



Eltham Activity Centre Review Community Engagement Report

Final Report

Copyright and disclaimer

The materials presented in this report are for information purposes only. The information is provided solely on the basis that readers will be responsible for making their own assessments of the matters discussed. Readers are advised to verify all relevant representations, statements and information and to obtain independent advice before acting on any information contained in or in connection with this report. While every effort has been made to ensure that the information is accurate, ChatterBox Projects Pty Ltd will not accept any liability for any loss or damages that may be incurred by any person acting in reliance upon the information.

Contents

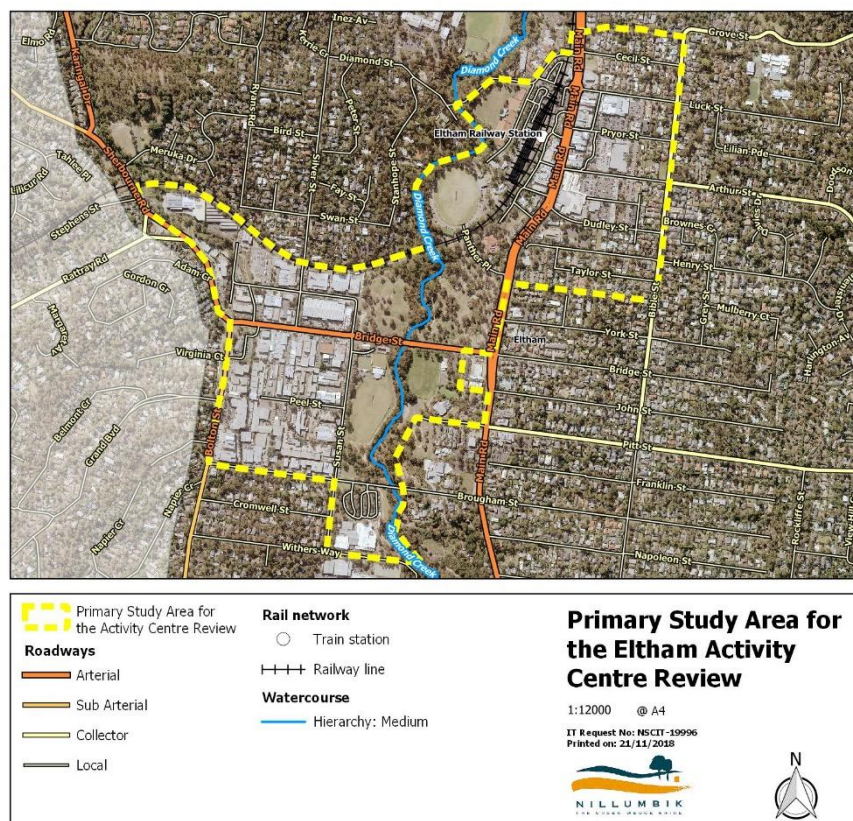
Copyright and disclaimer	2
1. Executive summary	4
1.2 Survey results summary	5
1.3 Place-based pop-up engagement summary	6
1.4 Online mapping tool summary.....	7
1.5 Conclusion	7
2. Overall Survey Results.....	8
2.1 Gender.....	8
2.2 Age	8
2.3 Suburb.....	9
2.4 Connection to the Eltham Creek Activity Centre.....	10
2.5 How often do you visits the Eltham Activity Centre?	13
2.6 What do you currently do when you visit the Eltham Activity Centre?	14
2.7 Tell us your level of agreement with the following statements.	16
2.8 When do you normally visit?	19
2.9 How do you normally get there?	19
2.10 Do you feel safe when visiting the Eltham Activity Centre during the day?	20
2.11 Do you feel safe when visiting the Eltham Activity Centre at night?.....	20
2.12 What are the hidden gems of the Eltham Activity Centre or what makes it unique?.....	22
2.13 What is one thing you love about the Eltham Activity Centre now?.....	24
2.14 What is your one BIG idea to make the Activity Centre better in the future?	25
2.15 What do you think could make the Activity Centre more welcoming, vibrant and alive?.....	26
2.16 Do you know of any areas in the Activity Centre needing attention and the reason?	28
2.17 Is there anything else you would like to tell us?	30
3. Mapping Tool Results.....	32
3.1 Hidden Gems	33
3.2 Needs attention	37
All comments received via the mapping tool regarding locations that need attention	38
4. Place-based Pop-Up Engagement Results.....	43
4.1 Overview	43
4.2 Chatboard responses	44
4.3 Voting pod responses.....	46
4.4 Big ideas drawings results.....	46

Executive summary

1.1 Background

ChatterBox Projects was engaged by Nillumbik Shire Council to undertake six place-based pop-up consultations to assist in the review of both the structure plans for the Diamond Creek and Eltham Activity Centres.

The place-based pop-up consultations was one of three ways Council gathered feedback with Council hosting an online survey and mapping tool through Council's Participate Nillumbik website and undertaking a range of other engagement activities around the municipality.

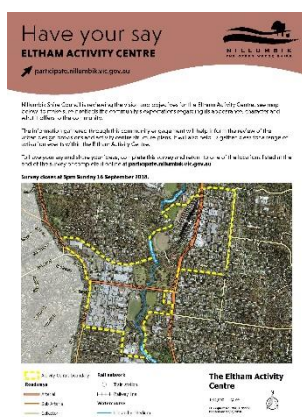


During the community engagement activities, a wide range of people were consulted including people who would not normally provide feedback to Council. Being able to intercept people whilst they were going about their day to day activities, provided many community members with the opportunity to engage. The consultations enabled the engagement of children, young people, adults, people who lived in Eltham and surrounding areas and visitors to the area.

Over 1,700 written ideas and approximately 2,500 views were gathered throughout the community engagement process via the hardcopy and online surveys. Over 200 additional opinions, thoughts and ideas were gathered via other engagement tools including the online mapping tool, voting pod, chatboards and big idea drawings.

- 333 people completed a survey: 276 online and 57 hard copies
- 75 people provided their feedback by using the online mapping tool
- 16 children and young people provided their feedback by drawing their ideas.
- 72 people engaged with the voting pod activity.
- 39 comments were received via the giant chat boards at pop-up consultations.
- 52 respondents opted to 'be kept up to date' about the project.

1.2 Survey results summary



Two different surveys were developed to gather feedback. One was a hard copy survey to be used at the pop-up consultations and at libraries and Living and Learning Centres. Another online version to enable those members of the community who were unable to attend the place-based pop-up consultation sessions to provide their ideas.

The survey consisted of six multi-choice questions, six open-ended questions and five demographic questions.

The online survey was hosted by Nillumbik Council's via Council's Participate Nillumbik web site.

Of the 333 people who completed a survey:

- The four most widely represented age groups were 35-44 years (20.8%), 45-54 years (18%), 55-64 years (17.1%) and 65-74 years (15%).
- 64.9% of respondents were female, 31% male and .3% other
- 65.2% of respondents lived in Eltham or Eltham North
- 46.5% of respondents visit the activity centre daily
- Most people visit the Eltham Activity Centre to shop (86.7%), visit cafes and restaurants (75.9%) and to use services (75%)
- 81.2% strongly agree or agree that the centre has a good range of shops and services
- 77.6% strongly agree or agree that the Eltham Activity Centre has quality shops and services
- 75.7% strongly agree or agree that the centre has a sense of community
- 65.8% strongly agree or agree that the centre has a great atmosphere and environment
- 56.4% strongly agree or agree that it is easy to get to and get around the Eltham Activity Centre
- 54.3% strongly agree or agree that they like the look and feel of the centre
- 68.4% drive to the centre, 23.5% walk, 4.95% catch public transport and 2.16% ride
- 99.3% feel safe during the day at the centre, 15% feel unsafe at night



Figure 1-Eltham Town Square

1.3 Place-based pop-up engagement summary

The purpose-built ChatterBox Projects Trailer was used for three place-based pop-up consultations. These were held at three different locations; Eltham Town Centre, Eltham Library and Eltham Farmers Market.

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

A range of engagement tools were used at the pop-up consultations, enabling the community to provide their feedback in a variety of ways. These different tools also allowed many people to engage at the same time, which was highly beneficial during busy times such as at the Eltham Farmers Market. The tools included a hard copy survey, chatboards, voting pod and a 'big idea' drawing sheet.



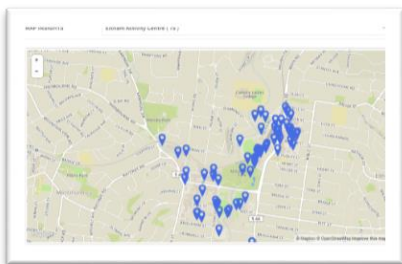
Overall participation

- 280 people were engaged
- 57 surveys were completed
- 121 surveys were distributed with reply paid envelopes
- 140 postcards were distributed promoting the online survey
- 39 ideas were received via the chatboards
- 16 big ideas for the town centre were received by children and young people drawing their ideas
- 72 people participated in the voting pod activity

Voting pod

- 82% agreed that the Eltham Activity Centre had a good range of quality shops and services available
- 80.8% agreed that the Eltham Activity Centre had a great sense of community
- 84.4% agreed that the Eltham Town Centre has a great atmosphere and environment
- 61% agreed that it was easy to get around the Eltham Town Centre, 39% didn't agree
- 66.6% indicated they liked the look and feel of the Town Centre, 33% didn't agree
- 93.8% said they loved coming to the town centre

1.4 Online mapping tool summary



An online mapping tool was available via Council's website which enabled the community to add a pin to a map under the categories of 'hidden gems' and 'places needing attention.'

75 pins were added by the community; 38 indicating hidden gems and 37 indicating places that need improvement.

The hidden gems included a list of outdoor spaces such as the Library Place precinct, bushland, Alistair Knox Park, The Graveyard dirt jumps and playgrounds. A variety of specific shops, cafes and facilities were also listed as hidden gems including Tea Pot Café, Papa Bear Café, schools, pre-schools, scout halls, hardware and the sports store.

1.5 Conclusion

Overall the community were highly engaged about the Eltham Activity Centre. Many people appreciated the fact that council proactively popped-up across the precinct to seek their views.

There are many things the community love about the Eltham Activity Centre precinct including the sense of community, friendly people, town feel, the Town Square, the quality shops and services, cafes and restaurants, the library, the environment and the festivals and events.

Some suggestions for improvements included improvement to traffic flow, congestion and parking, increase the greenery and improve the streetscapes, stop or control over development, improve the station/bus interchange precinct, more community festivals and events to bring people together, more public art and retain its unique identity.

Nillumbik Shire Council officers will summarise the results for Council's consideration.



Figure 2-Eltham Town Square

2. Overall Survey Results

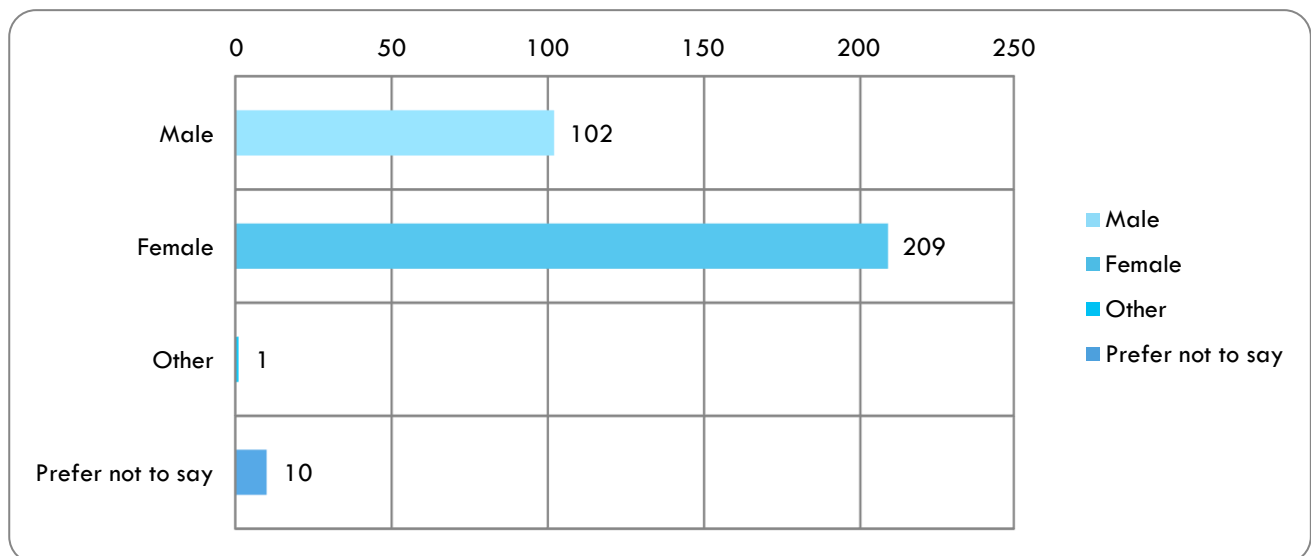
This section provides the results from the hardcopy and online surveys that were completed by the community.

A total of 333 surveys were completed, 276 online and 57 hard copies at the three pop-up consultations.

Please note: this profile has been developed using the data collected from the online and hardcopy survey data only.

