



















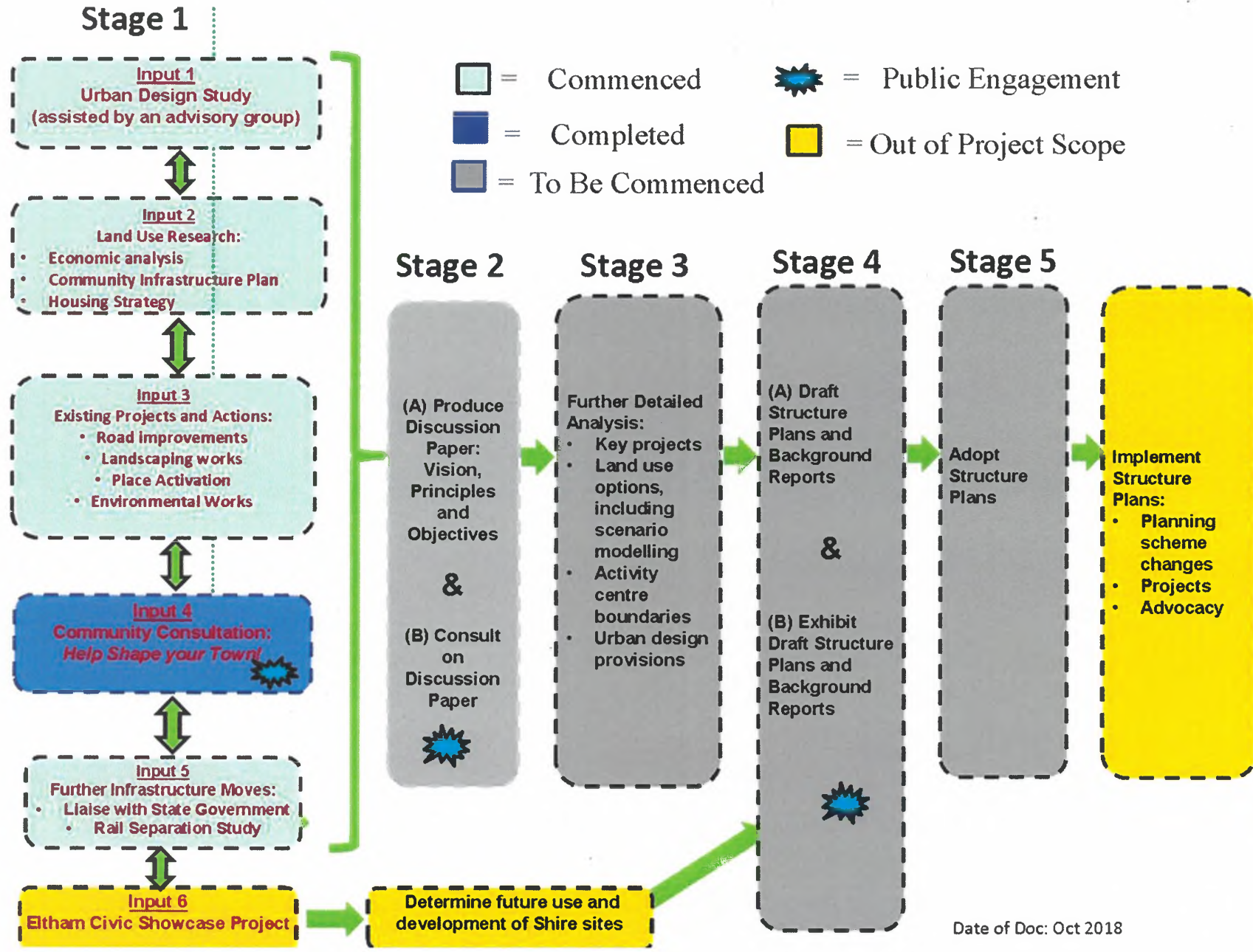




<p> Primary Study Area for the Activity Centre Review</p> <p><b>Roadways</b></p> <p> Arterial</p> <p> Sub Arterial</p> <p> Collector</p> <p> Local</p>	<p><b>Rail network</b></p> <p> Train station</p> <p> Railway line</p> <p><b>Watercourse</b></p> <p> Hierarchy: Medium</p>	<p><b>Primary Study Area for the Eltham Activity Centre Review</b></p> <p>1:12000 @ A4</p> <p>IT Request No: NSCT-19996 Printed on: 21/11/2018</p> <div style="display: flex; justify-content: space-between; align-items: center;">   </div>
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<p> Primary Study Area for the Activity Centre Review</p> <p><b>Roadways</b></p> <p> Arterial</p> <p> Sub Arterial</p> <p> Collector</p> <p> Local</p>	<p><b>Rail network</b></p> <p> Train station</p> <p> Railway line</p> <p><b>Watercourse</b></p> <p> Hierarchy: Medium</p>	<p><b>Primary Study Area for the Diamond Creek Activity Centre Review</b></p> <p>1:12000 @ A4</p> <p>IT Request No: NSCIT-19996 Printed on: 21/11/2018</p> <div style="display: flex; justify-content: space-between; align-items: center;">   </div> <p style="font-size: small;">NILLUMBIK THE GREEN NEEDLE STATE</p>
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# Have your say

## ELTHAM ACTIVITY CENTRE



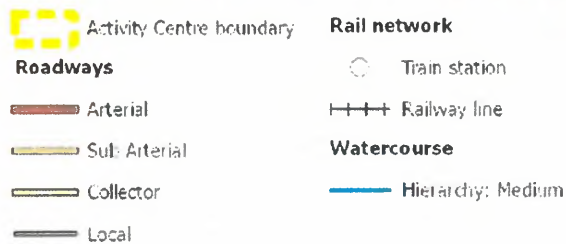
 [participate.nillumbik.vic.gov.au](http://participate.nillumbik.vic.gov.au)

Nillumbik Shire Council is reviewing the vision and objectives for the Eltham Activity Centre, see map below, to make sure it reflects the community's expectations regarding its appearance, character and what it offers to the community.

The information gathered through this community engagement will help inform the review of the urban design provisions and activity centre structure plans. It will also help us gather ideas for a range of activation events within the Eltham Activity Centre.

To have your say and share your ideas, complete this survey and return to one of the locations listed at the end of the survey or complete it online at [participate.nillumbik.vic.gov.au](http://participate.nillumbik.vic.gov.au)

**Survey closes at 5pm Sunday 16 September 2018.**



### The Eltham Activity Centre

1:12,000 @ A4

IT Request No: MSCIT-19996  
Printed on: 17/7/2018



Attachment 4

**Your experience and use of the Eltham Activity Centre**

**1. How often do you visit the Eltham Activity Centre?**

- Never been or first time (go to question 7)
- Daily
- 2-3 times per week
- Weekly
- Fortnightly
- Monthly
- Other

**2. What do you currently do when you visit the Eltham Activity Centre? Select all that apply.**

- Work
- Catch public transport
- Shop
- Entertainment e.g. live music
- Go to cafes/restaurants
- Use services (e.g. banks, libraries, newsagents)
- Recreation (e.g. sport, playground)
- Attend a class (e.g. gym, yoga, language)
- Other

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

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
It has a good range of shops and services available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has quality shops and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has a great sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has a great atmosphere and environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get to and get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I like the look and feel of the Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. When do you normally visit? You can select more than one.**

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Weekend mornings
- Weekend afternoons
- Weekend evenings

Attachment 4



**5. How do you normally get there? Select only one.**

Walk

Drive

Public transport

Ride (bike, scooter, motor scooter)

Other

**6. Do you feel safe when visiting the Eltham Activity Centre?**

**During the day**

Yes

No

If no, why?

**At night**

Yes

No

If no, why?

**Your ideas**

**7. What are the hidden gems of the Eltham Activity Centre or what makes it unique?**

Text input area for question 7.

**8. What is one thing you love about the Eltham Activity Centre now?**

Text input area for question 8.

**9. What is your one BIG idea to make the Activity Centre better in the future?**

Text input area for question 9.

Attachment 4



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

[Redacted response area]

**11. 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?**

[Redacted response area]

**12. Is there anything else you would like to tell us?**

[Redacted response area]

**A little about you**

This will help us determine whether we have heard from a diverse range of people in our community.

**What is your connection to the Eltham Activity Centre? Select all that apply.**

- Live in or near Eltham
- Work in Eltham Activity Centre
- Business owner/operator in Eltham Activity Centre
- Shop in Eltham Activity Centre
- Play sport within the Eltham Activity Centre precinct
- Other connection (please specify)

Attachment 4



**What suburb do you live in? Select only one.**

- |  |  |                                      |
|--|--|--------------------------------------|
| <input type="checkbox"/> Diamond Creek | <input type="checkbox"/> Kangaroo Ground | <input type="checkbox"/> St Andrews  |
| <input type="checkbox"/> Eltham        | <input type="checkbox"/> Plenty          | <input type="checkbox"/> Panton Hill |
| <input type="checkbox"/> Eltham North  | <input type="checkbox"/> Research        | <input type="checkbox"/> Other       |
| <input type="checkbox"/> Greensborough | <input type="checkbox"/> Wattle Glen     |                                      |
| <input type="checkbox"/> Hurstbridge   | <input type="checkbox"/> Yarrambat       |                                      |

**I am:**

- |                                 |  |
|---------------------------------|--|
| <input type="checkbox"/> Female | <input type="checkbox"/> Other             |
| <input type="checkbox"/> Male   | <input type="checkbox"/> Prefer not to say |

**I am:**

- |   |  |
|---|--|
| <input type="checkbox"/> Under 12 years | <input type="checkbox"/> 55-64 years       |
| <input type="checkbox"/> 13-17 years    | <input type="checkbox"/> 65-74 years       |
| <input type="checkbox"/> 18-24 years    | <input type="checkbox"/> 75-84 years       |
| <input type="checkbox"/> 25-34 years    | <input type="checkbox"/> Over 85 years     |
| <input type="checkbox"/> 35-44 years    | <input type="checkbox"/> Prefer not to say |
| <input type="checkbox"/> 45-54 years    |  |

**If you would like to be kept up to date about this project, provide your details below.**

Name:

Email:

Phone:

Address (only if no email):

Privacy statement: The personal information requested on this form is being collected by Council for the Eltham Activity Centre. This information will be used solely by Council for that primary, or directly related, purposes. The applicant understands that the personal information provided is for the Eltham Activity Centre and that they may apply to Council for access to and/or amendment of the information.

