

Boroondara Community Plan 2025 - 2035

Community survey and deliberative engagement
workshop results

May 2025

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Executive summary

Every 4 years, as required by the *Local Government Act 2020*, Council consults the community to shape the Boroondara Community Plan (BCP). This consultation is Council's largest community consultation, is broadly demographically representative and includes 2 key components: a community survey and deliberative engagement workshops.

What the community told us in the community survey and deliberative engagement workshops

The community survey consultation was broad, high level and involved over 5,000 community members. This strong community participation highlights the passion and enthusiasm our community has for sharing their thoughts and reflects the reach of a comprehensive communications and engagement campaign that sought responses from our diverse community right across Boroondara. Importantly, it identified 40 out the eventual 41 focus areas¹ for Council, which framed the workshops. The workshops involved 156 community members and used a deliberative engagement approach to delve deeper into community sentiment and priorities. Both components provide invaluable feedback to Council in the preparation of the BCP with the 41 focus areas informing the development of the community vision, themes, 10-year desired futures and aims in the BCP. The sentiment behind the prioritisation in the deliberative community engagement workshops will inform the actions we take.

Table i illustrates how some priorities identified in the community survey were different to those identified in the workshops. For example, only 4 out of the top 10 ranked focus areas were identified in both the survey and workshops, with their order of priority also differing. These included: active travel, preserve and increase green spaces; rates, cost of living and cost of Council services; and libraries and lifelong learning facilities.

Table i: Comparison of top 10 (highest priority) focus areas from the community survey and engagement workshops

Ranking (highest priority)	Top 10 community ranked focus areas (community survey)	Top 10 community ranked focus areas (engagement workshops)
1	Preserve and increase green spaces	Active travel
2	Sport and recreation facilities and opportunities	Preserve and increase green spaces
3	Personal safety, crime and policing	Tree canopy and tree maintenance and selection
4	Active travel	More housing, greater affordability and diversity
5	Respect and inclusion	Preventing over/ inappropriate development
6	Rates, cost of living and cost of Council services	Public amenities

¹ 'Climate adaptation' emerged as an additional focus area from the first workshop discussions.

Ranking (highest priority)	Top 10 community ranked focus areas (community survey)	Top 10 community ranked focus areas (engagement workshops)
7	Libraries and lifelong learning facilities	Recycling, waste minimisation and composting
8	Protecting built heritage and neighbourhood character	Rates, cost of living and cost of Council services
9	Road maintenance	Lighting
10	Age specific services	Libraries and lifelong learning facilities

Table ii compares the 10 lowest priority focus areas in the survey and workshops. There was greater consistency in lower priorities in both the survey and workshops, with 7 out of the bottom 10 ranked focus areas identified in both. A 'variety of shops' was the lowest priority in both the survey and workshops. The 7 bottom community ranked focus areas identified in both the survey and workshops included: variety of shops; jobs and employment; creative arts; core essentials; dog parks and dog friendliness; eateries and entertainment; and consultation, communication and customer service.

Table ii: Comparison of bottom (lowest priority) 10 focus areas from the community survey and engagement workshops

Ranking (lowest priority)	Bottom 10 community ranked focus areas (community survey)	Bottom 10 community ranked focus areas (engagement workshops)
1	Variety of shops	Variety of shops
2	Jobs and employment	Eateries and entertainment
3	Creative arts	Dog parks and dog friendliness
4	Transparency, integrity and sound decision making	Road safety
5	Core essentials	Consultation, communication and customer service
6	Dog parks and dog friendliness	Jobs and employment
7	Eateries and entertainment	Core essentials
8	Consultation, communication and customer service	Creative arts
9	Upkeep of shopping precincts	Rubbish and hard waste collection
10	Lighting	Cleanliness and graffiti

Community survey

During July and August 2024, we invited the community to complete a survey, with 2 core questions:

- Question 1: Thinking about the next 10 years, please tell us what you think Council should focus on.

- Question 2: Of the items you mentioned, which one is most important?

The first question allowed the community to mention anything, and as many things as they wanted. The second question asked them to choose what was most important. We received 5,469 responses to the survey. The sampling and analysis were designed to ensure Council could be confident the survey results represent the perspective of the Boroondara community more broadly. This level of data gathering prior to deliberative engagement exceeds that of other councils.

Community survey responses about what they would like Council to focus on over the next 10 years were grouped into 7 categories. Six of the 7 categories relate to what Council delivers for the community, one ('Council') is related to how we deliver it. The 7 categories were:

- Community wellbeing, services and facilities
- Moving around
- Outdoor spaces
- The environment
- Housing and urban development
- Council
- Local economy.

In addition, analysis of the community survey responses identified 40 'focus areas' under the 7 categories. The percentage of residents who selected each focus as their top priority ranged from 1% to 9%. The top 3 focus areas were:

- preserve and increase green spaces (9%)
- sport and recreation facilities (9%)
- personal safety, crime and policing (6%).

Deliberative engagement workshops

The findings from the community survey provided a comprehensive foundation of 40 focus areas for discussion with the community, as part of the deliberative engagement workshops in February and March 2025. These workshops were attended by 156 people and enabled community members to better understand the context in which Council operates so they could deliberate the community survey results.

During the community engagement workshops, 'Active travel' was most often prioritised by participants and there was a desire for improvement in this focus area. Workshop participants reported that improved transport infrastructure for active travel was important not only for connectivity, but also wellbeing, climate benefits and reducing car dependency.

'Preserve and increase green spaces' and 'tree canopy maintenance and selection' were next most often prioritised in the community engagement workshops. Green space has consistently been a top priority in the last 2 Boroondara Community Plan consultations.

The workshops' fourth and fifth place were occupied by contrasting priorities: 'more housing, greater affordability and diversity' and 'preventing over/inappropriate development'. Addressing either of these 2 focus areas without compromising outcomes in relation to the other is challenging.

'Climate adaptation' (15th of 41 priorities, refer Figure 1) was the only focus area that needed to be added (to the 40 identified by the community survey) based on workshop participant feedback.

Only 'variety of shops' was not a priority for any workshop participants. Workshop participants cited Council's lack of control over this outcome as a reason for it being a lower priority than other focus areas. Council's lack of control (or responsibility) was also cited by workshop participants as a reason for assigning low priority to several other focus areas, including (but not limited to) 'eateries and entertainment', 'personal safety, crime and policing', 'jobs and employment', and 'public transport services'.

The community consultation approach used to identify these priorities, and further information about what the community told us, are detailed in this report.

Other related planning and engagement

A deliberative engagement workshop was held with members of the Boroondara Youth Voice aged between 12 and 17 years in December 2024. A summary report of this workshop is available. A [video](#) highlighting the outcomes from the session was shared in the deliberative engagement workshops to ensure young people's voices and perspectives were meaningfully included in the broader community consultation process.

The deliberative engagement community workshops also included activities designed to inform Council's Asset Plan. These activities and the results are detailed in a separate report.

The BCP will also integrate our Municipal Public Health and Wellbeing Plan. Separate key stakeholder engagement has been undertaken to inform this part of the BCP and will also be detailed in a separate report.

1 Introduction

Every 4 years, as required by the *Local Government Act 2020*, Council consults the community to shape the Boroondara Community Plan. This ensures the plan continues to reflect the community's needs and priorities.

For the current consultation, 2 components took place:

- a community survey in July - August 2024
- a series of deliberative community engagement workshops held in February and March 2025, in which the community survey findings were discussed.