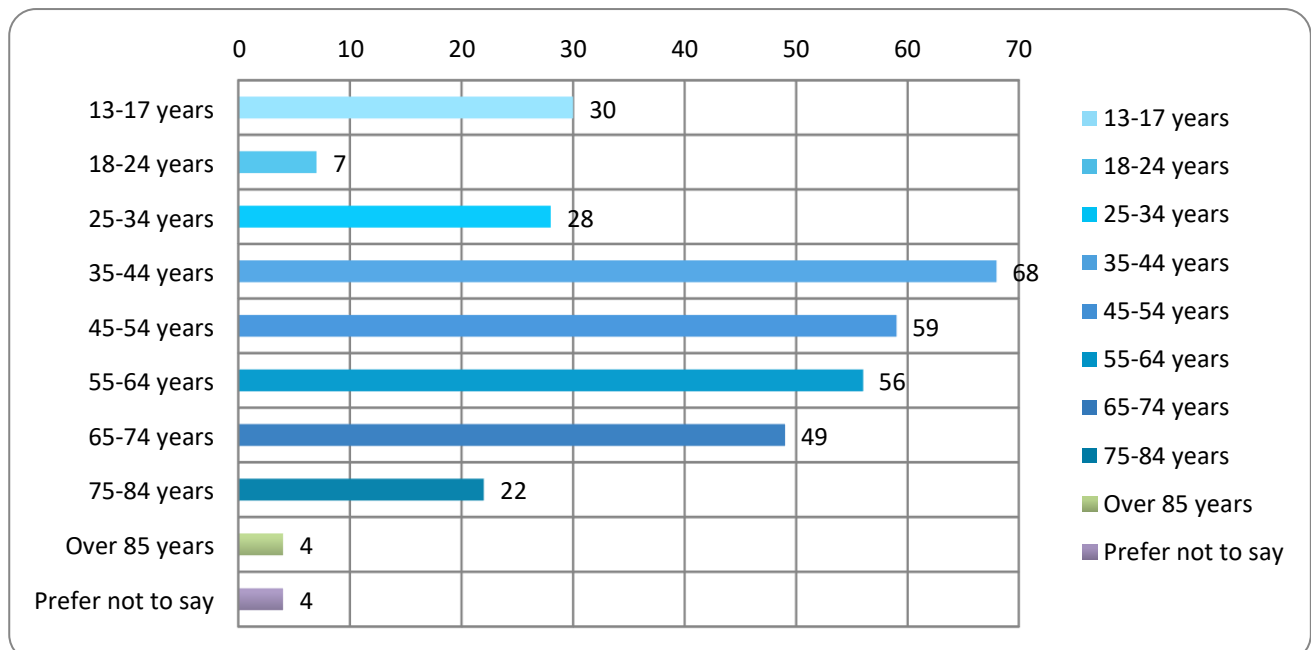
2.1 Gender

Of the 322 respondents who indicated their gender, 64.9% (209) were female, 31.7% (102) were male, .3% (1) other and 3.1% (10) preferred not to say.



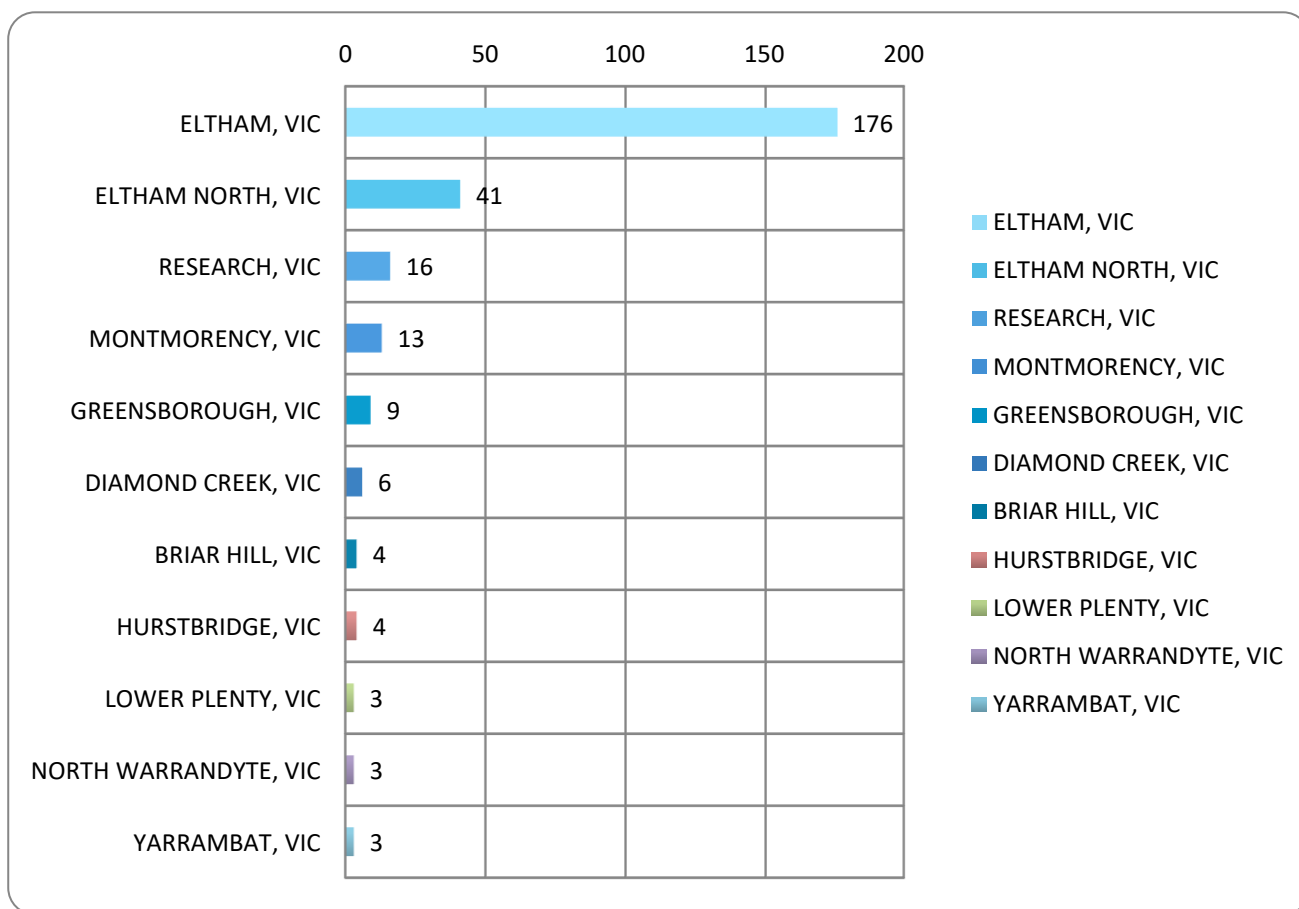
2.2 Age

Of the 327 respondents who indicated their age, there was good representation of people aged between 35-44 years (20.8%), 45-54 years (18%), 55-64 years (17.1%) and 65-74 years (15%).



2.3 Suburb

Of the 303 respondents who indicated where they lived, 52.9% lived in Eltham, 12.3% in Eltham North, 4.8% in Research and 3.9% in Montmorency.



Respondents were able to provide 'other' suburbs that were not listed. Other suburbs as indicated by respondents included:

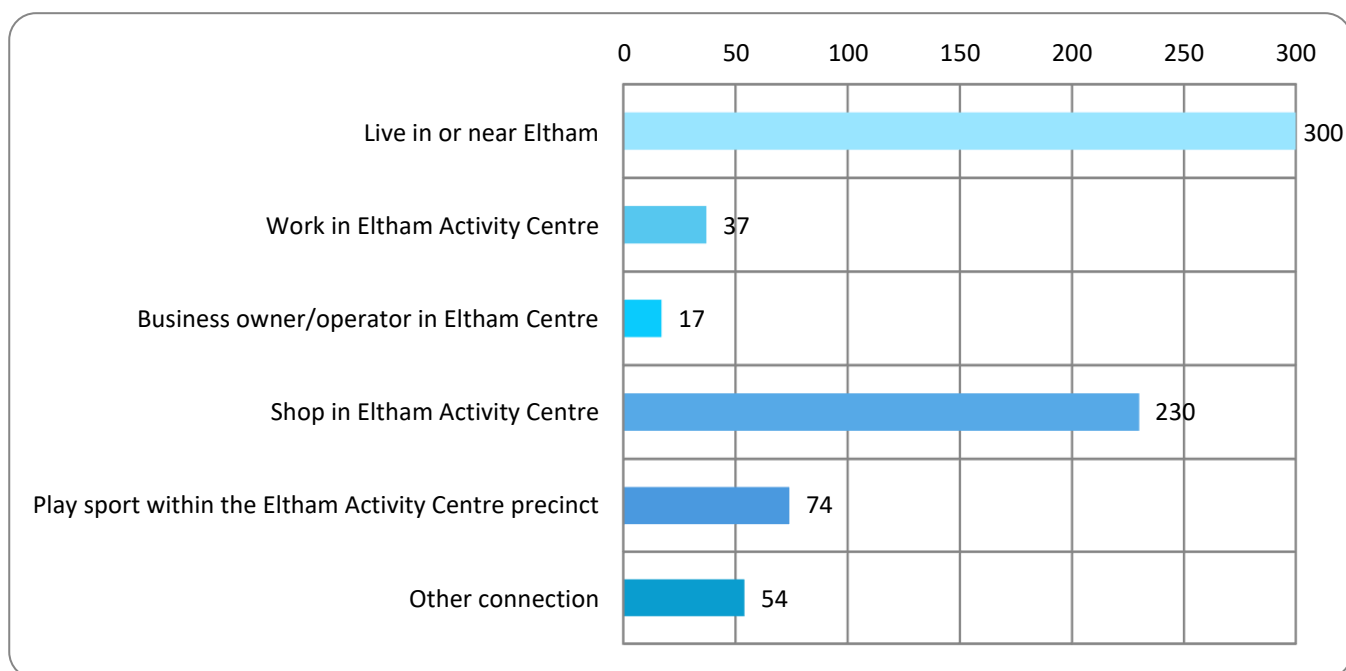
Other suburb	
Eltham, NSW	2
Bulleen, Vic	2
Heidelberg, Vic	2
South Morang, Vic	1
Lilydale, Vic	1
St Helena, Vic	1
Smiths Gully, Vic	1
Plenty, Vic	1
Reservoir, Vic	1
Alphington, Vic	1
Doreen, Vic	1

Other suburb	
Bundoora, Vic	1
Skye, Vic	1
Templestowe, Vic	1
Watsons Creek, Vic	1
Blackburn, Vic	1
Warrandyte, Vic	1
Ma Ma Creek, Qld	1
Kinglake, Vic	1
St Andrews, Vic	1
Epping Dc, Vic	1
Boronia, Vic	1

2.4 Connection to the Eltham Creek Activity Centre

(Respondents could tick all that apply)

Of the 333 respondents who indicated their connection to the Eltham Activity Centre, 90% live in or near the Eltham Activity Centre, 69% shop and 22% splay sport within the precinct.



Respondents were able to provide 'other' ways that they were connected to the Eltham Activity Centre.

54 respondents providing the following comments.

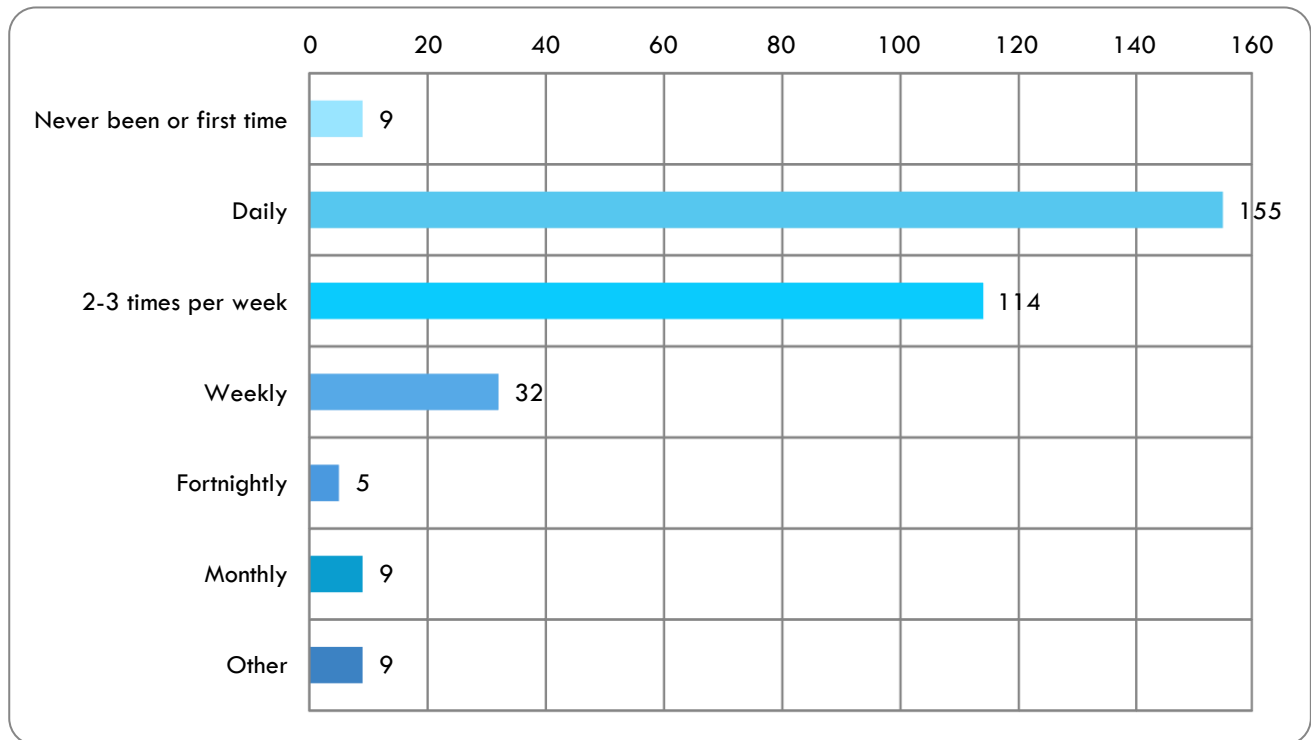
Please note: The following comments are unedited verbatim responses as submitted

Other connection
Attend U3A sessions
Volunteering/driving program for youth, attending pilates, community meetings etc
Member of Eltham Concert Band. Can't even get our name on the sign at front of ECRC .
Girl Guides
Resident nearby
Base for our walking club. Visiting our medical centre.
Attend Living and Learning classes, library, shops and cafes.
Use the community spaces such as the library, parks, playgrounds etc.
Have family there, help out with kids, walk there, and similar
Attend living and learning classes, use walking tracks
Crafts shops walking riding playgrounds
Nillumbik SC Staff
Commute to work along the Diamond Creek Trail via the Eltham Community Centre.
Volunteer at library Dog walk to Diamond Creek twice a week
Feedback via Hard copy survey
I participate x2 a week in seniors exercise classes in Judge Book (St Vincents) Village. Hard Copy Survey Response
Our children go to childcare and kinder in the precinct. We access other services too like health services. We make use of library, bike paths, parks and open spaces for leisure activities.
Visit friends and family, and local community groups. Enjoy Eltham's natural areas and habitats
Use the library Walk a lot around Eltham (mostly within the Eltham Activity Centre)
I am On the Positive Ageing Reference Group and health and well being Advisory Committee
Attend U3A classes nearby
Use the Leisure Centre Regularly
Live in the activity centre
Catch public transport - bus/train
Grew up here, love it!
Walk dogs.
Guides and scouts.
Tourist from USA
District nurse
Aged health services access
Library, meeting rooms, U3A

Other connection
Attend U3A sessions
Socialising in cafes and homes within the EAC. Library use, bike and walking tracks, use train station. Attend church services and functions at church within the EAC. Markets. Jazz on the Green at the Bowling Club.
Live in EMAC
Strong connection to healthability as local, publicly available health services are a necessity and valued by people who can seek help, yet go on with their lives instead of spending hours getting to the large hospitals and waiting.
Family all in Eltham
Childcare centre
Friend of the Judge Book Residents' Association, SVCS Retirement Centre. President, Eltham Men's Shed, Wattletree Road Eltham North, but live in Banyule near Bolton Street so regularly and usually traverse through the Eltham Activity Centre to get to and from the Shed. Regularly shop at Eltham. Walk and ride the Diamond Valley trail in LEP.
Community Groups
I spend 95% of my time with 5km of the EAC. Passive leisure coffee and markets star gazing.
YEET city
School
School
Student
School
I live away but like spending time there
Attend Cultural and special events Visit family .
Currently the Group Leader at 1st Eltham Scout Group
Grew up in Eltham
Rail parking
Family and friends live in Eltham too
New mother using local Eltham resources, Maternal Child Health Centre, Eltham Library for children's programs, immunisations etc.
'Frequent use of the library building enclave:- -borrowing -use of the quiet study areas -casual unplanned socialising -attending events -exhibitions -artist and writers talks -cafes
Community groups Environmental wonders Open Space
Business owner outside the activity centre

2.5 How often do you visits the Eltham Activity Centre?

Of the 333 respondents who answered this question, 46.5% visited Eltham daily, 34.2% 2-3 times per week, 9.6% weekly, 2.7% fortnightly and 1.5% monthly. 2.7% had never visited.