**Return your completed survey to:**

- Living & Learning Eltham, Diamond Creek or Panton Hill
- Eltham Library or Diamond Valley Library
- Civic Centre, Civic Drive Greensborough

Nillumbik Shire Council  
 PO Box 476 , Greensborough 3088  
 Telephone 9433 3111  
[participate.nillumbik.vic.gov.au](mailto:participate.nillumbik.vic.gov.au)

For information contact [Paul.Fyffe@nillumbik.vic.gov.au](mailto:Paul.Fyffe@nillumbik.vic.gov.au) or [Fae.Ballingall@nillumbik.vic.gov.au](mailto:Fae.Ballingall@nillumbik.vic.gov.au) or call 9433 3111



# Have your say

## DIAMOND CREEK ACTIVITY CENTRE



[participate.nillumbik.vic.gov.au](http://participate.nillumbik.vic.gov.au)

Nillumbik Shire Council is reviewing the vision and objectives for the Diamond Creek Activity Centre, see map below, to make sure it reflects the community's expectations regarding its appearance, character and what it offers to the community.

The information gathered through this community engagement will help inform the review of the urban design provisions and activity centre structure plans. It will also help us gather ideas for a range of activation events within the Diamond Creek Activity Centre.

To have your say and share your ideas, complete this survey and return to one of the locations listed at the end of the survey or complete it online at [participate.nillumbik.vic.gov.au](http://participate.nillumbik.vic.gov.au)

**Survey closes at 5pm Sunday 16 September 2018.**



- Activity Centre boundary
- Roadways**
- Arterial
- Sub Arterial
- Collector
- Local

- Rail network**
- Train station
- Railway line
- Watercourse**
- Hierarchy: Medium

### The Diamond Creek Activity Centre

1:12,000 © A4  
 IT Request No: NSCIT-19996  
 Printed on: 17/7/2018



Attachment 5

**Your experience and use of the Diamond Creek Activity Centre**

**1. How often do you visit the Diamond Creek Activity Centre?**

- Never been or first time (go to question 7)
- Daily
- 2-3 times per week
- Weekly
- Fortnightly
- Monthly
- Other

**2. What do you currently do when you visit the Diamond Creek Activity Centre? Select all that apply.**

- Work
- Catch public transport
- Shop
- Entertainment e.g. live music
- Go to cafes/restaurants
- Use services (e.g. banks, libraries, newsagents)
- Recreation (e.g. sport, playground)
- Attend a class (e.g. gym, yoga, language)
- Other

**3. Thinking about the Diamond Creek Activity Centre, tell us your level of agreement with the following statements.**

	Strongly agree	Agree	Neither agree or disagree	Disagree	Strongly disagree
It has a good range of shops and services available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has quality shops and services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has a great sense of community	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It has a great atmosphere and environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It is easy to get to and get around	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I like the look and feel of the Activity Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**4. When do you normally visit? You can select more than one.**

- Weekday mornings
- Weekday afternoons
- Weekday evenings
- Weekend mornings
- Weekend afternoons
- Weekend evenings

Attachment 5



**5. How do you normally get there? Select only one.**

- Walk
- Drive
- Public transport

- Ride (bike, scooter, motor scooter)
- Other

**6. Do you feel safe when visiting the Diamond Creek Activity Centre?**

**During the day**

- Yes
- No
- If no, why?

**At night**

- Yes
- No
- If no, why?

**Your ideas**

**7. What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique?**

**8. What is one thing you love about the Diamond Creek Activity Centre now?**

**9. What is your one BIG idea to make the Activity Centre better in the future?**

Attachment 5



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

[Redacted response area]

**11. 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?**

[Redacted response area]

**12. Is there anything else you would like to tell us?**

[Redacted response area]

**A little about you**

This will help us determine whether we have heard from a diverse range of people in our community.

**What is your connection to the Diamond Creek Activity Centre? Select all that apply.**

- Live in or near Diamond Creek
- Work in Diamond Creek Activity Centre
- Business owner/operator in Diamond Creek Activity Centre
- Shop in Diamond Creek Activity Centre
- Play sport within the Diamond Creek Activity Centre precinct
- Other connection (please specify)

Attachment 5



**What suburb do you live in? Select only one.**

<input type="checkbox"/> Diamond Creek	<input type="checkbox"/> Kangaroo Ground	<input type="checkbox"/> St Andrews
<input type="checkbox"/> Eltham	<input type="checkbox"/> Plenty	<input type="checkbox"/> Panton Hill
<input type="checkbox"/> Eltham North	<input type="checkbox"/> Research	<input type="checkbox"/> Other
<input type="checkbox"/> Greensborough	<input type="checkbox"/> Wattle Glen	
<input type="checkbox"/> Hurstbridge	<input type="checkbox"/> Yarrambat	

**I am:**

<input type="checkbox"/> Female	<input type="checkbox"/> Other
<input type="checkbox"/> Male	<input type="checkbox"/> Prefer not to say

**I am:**

<input type="checkbox"/> Under 12 years	<input type="checkbox"/> 55-64 years
<input type="checkbox"/> 13-17 years	<input type="checkbox"/> 65-74 years
<input type="checkbox"/> 18-24 years	<input type="checkbox"/> 75-84 years
<input type="checkbox"/> 25-34 years	<input type="checkbox"/> Over 85 years
<input type="checkbox"/> 35-44 years	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> 45-54 years	

**If you would like to be kept up to date about this project, provide your details below.**

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## Eltham Activity Centre Review Community Engagement Report

Final Report



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## 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

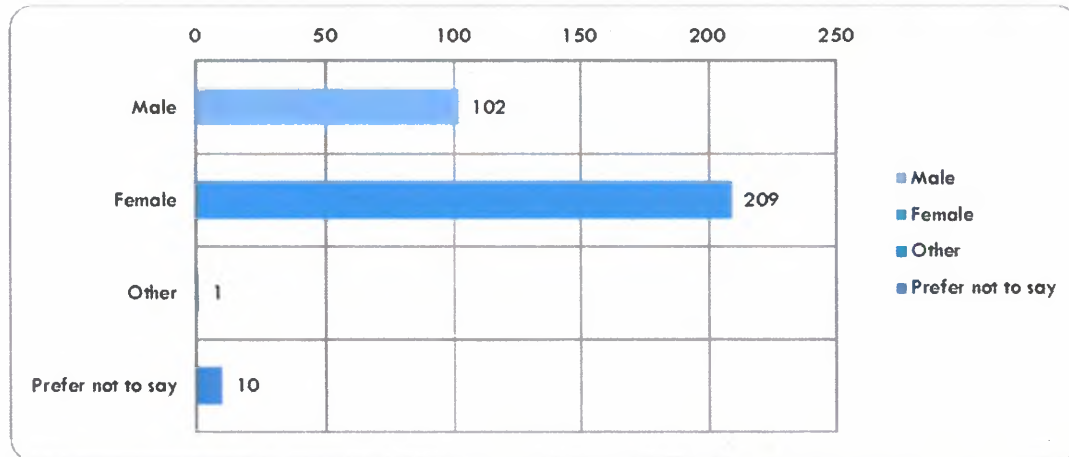
This section provides the results from the hardcopy and online surveys that were completed by the community.

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.*

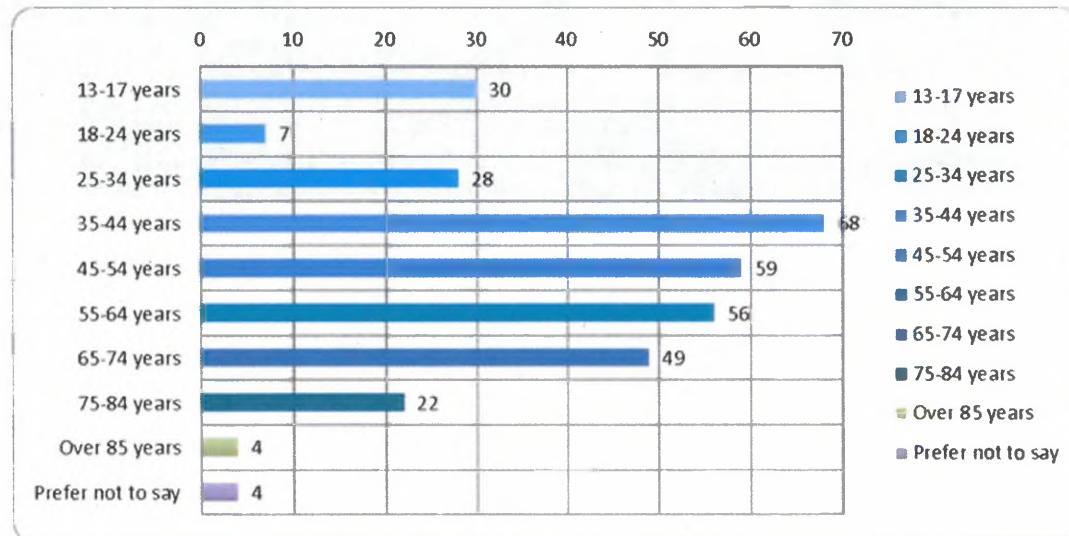
### 2.1 Gender

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.



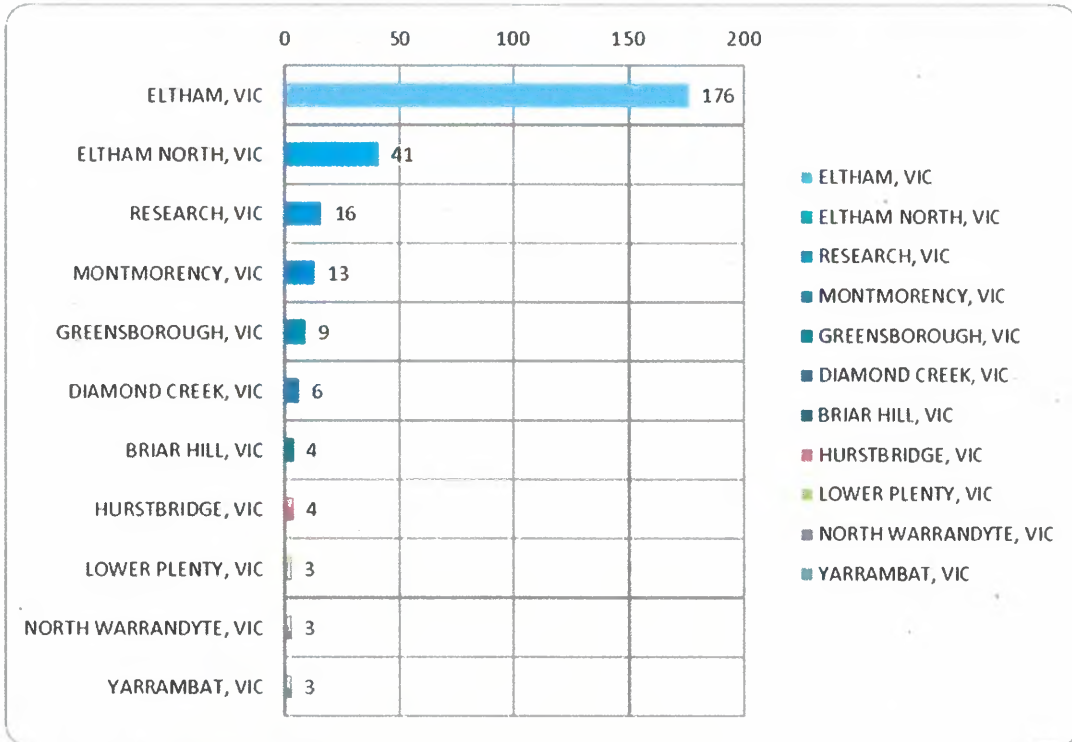
### 2.2 Age

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:

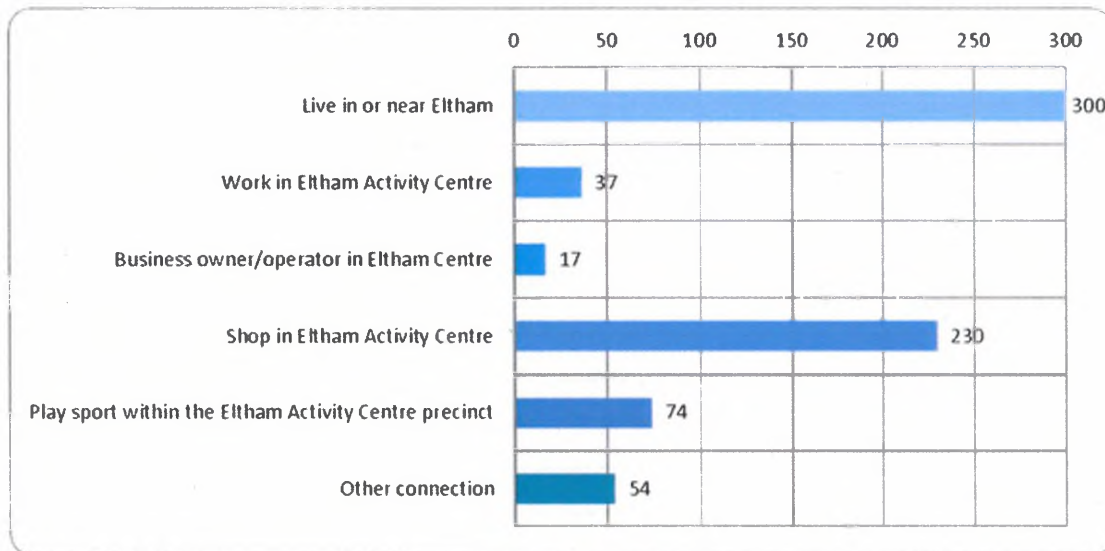
Other suburb	Number of Respondents
Eltham, NSW	2
Bulleen, Vic	2
Heidelberg, Vic	2
South Morang, Vic	1
Lilydale, Vic	1
St Helena, Vic	1
Smiths Gully, Vic	1
Plenty, Vic	1
Reservoir, Vic	1
Alphington, Vic	1
Doreen, Vic	1

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**

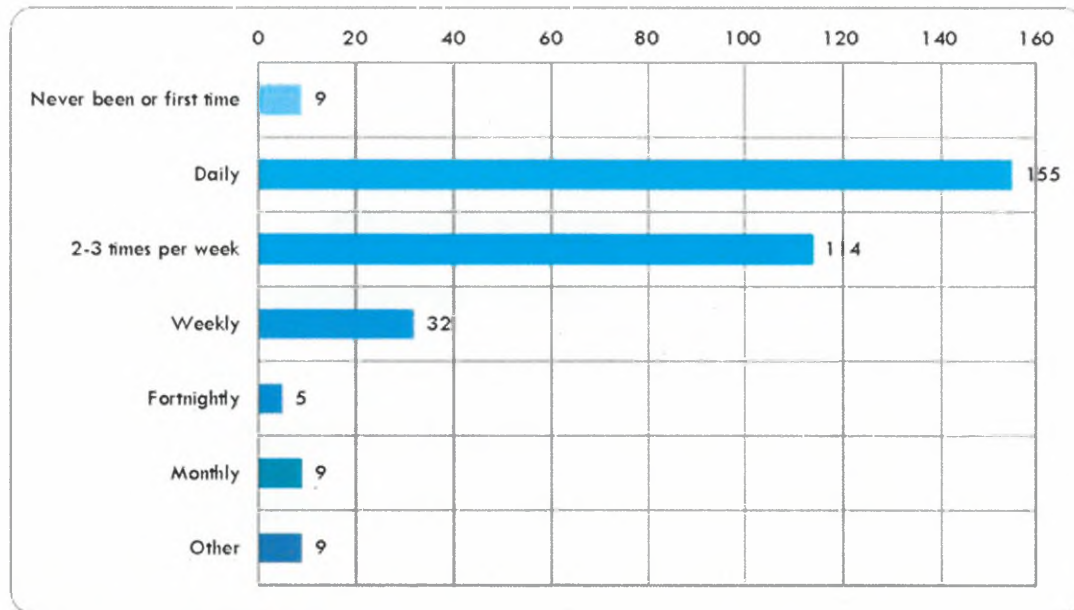
Other connection
Attend U3A sessions
Volunteering/driving program for youth, attending pilates, community meetings etc
Member of Eltham Concert Band. Can't even get our name on the sign at front of ECRC .
Girl Guides
Resident nearby
Base for our walking club. Visiting our medical centre.
Attend Living 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



<b>Other connection</b>
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.



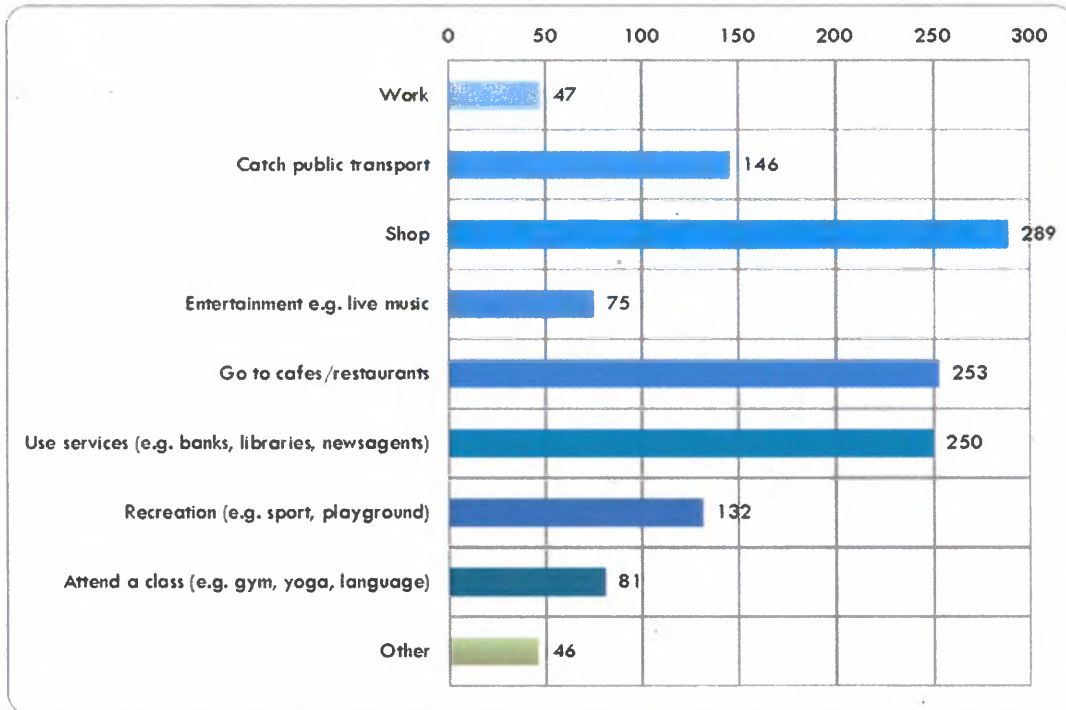
Other responses included:

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

## Attachment 6

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.

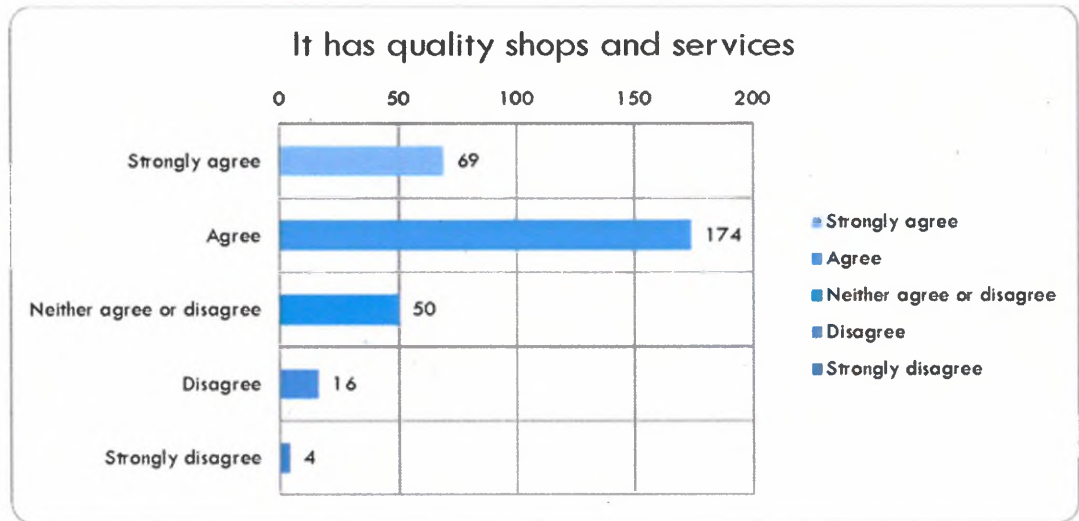
**It has a good range of shops and services available**

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.



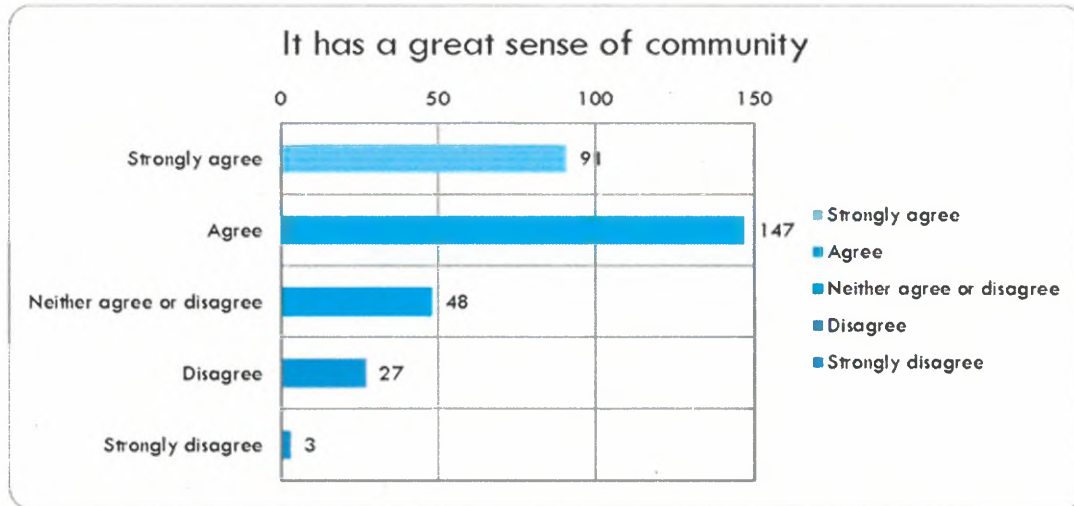
**It has quality shops and services**

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.