This report provides an overview of the findings from the community survey and the deliberative engagement workshops and includes 2 sections.

- Section 2: Outlines the research method, including the sample.
- Section 3: Presents findings for the community survey and deliberative engagement workshops.

2 Method

2.1 How we consulted

2.1.1 Community survey

An extensive communications and engagement campaign was undertaken to encourage community members to complete the survey online, via telephone, or in hard copy in mid-2024. The campaign was undertaken through multiple channels and engagement opportunities to ensure accessibility and maximise community participation.

The survey consisted of 2 core questions (alongside several demographic questions):

- Question 1: Thinking about the next 10 years, please tell us what you think Council should focus on.
- Question 2: Of the items you mentioned, which one is most important?

2.1.2 Deliberative engagement workshops

A series of workshops were held, which provided community members with information about Council's role and included deliberative engagement activities. Workshop activities included:

- exploration of Council's role and financial parameters
- exploration of focus areas from the community survey and identification of any missing focus areas
- prioritisation of focus areas from the community survey and any new focus areas identified through the workshop
- development of building blocks for the community vision statement.

The deliberative engagement workshops consisted of 3 stages outlined in Table 1.

Table 1: Deliberative engagement overview and outcomes

What	How	Outcomes
1. An initial briefing (online)	Scheduled online briefing.	Participants had a clear understanding of objectives, the scope of their role and the support available to them.
2. Workshop 1 (in person)	Presentations, ice-breaker, interactive activity (world café engagement activity) to allow participants to ask questions in small group discussions.	Participants: • built community connections • learned about Council's role and what Council needs to consider (i.e. demographic changes, strategic foresight etc.) • heard what the community told us in the community survey and discussed the focus areas.
3. Workshop 2 (in person)	Presentations, ice-breaker, small group prioritisation activity, small group discussion.	Participants: • built community connections • updated about changes made to the focus areas following the first workshop • prioritised top 10 and bottom 5 focus areas and provided reasons • indicated what a healthy, happy and thriving Boroondara would look and feel like to them in 2035.

A [video](#) highlighting the outcomes from a deliberative engagement session with members of the Boroondara Youth Voice aged between 12 and 17 years in December 2024 was shared with the community workshop participants. This was to ensure young people's voices and perspectives were meaningfully included in the broader community consultation process.

The deliberative engagement workshops also included activities designed to inform Council's Asset Plan. These activities and the results are detailed in a separate report.

2.2 Who we consulted

The recruitment of community survey and deliberative engagement workshop participants was guided by quotas for age group, gender, language and suburb of residence to ensure the consultation produced demographically representative data.

2.2.1 Community survey

Council received 5,469 useable² responses to the community survey, with the majority being from Boroondara residents and the remainder being from non-residents who own a business or study in Boroondara or visit Boroondara for work or recreation. Only results for the 4,617 Boroondara residents who provided sufficient demographic information for data weighting are included in this report.

See **Appendix 2** for details of the community survey sample.

2.2.2 Deliberative engagement workshops

The sample for the deliberative workshops was drawn from a pool of 650 community members who registered their interest. Stratified random sampling from the registration list was used to ensure the workshop attendees were as demographically representative of the Boroondara population as possible.

A total of 156 people attended the series of 2 deliberative engagement workshops. Unlike the community survey, the deliberative engagement workshops only included people aged 18 and over.

See **Appendix 2** for details of the deliberative engagement workshops' sample.

3 Results

Section 3 presents results for the community survey and the deliberative engagement workshops.

3.1 Community survey results

Table 2 below shows the percentage of residents (4,617 total responses) who mentioned each focus area in response to Question 1 (where they could mention as many things as they wanted). Table 3 shows the percentage who identified each focus area as the most important priority for Council in Question 2 (which invited them to choose the most important thing)³. Each of the 40 focus areas is described in further detail in **Appendix 1**. Quotes from community survey participants expressing why they felt the priorities they selected were important are presented in **Appendix 3**.

While the percentages may seem low, it's important to note that these figures are based on responses to open questions, designed to elicit top of mind priorities. If someone did not mention something, it does not mean that thing is unimportant to them; it means it is not a top-of-mind Council priority for them.

² Useable responses were those with a response to both Question 1 and Question 2 from people who reported a relationship to Boroondara (either live, work, study, or visit Boroondara for work or recreation).

³ Some respondents mentioned more than one focus area in response to Question 1 and Question 2.

Table 2: Categories (dark blue) and focus areas (lighter blue) identified in Question 1 'Thinking about the next 10 years, please tell us what you think Council should focus on' (Results are % and count of 4,617 Boroondara residents)

Categories	Focus areas								
Community wellbeing, services and facilities 54% 2,494	Sport and recreation facilities and opportunities 17%, 771	Libraries and lifelong learning facilities 12% 538	Respect and inclusion 10% 444	Personal safety, crime and policing 9% 430	Age specific services (children, youth, older adults) 8% 376	Community connection (places and opportunities) 8% 351	Health and wellbeing promotion (services, facilities, health education) 6% 255	Major projects (Kew Recreation Centre and Kew Library) 4% 180	Creative arts 2% 95
Moving around 36% 1,673	Active travel - bike lanes, shared paths and footpaths 12% 559	Road maintenance 10% 447	Public transport services 7% 323	Car parking 7% 316	Traffic and congestion 6% 255	Road safety 5% 228	Note: The 40 focus areas were coded into 7 separate categories. The focus areas that make up each category are shown to the right of the category they belong to. The percentages and numbers shown for categories are the percentage and number of residents who mentioned something within that category in response to Question 1. The percentages and numbers shown for focus areas are the percentage and number of the resident sample who mentioned that focus area specifically. People may have mentioned 2 focus areas within a category (for example creative arts and respect and inclusion). Where this is the case, their response is reflected in the count for both focus areas they have mentioned but are counted only once for the category. This means that category percentages and counts may be different to the sum of the focus area percentages and counts. Also, category percentages and counts include some responses with insufficient detail for allocation to a specific focus area.		
Outdoor spaces 36% 1,651	Preserve and increase green spaces 23% 1,059	Cleanliness and graffiti 8% 366	Public amenities (toilets, playgrounds, seating, etc) 7% 317	Lighting 3% 144	Dog parks and dog friendliness 3% 131				
The environment 30% 1,378	Tree canopy and tree maintenance and selection 8% 371	Emissions and renewables 6% 289	Recycling, waste minimisation and composting 6% 260	Rubbish and hard waste collection 5% 252	Natural spaces, habitat and biodiversity 3% 159				
Housing and urban development 24% 1,088	Protecting built heritage and neighbourhood character 8% 351	More housing, greater affordability and diversity 6% 296	Preventing over/inappropriate development 5% 235	Trees and green space on private land 3% 152	Well designed and located development, with impacts addressed 3% 145				
Council 16% 721	Rates, cost of living and cost of Council services 9% 429	Spending, productivity and efficiency 3% 154	Consultation, communication and customer service 3% 148	Core essentials 2% 88	Transparency, integrity and sound decision making 2% 70				
Local economy 13% 622	Support local businesses and economy 4% 177	Upkeep of shopping precincts 4% 177	Eateries and entertainment 4% 204	Jobs and employment 2% 75	Variety of shops 2% 81				

Note: The 40 focus areas were coded into 7 separate categories. The focus areas that make up each category are shown to the right of the category they belong to.