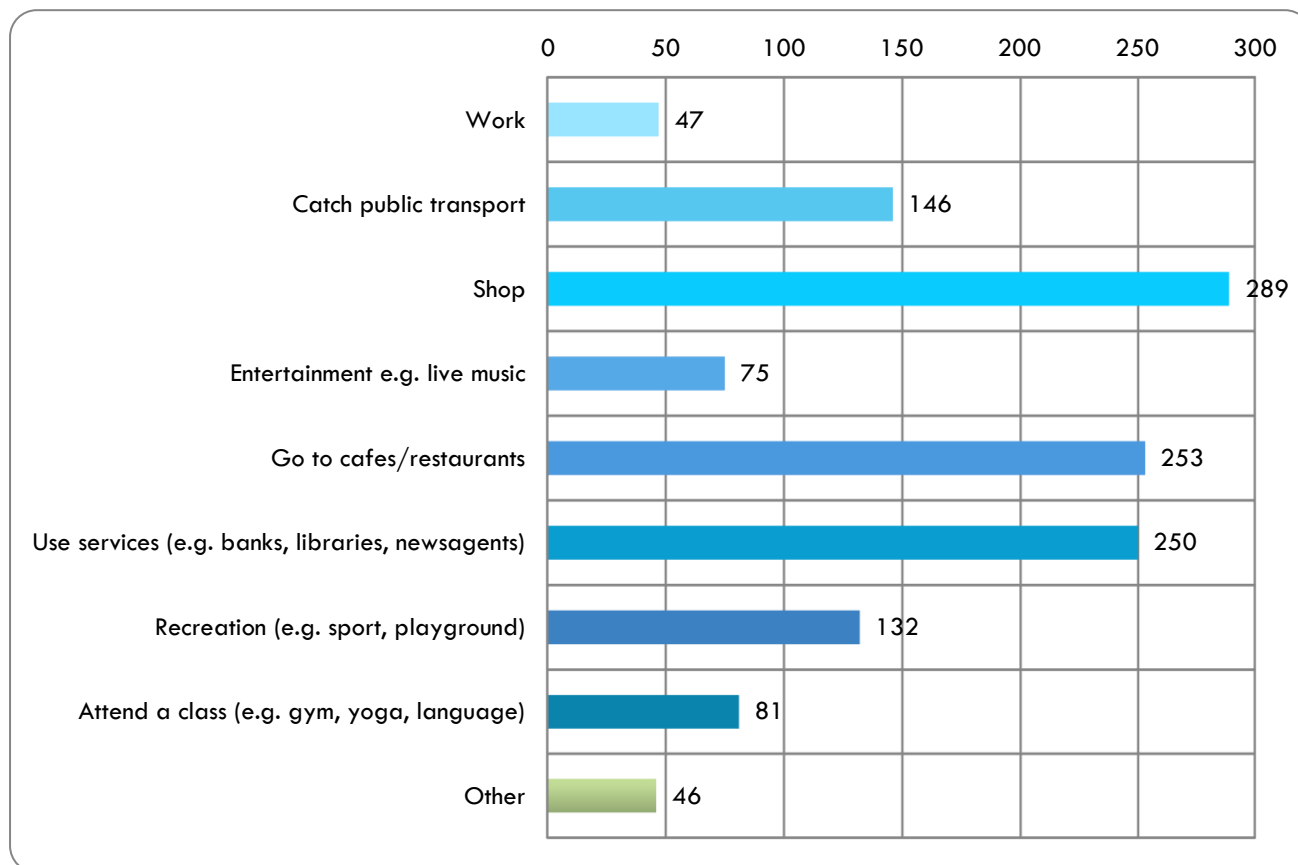
Other responses included:

Comments
As the need arises
4-5 times per week (2)
5 times per week
Annually
Occasionally
Up to 5 times per week

2.6 What do you currently do when you visit the Eltham Activity Centre?

(respondents could select all that apply)

When respondents were asked what they currently do when they visit the Eltham Activity Centre, the top four responses were Shop (86.7%), Go to Cafes/restaurants (75.9%), Use Services (75%) and Recreation (39.6%).



Respondents were able to provide further information about other things they did within the Eltham Activity Centre. Activities listed on more than one occasion included attending kinder/pre-school (4), attending school (9), walking (5), meeting friends/people (4), using bike paths (2), visiting medical services (2), and attending the farmers market (2).

Please note: The following comments are unedited verbatim responses as submitted

Comments
Meet friends for chatting, use services. Safe for the elderly to walk in comfort.
Doctor
Visit medical services
I live in the MAC
Attend craft class at living and learning centre, use walking trails
Bike ride along trail
Enjoy the central activity square for time out with my 3yo
Explore and enjoy the different spaces.
Use playground, go for walks, use library, enjoy open spaces

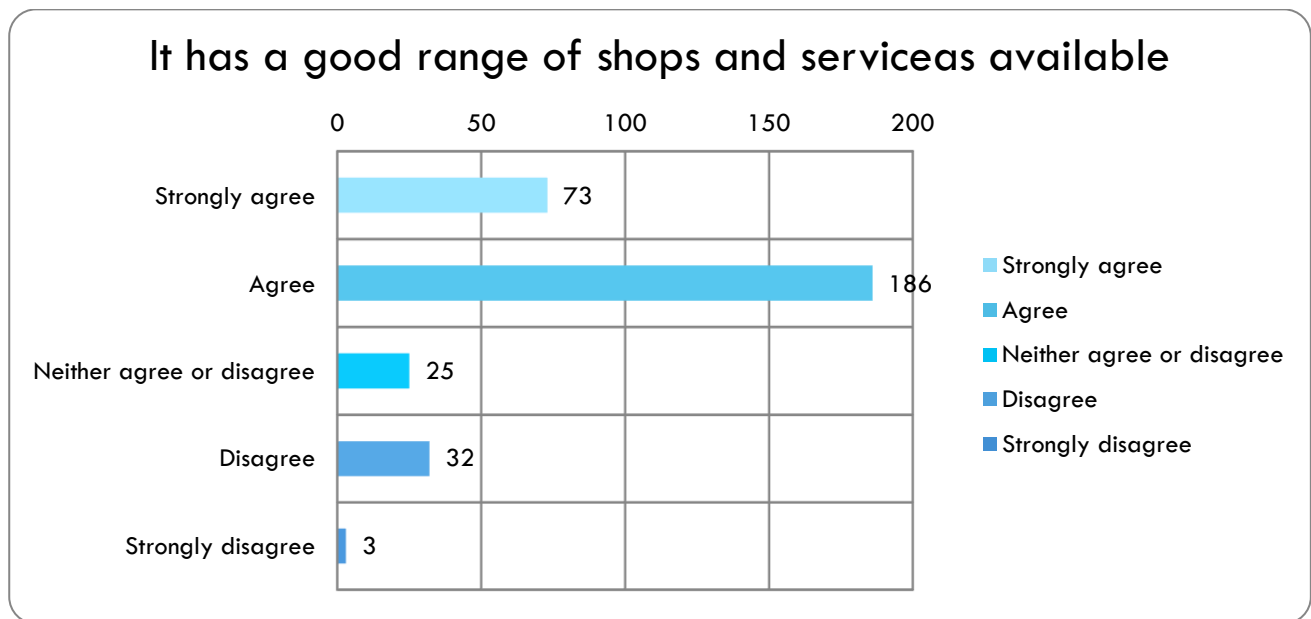
Comments
Walk dog
Kindergarten and School services
Daughter attends Eltham preschool
Kinder and childcare
Visit friends and family
Walking
Leisure, relax, look at wildlife, flora and fauna, habitats
Farmers / craft market
Farmers market
Get from one side of Eltham to the other
Bike ride
Drop kids to school / station
Live in Eltham
Walk, meet friends
Walk, market
Visit with family
Collect children from childcare and participate on childcare centre committee of management
School
School
Walk to School
School
School
Go to school
Use the dirt jumps
School
Use the dirt jumps/ride mountain bike trails
I attend school at Eltham high
Day out with friends
Manage the 1st Eltham Scout Group and Hall located in Youth Road
I frequently walk along the creek trails. Meet with friends in the green spaces.
Meet people
Healthability
Mens Shed
Association meetings
Healthability

2.7 Thinking about the Eltham Activity Centre tell us your level of agreement with the following statements.

The community were asked to rate their level of agreement with 5 statements about the Eltham Activity Centre. Below are the results for each statement.

It has a good range of shops and services available

Of the 319 respondents who answered this question, 22.9% strongly agreed, 58.3% agreed, 7.8% neither agreed or disagreed, 10% disagreed and .9% strongly disagreed.



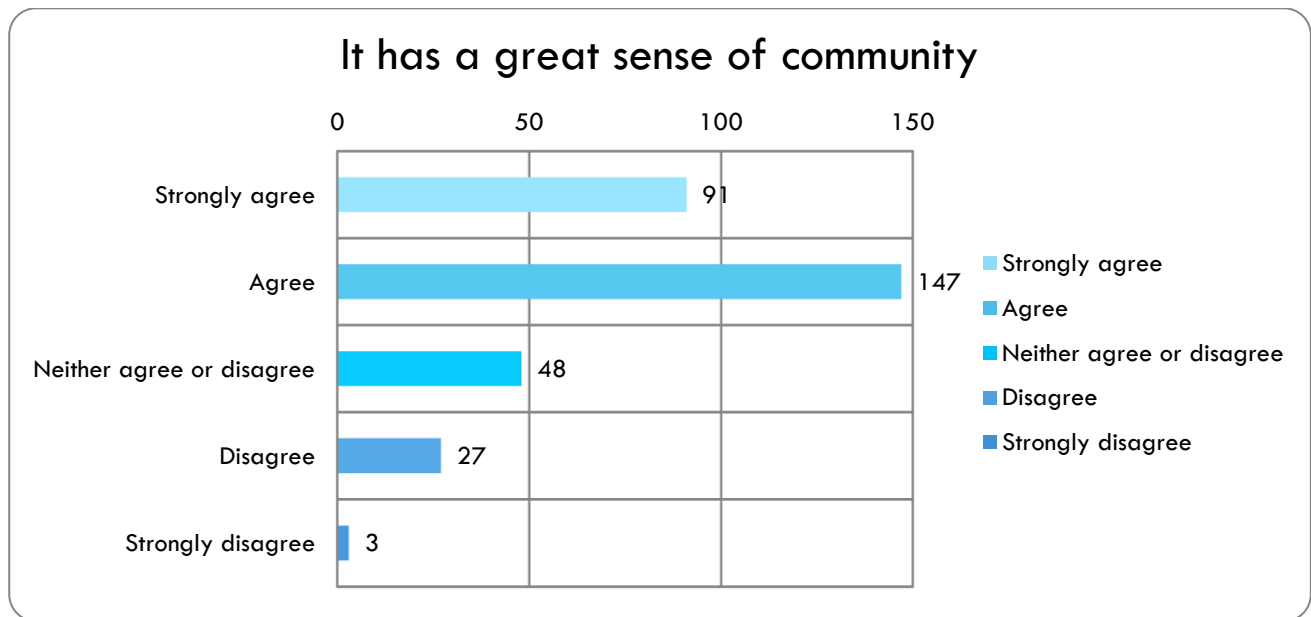
It has quality shops and services

Of the 313 respondents who answered this question, 22% strongly agreed, 55.6% agreed, 16% neither agreed or disagreed, 5.1% disagreed and 1.27% strongly disagreed.