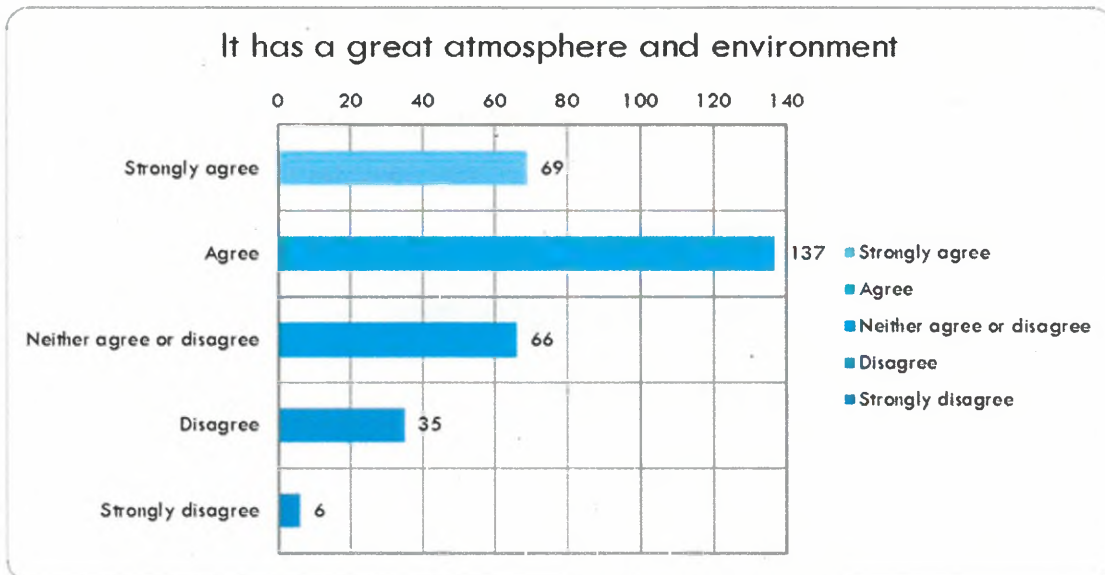
**It has a great sense of community**

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.



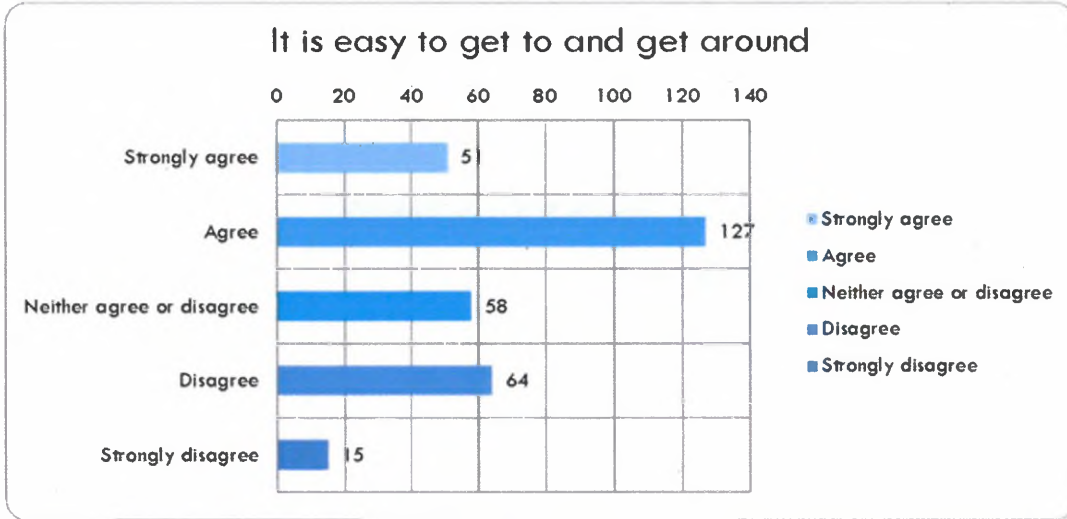
**It has a great atmosphere and environment.**

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.



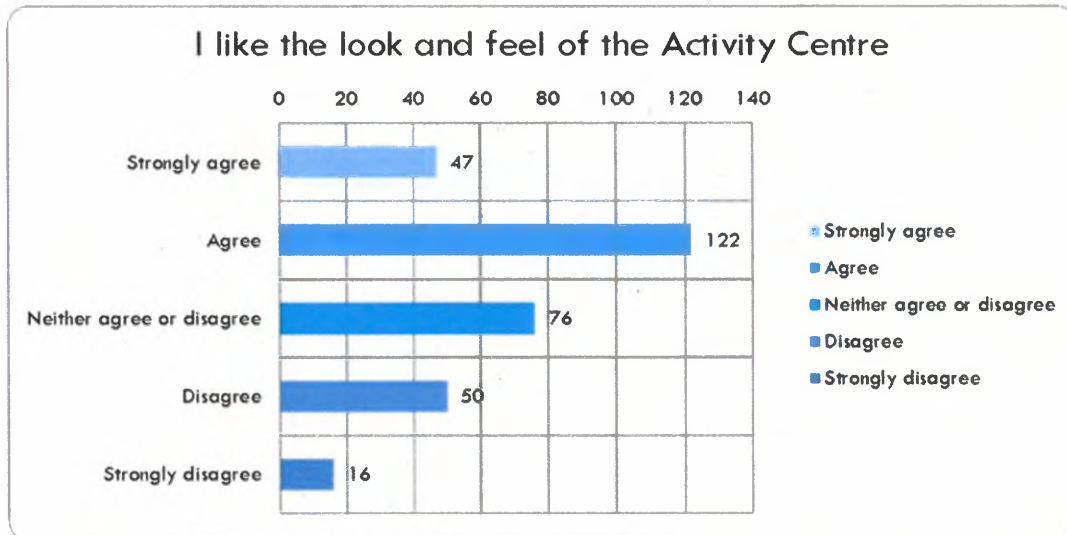
**It is easy to get around**

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**

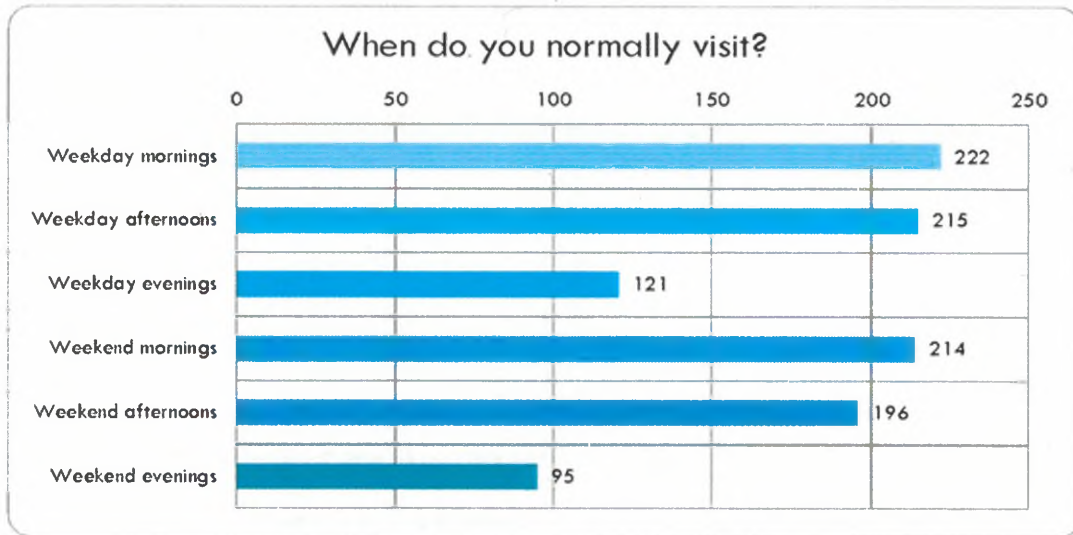
Of the 311 respondents who answered this question, 15.1% strongly agreed, 39.2% agreed, 24.4% neither agreed or disagreed, 16.1% disagreed and 5.1% strongly disagreed.



**2.8 When do you normally visit?**

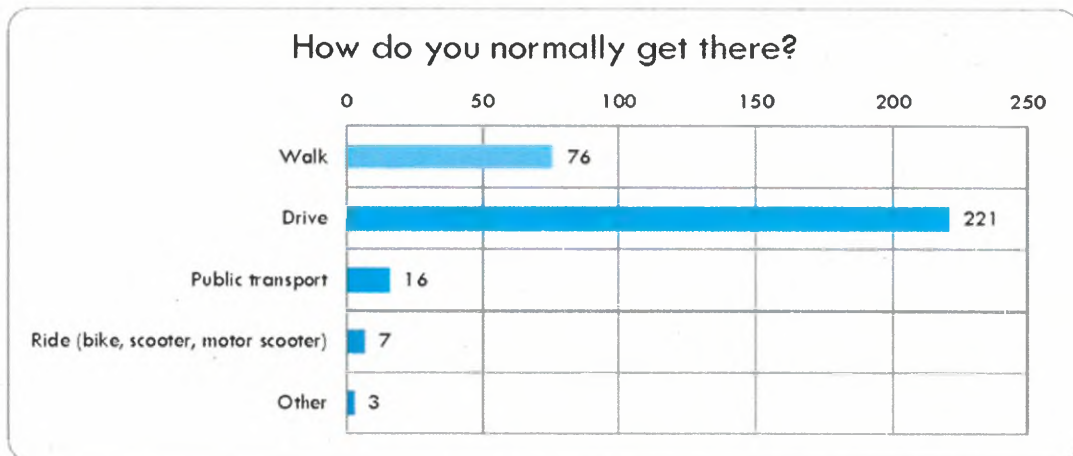
*(Respondents could tick more than one)*

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?**

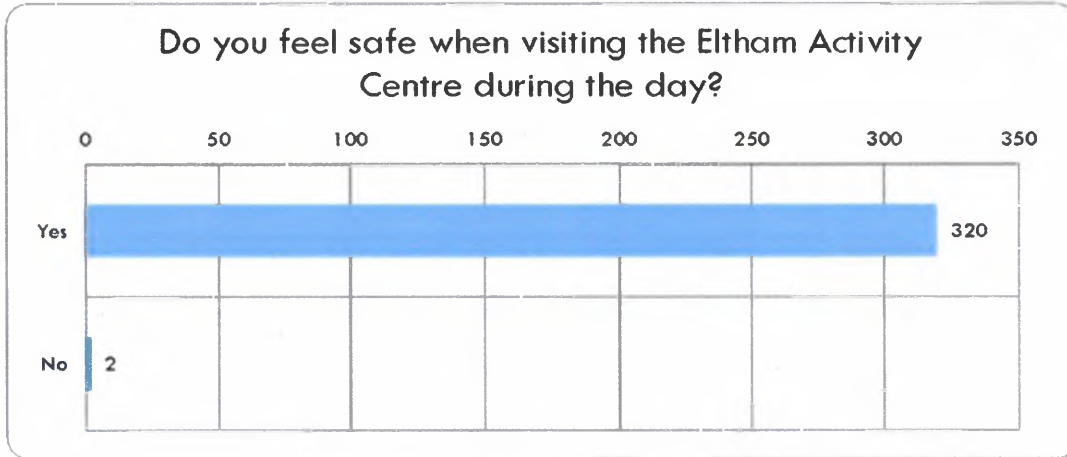
Of the 323 respondents, 68.4% drove to the activity centre, 23.5% walked, 4.95% caught public transport and 2.16% rode.





