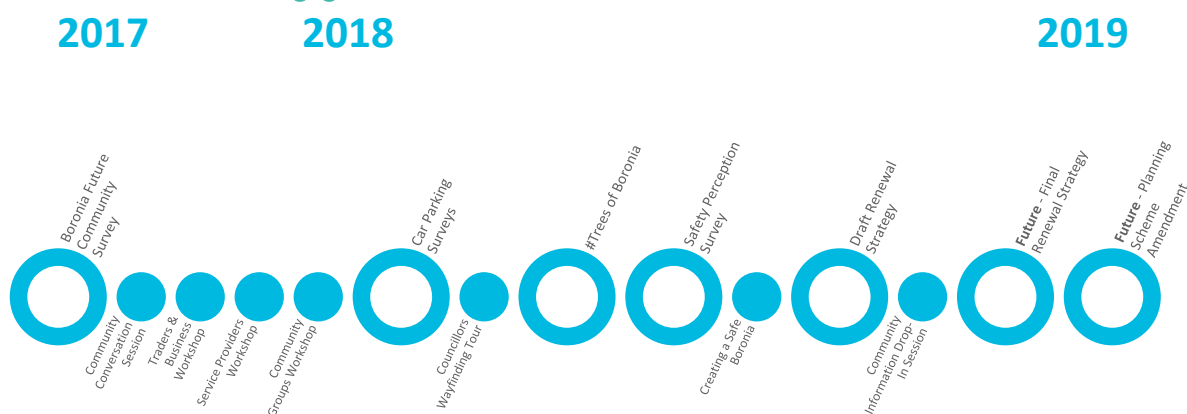
Results and Key Findings

A number of actions required 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

Community Engagement Report - Appendix 1

Boronia Renewal Project – Communication strategy

| | | | |
|---|--|--|--|
| <i>CONTEXT</i> | | <i>OVERARCHING STRATEGY</i> | |
| <p>The Boronia Structure Plan is more than 10 years old and out of date with planning permits due to expire in December 2019. Council assets are old and nearing the end of their lifespan and the Boronia activity centre is under growth pressure from built, social, economic and environmental issues. Council has commenced a process to renew the area and provide a safe and secure space for community both today and into the future.</p> | | <p>To inform identified key audiences about the project, its deliverables and outcomes. To invite feedback from, and to give feedback to, the community, within agreed timeframes.</p> <p>To achieve this we will identify key audiences, key messages and the most appropriate communication channels.</p> | |
| <i>PURPOSE</i> | <i>GOALS</i> | <i>MEASUREMENT</i> | |
| <p>This strategy will:</p> <ul style="list-style-type: none"> • Inform the process used to communicate • Identify the key touch points • Identify messaging and channels to be used • Identify strategies to manage community expectations • Determine key communication activities, timing and estimated costs • Establish links between activities and outputs using an integrated and coordinated approach | <p>The overarching goal of this strategy is that the community is kept informed.</p> <ul style="list-style-type: none"> • Key audiences have access to the appropriate information, at the right time and in the right format. • Key community members help inform the process and partner with KCC to deliver the program. • Community members, key community agents, Councillors and KCC staff take ownership of messages and their delivery. • Negative feedback and related actions are anticipated and mitigated where possible - a robust communication loop established and maintained. | <p>Positive engagement with community:</p> <ul style="list-style-type: none"> • Increase in subscription to electronic bulletin (20% annually) • No negative feedback via email or letter • 80% attendance at charrettes • 80% positive feedback on social media • No more than 1 negative media enquiry per quarter <p>Community awareness</p> <ul style="list-style-type: none"> • Community awareness of project of at least 60% within first 6 months, 80% by end 2018. (measured via a community survey) <p>Councillor buy-in</p> <ul style="list-style-type: none"> • Positive messaging by Councillors in media • Councillor attendance at community events – 100% (those relevant) • Continued scheduling of Councillor briefings | |
| <i>AUDIENCE/KEY STAKEHOLDERS</i> | | <i>KEY MESSAGE</i> | |
| <ul style="list-style-type: none"> • Boronia community groups <ul style="list-style-type: none"> - Sporting groups - Seniors groups - Early years centres – playgroups, child care etc - Youth groups - Library users - Leisure groups (eg remote controlled cars) • Boronia retailers – business owners, property owners • Boronia residents – renters, owners | | <p>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.</p> <p style="text-align: center;"><i>SUPPORTING MESSAGES</i></p> <ul style="list-style-type: none"> • The aim of the project is to develop a number of strategic plans for the Boronia area – these will be developed in consultation with the community. KCC is committed to implementation of agreed plans. • Boronia is an area of great potential. It is a growth area and KCC fully supports this. • Our relationship with community groups and residents has always been, and continues to be, central to our actions. This will continue both during and after this process. • Establishing and continuing partnerships with community groups is vital to the success of this project | |

| | |
|--|---|
| <ul style="list-style-type: none"> • Boronia property owners – residential, business, investors • Knox community – residents, visitors • Councillors • Local members • State and Federal government • Agencies – NFP, social enterprise, faith based • Staff <ul style="list-style-type: none"> - City Futures - City Development directorate - Community Services directorate - Finance, - Parks, - Facilities - Customer Service - Other KCC | <ul style="list-style-type: none"> • Providing facilities and services that ensure quality programs and responsive services for our constantly changing community needs is very important to Knox City Council • Council is committed to a strong, collaborative and integrated approach to renewing Boronia. • We will engage and consult with our community to assist us to design and implement a new strategy • KCC wants to work in partnership with others to deliver the necessary regeneration to once again make Boronia a thriving community • KCC is being challenged by external influences to ensure responsive services that meet community needs can be provided • Council cares about Boronia and is prepared to take the necessary steps within its power to ensure its future |
| <p><i>SUMMARY OF STRATEGY</i></p> | |
| <p>The key to the success of this strategy is keeping key stakeholders informed about the progress of the project, the rationale behind our actions and what the next steps are. We will need to work closely with the community groups to ensure they are consulted and kept informed at each stage of the project, supplying them with sufficient information to give considered feedback. Engagement with these stakeholders and giving them an opportunity to be part of the planning will also be key</p> <p>A mix of communication channels and methodologies will be utilised in order to best match messages and ensure that they get to the right audience in a timely and effective fashion. Each stage of the project will also have specific communication goals and related strategies.</p> <p>There are four stages to the project.</p> <ol style="list-style-type: none"> 1. Background and research 2. Strategy development 3. Implementation 4. Ongoing service delivery <p>Having a number of key activities identified will ensure community communication is maximised. These apply across each phase, but vary in regularity and design, but can be summarised under the following main actions:</p> <ul style="list-style-type: none"> • Web updates (regular updates) • Subscriber bulletins (6-8 weekly with ad-hoc when required) • Regular media releases (quarterly updates) • Updates via local community paper (a regular ‘what’s happening’ section in each issue) • Community information sessions (identify a key group from the community and hold regular update sessions – feedback and information - every six months?) • Ad-hoc communications <p>Establishing a ‘Boronia feel’ will assist in the delivery of these activities and will provide a visual reminder for community assisting them to connect with the project. This will include images and key messages.</p> | |

| | |
|---|--|
| <p>Internal communications, while important, are outside the scope of this strategy. An internal team site page on eRik has been established that will allow staff to stay informed about the project, give feedback and track its progress.</p> <p>Councillors will be kept informed about the progress of the project via fortnightly briefings (or as needs). They will also be supplied with a list of frequently asked questions which will be updated on regular basis – this will assist them to respond to ad-hoc queries etc. Ad-hoc materials for their use will be developed as needs arise.</p> <p>Each stage has specific communication actions, requirements and desired outcomes. These are detailed by stage in the document following.</p> | |
| <p><i>OVERVIEW OF KEY ACTIONS</i></p> | |
| Web updates | We will utilise the website and dedicated Boronia Renewal page to post regular updates about the progress of the project. The page will also contain links to articles and documents and a ‘sign up to Boronia News’ link. Any policies for consultation will be advertised here as well as links to bulletins and media releases. |
| Subscriber bulletins | Provide regular updates via subscriber bulletins - ad-hoc but with a view to ensuring communication at least bi-monthly. These will be updates on strategy development as well information about how people can have their say and be involved as well as provide feedback. Subscribers can be collected from the survey, the community sessions or via the website or social media. |
| Media releases | As strategies are developed and implemented, regular media releases will ensure that a greater portion of the community is reached and informed. By using media we are ensuring that the message is consistent and able to be accessed by the majority of the population. Ideally, a release each quarter would ensure the public feels ‘kept in the loop’. There may be a need for more frequent releases identified which will be treated as ad-hoc. |
| Local community paper | Suggestion to have a regular update in the local community paper. Ideally we will provide content every second issue (Boronia and Basin New published monthly) as an update – this will foster community engagement and create a positive experience for locals) |
| Community information sessions | Regular community sessions with identified key community members, for example six monthly. These may vary in format but would be designed to provide an update on the strategy development, and implementation, and give them the opportunity to have input. This will help ensure community feels included in the process and will provide transparency which in turn will foster goodwill. |
| Ad-hoc communications | These will be on an ‘as needs’ basis and will include activities such as utilising the Mayoral community radio segment, community conversations and surveys, focus groups, advertising and specialised collateral. Ad-hoc social media posts will also be utilised. A Boronia feel will be established and a series of collateral items developed for example: postcards, fact sheets, and partner booklet. We will also build a library of Boronia images that will be used in collateral, web, bulletins etc |
| <p><i>SUMMARY OF ENGAGEMENT - by stage</i></p> | |
| <p><i>STAGE ONE – BACKGROUND AND RESEARCH: Develop a shared understanding of the current and future needs of the Boronia community</i></p> | |
| <p>Community consultation There are several elements of community consultation to be undertaken during this stage, both formal and informal. Formal consultations include a community survey, community conversation, Councillor meetings with community and a charrette. Additionally, ad-hoc informal updates via social media and Council sponsored media outlets will also be utilised along with other non-Council media (for example, responses to media enquiries). Once the consultation period concludes, information gathered, along with next steps, will be shared with the community via social media, web and an electronic bulletin.</p> | |
| Survey | <p>A short survey will be developed to garner feedback from the community.</p> <p>The purpose of this is twofold: to commence the engagement process and let the community know that Knox is serious about this project and that their views are valuable, and to gain an insight into how the community views Boronia and their aspirations for the area.</p> <p>The survey will be made available via a variety of methods including online via the KCC website, during the community conversation and by invitation.</p> <p>Data from the survey will provide insight and inform the Background Report and Key Directions Report as well as be fed back to community by way acknowledgement of their contribution (a goodwill gesture).</p> |

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| Community conversation | Council staff will facilitate a community session to gather feedback and ideas from users of the Boronia Activity Centre. Community members will be encouraged to complete the survey but also give feedback, thoughts and ideas which will be recorded and used for reference. The sessions will take place on a Saturday morning when foot traffic is greatest and will be at multiple locations. Council officers and Councillors will be in attendance to take feedback. |
| Councillor meetings | Councillors will attend a dedicated meeting with selected community members to discuss the project. Concerned community members have been identified and will be invited to a closed discussion to address concerns and give Council an opportunity to respond in a timely, and the most appropriate, manner. Additional meetings may be scheduled over the course of the project if necessary. |
| Charrette workshop series | A series of intense workshops involving a selected group of community members and key stakeholders, including Councillors, Council staff and community agencies. Findings and developed strategies from these workshops will form the basis of the Key directions report. |
| Other | <p>Web, facebook, media monitoring, media releases.</p> <p>Develop a feel for Boronia – something that will instantly identify the project that can be used for the life of the project. Needs to incorporate VI elements, images and key messages to create an instantly identifiable Boronia element. This will then inform items of collateral.</p> <ul style="list-style-type: none"> • ‘Boronia booklet’ – can be used to give to possible partners to drive investment/interest/engagement • Fact sheets – specific use with specific messages (again, for use with prospective partners) • Postcards - message that Council is committed, here’s how you can be involved (drive to website etc) • EDM header • Image library |
| <p>Key messages</p> <ul style="list-style-type: none"> • Boronia Activity Centre is important to the community. The area needs refreshing and revitalising. KCC is aware of this and is committed to the success of this project • Boronia is an area of great potential. It is a growth area and KCC fully supports this. • Our relationship with community groups and residents has always been, and continues to be, important. This will continue both during and after this process. • Council is committed to a strong, collaborative and integrated approach to renewing Boronia • We will engage and consult with our community to assist us to design and implement a new strategy • We welcome and value your feedback | |
| <p>Background report and Key directions report</p> <p>A detailed background report will be produced based on information gained through community conversations, Councillor meetings and survey responses. The report will inform the direction of the charrette which will in turn inform the Key directions report.</p> | |
| Community consultation | Once drafted, reports will be made available to community for information and comment. Feedback will be incorporated into a ‘final’ version which will then be made available to community. |
| <i>STAGE TWO – STRATEGY DEVELOPMENT</i> | |
| <p>This phase continues the research and community engagement of phase one, building on it to inform and build the draft strategy.</p> <p>Key outputs for this phase include: draft Boronia Strategic Community Plan, draft Boronia Park Civic Concept Plan and draft Planning Scheme Amendment.</p> <p>The challenge during this phase will be to keep the community engaged through regular communication that ensures they are aware of the activity being undertaken and what the next steps are. This will primarily occur through the use of media, social media, web updates and subscriber bulletins.</p> <p>Where it is appropriate, additional community consultation will be included.</p> | |
| Surveys | A number of short surveys will be conducted to gain community input on specific aspects of the renewal strategy. These may include car parking and safety. |

| | |
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| | Surveys will be available for all community members to participate in, via multiple channels in order to reach the widest possible audience. We may also consider alternate ways to get feedback, for example focus groups. |
| Promotion | The Boronia, and Knox, community will be brought on the journey through a continuous information plan. This will include regular article in the community newspaper, Boronia and Basin Community News, monthly e-newsletters and other advertising as required. Use of outdoor billboards, such as bus stop posters, will also be utilised where possible. The aim of this promotion is to not only let the community know what is occurring but also to allow them to see that the project is progressing. |
| Draft strategy release and community consultation | A draft strategy and summary brochure will be produced for community consultation. Feedback will be sought via an online survey. Community members will be invited to review and comment with feedback being considered to assist with drafting the final strategy in Phase three. Electronic and physical documents will be produced. |
| Community information | A community information session will allow all members of the Boronia and wider Knox community to gain information about the project and the draft renewal strategy. Council experts will offer insights and answer queries and assist the attendees to understand the draft strategy. Community members will be given the opportunity to discuss and make comment on the strategy. |
| Other | Continue with web, facebook, media monitoring, media releases. Council departments will be encouraged to instil a Boronia renewal Strategy overlay to all projects |
| Key messages | |
| <ul style="list-style-type: none"> • Boronia Activity Centre is important to the community. The area needs refreshing and revitalising. KCC is aware of this and is committed to the success of this project • Boronia is an area of great potential. It is a growth area and KCC fully supports this. • Our relationship with community groups and residents has always been, and continues to be, important. This will continue both during and after this process. • Council is committed to a strong, collaborative and integrated approach to renewing Boronia • We will engage and consult with our community to assist us to design and implement a new strategy • We welcome and value your feedback | |
| <i>STAGE THREE – IMPLEMENTATION</i> | |
| Key outputs for this phase are the final versions of the Boronia Strategic Community Plan, Boronia Park Civic Concept Plan and Planning Scheme Amendment. Well-designed communications will ensure community is fully aware of the proposals, in a timely manner and is able to participate in the journey in a meaningful way. This phase will focus on keeping the community informed and ensuring the preparation of the document and subsequent exhibition goes smoothly. | |
| Renewal Strategy | Once prepared, we will present the final Boronia Renewal Strategy to the community for final consultation. Using our already embedded communication channels such as monthly e-newsletter, regular BBCN articles, social and traditional media will ensure maximum exposure. It will also ensure the community is aware of the process and what stage it is at, letting them know it is on ongoing process. We will collect feedback via survey, public submissions and community session. |
| Implementation plan | A detailed plan for the implementation of the strategy will be shared and regular updates on progress provided to the community. |
| Other | Continue with web, facebook, media monitoring, media releases. Council departments will be encouraged to instil a Boronia renewal Strategy overlay to all projects |
| Key messages | |
| <ul style="list-style-type: none"> • Boronia Activity Centre is important to the community. The area needs refreshing and revitalising. KCC is aware of this and is committed to the success of this project • Our relationship with community groups and residents has always been, and continues to be, important. This will continue both during and after this process. • Council is not making decisions in isolation – the community has a say and will be listened to • Council is committed to a strong, collaborative and integrated approach to renewing Boronia • We will continue to keep you updated on the progress of this project | |
| <i>STAGE FOUR – ONGOING SERVICE DELIVERY</i> | |
| The communication strategy for this phase will in essence be 'business as usual'. We will continue to inform key stakeholders through the usual means of media, social media, web updates and bulletins, but there will be other opportunities as well. These will become apparent once the implementation has occurred. | |

| <i>TIMELINE</i> | | | | | | |
|-----------------|-------------|-----------------------|-----------------------|-----------------------|-----------------------|--------------------|
| <i>PHASE</i> | <i>2017</i> | <i>Jan – Mar 2018</i> | <i>Apr – Jun 2018</i> | <i>Jul – Sep 2018</i> | <i>Oct – Dec 2018</i> | <i>2019 - 2021</i> |
| Phase 1 | | | | | | |
| Phase 2 | | | | | | |
| Phase 3 | | | | | | |
| Phase 4 | | | | | | |

Community Engagement Report - Appendix 2



Reported to Council 16 December 2019

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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| | | | | | |

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Boronia Renewal Project, community, survey, preferences, planning, facilities

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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Knox City Council acknowledges the traditional custodians of the City of Knox, the Wurundjeri and Bunurong people of the Kulin Nation.

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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.

- 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

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.



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

Boronia Renewal Project

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

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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.



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.

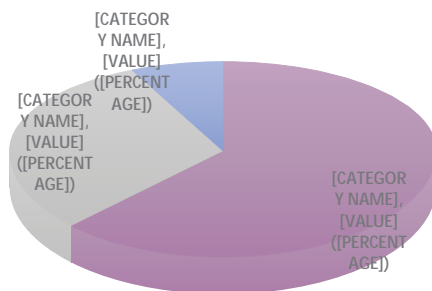
5.2 SURVEY SAMPLE SUMMARY

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.

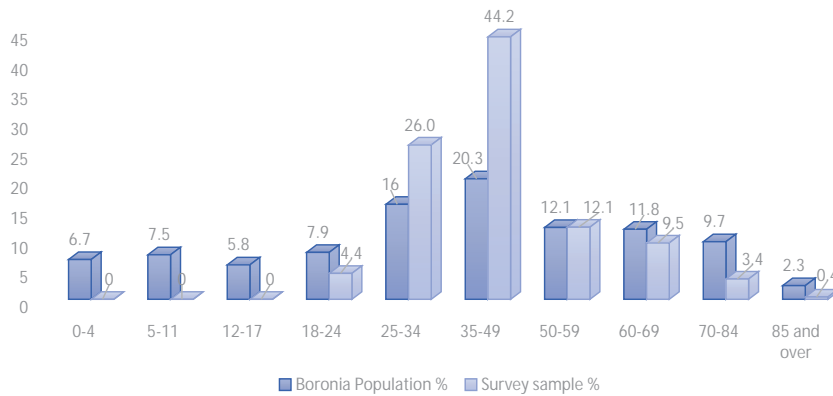
Figure 2 compares the age profile of survey respondents with the wider Boronia population, and demonstrates the following:

- 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

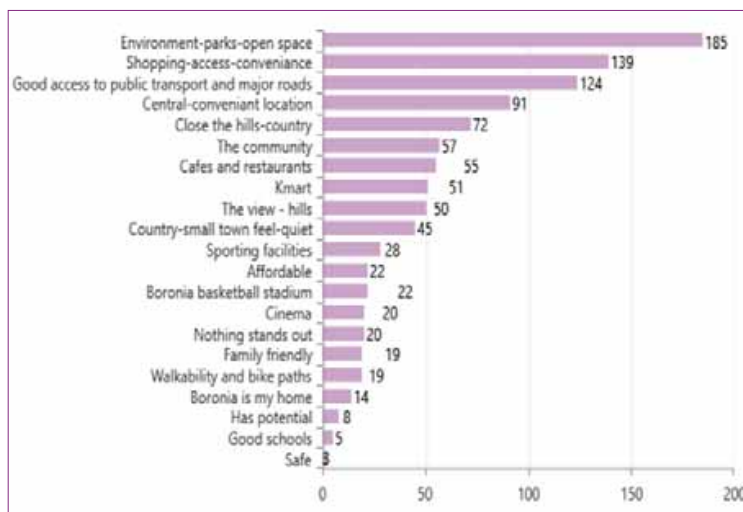
From the survey analysis, responses to what was most liked about Boronia fell into 21 key themes. The most liked feature of Boronia was the 'environment-parks-open space'. The themes 'close to the hills' and 'the view-hills' (ranking 5th and 9th) solidified the importance of this top ranking theme, suggesting 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)



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 | | | | | |

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

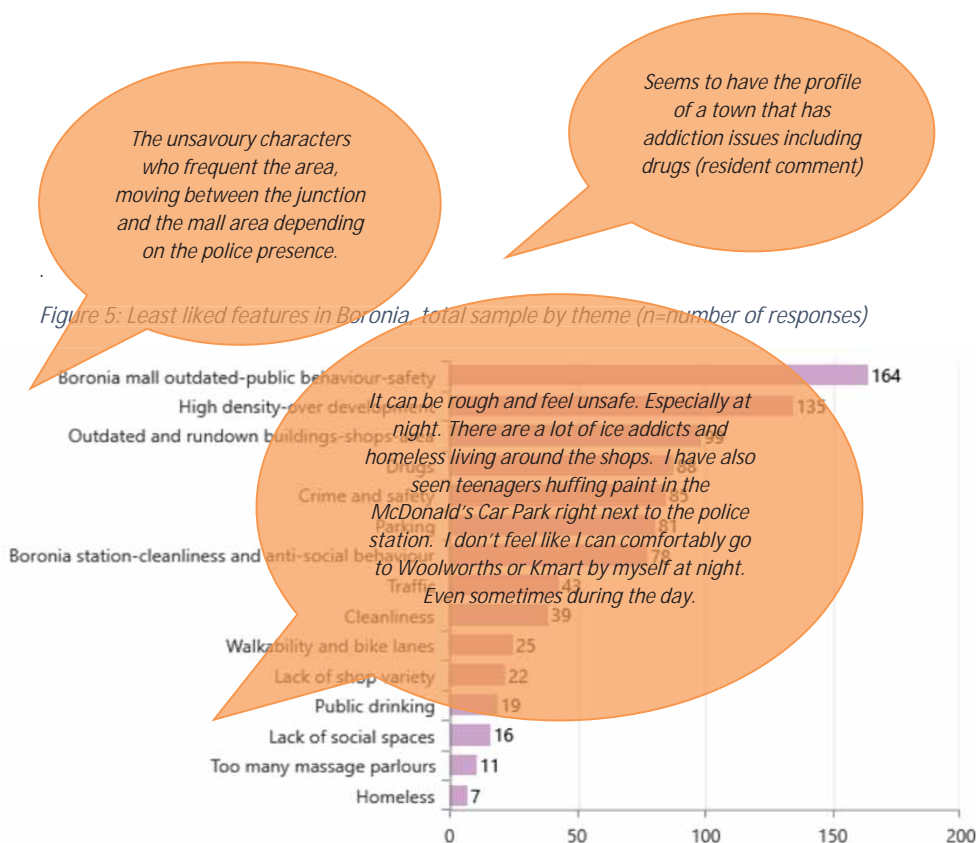


6.2 LEAST LIKED ABOUT BORONIA

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’.



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 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 |
|-------------------|-----|
| Knox City Council | |
| 21 November 2019 | |

Boronia Renewal Project

Community Survey Feedback Report

| 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 |



Figure 6: Frequently used words in answers relating to least liked features of Boronia



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



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

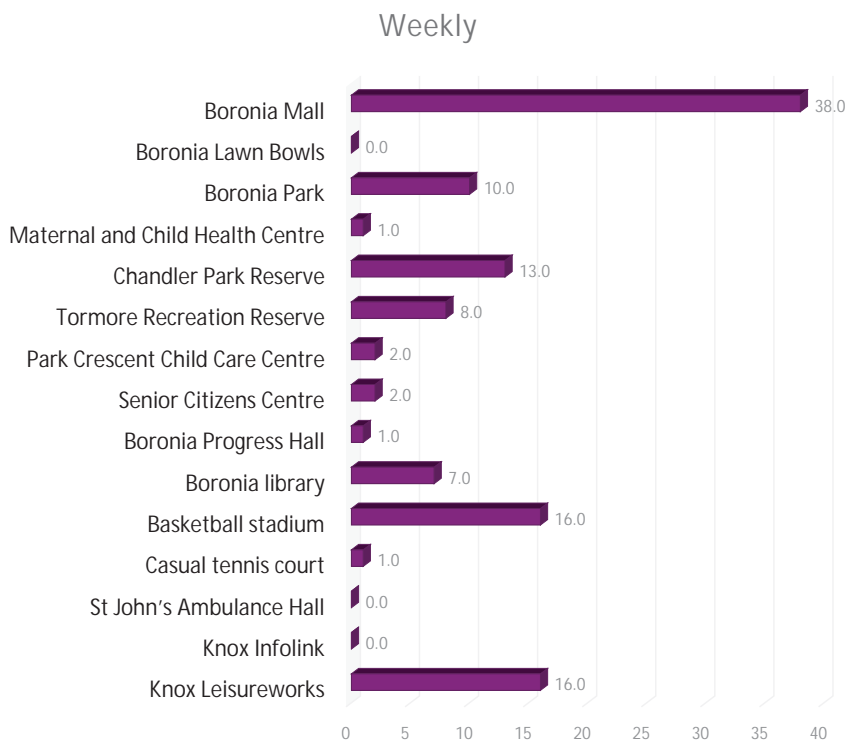
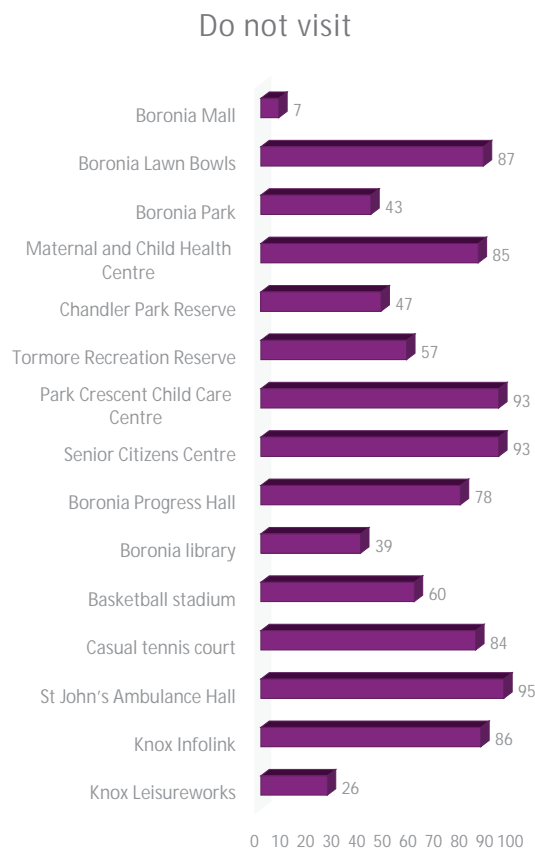


Figure 8 shows the percentage of survey respondents who have not visited one of the 15 key services or places in Boronia. Many service age group specific places, such as the maternal child and health centre, will not be relevant to the total population. While these numbers provide an indication of frequency 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.

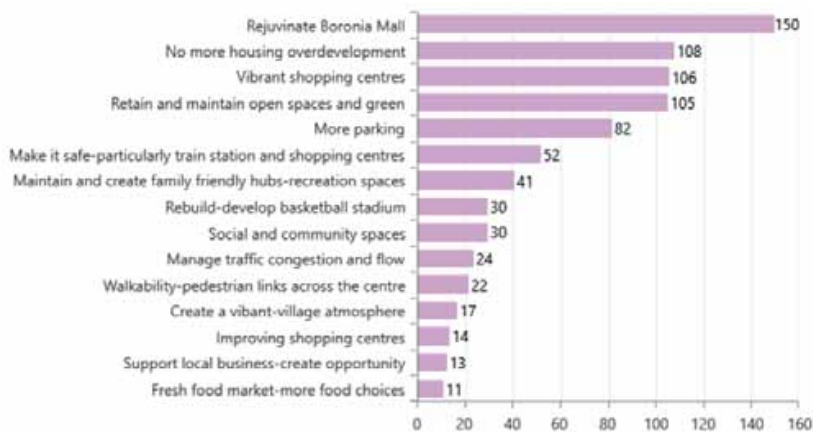
The most highly ranked theme for the future was to 'rejuvenate Boronia Mall' with the second being 'No more housing overdevelopment'. Both of these themes were consistent with the least liked features mentioned earlier in the report. Also, consistent with the high ranking of the environment and open 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:

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.

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 |

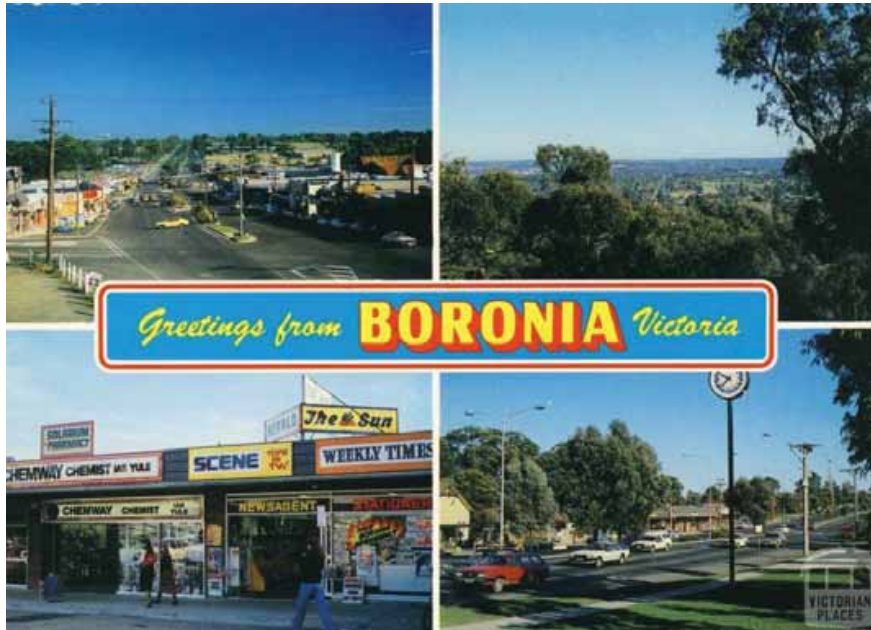
Figure 10: Frequently used words in answers relating to suggestions for future focus



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.

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+ |

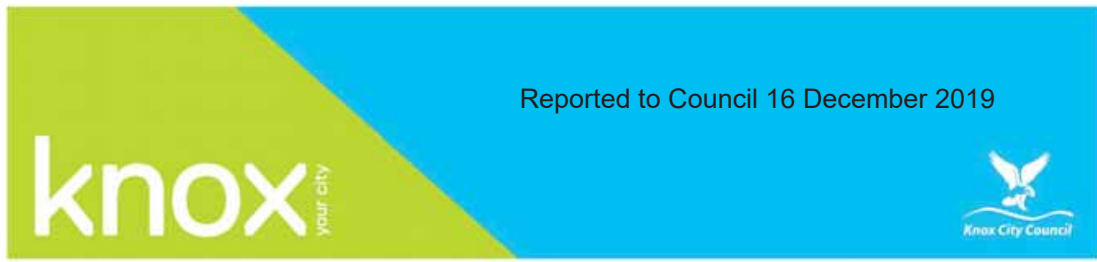
9. Your street name in Boronia OR post code outside Boronia

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 9208 8000

Thank you for taking the time to complete this survey

Community Engagement Report - Appendix 3



Boronia Renewal Project

PARKING SURVEY ANALYSIS REPORT



Document Details:

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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.

Boronia Renewal Project – Parking Survey Analysis Report



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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.

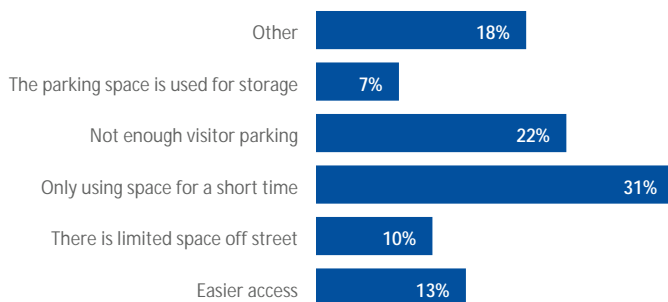


Figure 1 Reason for parking on street (Q12), N=172 responses

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.

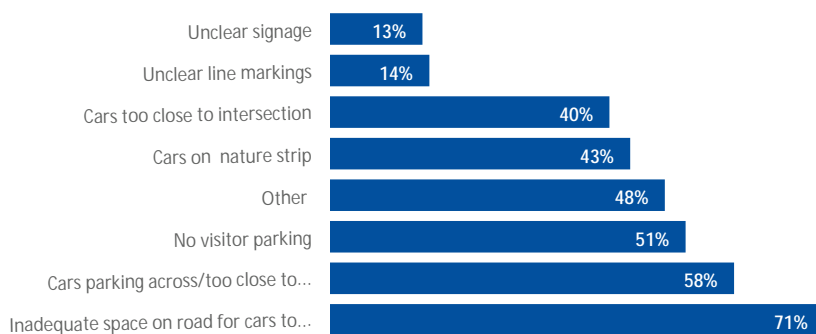


Figure 2 Parking problems on the street (Q15), N = 338 responses



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.

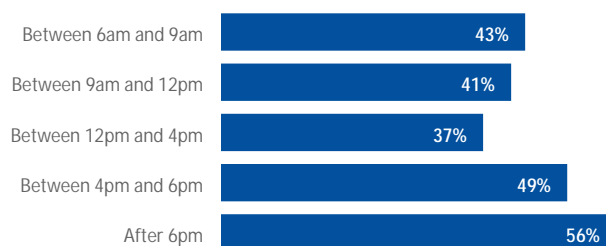


Figure 3 Selected times during the day when parking is more difficult (Q13)

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

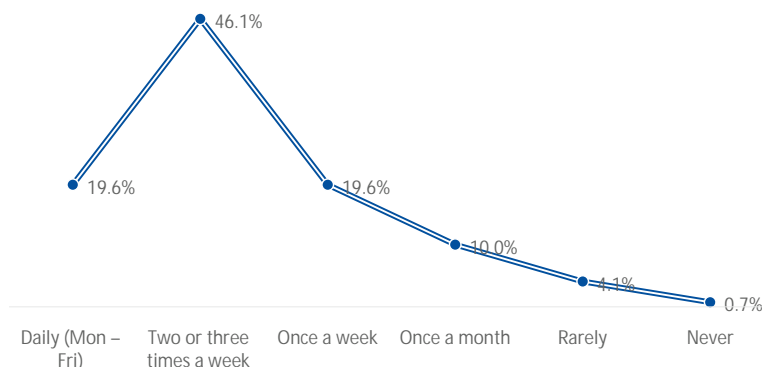


Figure 4 How often do you travel to Boronia town centre (n=267) (Q16)

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.

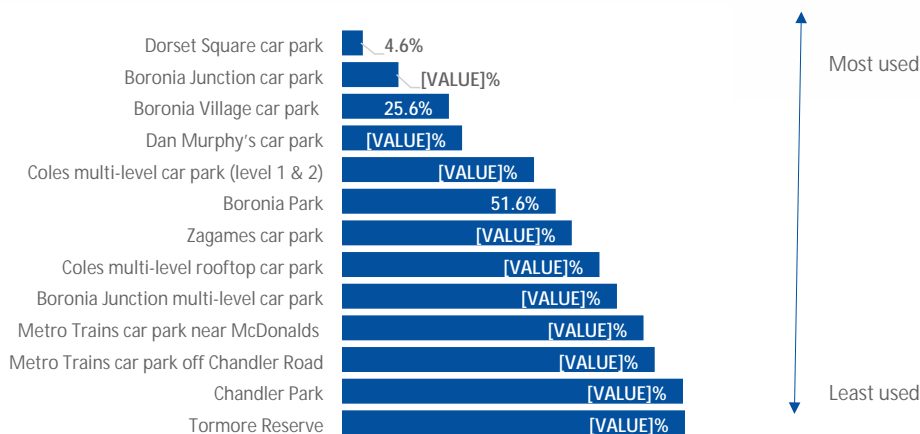


Figure 5 Percentage of responses who don't park at locations in Boronia town centre (Q19).

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."

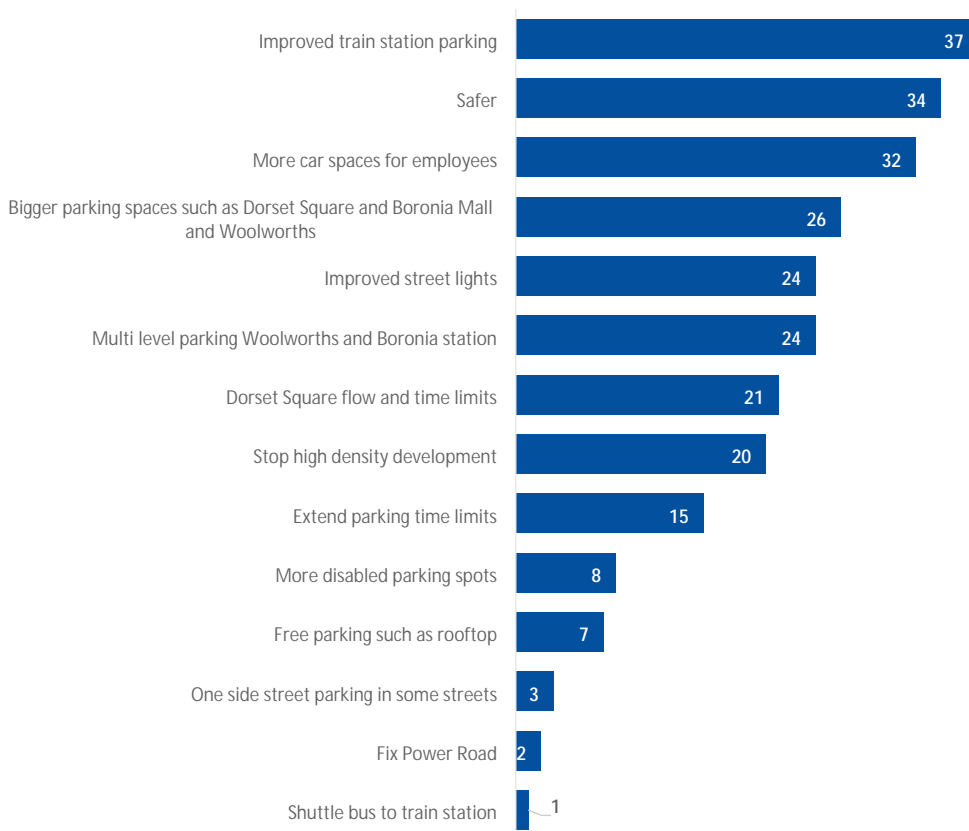


Figure 6 What other ideas do you have for actions that could change your parking experience?