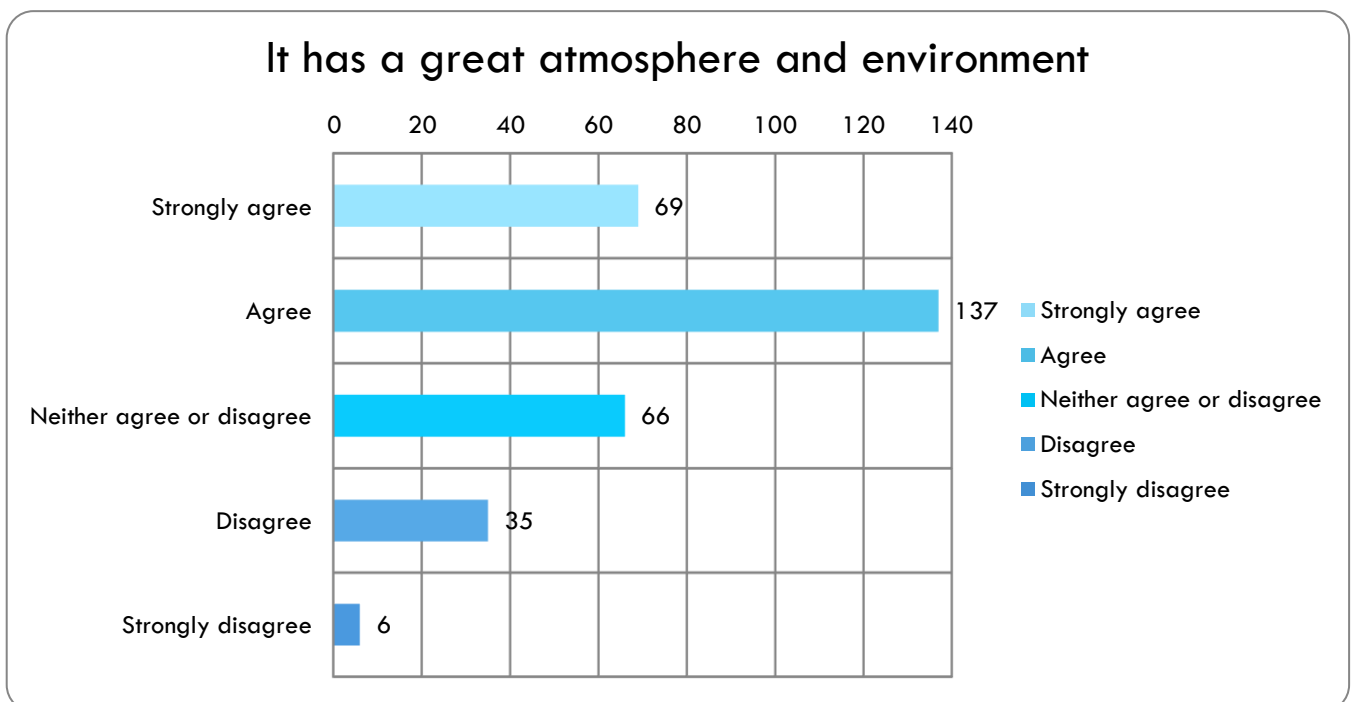
It has a great sense of community

Of the 316 respondents who answered this question, 28.8% strongly agreed, 46.5% agreed, 15.2% neither agreed or disagreed, 8.5% disagreed and .9% strongly disagreed.



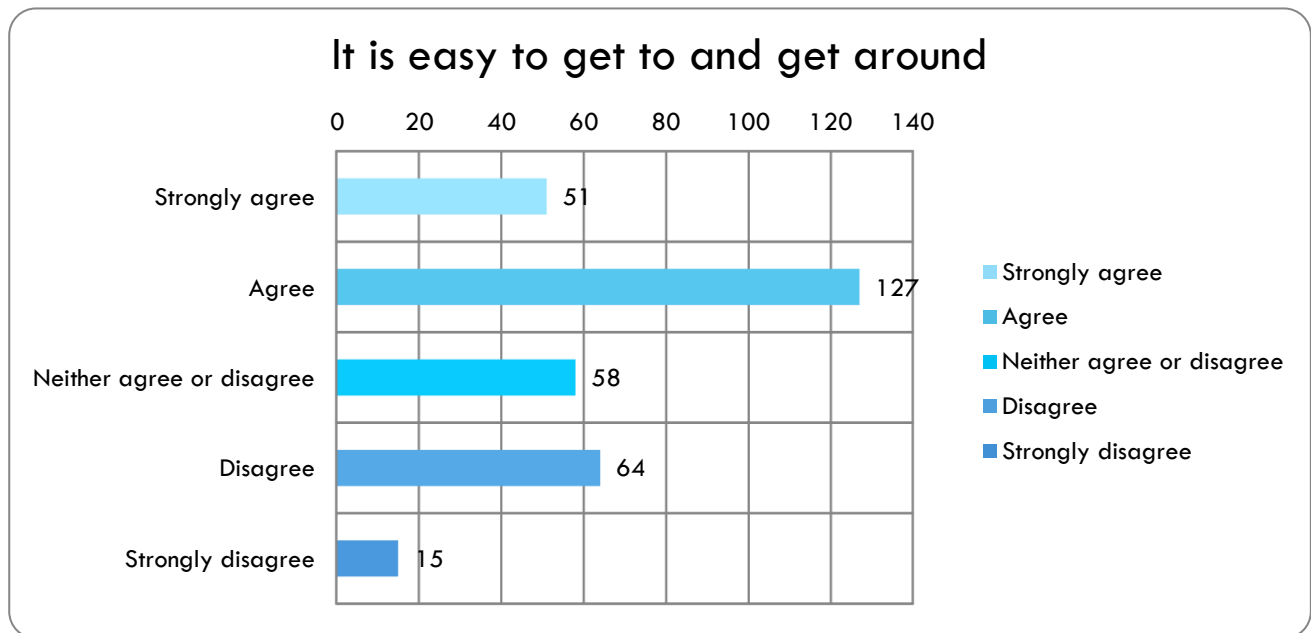
It has a great atmosphere and environment.

Of the 313 respondents who answered this question, 22% strongly agreed, 43.7% agreed, 21% neither agreed or disagreed, 11.2% disagreed and 1.9% strongly disagreed.



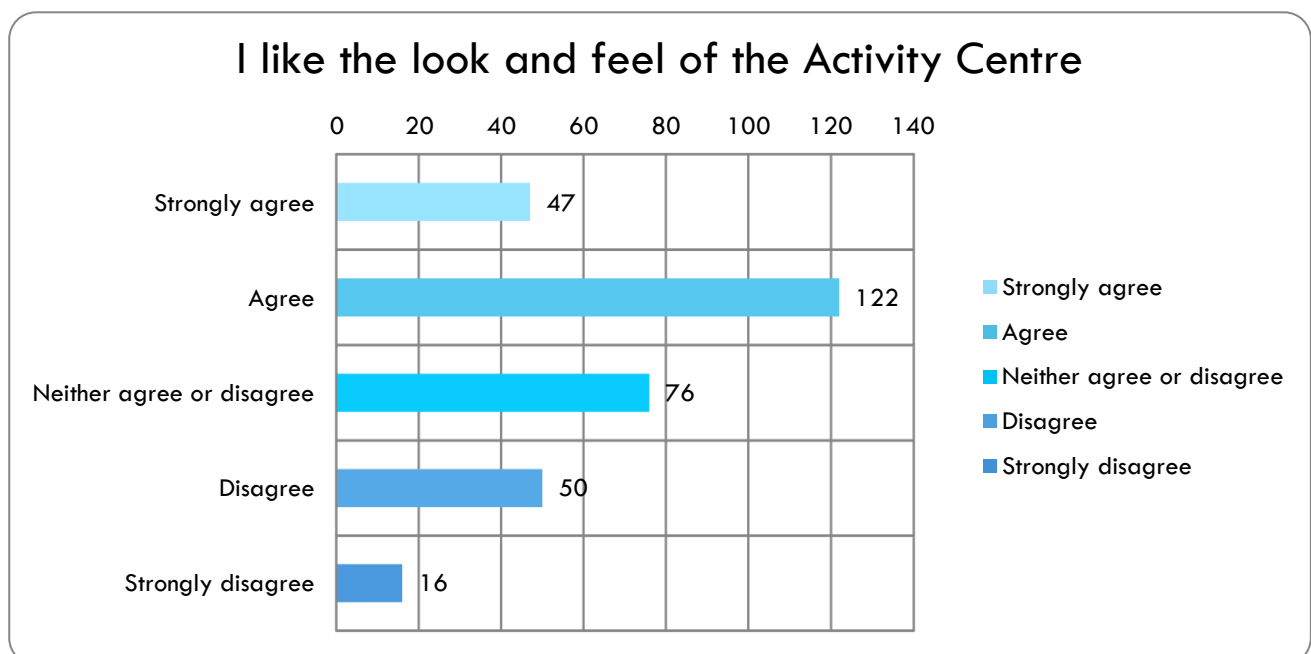
It is easy to get around

Of the 315 respondents who answered this question, 16.1% strongly agreed, 40.3% agreed, 18.4% neither agreed or disagreed, 20.3% disagreed and 4.7% strongly disagreed.



I like the look and feel of the Activity Centre

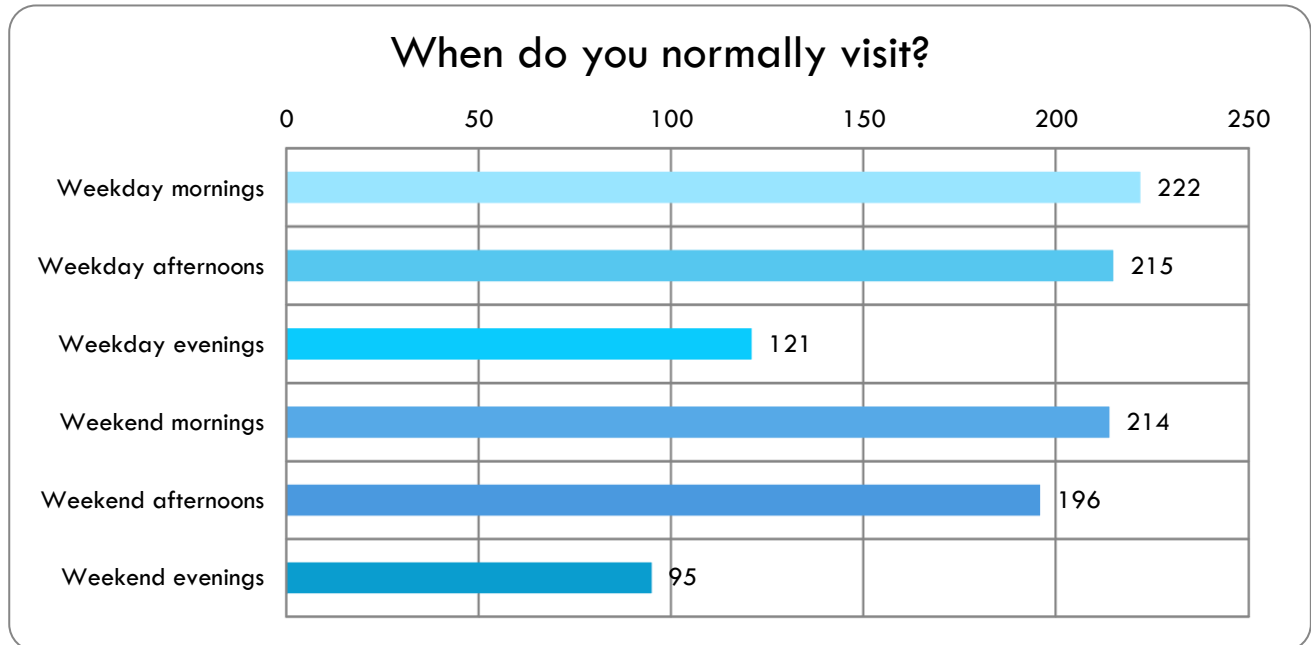
Of the 311 respondents who answered this question, 15.1% strongly agreed, 39.2% agreed, 24.4% neither agreed or disagreed, 16.1% disagreed and 5.1% strongly disagreed.



2.8 When do you normally visit?

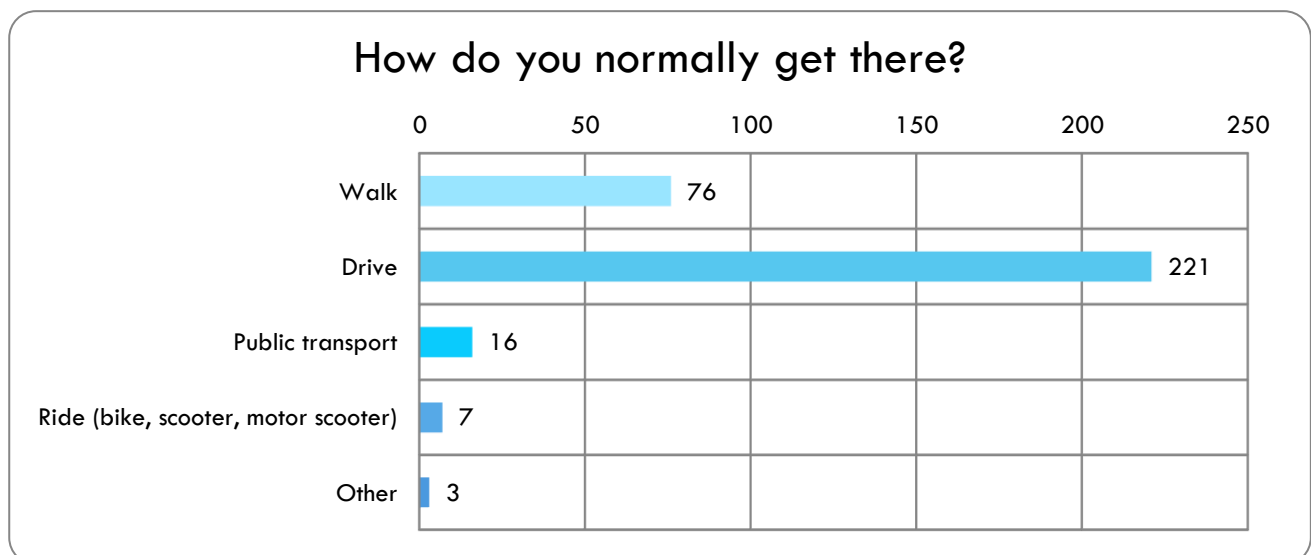
(Respondents could tick more than one)

Of the 333 respondents, most people visited weekday and weekend mornings and afternoons. There were less people visiting the activity centre during the evening.