**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?**

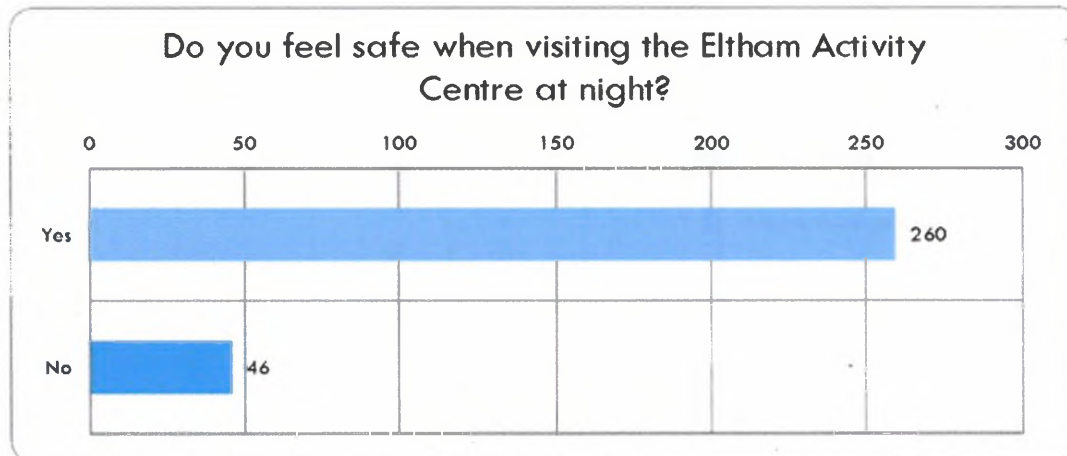
Respondents were able to provide reasons why they felt unsafe with 2 respondents providing comments.

*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. Monstsalvat, railway)	10
Shillinglaw Cottage	8
Quality services and tradies	7
Critical or improvement idea	12
Other	6
None	5
Don't know	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
<b>Train station:</b> 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
<b>Main Road:</b> 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
<b>Community facilities, recreation and leisure spaces:</b> 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
<b>Woolworths/Safeway:</b> 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
<b>Business and retail areas:</b> 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
<b>Arthur Street:</b> 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
<b>Library:</b> 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	
<b>Coles:</b> 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
<b>Town square/centre:</b> 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
<b>Bridge Street:</b> Address traffic congestion and improve traffic movement or widen the roadway; attend to the seduced 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
<b>Bible Street:</b> 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
<b>Creek and creek trail:</b> 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
<b>Old Shire site:</b> Improve the site or develop a community asset	6
<b>Industrial area:</b> 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
<b>Youth Road:</b> Install speed humps, repair pot holes, improve pedestrian safety near Diamond Street and review train parking and need for footpath	4
<b>Brougham Street:</b> 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
<b>Improve and increase car parks:</b> 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
<b>No over-development and careful future developments:</b> 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
<b>Honour Eltham heritage and retain its unique identity:</b> 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
<b>Future development of the old Shire offices site:</b> Listen to the community, do not sell it to developers for a commercial purpose, keep it and develop a community asset	22
<b>Preserve our open spaces and green wedge:</b> protect and look after our natural surroundings and green wedge, incorporate more green space and parklands throughout the activity centre and new developments	22
<b>Businesses and shopping areas:</b> Attract and promote varied and quality retail and dining options; and make the arcades and town square more inviting	15
<b>Improve parking:</b> Extend some parking time limits; address parking problems and concerns about commuters and apartment residents using public parking spaces	14
<b>Improve traffic movement, flow and on-street parking:</b> Review and improve on-street parking to assist safe traffic flows and address traffic congestion issues	14
<b>Improve leisure spaces and provide community services:</b> 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
<b>Protect our trees and more trees:</b> Protect our trees and tree canopy; more tree planting	13
<b>Encourage pedestrians and cyclists and accessibility:</b> Encourage safe pedestrian and cyclist movement; improve accessibility to some area for prams and wheelchairs	13
<b>Improve public transport services:</b> Make the railway station more accessible; increase train services and parking for commuters; provide a community bus service	10
<b>Build community spirit and more community events:</b> 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

<b>Themes in anything else responses</b>	<b>Number of times mentioned in responses</b>
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
<p><b>Bridge Street</b></p> <ul style="list-style-type: none"> <li>• This traffic circle is dangerous and difficult for bicycles.</li> <li>• Tricky to go from shop to shop as a pedestrian, specially crossing the road</li> <li>• 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.</li> </ul>
<p><b>Main Street</b></p> <ul style="list-style-type: none"> <li>• 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.</li> <li>• 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!</li> <li>• Drab &amp; tired looking - Main Rd needs aesthetic attention</li> <li>• This part of the shopping strip needs to be invigorated. It's ugly!</li> <li>• 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.</li> </ul>
<p><b>Susan Street</b></p> <ul style="list-style-type: none"> <li>• Take your life in your hands crossing the road along here to get to Skaterz with the children!</li> <li>• Susan st, ugly, hot and industrial yet a busy area for kids activities! Please add some canopy trees!!</li> <li>• Dangerous road! Busy and crazy, not safe for kids or adults!</li> <li>• 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!</li> <li>• 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.</li> </ul>

<p><b>Sherbourne Road</b></p> <ul style="list-style-type: none"> <li>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.</li> <li>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!</li> </ul>
<p><b>Town Square</b></p> <ul style="list-style-type: none"> <li>This whole surrounding area is dominated by cramped car parks. Ugly and unwelcoming.</li> <li>Better Lighting very dim at night</li> <li>3hr street parking on both sides of Arthur St</li> <li>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.</li> <li>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.</li> <li>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.</li> </ul>
<p><b>Brougham Street</b></p> <ul style="list-style-type: none"> <li>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</li> <li>Needs Native Plants, not damaging weeds</li> </ul>

**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 cirde 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

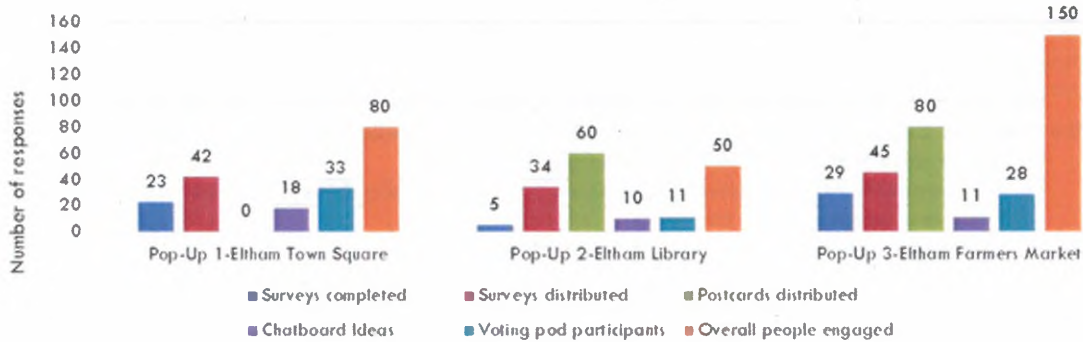
Over 280 people were engaged during the three pop-up consultations. The graph below outlines the pop-up platform engagement tools that were used and how many people participated.

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.

Engagement by type



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*

<b>CHATBOARD 1</b> <b>What do you love about the town centre now?</b>	<b>CHATBOARD 2</b> <b>What do you think could make the town centre more welcoming vibrant and alive?</b>	<b>CHATBOARD 3</b> <b>What is your one big idea to make the town centre better in the future?</b>
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.

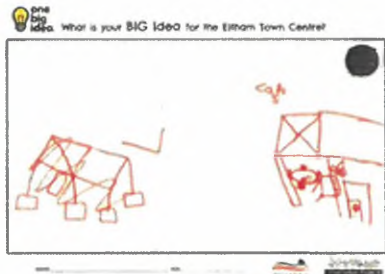
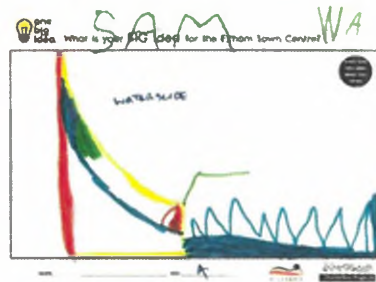
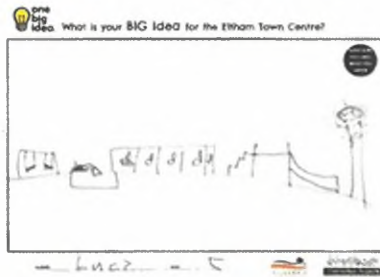
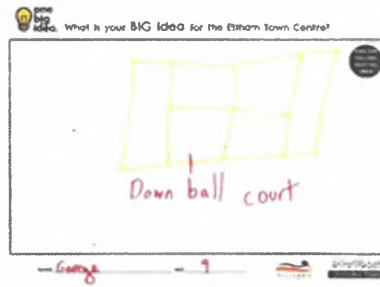
**4.4 Big ideas drawings results**

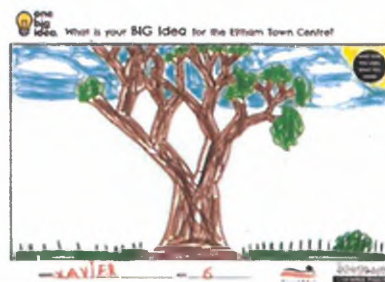
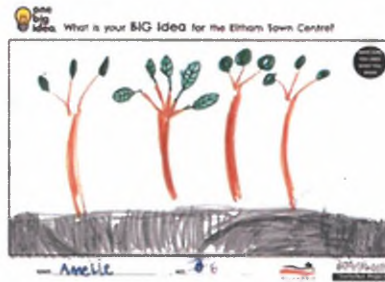
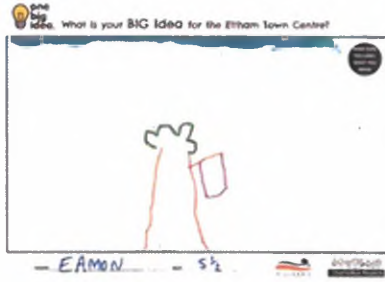
A total of 16 children and young people provided their 'big ideas' for the Eltham Town Centre.