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.

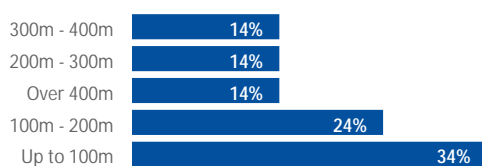


Figure 7 Usual walking distance from car park to place of employment

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.

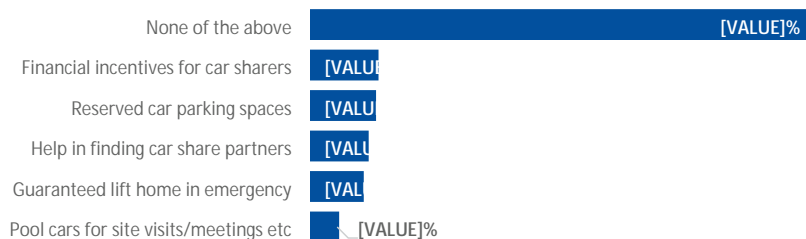


Figure 8 Percentage of responses to question "Which of the following would encourage you to car share? Multiple responses allowed (n=313)"



4.4.2 Public transport use

Compared to car sharing, there was more support for actions that would encourage public transport use.

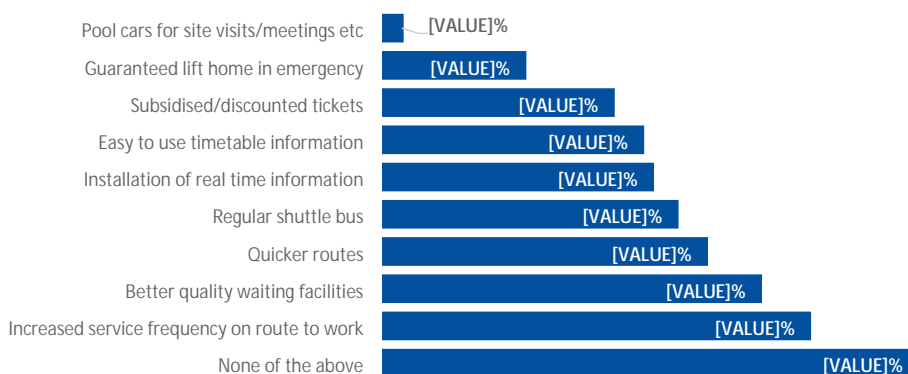


Figure 9 Percentage of responses to question 'which of the following would encourage you to use public transport? Multiple responses allowed (n=537)

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.

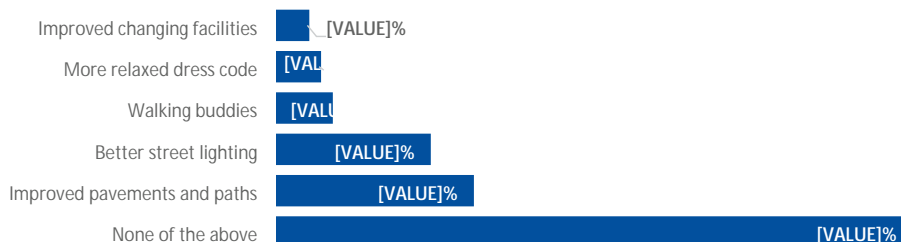


Figure 10 Percentage of responses to question 'which of the following would encourage you to walk to work? Multiple responses allowed (n=284)



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."

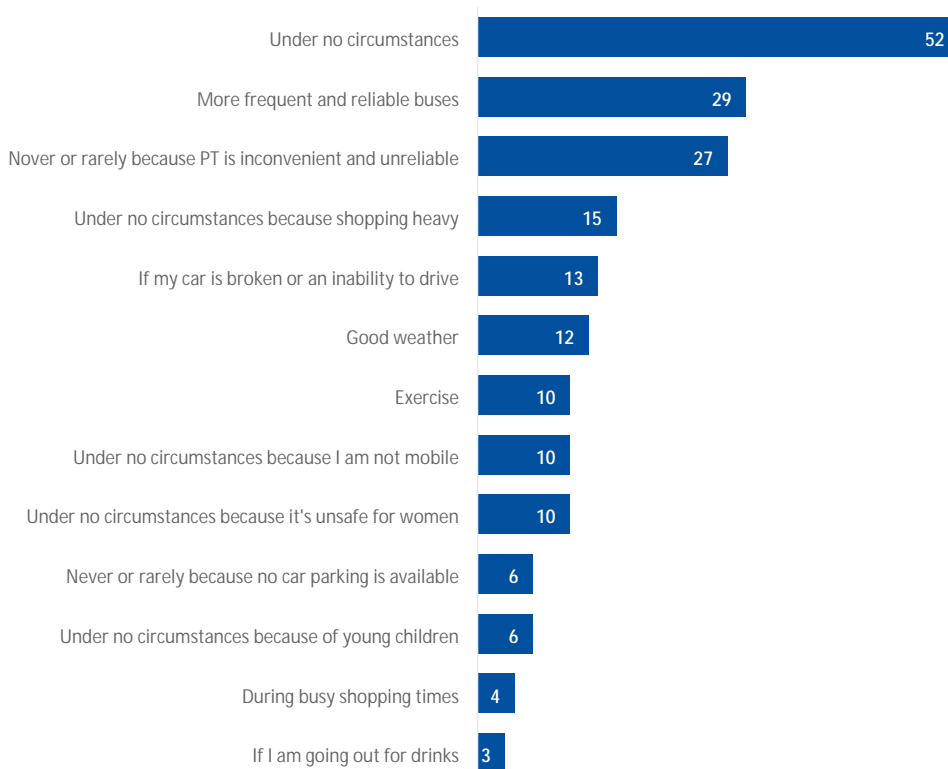


Figure 11 Under what conditions would you leave your car at home and take a different transport mode to the town centre?

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
- Wantirna
- Wantirna 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.

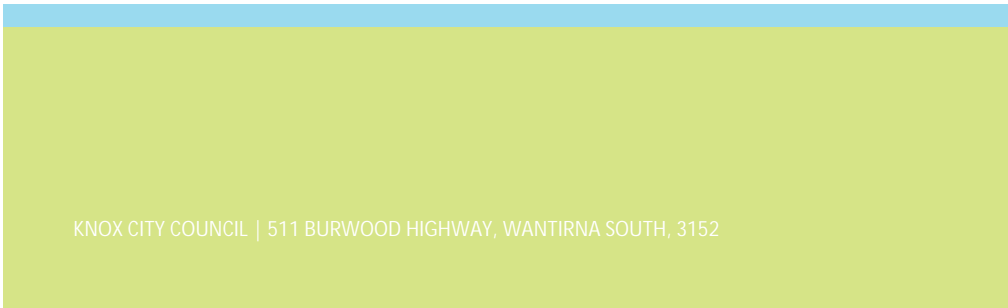
41. What other ideas do you have for actions that could be taken to change your parking experience?

Community Engagement Report - Appendix 4



Boronia Renewal Project

CREATING A SAFER BORONIA SURVEY REPORT





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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 service (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 with in 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.

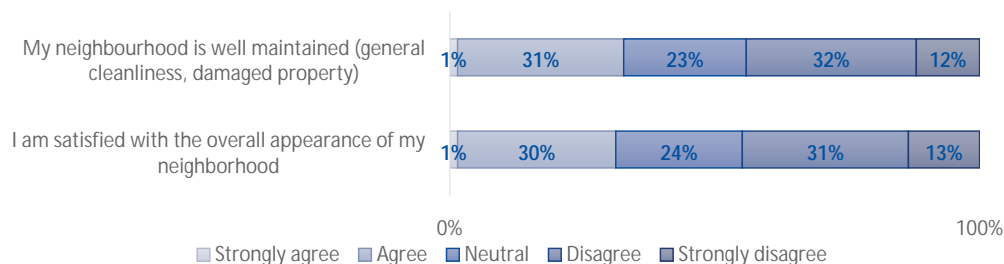


Figure 1 Neighbourhood maintenance and appearance (n=134)



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).

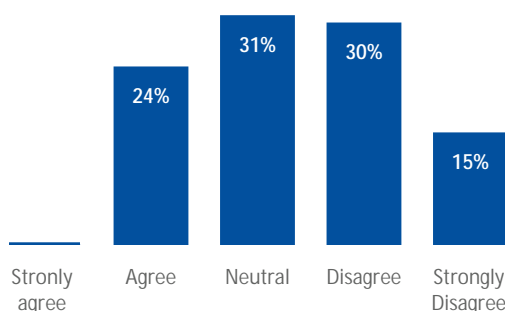


Figure 2 The lighting in my neighbourhood is sufficient for me to walk safely in my street (n=134)

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.

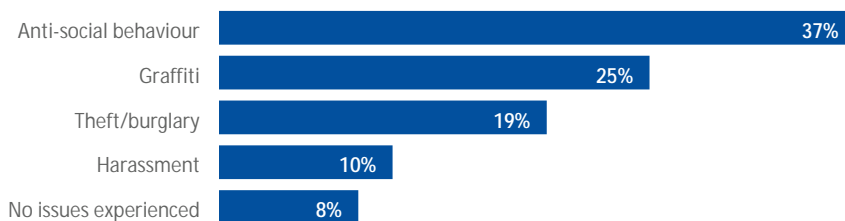


Figure 3 Have you experienced any of the following in regard to your personal safety, in your neighbourhood



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.

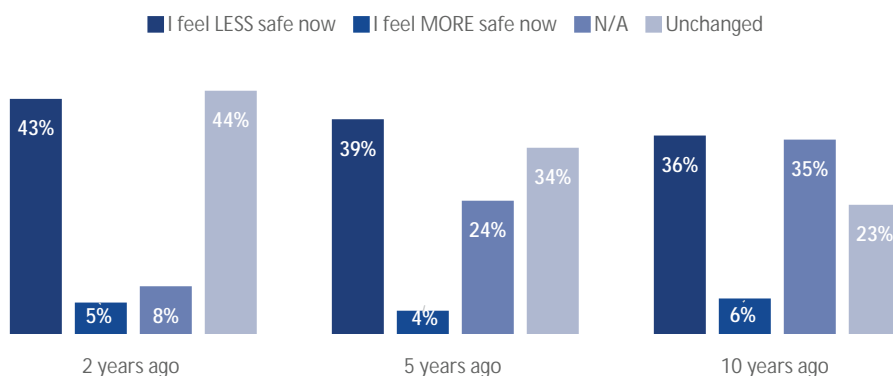


Figure 4 How safe do you feel in your neighbourhood over time (n=134).

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

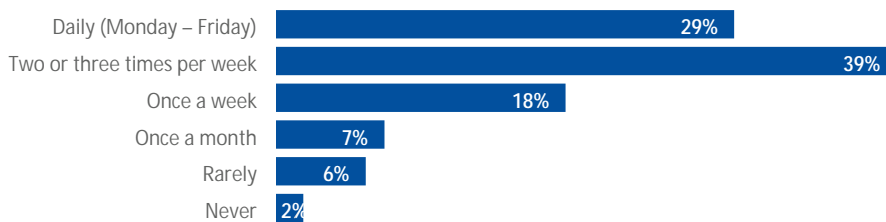


Figure 5 How often do you visit Boronia town centre (n=253)

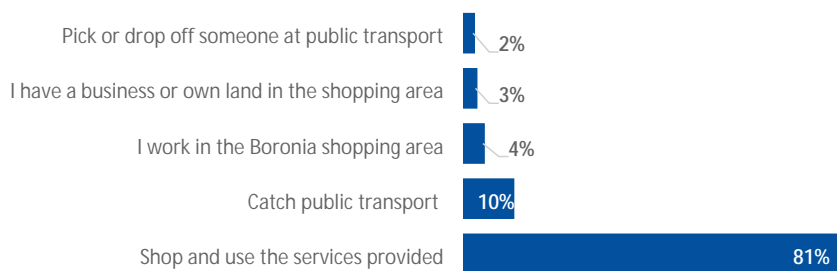


Figure 6 What is your main reason for visiting Boronia town centre (n=192)



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.

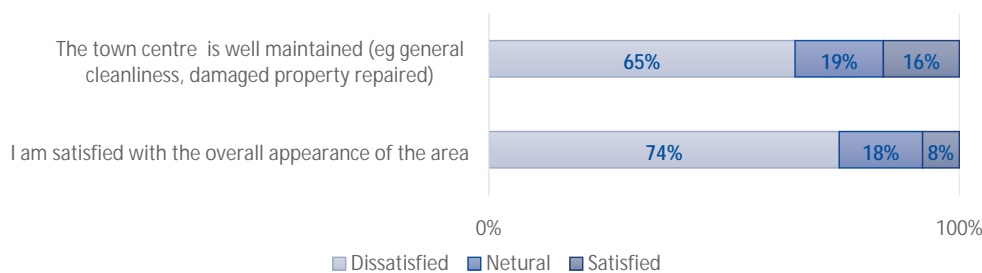


Figure 7 Boronia town centre maintenance and appearance (n=192)

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.

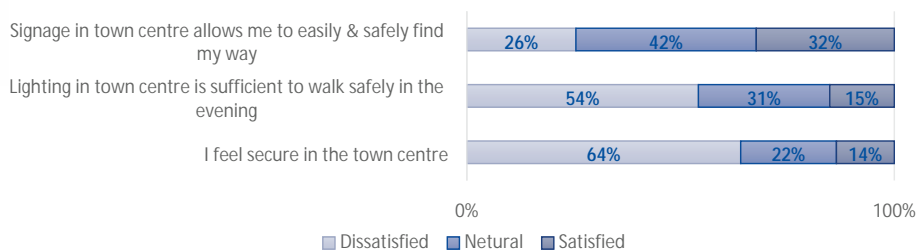


Figure 8 Satisfaction with security and movability in Boronia town centre (n-192)

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'.

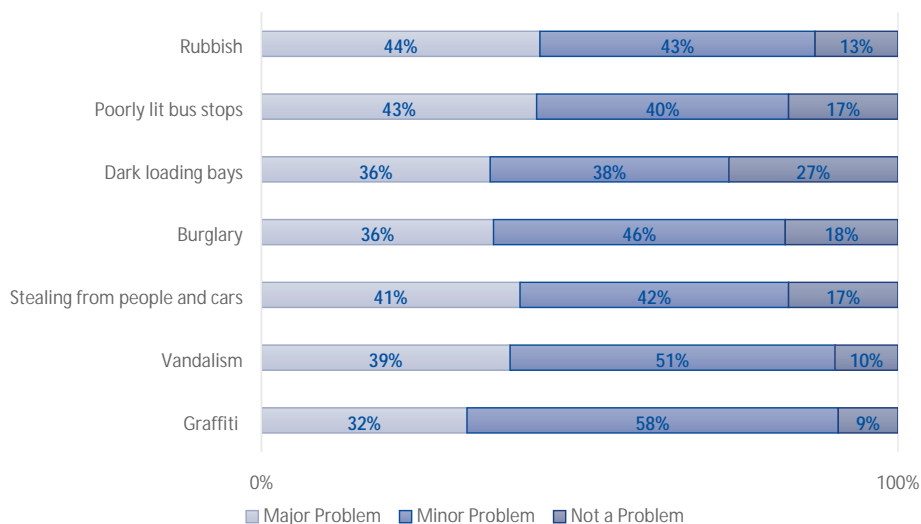


Figure 9 Do you think any of the following are a problem in Boronia? Physical damage or limitations in Boronia town centre (n=192)

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%).

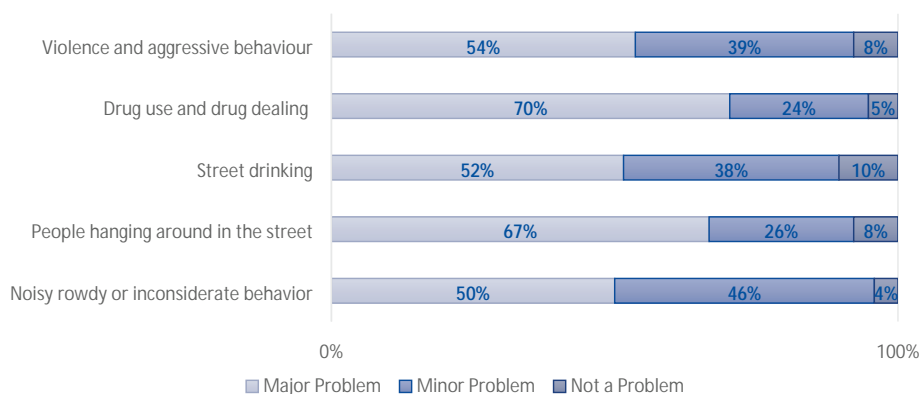


Figure 10 Do you think any of the following are a problem in Boronia? Incivilities in Boronia town centre (n=192)

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.

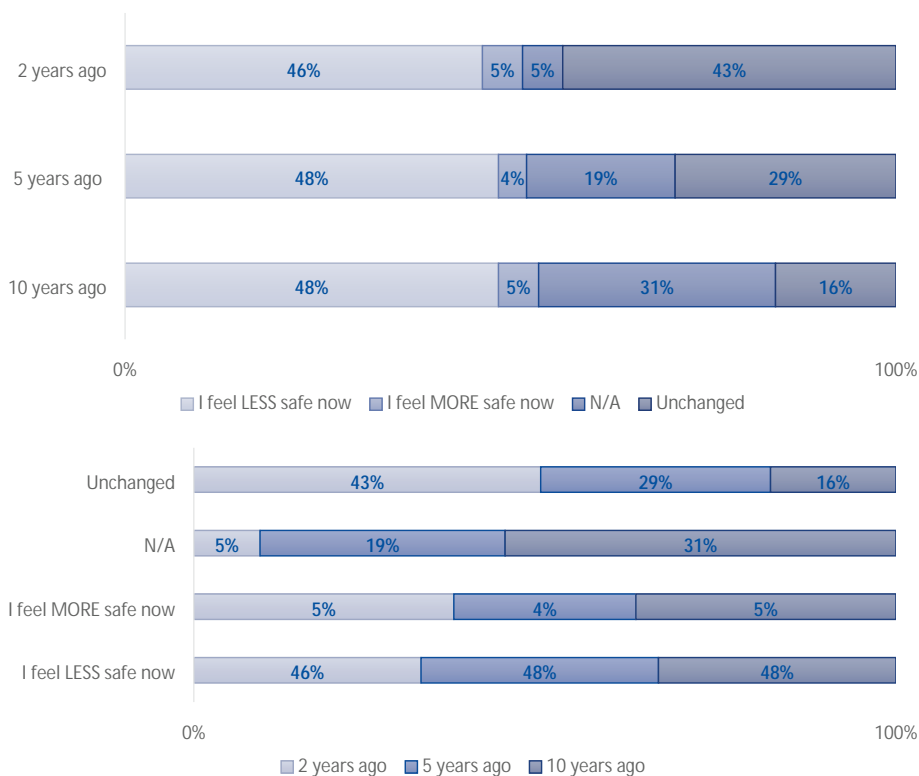


Figure 11 Has your perception of safety in the Boronia town centre changed over the past few years?

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.

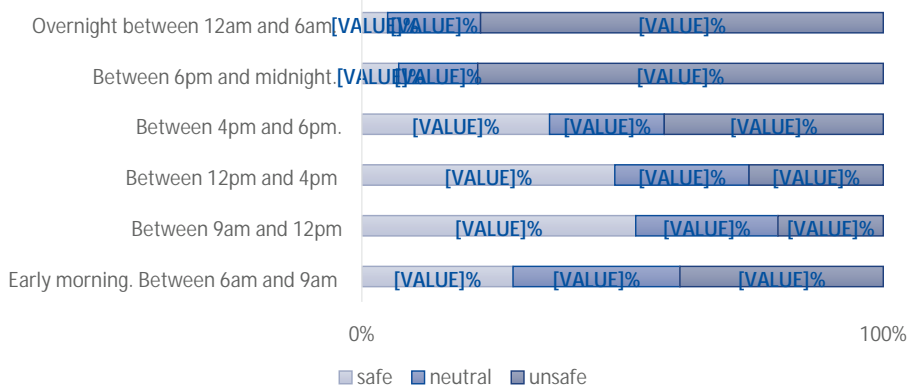


Figure 12 Perceptions of safety in Boronia day/night (%)

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'.

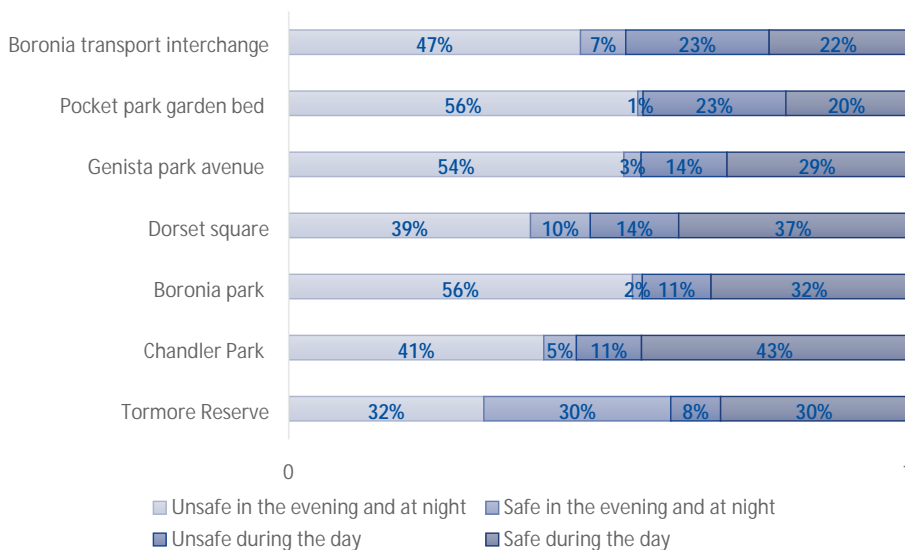


Figure 13 How safe do you feel in the following Boronia public spaces during the day/night? (n=72)



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).

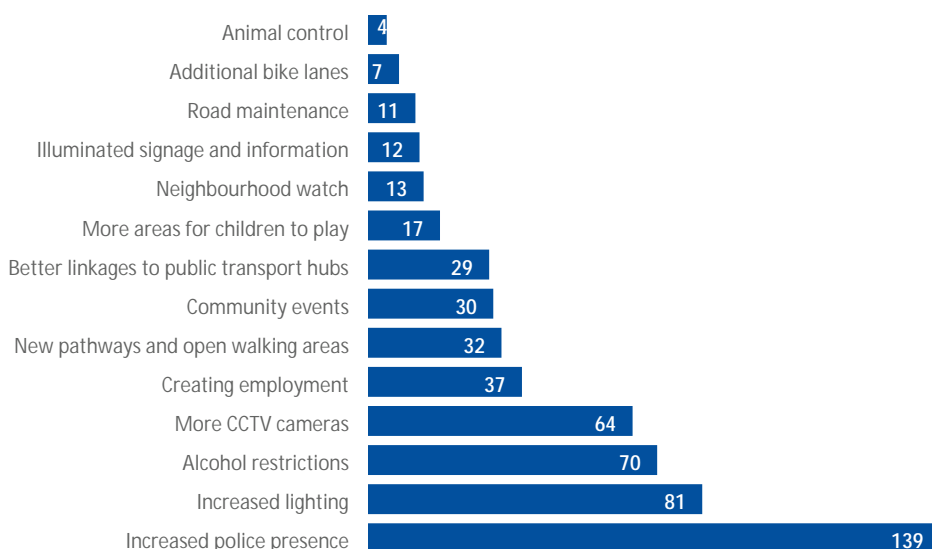


Figure 14 What measures do you think would improve safety in Boronia, select up to three choices.

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.

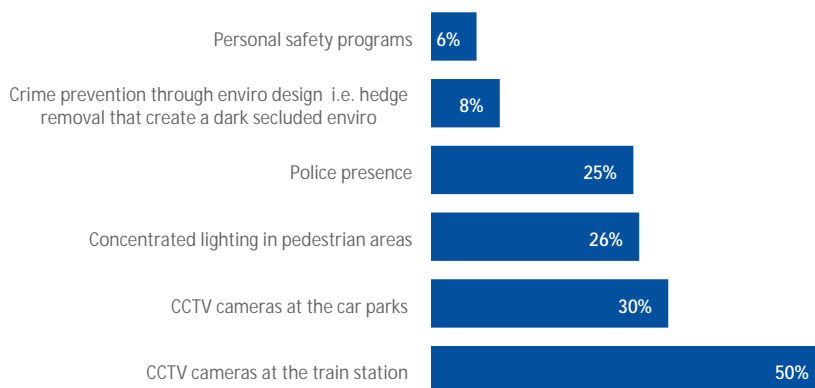


Figure 15 Are you aware of any of the current safety measures in place in the Boronia town centre n=109

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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Community Engagement Report - Appendix 5



Breathing new life into **Boronia**

Summary Strategic Directions

Draft Boronia Renewal Strategy

November 2018

Adopted by Council 22 October 2018



Introduction

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 2018 outlines an emerging Vision and nine Key Directions to guide changes and redevelop the Boronia Town Centre and surrounding neighbourhoods.

The draft Strategy draws on a broad community engagement program and multiple background reports, as well as data analysis. This document has been prepared as a summary of the draft Strategy and provides an overview of each of the nine Key Directions.

Boronia Vision 2040

Boronia:

A connected and resilient place that values its history and environment, and embraces its forward-thinking community to realise its potential for future generations.

Nine Key Directions form the foundation of the Renewal Strategy for Boronia. These Directions expand ideas from the 2006 Structure Plan and incorporate new ideas drawn from feedback received from the community consultation conducted as part of our engagement process.



1. Boronia is a unique local place

Feedback tells us that Boronia is seen as a unique place with many local features that hold importance for the community. There are many elements which contribute to Boronia being a unique local place. This Key Direction takes this concept as a foundation strength to build on and guide future actions.

Strategy

Build on and leverage the unique characteristics of Boronia to attract new residents, businesses, services and visitors.

Manage change by using Boronia's strengths to enhance community life now and into the future.

2. Boronia has quality living environments

This Direction draws together the essential features associated with creating places to live for the Boronia community. Knox Council's policy framework sets out where population growth should be directed, the types of houses needed and the importance of equity and access to shelter as a basic need. This Direction suggests that a range of housing types are necessary to meet the needs of the diverse population moving into Boronia.

Strategy

Channel population growth and redevelopment into the Activity Centre boundary area to protect surrounding suburban areas, with quality urban design outcomes.



3. Boronia is a healthy, active and connected community

This Direction takes a combined approach, focusing on:

- Changing community needs
- Integrated wellbeing
- Activity to improve quality of life outcomes

It sets out future pathways for community infrastructure, services and facilities in the Boronia area that are provided by Knox Council and others. The outcomes from this Direction combine with several other key directions, showing the importance of a combined approach to planning and delivery of outcomes.

Strategy

Plan for, deliver and partner with others to provide services and infrastructure that meet the needs of Boronia's community.

4. Boronia is resilient

This Direction sets out to increase the resilience and capacity of the community and the environment to adapt and respond to an ever changing situation. Using the agreed definition of resilience this Direction appears in all aspects of the Boronia Renewal Project.

It relies on community involvement through local groups, businesses and not-for-profit organisations to deliver grass-roots actions, with Knox Council supporting and building capacity in others. In particular, it focuses on preparing action and emergency plans to cope with extreme weather events and their impact on infrastructure.

Strategy

Support and build the capacity of the community to start grass roots actions that increase resilience.



5. Boronia nurtures SMEs, micro-making and social enterprise

Small to medium enterprises (SMEs) are the lifeblood of the Knox business community. This Direction builds on the strengths of the long established retail businesses in Boronia and seeks to leverage emerging trends to shape the local economy in the future. This forward looking action is key in attracting investment to drive renewal of the Town Centre.

Strategy

Promote Boronia as a hub for creative businesses, and social enterprises making a positive contribution to Boronia's community.

6. Boronia is a green place with spaces to play

This Direction seeks to build on existing spaces and parks to create a fine-grained network of open space destinations connected by green links. It aims to enhance Boronia's natural environment setting and local green network to create places for people of all abilities to use.

It recognises the important role played by the inclusion of greenery and water in open spaces and along streetscapes in creating a sense of place.

Strategy

Establish Boronia as a 'town in a garden' that attracts people to enjoy its places and spaces.



7. Boronia is smart and digital

This Direction encourages a digitally focused mindset and aims to harness new technologies to take Boronia into the future. It emphasises the growing prominence of creative industries, as well as increased time for leisure pursuits and lifelong learning as central parts of community life.

Strategy

Foster growth in tech-savvy and knowledge-based businesses and services that showcase Boronia as a smart and connected city, with a strong digital presence in the public realm.



6

8. Boronia has an active nightlife

Boronia has a huge opportunity for vibrant nightlife, with most areas currently shutting down after office hours. This Direction seeks to activate the Town Centre into the evening. It opens up the opportunity to work with property owners, local businesses and stakeholders to encourage al fresco dining in selected locations plus expand opportunities for evening entertainment and leisure activities.

Strategy

Create conditions that support Boronia being more than a 9-5 Monday to Friday destination, and partner to activate the Town Centre.



9. Boronia is growing through cohesive land use and urban structure

This Direction focuses on the necessary long-term physical changes to make the Activity Centre, and in particular, the Boronia Town Centre area, more attractive for businesses, residents and visitors. This Direction harnesses key physical elements and considers how strengthening the urban structure will draw existing fragmented land uses into one integrated framework.

Strategy

Redesign the Boronia Activity Centre as a cohesive, affordable, contemporary and sustainable regional centre that attracts public and private investment.

Deliver high quality urban design outcomes that transforms Boronia into a 'town in a garden'.

What's next?

We are now seeking further feedback from the community and key stakeholders to test the level of support for the overall Vision, Key Directions and proposed strategies and actions to deliver the desired outcomes.

Key dates:

30 Oct – 30 Nov 2018

Consultation on draft Boronia Renewal Strategy

April/May 2019

Release of the final Boronia Renewal Strategy 2019

Apr – Dec 2019

Planning Scheme Amendment and process

Visit knox.vic.gov.au/boroniarenewal for more information.

Have your say

You can download the complete draft Strategy at knox.vic.gov.au/boroniarenewal.

The Strategy is also available for viewing at the following locations during the consultation period:

- Boronia Library
- Knox Leisureworks
- Knox Civic Centre

Feedback is invited on the draft Strategy from 30 October – 30 November 2018.

You are invited to make a comment or share your ideas by visiting knox.vic.gov.au/haveyoursay.

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Interpreter

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Speak and Listen Users

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ABN 24 477 480 661

Community Engagement Report - Appendix 5

KNOX

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Strategic Directions

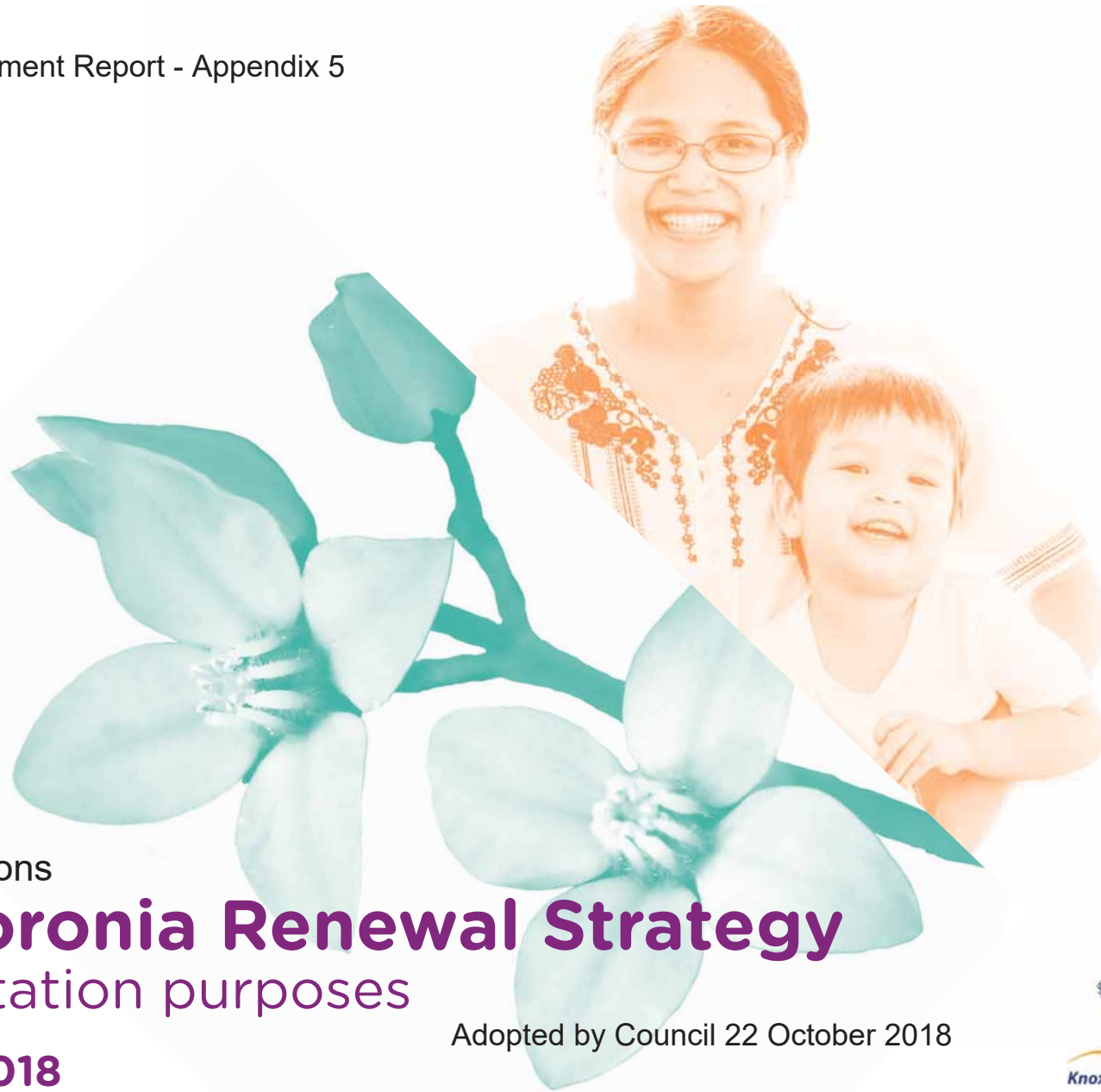
Draft Boronia Renewal Strategy

for consultation purposes

November 2018

Adopted by Council 22 October 2018

Boronia Renewal Project



Knox City Council acknowledges the traditional custodians of the City of Knox.
The Wurundjeri and Bunurong people of the Kulin Nation.

Disclaimer

This report is provided for information and it does not purport to be complete. While care has been taken to ensure the content in the report is accurate, we cannot guarantee that the report is without flaw of any kind. There may be errors and omissions or it may not be wholly appropriate for your particular purposes. In addition, the publication is a snapshot in time based on historic information which is liable to change. The City of Knox accepts no responsibility and disclaims all liability or any error, loss or other consequence which may arise from you relying on any information contained in this report.

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Foreword

Boronia as a town and as a community, still has its best days ahead of it.

That's why, over the last year, Council has been working closely with local residents, business owners and service agencies in laying the foundations for a better and more vibrant future via the Boronia Renewal Project.

Residents and traders in Boronia all agree that the area is changing. When you look at the Boronia Town Centre and surrounding neighbourhoods, population growth is highlighting the need for the town's retail and commercial heart to be modernised and upgraded.

The question for Council and the local community is how we can harness challenges like population growth to deliver improved and lasting social, economic and community outcomes.

For some in our community, change is often something to be feared or resisted. In Boronia's case though, it has the potential to be the catalyst for a brighter tomorrow, and that is something that Council is determined to build on through the renewal project.

This project has, at every step, been informed by the thoughts and good ideas of Boronia community members, supported along the way by the specialist knowledge and expertise of Council.

We know that it is local residents, business owners and operators and other community members who know best about the local area and are, in turn, informing and shaping the renewal project at every turn.

You have already told Council that improving public amenity and, in particular, the safety of selected public spaces and places in Boronia's Town Centre is a key priority.

Council received this feedback loud and clear and has already partnered with the State and Federal Governments in delivering new replacement CCTV cameras as well as lighting and safety upgrades.

This only marks the beginning of the journey though and, in keeping with Council's vision of a vibrant and prosperous future for Boronia, has developed a Draft Boronia Renewal Strategy for public consultation and comment.

The strategy builds on the original 2006 Boronia Structure Plan with a new vision and nine key directions to create a compelling picture of the future for Boronia. The Vision and Directions are supported by strategies and starting points to allow actions to commence in the short term while we plot out an implementation plan for the next 10 - 20 years.

As such, we take pleasure in inviting local residents and business owners and operators and visitors to Boronia to review and contribute their feedback to, the Draft Boronia Renewal Strategy.

Cr John Mortimore
Mayor, Knox City Council

Cr Peter Lockwood
Baird Ward

Introduction

Setting the scene

The cultural, employment and historic heart of Boronia is its town centre, its influence stretching to the nearby Eastern foothills. While Boronia has seen important residential development across its activity centre, renewal within the town centre has been minimal and redevelopment is needed.

Knox City Council owns multiple land assets and facilities in the area, and is its largest service provider.

Many of these assets will soon be out-dated and need renewal within the next 20 years. The way Council services are delivered in the future will need to respond to Boronia's changing community needs.

The centre shows many typical characteristics of a traditional town centre.

Beginning as a small village, Boronia spread out through a patchwork development pattern with an established main street and a range of shops and businesses creating a unique local shopping experience.

You could walk, cycle, or travel by bus, train or car to get to work or pick up your weekly shopping. Boronia was a busy, thriving place with public spaces full of activity and people. Boronia's underlying urban structure provides a strong base to build on, and these core elements will sustain ongoing growth and consolidation. In the future, there will be the opportunity to increase the number of people living within the Town Centre.

Currently only a small percentage of the local population live within a 400m distance of the Boronia Train Station. Attracting more people to live in the centre will make a real difference to the public spaces and bring vibrancy back into the town centre.