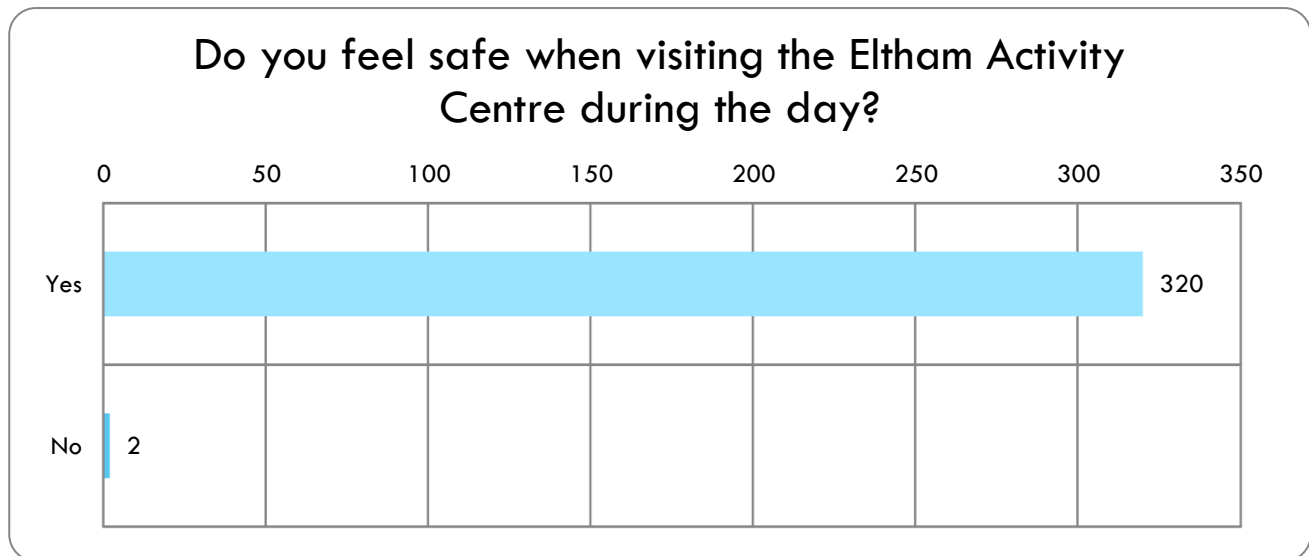
2.9 How do you normally get there?

Of the 323 respondents, 68.4% drove to the activity centre, 23.5% walked, 4.95% caught public transport and 2.16% rode.



2.10 Do you feel safe when visiting the Eltham Activity Centre during the day??

Of the 322 respondents, 99.3% felt safe when visiting the Eltham Activity Centre during the day.



If no, why?

Respondents were able to provide reasons why they felt unsafe with 2 respondents providing comments.

Please note: The following comments are unedited verbatim responses as submitted

Comments
Can be very isolated along some parts of the creek
traffic congestion

2.11 Do you feel safe when visiting the Eltham Activity Centre at night?

Of the 306 respondents, 15% felt unsafe and 84.9% felt safe when visiting the Eltham Activity Centre at night.



If no, why?

Respondents were able to provide reasons why they felt unsafe with 46 respondents providing comments.

Of the 46 respondents who provided details about why they feel unsafe in the evening, 20 respondents made specific comments referring to lighting including lack of lighting and areas being too dark and unsafe, 6 comments were made regarding aggressive or unsavoury behaviour, 6 comments were received about feeling unsafe around the station precinct, 5 comments about areas feeling isolated due to there not being people around and some were intimidated by groups of young people.

Please note: The following comments are unedited verbatim responses as submitted

Comments
Not enough lighting in car parks and footpaths
Lighting in commercial place very poor
Because of my older age, public night activities in any crowded area make me feel out-of-place and somewhat nervous as regards crowds and my vision at night.
I'm used to be cautious, just in case
There are often drunk/disorderly people around after maybe 9pm most nights, arriving on trains or coming from bars. Mostly they're harmless, but a few times they've been aggressive towards my friends or they've catcalled/ followed me. My parents are pretty much always able to give me or my friends a lift home, so I've never had to endure this for a long period of time: I'm normally just walking to the car. Even so, it doesn't really feel safe. I normally take into account what day of the week it is, what time it is, and when the last train was when walking through.
Lighting on the streets and in car parks is inadequate
It's deserted!
Need more light
shops near main road etc are pretty good but not around Eltham high area s i feel its too remote and not enough lighting. i sometimes feel that street lighting is also a bit poor in the local streets near the main road shops.
Young people can be abusive around the fringes of the activity zone
Lighting is an issue.
Not a lot of people and many shadowy areas that are not well lit
Would not feel safe only own
Dark open spaces
Quite dark, often not many people around, not happy to walk around on my own. Often not too bad if in a group, and early in the evening when cafes still busy.
Not enough lighting, especially in carparks. Youth hanging around in large groups Not enough obvious security
Train station a place for young people to gather
Poor lighting
Don't go to creek area. Train station and bottle shop car park nasty! Cecil street has one street light.
not enough lighting
Not the train station area after 9pm

Comments
dark tracks, more lighting
Some of the people hanging around lately are clearly aggressive and affected by drugs/alcohol
As a woman, the train station is terrifying when you have to exit through that tunnel.
Just socialised to be scared alone at night as a female
Dark. Not well lit around park land and streets
traffic congestion
Poorly lit when walking (particularly the diamond creek trail)
Station area at car park. Police stay on station. Subway entrance can be difficult. Need more station parking.
I am always cautious after dark
In the station/main rd Eltham Town area - YES NOT in industrial area - it's too quiet and remote.
Not unsafe, but some parks / paths need more light for accessibility.
because when i am walking around i feel like there is a few weird people walking around and asking for money
because bus drivers are weird
No Police presence, too many violent youths, and an overall bad atmosphere.
Dodgy people
Too many thugs
because creepy dudes from other suburbs
It's dark, especially when alone
It's DARK!!! and at night, with random drunk people so...
Due to Parking issues at the Scout hall due to commuters from the train station. We are required to park away from the hall and walking back to the car at night can be a little uneasy
No lighting and strange people walking around
At railway station - isolated
Irregular paths lighting
At railway station, isolated.

2.12 What are the hidden gems of the Eltham Activity Centre or what makes it unique?

The following items were referenced in 262 survey responses. Some survey responses referred to multiple items.

The themes that emerged from the comments received are outlined in the table below. All unedited verbatim comments can be found in the appendix.

Of the 262 respondents who shared their 'hidden gem,' 30.9% said the library, followed by the 'unique and boutique shops' including the bookshop (25.5%), the café and dining options (25.5%), the natural environment including trees, greenery, landscape and wildlife (21.7%), nature trails and walking tracks (17.9%) and the atmosphere, friendly people, sense of community and activities and festivals (16.4%).

Specific buildings and locations mentioned included the Alistair Knox Park precinct, Eltham Town Square, War memorial, trestle bridge, Monstsalvat and Shillinglaw Cottage.

Themes in hidden gem responses	Number of times mentioned in responses
The library	81
The unique/boutique shops, retail stores and bookshop	67
The cafes and dining options	67
Natural environment, greenery, trees, landscape and wildlife	57
Nature trails and walking tracks	47
The town feel, friendly people, sense of community, activities and festivals	43
Parks and play grounds	34
Alistair Knox Park precinct	32
Eltham town square/centre and artistic architecture and influence	32
Community facilities (pre-school, high school, maternal and child health centre)	17
The Diamond Creek	16
War memorial, avenue of honour and local history/heritage	14
The laneways and arcades	14
It is pleasant and nice place	13
Leisure and sporting places	12
The markets	12
Accessible, easy to walk/get to things	11
Trestle Bridge	11
Specific buildings or locations (i.e. Montsalvat, railway)	10
Shillinglaw Cottage	8
Quality services and tradies	7
<i>Critical or improvement idea</i>	12
<i>Other</i>	6
<i>None</i>	5
<i>Don't know</i>	3



Figure 3-Eltham Library and cafe

2.13 What is one thing you love about the Eltham Activity Centre now?

The following items were referenced in 275 survey responses. Some survey responses referred to multiple items.

The themes that emerged from the comments received are outlined in the table below. All unedited verbatim comments can be found in the appendix.

Of the 275 respondents who shared what they love now about the Eltham Activity Centre, 22.2% said the 'town feel,' friendly people, sense of community and the activities and festivals, the natural environment including trees, landscape and wildlife (18.2%), the shops and retail stores 15.6%, the cafes and dining options (15.2%) and the Eltham Town Square (14.4%).

Themes in one thing you love responses	Number of times mentioned in responses
The town feel, friendly people, sense of community, activities and festivals	61
Natural environment, greenery, trees, landscape and wildlife	50
The shops and retail stores	43
The cafes and dining options	42
Eltham town square/centre and artistic architecture and influence	41
Compact and accessible, easy to walk/get to things	36
The library	27
The markets	22
Nature trails and walking tracks	20
Parks and play grounds	16
That it is not built up or high-rise	12
Alistair Knox Park precinct	7

Themes in one thing you love responses	Number of times mentioned in responses
It is pleasant and nice place	7
Community facilities	6
Leisure and sporting options	5
The variety, many things	5
The laneways and arcades	4
Public transport and parking	4
Specific buildings or locations	2
<i>Critical or improvement idea</i>	16
<i>Nothing</i>	5
<i>Don't know</i>	1

2.14 What is your one BIG idea to make the Activity Centre better in the future?

The following items were referenced in 280 survey responses. Some survey responses referred to multiple items.

The themes that emerged from the comments received are outlined in the table below. All unedited verbatim comments can be found in the appendix.

Of the 280 respondents who shared their big idea to make the Activity Centre better in the future, 22.8% said improved traffic flow and movements as well as parking, followed by increased greenery and more trees (16.4%), and the management of appropriate development (15.7%).

Other big ideas included making it more pedestrian friendly, scheduling more community events and activities to bring people together and more focus on the arts.

Themes in one BIG idea responses	Number of times mentioned in responses
Improve transport flow, movements, traffic congestion and parking	64
Increase the greenery, plant more trees	46
No over-development and constrain new developments	44
Attract and promote varied and quality retail and dining options	39
Develop old Shire Offices site into community asset with an arts focus	22
Make it pedestrian friendly and easier for pedestrian and bikes movements	20
More community events and activities that bring people together	19
Retain our local heritage and unique character	19
More family-friendly active play spaces with a water feature	18
Preserve our green areas, parks and open space	18
Improve our community centres and community spaces	17
Modernise and beautify the façades and buildings	16
Upgrade the station, bus transfer area and increase public transport	15

Themes in one BIG idea responses	Number of times mentioned in responses
More focus on arts, street/public art and providing arts spaces	12
Keep it clean, safe and improve public toilets	11
Improve linkages to better connect sections of the activity centre	11
Upgrade the leisure centres and community buildings	8
Embrace and lead adoption of sustainability principles	7
Increase street lighting	4
Keep and improve children's services/facilities	3
Other	7

2.15 What do you think could make the Activity Centre more welcoming, vibrant and alive?

The following items were referenced in 256 survey responses. Some survey responses referred to multiple items.

The themes that emerged from the comments received are outlined in the table below. All unedited verbatim comments can be found in the appendix.

Of the 256 respondents who shared their ideas on how to make the Activity Centre more welcoming, vibrant and alive, 25.7% suggested to hold more community events, festivals and activities, 22.6% suggested increasing the greenery, planting more trees and improving the streetscape 14% suggested more colour, public art and a focus on arts and culture, 13.2% suggested improving the transport flow, congestion and parking (and attracting and promoting varied and quality retail and dining options.

Themes in welcoming responses	Number of times mentioned in responses
More community events, festivals and activities that bring people together	66
Increase greenery, plant more trees and improve the streetscape and gardens	58
More colour, street/public art and focus on local arts and culture	36
Improve transport flow, movements, traffic congestion and parking	34
Attract and promote varied and quality retail and dining options	34
Make it pedestrian friendly and easier for pedestrian and bikes movements	29
No over-development and constrain new developments	23
Modernise and beautify the façades and buildings to make it more welcoming	21
Improve linkages for better connections and interactions throughout the activity centre	19
Retain and improve our community centres and community spaces	19
Better signage and promotional information/noticeboards	17
Retain our local heritage and unique character	16

Themes in welcoming responses	Number of times mentioned in responses
Preserve our green areas, parks and open space	13
More active play spaces including areas that are family-friendly	10
Develop old Shire site into community asset with an arts focus	6
Better and more lighting	6
Keep it clean and safe	6
Nothing, fine as it is	7
Upgrade the station, bus transfer area and integrate public transport	5
Other	2



Figure 4--Eltham Twilight Market

2.16 Good design means making safer spaces and places for people. Do you know of any areas in the Activity Centre needing attention and the reason?

The following locations were referenced in 149 of the 192 survey responses. Some survey responses referred to multiple locations and items.

The themes that emerged from the comments received are outlined in the table below. All unedited verbatim comments can be found in Appendix A.

Themes in <u>locations</u> needing attention responses	Number of times mentioned in responses
Train station: Improve traffic movement and safety at, and around, the station; improve lighting and the railway underpass; install a bridge over the railway line near the Elderly citizens club; improve or re-design the bus transfer area; increase commuter car parking; install nice fencing to fence off the railway corridor and improve the overall appearance	27
Main Road: Address traffic congestion, improve traffic movement and increase vehicle and pedestrian safety on Main Road generally (traffic lights for motorists leaving the library/sporting complex, intersection with Arthur Street, roundabout at intersection with Henry Street, all streets between Main Road and Bible Street, railway side of shops/buildings on west side, intersection with Cecil Street, road crossing to access HealthAbility, car park behind Main Road shops, near Bolton Street and Sherbourne Road); improve linkages with town square, library and the station and pedestrian/cyclist safety; install a new footpath for pedestrian safety; and increase lighting in the walkway to Grove Street and around Dudley Street; improve the appearance of Main Road and shops generally and the end of strip near roundabout	25
Community facilities, recreation and leisure spaces: Improve the areas around the parks and ovals (adventure park, Alistair Knox Park); mixed views about increasing or not increasing parking near playground / sports oval; improve pedestrian safety (around the park/maternal and child health centre end, near the Roller-rink/footy oval and bowls/ELC); install lighting (along the main footpaths through Alistair Knox Park and the leisure centre area); improve the bowls club, tennis club, pre-school, BMX jumps, Walter Withers Park and general community facilities	21
Woolworths/Safeway: Address the traffic movement and congestion issues in and around the car park exits, especially turning right; increase pedestrian paths, safety and accessibility within and around the car parks; address the anti-social behaviours and generally improve the condition of the underground car park via more lighting and cleaning; and fix the elevator	19
Business and retail areas: Improve pedestrian access and safety (Dan Murphy car park, lower carpark by Small Plates and public toilet, walkway behind the post office and Aldi to Pieross); increase lighting (above NAB, behind Ginger Garlic, in Commercial place); beautify some areas (Liquor land near station/carpark; behind and around the shops and the mall with NAB)	17
Arthur Street: Improve signage and pedestrian safety at entrances to the Village Shopping Centre and Eltham Town Square; improve traffic management and flow as it is currently dangerous and congested; restrict right hand turns into Main Street, restrict on-street parking, consider installing traffic lights or make it a one way street; improve pedestrian movements, safety and access	15
Library: Improve pedestrian access, movement and safety in the areas behind and surrounding the library and car park; install footpaths for pedestrians and	14

Themes in <u>locations</u> needing attention responses	Number of times mentioned in responses
children cyclists; provide more and better parking facilities and slow vehicle movements in the car park	
Coles: Address the traffic movement and congestion issues around the car park exits, especially turning right; increase pedestrian paths, safety and accessibility within and around the underground and top car parks	12
Town square/centre: Improve traffic management and congestion; address the lack of parking around inner Eltham; improve linkages with Main Street and the station; repair the gripping on the main stairs; improve the stage area and have more entertainment; increase the colour, greenery and flowers; and consider CCTV	12
Bridge Street: Address traffic congestion and improve traffic movement or widen the roadway; attend to the secluded walkway and anti-social behaviours under the Bridge Street bridge; improve the park with seating, drinking fountains and a walking map; improve the streetscape with landscaping and trees; and attend to some of the business buildings which appear unsafe	11
Bible Street: Improve the congestion on Bible Street caused by heavy traffic and on-street commuter parking, consider permitting parking on one side of roadway only; improve traffic management and flow; improve pedestrian and cyclist safety; and install a manned pedestrian crossing for school children	9
Creek and creek trail: Increase lighting along the trail and footpaths; improve the footpaths for pedestrian safety and accessibility; and clean up the rubbish in the waterways and areas along the river	8
Old Shire site: Improve the site or develop a community asset	6
Industrial area: Improve generally and integrate into adjacent greener environments via increased tree canopy, vegetation and seating areas; install business location maps at each end; and consider improving lighting and areas where driver view is obscured	5
Youth Road: Install speed humps, repair pot holes, improve pedestrian safety near Diamond Street and review train parking and need for footpath	4
Brougham Street: On-street parking is problematic, widen road bridge and improve signage around pedestrian/bike crossing	3

The following items with no specific location were referenced in 65 of the 192 survey responses. Some survey responses referred to multiple items.