The percentages and numbers shown for categories are the percentage and number of residents who mentioned something within that category in response to Question 1.

The percentages and numbers shown for focus areas are the percentage and number of the resident sample who mentioned that focus area specifically.

People may have mentioned 2 focus areas within a category (for example creative arts and respect and inclusion). Where this is the case, their response is reflected in the count for both focus areas they have mentioned but are counted only once for the category. This means that category percentages and counts may be different to the sum of the focus area percentages and counts.

Also, category percentages and counts include some responses with insufficient detail for allocation to a specific focus area.

Table 3: Categories (dark blue) and focus areas (lighter blue) identified in Question 2 ‘Of the items you mentioned, which one is most important?’ (Results are % of 4,617 Boroondara residents)

Categories	Focus areas								
Community wellbeing, services and facilities 35% 1,612	Sport and recreation facilities and opportunities 9% 423	Personal safety, crime and policing 6% 256	Respect and inclusion 5% 223	Libraries and lifelong learning facilities 4% 202	Age specific services (children, youth, older adults) 4% 183	Community connection (places and opportunities) 3% 159	Health and wellbeing promotion (services, facilities, health education) 3% 134	Major projects (Kew Recreation Centre and Kew Library) 2% 100	Creative arts 1% 37
Moving around 17% 802	Active travel - bike lanes, shared paths and footpaths 5% 232	Road maintenance 4% 189	Car parking 3% 132	Public transport services 3% 127	Traffic and congestion 3% 124	Road safety 2% 107	Note: The 40 focus areas were coded into 7 separate categories. The focus areas that make up each category are shown to the right of the category to which they belong to. The percentages and numbers shown for categories are the percentage of residents who mentioned something within that category in response to Question 2. The percentages and numbers shown for focus areas are the percentage of the resident sample who mentioned that focus area specifically. People may have mentioned 2 focus areas within a category (for example, creative arts and respect and inclusion). Where this is the case, their response is reflected in the count for both focus areas they have mentioned, but are counted only once for the category. This means that category percentages and counts may be different to the sum of the focus area percentages and counts. Also, category percentages and counts include some responses with insufficient detail for allocation to a specific focus area.		
The environment 16% 744	Tree canopy and tree maintenance and selection 3% 153	Emissions and renewables 3% 124	Recycling, waste minimisation and composting 2% 99	Rubbish and hard waste collection 2% 85	Natural spaces, habitat and biodiversity 2% 75				
Outdoor spaces 16% 738	Preserve and increase green spaces 9% 429	Cleanliness and graffiti 3% 134	Public amenities (toilets, playgrounds, seating, etc) 3% 129	Lighting 2% 70	Dog parks and dog friendliness 1% 50				
Housing and urban development 14% 660	Protecting built heritage and neighbourhood character 4% 190	Preventing over/inappropriate development 3% 158	More housing, greater affordability and diversity 3% 152	Trees and green space on private land 2% 78	Well designed and located development, with impacts addressed 2% 74				
Council 8% 385	Rates, cost of living and cost of Council services 5% 210	Spending, productivity and efficiency 2% 76	Consultation, communication and customer service 1% 62	Core essentials 1% 46	Transparency, integrity and sound decision making 1% 38				
Local economy 5% 236	Support local businesses and economy 2% 75	Upkeep of shopping precincts 2% 67	Eateries and entertainment 1% 56	Jobs and employment 1% 30	Variety of shops 1% 27				

Note: The 40 focus areas were coded into 7 separate categories. The focus areas that make up each category are shown to the right of the category they belong to.

The percentages and numbers shown for categories are the percentage and number of residents who mentioned something within that category in response to Question 2.

The percentages and numbers shown for focus areas are the percentage and number of the resident sample who mentioned that focus area specifically.

People may have mentioned 2 focus areas within a category (for example creative arts and respect and inclusion). Where this is the case, their response is reflected in the count for both focus areas they have mentioned but are counted only once for the category. This means that category percentages and counts may be different to the sum of the focus area percentages and counts.

Also, category percentages and counts include some responses with insufficient detail for allocation to a specific focus area.

3.2 Deliberative engagement workshop results

3.2.1 Top and bottom priorities, by focus area

In the first workshop, the 156 deliberative engagement workshop participants reviewed the focus areas identified by 5,469 community survey respondents. They were informed about Council's role and the context and constraints related to these focus areas. They were also encouraged to learn from each other and think from a community perspective. One focus area 'climate adaptation' was added to the 40 focus areas identified from the community survey following initial feedback from participants in the first workshop. In addition, 6 of the 40 focus areas identified during the community survey were expanded. For example, reference to community spaces and activities for young people was added to the community connection (places and opportunities) focus area.

In the second workshop, participants, in pairs (78 pairs in total), were asked to review the 41 focus areas and choose their top 10 priorities for Council. From these, the pairs then identified their top 5 priorities. As shown in Figure 1, deliberative engagement workshop participants rated 'active travel' most often as a top 10 priority focus area for Council, followed by 'preserve and increase green spaces'.

After choosing their top 10 priorities, each group examined the remaining 31 focus areas and chose the 5 lowest priorities, those they felt could be set aside if Council was unable to address everything. As shown in Figure 2, the lowest priority issue for Council to focus on, as seen by workshop participants, was 'variety of shops', which was placed in the bottom by 43 pairs, followed by 'eateries and entertainment' (35) and 'dog parks and dog friendliness' (33). Commensurately, 'preserve and increase green spaces' did not record a single allocation to the bottom 5.

Figure 1: Deliberative engagement workshop focus areas by count of top 5, top 6-10, and total top 10 allocations. Based on a total of 78 participant pairs.