Introduction

Purpose

The Boronia Renewal Project was begun by Council to review the Boronia Structure Plan 2006 and set a new Vision to lead Boronia towards 2040. This document outlines an emerging Vision and nine Key Directions to guide changes and redevelopment in the Boronia Town Centre and surrounding neighbourhoods.

This draft Strategy draws on a broad community engagement program, multiple background reports, as well as data analysis. This document has been prepared with information from various specialist Council departments along with key stakeholders, including community groups and those interested in the long term renewal of Boronia.

Boronia Structure Plan 2006

The original Structure Plan adopted in 2006 was aligned to the then State Government policy framework Melbourne 2030: Planning for Sustainable Growth.

That strategic policy stretched across the wider Melbourne metropolitan area, identifying where growth should occur.

In that document, Boronia was identified as a Major Activity Centre and it outlined several conditions that were necessary for the Centre to perform well.

The vision and supporting objectives in the 2006 Structure Plan sought to:

- increase the variety of land uses and house types in the centre;
- reduce car use and promote walking, cycling and the use of public transport; and
- provide more community gathering places and focal points within the centre.

The delivery of these objectives was guided through eight Strategic Directions that were primarily focused on managing the physical changes and visual amenity of the centre.

Strategic Directions

1. Pedestrian Priority, Connectivity and Accessibility
2. Land Use and Activity
3. Sustainability
4. Urban Design and Building Form
5. Heritage Context
6. Access, Traffic, Transport and Circulation
7. Social Wellbeing
8. Quality environment and maintenance

Implementation

Over the past 12 years, Knox Council has completed several planning scheme amendments which have changed land use zones and introduced planning controls to implement the directions set out in the original Structure Plan.

While these Strategic Directions reflected the community's aspirations, the implementation was constrained by the mechanisms available through the Planning Scheme. In several cases, the actions sat outside the Knox Planning Scheme and required a separate process run by an organisation outside of the Council to bring the aspirations into effect.

Introduction

Review

The Boronia of today is very different from the Boronia of 2006 and the rate of change will again, make Boronia a different place in 2036.

A review of the Boronia Structure Plan 2006 has shown that although the bulk of the actions have been completed, some issues still persist.

The review noted that the “business as usual” approach will not break the entrenched issues, and negative experiences in the town centre. Further analysis to reconsider the Activity Centre boundary and controls within the Knox Planning Scheme was requested by the Minister for Planning.

Why prepare a Renewal Strategy?

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 neighbourhoods. In recognition of the need to initiate change on multiple fronts, a comprehensive approach has been undertaken, resulting in a renewal strategy.



Introduction

More than land use planning, the draft Boronia Renewal Strategy establishes the Vision, its Key Directions and identifies strategies and actions to guide the provision of community services and facilities, physical infrastructure, public realm improvements, movement patterns and sustainability initiatives.

Document structure

This document is structured around the nine Key Directions that support the long term vision for Boronia.

Each section contains:

- An overview of intent of the Key Direction
- Current context and challenges facing Boronia
- A picture of the future
- An overarching strategy to deliver the Key Direction
- Possible starting points

Community conversations

Listening to the community has been a pivotal point in this first stage of preparing a draft Boronia Renewal Strategy to guide redevelopment over the next 20 years. This Strategy is the result of a comprehensive process of analysis and engagement with the Boronia community and key stakeholders. The ideas in this document reflect these previous conversations and offers a further opportunity to hone our thinking.

Engagement

Responses have been received from a broad cross section of the community as inputs to drafting this strategy. A range of methods have been used with a particular focus on social media and online digital formats. In addition, there have been workshops, community conversation events and extended discussions with key stakeholders in State Government and agencies, with local businesses and not-for-profit organisations.

This project has used the community survey format to gather information about specific topics.

This online survey process has allowed the community to receive detailed information about key issues and provide considered feedback at a time that is convenient to them.

The process has been supplemented by distribution of hard copy surveys through Council's community service providers.

Engagement summary

| Event | Quantity |
|--------------------------|------------------|
| Community conversations | 100 |
| Surveys (3) | 1200 |
| Workshops | 80 |
| Social media | 6500 |
| Stakeholders meetings | 25 |
| Newsletter subscriptions | 400 |
| Total | > 8300 |

Emerging vision for Boronia 2040

Boronia Vision 2040

Boronia:

A connected and resilient place that values its history and environment, and embraces its forward-thinking community to realise its potential for future generations.

Key Directions

1. Boronia is a unique local place
2. Boronia has quality living environments
3. Boronia is a healthy, active and connected community
4. Boronia is resilient
5. Boronia nurtures small and medium scale businesses, micro-making and social enterprise
6. Boronia is a green place with spaces to play
7. Boronia is smart and digital
8. Boronia has an active nightlife
9. Boronia is growing through cohesive land use and urban structure

Responding to change

A clear directive was given for the Boronia Renewal Strategy to adopt a vision that will drive change over the next 20 years. Many parts of Boronia are highly valued by the community, and these key elements were reflected in the previous Boronia Structure Plan 2006 vision.

The 2006 Plan focused on the physical aspects of the activity centre and the need to create a pedestrian friendly environment to attract people into the centre.

Boronia Town Centre's environmental, social and economic framework is very different in 2018 with shifts in trends and planning policy influencing change in Boronia.

A new vision is necessary to meet current needs and plan for the future community's needs. This emerging vision builds on the strengths of Boronia, its infrastructure and its community spirit.

Nine Key Directions form the foundation of the Renewal Strategy for Boronia. These Directions expand ideas from the 2006 Structure Plan and incorporate new ideas drawn from feedback received from the community consultation conducted as part of our community engagement process.

Key Directions for Boronia



1. Boronia is a unique local place

Key Direction

Feedback tells us that Boronia is seen as a unique place with many local features that hold importance for the community. There are many elements which contribute to Boronia being a unique local place. This Key Direction takes this concept as a foundation strength to build on and guide future actions.

Current context

The Boronia Town Centre looks quiet during many parts of the day and is considered to be a ghost town in the evening. Some opinions suggest that the Boronia Town Centre is in need of a serious overhaul.

Look a little deeper and Boronia reveals a wealth of places to eat, specialist local shops and lots of choices for leisure and recreation. These activities are often hidden or only known to long-time residents.

Challenges

A challenge with this direction is to retain Boronia's 'uniqueness' while still appealing to more people to live and work in the area.

In the future...

Location and setting

Located on a train line with a dedicated station, and based on the intersection of two major arterial roads, Boronia is easily accessible and can serve a large array of people. Boronia's location nestled at the base of the foothills is a key part of the local identity. Glimpses of the foothills and the Dandenong Ranges can be seen from different parts of the town centre and surrounding neighbourhoods.



Mural depicting a Superb Fairy-Wren



1. Boronia is a unique local place

History and heritage

A strong sense of history lives in the local community, with many people sharing their memorable experiences of Boronia. Significant events, such as the removal of the railway crossing from Boronia and Dorset Roads, are still fresh in people's minds.

There are other echoes to Boronia's past through buildings and memorials dotted around the town centre, such as the Progress Hall and the RSL memorial on Dorset Road.

These historic elements are an important part of the local character that make Boronia distinctive, and their contribution needs to be supported in the future.

Events and activities

In some places, local festivals or ceremonies are held in recognition of historical events or as a community celebration. As the local population becomes more culturally diverse, there is opportunity to draw on these cultures to create new events in Boronia. In the future, events that

bring the community together will be important for social unity and community wellbeing.

Boronia is fortunate in having several areas, such as ground level car parks, where larger events could be held. But these areas are unattractive and are currently not equipped for outdoor events.

Some examples of potential community activities include:

- Village fairs or farmers markets
- Flower/buskers festival
- Moonlight cinema
- Concerts and exhibitions showcasing local artists

Shops and businesses

There is a good mix of businesses and services in the Boronia Town Centre that serve not only the local community and have a wider regional appeal. There has been significant growth in health related services in recent years with a collection of specialist practitioners located within easy reach of public transport.

Recreation facilities and parks

Boronia is fortunate in having three large parks within easy walking distance of the surrounding neighbourhoods:

- Chandler Park
- Tormore Reserve
- Boronia Park

There is an opportunity to extend this open space network to enhance Boronia's leafy and green image in the future. There are a wide variety of recreation facilities available to the local community in Boronia. Many organised sports are represented locally:

- Football
- Gymnastics
- Soccer
- Cricket
- Tennis
- Netball
- Basketball*

*In the future, the ability to play informal local basketball games will be retained in the area.

Boronia is unique in having Knox Council's only aquatic facility, Knox Leisureworks, within the activity centre boundary.

1. Boronia is a unique local place

Leisure and entertainment

Metro Cinema has long been a local icon destination for locals. Boronia also offers the choice of other leisure pursuits nearby, such as lawn bowls, 10 pin bowling and laser tag.

Community groups

There are more than 60 special interest community groups operating from Boronia.

Strategy

Build on and leverage the unique characteristics of Boronia to attract new residents, businesses, services and visitors.

Manage change by using Boronia’s strengths to enhance community life now and into the future.

Possible starting points

- Give greater exposure to all the unique and different parts of Boronia to help drive the regeneration of the Town Centre.
- Use the elements unique to Boronia to create and strengthen the visual identity of Boronia.
- Explore opportunities to hold outdoor public events in different locations throughout the town centre.
- Support community groups to raise their profile, participation rates and membership.

Things to think about

Are there any other unique features or experiences of Boronia that should be included in the renewal strategy?

What local events would you suggest to celebrate life in Boronia, its unique features or history?

2. Boronia has quality living environments

Key Direction

This Direction draws together the essential features associated with creating places to live for the Boronia community. Knox Council's policy framework sets out where population growth should be directed, the types of houses needed and the importance of equity and access to shelter as a basic need. This Direction suggests that a range of housing types are necessary to meet the needs of the diverse population moving into Boronia.

Current context

There are significant opportunities for accommodating housing growth as Knox area becomes more attractive. Increasingly, people are being drawn to the area by locally-based jobs and the quality of the living environments. This has led to redevelopment of many single houses into medium-density town houses, significantly changing the suburban character.

Challenges

The price of houses and the associated costs of living in the outer eastern region is a key issue for those considering moving to the area. In Boronia, the challenge is in keeping the traditional feel of the area while embracing the new character that is emerging. The area is changing and we need to balance this growth with the demand for taller buildings to deliver yield. Retaining visual connections to the nearby foothills is also important.

Knox Housing Strategy

The Knox Housing Strategy 2015 is a key document that directs where growth can be accommodated. It recognises that providing a range of different house types, with a mix of bedroom numbers and at a variety of price points is needed to meet the requirements of our diverse community.

In particular, the Housing Strategy recognises there is a substantial shortage of social housing currently available in Knox. If urgent action is not taken to boost the supply of social,

affordable and community housing, this will become a huge problem in the future. Across the district, the Strategy identified a number of places suitable for an increase in housing density.

Growth distribution

The Activity Centre is divided into two parts, the core town centre area and the surrounding neighbourhoods. The forecast population growth is targeted to occur evenly across these two areas.

The Town Centre core area is generally defined as land that is zoned as commercial or land that joins major arterial roads. This land is suitable for higher density residential and mixed use development. Typical urban planning shows the bulk of growth should be accommodated in activity centres, especially near train stations.



2. Boronia has quality living environments

This was the basis of the 2006 Structure Plan that indicated taller built buildings (4 storeys) were required, compared to the smaller buildings found in the surrounding area.

In surrounding neighbourhoods, the original lot pattern was based on the traditional quarter acre lot subdivision ranging between 800m² - 1000m². These lots typically contained a detached 3-bedroom house, 7m - 10m front garden and an ample rear garden. This pattern allowed for plenty of trees and generous off-street parking space.

This low scale built form which fits under the ResCode (Residential Development Standards), is usually 2-3 storeys, takes up most of the lot (up to 60%), and creates substantial areas where water is no longer able to be absorbed into the ground (up to 80%). These residential areas have been identified as 'Local Living' in the Housing Strategy and therefore, have the capacity to accommodate more development.

The established local character of single houses with a large garden has changed significantly. Attached town

houses currently make up the bulk of redevelopment in the neighbourhoods surrounding the Town Centre.

This form of development usually consists of a driveway along one side with each attached town house running parallel to the length of the lot. In most cases, a single house has been replaced by 5-7 town houses set along a long driveway, each with a small private garden and its own car parking space (where strata title exists).

In the future...

Local character

New residential and mixed-use developments should contribute to a sense of place and community connection. Urban design principles that increase amenity for the whole community are essential.

Building types

In the neighbourhood areas surrounding the Boronia Town Centre, new apartment designs and layouts are being considered. This new look apartment style will accommodate

more units within a reduced building footprint called a 'Landscaped Apartment' model. This model balances increased scale (typically up to 4 storeys) and density with quality design outcomes and improved amenity.

Moving to a landscaped apartment model will accommodate more people moving to the area while keeping its leafy green character - Smaller, Taller, Greener for Boronia.

Importantly the smaller building footprint will allow more of each lot to be landscaped and in particular, create space for significant tree planting.

2. Boronia has quality living environments

Urban design framework

The importance of well-designed residential development that responds to the surrounding context and considers the environment is paramount. Residential redevelopment in Boronia will be directed to locations that can take advantage of public transport services and are supported by appropriate infrastructure in the Activity Centre boundary area.

The urban design guidelines will promote special consideration of all inside and outside design elements and amenity which have different problems to be addressed as the density increases.

Strategy

Channel population growth and redevelopment into the Activity Centre boundary area to protect surrounding suburban areas, with quality urban design outcomes.

Possible starting points

Residential land uses

- Change some residential land use controls to encourage an increase in density in the Town Centre and surrounding neighbourhoods to channel growth away from sensitive areas to within the Activity Centre boundary.
- Increase capacity for higher density residential development in the form of landscaped apartments to be located in the surrounding neighbourhoods.
- Ensure alternate delivery models for social, affordable and community housing are encouraged in new large scale developments.

Building types

- Ensure the size of buildings contributes to Boronia's unique look and positive street environment, and considers solar access at ground level.

Urban design framework

- Prepare an Urban Design Framework and built form guidelines to clearly set out Council's, and the community's, development expectations.
- Guide and support new development to achieve a high quality urban design response and provide examples of design responses that are appropriate to local Boronia conditions.

Things to think about

What character elements or features in new apartment buildings should be managed through urban design guidelines?

3. Boronia is a healthy, active and connected community

Key Direction

This Direction takes a combined approach, focusing on:

- Changing community needs
- Integrated wellbeing
- Activity to improve quality of life outcomes

It sets out future pathways for community infrastructure, services and facilities in the Boronia area that are provided by Knox Council and others. The outcomes from this Direction combine with several other key directions, showing the importance of a combined approach to planning and delivery of outcomes.

Current context

Even with the high levels of community volunteerism and support, there are still areas that could be improved and many factors that cause stress and anxiety for our community.

The flow-on effect of these factors can impact the overall sense of personal and collective wellbeing. The Boronia community is changing and so has a different range of needs. When more time is spent on meeting these daily needs, the overall quality of life is also affected.

Well planned, high quality, accessible community infrastructure is an essential element of a vibrant, resilient and sustainable community. In Boronia, Knox Council provides a range of community facilities, from libraries and childcare centres, to playgrounds, community centres and a local pool.

These facilities are available for local residents, workers and people from other suburbs. Groups using these facilities in Boronia can reinforce community spirit and social unity by offering opportunities for social gatherings, life-long learning and leisure activities. Strong communities rely on social networks and support structures, including community infrastructure, to enable people to meet their daily needs.





3. Boronia is a healthy, active and connected community

Challenges

Community expectations about access to information and services is higher than ever before. The fast pace of change increases our community's needs, making it more difficult to predict which services they will need in the next 20 years.

As the population grows there will be a significant increase in demand for a broad range of services, all at the same time.

Meeting this greater and more diverse demand presents a challenge for all service providers as resources and capacity to deliver services and maintain facilities are stretched.

This is combined with the fact that several community facilities and pieces of infrastructure owned by Knox Council, are coming to the end of their life cycle and the ongoing viability of maintaining these buildings may not be sustainable.

In the future...

A shift is required to the way community services and infrastructure are delivered, keeping the three focus areas in mind. In the future, more effort will be necessary to find new and innovative delivery and governance models that can be adapted as the community profile and circumstances change.

Changing community needs

The supply and demand for services and facilities is influenced by multiple factors, such as:

- Population growth and demographic profile
- Changing work patterns
- Cultural and social trends and community aspirations
- Accessibility, access and equity
- Models of delivery and governance
- Funding models
- Service demand
- Government Policy

Ongoing community service planning is necessary to monitor changing needs and track new trends.

The availability of buildings is only one aspect of community infrastructure.

Knox Council will need to continue work with other service providers and government to undertake and coordinate planning efforts and ensure access to locally based services are retained in Boronia.

Integrated wellbeing

Wellbeing is an important consideration in the face of growing urban challenges in density, sustainability, gentrification, public health and equality. As well as the promotion of preventative actions to improve health outcomes, being mentally active through taking part in community life and being connected to others online and in the real world is an important part of wellbeing.

Increasing the emphasis on creating more people friendly environments with convenient access to destinations will encourage greater participation and more active lifestyles and improve the overall health of the community.

3. Boronia is a healthy, active and connected community

If people feel unsafe in their suburb, it seriously impacts their wellbeing and quality of life. These ideas of safety can influence how people move about and how a place is used and how often.

VicHealth uses the perceived feeling of safety when walking alone in your neighbourhood as a measure of wellbeing. Safe neighbourhoods are also important for children, their mobility and development of independence.

Quality of life outcomes

Feeling connected can occur through digital media, community group memberships and participation in public life. In the physical environment increased connectivity occurs when there is a choice of ways to access a location as well as having attractive places for people to meet, gather, exchange and relax.

Knox Council creates opportunities for active lifestyles and participation by providing local sports grounds and supporting activities of various community groups, clubs and organisations.

These activities can be seen as a small sample of measures for quality of life outcomes for community members. Working to improve these outcomes can influence a range of other factors, including contentment with neighbourhoods as places to live, general happiness, mental wellbeing, social contact and satisfaction with Boronia overall.

Strategy

Plan for, deliver and partner with others to provide services and infrastructure that meet the needs of Boronia's community.

Possible starting points

- Consider the need for a multipurpose community facility that supports the co-location of community services, using the library as an anchor tenant and other services in the future.
- Create improved connections between community services to form hubs across the precincts.

- Identify potential funding opportunities to support the ongoing provision of contemporary services and infrastructure in the Town Centre and surrounding neighbourhoods.
- Maximise the opportunities for the sharing of facilities, in partnership with other service providers to support the many community groups based in Boronia.
- Further activate local parks, recreation reserves and other community spaces by promoting and encouraging greater use of spaces by a variety of community groups and activities including in non-peak sports times.

Things to think about

How can we create more opportunities for social gatherings and interactions?

What changes can improve the health and wellbeing of people living and working in Boronia?

4. Boronia is resilient

Key Direction

This Direction sets out to increase the resilience and capacity of the community and the environment to adapt and respond to an ever changing situation. Using the agreed definition of resilience¹ this Direction appears in all aspects of the Boronia Renewal Project.

It relies on community involvement through local groups, businesses and not-for-profit organisations to deliver grass-roots actions, with Knox Council supporting and building capacity in others. In particular, it focuses on preparing action and emergency plans to cope with extreme weather events and their impact on infrastructure.

¹ 100RC defines urban resilience as the capacity of individuals, institutions, businesses and systems within a city to adapt, survive and thrive no matter what kind of chronic stresses and acute shocks they experience.

Current context

Boronia has experienced rapid population growth and increased residential densities over the past five years and the pace of this change is increasing. These changes can be expressed as 'chronic stresses', where continual pressure wears you down, and 'acute shocks' which are sudden changes with a significant impact, such as serious environmental events like bushfires, floods and heatwaves.

Challenges

Being ready to respond to emergencies requires the coordination of many stakeholders. Knox Council can play a proactive role by utilising its structures to establish systems or protocols that are ready to be put into action when the need arises. Another challenge for Council is to plan for future demands that will be put on infrastructure in emergency situations, as well as future proof older facilities as they come up for renewal.





4. Boronia is resilient

There are clear signs that Boronia's community is not thriving at the moment with some examples being:

- High rates of drug and alcohol misuse
- Strongly held perceptions of the area being unsafe and the potential for threats to personal safety and property security
- Homelessness
- Family violence

In the future...

20 minute neighbourhoods

The need to build resilience and capacity can also be applied to the physical environment, with increasing pressure on the Town Centre infrastructure to provide for quality lifestyles, education and recreation choices and the unknown needs of a future community.

Knox Council can help in terms of setting up projects/groups, making sure that structures are in place in the early stages of local projects. This will create positive changes as well as support community participation over the long term.

There are four main elements which form the resilience framework, explained below.

Adapt

To adapt, we need to reduce our exposure to future pressures (chronic stresses) and unexpected events (acute shocks). This means thinking in advance about possible unfortunate events and being ready to address the after-effects. The impact of heatwave events and the 'heat island' effect they bring are becoming more severe. In Boronia, we can adapt by introducing more greenery over building walls and rooftops as well as increasing the tree canopy.

By learning how to adapt we are seeking to avoid or at least minimise the impact of disruptions. An early step in this process is to identify ways in which Boronia and its community may be vulnerable to external influences.

Survive

This aspect of resilience refers to the ability to withstand disruptions and spring back while minimising the negative effects.

There are some situations that are difficult to avoid, such as natural disasters. The long term sustainability of Boronia and its community relies on having plans in place that deal with these disruptions.

On a metropolitan scale this means coordinating emergency management plans across many stakeholders. At a more local level, there are bushfire plans that should be prepared and be ready in case they are needed.

Thrive

For our community to thrive we need to take actions that improve our quality of life which is affected by many factors such as access to:

- Local employment
- Fresh food
- Open space and amenity
- Information via social media and by harnessing digital technologies.

A community can thrive when everyone has access to essential and social services, including utilities, financial services, the Internet and transport.

4. Boronia is resilient

Embed

Applying resilience thinking now to processes and daily business will ensure future sustainability. This approach relies on a strong alignment between our policy framework through to delivery actions. Everyone has a role to play, making small changes that will improve our overall capacity to be resilient.

Collaborating with other agencies across the metropolitan area will bring mutually beneficial outcomes for Boronia and its community. Within Knox Council there are already many established structures in place. This puts Council in a good position to lead the initial stages to get projects started while supporting others to take a lead. Actions will be guided by the following principles:

- Build on existing structures and institutions
- Avoid the duplication of effort and investment
- Deliver tangible benefits

Resilience thinking needs to be part of our decision-making and trigger a cultural shift towards a community that can Adapt, Survive, Thrive and Embed.

Strategy

Support and build the capacity of the community to start grass roots actions that increase resilience.

Possible starting points

- Leverage the environmental upgrade agreement program for local businesses in Boronia.
- Undertake an audit of all the infrastructure in Boronia to assess where it might be vulnerable to extreme weather events.
- Promote greater use of green infrastructure and urban design, such as green roofs and walls to address the heat island effect.
- Promote the importance of bushfire readiness.
- Investigate the addition of solar generation for Council facilities as they are upgraded to gain long term efficiencies.
- Implement water sensitive urban design to improve the quality of run-off.

- Improve plans for flood mitigation in Boronia Park and consult with various authorities i.e. Melbourne Water regarding location and dimensions of the increased capacity retarding basin.
- Build capacity in the community by developing knowledge and skills to start and lead positive change actions.

Things to think about

How can Boronia be open to change and best capture the opportunities change can bring?

In what ways can Boronia become more resilient?

How can we prepare for the key challenges and resource constraints Boronia is likely to face in the future?

5. Boronia nurtures SMEs, micro-making and social enterprise

Key Direction

This Direction builds on the strengths of the long established retail businesses in Boronia and seeks to leverage emerging trends to shape the local economy in the future. This forward-looking action is key in attracting investment to drive renewal of the Town Centre.

Current context

Small to medium enterprises (SMEs) are the lifeblood of the Knox community with over 4,000 businesses from a total of 13,000 employing 1-4 people. Even the municipality's strong manufacturing base is driven by SMEs, who are a key contributor to this sector generating over 35% of Knox's \$22B economic output¹.

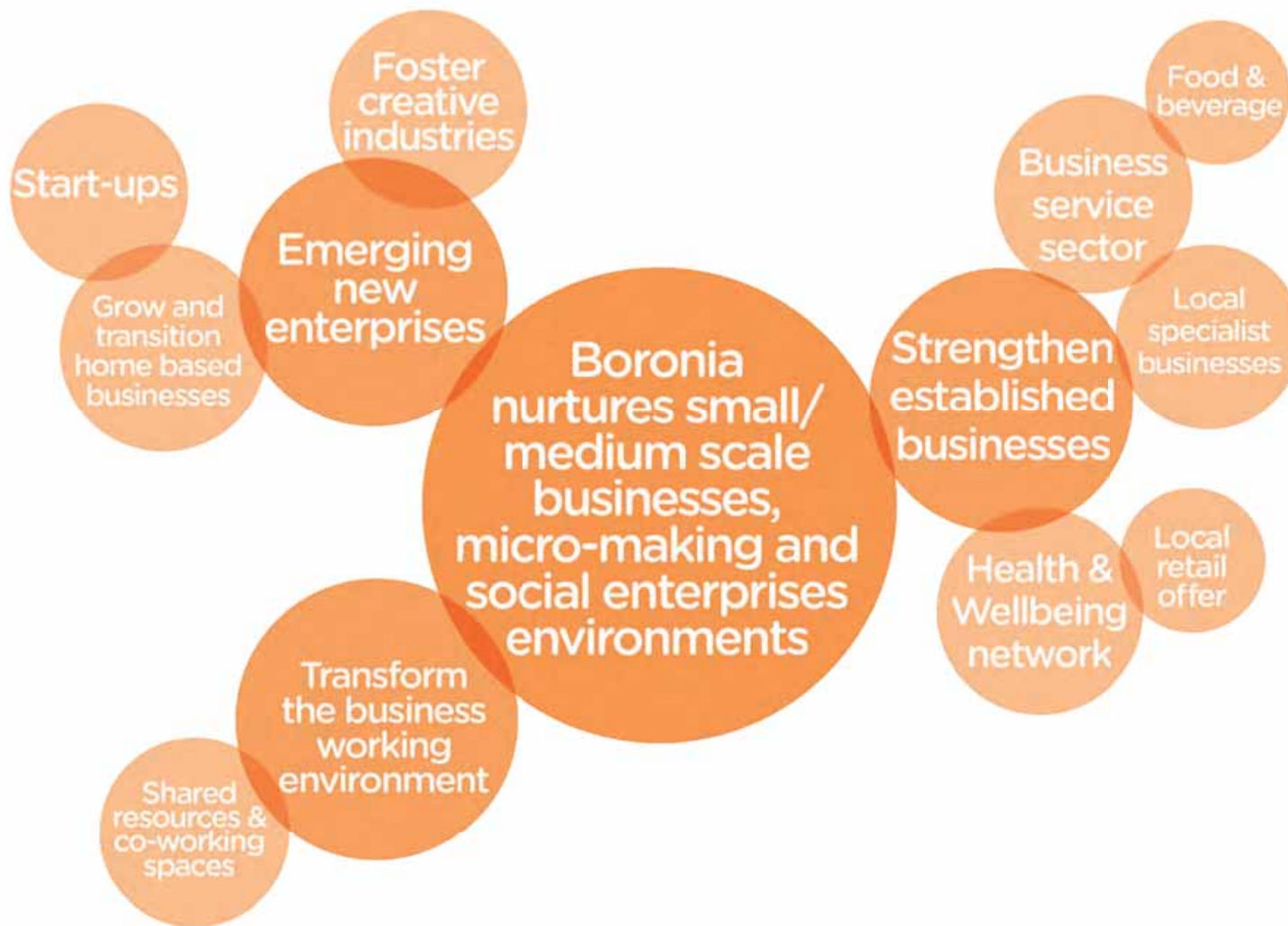
¹ All data cited here is publically available at <https://www.economyprofile.com.au/knox/>

Boronia is identified as a Major Activity Centre in Plan Melbourne 2017-2050 and holds a sub-regional centre role due largely to the existence of Kmart and two large format supermarkets. Other centres within the eastern region which are growing at a quicker rate, with a more diverse offer, are significantly impacting the local catchment.

Challenges

Recent changes in the mix of businesses in Boronia has shown a move away from its traditional central retail role to one of greater diversity and variation in scale. In particular, the small scale production of food, crafts and goods has been recognised as a creative industry that can be fostered in Boronia as a part of its changing local economy.





5. Boronia nurtures SMEs, micro-making and social enterprise

Compared to the other surrounding centres, Boronia is spread out over a larger area but its local economy is not performing to its potential with an estimated 75% loss of spending dollars outside its primary trade area. Furthermore, the Centre is only achieving a 10% share of its secondary trade area which includes Knox Central.

Without direct intervention the Boronia Town Centre will continue to decline under this business-as-usual path. Clear action is needed from Knox Council working in partnership with the private sector to shift perceptions and harness emerging elements in the commercial centre.

Other challenges include the impact of more retail businesses moving online and reduced demand for floorspace in the Centre. This has flow-on effects of diminishing demand for shop fronts and streetscapes becoming less active and inviting.

This issue is linked to the increase in vacant spaces in the arcades due to a decline in pedestrian traffic through the Centre.

In the future...

Building on elements that are unique to Boronia will give the Town Centre a competitive edge. The emergence of several new businesses with a focus on 'micro-making' highlights a new entrepreneurial stream and adds a different facet to the town centre attractions.

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.

As the population grows and more people live and work in the Centre new opportunities will arise. The starting point is to harness and strengthen the unique businesses already established with the catchment/local consumers, like The Hobby Shop.

New emerging elements include:

- Start ups and micro-making businesses
- Social enterprises
- Leverage off the surrounding home-based businesses
- Health and wellbeing

These types of enterprises need spaces that are affordable, well-presented and adaptable, especially in the start-up phase. They are also a good match for many of the existing premises that line Dorset Road and the adjoining arcades.

Micro-making businesses

Local products, hand crafted goods and very small scale production are all elements which feature in the Town Centre under the banner of 'micro-making'.

5. Boronia nurtures SMEs, micro-making and social enterprise

Social enterprise

Another sector where Boronia businesses are giving back to their communities are through social enterprises.¹

In Boronia there is a diverse offering of social enterprises that range from established community 'op-shop' stores like the Salvation Army, to local entities such as Aussie Veterans, and more recent social enterprise ventures.

Home-based businesses

A number of home-based-businesses in the surrounding neighbourhoods of Boronia could benefit from moving into the town centre. There is the potential for co-location of businesses and services to share facilities and off-set costs.

¹ Social enterprises are defined as organisations that: Are led by an economic, social, cultural, or environmental mission consistent with a public or community benefit; trade to fulfil their mission; derive a substantial portion of their income from trade; and reinvest the majority of their profit/surplus in the fulfilment of their mission.

Benefits

The benefits of buying goods and services locally from independent retailers is not only economic. As more income stays in the local area, it creates the fertile terrain for independent business owners, residents and local community groups to connect above and beyond commercial transactions, and volunteer time, effort and also funds for community action.²

Research shows health care and social assistance is the largest full-time source of jobs in Boronia with almost 400 jobs.

Community health care practices and specialists are an important driver of independent business and a key attractor for Town Centre visitors. Boronia is in a strong position to further boost its role as a destination for community health services with a number of investments in the pipeline for medical services.

² A key source on this is the research presented by BALLE.
<https://bealocalist.org/what-is-localism/>

Also the RSA has in-depth research on localism
<https://www.thersa.org/discover/publications-and-articles/reports/people-shaped-localism>

Strategy

Promote Boronia as a hub for creative businesses, and social enterprises making a positive contribution to Boronia's Community.

Possible starting points

- Build and promote a Boronia information/prospectus portal.
- Build on the existing anchors of Kmart, Coles and Woolworths to attract other medium-size businesses and private sector investment.
- Explore the potential to attract more social enterprises in the Town Centre
- Support the expansion of Boronia as a health and wellbeing destination.

5. Boronia nurtures SMEs, micro-making and social enterprise

Things to think about

What information would you like to see included in a Boronia Portal?

What other business opportunities exist?

How can Boronia leverage on the emerging social enterprise and health sectors to create more local jobs?



Transform the business working environment by sharing resources, providing co-working spaces and meeting rooms

6. Boronia is a green place with spaces to play

Key Direction

This Direction seeks to build on existing spaces and parks to create a fine-grained network of open space destinations connected by green links. It aims to enhance Boronia’s natural environment setting and local green network to create places for people of all abilities to use.

It recognises the important role played by the inclusion of greenery and water in open spaces and along streetscapes in creating a sense of place.

Current context

Boronia is rich with recreational facilities, parks and green open spaces. These elements are an essential piece of Boronia’s local character.

A range of different open spaces near homes and work places will provide people opportunities to use these areas in new ways. By including more play equipment for all ages, careful arrangement of furniture and landscaping, it will encourage the community, of all ages, to relax and take respite in a shady green space and scenic environment.





6. Boronia is a green place with spaces to play

Boronia Park

Boronia Park sits at the low point of an 83ha drainage catchment that spreads out to the north and west of the park. A cross land flow path drains from Boronia Road, along Pine Crescent and past the Progress Hall into a large retarding basin. In 2011, prior to the current basin being constructed there were significant floods severely impacting the facilities in the Park and the houses across Park Crescent to the south.

The retarding basin serves two functions. Firstly, it was designed to filter and clean stormwater. Secondly, to hold flood waters temporarily and manage the flow beyond the park into a drainage reserve that eventually connects to Blind Creek.

Challenges

Boronia's open spaces are expected to play a number of roles, sometimes with competing priorities. There is an ever increasing demand on open space to meet recreational and leisure needs as well as providing biodiversity, habitat and drainage functions.

In the future...

Landscaping

Landscaping in an urban setting is a key element, and is vital in encouraging people to wander through an area and persuading them to spend more time in the Town Centre.

Landscaping and the softening of hard surfaces by incorporating more plants either on or in buildings is necessary to reinstate the green and leafy character of the area. This has several benefits such as improving visual aesthetics, and comfort and provides amenity for all who use the public spaces.

Water

As residential growth and development in Boronia continues, there will be a further increase in water run-off. The existing retarding basin in Boronia Park will struggle to cope with the serious flooding events which are becoming more common.

Channelling this run-off water as a landscaped feature offers an opportunity to promote being water wise. It also promotes creating green edges to the buildings through landscaping and the management of these gardens and streetscapes.

There are also environmental benefits and opportunities to build on the existing policies for water sensitive urban design.

6. Boronia is a green place with spaces to play

Strategy

Establish Boronia as a 'town in a garden' that attracts people to enjoy its places and spaces.

Possible starting points

- Produce a brochure and/or a dynamic online map with the location of all parks and open spaces in Boronia, showcasing the facilities in each location.
- Investigate opportunities to bring water elements into public spaces for visual effect, and in selected cases enables play or interaction.
- Create green links along key pathways between local destinations in the town centre.
- Create a high quality public gathering space in Dorset Square, increasing landscaping and shade producing canopy trees in and around its edges.
- Create opportunities to integrate public art in locations that reinforce local character.
- Create a sense of place and arrival by using specific landscaping elements at key locations and entry points.
- Gradually upgrade and expand facilities to accommodate the growing participation in organised sports activities.
- Prepare a Master Plan for Boronia Park that responds to the significant physical constraints.
- Investigate ways in which the reserve and sports parks can accommodate other uses to further activate the area during weekdays.
- Improve perceptions of safety through greater use of parks by encouraging community groups to use the area at off-peak times and in the evenings.
- In the surrounding neighbourhoods increase the opportunity for canopy tree planting by encouraging smaller building footprints and maximising planting spaces.
- Increase the incidental spaces for people to gather, rest and meet along identified pedestrian routes between destinations.
- Improve the amenity of the arterial roads streetscapes in the Boronia Town Centre through landscaping and furniture, inviting community members to 'stay a while' in the area.
- Upgrade the lighting and facilitate engaging shop fronts in the various arcades to draw people between major street-based and large format retail areas.
- Investigate how controls in the Planning Scheme could enhance Boronia as a "town in a garden".

6. Boronia is a green place with spaces to play

Things to think about

What landscaping elements will best ensure Boronia retains its green and leafy image?

What could we do to transform Boronia into a "town in a garden"?

What does 'green place with spaces to play' mean to you?



7. Boronia is smart and digital

Key Direction

This Direction encourages a digitally focused mindset and aims to harness new technologies to take Boronia into the future. It emphasises the growing prominence of creative industries, as well as increased time for leisure pursuits and lifelong learning as central parts of community life.

Current context

Boronia needs to embrace new technologies in order to improve digital literacy and provide skills training for knowledge economy jobs, which will benefit the community.

There is a clear advocacy role for Knox Council in highlighting that local businesses need the best available broadband as a minimum, but best in region should be the goal.

This will create a rich cluster of digital, innovative and creative activity that will be attractive to other businesses. It can also generate further online innovation that will take Boronia into the future.

There is the potential to work with community groups, not-for-profit organisations and local businesses to build a strong online and offline interconnectivity and presence for Boronia. A compelling and consistent visual identity across web-based and traditional media will create and enhance positive perceptions of the centre to both businesses and current users.





7. Boronia is smart and digital

Challenges

Current business data shows that a number of professionals from knowledge-intense economic sectors (specialised services such as computer system design, accounting and management services) are located in central Boronia.

For these knowledge driven businesses, as well as for the many construction businesses that operate a home-office, digital infrastructure like broadband is indispensable for operation.

Unfortunately Boronia's level of internet connectivity is below the level of Knox (81.6% of households compared with 85.4% in Knox) and NBN deployment has not yet begun, with the suburb one of the last postcodes in Knox to get coverage.

Aside from the need for better business connectivity, enabling investment in digital technologies in Boronia could create the environment for learning and activity in digital creative industries, ecommerce, software design, gaming and access to online education.

Community expectations driven by connectivity will influence how service providers and businesses adjust processes for data collection and monitoring service demands. While it will be important to share information there is a mandate to appropriately manage privacy and avoid duplicating.

In the future...

Opportunities to raise Boronia's appeal as a digital hub include potentially scoping a co-share office facility in the Centre for new business start-ups or self-employed professionals nearby.

Additionally, a potential shared space that, for example, focused on allied or alternative health and therapies would be a natural strong fit for the Centre.

Embrace new smart technology

At an urban environment level, embracing new technology that clearly signposts Boronia as smart and digital will help facilitate renewal.

There are a number of opportunities around digital technology to explore in Boronia. Smart technologies can support parking and traffic flows, safety, lighting and improve visitor experience which helps infrastructure assets to perform better.

Sensor technologies and real time analytical tools can drive efficiencies and offer a rich source of data for infrastructure providers.