Themes in <u>items</u> needing attention responses (no specific location)	Number of times mentioned in responses
Improve and increase car parks: Address the traffic issues around the car parks; provide more car parking spaces; improve the car parks, add greenery and install lighting	21
Make the area more pedestrian and cyclist friendly and accessible for people of all abilities and prams	15
Tidy up the rubbish, clean the area and public toilets	9
Better overall design and linkages	8
Quality buildings and less development	6
Better lighting and CCTV	6

Themes in <u>items</u> needing attention responses (no specific location)	Number of times mentioned in responses
Improve roads, install traffic lights and signs	4
Beautify the area and add seating	3
Other	5

2.17 Is there anything else you would like to tell us?

The following items were referenced in 181 survey responses. Some survey responses referred to multiple items.

The following themes emerged from the comments received. All unedited verbatim comments can be found in the appendix.

Themes in anything else responses	Number of times mentioned in responses
No over-development and careful future developments: Don't lose the village feel or allow Eltham to be over-developed; maintain our unique character and low rise buildings to protect our green wedge and so car congestion does not destroy the charm of the centre	61
Honour Eltham heritage and retain its unique identity: Upgrade or modernise some areas of Eltham; use a style that retains its charm, unique identity and reflects its history and connections to nature and the arts	31
Future development of the old Shire offices site: Listen to the community, do not sell it to developers for a commercial purpose, keep it and develop a community asset	22
Preserve our open spaces and green wedge: protect and look after our natural surroundings and green wedge, incorporate more green space and parklands throughout the activity centre and new developments	22
Businesses and shopping areas: Attract and promote varied and quality retail and dining options; and make the arcades and town square more inviting	15
Improve parking: Extend some parking time limits; address parking problems and concerns about commuters and apartment residents using public parking spaces	14
Improve traffic movement, flow and on-street parking: Review and improve on-street parking to assist safe traffic flows and address traffic congestion issues	14
Improve leisure spaces and provide community services: Improve leisure centres and surrounding areas; provide more youth spaces; increase community service provision including emergency relief, aged care, mental health and pre-school	14
Protect our trees and more trees: Protect our trees and tree canopy; more tree planting	13
Encourage pedestrians and cyclists and accessibility: Encourage safe pedestrian and cyclist movement; improve accessibility to some area for prams and wheelchairs	13
Improve public transport services: Make the railway station more accessible; increase train services and parking for commuters; provide a community bus service	10
Build community spirit and more community events: Strengthen the sense of community spirit; support local arts/music; provide more events and expand the markets to bring the community together	9
Keep Eltham safe and clean and address anti-social behaviours	6

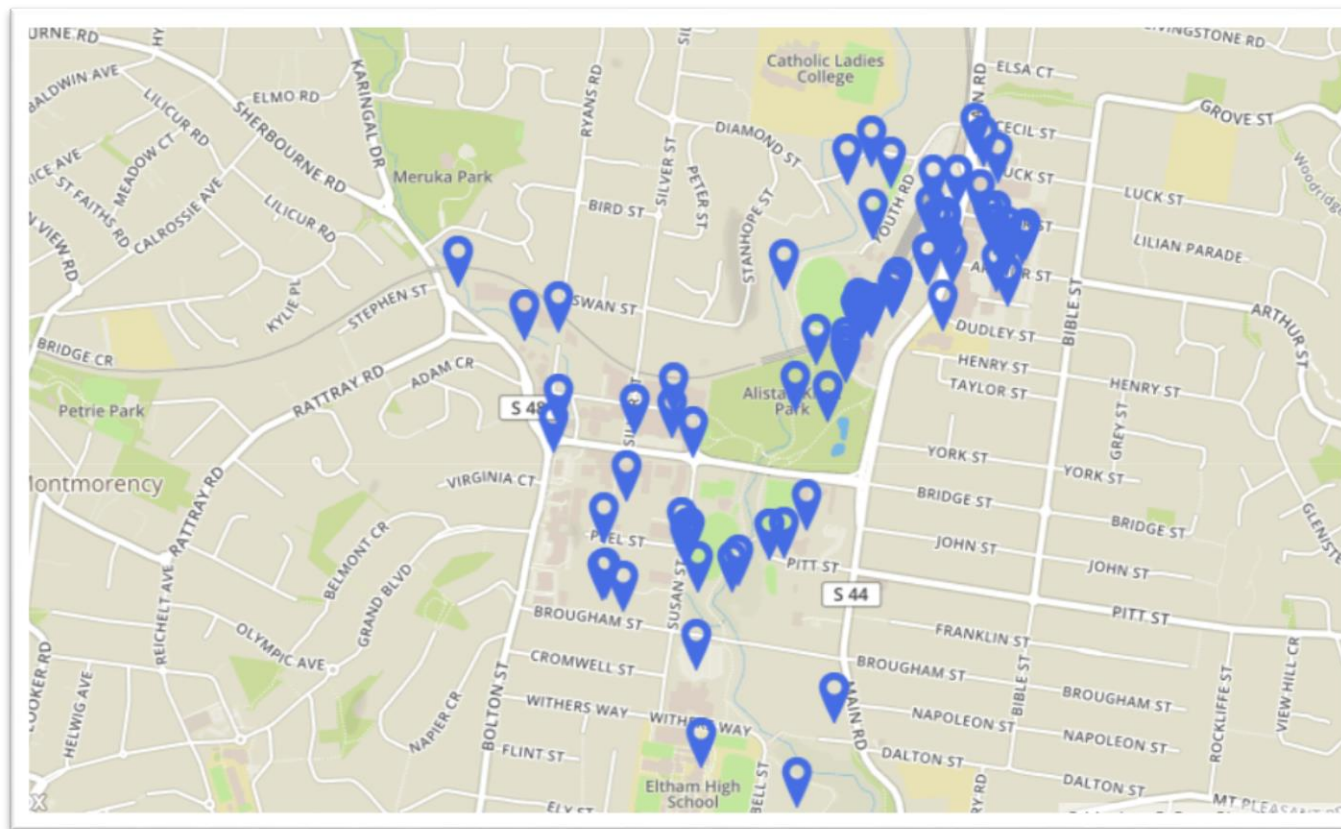
Themes in anything else responses	Number of times mentioned in responses
Feedback on this survey, consultation and Council-community relations	14
<i>Other</i>	11
<i>Eltham is great and don't change it</i>	10
<i>Good work and thank you</i>	6

3. Mapping Tool Results

An online mapping tool was available via Council's website to enable the community to map hidden gems and places needing attention. The community were able to place a pin on a map and write a comment about this location.

75 pins and comments were dropped onto the online mapping tool by 25 contributors, 38 showing hidden gems and 37 showing locations that need attention.

Both hidden gems and places needing attention were spread across the whole of the Eltham Activity Centre. (see static map below)



Screen shot of online mapping tool

3.1 Hidden Gems

A total of 38 pins reflecting areas needing improvement were received by 22 individuals via the online mapping tool.

Of the 38 hidden gems mapped by the community, Library Place was mentioned on 4 occasions, followed by Tea Pot Cafe (3) and Alistair Knox Park (3). A sample of other hidden gems included bushland, cafes, playgrounds, dirt jumps and bike trails.



Figure 5-Alistair Knox Park



Figure 6- Bushland



Figure 7- The Grave Yard-Dirt Jumps

Latitude	Longitude	Address	Comment
-37.72142486	145.1426554	56 Pitt Street, Eltham Victoria 3095, Australia	These bushlands are beautiful
-37.71781237	145.1441467	Alistair Knox Park, Cnrs Bridge & Main Rds, Melbourne, Victoria 3095, Australia	This whole section along the Diamond Creek trail as well as Alistair Knox are some of the nicest places in the activity centre because of the greenery. I regularly ride my bike along here to catch the train.
-37.71616731	145.1461136	5 Darly Place, Eltham Victoria 3095, Australia	A beautiful piece of architecture and artistic hub that represents the values of Eltham.
-37.71380734	145.1490518	Papa Bear, 972 Main Rd, Melbourne, Victoria 3095, Australia	Great coffee. Great people

Latitude	Longitude	Address	Comment
-37.71687598	145.1454663	829 Main Road, Eltham Victoria 3095, Australia	Great public open space.
-37.71513188	145.1476496	909 Main Road, Eltham Victoria 3095, Australia	Eltham preschool, beautiful nurturing service for the children of Eltham, has so much history in our area
-37.71623945	145.1457345	Library Place, Eltham Victoria 3095, Australia	Love! Parking at a premium though - popular place, plus it seems a walking group parks here to go on jaunts
-37.72027918	145.1444578	58 Pitt Street, Eltham Victoria 3095, Australia	
-37.71876855	145.1414645	56 Susan Street, Eltham Victoria 3095, Australia	The Quilt Shop!
-37.7208605	145.1438355	58 Pitt Street, Eltham Victoria 3095, Australia	
-37.7261262	145.1442003	60 Ely Street, Eltham Victoria 3095, Australia	
-37.71526343	145.143857	8 Stanhope Street, Eltham Victoria 3095, Australia	Just beautiful!
-37.7161567	145.1459518	Library Place, Eltham Victoria 3095, Australia	Use for work and leisure.
-37.71720485	145.1454985	829 Main Road, Eltham Victoria 3095, Australia	Alistair Knox Park - fantastic playground in great bush setting, with pond and view of trestle rail bridge.
-37.7152889	145.1494682	Terrace Lane, Eltham Victoria 3095, Australia	Fantastic collection of shops and cafes/eateries, but completely isolated from the rest of the shopping precinct by car parks. Poor pedestrian connections to the rest of the centre.
-37.72174734	145.1390505	21a Brougham Street, Eltham Victoria 3095, Australia	The only place worth eating at in Eltham. Historically significant building. Award winning cafe. Well loved by Eltham community and beyond. Needs to be better supported
-37.72172825	145.1391283	21a Brougham Street, Eltham Victoria 3095, Australia	Second home
-37.71628613	145.1459277	Teapot Cafe, 8 Panther Pl, Melbourne, Victoria 3095, Australia	Library - wonderful building, great atmosphere, comfortable, friendly, art, newspapers, warmth.

Latitude	Longitude	Address	Comment
-37.71268329	145.1491249	1032 Main Road, Eltham Victoria 3095, Australia	Todaros - friendly, interested in future of Eltham, great chats
-37.71609517	145.1480412	Our Lady Help of Christians Primary, 1-13 Henry St, Melbourne, Victoria 3095, Australia	A wonderful school in a great location that we barely knew was there. So glad we found it for our children.
-37.71617155	145.1461691	Teapot Cafe, 8 Panther Pl, Melbourne, Victoria 3095, Australia	
-37.71420253	145.1462173	1 Youth Road, Eltham Victoria 3095, Australia	Scout Hall. Wonderful community group still teaching boys and girls life skills.
-37.71623945	145.1461637	Teapot Cafe, 8 Panther Pl, Melbourne, Victoria 3095, Australia	The library is a fantastic resource for our community
-37.7151531	145.1476765	909 Main Road, Eltham Victoria 3095, Australia	Eltham Preschool - 907 Main Road. This land has historical significance as it was purchased after the women of the community fundraised to purchase it after WW11 - for the "little ones". This preschool with beautiful play areas and gardens really is a hidden gem!
-37.7170632	145.1455012	829 Main Road, Eltham Victoria 3095, Australia	Great playground and open spaces for kids and adults to enjoy
-37.72320699	145.1415396	7 Susan Street, Eltham Victoria 3095, Australia	
-37.71784349	145.1409549	25 Bridge Street, Eltham Victoria 3095, Australia	Best Hardware place in Eltham
-37.71614609	145.1460162	Library Place, Eltham Victoria 3095, Australia	
-37.71615458	145.137881	1a Brisbane Street, Eltham Victoria 3095, Australia	Great Quiet place to take photos
-37.71682505	145.1447019	2 Panther Place, Eltham Victoria 3095, Australia	Another Great place to take photos
-37.71304825	145.1455361	14 Handfield Street, Eltham Victoria 3095, Australia	Lots of dense bushland, needs more native plants though.
-37.72090824	145.143452	56 Pitt Street, Eltham Victoria 3095, Australia	The Graveyard. A local dirt jumps spot built by riders. Can be ridden on Mountain bikes and BMX bikes.