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







## Diamond Creek Activity Centre Review Community Engagement Report

Final



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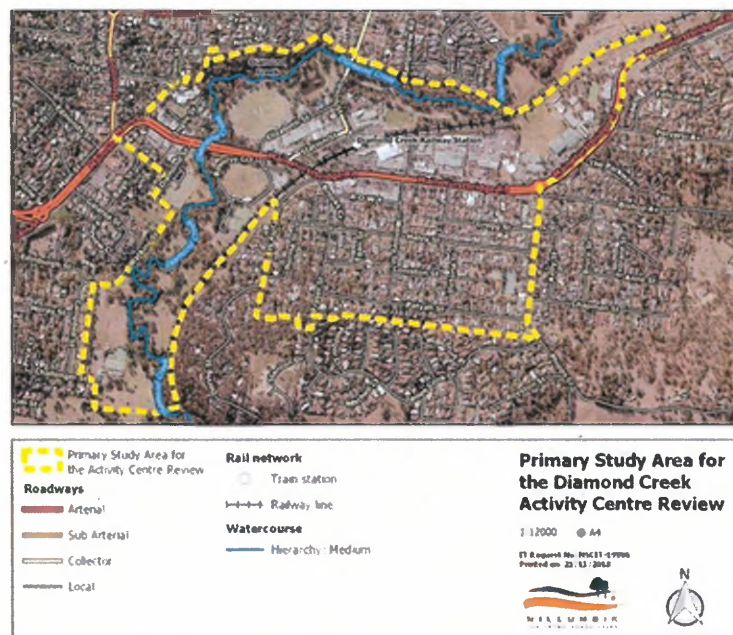
## 1. Executive summary

### 1.1 Overview

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

The approach used for the place-based pop-up consultations 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 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 Diamond Creek, surrounding areas and visitors to the area.

Over 500 written ideas and 1,300 views were gathered throughout the community engagement process via the hardcopy and online surveys. Just over 150 additional opinions, thoughts and ideas were gathered via other engagement tools including the online mapping tool, voting pod, chatboards and big idea drawings.

- 146 people completed a survey: 130 online and 16 hard copy surveys.
- 26 people provided their feedback by using the online mapping tool
- 9 children and young people provided their feedback by drawing their ideas.
- 54 people engaged with the voting pod activity.
- 46 comments were received via the giant chatboards

This report outlines the results of the feedback received via place-based pop-up consultations and online survey and mapping tool.

1.2 Survey results summary



Two different surveys were developed to gather feedback. One was a hard copy version to be used at the pop-up consultations. Another online version was designed to enable those members of the community who were unable to attend the place-based pop-up consultation sessions to provide their feedback and 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 via Council’s Participate Nillumbik site.

Of the 146 people who completed a survey:

- The two most widely represented age groups were 35-44 years (28.6%) and 45-54 years (19.5%).
- 65.7% of respondents were female and 33.5% male.
- 62.7% of respondents lived in Diamond Creek
- 53.9% of respondents visit the Diamond Creek Activity Centre daily and 33.3% visit 2-3 times per week
- Most people visit the Diamond Creek Activity Centre to shop (78.7%), visit cafes and restaurants (61.6%) and for Recreation (61.6%).
- 63.5% strongly agree or agree that the Diamond Creek Activity Centre has a good range of shops and services
- 62.3% strongly agree or agree that the Diamond Creek Activity Centre has quality shops and services
- 71.1% strongly agree or agree that the Diamond Creek Activity Centre has a sense of community
- 51.5% strongly agree or agree that the Diamond Creek Activity Centre has a great atmosphere and environment
- 43.8% strongly agree or agree that it is easy to get to and get around the Diamond Creek Activity Centre
- 34.3% strongly agree or agree that they like the look and feel of the Diamond Creek Activity Centre, 22.6% disagree and 8% strongly disagree
- 72.5% drive to the Diamond Creek Activity Centre, 18.8% walk, 6.5% catch public transport and 1.4% ride
- 99.3% feel safe during the day and 17.1% feel unsafe at night at the Diamond Creek Activity Centre
- 26 respondents opted to 'be kept up to date' about the project.



### 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; Diamond Creek Shopping Centre, Diamond Creek Netball Courts and Diamond Creek Plaza. Unfortunately, poor weather affected the pop-up at the Diamond Creek Plaza.

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. The tools included a hard copy survey, chatboards, voting pod and a 'big idea' drawing sheet.

Approximately 270 hard copy surveys with reply paid envelopes and postcards promoting the online survey were distributed during the three pop-up events which hopefully converted to more people completing the survey.



#### Overall participation

- 260 people were engaged
- 16 surveys were completed
- 160 surveys were distributed with reply paid envelopes
- 110 postcards were distributed promoting the online survey
- 46 ideas were received via the chatboards
- 9 big ideas for the town centre were received by children and young people drawing their ideas
- 55 people participated in the voting pod activity

#### Voting pod

- 82.6% agreed that the Diamond Creek Activity Centre had a good range of quality shops and services available
- 92.5% agreed that the Diamond Creek Activity Centre had a great sense of community
- 75% agreed that the Diamond Creek Activity Centre has a great atmosphere and environment
- 54.7% agreed that it was easy to get to and around the Diamond Creek Town Centre, 45.2% didn't agree
- 69.2% indicated they liked the look and feel of the Town Centre, 30.7% didn't agree
- 88.8% said they loved coming to the town centre

#### 1.4 Online mapping tool summary



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

26 pins were added by the community; 9 indicating hidden gems and 17 indicating places that need improvement.

There were a range of locations listed as hidden gems including the 'Labyrinth Loop', walking and bike paths, sporting facilities and a few specific shops and businesses.

There were a range of locations listed as needing attention with many comments being around traffic management and parking.

#### 1.5 Conclusion

The community were highly engaged about the Diamond Creek Activity Centre review especially at the pop-up consultations at the Diamond Creek Netball Courts where it was quite busy, and people had more time to stop and engage. Unfortunately, poor weather affected the pop-up at the Diamond Creek Plaza.

Approximately 270 hard copy surveys with reply paid envelopes and postcards promoting the online survey were distributed during the three pop-up events which hopefully converted to more people completing the survey.

Respondents felt there was a good sense of community in Diamond Creek, however felt the atmosphere of the Town Centre was poor, it wasn't easy to get around and they raised issues around traffic and parking issues.

However, the community loved the open space, trees and sporting facilities within the precinct.

Many people appreciated the fact that council proactively popped-up across the precinct to seek their feedback, including the businesses that were engaged during the two pop-up consultations at the shopping centre and plaza.

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

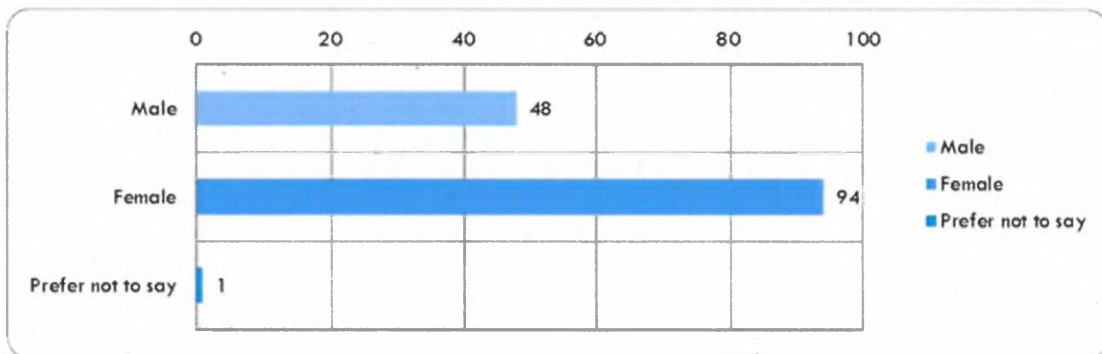
## 2. Overall Survey Results

This section provides the results from the hardcopy and online surveys that were completed by the community. A total of 146 surveys were completed, 130 online and 16 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.

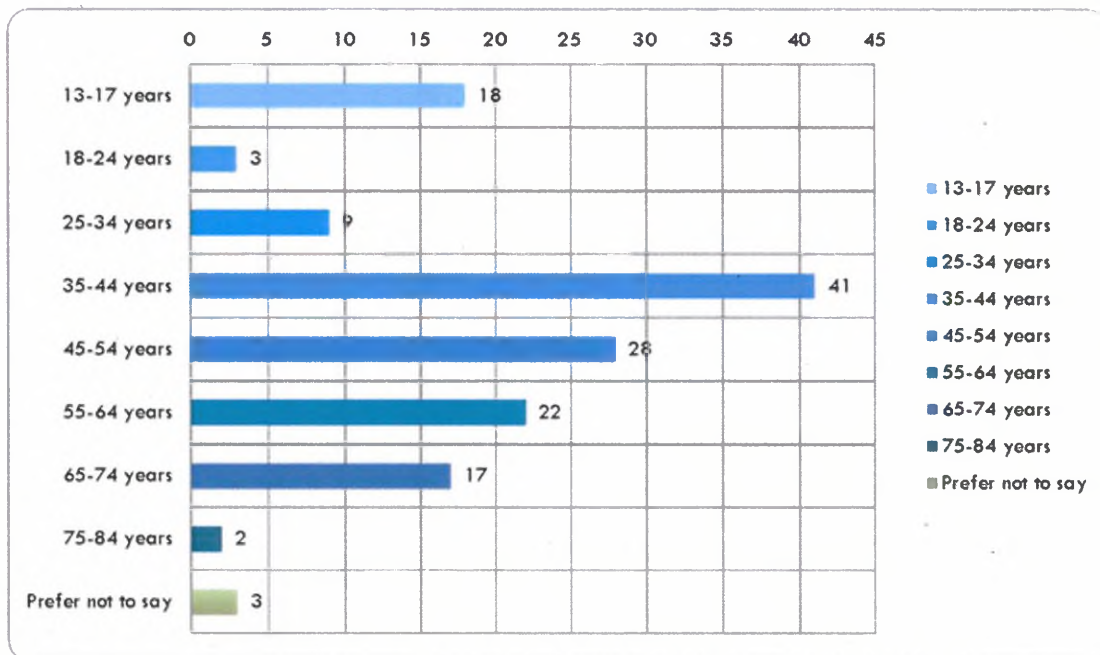
### 2.1 Gender

Of the 143 respondents who indicated their gender, 65.7% (94) were female, 33.5% (48) were male and .69% (1) preferred not to say.