With smart cities leader Siemens located in neighbouring Bayswater, and given Knox Council's collaborative ties with Swinburne University, there are opportunities to leverage local technology know-how and existing partnerships to help scope, resource and deliver actions for ongoing renewal.

7. Boronia is smart and digital

Gaming and eSports

There is also an opportunity for more innovative usage of Council and community assets. For example, one innovation to consider may be how under-utilised buildings or spaces could be re-purposed for new growth sectors such as the emerging competitive eSports and spectator gaming events.

Another innovation may be to explore digital communication tools to inspire engagement in the Boronia Renewal Project. This could include encouraging young people to capture and share their stories of Boronia digitally, while a more substantial investment would be to scope what establishing a dedicated Boronia digital channel or citizen's portal could bring to the overall regeneration of the centre.

Strategy

Foster growth in tech-savvy and knowledge-based businesses and services that showcase Boronia as a smart and connected city, with a strong digital presence in the public realm.

Possible starting points

- Work with landlords to shift the local business mix towards the digital and internet based IT sector and creative industries.
- Increase awareness of locally available training and skills development courses in Boronia.
- A branded local 'WiFi max' network to encourage increased length of stay of visitors/ shoppers to the centre.

- Work with schools/KIOSC/ businesses to establish a Boronia Centre 'Hackathon' where young people work on projects or initiatives to create a safer, more appealing Town Centre using digital technologies.
- Investigate the concept of an innovation incubator to leverage local tech-savvy businesses.

Things to think about

What infrastructure does Boronia need to make it future ready?

How can we attract digital and tech-savvy and knowledge-based businesses to Boronia?

8. Boronia has an active nightlife

Key Direction

Boronia has a huge opportunity for vibrant nightlife, with most areas currently shutting down after office hours. This Direction seeks to activate the Town Centre into the evening. It opens up the opportunity to work with property owners, local businesses and stakeholders to encourage al fresco dining in selected locations plus expand opportunities for evening entertainment and leisure activities.

Current context

As more people move into the area and public transport services run later, there is a need to support the community with fun and engaging nightlife options. There are several businesses that currently operate into the evening in Boronia that could be leveraged to grow a night-time economy.

Increased perceptions of safety and greater exposure (therefore discouragement) of anti-social behaviour are bi-products of more people going out and bustling commercial and retail areas in the evening.

Challenges

In the short term, upgrades to the public realm with lighting and signage will assist in drawing attention to places of interest and activity.

Further urban design analysis using Crime Prevention through Environmental Design (CPTED) principles will expose places that have poor surveillance where crime currently occurs.



Metro Cinemas, Boronia, open for evening business.



8. Boronia has an active nightlife

In the future...

Additional summertime evening activities like open air cinemas, night-time markets, arts shows and free concerts could further support both community and visitor engagement.

Safe and vibrant places

Providing opportunities for people to safely wander in the evening will bring more people into the Town Centre over extended hours. As Boronia grows, there is a possibility to run evening leisure courses.

Public places and urban design

There are a number of locations in Boronia that could be converted into suitable spaces to host night time activity. The design of physical space, using CPTED plays a big part in supporting this type of activity.

Businesses with well-lit and active frontages, and people coming and going, along the edges of the main pedestrian spaces and the routes leading there all help with casual surveillance and perceptions of safety.

Clear viewing distances along pathways and adequate lighting to see faces and identify someone's intent are important elements to encourage walking around the centre at night.

Boronia has many essential ingredients that could greatly enhance its nightlife and night-time economy such as a cinema, a bowling alley, a range of restaurants, and a number of licensed venues catering for many different resident and visitor needs. The Centre has public spaces that would be suitable for night-time events and festivals. With better urban design and planning these areas could significantly add to the appeal of Boronia as a destination.

Night time economy

An active nightlife need not be associated with relaxed licensing laws and more licensed venues. While rich music scenes, clubs and cultural venues in cities are usually linked to late-night licensed premises, only using regulation-led policy to manage change is not the best avenue for facilitating a vibrant nightlife.

Boronia needs to explore a diverse mix of options to enhance its nightlife. Supporting business diversity like twenty-four-hour cafés, supermarkets, cinemas, gyms and late-night book stores all give residents and visitors a freedom to use their time unhindered by the rules that govern a nine-to-five town.

Activating spaces like malls, arcades and public parks that are dormant and which appear ominous at night will also boost Boronia's appeal.

A number of opportunities are worth exploring to encourage the night-time economy in Boronia. Cultural expression through local music, arts and leisure both facilitates resident community engagement and can boost local economic activity.

For example the Belgrave Lantern Parade is a major community event that also drives economic activity for traders during winter.

8. Boronia has an active nightlife

To facilitate collaborative community and trader driven events like the Belgrave event, Knox Council and other community groups need to open up their own halls, parks, libraries and art spaces and explore free community-based initiatives that appeal to all ages.

Supporting this through strategic investments around streetscapes, lighting and well designed CCTV cameras to strengthen community perceptions of safety are vital in growing Boronia's night-time economy. Business and property owners need to work together with Knox Council and its partners to achieve workable community safety outcomes.

As considered in Direction 7, exploring opportunities around smart and digital technologies in the urban environment are paramount to community safety initiatives for Boronia.

Strategy

Create conditions that support Boronia being more than a 9-5 Monday to Friday destination, and partner to activate the Town Centre.

Possible starting points

- Events and festivals like outdoor cinema, live music, Christmas or 'makers' markets, and recreational events are all activities that will help shape a Boronia night-time economy.
- Work with the local Traders Association to investigate the potential for a night market during the summer months.

Things to think about

What activities/events/festival would you like to see come to Boronia?

What infrastructure changes will encourage community members to spend time in Boronia after dark?

9. Boronia is growing through cohesive land use and urban structure

Key Direction

This Direction focuses on the necessary long-term physical changes to make the Activity Centre, and in particular, the Boronia Town Centre area more attractive for businesses, residents and visitors. This Direction harnesses key physical elements and considers how strengthening the urban structure will draw existing fragmented land uses into one integrated framework.

Key elements

- Land use mix plan within a modified Activity Centre boundary area.
- Boronia Town Centre core area consisting of several precincts, a civic heart and clustered activities.
- Residential neighbourhoods with community facilities surrounding the Centre, each with a local focus point.
- An overarching urban design framework.

Current context

The land within the Town Centre area currently features predominantly low density commercial uses with a strong focus on retail. Some small-scale (2 - 3 storeys) office developments are scattered along Boronia Road.

As the location of streets and connections in the Boronia Town Centre and surrounding neighbourhoods are fully established there are few opportunities to significantly change the layout pattern. This is further compounded by the train line tunnel running directly under a major intersection of two arterial roads.

The study boundary for the Activity Centre area is historic and the concept of the Town Centre activities scattered across two major arterial roads removes any benefit from clustering activities. This land use pattern also discourages walking and forces people to drive between each place, creating car parking supply/demand pressures.

The existing urban structure reinforces fragmentation and does not help the various parts to function together as the connections between the key destinations are often missing. The large area around the train station that is not active, except in peak commuter times, is unattractive, and is viewed by the community as being unsafe, compounding the problem.

Challenges

The main challenge is to direct increased land use activities along the major arterial roads and in the central area of the Town Centre around the train station.

Commuter parking surrounding the station makes the area less active during business hours.



9. Boronia is growing through cohesive land use and urban structure

Peak hour traffic movement along the main arterial roads creates a hostile environment along its edges. For this reason these roads are seen as a major barrier to pedestrians trying to cross and offer little convenience in reaching the adjoining areas.

Many short trips to and around the Town Centre are taken by car. This increases traffic volumes and creates additional demand for car parking space provision at multiple locations.

Redevelopment of these large ground level spaces will assist in consolidating the Boronia Town Centre identity as a single place. A significant shift in the way we think about car parking areas is essential.

This will be further reinforced through improving the urban design quality of the public realm, street layout, streetscapes, landscaping and building facades to increase amenity as well as perceptions of safety.

A focus on reducing barriers for redevelopment and renewal will also attract private sector investment and new businesses to Boronia.

In the future...

Activity Centre boundary

The current land use pattern will eventually consolidate growth within the Activity Centre boundary. This will enable the established local character of the suburb and foothills areas to be better protected. The Activity Centre boundary will be adjusted to channel growth into locations that are well-served by community infrastructure and are near public transport.

A basic assumption for this project is to work within the existing structure and create or enhance connections as redevelopment occurs. Significant structural changes are expected to be kept to a minimum, like a new physical connection requiring the purchase of land.

The future urban structure will encourage a range of activities to group in key locations, improving opportunities for residents, workers and visitors to get involved in community life.

Neighbourhood structure

Neighbourhood focus areas surrounding the Town Centre core area have been identified, each with a specific local focus. In the neighbourhood areas to the west of Dorset Road, the primary role of these areas is to accommodate residential growth.

The two neighbourhood areas to the east of Dorset Road are contained in the sensitive foothills controls area and therefore are not able to accommodate the same amount of change. There may be some benefit in exploring the potential for new neighbourhood focus points to emerge based on the consolidation of activities around local destinations.

Consideration of opportunities to link the Boronia West Primary School, Knox Leisureworks and Tormore Reserve with a shared neighbourhood focus is one such option being investigated.

Movement and access

Movement and access are important elements to the smooth function of the Town Centre. The following actions will lead to improvements to movement patterns to promote walking and cycling.

9. Boronia is growing through cohesive land use and urban structure

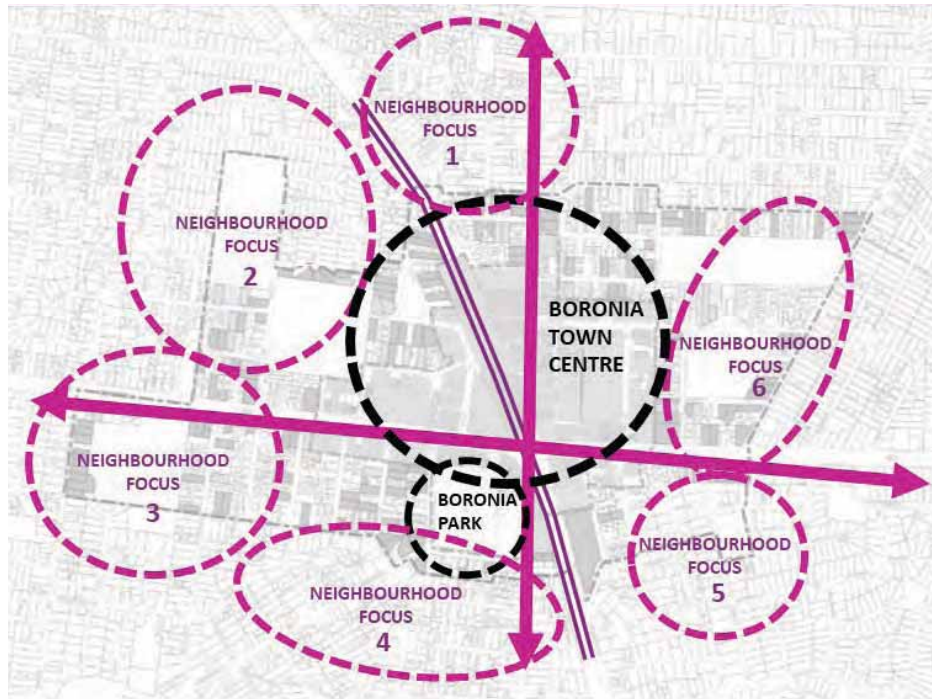
Town Centre

The largest focus and mix of activities will be in the Boronia Town Centre core area. This concentration will filter through to surrounding neighbourhoods, predominantly residential, each with a local focal point of activity. Clustering land uses in certain areas will help encourage use of public spaces and result in a clear precinct structure.

The overall priority for the long term plan is to concentrate land use activity in and around the Boronia Train Station. Adjacent to this precinct are two streets, Erica Avenue and Dorset Road, that contain small scale shops and pedestrian focused activities that could be improved as traditional 'main streets'.

An investigation of selected opportunity sites will show the potential for mixed use and community facility redevelopment. This new development will be leveraged to attract private sector investors to deliver benefits for Know Council and community alike.

Coordinated actions from Knox Council and others are essential to trigger the major structural changes needed to set the Town Centre along this key direction path.



9. Boronia is growing through cohesive land use and urban structure

Strategy

Redesign the Boronia Activity Centre as a cohesive, affordable, contemporary and sustainable regional centre that attracts public and private investment.

Deliver high quality urban design outcomes that transform Boronia into a 'town in a garden'.

Possible starting points

- Expand the Boronia Activity Centre boundary to accommodate more residential growth in the Town Centre core area.
- Include controls in the Planning Scheme to enhance Boronia as a 'town in a garden'.
- Introduce a new urban structure based on a fine-grained (closely woven) network of precincts in the Town Centre core area surrounded by local neighbourhoods, each with a central focus.
- Manage density and the location of different types of residential buildings through the use of zones schedules and overlay.

Movement and access

- Apply a 'Movement and Place' approach to assessing the functions of Dorset and Boronia Roads, with a view to reducing the width and improving the amenity for pedestrians.
- Advocate for high quality public transport services integrated with urban renewal.
- Put a higher priority on public transport and reduce private car dependency for local and short distance trips.
- Investigate a wayfinding strategy that shows clear connections (walking distances and time) between services and destinations that are used on a daily basis.
- Efficiently manage traffic and freight movements through and to the area.
- Expand and upgrade cycling and walking networks.
- Give priority to pedestrian movement in the Town Centre by managing the supply and use of car parking spaces.

Things to think about

How can we encourage more people to live, work and visit Boronia Town Centre in the future?

How can we reduce the barriers and improve the amenity of public spaces in the Town Centre?

What can be done to encourage more walking, cycling and trips by public transport rather than cars?

What can we do in the neighbourhoods and the Town Centre to create a 'town in a garden' effect?

Bringing it all together

The draft Boronia Renewal Strategy captures a range of new strategies to address the issues and challenges currently facing Boronia, as well as anticipating future community needs.

We are now seeking further feedback from the community and key stakeholders to test the level of support for the overall Vision, Key Directions and proposed strategies and actions to deliver the desired outcomes.

Feedback received from the community and stakeholders in Stage 1 is reflected in the draft Key Directions. While there is some alignment with the strategic directions originally established through the 2006 Structure Plan, important new Key Directions have been created from emerging trends and recent technological advances.

Success of the final strategy will hinge on the rollout of well-planned, gradual actions contained in the overall strategy, instead of a single large-scale transformation project.

Working in partnerships allows an integrated approach that ensures there is alignment between the high level policy framework and the actions necessary to deliver the Vision.

Adopting the approach suggested in the Knox Community and Council Plan 2017 -2021, strong working relationships will be created through regular liaison with key stakeholders and information sharing. Working together will best harness our collective efforts towards a better and more vibrant future for Boronia.

Strategy summary

| | | |
|---|--|---|
| 1 | Boronia is a unique local place | Build on and leverage the unique characteristics of Boronia to attract new residents, businesses, services and visitors. Manage change by using Boronia's strengths to enhance community life now and into the future. |
| 2 | Boronia has quality living environments | Channel population growth and redevelopment into the Activity Centre boundary area to protect surrounding suburban areas, with quality urban design outcomes. |
| 3 | Boronia is a healthy, active and connected community | Plan for, deliver and partner with others to provide services and infrastructure that meet the needs of Boronia's community. |
| 4 | Boronia is resilient | Support and build the capacity of the community to start grass roots actions that increase resilience. |
| 5 | Boronia nurtures SMEs, micro-making and social enterprise | Promote Boronia as a hub for creative businesses, and social enterprises, making a positive contribution to Boronia's community. |
| 6 | Boronia is a green place with spaces to play | Establish Boronia as a 'town in a garden' that attracts people to enjoy its places and spaces. |
| 7 | Boronia is smart and digital | Foster growth in tech-savvy and knowledge-based businesses and services that showcase Boronia as a smart and connected city, with a strong digital presence in the public realm. |
| 8 | Boronia has an active nightlife | Create the conditions that support Boronia being more than a 9-5 Monday to Friday destination, and partner to activate the Town Centre. |
| 9 | Boronia is growing through cohesive land use and urban structure | Redesign the Boronia Activity Centre as a cohesive, affordable, contemporary and sustainable regional centre that attracts public and private investment. Deliver high quality urban design outcomes that transform Boronia into a 'town in a garden'. |

Have your say

This consultation period offers the community the opportunity to review the information collected to date and help refine the nine draft Key Directions for Boronia.

This paper is one of a number of forums in which the community can contribute their thoughts on Boronia's future.

There are several options to find out more about the Boronia Renewal Project.

You can read this draft Strategy by visiting the following locations:

- Boronia Library
- Knox Leisureworks
- Knox Civic Centre.

You are invited to make a comment or share your ideas through any of the following:

- Complete the online feedback survey at **knox.vic.gov.au/haveyoursay** or
- download the feedback survey form and return it to any of the above locations.

As there is a lot of information to consider in this paper, a few prompt questions are included with each direction to get you started.

Glossary

| | |
|---------------------------------|---|
| Active frontage | Building frontage containing uses that promote activity and interaction with the street. |
| Adaptability | Design for buildings to serve different uses over time in response to changing demands for space. |
| Affordable housing | Housing where the cost (whether mortgage repayment or rent) is no more than 30 percent of that household's income. Exceeding this mark causes 'housing stress', particularly in the lower 40 percent of the income distribution scale. |
| Amenity | A collection of qualities that make spaces attractive for people to be in. |
| Boulevard | A tree-lined street with wide pedestrian spaces connecting key elements of the precinct. |
| Built form | A combination of features of a building, including its style, façade treatments, height and site coverage. |
| Community housing | Housing owned or managed by community housing agencies for low income people, including those eligible for public housing. |
| 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, individual, family and community support, education, arts and culture, information, community development, employment and training, open space and active and passive recreation opportunities. |
| Delivery model | A process adopted by implementation partners to combine resources in the most effective sequence to move from vision to finished product. |
| Fine-grained | An urban environment with small-scale spaces, a mix of uses and relatively narrow street frontages and street blocks, to foster diverse activities and walkability. |
| Framework | A document setting out a vision for a precinct, key elements or principles that support the vision and next steps for implementation |



| | |
|---|--|
| Heat Island effect | A localised heating effect in urban areas caused by a concentration of hard surfaces such as pavements, walls and roofs that retain heat and radiate it back into the environment. |
| Housing types | |
| <ul style="list-style-type: none"> • Detached dwelling • Dual occupancy • Villa units • Townhouses • Apartments | <p>One dwelling on a lot.</p> <p>Two dwellings on a lot (can include retention of an existing dwelling)</p> <p>Three or more dwellings on a lot with no shared walls</p> <p>Three or more dwellings on a lot sharing a wall or roof</p> <p>Development of three or more stories in a single mass or multi-unit dwelling, usually with a common entrance.</p> |
| Human scale | The proportional relationship of the physical environment (such as buildings, trees and roads) to human dimensions. Maintaining a human scale means that structures are not perceived as overwhelming at ground level. |
| 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. |
| Knowledge economy | An economy focused on producing and using knowledge and information, through technological innovation and a highly-skilled workforce, to generate economic growth |
| Knox Planning Scheme | The legal document containing all the state and local planning policies and controls applying to all land in Knox. It is available online at knox.vic.gov.au |
| Large lots | Large lots in Knox are considered to be 1,000 square metres in area and above. |
| Master plan | A plan that directs how a single site or land holding or a cluster of related sites will be developed. It may include direction on traffic movements, allocation of spaces, and provision of open space and key facilities. It is usually more detailed than a structure plan. |
| 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. |

| | |
|-------------------------------------|--|
| Open space (public) | Publicly owned land that is freely accessible to the community and primarily for outdoor recreation and leisure. |
| Open space (privately owned) | Privately owned, but publicly accessible, land such as laneways, arcades, plazas and building forecourts. |
| Overlay | An overlay is a state-standard provision forming part of a suite of provisions in the Victorian Planning Provisions. Each planning scheme includes only those overlays that are required to implement the strategy for its municipal district. |
| Passive surveillance | Informal observation of street and public spaces, which increases perceptions of safety. |
| Public realm | Incorporates all areas freely accessible to the public, including parks plazas, arcades, streets and laneways. |
| Social housing | (a sub-set of the broader 'affordable' housing) Non-profit housing owned and managed for the primary purpose of meeting social objectives, such as affordable rents, responsible management, security of tenure and good location in relation to employment services. The term encompasses public housing and includes housing owned or managed by the community. This housing generally provides for households on very low incomes. |
| Structure plan | A plan for implementing a framework or vision for a precinct. It may include proposed land zonings and building controls, plans for infrastructure provision, proposed development contributions, strategies for addressing issues such as drainage and nominated sites for more detailed master planning. |
| Urban renewal | The process of rebuilding as existing part of a city or town to accommodate new land uses, often triggered by a shift in the place's economic base to higher and more intensive land uses. |
| Walkability | The degree to which an environment supports walking as a transport mode, for instance by providing frequent, safe and attractive paths that connect common trip origins and destinations. |



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Speak and Listen Users
1300 555 727 (ask for 03 9298 8000)

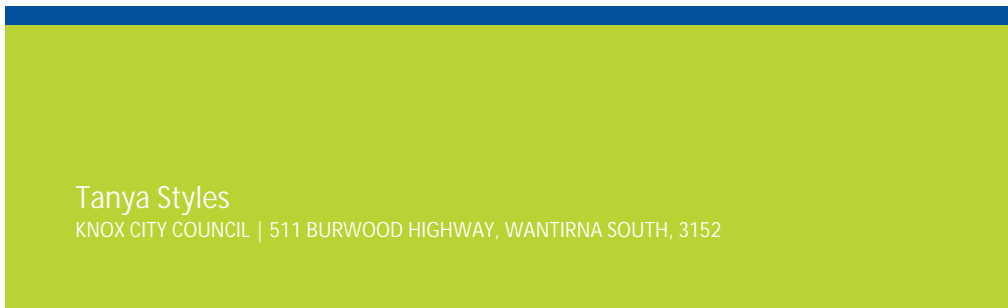
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Community Engagement Report - Appendix 5



Boronia Renewal Project

STRATEGY CONSULTATION ANALYSIS



Boronia Renewal Project - Draft Strategy Consultation Survey 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.

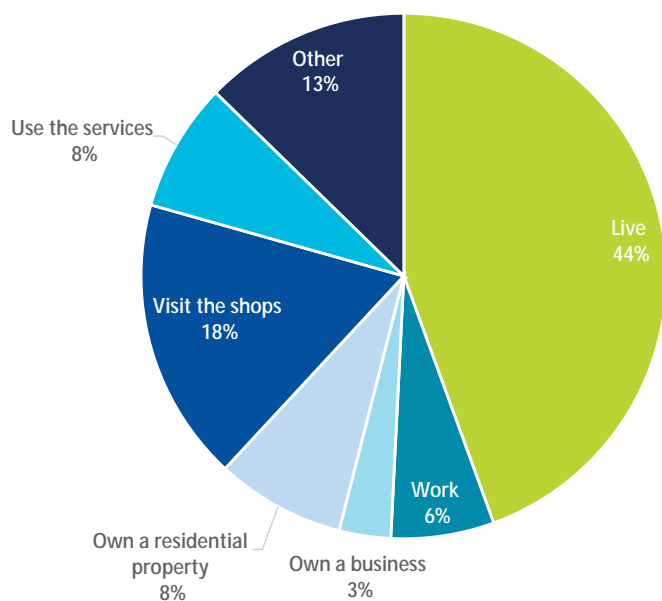


Figure 1: Primary connection with Boronia among Draft Strategy Consultation Survey respondents (n=63)

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).

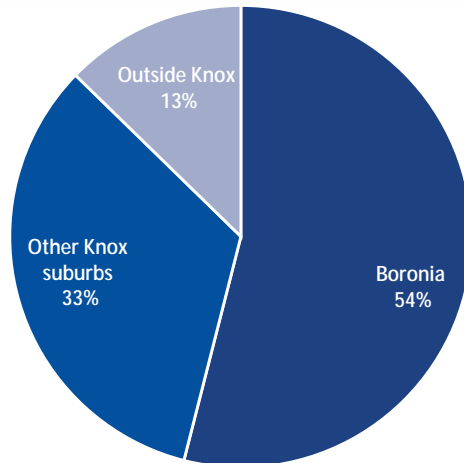


Figure 2: Suburb of residence of Draft Strategy Consultation Survey respondents (n=63)

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).

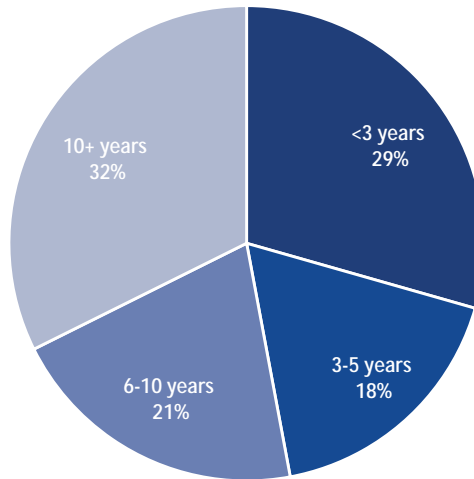


Figure 3: Years of residence in Boronia of Draft Strategy Consultation Survey respondents (n=34)



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.

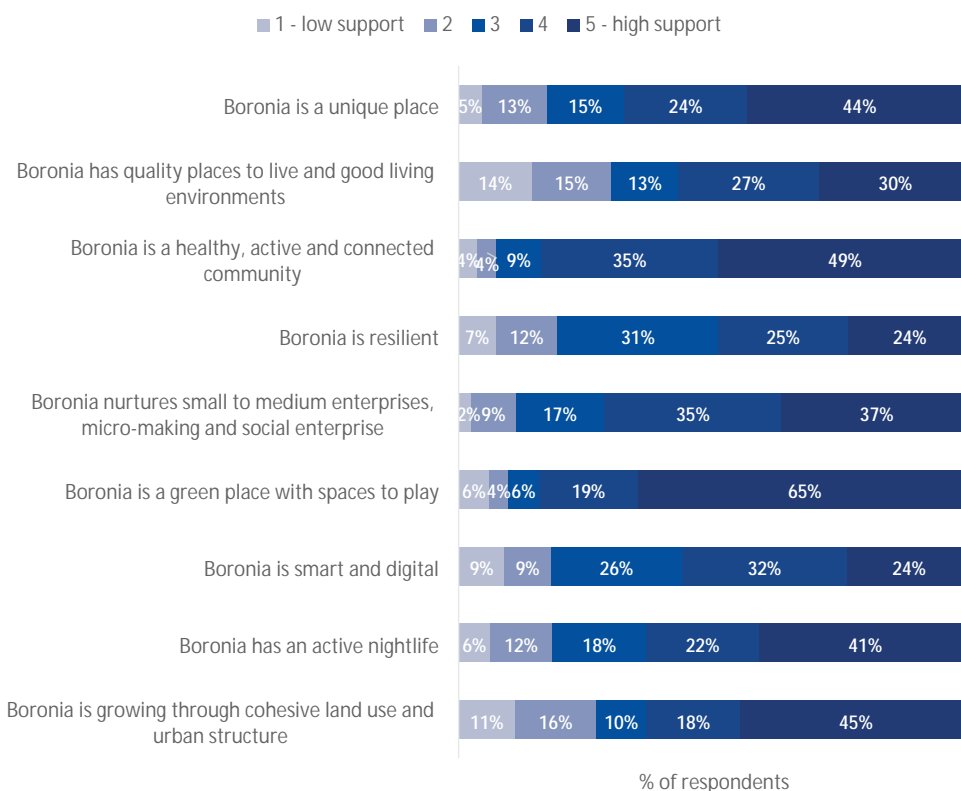


Figure 5: Level of support for Draft Strategy Key Directions (n=78 to 87, depending on the item)

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.

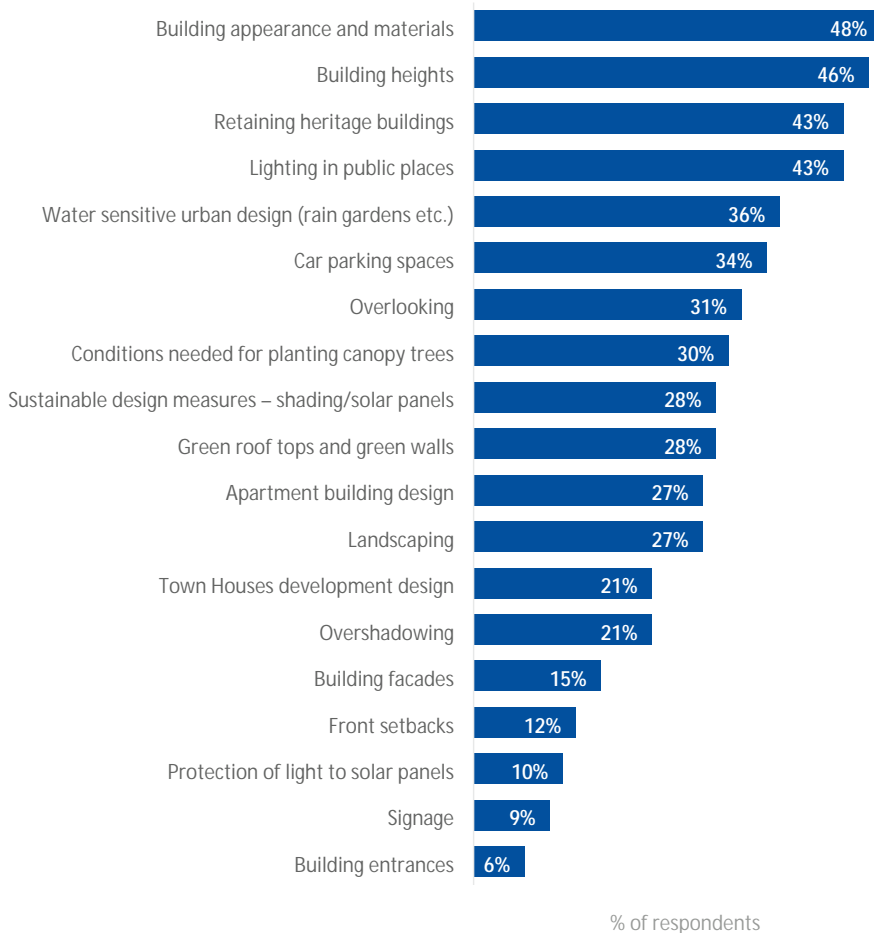


Figure 6: Responses to closed question – Are there features of Boronia you think should be managed through urban design guidelines? (n=67)

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).

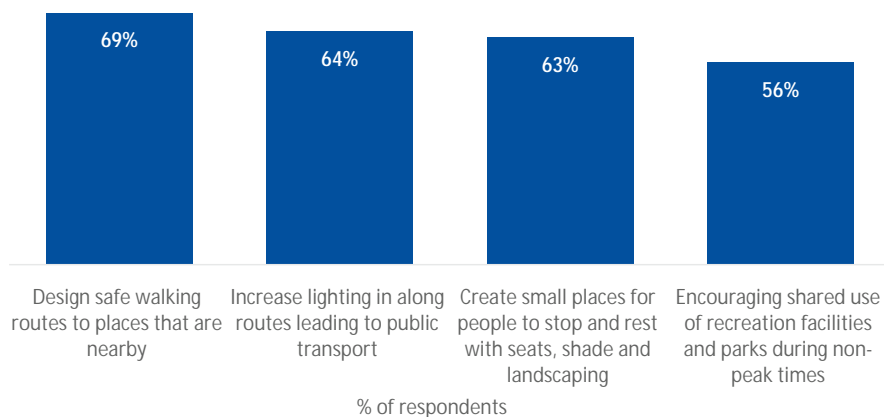


Figure 7: Responses to multi-choice component of question – How can we create a place where people want to be more active and make healthy lifestyle choices? (n=59)

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.

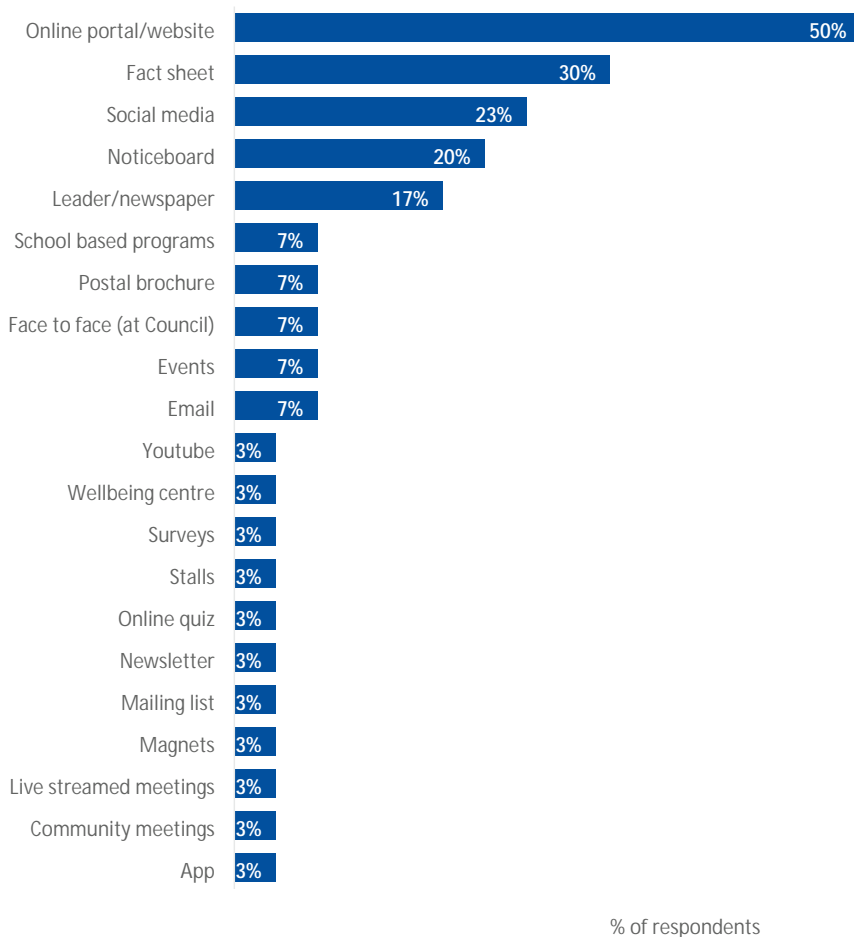


Figure 8: Responses to open question – To support a better understanding of the many actions involved in being resilient, what type of information would you like and how do you want to find out about being resilient? (n=30)

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.

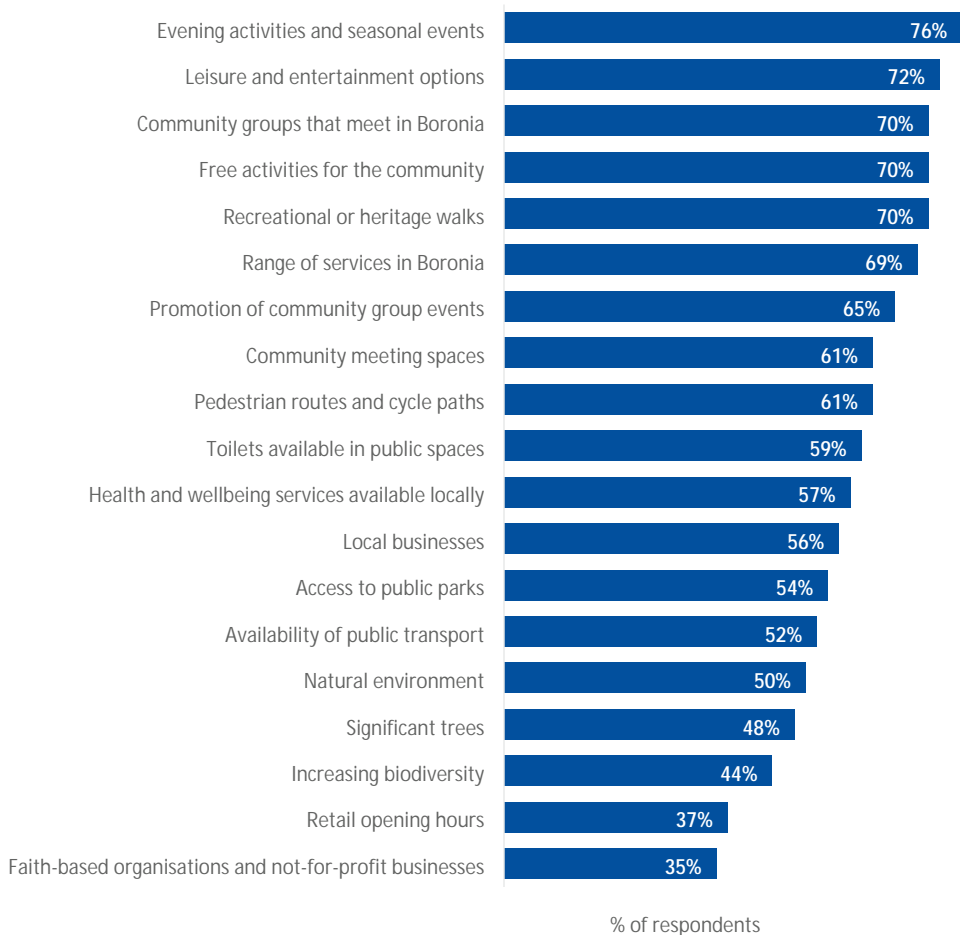


Figure 9: Responses to closed portion of question – What type of information would you like to see included in a Boronia portal? (n=54)

Additional thoughts on Boronia Portal content, captured as “other” responses (n=8), included:

- o “a portal needs links more than it needs reams of information”
- o “educate the locals on our area and what we have here to grow a sense of pride and community”
- o “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.

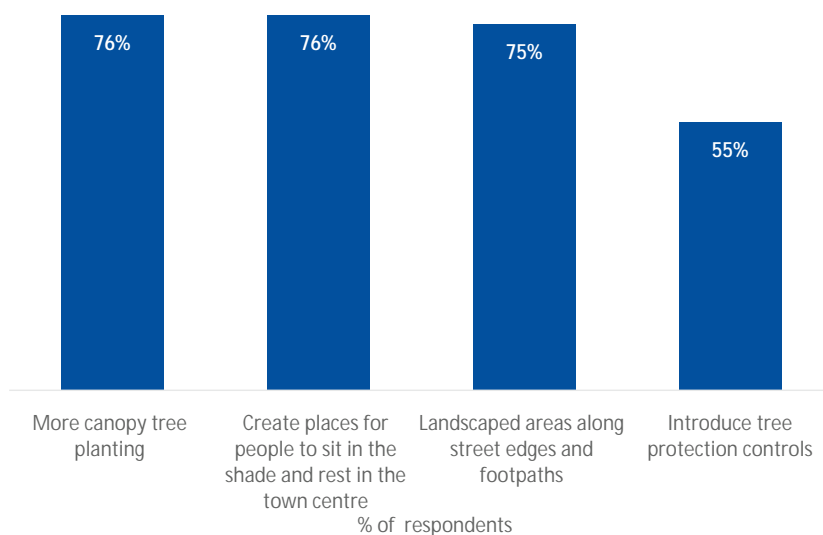


Figure 10: Responses to closed portion of question – What could we do to transform Boronia into a “town in a garden”? (n=55)

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:

- o “link up bicycle trail to Boronia Junction”
- o “reduce speed on Boronia Road to 40KPH) Make more pedestrian crossings along Boronia Road”
- o “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:

- o “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”



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).