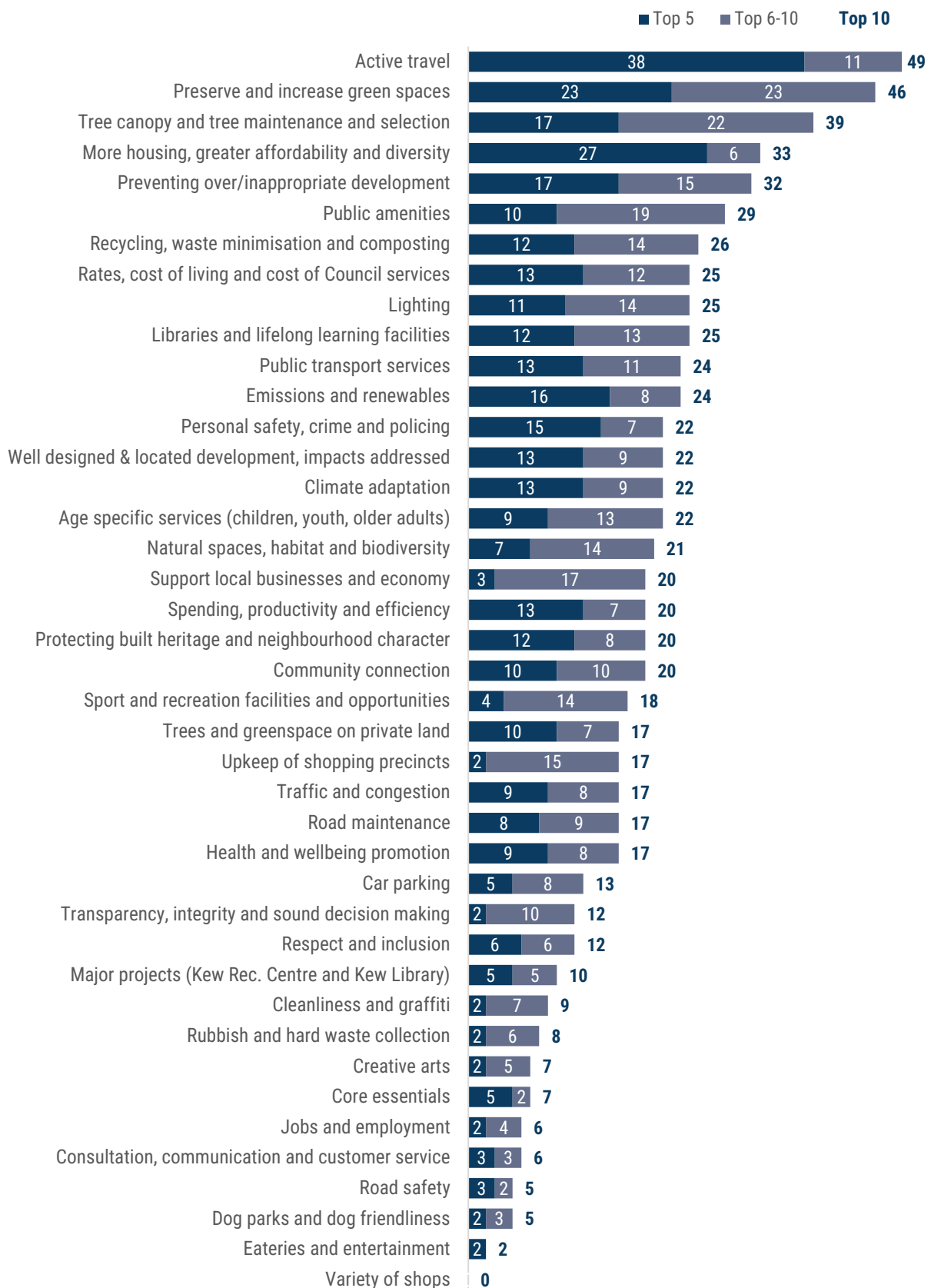
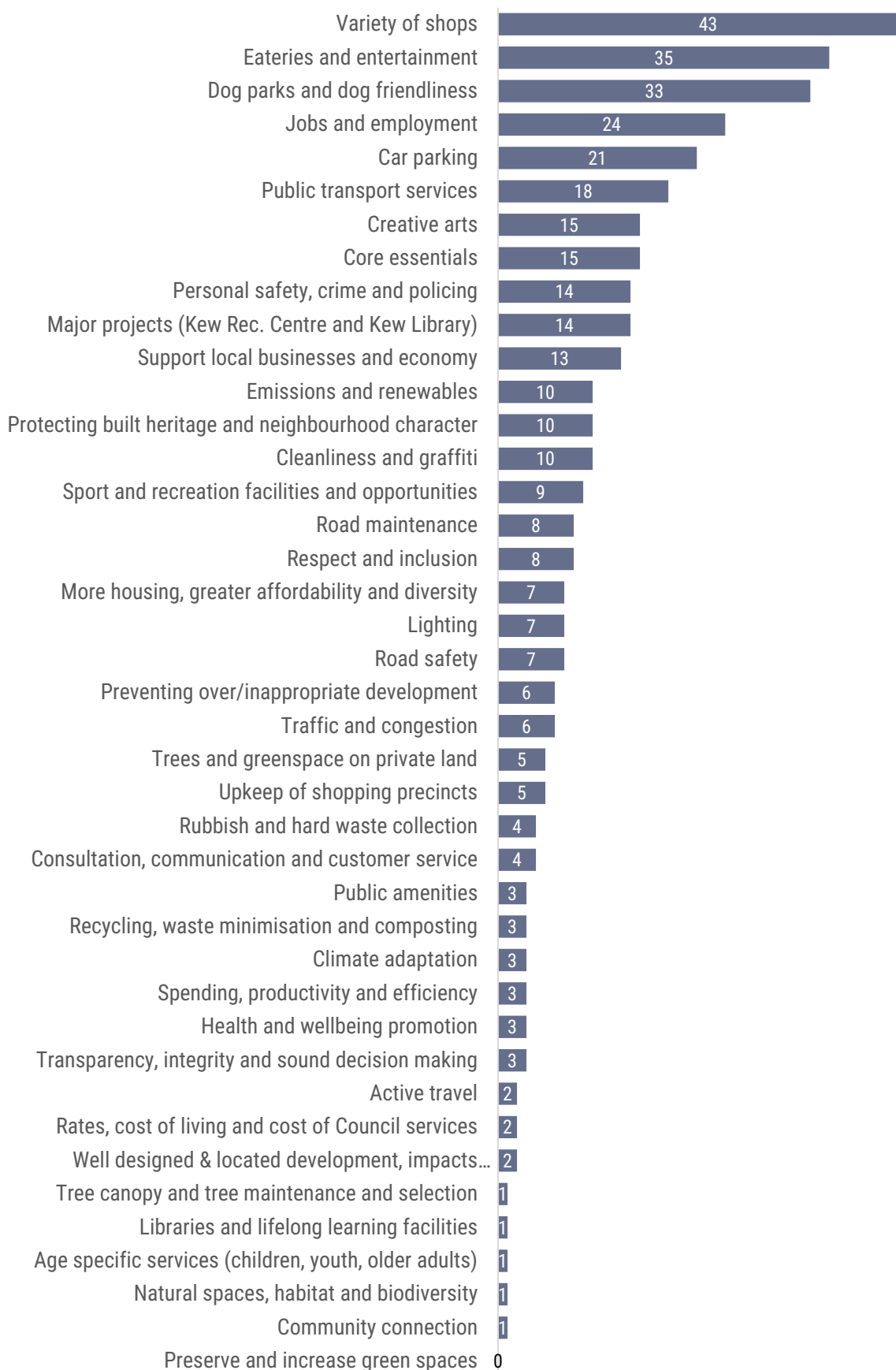


Figure 2: Deliberative engagement workshop focus areas by count of bottom 5 allocations.
Based on a total of 78 participant pairs.



3.2.2 Reasons for high and low prioritisation

Workshop participants were asked why they selected each of their top 10 focus areas as a priority for Council, and why they chose each of their bottom 5 as a low priority for Council. The reasons for focus areas being in the top 10 overlapped with the descriptions of the focus areas based on the community survey results⁴. Additional insights based on the workshops have been included alongside these focus area descriptions, presented in **Appendix 1**.

The reasons focus areas were allocated to the bottom 5 were most typically related to:

- the focus area not being seen as under Council's control or a core Council responsibility (for example, the 'public transport services', 'personal safety, crime and policing', and 'jobs and employment' focus areas)
- existing provision or level of focus is seen to be adequate (for example, for the 'respect and inclusion' and 'personal safety, crime and policing' focus areas)
- the focus area not being relevant to them or to a large segment of the community (most evident for the 'dog parks and dog friendliness' focus area)
- increased focus from Council potentially conflicting with other valued outcomes (for example, the 'preventing over/inappropriate development' and 'car parking' focus areas being potentially at the expense of more housing and reduced car dependency, respectively).

3.2.3 Perceptions of Council performance on priorities

Figure 3 shows how workshop participant pairs rated Council performance on each of the top 10 focus areas they selected. They chose from:

- **Grow:** Council is doing well in this area and should invest even more effort to expand its impact.
- **Maintain:** Council is doing well in this area and should keep this at the same level without changing much.
- **Improve:** Council should do better at this and should put more effort into it.