Latitude	Longitude	Address	Comment
-37.71512233	145.1483287	Burger Lounge, 902 Main Rd, Melbourne, Victoria 3095, Australia	Burger lounge. Best burgers in town.
-37.72432717	145.1451659	55 Dalton Street, Eltham Victoria 3095, Australia	Wingrove Park Trail - great trail to walk with european trees
-37.71497063	145.1497364	10-20 Arthur Street, Eltham Victoria 3095, Australia	The Farmers Market is hopefully not that "hidden" Great place on a sunny Sunday Morning. If the Art & Craft market was moved up to the Town Square this would help give Eltham a buzz on a Sunday Morning.
-37.71473298	145.1501656	20 Arthur Street, Eltham Victoria 3095, Australia	Definitely a "Hidden Gem". People need to know Eltham has a Sports Store. Fantastic service from the family that run it. Much bigger store than you think.
-37.71801322	145.1450157	Alistair Knox Park, Cnrs Bridge & Main Rds, Melbourne, Victoria 3095, Australia	wonderful family friendly open space in the heart of Eltham
-37.7160782	145.1458311	Library Place, Eltham Victoria 3095, Australia	my grandchildren love to visit the library, a wonderful building that instils civic pride

3.2 Needs attention

A total of 37 pins reflecting areas needing improvement were received by 15 individuals via the online mapping tool. The following locations were referenced on more than two occasions within the 38 'locations that need attention' via the mapping tool.

Comments
Bridge Street <ul style="list-style-type: none"> • This traffic circle is dangerous and difficult for bicycles. • Tricky to go from shop to shop as a pedestrian, specially crossing the road • This stretch of Bridge St (from Bolton St to Alistair Knox Park) is shocking for pedestrians and bicycles. Heavy vehicle traffic, poor footpaths, lots of conflict points (especially at the entrance to Bunnings and at the eastern roundabout), no bike lanes etc.
Main Street <ul style="list-style-type: none"> • This carpark is one of the places I feel least safe in Eltham, coming home from the station after dark. It is very isolated, with no view to the Main Rd or openings to the backs of the shops. Also the walls of the shops here are also quite ugly and could be improved with tasteful murals and planting. • This whole block serves as a connection between the library, train station and shopping precincts. The couple of cafes (Little Drop of Poison and Platform 3098) go some way towards improving the feel of the space, but otherwise it's unsightly, poorly connected and feels unsafe because of a lack of people and active frontage. Would love to see all the connecting laneways and frontage to the west activated! • Drab & tired looking - Main Rd needs aesthetic attention • This part of the shopping strip needs to be invigorated. It's ugly! • This vacant land needs activation! Currently unsightly and wasted. It doesn't need to remain a "green" space as there is already Alistair Knox park and Central Reserve next door along with the Diamond Creek Trail area. A building constructed in the natural feel style of Eltham. Can be a couple of stories (not 5!) if set back appropriately. Best use would be an Art Gallery to display the Nillumbik Shire's collection and celebrate the artistic heritage of the region.
Susan Street <ul style="list-style-type: none"> • Take your life in your hands crossing the road along here to get to Skaterz with the children! • Susan st, ugly, hot and industrial yet a busy area for kids activities! Please add some canopy trees!! • Dangerous road! Busy and crazy, not safe for kids or adults! • Very dangerous area for children crossing the road to go to skaterz. Needs a 40km/hr speed limit, a pedestrian crossing and lights. There is no visibility for cars reversing from the car parks along the oval into traffic! • Very dirty storm water drain, should have native water plants to help clean the water and therefore makes the Diamond Creek and Yarra River much better for aquatic animals like platypuses.

Sherbourne Road
<ul style="list-style-type: none"> Given the topology, this stretch of Sherbourne Rd is the logical route of access to the Centre from the northwest and west by foot and bicycle. Like Bridge St, it is shocking for bicycles and pedestrians. Heavy vehicle traffic, poor or no bike lanes, lots of conflict points (esp. vehicle crossings over footpaths and at roundabouts), zero opportunity for pedestrians to safely cross the road. It is almost impossible to turn right from Rattray Rd onto Sherbourne Rd during peak traffic times. Traffic can be banked back a long way and not moving for a considerable amount of time waiting for a car to turn right into Rattray to stop the traffic!
Town Square
<ul style="list-style-type: none"> This whole surrounding area is dominated by cramped car parks. Ugly and unwelcoming. Better Lighting very dim at night 3hr street parking on both sides of Arthur St Dedicated safe bike parking near the shops. A flat, undercover area made available for bikes to be parked would encourage more people in the community to ride rather than drive. Multiple entry/exit points from the many car parking areas makes it dangerous for pedestrians and hard for cars trying to enter and exit when busy. This Map needs attention! This is the Town Square before the redevelopment a few years ago. The link road is being shown. Hard for people to comment if the information is not correct.
Brougham Street
<ul style="list-style-type: none"> Parking along this street is appalling. Needs to be sorted out as this street is identified as the major thoroughfare to the new Eltham Leisure Centre. Street congestion and ridiculous street shikanes an issue that Council should attend to Needs Native Plants, not damaging weeds

All comments received via the mapping tool regarding locations that need attention

Latitude	Longitude	Address	Comment
-37.71806697	145.137881	1 Bridge Street, Eltham Victoria 3095, Australia	This traffic circle is dangerous and difficult for bicycles.
-37.71966248	145.1396835	23 Peel Street, Eltham Victoria 3095, Australia	This whole industrial area to the west of Susan St is one of the least-nicest parts of Eltham to be in. The ugly buildings could be offset by more planting, especially canopy trees - I imagine this area also gets very hot in summer because it is so exposed.
-37.71438359	145.1481503	Fish King, 935 Main Rd, Melbourne, Victoria 3095, Australia	This strip of shops is relatively run down - they're ok, but they aren't too nice to look at.
-37.71414312	145.1477015	953 Main Road, Eltham Victoria 3095, Australia	This carpark is one of the places I feel least safe in Eltham, coming home from the station after dark. It is very

Latitude	Longitude	Address	Comment
			isolated, with no view to the Main Rd or openings to the backs of the shops. Also the walls of the shops here are also quite ugly and could be improved with tasteful murals and planting.
-37.71826783	145.1399195	24 Bridge Street, Eltham Victoria 3095, Australia	Tricky to go from shop to shop as a pedestrian, specially crossing the road
-37.72100902	145.1412392	29 Susan Street, Eltham Victoria 3095, Australia	Take your life in your hands crossing the road along here to get to Skaterz with the children!
-37.71349808	145.1484275	963 Main Road, Eltham Victoria 3095, Australia	
-37.7206441	145.1411319	33 Susan Street, Eltham Victoria 3095, Australia	Susan st, ugly, hot and industrial yet a busy area for kids activities! Please add some canopy trees!!
-37.72084777	145.1413465	31 Susan Street, Eltham Victoria 3095, Australia	Dangerous road! Busy and crazy, not safe for kids or adults!
-37.71836543	145.1408798	25 Bridge Street, Eltham Victoria 3095, Australia	This stretch of Bridge St (from Bolton St to Alistair Knox Park) is shocking for pedestrians and bicycles. Heavy vehicle traffic, poor footpaths, lots of conflict points (especially at the entrance to Bunnings and at the eastern roundabout), no bike lanes etc.
-37.71632432	145.1369905	215 Sherbourne Road, Eltham Victoria 3095, Australia	Given the topology, this stretch of Sherbourne Rd is the logical route of access to the Centre from the northwest and west by foot and bicycle. Like Bridge St, it is shocking for bicycles and pedestrians. Heavy vehicle traffic, poor or no bike lanes, lots of conflict points (esp. vehicle crossings over footpaths and at roundabouts), zero opportunity for pedestrians to safely cross the road.
-37.71441896	145.1478803	931 Main Road, Eltham Victoria 3095, Australia	This whole block serves as a connection between the library, train station and shopping precincts. The couple of cafes (Little Drop of Poison and Platform 3098) go some way towards improving the feel of the space, but otherwise it's unsightly, poorly connected and feels unsafe because of a lack of people and active frontage. Would love to see all the connecting laneways and frontage to the west activated!

Latitude	Longitude	Address	Comment
-37.71477118	145.1496398	Eltham Aromas Cafe Bar Beanery, 10-18 Arthur St, Melbourne, Victoria 3095, Australia	This whole surrounding area is dominated by cramped car parks. Ugly and unwelcoming.
-37.72198496	145.1396084	26 Brougham Street, Eltham Victoria 3095, Australia	Parking along this street is appalling. Needs to be sorted out as this street is identified as the major thoroughfare to the new Eltham Leisure Centre. Street congestion and ridiculous street shikanes an issue that Council should attend to
-37.71560716	145.1497632	17 Dudley Street, Eltham Victoria 3095, Australia	Better Lighting
-37.71461416	145.1502353	20 Arthur Street, Eltham Victoria 3095, Australia 21	Better Lighting very dim at night
-37.71300581	145.1495218	50 Commercial Place, Eltham Victoria 3095, Australia	Better lighting required
-37.71481361	145.1482075	1453 Main Road, Eltham Victoria 3095, Australia	Drab & tired looking - Main Rd needs aesthetic attention
-37.71239472	145.1488996	S 44, Eltham Victoria 3095, Australia	Art sculpture here
-37.71266632	145.1461744	Andrew Park, Melbourne, Victoria 3095, Australia	Dog park here, with night lighting, a shelter & BBQ facilities.
-37.71457173	145.1497793	19 Arthur Street, Eltham Victoria 3095, Australia	3hr street parking on both sides of Arthur St
-37.71447731	145.1481391	Nongkhai Thai Eltham, 931 Main Rd, Melbourne, Victoria 3095, Australia	This part of the shopping strip needs to be invigorated. It's ugly!
-37.72090824	145.1412687	31 Susan Street, Eltham Victoria 3095, Australia	Very dangerous area for children crossing the road to go to skaterz. Needs a 40km/hr speed limit, a pedestrian crossing and lights. There is no visibility for cars reversing from the car parks along the oval into traffic!
-37.71520293	145.1352337	S 48, Eltham Victoria 3095, Australia	It is almost impossible to turn right from Rattray Rd onto Sherbourne Rd during peak traffic times. Traffic can be banked back a long way and not moving for a considerable amount of time waiting for a car to turn right into Rattray to stop the traffic!

Latitude	Longitude	Address	Comment
-37.7142566	145.1494628	9a Arthur Street, Eltham Victoria 3095, Australia	Dedicated safe bike parking near the shops. A flat, undercover area made available for bikes to be parked would encourage more people in the community to ride rather than drive.
-37.7156342	145.1468758	14 Panther Place, Eltham Victoria 3095, Australia	This could be a beautiful green area for the community to enjoy. Our community members love their open spaces - DO NOT build this area up with a 5 storey commercial hotel/hospital/office block as has been mentioned.
-37.71451071	145.149432	9a Arthur Street, Eltham Victoria 3095, Australia	Multiple entry/exit points from the many car parking areas makes it dangerous for pedestrians and hard for cars trying to enter and exit when busy.
-37.72055499	145.1390827	20-34 Peel Street, Eltham Victoria 3095, Australia	
-37.71311736	145.1466787	27 Youth Road, Eltham Victoria 3095, Australia	facilities aren't very good needs attention
-37.71583207	145.1467216	Library Place, Eltham Victoria 3095, Australia	there's nothing happening in this little area
-37.72156806	145.1424864	61 Brougham Street, Eltham Victoria 3095, Australia	Needs Native Plants, not damaging weeds
-37.72157973	145.1415946	21 Susan Street, Eltham Victoria 3095, Australia	Very dirty storm water drain, should have native water plants to help clean the water and therefore makes the Diamond Creek and Yarra River much better for aquatic animals like platypuses.
-37.71866671	145.1377469	293 Bolton Street, Eltham Victoria 3095, Australia	Bolton Street needs to be 60kph!!! I spend more like focusing on my speedometer than looking outside just so I don't go over this outrageous speed which is quite dangerous. Change it to 60kph and everyone will be happy
-37.72527761	145.1416683	Eltham High School, Withers Way, Melbourne, Victoria 3095, Australia	Facilities need to be improved
-37.71348111	145.1478052	St Laurence Lane, Eltham Victoria 3095, Australia	Train Station needs a redevelopment. Looks old and unsafe. Redevelopment needs to link well with Activity Centre

Latitude	Longitude	Address	Comment
-37.71571962	145.1468182	895 Main Road, Eltham Victoria 3095, Australia	This vacant land needs activation! Currently unsightly and wasted. It doesn't need to remain a "green" space as there is already Alistair Knox park and Central Reserve next door along with the Diamond Creek Trail area. A building constructed in the natural feel style of Eltham. Can be a couple of stories (not 5!) if set back appropriately. Best use would be an Art Gallery to display the Nillumbik Shire's collection and celebrate the artistic heritage of the region.
-37.71427679	145.149267	9a Arthur Street, Eltham Victoria 3095, Australia	This Map needs attention! This is the Town Square before the redevelopment a few years ago. The link road is being shown. Hard for people to comment if the information is not correct.

4. Place-based Pop-Up Engagement Results

4.1 Overview

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

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

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

The pop-up trailer went out to three different locations within the Eltham Activity Centre Precinct.

The locations and timing of the pop-ups were carefully selected to ensure the engagement activities intersected with busy periods or specific events, thus providing the best chance to connect with a broad range of community members.

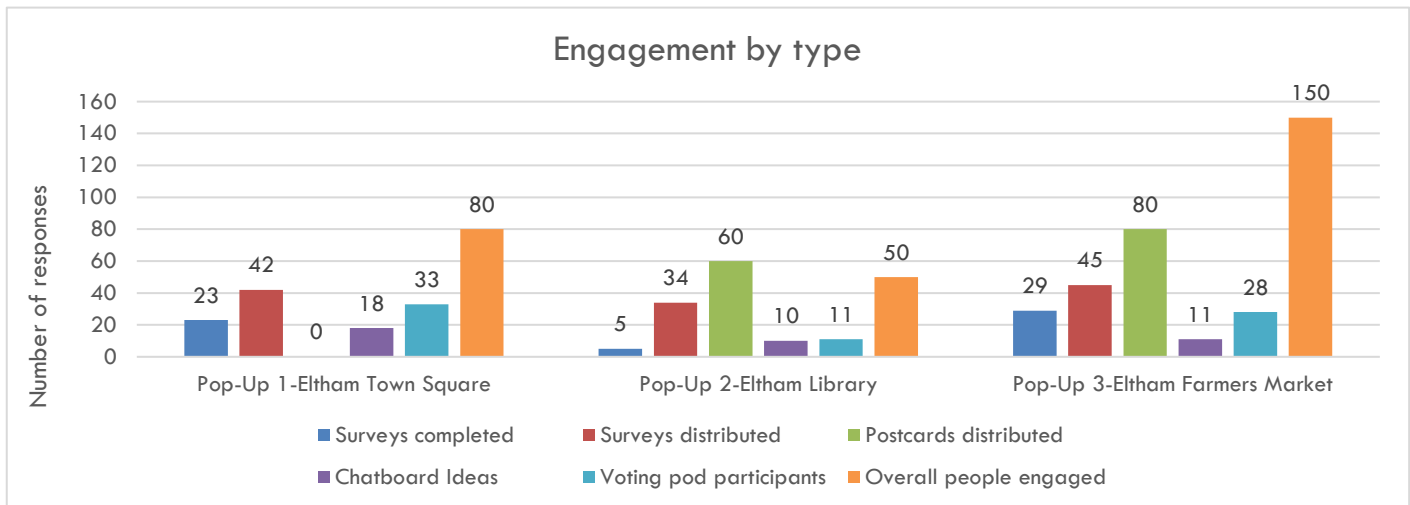
Place-based engagement pop-up schedule

POP UP	DATE	TIME	LOCATION
Pop Up 1	28 July	9am-12pm	Eltham Town Square
Pop Up 2	2 August	11am-2pm	Eltham Library
Pop Up 3	12 August	9am-1pm	Eltham Farmers Market

Over 280 people were engaged during the three pop-up consultations. The graph below outlines the pop-up platform engagement tools that were used and how many people participated.