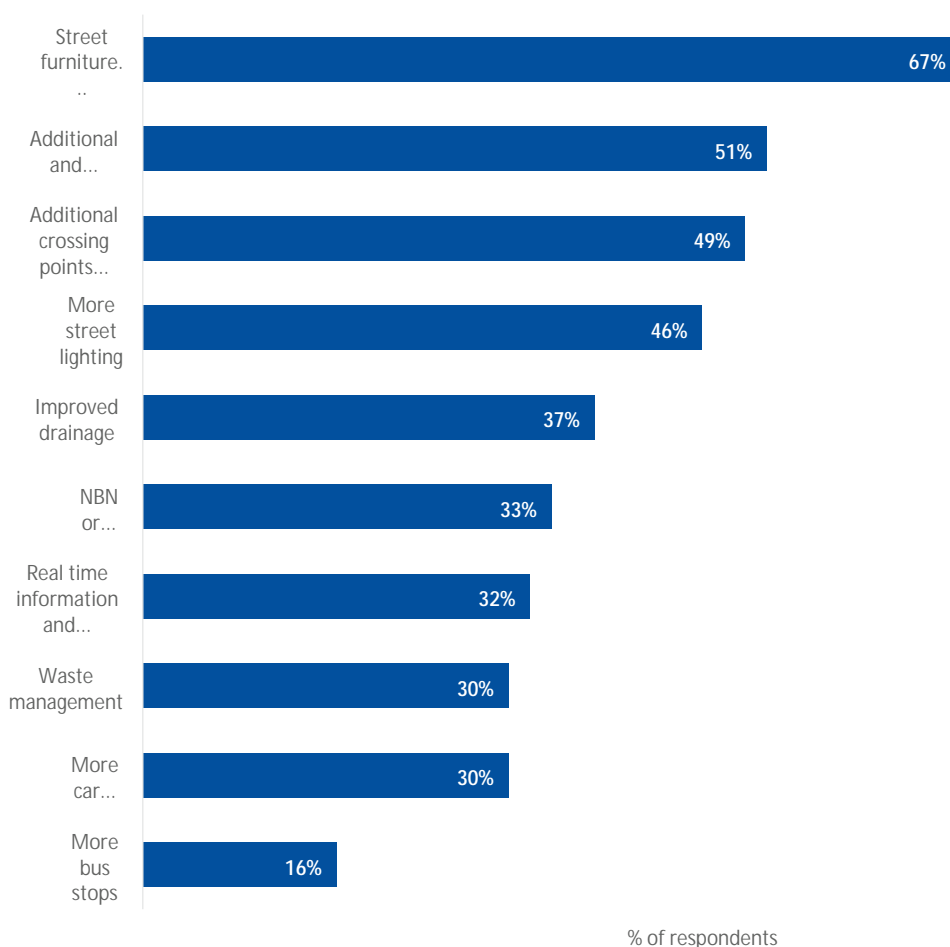


Figure 12: Responses to closed portion of question – What infrastructure does Boronia need to make it future ready? (n=57)

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"*



- o "make it [Boronia mall] look nice and reduce the rent to attract different small businesses."
- o "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 subsidised 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.

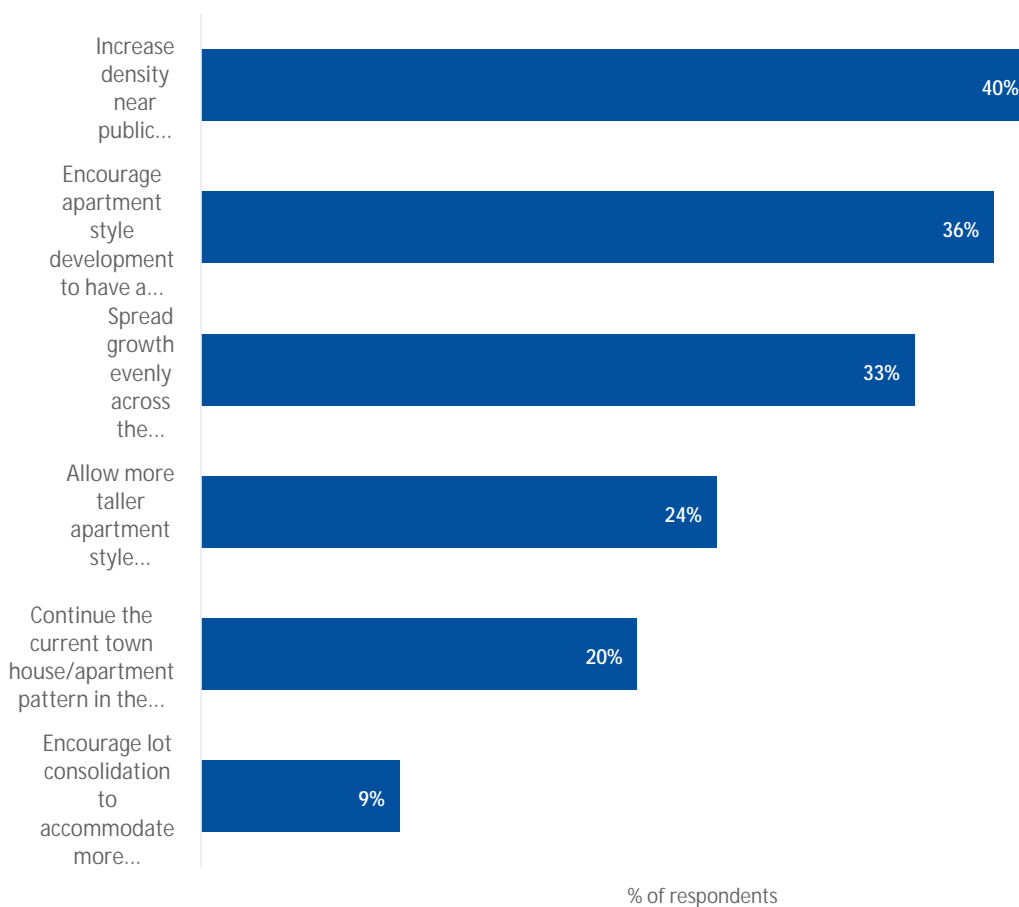


Figure 14: Responses to closed portion of question – Where should change be directed as Boria's population increases and there is an ongoing need to build more townhouses and apartments? (n=55)

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 boroniar renewal@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/boroniar renewal</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?

15. What changes might improve the health and wellbeing of people living and working in Boronia?

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)

17. How do you think Boronia can be open to change and best capture the opportunities change can bring?

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

Idea 2

Idea 3

19. How can we prepare for the key challenges and resource constraints Boronia is likely to face in the future?



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?

| | |
|---|--|
| <input type="checkbox"/> Improved drainage | <input type="checkbox"/> Additional crossing points over busy roads |
| <input type="checkbox"/> NBN or fibre to the node | <input type="checkbox"/> More bus stops |
| <input type="checkbox"/> More street lighting | <input type="checkbox"/> More car parking in selected locations |
| <input type="checkbox"/> Real time information and direction signage for wayfinding | <input type="checkbox"/> Street furniture including drinking fountains |
| <input type="checkbox"/> Additional and improved pedestrian paths | <input type="checkbox"/> Waste management |
| <input type="checkbox"/> Other (please specify) | |

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 | <input type="text"/> |
| Idea 2 | <input type="text"/> |
| Idea 3 | <input type="text"/> |
| Idea 4 | <input type="text"/> |
| Idea 5 | <input type="text"/> |



28. How can we encourage more people to live, work and visit Boronia Town Centre in the future?

[Text input field]

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 field]

Idea 2 [Text input field]

Idea 3 [Text input field]

30. What elements do you think should be included in Boronia's future civic heart?

[Text input field]

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 field]

32. Do you have any other feedback?

[Text input field]



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?

Community Engagement Report - Appendix 6



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.

Boronia Renewal – Youth Consultation, 2019



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> |

Boronia Renewal – Youth Consultation, 2019



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% | "A livelier mall with new shops and cafes, public art spaces/areas where pop up events can happen" |
| More community events | 12% | "A nice open space with nice attractions events and performers" |
| More parks, green spaces and playgrounds | 12% | "More parks and playgrounds and BBQ area" |

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 like its playground and the water fountains. I think they look beautiful" |
| The sense of community | 15% | "I like the friendly sport community" |
| The Basketball Stadium | 13% | Great facility to play basketball |

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 don't like that there's a lot of rubbish everywhere" |
| The challenging people | 25% | "Sometimes there are creepy people who loiter in the area" |
| Proximity to a busy road | 17% | "Dorset road is too busy" |

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% | "Clean it up" |
| Increase the police presence | 24% | "Better police services Having more young families move in" |
| Make it more family friendly | 10% | "Make more centres and playgrounds" |

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% | "Improvements to what is already here" |
| More age appropriate facilities | 19% | "More bigger kids play equipment" |
| A water park/water feature | 8% | "I would like to see some more water features" |

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.

Boronia Renewal – Youth Consultation, 2019



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.

Boronia Renewal – Youth Consultation, 2019



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 Renewal – Youth Consultation, 2019

Boronia Renewal Project
Community Engagement Report - Appendix 7

Knox Council's draft Boronia Renewal Plan outlines ideas to boost the suburb

Kimberley Seedy, Knox Leader

November 2, 2018 4:07pm

Subscriber only

BORONIA's ugly ground-level car parks could bring a much-needed boost to the suburb by hosting markets, concerts and a moonlight cinema. With Boronia's population growing, the suburb's retail heart needed to keep pace with consumer demands, and a draft renewal strategy called for the precinct to be modernised and upgraded.

[BORONIA MALL: MULTI-MILLION DOLLAR MAKEOVER OF 'DARK' AND 'SCARY' MULTI-LEVEL CARPARK](#)

[BORONIA MALL MULTISTOREY CARPARK WORKS CAUSING CONCERN FOR TRADERS](#)

The strategy suggests "unattractive" ground level car parks could host outdoor events including village fairs or farmers markets, a buskers festival, concerts and exhibitions.

Traders are calling for a bigger variety of shops, especially in Boronia Mall, and more all-day parking to attract visitors.



The Boronia Junction shopping centre carpark. Owner of Mish Mash cafe Michelle March said Boronia needed more interesting stores.

"It's just cafes, massage parlours and \$2 shops and op shops," Ms March said. "If people are going to flock here they need an interest, and at the moment I don't feel there is an interest."

"The mall is like a graveyard; I just think we need more interesting shops.

"Boronia is changing as a new homebuyers-type of area. There are still a lot of elderly but I think something like (a market or moonlight cinema) would be really good."

Boronia Mall centre manager Lawrence Peresso said all the shops in the mall were individually owned and owners controlled what sort of retailer opened.

"It's not like we're a Westfield and we own the whole shopping centre and we can put in whoever we want. We have no say in it whatsoever," Mr Peresso said.



Boronia Mall manager Lawrence Peresso is confident that recent improvements to internal lighting and the success being enjoyed by Aussie Veterans Op Shop is an indication of positive times ahead.

Jeanne's Hair Studio owner Jeanne Marie said more all-day parking, staff parking permits and different types of businesses were desperately needed.

She also called for more police foot patrols.

Owner of Metro Cinemas Boronia Tom Schouten said he felt really positive about Boronia's future, and praised the council for listening to the community.



Tom Schouten, owner of Metro Cinemas Boronia, is feeling positive about Boronia's future. Photo: Daniel Pockett

The council has partnered with the state and federal governments to deliver new replacement CCTV cameras as well as lighting and safety upgrades in Boronia. It will start planning for the installation of upgraded lighting and walking paths around Boronia railway station, Erica Ave, Orchid Ave and Tormore Reserve thanks to a Federal Government cash boost.

Knox Council's city development director Julia Oxley said car parking as well as retail diversity was being considered as part of the draft Boronia Renewal Strategy, which is now available for public review and feedback.

"The draft strategy, to be finalised by mid-next year, already includes some ideas around possible options to be considered, and community and local trader input will be integral to informing this process," she said.

Have your [say](#) until November 30.

Community Engagement Report - Appendix 8

Boronia Renewal Project Apr – May 2018 activity

Newsletter

| Subscribers | | |
|-------------|-----------------|-------------------------------|
| 291 | April - May 319 | |
| Deliveries | Opens | Clicks |
| April 291 | 177 | 94 (70 to car parking survey) |
| May 298 | 208 | 62 |

Surveys



Webpage - hits



Highlights

- April:**
- Focus on car parking
 - release of Key Directions Report
 - Wayfinding tour
- May:**
- #tressofboronia social media campaign
 - initial comments re car parking released
 - 28 new subscribers to newsletter

Boronia Renewal Project June 2018 activity

Newsletter

| Subscribers | | |
|-------------|-----------|------------------------------|
| 319 | June 326 | |
| Deliveries | Opens | Clicks |
| June 319 | 211 (66%) | 16 (boronia renewal webpage) |

Webpage - hits



Highlights

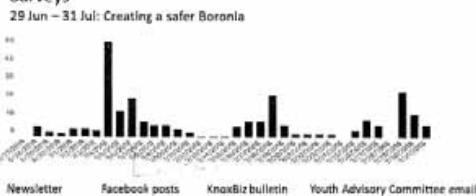
- June :**
- 1 June: Announcement by Alan Tudge of Safer Communities grant
 - 4 June: Mayor talks on community radio about project
 - 8 June: Boronia features in #flashbackfriday on facebook
 - 15 June: Boronia again features in #flashbackfriday on facebook
 - 25 June: Adshels pop up around Boronia
 - 29 June: Safety survey live

Boronia Renewal Project July 2018 activity

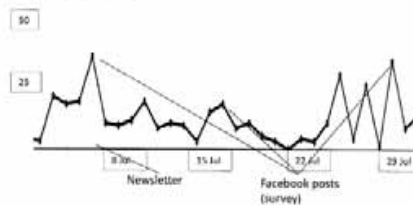
Newsletter

| Subscribers | | |
|-------------|-----------|--------------------------|
| 328 | July 382 | |
| Deliveries | Opens | Clicks |
| June 328 | 208 (63%) | 60 (47 to safety survey) |

Surveys



Webpage - hits 360



Highlights

- July :**
- Focus on safety survey – 275 surveys completed
 - CCTV cameras installed and activated (soft launch 26 July)
 - 33 new newsletter subscribers from the safety survey
 - Approval of 53k for engagement with children and young people
 - BBCN article re safety

Boronia Renewal Project August 2018 activity

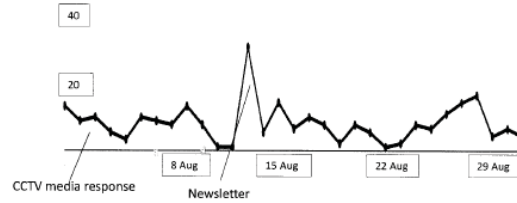
Newsletter

Subscribers

382 August 382

| | Deliveries | Opens | Clicks |
|-----|------------|--------------|--|
| Aug | 382 | 228 (60%) | 45 (15 to media release re CCTV camera) |

Webpage – hits 232



Highlights

August:

- Media response re Boronia CCTV cameras
- BBCN article re 9 key directions
- Newsletter focussed on CCTV and youth engagement
- Issues Briefing re Phase 2
- Focus on Boronia in CEO briefing
- Boronia project highlighted in CEO briefing video
- Boronia highlighted in Flashback Friday Facebook post

Boronia Renewal Project September 2018 activity

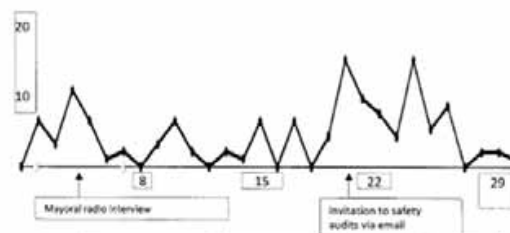
Newsletter

Subscribers

382 September 465

| | Deliveries | Opens | Clicks |
|-----|------------|--------------|---|
| Sep | 462 | 247 (54%) | 48 (35 to safety audit registration) |

Webpage – hits 124



Highlights

September:

- Invitations issued to Safety audit workshops and walking tours
- Newsletter focussed renewal strategy consultation and safety audits
- Preparation of the Boronia Renewal Strategy draft document
- Boronia highlighted twice in Flashback Friday Facebook post (Boronia Safeway 50 years & Boronia Station flashback)
- Boronia cross-Council workshop and bus tour
- Launch of Creating a safer Boronia Reference Group

Community Engagement Report - Appendix 9



Boronia Renewal Project

Boronia Movement and Access Study

Research Report

Prepared for



Prepared by
newfocus Pty Ltd

January, 2019
nf:9157 pi/lid



integrity . clarity . insight

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Reported to Council 16 December 2019



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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
 - o reasons for visiting and reasons for avoiding the area
 - o what would encourage them to visit/frequent the area more often
 - o perceptions re public transport, cycling, walking, traffic, car parking in the area
 - o 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
 - o strengths / weaknesses
 - o likely impact on their travel behaviour – what would they do more of / less of (ie visit area more / less, use alternatives more / less etc)
 - o concerns had for the concept as a whole
 - o additional information needs
3. On each of three key items (Green Spine: Public Square: Realigned bus route)
 - o strengths / weaknesses
 - o 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
 - o concerns for each aspect and how to overcome objections
 - o how each aspect could be enhanced
 - o 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

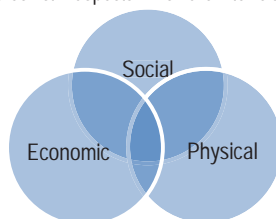
- *There are numerous interrelated social, economic and physical issues that the Boronia precinct is facing that Council will need to consider for future development.*
- *Without suitable interventions these are likely to escalate and increase the risk that the appeal of the Boronia area as destination 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"> Like the gateway - make things more attractive, gives a sense of community pride | <ul style="list-style-type: none"> Don't see point – looks like Victoria street Richmond Money should be spent on functional aspects first Gateway better when we are proud of it. At moment better if people don't know we're here |
| Reduced 40km zones | | <ul style="list-style-type: none"> 40km – OK but maybe 50km will do doesn't need to be 24/7 – can just be at certain times |
| Changes to social elements | Proposed changes could bring into the precinct a different and more socially desirable mix of "customers" | <ul style="list-style-type: none"> Issue is still safety – doesn't matter what changes you make - if safety not addressed no purpose Won't change perception if people are still chroming outside Centrelink Needs to move people out – (social) |

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"> Heading in right direction A good thing - can't be worse than it is now Tells people Council cares about the area |
| Impact on visiting the precinct more often | <ul style="list-style-type: none"> 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) Yes – go more often, feel more comfortable in the area and may stay longer/spend more money |
| Impact on using alternative modes | <ul style="list-style-type: none"> Give people options on modes of getting there Encourages less car culture – as we don't have infrastructure for so many cars Could ride kids on bikes (to kindy and recreational riding) Think more positively about using alternatives to cars - maybe encourage more walking But Depends on what your reasons for going are – won't change for shopping, can't walk or use PT when shopping If it's raining not going to use more public transport as nowhere presently to stay out of rain – no shelters |



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"> • <i>Bring people in</i> • <i>Family friendly</i> • <i>Brings people together</i> • <i>Less undesirable people</i> • <i>Improve feel of Boronia</i> • <i>Things for youth to do – market / performances</i> • <i>Safer / security with people around</i> • <i>Change how we think and feel about area – no-where like this in Boronia</i> | <ul style="list-style-type: none"> • <i>Removes concrete</i> • <i>Freshen and rejuvenate</i> • <i>Opens up (like Dandenong)</i> • <i>Modernise Boronia – not 1970's</i> • <i>Large stage and cinema screen - like the idea but depends functional and where it will be located</i> | <ul style="list-style-type: none"> • <i>Markets - brings people in</i> • <i>Sunday afternoon live bands</i> • <i>Work out there with lap top</i> • <i>Come and stay longer - less likely to get what need and just leave</i> • <i>Shops will change - investors will come in - Op shops will disappear</i> • <i>Create jobs</i> |

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"> • <i>Are we just moving it [problems] somewhere else in Boronia</i> • <i>Not late at night – loud music - I live behind it</i> | <ul style="list-style-type: none"> • <i>Size of available area is not that big – would need to be bigger</i> <ul style="list-style-type: none"> ○ <i>Can't have performance stage / screen / dog park / and cater for existing shops</i> | <ul style="list-style-type: none"> • <i>Car parking loss - businesses would close</i> • <i>Have cafes already in the area that could extend out to wide footpath – doesn't need to destroy car parking</i> • <i>Vandalism maintenance of the area and associated costs to fix all the time – where Council not good at keeping it up</i> • <i>Will Kmart and Coles allow parking or would they then charge for parking?</i> |

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



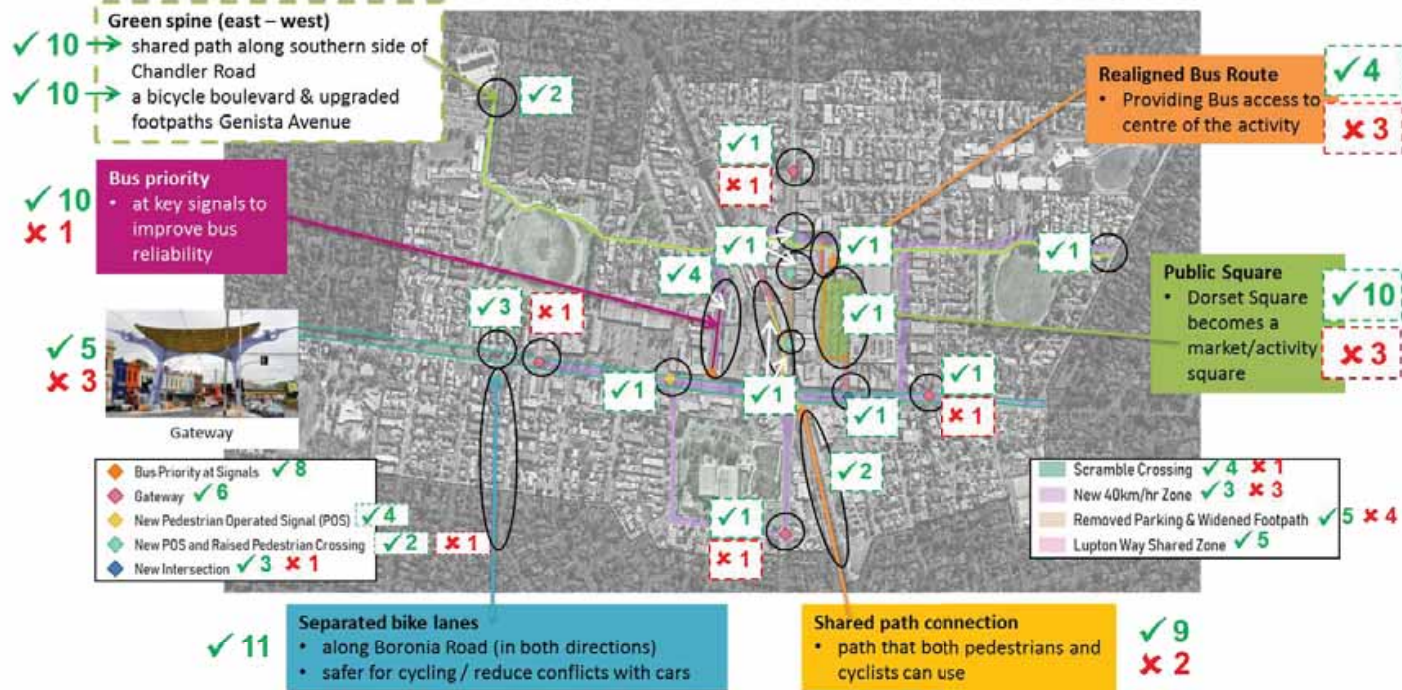
Appendix 1:

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).



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

Visuals are for illustration purposes only



✓1 ✗1

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 | • performance stage ✓8 ✗5 |
| • markets ✓12 ✗2 | • undercover outdoor dining ✓13 |
| • children play ✓12 ✗2 | • green/treed areas ✓13 ✗1 |
| • cafes ✓12 ✗2 | • seats ✓14 |
| • dog friendly spaces ✓10 ✗3 | • big screen ✓8 ✗5 |



Visuals are for illustration purposes only

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 • undercover seating areas
- ✓11 ✗1 • electronic timetables and bus alerts
- ✓9 ✗2 • connections to railway station
- ✓7 ✗1 • raised boarding platforms

- ✓2 • More vs Same vs Less frequent buses ✓6
- audible announcements ✓6
- ticketing stations ✓5
- Bigger vs Same vs Smaller buses ✓6



Visuals are for illustration purposes only

Boronia Renewal Project - Community Engagement Report - Appendix 10



Boronia Park





Boronia pool and Leisure Works

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THE BERRY STORE & TAVERN, EARLY WEST CHICAGO, LOOKING WEST, APPROX. 1910



Dorset and Boronia Roads

KNOX
your city





THE ROSE SERIES 1916 THE SHOPPING CENTRE, BIRONGA, VIC



Dorset Square

KNOX
your city



Kennett: Boronia trains will go underground



SOLVED AT LAST ?

BY JOHN KASBA

THE KNOX City Council has given the go-ahead to the Boronia underground station project. The council, at its meeting on August 19, 1991, approved the project and authorised the council to proceed with the project.

The project, which will cost about \$10 million, will see the Boronia station built underground. The project is part of the Victorian Rail Corporation's (VRC) Boronia Station Upgrade Project.

The project will see the Boronia station built underground. The project is part of the Victorian Rail Corporation's (VRC) Boronia Station Upgrade Project.

The project will see the Boronia station built underground. The project is part of the Victorian Rail Corporation's (VRC) Boronia Station Upgrade Project.



Same again

FLAHERTY in June 1981. Six months before John Kennett was swept to power in a landslide victory.

The rail project was the only one that remained on the agenda for the Kennett government.

"The Kennett government was the only one that remained on the agenda for the Kennett government."



THE ROSE SERIES P.081 BORONIA FROM STATION VIC



THE ROSE SERIES 1310 THE SHOPPING CENTRE, BORONIA, VIC

Boronia Station and surrounds



Community Engagement Report - Appendix 11

Breathing new life into **Boronia**

Boronia Renewal Project
Service Provider Workshop

15 February 2018.

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Workshop Overview

Twofold purpose:

- Share information
- Hear your ideas about Boronia's future

Agenda

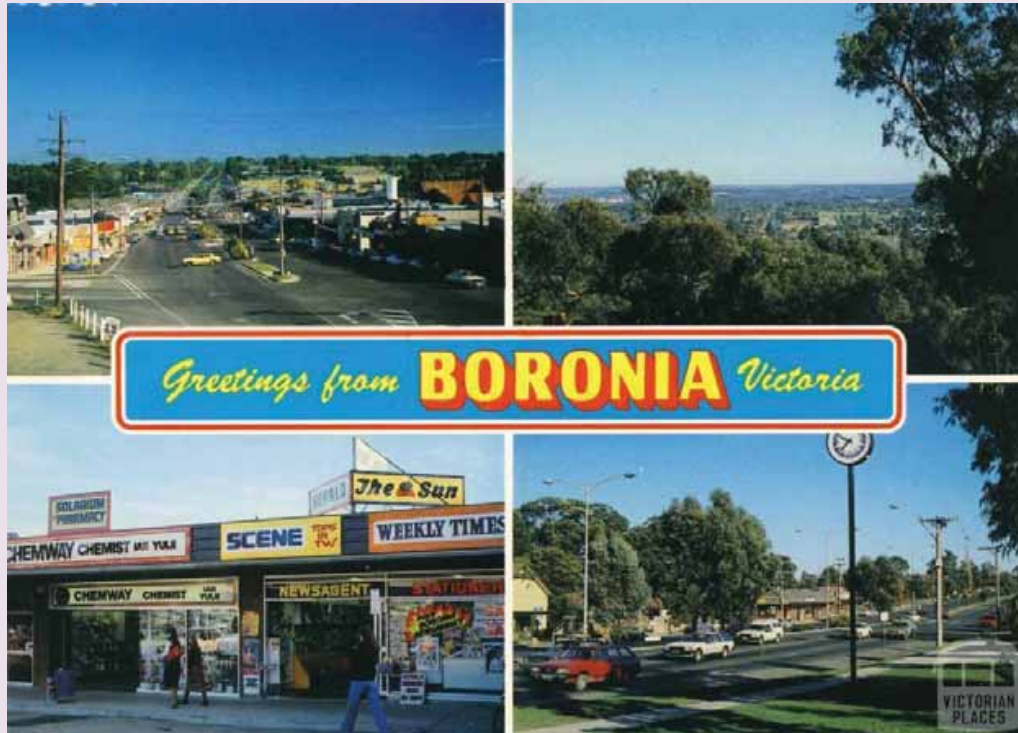
Project overview

Small Group Discussion

Boronia by the numbers presentation

Small group conversation & questions

Group feedback & discussion

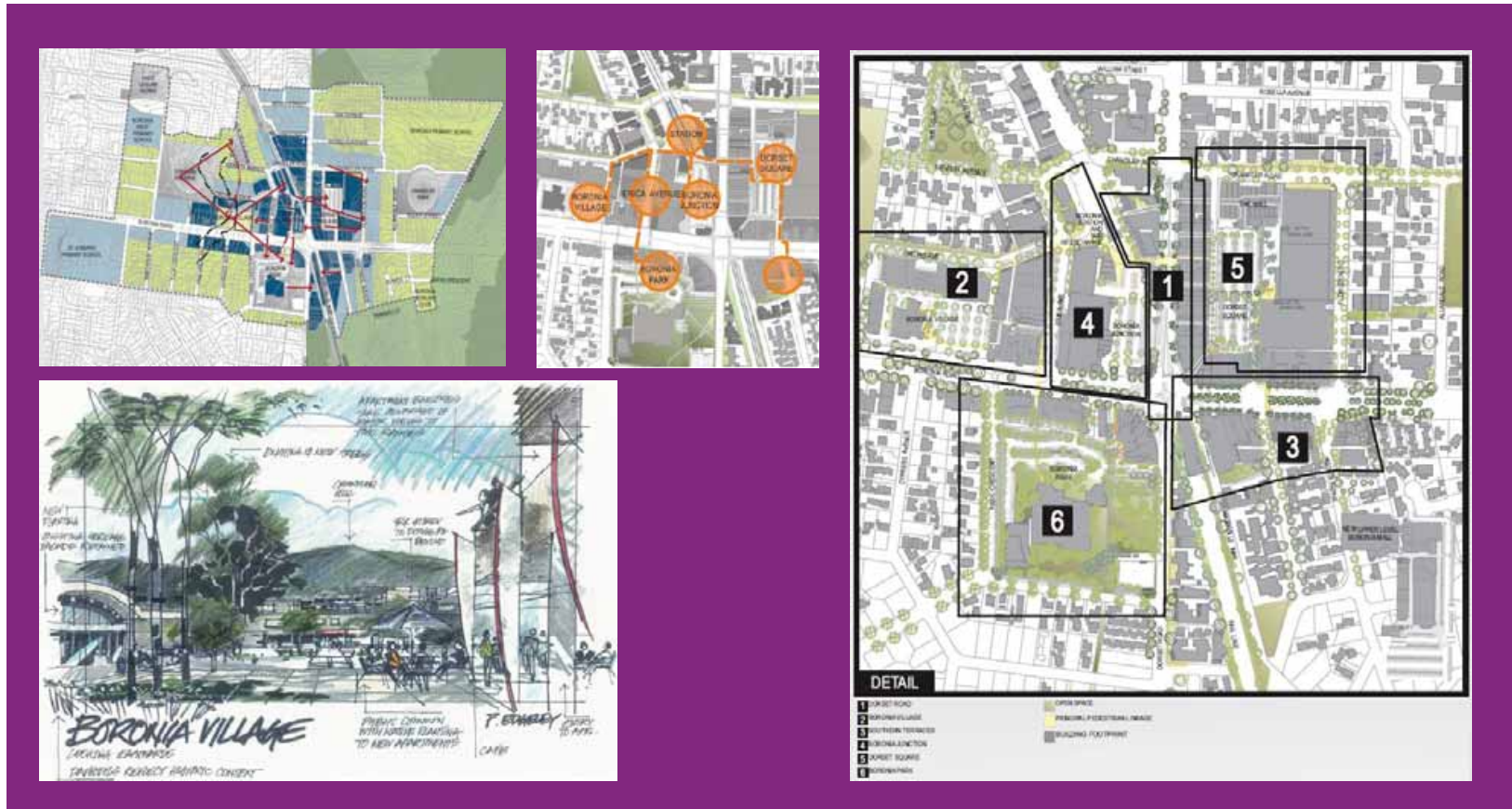




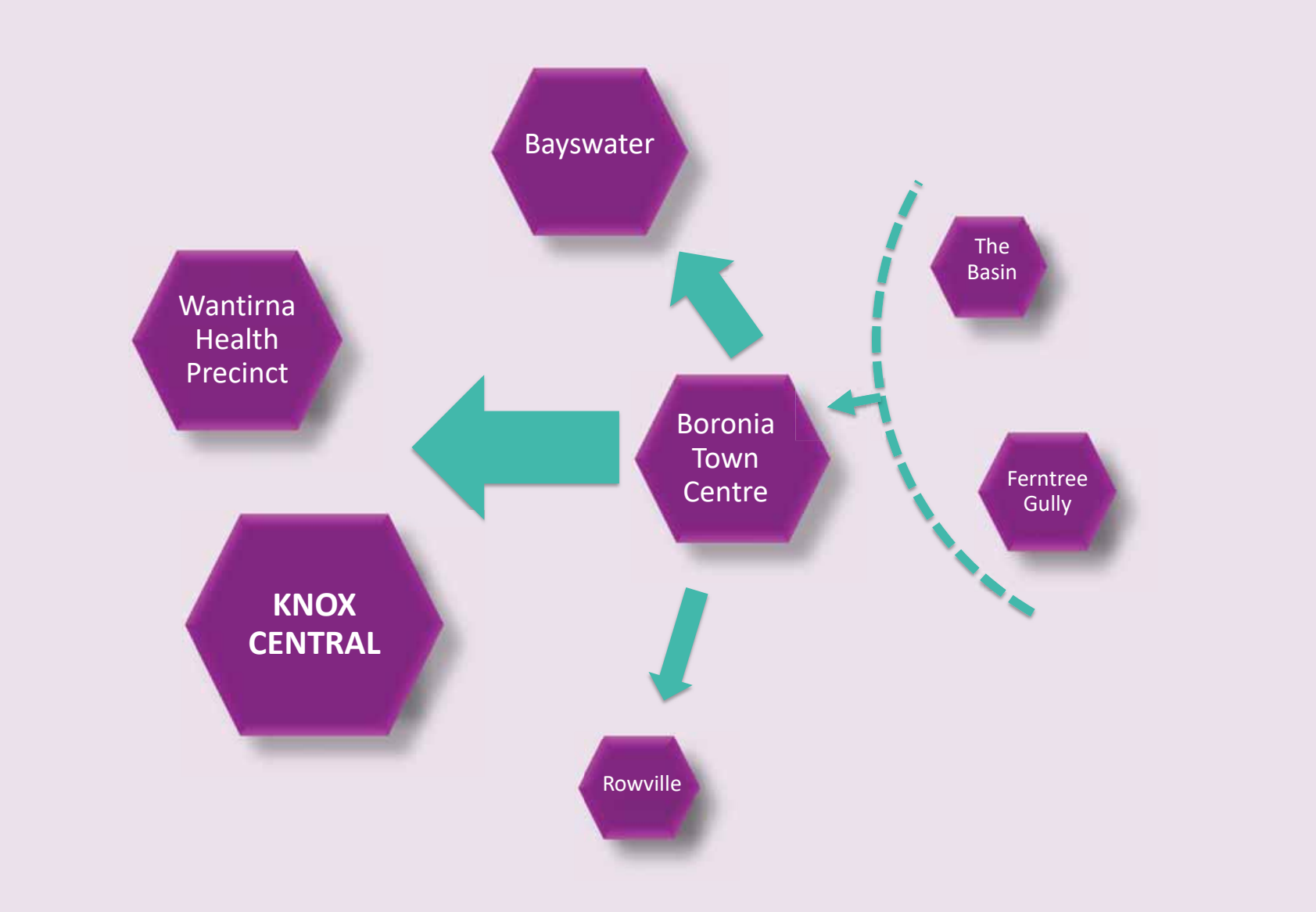
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Boronia Renewal Project - 2018