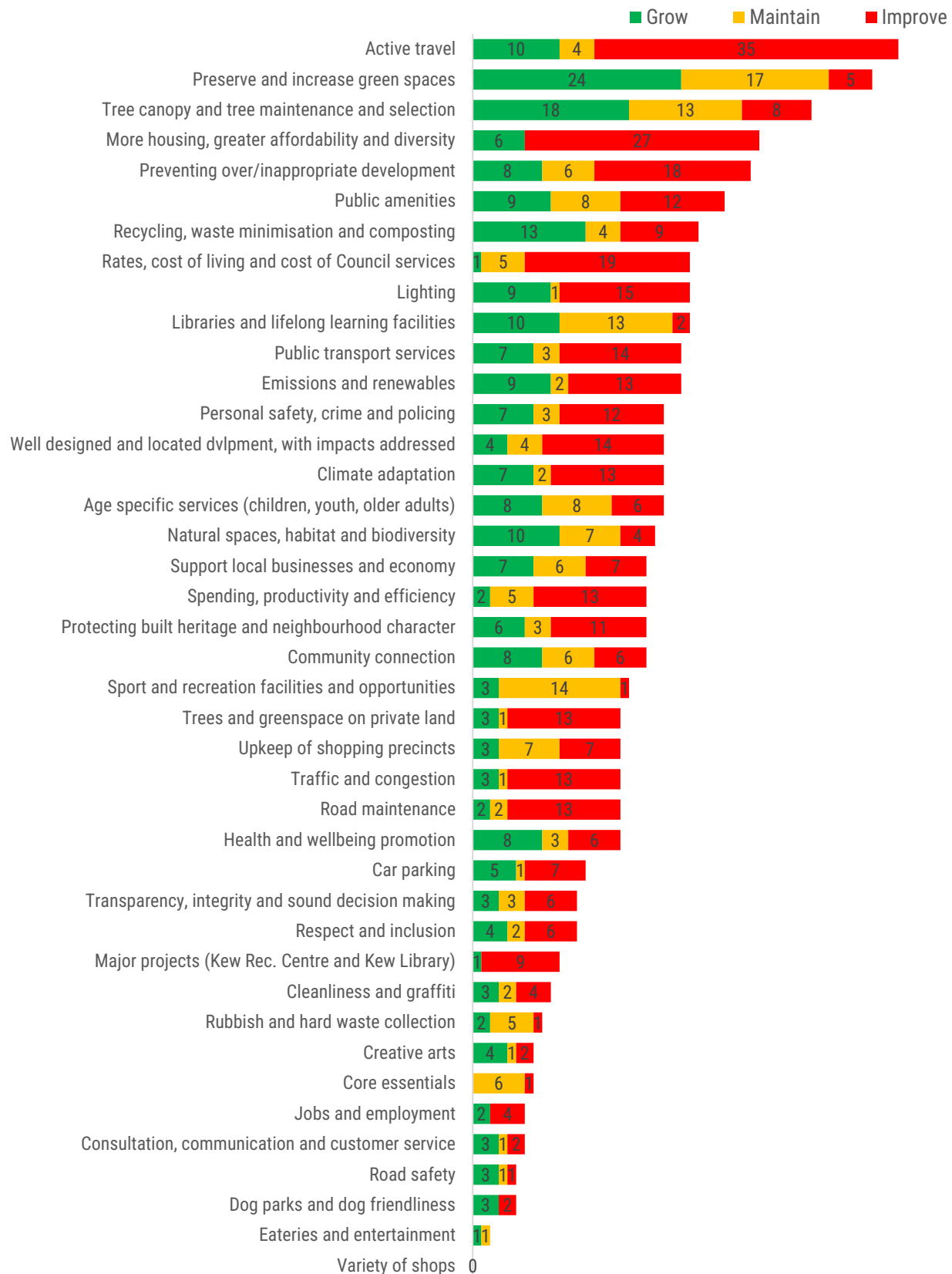
As 'variety of shops' was not selected in the top 10 by any pair during the workshops, no data was captured about grow, maintain and improve allocations for this focus area.

'Preserve and increase green spaces' emerged as the leading focus area for Council to grow and develop further (Figure 3). It also received the highest number of allocations from pairs at the maintain level. 'Active travel' stood out as a focus area where workshop participants felt Council should improve and invest more effort.

⁴ Please note that the number of workshop participant pairs who provided reasons for their prioritisation was quite small for most focus areas (always fewer than 50, and typically fewer than 20).

Figure 3: Deliberative engagement workshop focus areas by count of grow, maintain and improve allocations.

Based on a total of 78 participant pairs.



3.2.4 Visioning activity

When asked during the deliberative engagement workshops ‘In 2035, what does a happy, healthy and thriving community look and feel like to you?’ responses centred largely on the categories and focus areas presented and discussed during the workshops.

A word cloud was created by inputting all the responses to the question. The word cloud shows the top 50 words used by workshop participants.

Image 1: Word cloud from all visioning activity responses in the deliberative engagement workshops
Top words are community, people, public, services and housing



4 Conclusion and next steps

The community survey consultation stage encouraged the community to engage in ‘blue sky’ thinking and resulted in 40 focus areas the Boroondara community would like Council to address over the next 10 years. It involved a large sample that enabled exploration of demographic differences and ensured the broad range of community focus areas were identified for consideration in the deliberative workshops. The success of this was evidenced when the workshops led to the identification of only one additional focus area (climate adaptation).

Whilst the deliberative engagement workshops stage did not include people under 18 years, the workshops were an opportunity for community participants to deliberate on the community survey results after learning about Council’s role and relevant constraints, working alongside other members of the community. The relative importance of some focus areas changed from the survey to the workshops when the community were more informed about the context in which Council operates and encouraged to think from a community perspective.

Drafting of the plan has been guided by these results. The 41 focus areas informed the development of the community vision, themes, 10-year desired futures, aims and priorities in the plan. The sentiment behind the prioritisation in the deliberative community engagement workshops will inform the actions we take.

Appendices

Appendix 1 - the focus areas

This section elaborates on each of the 41 focus areas, grouped under the 7 categories. For each category there is:

- a description of what the community said under each focus area
- why workshop attendees want to see the focus area prioritised (where this adds to what the community said under each focus area in the community survey).

These have been presented together because when workshop participants were asked why they prioritised each of their top 10 focus areas, the responses overlapped with the descriptions of the focus areas (that were based on the community survey responses⁵).

Please note that the number of workshop participant pairs who provided reasons for their prioritisation was quite small for most focus areas⁶ (always fewer than 50, and typically fewer than 20). Therefore, the information about these reasons (shown in blue font in this Appendix) should be considered indicative rather than definitive, and for some focus areas no reasons are provided.

Category 1: Community wellbeing, services and facilities

The Community wellbeing, services and facilities category had 9 focus areas in it. These are described in Table 4.

⁵ With the exception of 'climate adaptation', for which the description was based on workshop participant feedback.

⁶ This is because workshop participants were asked to provide reasons for selecting each of their top 10 (and bottom 5 priorities) only. They were not asked to comment on the remaining 26 focus areas. Therefore, we have limited responses for focus areas not selected by many workshop pairs as a top 10 priority.