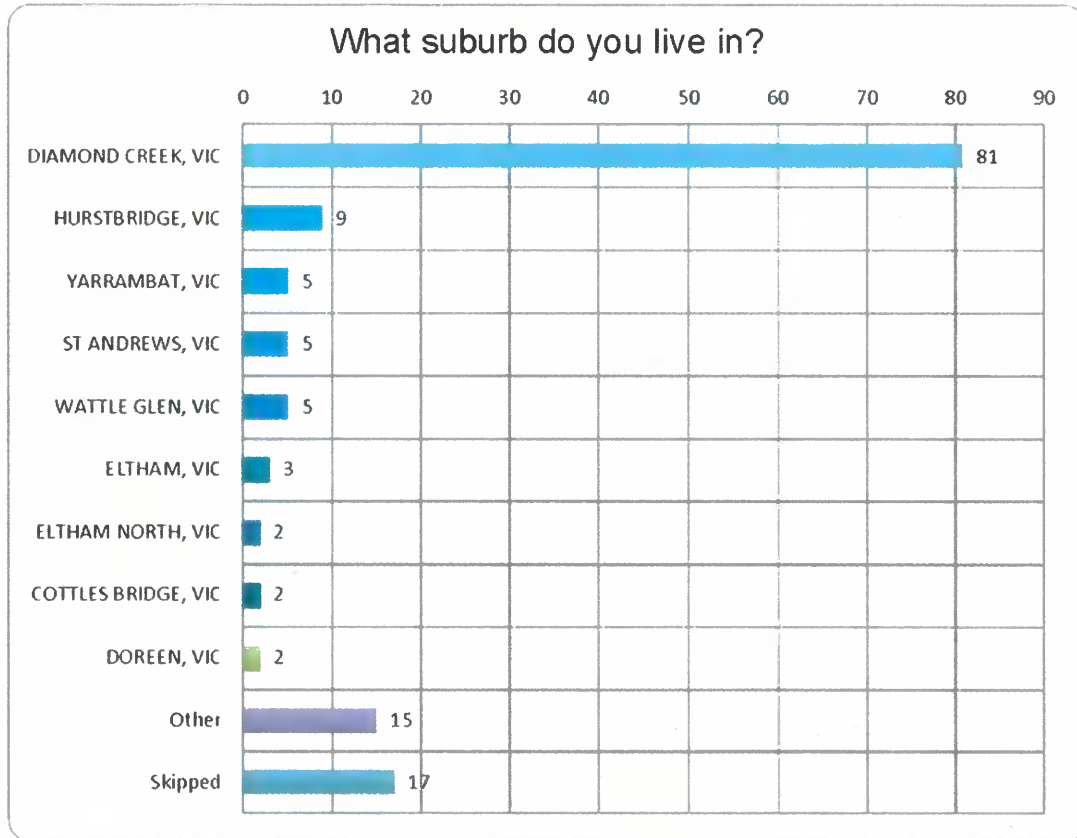
### 2.2 Age

Of the 143 respondents who indicated their age, there was good representation of people aged between 35-44 years (28.6%) and 45-54 years (19.5%). 12.5% were 13-17 years.



**2.3 Suburb**

Of the 129 respondents who indicated where they lived, 62.7% lived in Diamond Creek, 6.97% lived in Hurstbridge, 3.87% lived in Yarrambat, St Andrews and Wattle Glen.



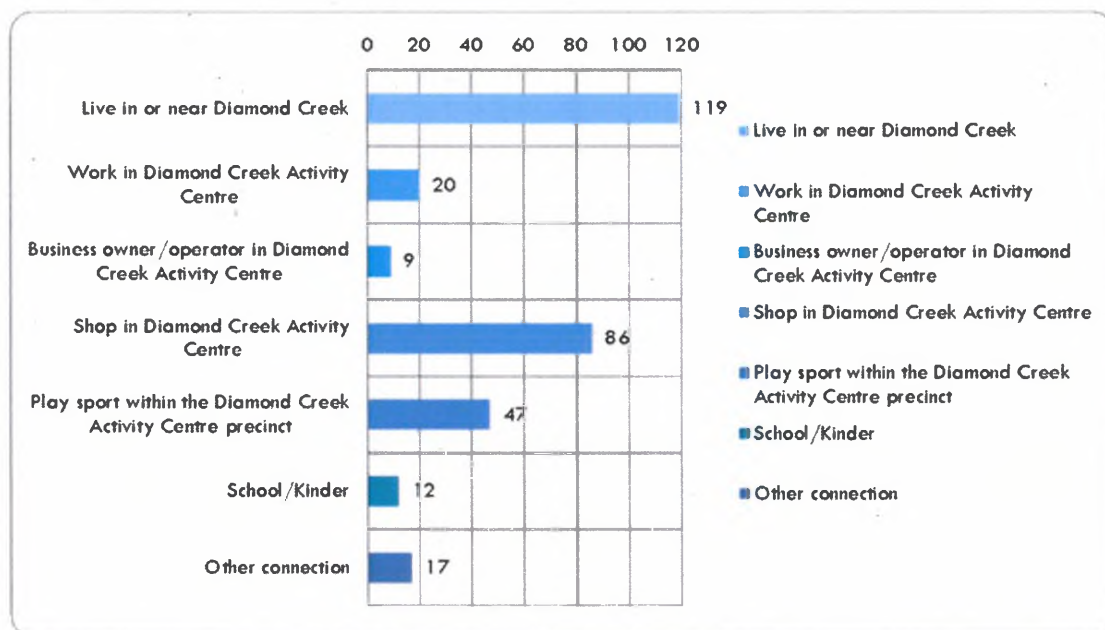
Respondents were able to provide 'other' suburbs that were not listed. Other suburbs as indicated by respondents included:

Bundoora, Vic	1
Christmas Hills, Vic	1
Diamond Beach, NSW	1
Greensborough, Vic	1
Kangaroo Ground, Vic	1
Kinglake, Vic	1
Lilydale, Vic	1
Mernda, Vic	1
Nar Nar Goon, Vic	1
North Warrandyte, Vic	1
Panton Hill, Vic	1
Plenty, Vic	1
Reservoir, Vic	1
St Helena, Vic	1
Strathewen, Vic	1

### 2.4 Connection to the Diamond Creek Activity Centre

(Respondents could tick all that apply)

Of the 146 respondents who indicated their connection to Diamond Creek Activity Centre, 81.5% live in or near Diamond Creek Activity Centre, 58.9% shop and 32.1% play sport within the precinct.



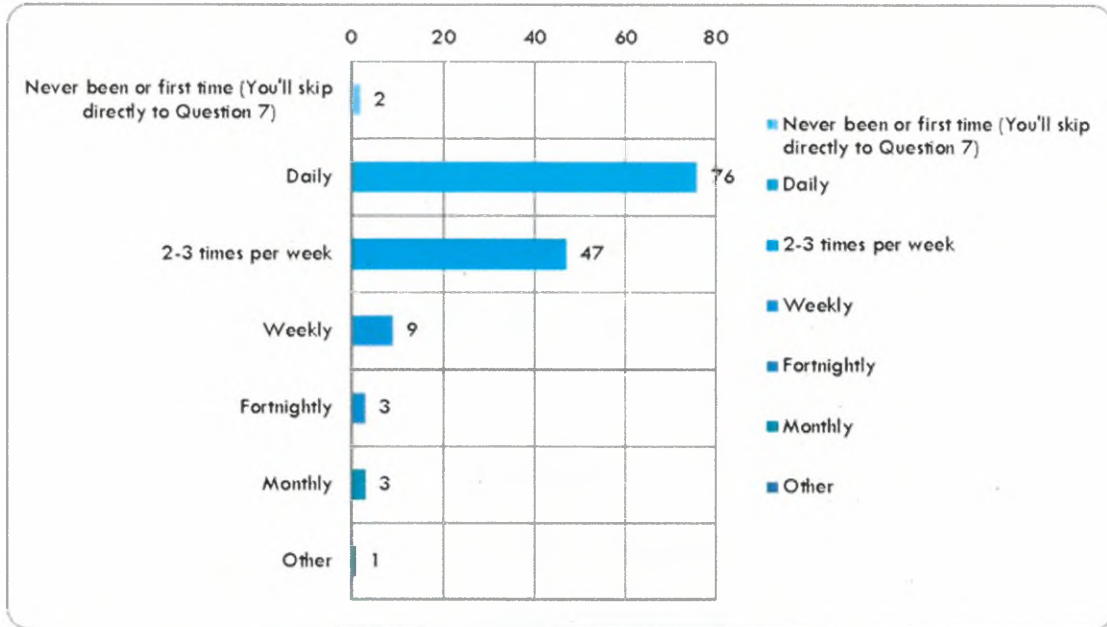
Respondents were able to provide 'other' ways that they were connected to the Diamond Creek Activity Centre. 17 respondents providing the following comments.

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

Comments
Attend maternal health service in Diamond Creek
Walk along the trails with our dog...
Have a coffee and visit op shops. I do shop in Nillumbik - not in Diamond Creek but visit it often
Commute along the Diamond Creek Trail to work.
Dog Park
Gym, bike track
Use bike tracks. Living & Learning centre although not central to activity centre.
Bingo at pub, café for coffee with a group.
Emergency services
A Diamond Creek resident for over 40 years and although now living just out of Diamond Creek I continue to shop and socialise in and around the town.
A square is a great idea. Flood the dam near baseball oval / tennis court
Social links
Visit friends
Us the train station
I attend school at DVC
Plan to complete long term capital investment and retirement - of many decades now.

**2.5 How often do you visits the Diamond Creek Activity Centre?**

Of the 141 respondents who answered this question, 53.9% visited Diamond Creek Activity Centre daily, 33.3% visited 2-3 times per week, 6.4% weekly, 2.1% fortnightly and 2.1% monthly and 1.4% had never visited.