Structure Plan - 2006



Boronia Town Centre Context



Bayswater / Boronia

Neighbourhood centres with different strengths

Local leakage a problem for both centres

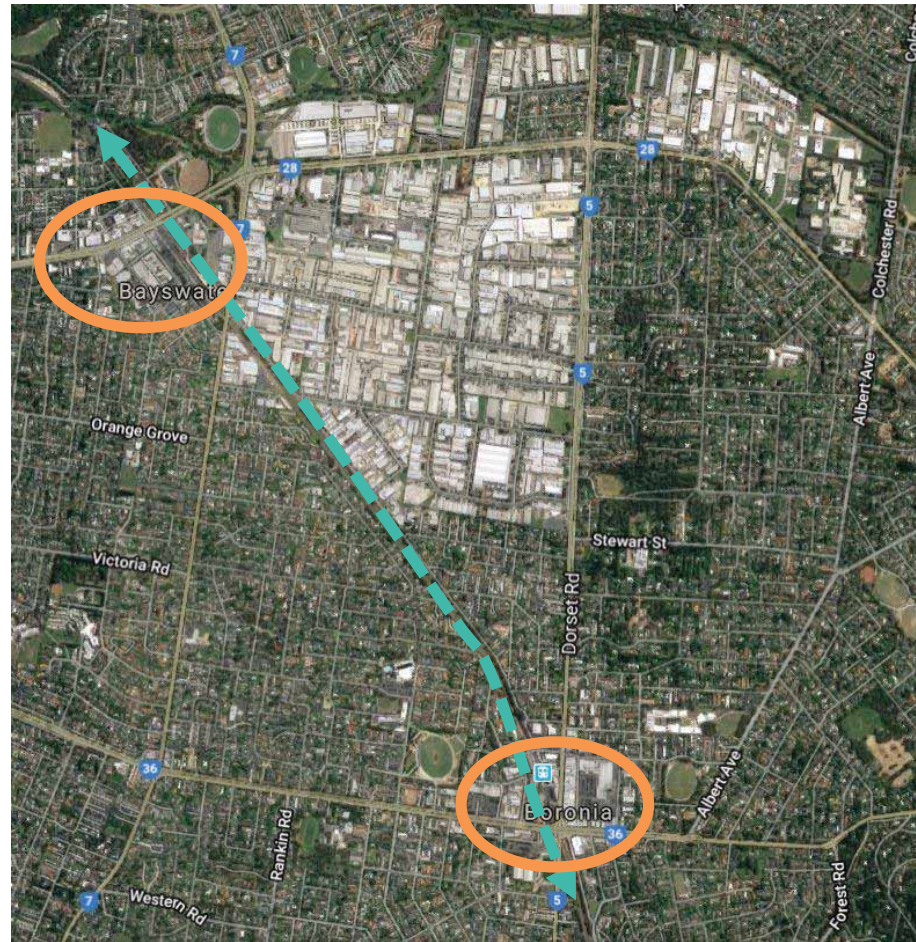
Work as bookends along the train line

Different focus

Bayswater – industrial/advanced manufacturing

Boronia – Business Services/Retail/Food

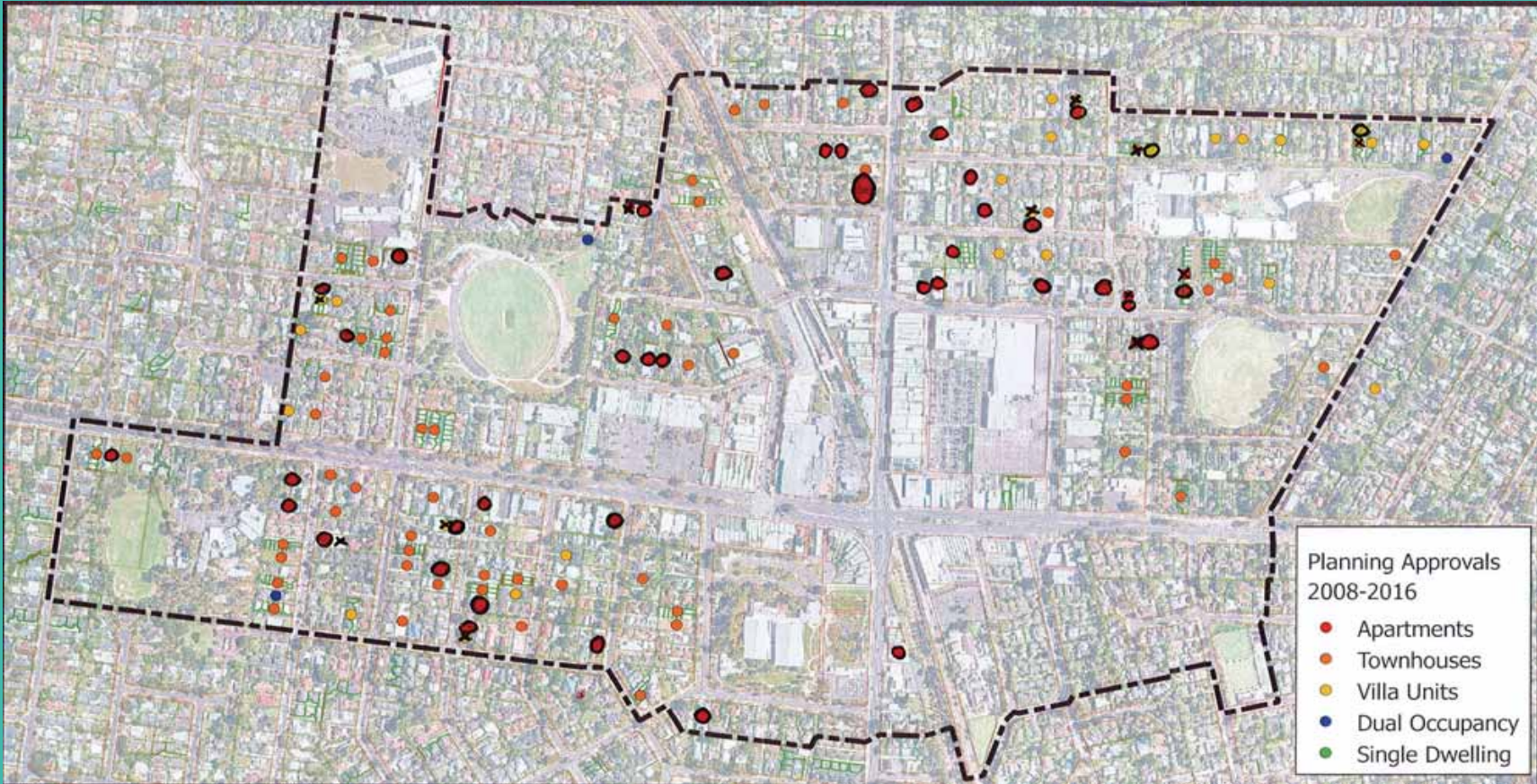
- | | |
|--|--|
| <ul style="list-style-type: none"> • K Mart • Coles • Woolworths • Dan Murphy's • McDonalds • Aldi ? | <ul style="list-style-type: none"> • Food & Beverage Thai Indian Mexican • Specialty shops Music Health |
|--|--|



Boronia by the numbers



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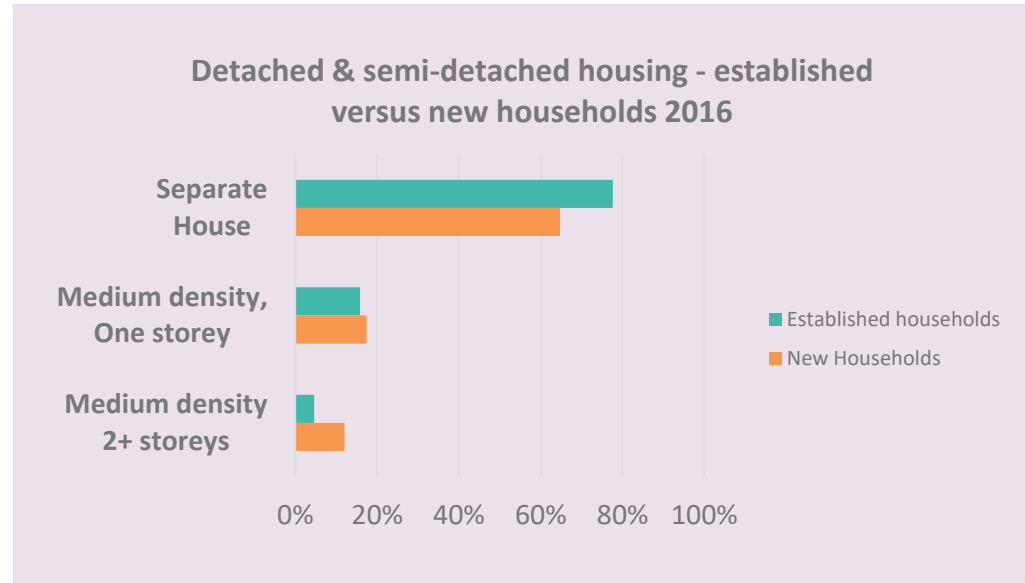


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Housing Changes

Boronia new look

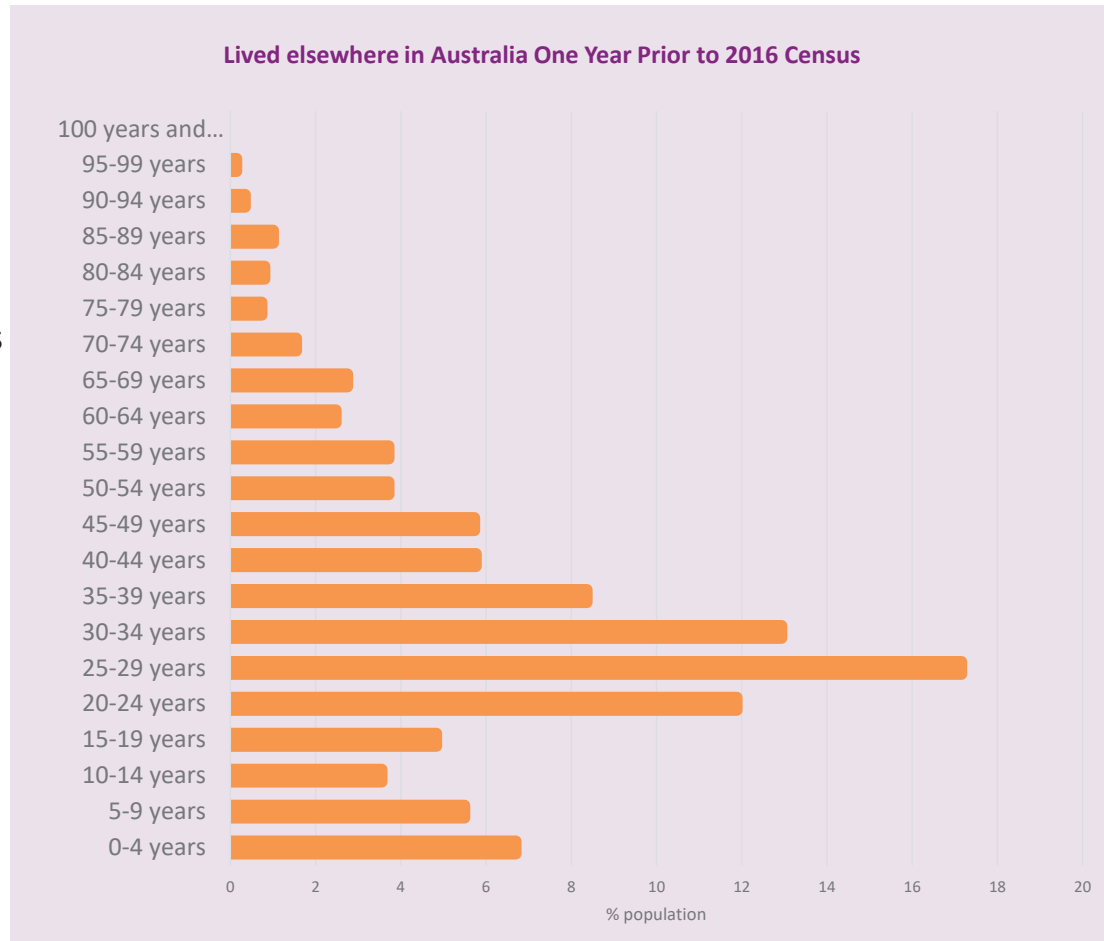
- Fewer stand alone houses
- Lots are getting smaller
- More town house style development
- Redevelopment land near the town centre is being taken up



Population Changes

People coming to Boronia from other parts of Australia

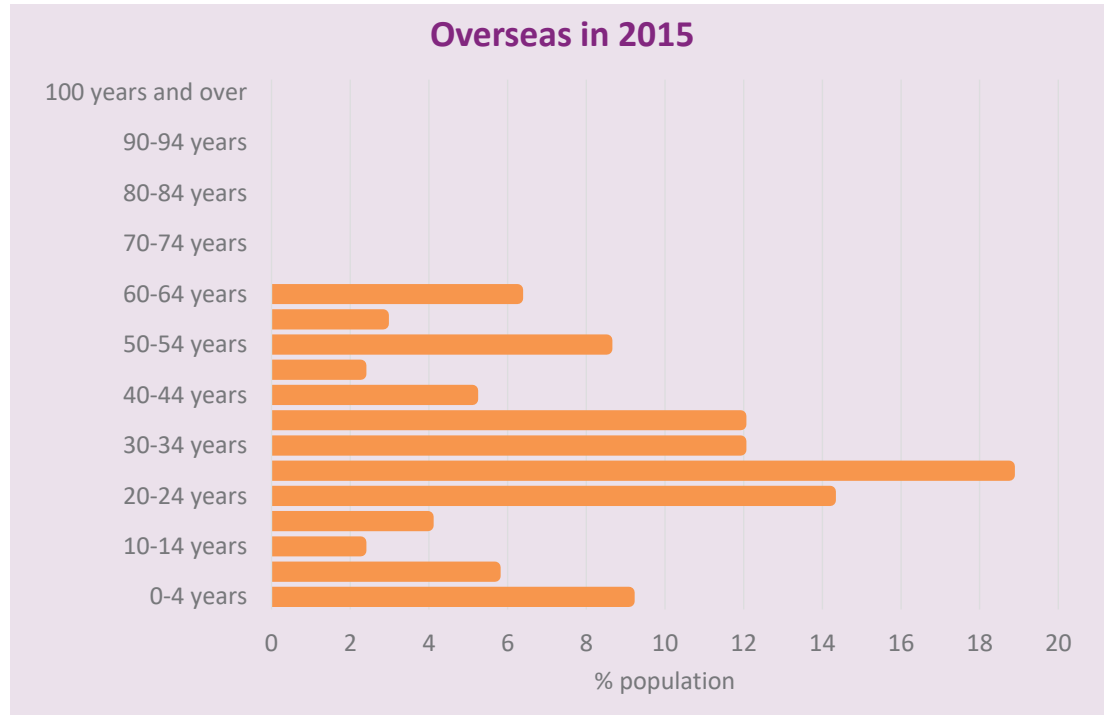
- More people over 70 yrs
- Big jump in selected age groups
 - 25 – 29 yrs
 - 0 - 4 yrs



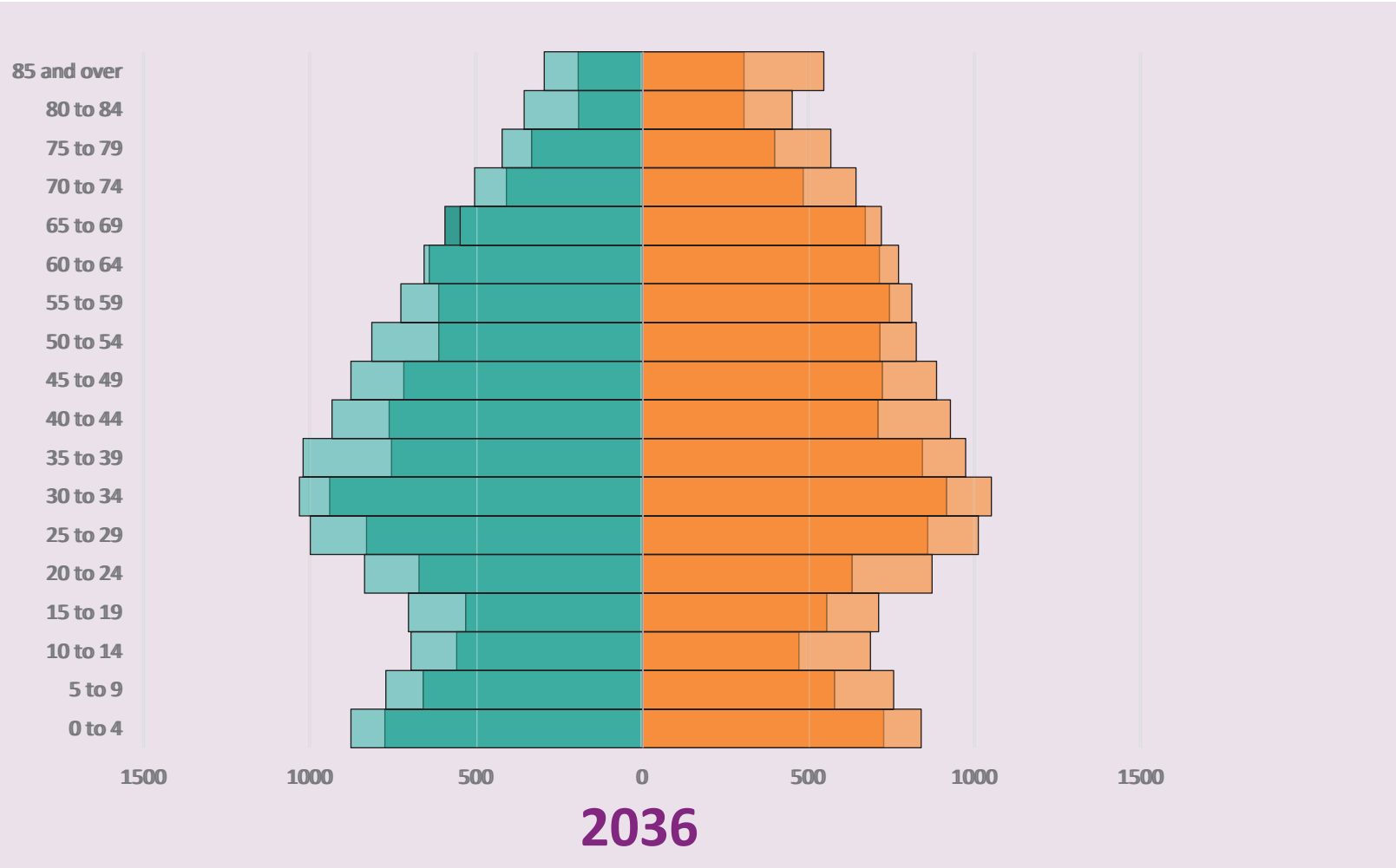
Population Changes

People who lived overseas coming to Boronia

- Very few over 65yrs
- Mostly families with young children



Population growth



1
2



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What we have heard so far

- Sources:**
- **Boronia Community Conversations**
 - **Community Survey**
 - **Economic Development Workshop**
 - **Boronia Renewal web page**
 - **Social media & Facebook**

Like the newer cafes

Has a really good relaxed village/community feel

I can get to it from several different major in-out roads/routes and also the train if I have to

At the foothills of The Dandenongs, Boronia is nestled between suburbia and paradise

Its central to the surrounding suburbs, it caters for all ages on sports entertainment and recreation and it's a doorway to the Dandenongs

Green, close to Dandenongs. Nice open spaces- new playground at Chandler reserve and other improvements there welcome.

Close to facilities eg basketball (very popular), library, parks including Chandler park, Arboretum, Tomore park

It has everything we need, supermarkets cafes movies bowling public transport parks and gorgeous mountain back drop



Service Providers in Boronia

Who is in Boronia ?:

Health Related

– Specialist/Mental Health/EACH/Royal district Nursing Service

Employment Services

– Matchworks/Centrelink

Government Agencies

– Justice/Education/Training/Jobs/Health/Housing

Churches & Faith-based Groups

– Friendship and Support Groups

Legal Advice

– Eastern Legal centre

Not-for-profit and Social Enterprise

– Days for Girls/Oxfam

Special Interest Groups

– Community Housing

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Supporting the community

Why the community needs these services

Alcohol-related Health Issues

Higher than average rate of:

- Alcohol consumption
- Hospital admissions for alcohol-related injury
- Alcohol-related ambulance call-outs
- Drink driving infringements
- Off-premises (take away) liquor licenses



Drug Use

Higher than average rates of ambulance call-outs for drug use:

| | | |
|----------------|-----------------|-----------------------|
| Benzodiazepine | 11.3 per 10,000 | (Metro Melbourne 7.7) |
| Heroin | 5.7 per 10,000 | (Metro Melbourne 4.2) |



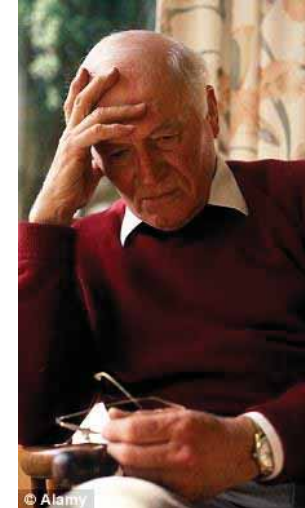
Supporting the community

Why the community needs these services

Mental Health Issues

Higher than average rate of:

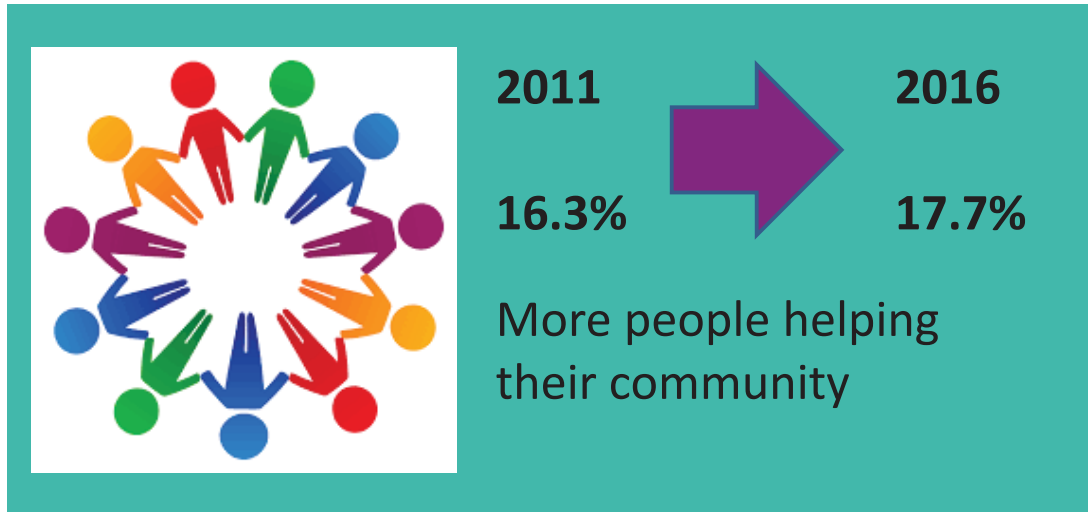
- Population mental health or behavioural problems
13.1 per 100 (Greater Melbourne 12.3)
- Adults with very high/high psychological distress
12.7 per 100 (Greater Melbourne 12.3)



Unemployment

- 5.7% Boronia/Basin Unemployment rate
- 4.5% Boronia/Basin Youth Unemployment rate

Volunteerism in Boronia



Boronia Database

| | |
|---------------------|-------------|
| Local Businesses | 570+ |
| Service Providers | 45+ |
| Community Groups | 70+ |
| Government Agencies | 30+ |



Not for profit and Social Enterprises



Mission
Days for Girls empowers girls and women worldwide with more dignity, health and safety through access to quality sustainable menstrual health management and education



Challenges facing Boronia



- Greater population mix bring new demands
- Cost of participation
- Community Safety Concerns

- Time poor families
- Poor Community Health
- Families under stress, welfare, housing, unemployment



Opportunities for Boronia



Strong bonds in the Community

Working in Partnerships

Redesign join up the town centre



Better connections to key destinations

Better utilize parks and open spaces

Activate Spaces into the night

Support community groups to grow and be sustainable in the long term



Small Group Discussions



Questions

Tell us more about the service(s) your organisation provides?

What changes have your service experienced in recent years?

What are pressure points or constraints for your service ?

Small Group Discussions



Questions

What additional or different services will be necessary to meet future community needs?

If we could cluster multiple services together what would it look like?

Breathing new life into **Boronia**

Thank You

Further Information:

Web:
www.knox.vic.gov.au/boroniarenewal

Email:
boroniarenewal@knox.vic.gov.au

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Community Engagement Report - Appendix 12

Breathing new life into **Boronia**

Boronia Renewal Project
Community Groups Workshop

15 February 2018.

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Workshop Overview

Twofold purpose:

- Share information
- Hear your ideas about Boronia's future

Agenda

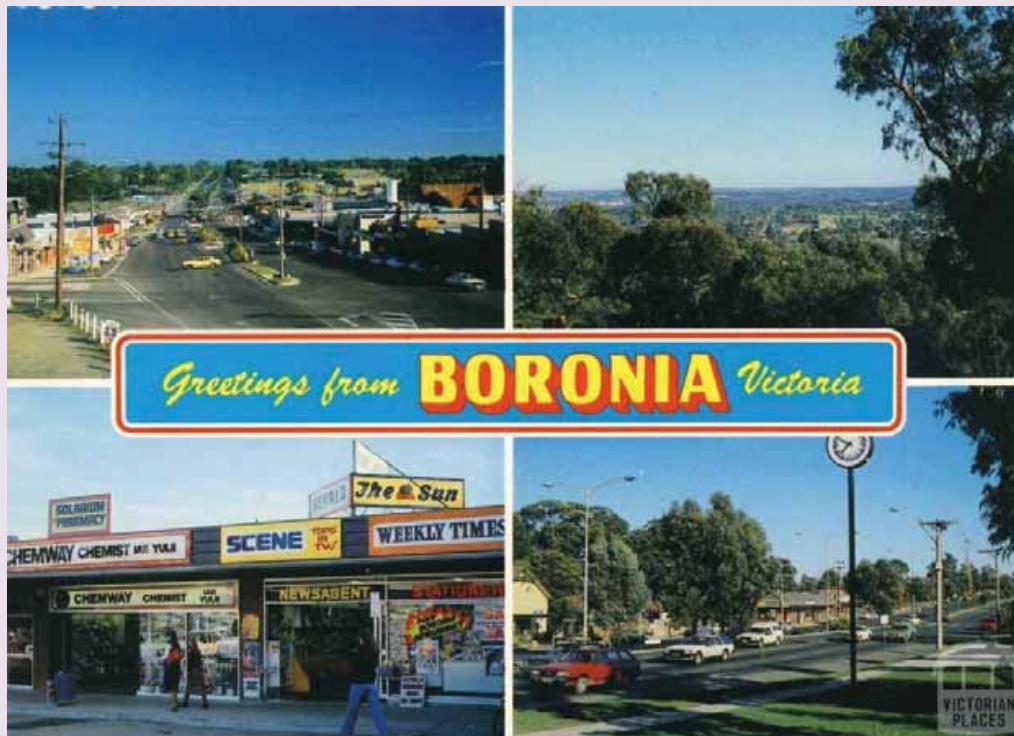
Project overview

Small Group Discussion

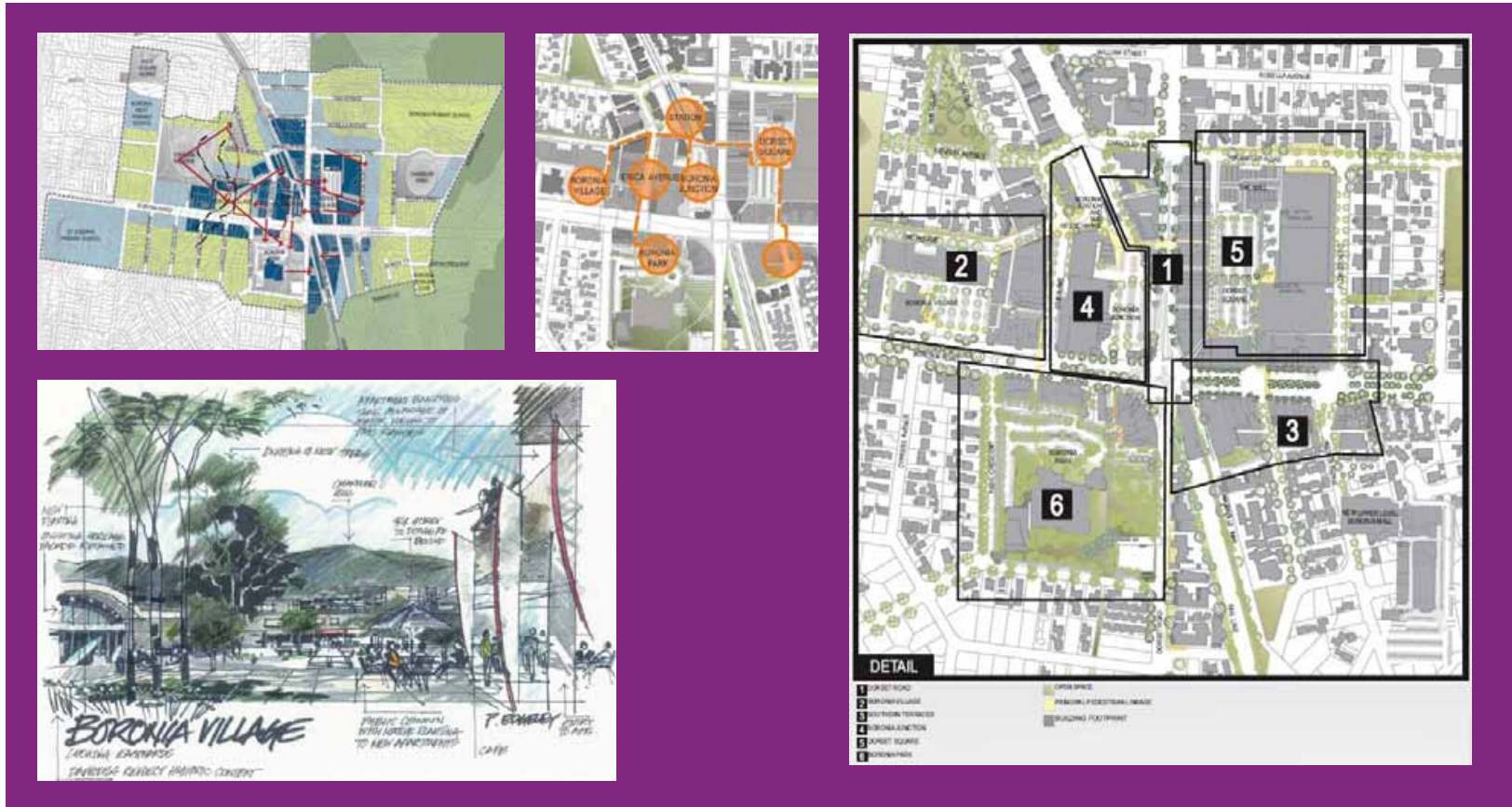
Boronia by the numbers presentation

Small group conversation & questions

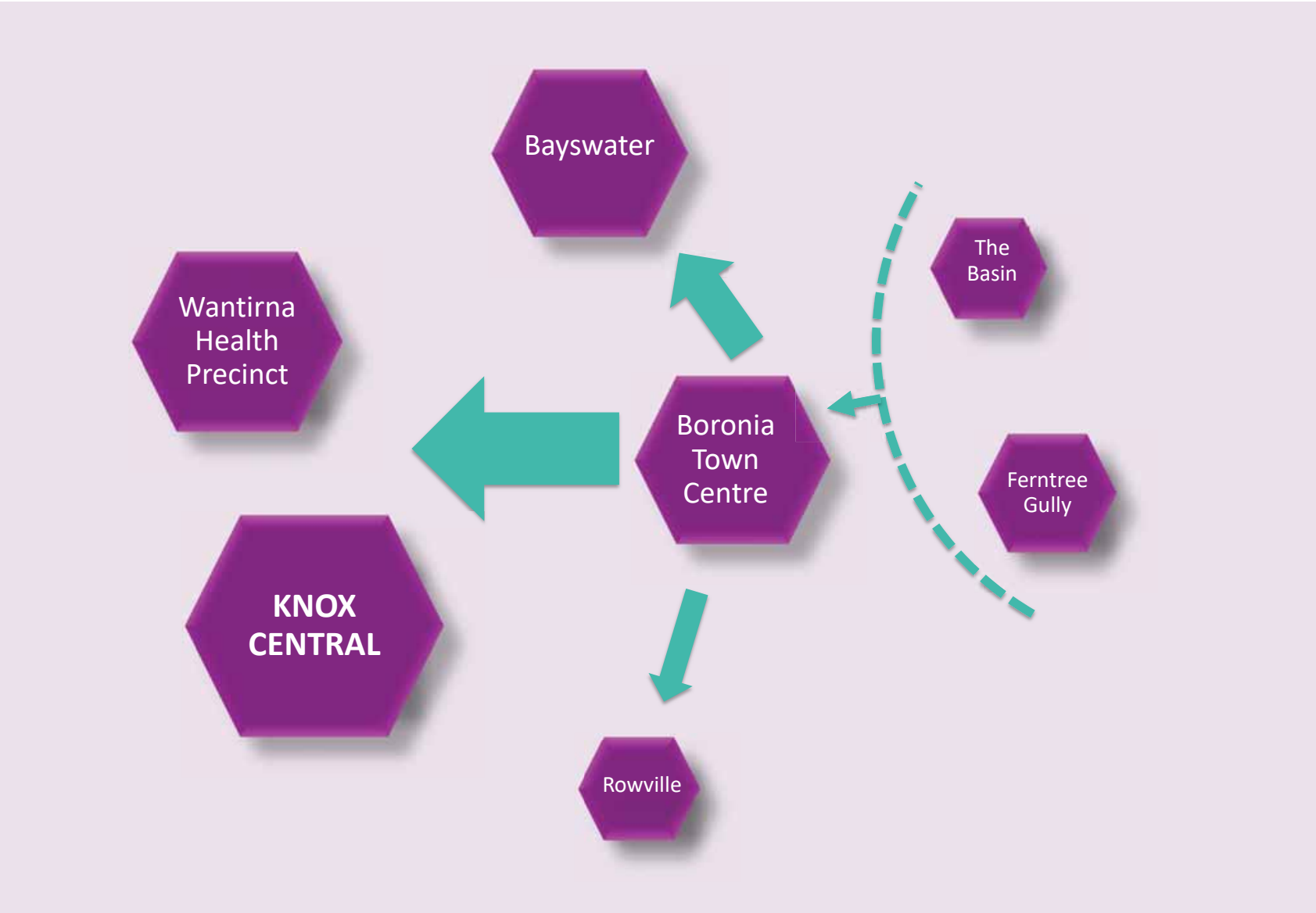
Group feedback & discussion



Boronia Renewal Project Overview



Boronia Town Centre Context



Bayswater / Boronia

Neighbourhood centres with different strengths

Local leakage a problem for both centres

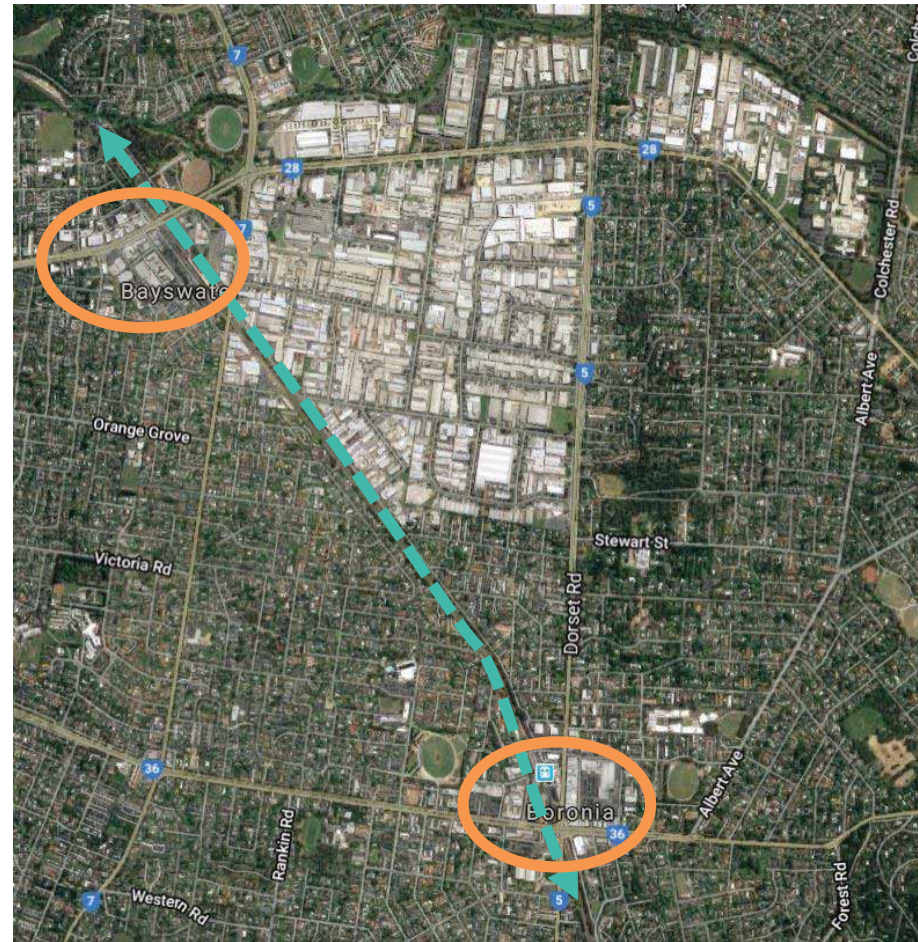
Work as bookends along the train line

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- | | |
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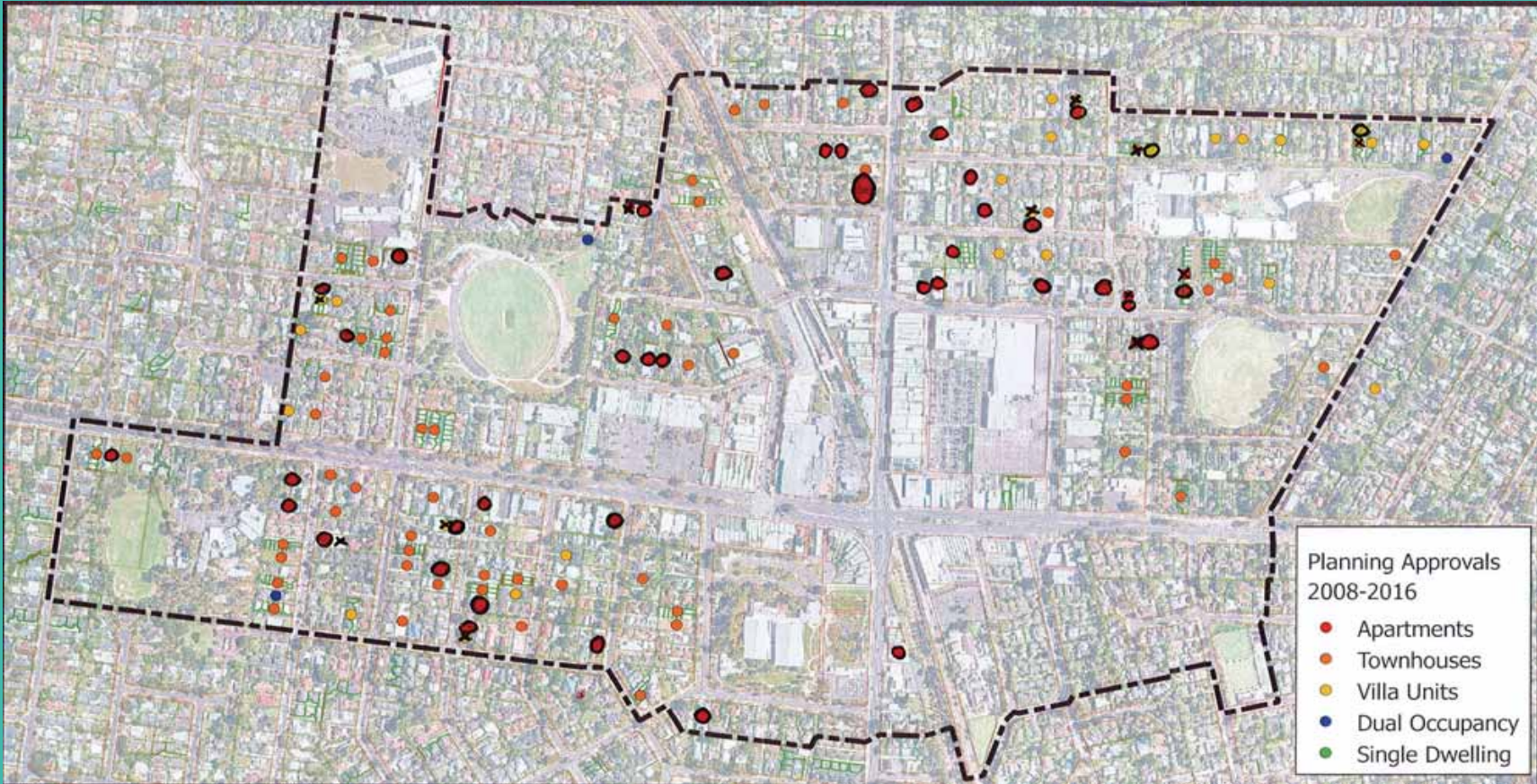