Table 4: Focus areas within the Community wellbeing, services and facilities category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Sport and recreation facilities and opportunities	• building new venues • upgrading existing sports grounds and recreation centres • supporting local sporting clubs and other opportunities • maintaining current facilities including basketball, soccer, netball, tennis etc ○ it helps people stay active, form friendships and connect with others in the neighbourhood.
Personal safety, crime and policing	• making the community safer by reducing crime, improving safety in public areas and increasing police presence • providing support for vulnerable groups, especially at night ○ safety is essential to liveability and wellbeing ○ there is a perception that crime is increasing.
Respect and inclusion	• creating a welcoming, equitable, and supportive community for everyone, recognising some groups in our community can face more barriers to participation and inclusion than others, including multicultural communities, people with disability, LGBTQIA+ communities and people who are vulnerable or experiencing homelessness • making sure everyone, no matter their background, gender, ability, or financial situation, can access housing, healthcare, infrastructure and community services and events • working towards reconciliation with Aboriginal and Torres Strait Islander peoples.
Libraries and lifelong learning facilities	• keeping libraries as places that provide easy access to learning, study spaces, research resources and enjoyment • providing support for education and personal growth for every stage of life, from young children to retirees through early learning centres, schools, libraries and community centres • making sure learning opportunities are available to all ○ libraries are a core service that is considered vital, not only for learning but for social connection and wellbeing more broadly.
Age specific services (children, youth, older adults)	• supporting the diverse needs of community members across every stage of life, with a focus on older adults, youth and children • for seniors: provide in-home care, support services and social programs to help them stay independent, healthy and connected • for youth: offer programs and safe spaces for recreation, fitness, life skills and pathways to employment • for families and young children: provide family services, activities and maternal and child health support ○ investing now can prevent problems in the future.
Community connection (places and opportunities)	• social connections and inclusion through events, volunteering, shared spaces and programs that bring residents together • indoor and outdoor spaces, that allow people to connect, reduce loneliness and create a supportive network for all community members • community spaces and activities for young people ○ it brings people together from multiple backgrounds and generations ○ it supports wellbeing.
Health and wellbeing promotion (services, facilities, education)	• improving the physical and mental health of the community • improving health services, including health promotion and wellness programs • education on mental health topics, physical activity and vaping ○ there's a need to promote physical and mental wellbeing across all age groups, but particularly among young people

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
	○ ongoing health promotion is essential to support a thriving community ○ there's need for accessible, affordable and inclusive health services.
Major projects (Kew Recreation Centre and Kew library)	• being more open with major projects, such as Kew Recreation Centre • reconsider the need to demolish Kew Library (especially while Kew Recreation Centre remains closed) • making sure major projects are completes on time and with the best use of resources ○ these are significant public investments that impact on community wellbeing.
Creative arts	• supporting the arts through events, programs and creative spaces • supporting local talent • encouraging participation in the arts through outdoor concerts, performing arts opportunities and art exhibitions ○ the arts can bring the community together.

Category 2: Moving around

The 'Moving around' category had 6 focus areas in it. These are described in Table 5.

Table 5: Focus areas within the 'Moving around' category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Active travel - bike lanes, shared paths and footpaths	• creating safer paths and bike lanes • improving network connectivity • prioritising pedestrian safety through footpath repairs and the removal of tripping hazards • providing extra seating (including for people with mobility challenges) ○ it supports walking and cycling as viable everyday transport options ○ it has wellbeing and climate benefits and can reduce car dependency and strengthen social connections.
Road maintenance	• fixing potholes and making sure repairs are good quality • keeping roads in good condition • fixing roads quickly after construction or heavy rains ○ ensuring quality roads is linked to safety.
Car parking	• parking availability and management • providing more parking in residential areas, shopping strips and around schools • providing more accessible, free, or longer-duration parking options ○ it affects traffic and access to, and the viability of, local shopping precincts.
Public transport services	• improving public transport service frequency, coverage and cleanliness • improving unreliable services, such as tram delays and bus cancellations • providing tram network extensions and increasing bus routes to improve connections ○ it is essential for disadvantaged groups, reducing traffic and car dependency and fostering sustainability.
Traffic and congestion	• improving traffic flow by adding traffic lights at busy intersections, extending clearway times and addressing bottlenecks • reducing through-traffic in residential areas • implementing traffic calming measures • tackling noise pollution ○ it is important as development/growth continues ○ it can impact liveability/stress.
Road safety	• reducing speed limits in high traffic areas • putting in more pedestrian crossings and traffic lights • enforcing traffic rules to protect pedestrians, cyclists and drivers.

Category 3: The environment

The Environment category had 5 focus areas in it. These are described in Table 6.

Table 6: Focus areas within the Environment category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Tree canopy and tree maintenance and selection	• protection and growth of Boroondara's tree canopy and green spaces • maintaining trees, including trimming • ensuring tree selections are appropriate • preserving the area's leafy character ○ tree canopy has environmental benefits, such as cooling, biodiversity and pollution reduction ○ it supports community health and wellbeing.
Emissions and renewables	• sustainable infrastructure • electrification of homes, businesses and cars and the reduction of gas usage • supporting a shift towards renewable energy and cutting carbon emissions, including by using solar panels, community batteries and electric vehicle (EV) charging stations ○ leading urgent action on emission reduction and renewable energy is central to a sustainable future ○ local communities have a role and responsibility ○ it will reduce energy costs.
Recycling, waste minimisation and composting	• sustainable waste management • better recycling facilities • composting initiatives like the Food Organics and Garden Organics (FOGO) program • educational programs to encourage waste reduction and better composting and recycling by community members • advocacy for reduced packaging by retailers ○ it is important for the planet/future generations.
Rubbish and hard waste collection	• improving rubbish and hard waste collection, to reduce overflowing bins • ensuring that rubbish collection meets the needs of growing and diverse households.
Natural spaces, habitat and biodiversity	• protecting and improving Boroondara's natural habitats and biodiversity • maintaining native flora and fauna • eco-friendly practices to protect local ecosystems and improve the community's wellbeing ○ it is vital to the identity of the area ○ it supports community wellbeing.
Climate adaptation	• stormwater management and water sensitive urban design • urban heat island mitigation ○ we need to prepare for climate change impacts on wellbeing and infrastructure.

Category 4: Outdoor spaces

The Outdoor spaces category had 5 focus areas in it. These are described in Table 7.

Table 7: Focus areas within the Outdoor spaces category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Preserve and increase green spaces	• retaining and looking after parks, gardens and natural areas, making sure they are accessible for everyone • sustainable planning that prioritises greenery, including community gardens, parkland and open spaces that add to the health, leisure and the environmental resilience of the area ○ of increasing development and housing density ○ it's why we want to live in Boroondara ○ they provide essential "third spaces" that are beautiful, free and inclusive, and encourage social connection, while supporting mental and physical health ○ these areas are critical for climate resilience, biodiversity and quality of life.
Cleanliness and graffiti	• improving Boroondara's cleanliness and visual appeal • addressing issues (including provision and emptying of bins in public spaces), and graffiti • keeping public spaces like parks, train stations and retail areas clean ○ it makes the spaces more enjoyable.
Public amenities (toilets, playgrounds, seating etc.)	• installing more public toilets and cleaning existing ones • installing more drinking fountains and family-friendly features like barbecue areas and sheltered picnic spots • maintaining and expanding of playgrounds, including options for children and teenagers • installing exercise equipment for seniors ○ these spaces should meet the needs of all age groups, including young people ○ these spaces are good for health.
Lighting	• better lighting in streets, parks and public spaces to improve safety and accessibility • more streetlights, especially in poorly lit areas, including laneways and near public transport hubs ○ it creates better opportunities for being outdoors at night ○ we need to ensure light pollution, impacts on wildlife and solar or smart lighting options are considered.
Dog parks and dog friendliness	• more dog-friendly spaces and better facilities for dog owners • enclosed dog parks to keep dogs safe near roads • creating off-leash areas closer to homes • providing more dog waste bins and waste bags to help keep parks clean.