In total, over 200 ideas and views were gathered through the place-based consultation activities (chatboard, voting pod, drawings) as well as 57 surveys completed on site. An additional 121 surveys were distributed with reply paid envelopes, 140 postcards promoting the online survey also distributed.

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



4.2 Chatboard responses



There were three chatboards at the pop-up events, each posing one question:

- 1: What do you love about the Eltham Town Centre
- 2: What do you think could make the town centre more welcoming, vibrant and alive?
- 3: What is your one big idea to make the Eltham Town Centre better in the future?

A total of 39 comments were written on the chatboards at the three pop-up events.

Things people love about the Eltham Town Centre include the festivals and events and the open spaces including trees.

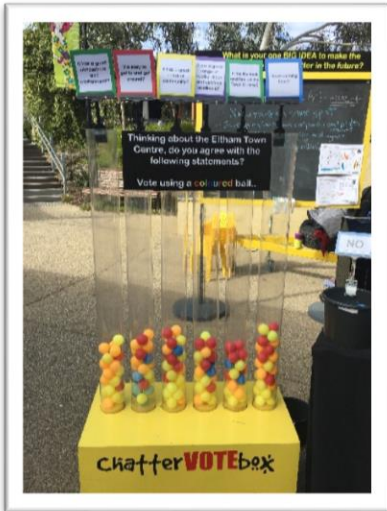
Some of the ideas to make the Town Centre more welcoming, vibrant and alive included more concerts and events and more shade seating areas.

Some big ideas for the Eltham Ton Centre included more child friendly elements, longer parking and improving safety for pedestrians.

Please note: The following comments are unedited verbatim responses as written

CHATBOARD 1 What do you love about the town centre now?	CHATBOARD 2 What do you think could make the town centre more welcoming vibrant and alive?	CHATBOARD 3 What is your one big idea to make the town centre better in the future?
Town square is lovely	Live bands every Saturday	Longer parking
Community	More play elements for kids	Fix crossing on Arthur Street (it's dangerous)
Often has music/bands	Shaded seating	Plant more indigenous canopy trees
Festivals and markets	Take photos of what people love about Eltham and put into a collage and display it	Review traffic management and flow. Pressures from population growth
The Town Square ✓	More recycle bins	More rubbish bins along Diamond Creek Trail
Walk around to the shops	History trail	More fountains and public art
Easy to socialise	More bush in Town Centre	New fountain in same spot
Good eating places	Awnings/verandas on Main Street shops to reflect old world, rustic feel	Screening between car park and Plates Restaurant
Hills and trees	Public/outdoor art	No religious cross on grassy knoll again
Open spaces	Use town centre for events, concerts, art events	Clean up the town, pick up your rubbish
Town Square	Hang out space for young people	More longer term parking
	Keep each space/area true to its name, keep as precincts (i.e: sporting grounds stay as sporting grounds)	Child friendly elements
		Child friendly elements
		More independent shops
		Keep it greener
		Don't want Eltham becoming Doncaster (agreed, saw Council try to Doncasterfy Warrandyte)

4.3 Voting pod responses



The voting pod had six statements that the community were asked to agree or disagree with by using different coloured balls for yes and no.

A different number of people voted on each statement.

Of the 67 people who voted on whether the Eltham Activity Centre had a good range of quality shops and services available, 82% said yes and 18% said no.

Of the 68 people who voted whether the Eltham Activity Centre had a great sense of community 80.8% said yes and 19.2% said no.

Of the 58 people who voted whether it has a great atmosphere and environment, 84.4% said yes and 15.6% said no.

Of the 65 people who voted whether it was easy to get to and get around the centre, 61% said yes and 39% said no.

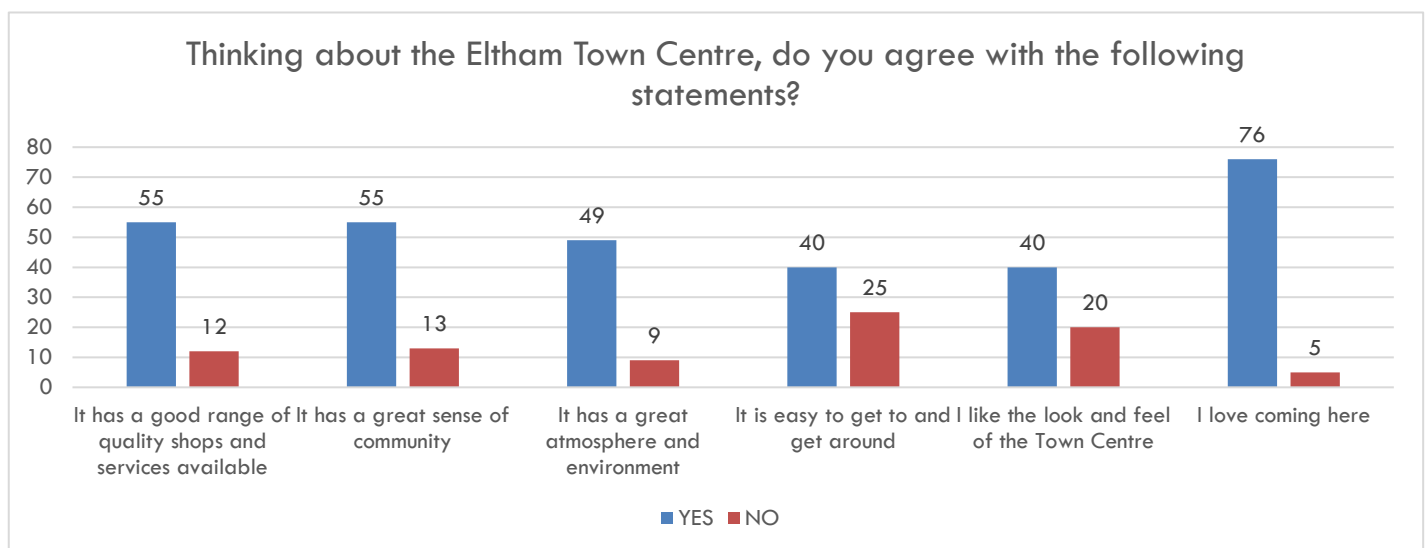
Of the 60 people who voted on whether they liked the look and feel of the town centre, 66.6% said yes and 33.3% said no.

Of the 81 people who voted on whether they loved coming to Eltham, 93.8% said yes and 6.2% said no.

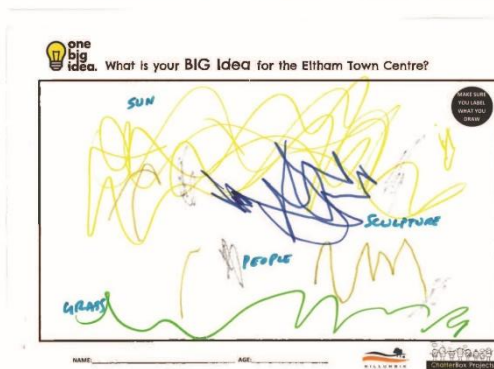
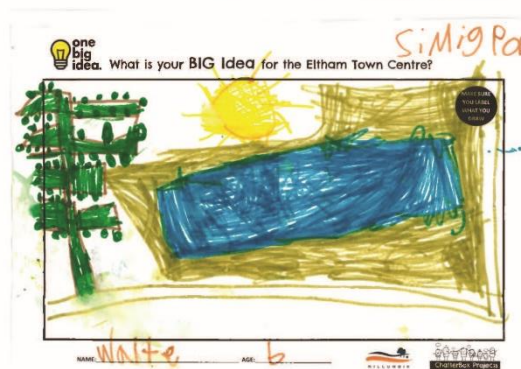
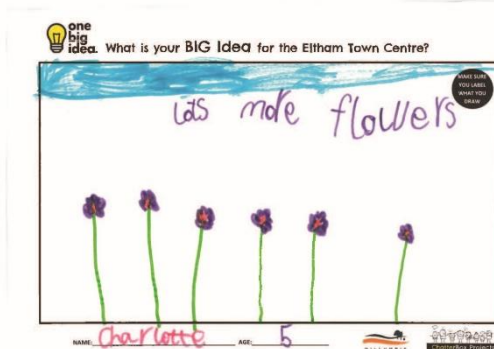
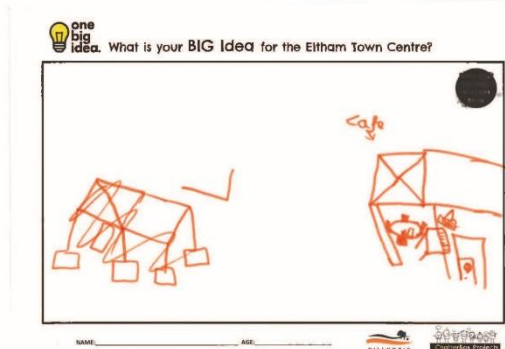
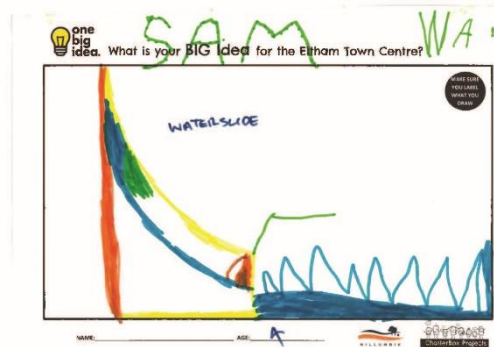
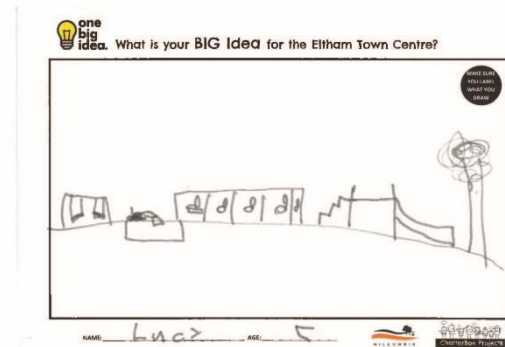
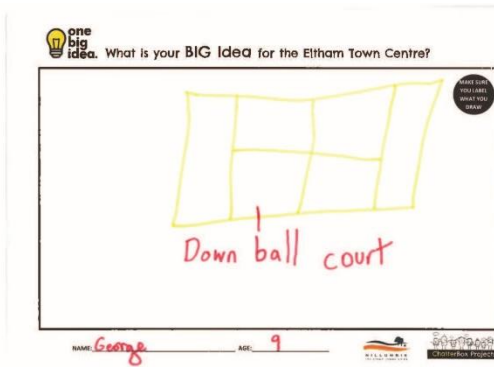
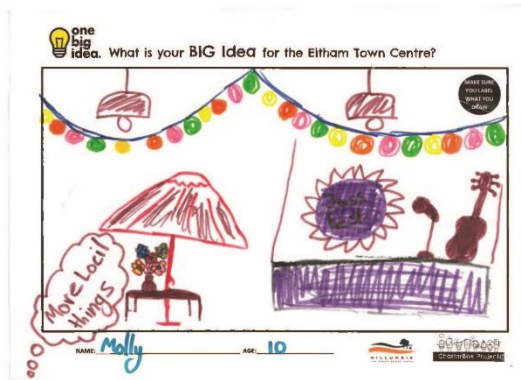
4.4 Big ideas drawings results

A total of 16 children and young people provided their 'big ideas' for the Eltham Town Centre.

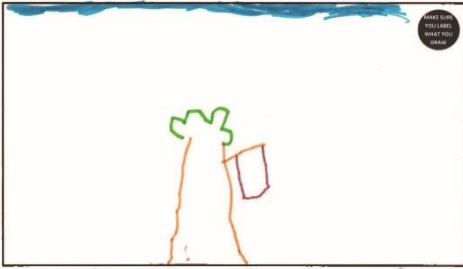
The most commonly drawn items were trees (6) and trains (2). Other big ideas were more local things like music, down ball court, swimming pool



Drawings



one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: EAMON AGE: 5½



one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: Millicent AGE: 6



one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: NAME: AGE: AGE:



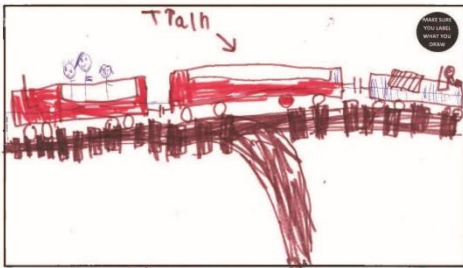
one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: Anelle AGE: 6



one big idea. What is your BIG Idea for the Eltham Town Centre?



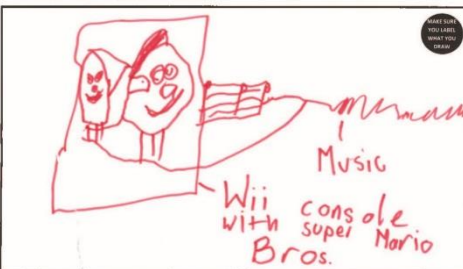
NAME: Alexander AGE: 5



Train's



one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: NAME: AGE: AGE:



one big idea. What is your BIG Idea for the Eltham Town Centre?



NAME: XAVIER AGE: 6