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Boronia by the numbers



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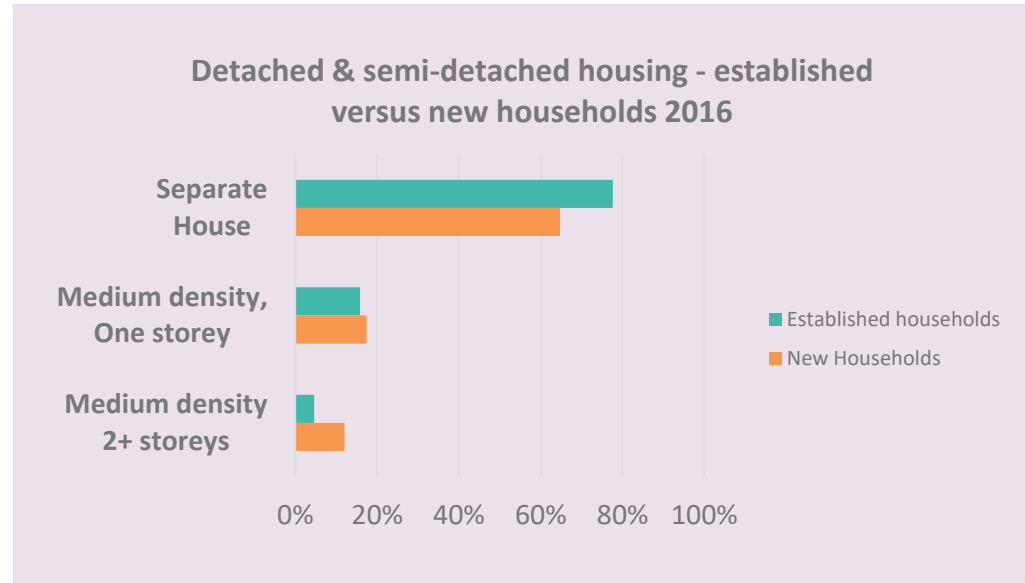


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Housing Changes

Boronia new look

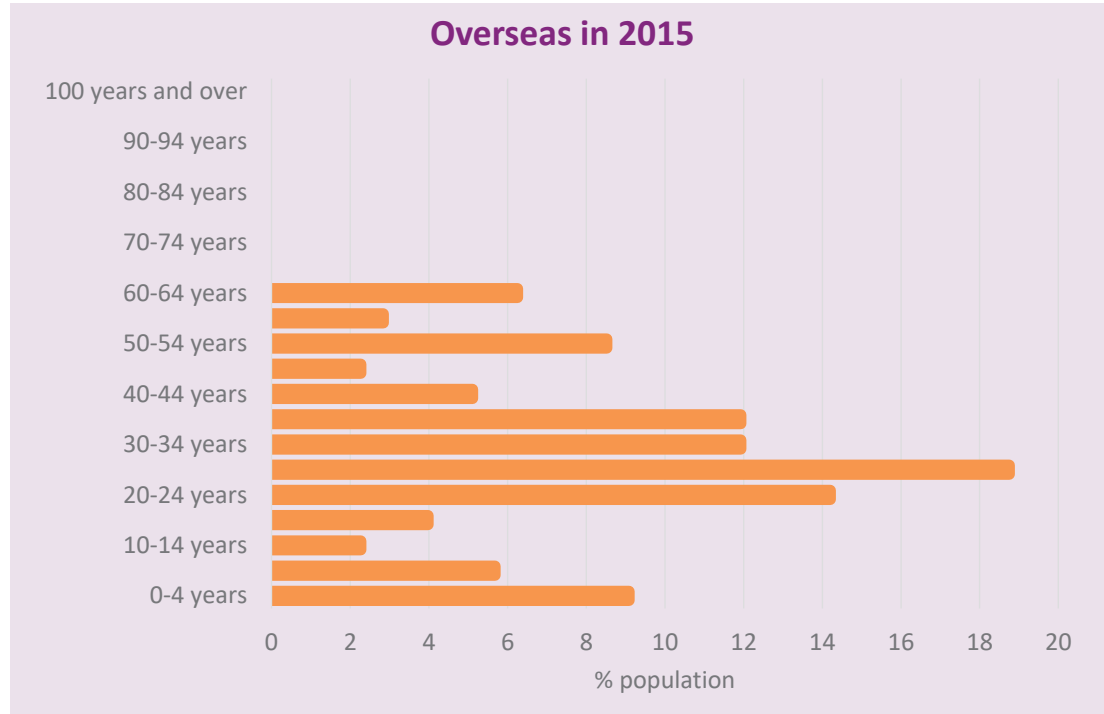
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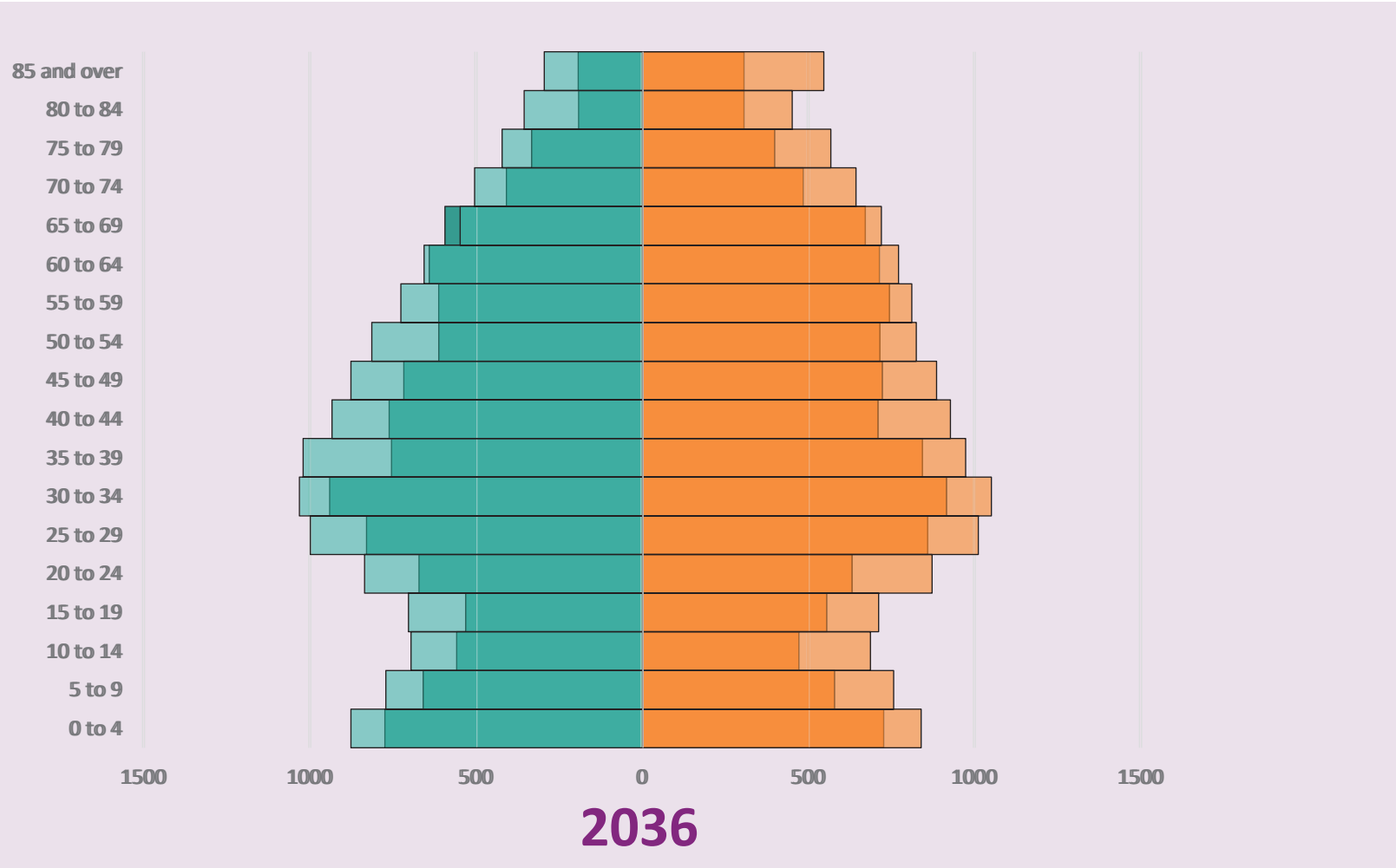
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Population growth





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What we have heard so far

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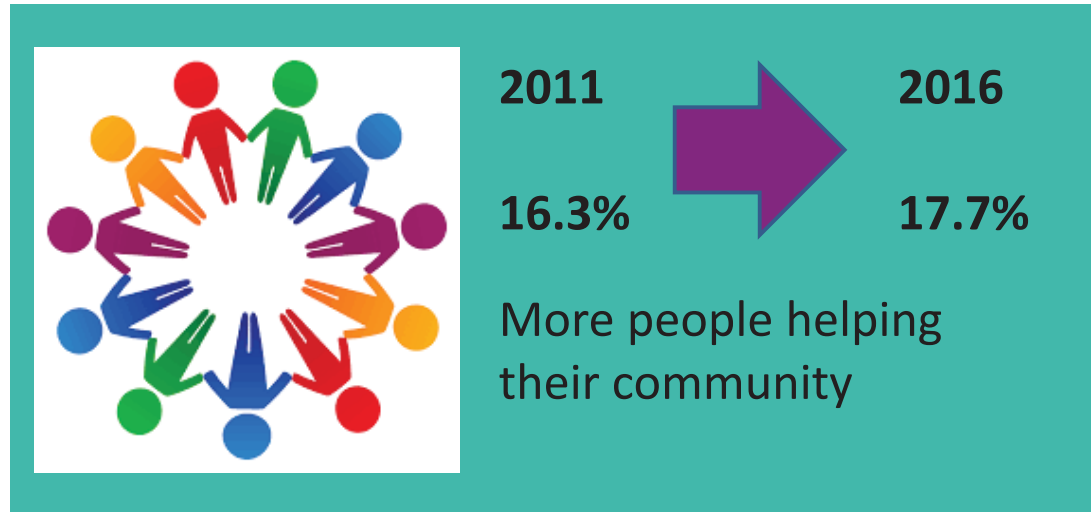
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Green, close to Dandenongs. Nice open spaces- new playground at Chandler reserve and other improvements there welcome.

Close to facilities eg basketball (very popular), library, parks including Chandler park, Arboretum, Tomore park



Volunteerism in Boronia



Our Community of Groups

Who is in Boronia ?:

Sports Clubs

– Football/Soccer/Cricket/Netball/Basketball

Recreation & Leisure

– Hobbies/Control Car Club/Dance/Calisthenics/Swimming

Community Service Groups

– RSL/Lions/Probus/CWA

Churches & Faith-based Groups

– Friendship Groups

Social Groups

– Scouts/Guides/Toastmasters/Life Activities Club

Not-for-profit and Social Enterprise

– U3A/Neighbourhood House/Oxfam

Special Interest Groups

– Housing/Arts Group/Knox Photographic Society

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Community Groups - Role

Community Groups can provide:

- Opportunities for cultural expression
- Support
- Places for learning new skills
- Help to create and grow networks
- Connections across generations
- Social cohesion
- Build friendships
- Build capacity, local leadership
- Improved mental health and active lifestyles
- Reduced isolation

Having Fun !



Community Groups - history

Boronia Bowling Club (1952)

- Eastern Ranges Events
- Pennant Competitions
- Barefoot Bowls
- Learn to bowl
- Stu's caricatures



LIFE MEMBERS



Community Groups - expanding

Boronia Remote Control Car Club

Started in 1995

150 Members



australian
butchers
store



Boronia Radio Controlled Car Club expands its facilities

Kimberley Seedy, Knox Leader
August 29, 2016 12:00am



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Challenges facing Boronia



- Greater population mix bring new demands
- Cost of participation
- Community Safety Concerns

- Time poor families
- Poor Community Health
- Fragmented town centre
- Families under stress, welfare, housing, unemployment



Opportunities for Boronia



**Increase connection between
Community partners**

Working in Partnerships

Redesign join up the town centre



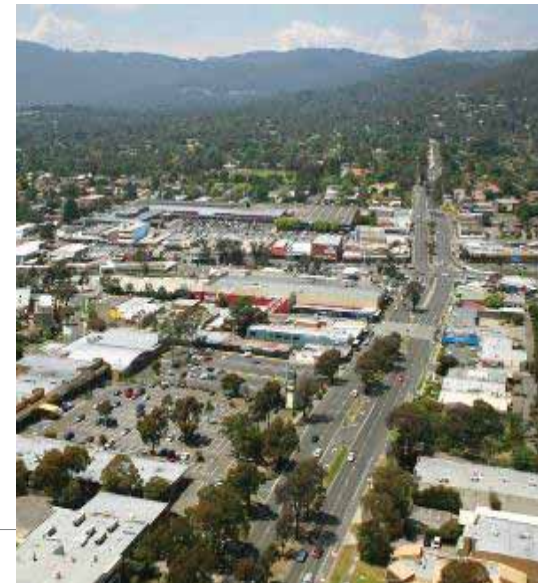
Better connections to key destinations

Better utilize assets and open spaces

Activate Spaces into the night

**Support community groups to be sustainable
in the long term**

ADVOCACY



Small Group Discussions



Questions

How long has your group been established in Boronia?

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 future community group needs?

What will help Boronia to thrive?

Breathing new life into **Boronia**

Thank You

Further Information:

Web:
www.knox.vic.gov.au/boroniarenewal

Email:
boroniarenewal@knox.vic.gov.au

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Community Engagement Report - Appendix 13

Breathing new life into **Boronia**

Boronia Renewal Project
Economic Development
Workshop

6 February 2018.

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Workshop Overview

Twofold purpose:

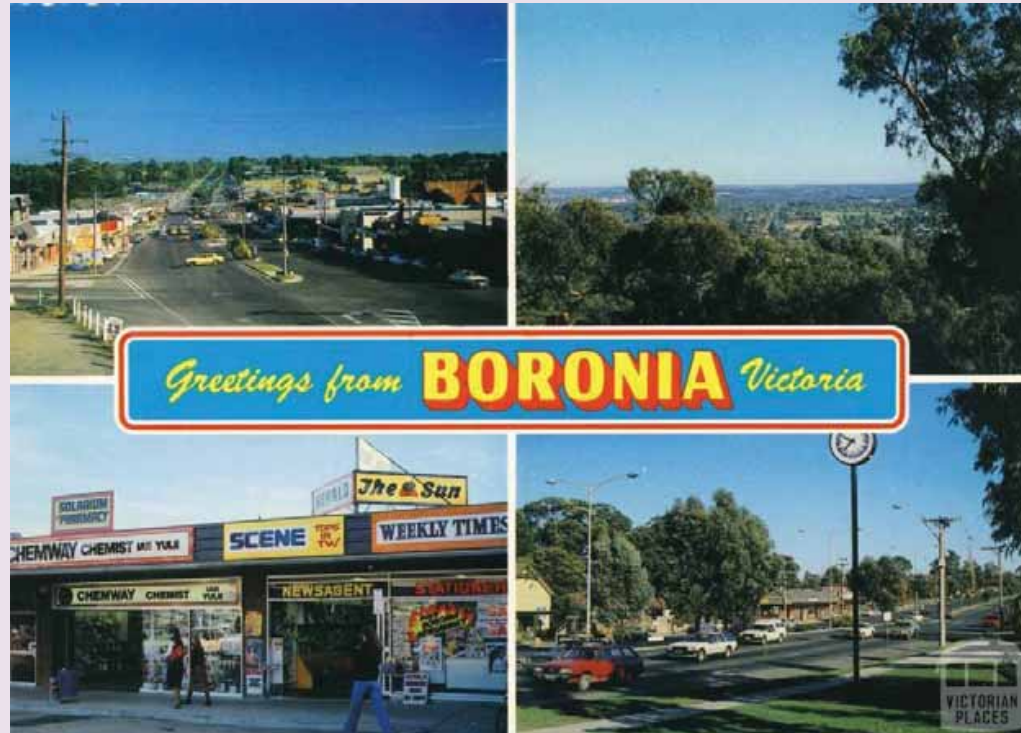
- Share information
- Hear your ideas about Boronia's future

Agenda

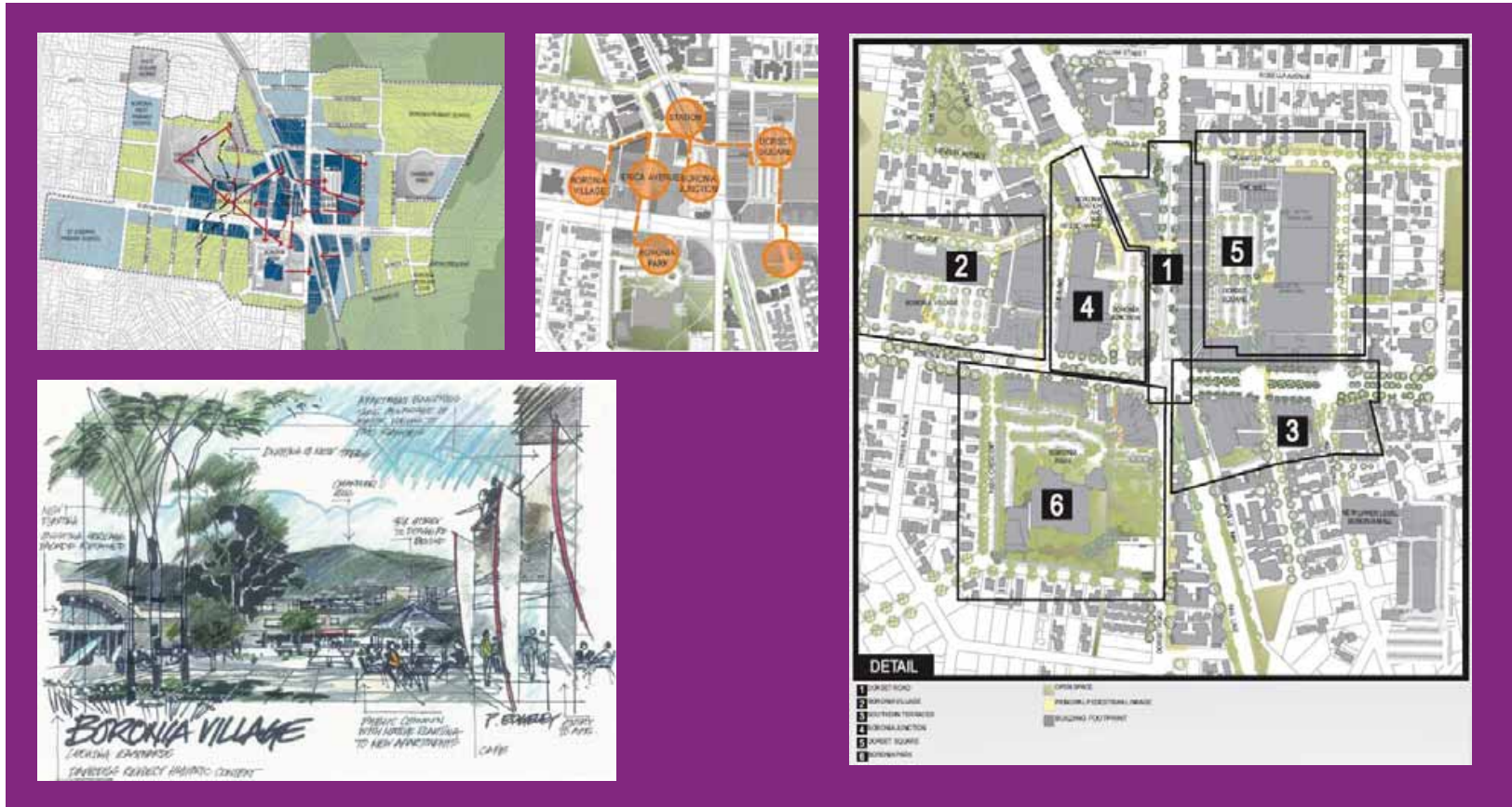
Breakfast & Networking

Brief presentation

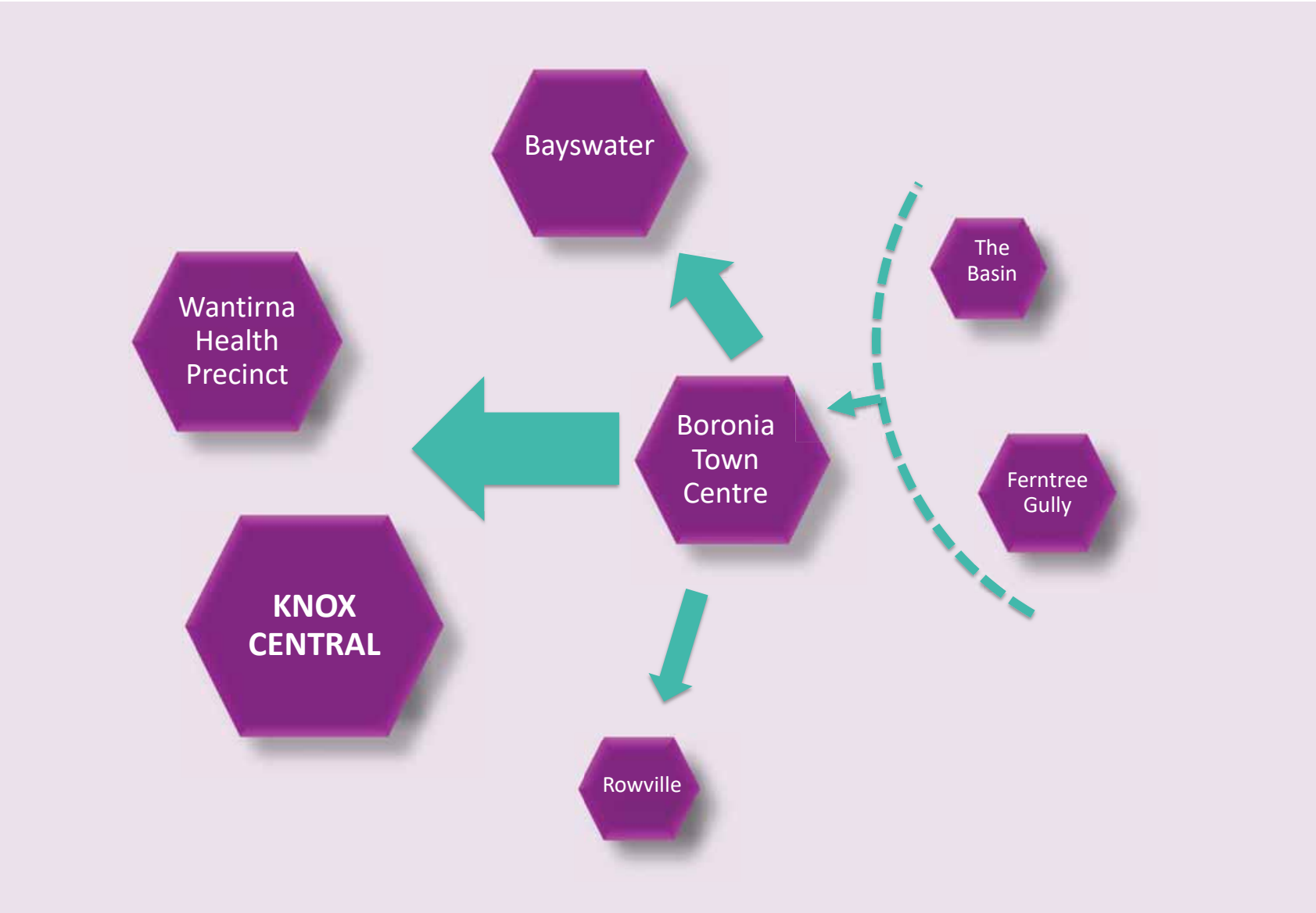
Small group conversation & questions



Boronia Renewal Project Overview



Boronia Town Centre Context



Bayswater / Boronia

Neighbourhood centres with different strengths

Local leakage a problem for both centres

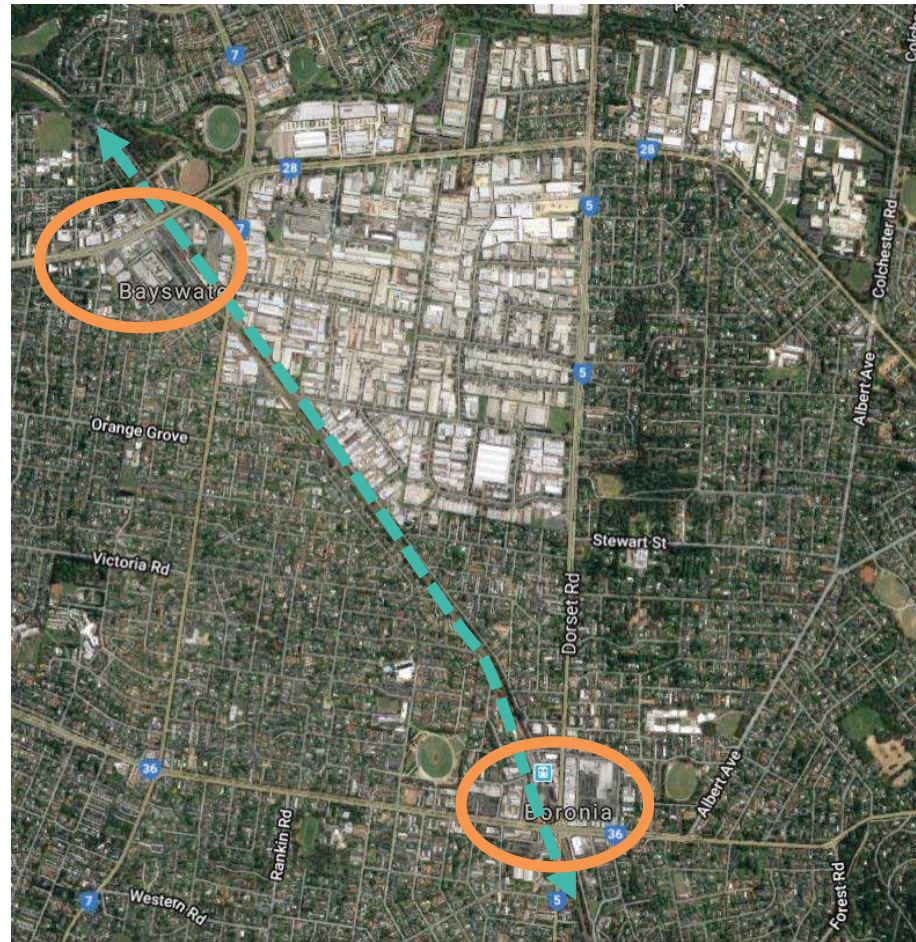
Work as bookends along the train line

Different focus

Bayswater – industrial/advanced manufacturing

Boronia – Business Services/Retail/Food

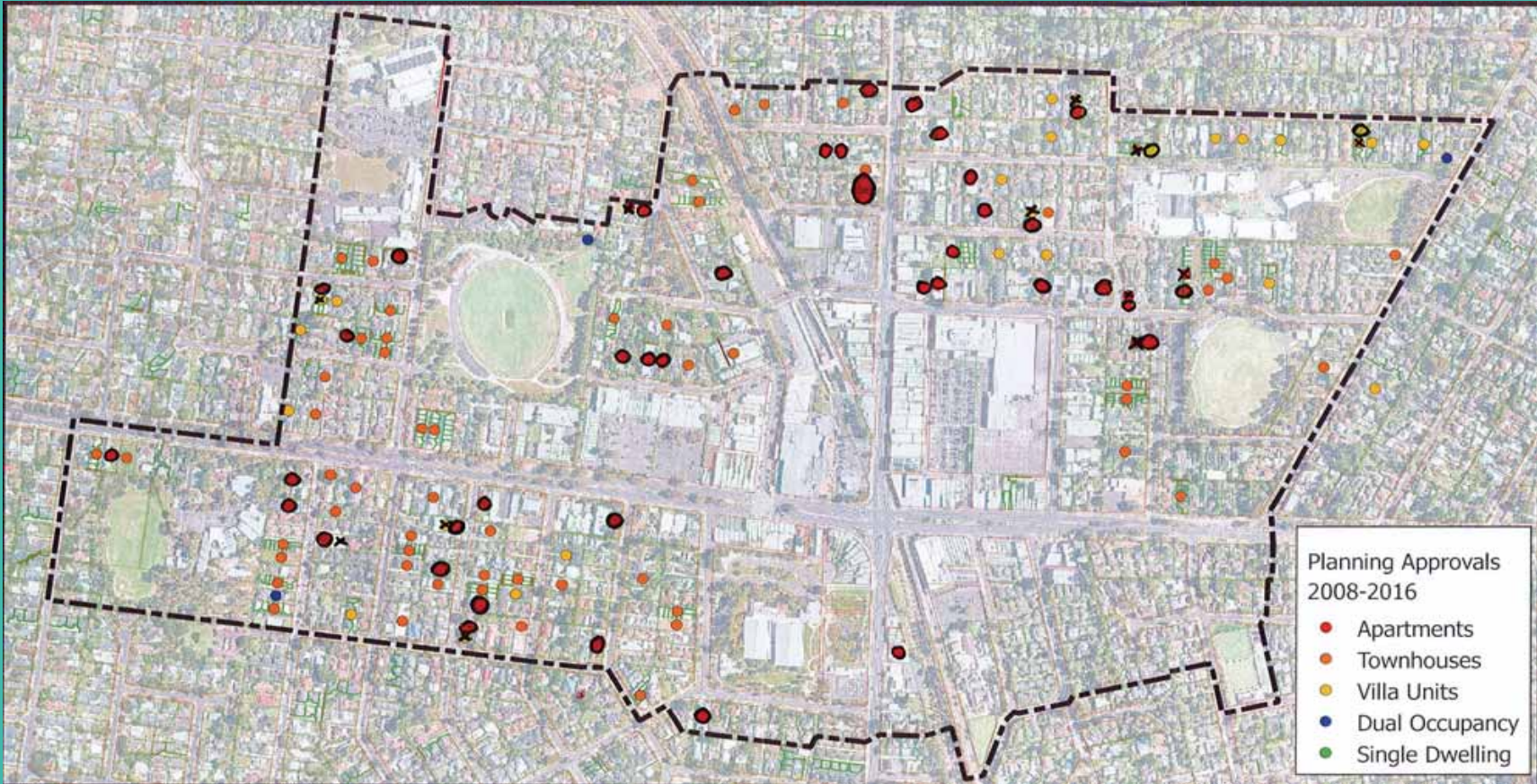
- | | |
|--|--|
| <ul style="list-style-type: none"> • K Mart • Coles • Woolworths • Dan Murphy's • McDonalds • Aldi ? | <ul style="list-style-type: none"> • Food & Beverage Thai Indian Mexican • Specialty shops Music Health |
|--|--|



Boronia by the numbers



knox
your city

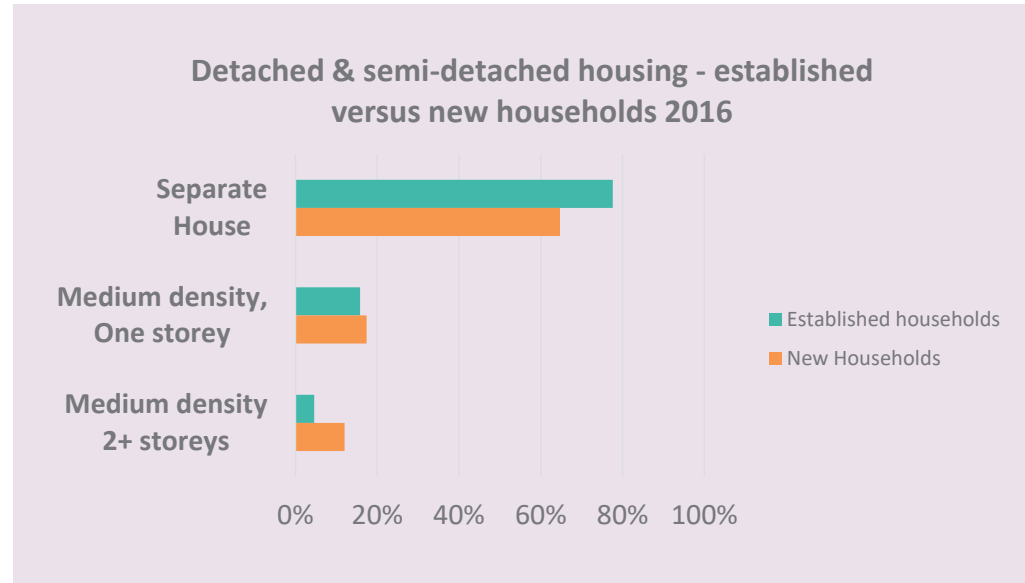


knox
your city

Housing Changes

Boronia new look

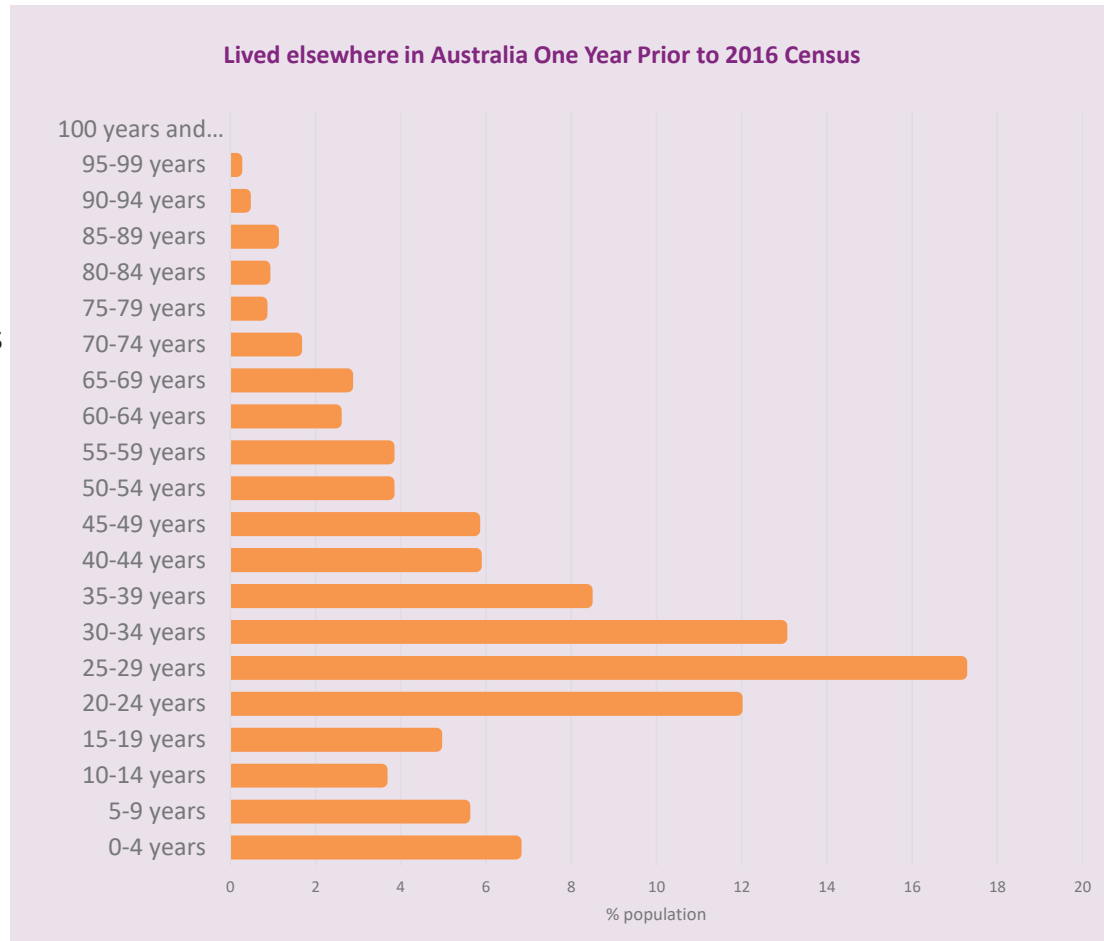
- Fewer stand alone houses
- Lots are getting smaller
- More town house style development
- Redevelopment land near the town centre is being taken up



Population Changes

People coming to Boronia from other parts of Australia

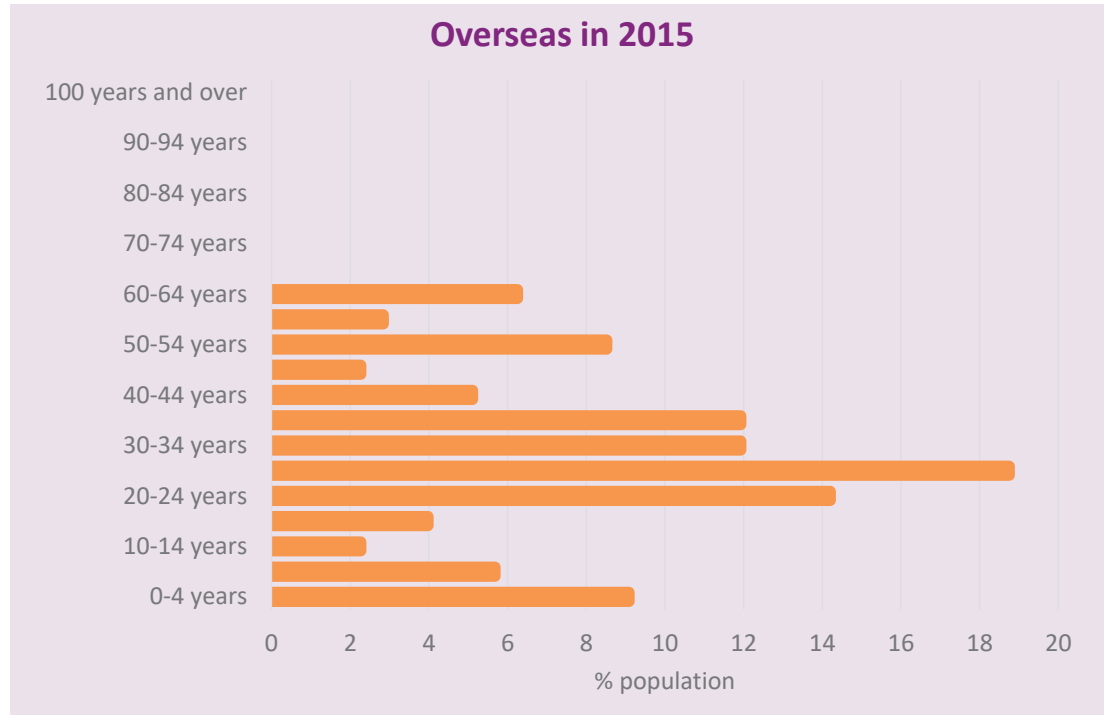
- More people over 70 yrs
- Big jump in selected age groups
 - 25 – 29 yrs
 - 0 - 4 yrs