Category 5: Housing and urban development

The Housing and urban development category had 5 focus areas in it. These are described in Table 8. This category included focus areas that were somewhat contradictory. For example, some residents would like Council to limit more or higher density housing while others would like Council to enable more or higher density housing.

Table 8: Focus areas within the Housing and urban development category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Protecting built heritage and neighbourhood character	• protection of historic homes and neighbourhood character • stricter planning rules to protect local heritage • retaining period buildings and established gardens • upgrading instead of demolishing old buildings, to look after historical identity ○ it contributes to a sense of community and connection to the past ○ we should respect the style that makes Boroondara unique ○ it's why we live here.
Preventing over/inappropriate development	• looking after Boroondara's character by limiting housing density and growth • reducing high-rise developments to prevent overpopulation • stricter building rules to protect privacy and stop overdevelopment • protecting green spaces and trees and the area's natural beauty and environment ○ we need to manage the balance between population growth and maintaining liveability, heritage and ambiance of the area.
More housing, greater affordability and diversity	• greater housing affordability and diverse housing options • more medium to high-density developments • encouraging a variety of housing options, including affordable rental, family-sized apartments and social housing ○ more people will be able to make use of the amenities offered by Boroondara ○ we don't want young people, key workers and long-term residents forced out of the area.
Trees and green space on private land	• protecting and growing green space and tree canopy on private land • rules to ensure new developments include space for greenery and protect mature trees • providing education and incentives for planting and penalties for tree removal • protecting the area's quality and environmental sustainability ○ it has a role in reducing heat and maintaining liveability.
Well designed and located development, with impacts addressed	• development that is well-designed and built in strategic locations • ensuring new development is supported by infrastructure like public transport, parking and community facilities • thoughtful urban planning to integrate new buildings without reducing amenity or liveability. ○ there's a risk existing services, such as drainage and waste systems will be overloaded with increased development ○ we want to maintain the character and liveability of Boroondara.

Category 6: Council

The Council category had 5 focus areas in it. These are described in Table 9.

Table 9: Focus areas within the Council category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Rates, cost of living and cost of Council services	• cost of living (food, utilities) pressures • reducing rates • ensuring cost is not a barrier to accessing community services and amenities ○ it Impacts on quality of life and financial burden.
Spending, productivity and efficiency	• managing finances responsibly • ensuring rates are used efficiently and on essential services • delivering value for money ○ it is foundational to the work of Council ○ resources are limited.
Consultation, communication and customer service	• meaningful, inclusive and transparent consultation with the community • providing clear and accessible information • considering community feedback when decisions are made • let the community know what facilities, services and programs are available • responsive and respectful customer service.
Core essentials	• addressing the core needs of the municipality. Some people refer to 'roads, rates, rubbish' • addressing local concerns without overstepping into state and federal matters.
Transparency, integrity and sound decision making	• transparent decision making • improving transparency by clearly outlining how funds are spent • making meetings and decisions more accessible to the community, building trust and accountability ○ Council is obliged to do this.

Category 7: Local economy

The Local economy category had 5 focus areas in it. These are described in Table 10.

Table 10: Focus areas within the Local economy category

Focus areas	• The community would like Council to focus on... ○ The community would like Council to focus on this because...
Support local businesses and economy	• promoting local business • helping local businesses compete with larger businesses • addressing concerns about empty shops ○ of their value in community connection, walkability and local job creation.
Upkeep of shopping precincts	• cleaning and upgrading key areas within shopping precincts • ensuring that local businesses remain inviting and accessible • beautification projects, including adding greenery, seating and public art ○ shopping precincts should be key community hubs ○ it will attract businesses and support local economies.
Eateries and entertainment)	• enhancing local eateries and entertainment options • markets and venues for entertainment.
Jobs and employment	• boosting local employment opportunities • creating more jobs, particularly for young people and people with disability.
Variety of shops	• a greater variety of shops to keep shopping areas lively and appealing • more shopping centres or specific types of shops, from banks and supermarkets, to shops that appeal to young people.

Appendix 2 - the sample

Table 11 shows how the demographic profile of the resident sample for the community survey, before and after weighting, reflects the demographic profile of the Boroondara population.

Table 11: Population demographic profile and resident community survey sample demographic profile

		Population %	Weighted resident sample		Unweighted resident sample		
			Number	%	Number	%	
Gender (% based on ERP)		Woman	52%	2,394	52%	2,866	59%
		Man	48%	2,203	48%	1,847	38%
		Self-described	Unknown	20	0%	17	<1%
		Gender not stated	NA	0	0%	120	2%
Age group		0-13	15%	693	15%	699	14%
		14-24	16%	739	16%	484	10%
		25-39	19%	877	19%	761	16%
		40-64	32%	1,477	32%	1,682	35%
		65+	18%	831	18%	1,166	24%
		Age not stated	NA	0	0%	58	1%
Cultural diversity (% based on 2021 Census)		Speaks a language other than English	29%	1,339	29%	1,194	25%
		Speaks English only	71%	3,278	71%	3,548	73%
		Language not stated	NA	0	0%	108	2%
Place of residence	Northwest Precinct	Kew	15%	693	15%	637	13%
		Kew East	4%	185	4%	168	4%
	Northeast Precinct	Balwyn/Deepdene/Mont Albert	9%	416	9%	453	9%
		Balwyn North	12%	554	12%	415	9%
	Southwest Precinct	Hawthorn	14%	646	14%	783	16%
		Hawthorn East	9%	415	9%	407	8%
	Southeast Precinct	Glen Iris	9%	415	9%	414	9%
		Ashburton	5%	231	5%	415	9%
	Central Precinct	Camberwell	13%	600	13%	701	14%
		Canterbury	5%	231	5%	210	4%
		Surrey Hills	5%	231	5%	242	5%
		Suburb not stated	NA	0	0%	5	<1%
Total				4,617		4,850	

Table 12 shows how the demographic profile of the deliberative engagement workshop sample reflects the demographic profile of the Boroondara population.

Table 12: Demographic profile of the 156 workshop attendees, and how this reflects the demographic profile of the Boroondara resident population.

			Population %	Attendee sample	
				Number	%
Gender (% based on ERP)		Woman	52%	85	54%
		Man	48%	68	44%
		Self-described	Unknown	3	2%
		Gender not stated	NA	0	0%
Age group (% based on ERP)		18-24	15%	24	15%
		25-39	23%	36	23%
		40-64	39%	51	33%
		65+	23%	45	29%
		Age not stated	NA		
Cultural diversity (% based on 2021 Census)		Speaks a language other than English	29%	41	26%
Place of residence	Northwest Precinct	Kew	15%	24	15%
		Kew East	4%	3	2%
	Northeast Precinct	Balwyn/Deepdene/Mont Albert	9%	13	8%
		Balwyn North	12%	14	9%
	Southwest Precinct	Hawthorn	14%	29	19%
		Hawthorn East	9%	12	8%
	Southeast Precinct	Glen Iris	9%	14	9%
		Ashburton	5%	7	4%
	Central Precinct	Camberwell	13%	22	14%
		Canterbury	5%	7	4%
		Surrey Hills	5%	9	6%
		Suburb not stated	NA	2	1%
Total				156	

Appendix 3 - example quotes

The quotes presented below illustrate some of the reasons (underlined) community survey participants want Council to focus on the things they told us about.

Category: Community wellbeing, services and facilities

Focus area - sport and recreation facilities and opportunities:

‘A focus on getting children outside and off their devices. Budget directed at upgrading and improving outside spaces, sporting fields and the accompanying facilities.’

Focus area - personal safety, crime and policing:

‘Lowering crime (significant amount of break and enters in the Hawthorn East area).’

Focus area - respect and inclusion:

‘Renaming places with Wurundjeri names - need to overtly acknowledge our Traditional Owners and acknowledge that Boroondara did not get established on virgin country’

Focus area - libraries and lifelong learning facilities:

‘I use Boroondara libraries, usually the Camberwell and Hawthorn branches to work and be productive...The combined benefit of information resources and a place to be in a productive environment really helps me and I am grateful they are available.’

Focus area - age specific services (children, youth, older adults):

‘I believe more effort should go into prioritising young people/adults and their needs and promoting what is actually available to us. This would help more young people to reduce their reliance on spaces such as bars or clubs which otherwise promote unhealthy substance use. Importantly it would help with the high levels of social isolation experienced by youth.’

Focus area - community connection (places and opportunities):

‘More community events so that people in the local area meet each other more and build a stronger feeling of connection.’

Focus area - health and wellbeing promotion (services, facilities, education):

‘Have an annual physical examination. Health system is world class but because there is no cheap annual examination, health problems are not picked up.’

Focus area - major projects (Kew Recreation Centre and Kew Library):

‘Instead of new constructions, refurbishing existing buildings and implementing a comprehensive maintenance program, would better meet community needs especially given current industry constraints and building cost overruns.’

Focus area - creative arts:

‘More opportunities for artists to show their work ... There are very limited opportunities for the general population.’

Category: Moving around

Focus area - active travel - bike lanes, shared paths and footpaths:

‘Walking tracks and quality of pavements need to be improved, there are a lot of places where you can trip because there are tree roots beneath them.’

Focus area - road maintenance:

‘Better roads and a better way to report dangerous potholes that could kill or seriously injure bike riders at night.’

Focus area - car parking:

‘State Government has mandated 67,000 additional housing units leading to 2051, car parking throughout the day is already congested and difficult to obtain in convenient location.’

Focus area - public transport services:

‘Public transport options. Balwyn relies heavily on buses, and they are extremely unreliable and not frequent enough. It is very painful to commute.’

Focus area - traffic and congestion:

‘A good traffic management increases the overall productivity of the economy, reduces road rage incidence, and with cars spent lesser time on the roads, the air quality and green house emission would improve too.’

Focus area - road safety:

‘Traffic street markings and road signage needs desperately to be improved especially near and surrounding schools. Firsthand experience of seeing drivers blatantly ignoring traffic lights and two personal near misses confirms to this rate payer/school crossing supervisor.’

Category: Environment

Focus area - tree canopy and tree maintenance and selection:

‘Management and removal of plane trees planted on nature strips. They are usually too large for the nature strips create mess and asthma issues when the birds strip the pods. They are costly to maintain i.e. repair of footpaths inspections and contractors required to carry out work.’

Focus area - emissions and renewables:

‘Over the next 10 years Council should focus on promoting sustainability and environmental protection by reducing carbon emissions...This will ensure a healthier greener and more resilient community for future generations.’

Focus area - recycling, waste minimisation and composting:

‘Helping schools to implement environmental programs that focus on the cyclical nature of harvesting/using produce/composting etc. and the importance of not using single use plastics. It would be good to see some focus put on the younger generations who can lead the way.’

Focus area - rubbish and hard waste collection:

‘Reduction of general waste collection has been a challenge for us. It went from weekly to fortnightly, it’s difficult to fit everything in the bin for the fortnight.’

Focus area - natural spaces, habitat and biodiversity:

‘It is important to maintain as much tree cover & greenery for birds, insects, lizards & other small native creatures.’

Category: Outdoor places

Focus area - preserve and increase green spaces:

‘I believe the Council should add more parks. It is because people should have more fun space and nature.’

Focus area - cleanliness and graffiti:

‘Please, please put more bins around local parks...When sporting events are at the oval, there is always rubbish left due to lack of bins.’

Focus area - public amenities (toilets, playgrounds, seating etc.):

‘I think the Council should focus on cleaning or making sure that public bathrooms are clean, so people feel safe and comfortable.’

Focus area - lighting:

‘More streetlights for safety reason. I live opposite a park and I would like for it to be lit up more so it feels safer.’

Focus area - dog parks and dog friendliness:

‘Better facilities for the paw residents in community. Fully fenced off ovals is so important as one of the biggest fears we all have is our dog running on to the road by accident.’

Category: Housing and urban development

Focus area - protecting built heritage and neighbourhood character:

‘Council needs to focus on protecting the heritage and character of the area from overdevelopment, increased traffic and loss of open space. There is pressure on housing but if there is overdevelopment and high-rise apartments then the whole ambience of our suburbs will be lost.’

Focus area - preventing over/inappropriate development:

‘To limit overdevelopment and high density living which can impact road congestion and put a strain on the liveability of the area.’

Focus area - more housing, greater affordability and diversity:

‘Lower the cost of housing because it forces many young people to live with their parents for longer than they want to and make them have less independence.’

Focus area - trees and green space on private land:

‘Tree canopy is hugely important to protect us from effects of global warming. Suburbs without trees have been shown to be much hotter than those with trees.’

Focus area - well designed and located development, with impacts addressed:

‘Ensuring we have more infrastructure to deal with the higher density.’

Category: Council

Focus area - rates, cost of living and cost of Council services:

‘Lowering costs so people with less money can afford things they need in life, like food and water.’

Focus area - spending, productivity and efficiency:

'We want results for our rates.'

Focus area - consultation, communication and customer service:

'A welcome to Boroondara pack, so people are aware of what services are available.'

Focus area - core essentials:

'Focus on the basics of local amenities. Implement a policy to ensure Council is always decoupled from political agendas that aren't relevant to local amenities and services to prevent the rabbit holes seen in other municipalities.'

Focus area - transparency, integrity and sound decision making:

'What Council are supposed to focus on, to be competent, do their job.'

Category: Local economy

Focus area - support local businesses and economy:

'Supporting small businesses, a lot of the strip shops are under threat of dying and I don't think Council does enough to support them.'

Focus area - upkeep of shopping precincts:

'The Glenferrie Rd shops are truly disgusting, filthy and run down for an affluent area of Hawthorn. How embarrassing. The footpath is not even. Needs an upgrade! Add plants, lovely level footpath and seats for oldies to sit.'

Focus area - eateries and entertainment:

'We are lacking local venues and facilities for family entertainment i.e. bowling alley mini golf.'

Focus area - jobs and employment:

'More support for young people to get employment. There are lots of migrants coming from non-English speaking countries whose next generation (young people in high school or uni) might struggle to get employment.'

Focus area - variety of shops:

'Better shopping and more user-friendly shops. We lost a lot in covid.'