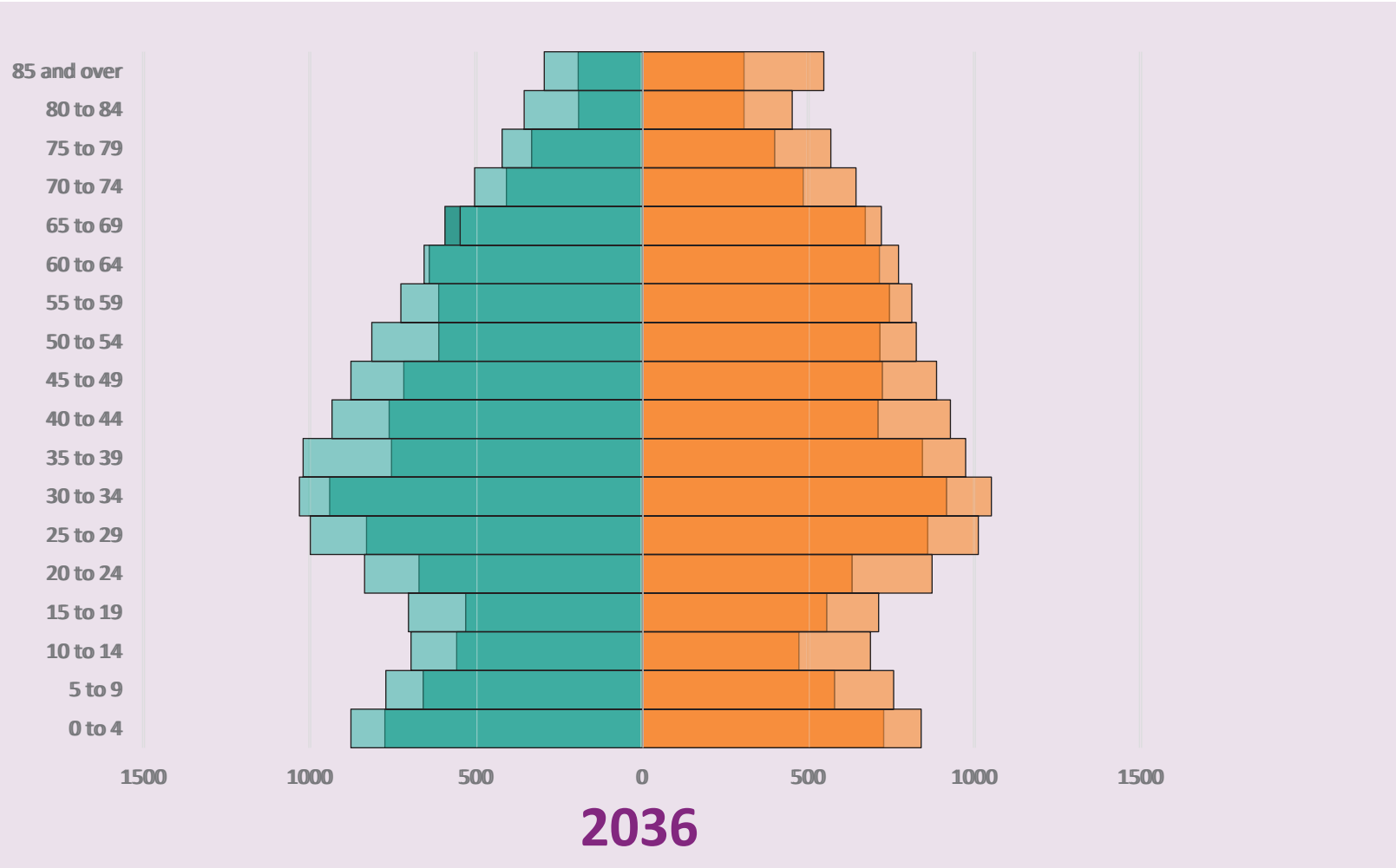
Population Changes

People who lived overseas coming to Boronia

- Very few over 65yrs
- Mostly families with young children



Population growth



2036



knox
your city

Jobs today

Snapshot of employment in Knox

- **Manufacturing in Knox still a powerhouse**
- **Construction and Health jobs growth population driven**

- **Strong growth in accommodation and food services**
- **Growth in range of knowledge-based professions**

| Industry Sector | Jobs 2011 | % | Jobs 2016 | % | Difference |
|---|-----------|--------|-----------|--------|------------|
| Manufacturing | 12,569 | 22.50% | 10,976 | 16.60% | -1,593 |
| Retail Trade | 7,441 | 13.30% | 8,091 | 12.20% | 650 |
| Wholesale Trade | 6,240 | 11.20% | 6,322 | 9.50% | 82 |
| Health Care & Social Assistance | 6,172 | 11.10% | 8,037 | 12.10% | 1,865 |
| Construction | 4,102 | 7.40% | 7,060 | 10.70% | 2,958 |
| Education & Training | 3,181 | 5.70% | 4,006 | 6.00% | 825 |
| Professional, Scientific & Technical Services | 3,053 | 5.50% | 3,399 | 5.10% | 346 |
| Accommodation & Food Services | 2,848 | 5.10% | 4,023 | 6.10% | 1,175 |
| Other Services | 2,401 | 4.30% | 3,040 | 4.60% | 639 |
| Public Administration & Safety | 1,605 | 2.90% | 1,960 | 3.00% | 355 |
| Transport, Postal & Warehousing | 1,469 | 2.60% | 2,265 | 3.40% | 796 |
| Administrative & Support Services | 1,444 | 2.60% | 2,157 | 3.30% | 713 |
| Financial & Insurance Services | 955 | 1.70% | 1,483 | 2.20% | 528 |
| Rental, Hiring & Real Estate Services | 666 | 1.20% | 870 | 1.30% | 204 |
| Arts & Recreation Services | 665 | 1.20% | 1,051 | 1.60% | 386 |
| Information Media & Telecommunications | 592 | 1.10% | 737 | 1.10% | 145 |
| Electricity, Gas, Water & Waste Services | 279 | 0.50% | 496 | 0.70% | 217 |
| Agriculture, Forestry & Fishing | 78 | 0.10% | 140 | 0.20% | 62 |
| Mining | 47 | 0.10% | 131 | 0.20% | 84 |
| Sub-Total – Jobs by sector | 55,807 | - | 66,244 | | 10,437 |

Jobs future

| Department of Employment Projections to November 2020 | | | |
|---|-------------------|------------------------|---------------------------------------|
| Melbourne - Outer East | | | |
| | Nov-15 (Trend) | Nov-20 (Projection) | Projected employment growth ('000) |
| Agriculture, Forestry and Fishing | 2.2 | 2.3 | 0.1 |
| Mining | 0.9 | 0.8 | -0.1 |
| Manufacturing | 31.9 | 31.0 | -0.9 |
| Electricity, Gas, Water and Waste Services | 3.2 | 3.6 | 0.4 |
| Construction | 30.7 | 35.8 | 5.1 |
| Wholesale Trade | 13.9 | 13.4 | -0.5 |
| Retail Trade | 32.0 | 34.3 | 2.3 |
| Accommodation and Food Services | 15.2 | 18.2 | 3.0 |
| Transport, Postal and Warehousing | 8.7 | 9.5 | 0.8 |
| Information Media and Telecommunications | 5.1 | 5.2 | 0.0 |
| Financial and Insurance Services | 8.8 | 9.4 | 0.6 |
| Rental, Hiring and Real Estate Services | 3.9 | 4.5 | 0.6 |
| Professional, Scientific and Technical Services | 22.5 | 26.7 | 4.2 |
| Administrative and Support Services | 8.9 | 9.9 | 1.0 |
| Public Administration and Safety | 11.5 | 12.6 | 1.1 |
| Education and Training | 19.3 | 21.9 | 2.6 |
| Health Care and Social Assistance | 31.4 | 36.6 | 5.2 |
| Arts and Recreation Services | 4.6 | 5.2 | 0.6 |
| Other Services | 12.1 | 12.4 | 0.4 |
| Total (All Industries) | 268.2 | 294.9 | 26.6 |

- **Construction growth is strong in the East**
- **Health and community services driven by population change**
- **Professional, Scientific and Technical growth and the rise of knowledge and information as “goods”**



Jobs Boronia

Melbourne East employment forecast

| Industry Sector | Boronia Activity Centre 2011 | | Boronia Activity Centre - 2016 Census | | Difference |
|---|------------------------------|-------|---------------------------------------|-------|------------|
| | Jobs | % | Jobs | % | |
| Retail Trade | 646 | 26.0% | 610 | 19.7% | -36 |
| Health Care & Social Assistance | 388 | 15.6% | 506 | 16.3% | 118 |
| Accommodation & Food Services | 207 | 8.3% | 379 | 12.2% | 172 |
| Professional, Scientific & Technical Services | 227 | 9.1% | 331 | 10.7% | 104 |
| Education & Training | 126 | 5.1% | 241 | 7.8% | 115 |
| Arts & Recreation Services | 137 | 5.5% | 176 | 5.7% | 39 |
| Public Administration & Safety | 107 | 4.3% | 170 | 5.5% | 63 |
| Construction | 87 | 3.5% | 149 | 4.8% | 62 |
| Other Services | 117 | 4.7% | 141 | 4.6% | 24 |
| Rental, Hiring & Real Estate Services | 93 | 3.7% | 105 | 3.4% | 12 |
| Administrative & Support Services | 68 | 2.7% | 91 | 2.9% | 23 |
| Financial & Insurance Services | 97 | 3.9% | 81 | 2.6% | -16 |
| Manufacturing | 63 | 2.5% | 48 | 1.5% | -15 |
| Information Media & Telecommunications | 48 | 1.9% | 40 | 1.3% | -8 |
| Transport, Postal & Warehousing | 14 | 0.6% | 21 | 0.7% | 7 |
| Agriculture, Forestry & Fishing | 0 | 0.0% | 9 | 0.3% | 9 |
| Wholesale Trade | 57 | 2.3% | 4 | 0.1% | -53 |
| Electricity, Gas, Water & Waste Services | 0 | 0.0% | 0 | 0.0% | 0 |
| Mining | 0 | 0 | 0 | 0.0% | 0 |
| Total | 2482 | | 3102 | | 620 |

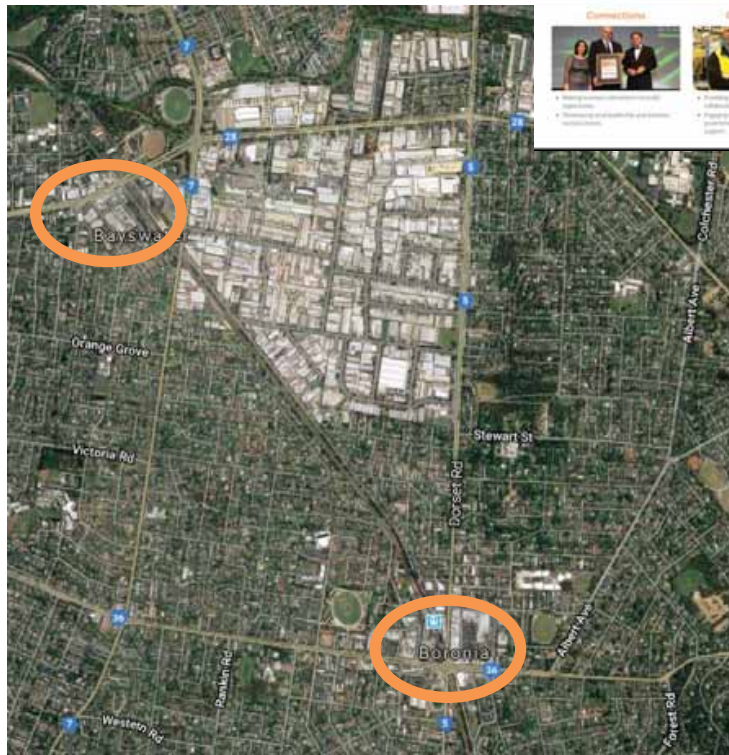
- There are 269 businesses in the Boronia Town Centre

Boronia's Business mix

Retail Trade 24.2%;
 Other Services 16.4%;
 Professional, Scientific and Technical Services 11.9%;
 Health Care & Social Assistance 11.5%;
 Accommodation & Food Services 11.2%

- Health and community services jobs rising in Boronia Town Centre
- Move to a night-time economy captured in jobs growth in hospitality

Bayswater Business Precinct

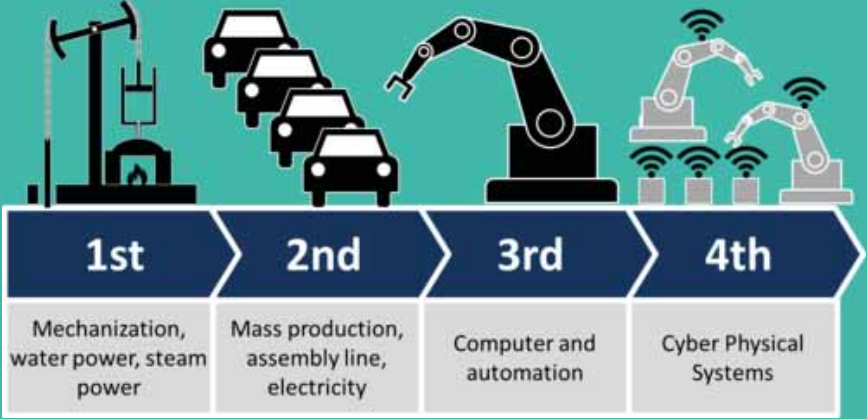


Approximately 30,000 jobs in close proximity to Boronia
www.knoxbiz.com.au

Trends influencing Boronia



Rise of the “gig” economy



Industry 4.0 or the Internet of Things

| 1st | 2nd | 3rd | 4th |
|---|---|-------------------------|------------------------|
| Mechanization, water power, steam power | Mass production, assembly line, electricity | Computer and automation | Cyber Physical Systems |

Trends influencing Boronia



Technology,
work, rapid
prototyping
and makers

Big data
and
Amazon



Implications for Boronia



Technology is changing everything

Be comfortable with collaboration and innovation



Skills are your passport, even in traditional retail

Advocacy and pushing for better infrastructure



Small Group Discussions



Questions

What attracted you to set up business in Boronia?

What changes have you experienced in recent years?

What do you think is unique about Boronia that could be built on?

How would you describe Boronia to others ?

What will help Boronia to thrive ?

Breathing new life into **Boronia**

Thank You

Further Information:

Web:
www.knox.vic.gov.au/boroniarenewal

Email:
boroniarenewal@knox.vic.gov.au

knox
your city



Boronia workshop feedback

Thanks for attending the Boronia Renewal Project traders workshop.

1. Please rate the session - How useful was the information provided?
1 2 3 4 5
2. Top 3 key issues for your business:
(text)
3. What additional information would you like to receive?
(text)
4. Would you be available for further discussion?
Y N
5. Would you like more information about the KnoxBiz portal?
Y N

We value your input and would like to continue our conversation. Please let us know where we can assist:

6. I have more questions and want to talk to (eg someone about car parking)
(text)
7. I want to connect with ... (eg other businesses that complement mine)
(text)
8. I see opportunities for my organisation to work with (eg local community groups)
(text)
9. I can contribute to the renewal of Boronia by..... (eg getting windows washed more regularly)
(text)
10. Any additional comments/feedback?
(text)



Boronia Renewal Project

Community Engagement Report - Appendix 14

| | | | SUPPORT | |
|---|--|---|---------|-----|
| | | | HIGH | LOW |
| 1 | Boronia is a unique local place | Build on and leverage the unique characteristics of Boronia to attract new residents, businesses, services and visitors. Manage change by using Boronia's strengths to enhance community life now and into the future. | | |
| 2 | Boronia has quality living environments | Channel population growth and redevelopment into the Activity Centre boundary area to protect surrounding suburban areas, with quality urban design outcomes. | | |
| 3 | Boronia is a healthy, active and connected community | Plan for, deliver and partner with others to provide services and infrastructure that meet the needs of Boronia's community. | | |
| 4 | Boronia is resilient | Support and build the capacity of the community to start grass roots actions that increase resilience. | | |
| 5 | Boronia nurtures SMEs, micro- making and social enterprise | Promote Boronia as a hub for creative businesses, and social enterprises, making a positive contribution to Boronia's community. | | |
| 6 | Boronia is a green place with spaces to play | Establish Boronia as a 'town in a garden' that attracts people to enjoy its places and spaces. | | |
| 7 | Boronia is smart and digital | Foster growth in tech-savvy and knowledge-based businesses and services that showcase Boronia as a smart and connected city, with a strong digital presence in the public realm. | | |
| 8 | Boronia has an active nightlife | Create the conditions that support Boronia being more than a 9-5 Monday to Friday destination, and partner to activate the Town Centre. | | |
| 9 | Boronia is growing through cohesive land use and urban structure | Redesign the Boronia Activity Centre as a cohesive, affordable, contemporary and sustainable regional centre that attracts public and private investment. Deliver high quality urban design outcomes that transform Boronia into a 'town in a garden'. | | |



**DO YOU HAVE A BETTER UNDERSTANDING ABOUT WHAT COUNCIL IS
PROPOSING AND HOW YOU MIGHT BE AFFECTED THROUGH THIS
EVENT?**

(PLEASE ADD A DOT AND COMMENT)



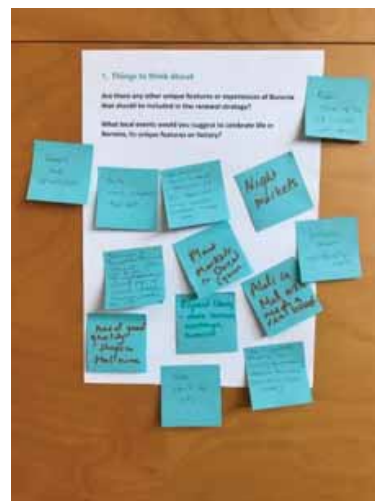
Feedback from Boronia Community Information Session held on Tuesday 13th November

1. Things to think about (13)

Are there any other unique features or experiences of Boronia that should be included in the renewal strategy?

What local events would you suggest to celebrate life in Boronia, its unique features or history?

- Retain the character
- Retain some of the old houses with charm
- Don't want another Box Hill
- Use ovals (Boronia Hawks, Chandler Road) for festivals, xmas carols, outdoor movies etc
- Night markets
- Plant markets in Dorset Square
- Need good quality shops in mall area
- Expand library – more services, workshops, tutorials
- Keep views to hills
- Use Ringwood revamp as a way of connecting station to mall (across a major road)
- Proximity to Bayswater business precinct – jobs, opportunity
- Small pop up events – outdoor cinema, model car GP



2. Things to think about (12)

What character elements or features in new apartment buildings should be managed through urban design guidelines?

- Materials
- Sustainability
- Diverse housing (apartment) choices – some 3-4 bedroom apartments
- Garden walls
- Natural colours (not rubix cube)
- Embrace landscape
- Not 4 story high
- Car spaces
- Car parking is not enough for new developments
- Keep more garden space around buildings for shade
- Ensure that new design principles are in fact, applied by KCC. That is, words alone are useless
- The railway station obviously needs car park. KCC plus VicGovt must include this in future works
- Understand more housing close to shops for people without cars etc
- Not all social housing here must be designated not all in one place
- Avoid the 'boxes design of apartments – more emphasis on aesthetics and energy efficient
- Keep more trees on block. Need better designs of buildings



Feedback from Boronia Community Information Session held on Tuesday 13th November

3. Things to think about (9)

How can we create more opportunities for social gatherings and interactions?

What changes can improve the health and wellbeing of people living and working in Boronia?

- Annual Boronia festival
- Art gallery or space
- Save Knox Basketball stadium for the kids and adults
- Friendlier spaces, shady, seating
- Separation of vehicle traffic
- More social rental accommodation
- A park where the basketball stadium is, green space for mental health
- Convert Genista Reserve into a people place like Village Square off Harvest Cres – gym equipment, bbq's, shade, improved kids play area
- Library event in park green area
- Don't remove trees from Genista Reserve if you revamp it
- Cooking facilities in parks/public spaces



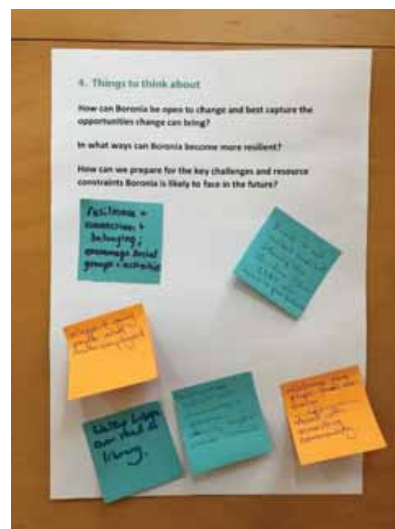
4. Things to think about (6)

How can Boronia be open to change and best capture the opportunities change can bring?

In what ways can Boronia become more resilient?

How can we prepare for the key challenges and resource constraints Boronia is likely to face in the future?

- Resilience = connection and belonging; average social groups and activities
- Support young people and underemployed
- Boronia is not resilient and not following the structure plan, DDO7 etc, means it goes backwards
- Walking bridge over road to library
- Community groups and community in general coming together builds resilience
- Welcome more people-fresh ideas, energy
- Assist with connecting community



Feedback from Boronia Community Information Session held on Tuesday 13th November

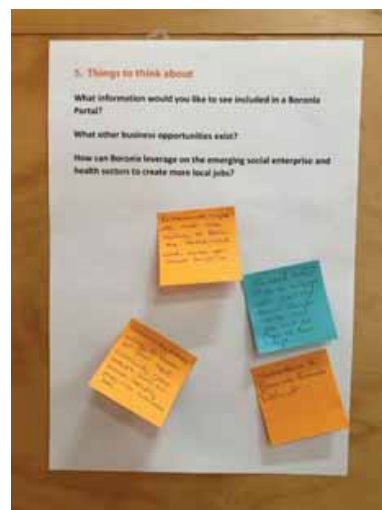
5. Things to think about (4)

What information would you like to see included in a Boronia Portal?

What other business opportunities exist?

How can Boronia leverage on the emerging social enterprise and health sectors to create more local jobs?

- Connections to Bayswater Business Precinct
- Restaurants, cafes etc that are inviting from the street/road and make you want to go in
- Community events using facebook or other apps
- Community group events such as school holiday programs available etc
- We need better quality shops to encourage other good shop owners therefore create local jobs not \$2 shops, we have enough



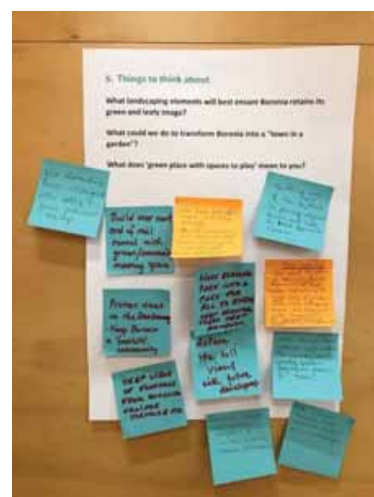
6. Things to think about (12)

What landscaping elements will best ensure Boronia retains its green and leafy image?

What could we do to transform Boronia into a "town in a garden"?

What does 'green place with spaces to play' mean to you?

- Put retarding basin underground with cells grass over the top
- Remove rubbish around the streets and in the railways station (on tracks)
- Use Village square park (Harvest Cres) as an example
- Build over north end of rail way tunnel with green/community meeting space
- We have beautiful views and trees already. Do not automatically cut down all the trees destroying community and tree canopy
- Getting rid of the ¼ acre blocks by joining adjacent blocks will help to keep Boronia green
- Protect views to the Dandenongs
- Keep Boronia a 'foothills' community
- Make Boronia park into a park for all to enjoy – keep beautiful trees – keep amenities
- Keep views of foothills from Boronia Village, Tormore Road
- Retain the hill views with future developments
- Very Important – we need to adhere to the rules from the Department of land, water and planning to keep 35% of garden area above 650 square metres. 400-500 metres keeping 25%. This applies to general residential and neighbourhood zones
- More canopy trees
- Reduce road widths (Boronia Road) and create wider footpaths places for trees



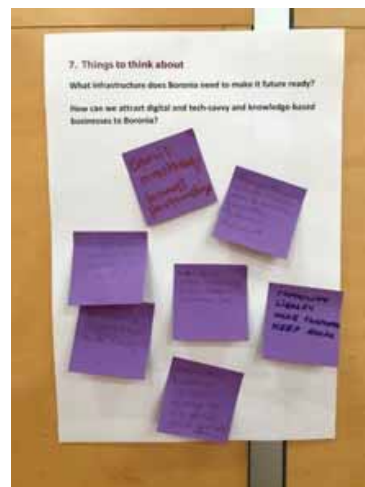
Feedback from Boronia Community Information Session held on Tuesday 13th November

7. Things to think about (7)

What infrastructure does Boronia need to make it future ready?

How can we attract digital and tech-savvy and knowledge-based businesses to Boronia?

- Is Boronia really smart and digital. I doubt it!
- Council investment/business partnerships
- A community centre adjacent to the library
- Keep Knox Basketball Stadium
- Better bike paths connecting Erica Ave to Chandler Road
- Promote Boronia and its unique place to service Bayswater Business Precinct
- Keep Knox Basketball Stadium develop as 2 / 3 storeys shops, apartments, offices
- Community library – more computers, keep books



8. Things to think about (8)

What activities/events/festival would you like to see come to Boronia?

What infrastructure changes will encourage community members to spend time in Boronia after dark?

- Regular farmers markets
- Better shops
- Better cafes/restaurants
- Utilise well located existing churches to deliver services
- Pop-up veggie patch (like Fed Square carpark) on top level of Coles multideck – plots could be rented out
- Community kitchen
- Develop art and craft precinct, eg, in Boronia Square relocate shops to Mall
- All of Boronia Central area needs a revamp
- Boronia Station needs to be upgraded – look at Ringwood as an example
- Markets, coworking spaces



Feedback from Boronia Community Information Session held on Tuesday 13th November

9. Things to think about (9)

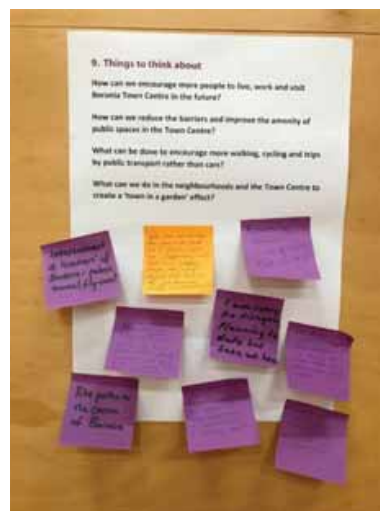
How can we encourage more people to live, work and visit Boronia Town Centre in the future?

How can we reduce the barriers and improve the amenity of public spaces in the Town Centre?

What can be done to encourage more walking, cycling and trips by public transport rather than cars?

What can we do in the neighbourhoods and the Town Centre to create a 'town in a garden' effect?

- Interconnect 4 'corners of Boronia – pedest tunnel, fly-over?
- We can encourage the public to meet at a park which we desperately need.
- Open air coffee shops, not along Dorset Road because of pollution with traffic and trucks
- Telebus within the Boronia surrounds
- Bike lanes
- Retarding basin underground, park op top
- We need to keep what natural green space we have rather than planting smaller trees
- I am sorry to disagree, planning to date has been ad-hoc
- Get Aldi built – I know people who drive to where Aldi is rather than shop local
- Bike paths to the centre of Boronia
- More elevated parking near the train station to cater the increase in populations in coming years



Boronia Renewal Project 2019
Community Engagement Report - Appendix 15

<date>

To the resident

<address>

<address>

Dear Sir/Madam

Creating a Safer Boronia

Boronia is changing and Knox City Council wants your help and ideas.

We have recently received a Federal Government Safer Communities Fund Grant to improve safety in the Boronia area.

As part of this grant Knox City Council, together with the Victoria Police, will be conducting a community safety audit in the area identified in the attached map. The aim of this audit is to identify and record areas which could be improved by the installation of lighting and other potential solutions.

These safety audits are an opportunity to meet with others in the community to identify problem areas and discuss how we might make changes to improve the conditions for pedestrians. This is the first step in identifying how we can improve safety, and perceptions of safety, in the Boronia town centre.

Register to attend a safety audit

You are invited to attend a safety audit walk with Victoria Police and Council staff. The walks will take place on Tuesday 9 October at 6.30am or Thursday 11 October at 7.30pm and will take approximately 2 hours to complete.

If you would like to take part in one of the safety audits, please visit <link> and register your interest. Registrations close on Sunday 7 October 2018.

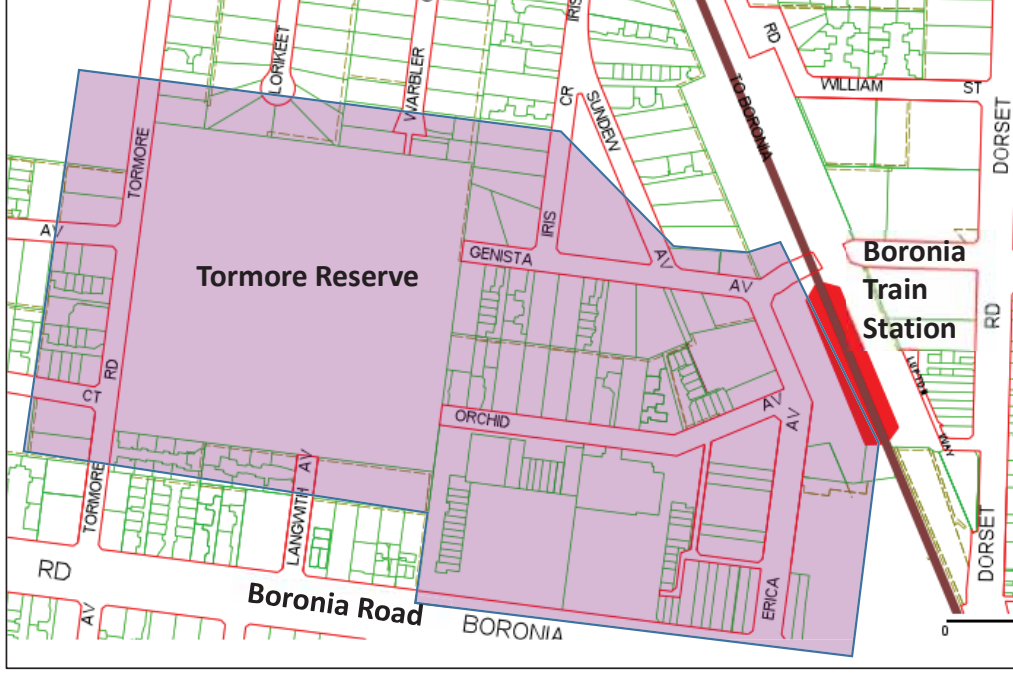
For more information about the safety audits and the Boronia Renewal Project please contact Yvonne Rust on 9298 8000 or boroniarenewal@knox.vic.gov.au or visit knox.vic.gov.au/boroniarenewal.

We look forward to working with you on this very important issue

Yours sincerely

Cr John Mortimore
Mayor, Knox City Council

Cr Peter Lockwood
Baird Ward Councillor



<date>

To the business owner

<address>

<address>

Dear Sir/Madam

Creating a Safer Boronia

Boronia is changing and Knox City Council wants your help and ideas.

We have recently received a Federal Government Safer Communities Fund Grant to improve safety in the Boronia area.

As part of this grant Knox City Council, together with the Victoria Police, will be conducting a community safety audit in the area identified in the attached map. The aim of this audit is to identify and record areas which could be improved by the installation of lighting and other potential solutions.

These safety audits are an opportunity to meet with others in the community to identify problem areas and discuss how we might make changes to improve the conditions for pedestrians. This is the first step in identifying how we can improve safety, and perceptions of safety, in the Boronia town centre.

How you can help

As a local trader, property and business owners with an interest in the study area, you are invited to attend a workshop and the community audit walking sessions with Victoria Police and Council staff to identify community safety concerns associated with the target area and discuss possible solutions.

Workshop

Workshops will take place on Tuesday 2 October from 6 – 7.30pm or Thursday 4 October from 7 – 8.30am in <location>.

The purpose of the workshop is to identify and/or confirm safety issues, hotspots and perceptions from a business perspective. The workshop will run for around 2 hours and refreshments will be provided.

Safety audits

As someone who may use the area beyond your immediate business site, you are also invited to take part in a safety audit walk. The walks will take place on Tuesday 9 October at 6.30am or Thursday 11 October at 7.30pm and will take approximately 2 hours to complete.

Register to attend a workshop and/or safety audit

If you would like to take part in one of the workshops and/or safety audits, please visit <link> and register your interest. Registrations close on Sunday 30 September 2018.

For more information about the safety audits and the Boronia Renewal Project please contact Yvonne Rust on 9298 8000 or boroniarenewal@knox.vic.gov.au or visit knox.vic.gov.au/boroniarenewal.

We look forward to working with you on this very important issue

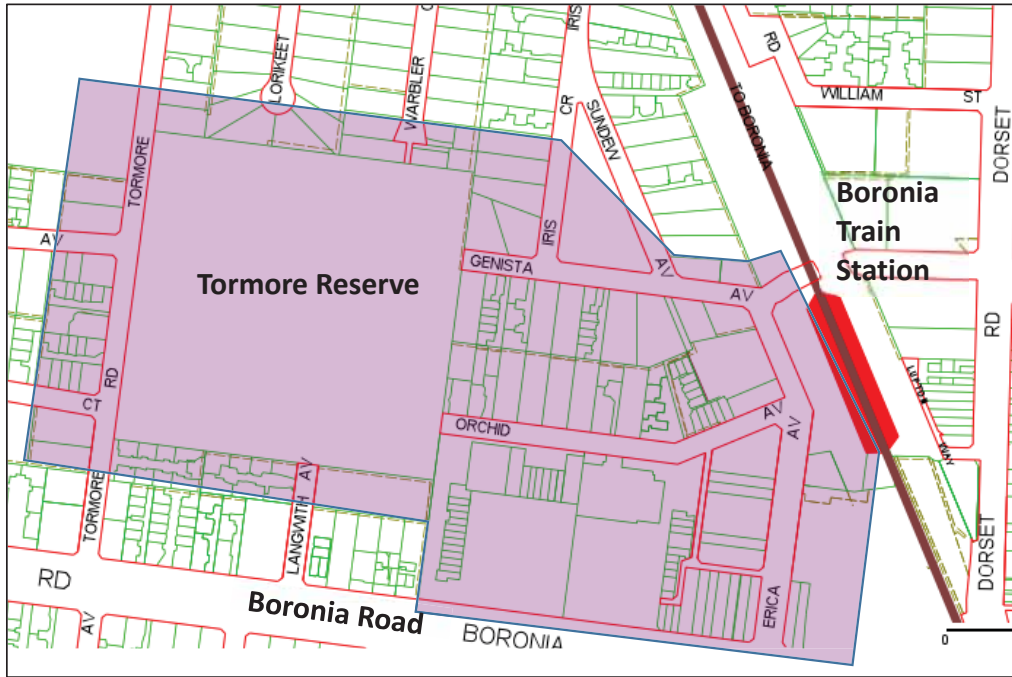
Yours sincerely

Cr John Mortimore

Cr Peter Lockwood

Mayor, Knox City Council

Baird Ward Councillor



Community Engagement Report - Appendix 16



Boronia Renewal Project
Creating a Safer Boronia
Community Safety Audit Report
November 2018

Reported to Council 16 December 2019



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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:

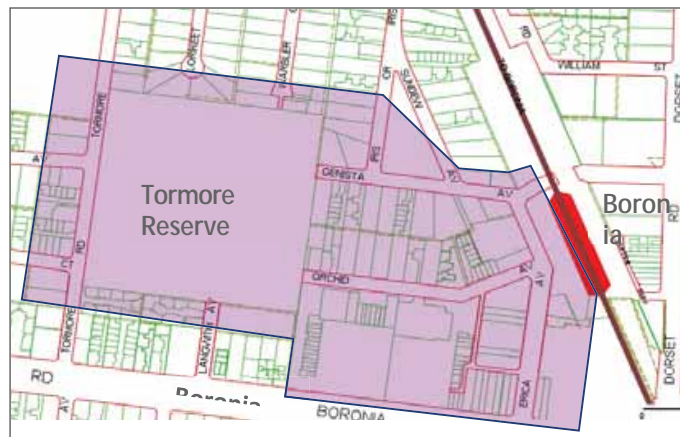
- installation of fixed or mobile CCTV cameras,
- installation of security lighting,
- installation of bollards, and
- crime prevention through environmental design (CPTED) including the removal of environmental characteristics, such as lack of lighting or poor natural surveillance that can facilitate 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.




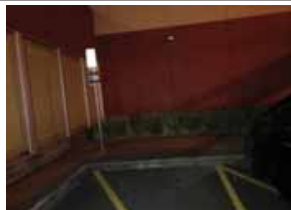

Potential crime issues identified in this area include: drug use, littering and vandalism (graffiti), traffic issues

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| <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> |  |




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| <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> | | |
| 5 | <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>Recommendation: trim and/or cut back foliage around perimeter of carpark abutting footpaths.</p> |  |
| 6 | <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>Recommendation: Where littering is within private property, request property owners to regularly clean away rubbish and trolleys etc.</p> |  |
| 7 | <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>Recommendation: 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> |  |
| 8 | <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>Recommendation: Paint all walls and ceilings within carpark white or other reflective light colour. Repaint line markings where required.</p> |  |



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| <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> |  |




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| <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.





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| <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.

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| <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.

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| <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>Recommendation: 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>Recommendation: 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> |  |





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| <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.

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| <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><i>Note: Engagement with property owners is necessary to achieve results.</i></p> |  |





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| <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.

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| <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> |  |



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| <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.

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| <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) | 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 |