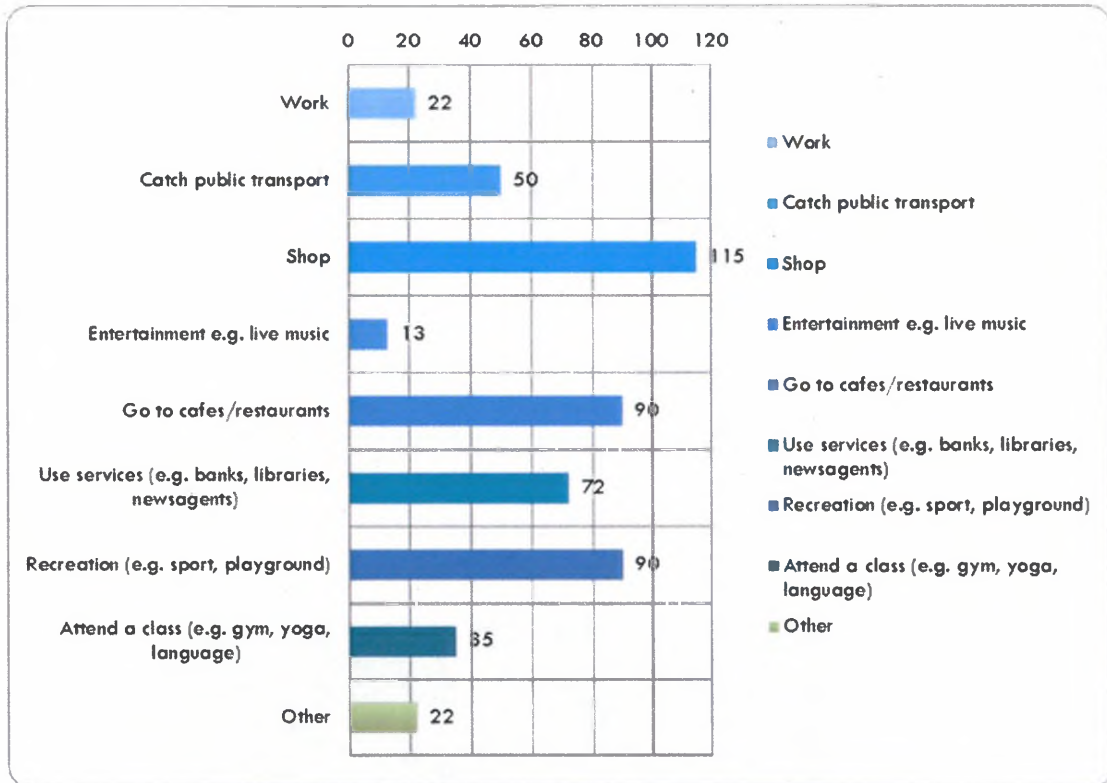




**2.6 What do you currently do when you visit the Diamond Creek Activity Centre?**

(respondents could select all that apply)

When respondents were asked what they currently do when they visit the Diamond Creek Activity Centre, the top four responses were Shop (78.7%), Go to Cafes/restaurants (61.6%), Recreation (61.6%) and Use Services (49.3%).



Respondents were able to provide further information about other things they did within the Diamond Creek Activity Centre. 23 comments were received.

Other activities listed on two or more occasions included go to or drop off children to school (5), walk the dog/dog park (2), volunteer (2), live there (2) and bike ride (2).

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

Comments
Attend service club meetings-RSL, Rotary
Volunteer
Live in the Diamond Creek Activity Centre and kids go to school in the area
Commute either on foot, by bicycle with children or by car.
Bike ride via the Diamond Creek Trail
walk the dog and get take away coffee
Off Lead Dog Park
Diamond Creek Dog Park
Dog Park!!!

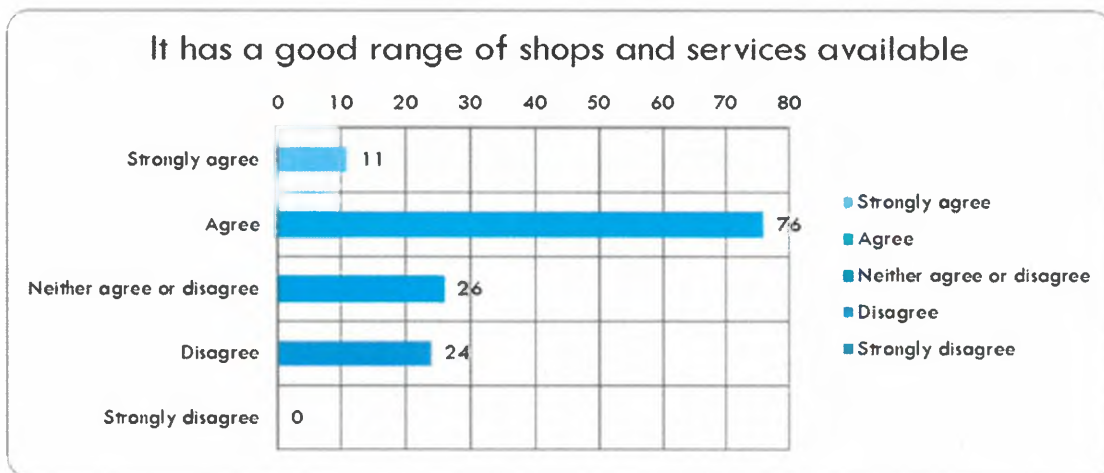
Comments
Volunteer
Bike track
Walking tracks and creek
Live there
Take children to work
Emergency services
Pick up from School / kinder
Church
School drop off / park run
Exercise
Visit friends
School
School
Socialise, retirement planning, capital planning

**2.7 Thinking about the Diamond Creek Activity Centre, tell us your level of agreement with the following statements.**

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

**It has a good range of shops and services available.**

Of the 137 respondents who answered this question, 8% strongly agreed, 55.5% agreed, 19% neither agreed or disagreed, 17.5% disagreed and no one strongly disagreed.



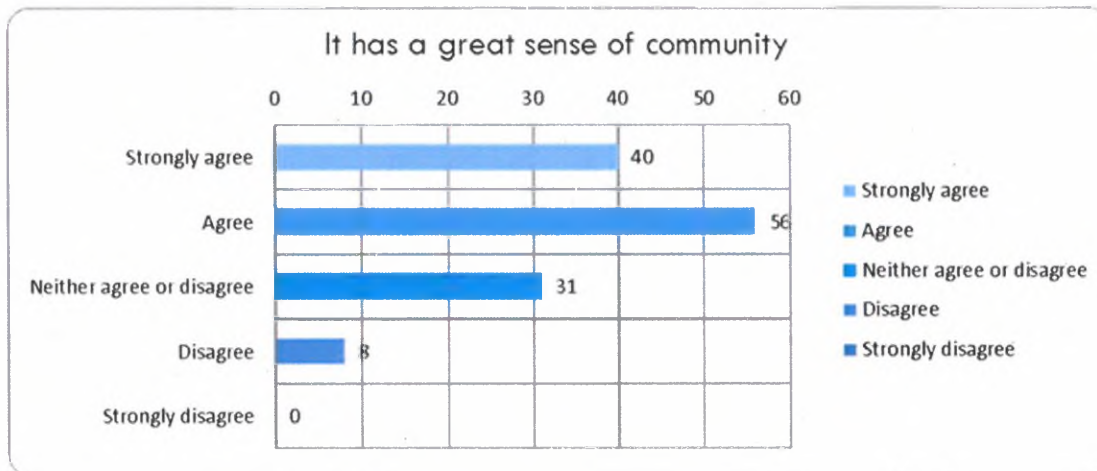
**It has quality shops and services.**

Of the 138 respondents who answered this question, 10.1% strongly agreed, 52.2% agreed, 26.1% neither agreed or disagreed, 10.9% disagreed and 0.7% strongly disagreed.



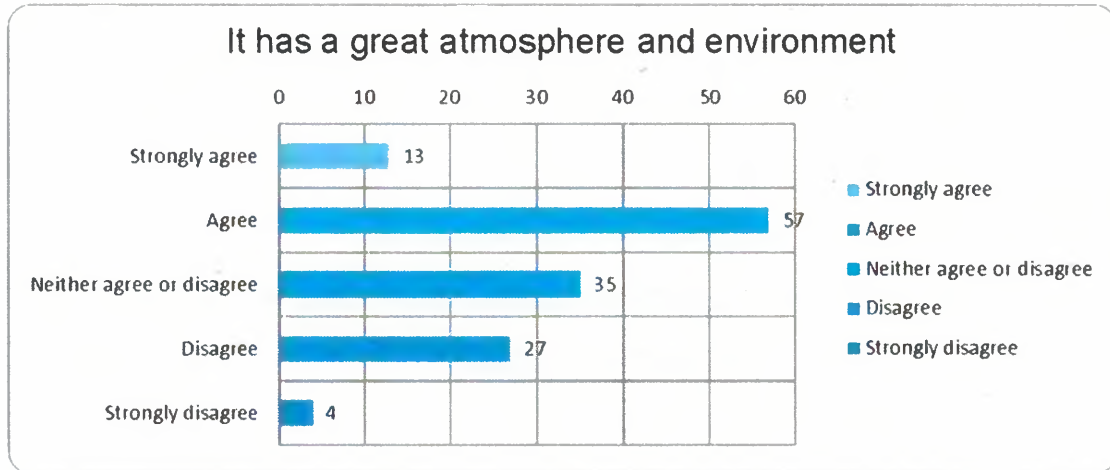
**It has a great sense of community**

Of the 135 respondents who answered this question, 29.6% strongly agreed, 41.5% agreed, 23% neither agreed or disagreed, 5.9% disagreed and no one strongly disagreed.



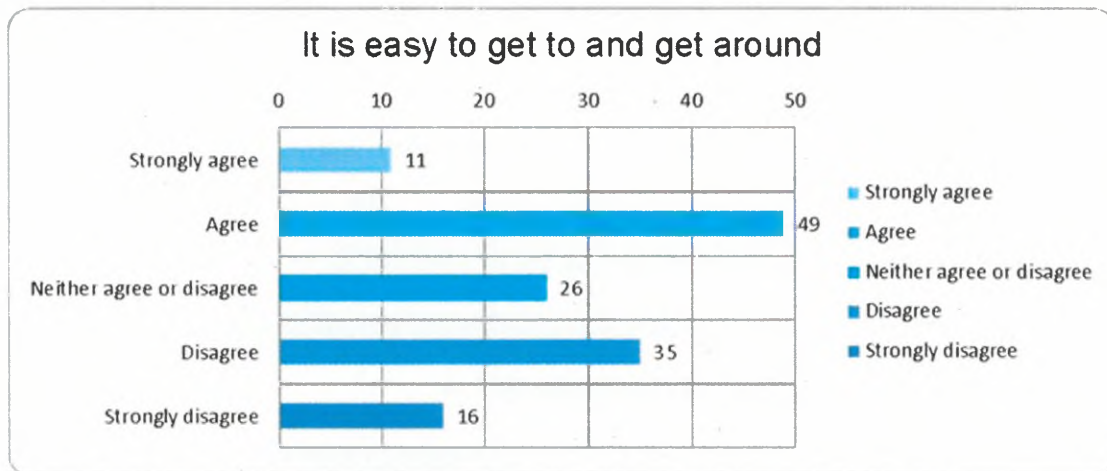
**It has a great atmosphere and environment.**

Of the 136 respondents who answered this question, 9.6% strongly agreed, 41.9% agreed, 25.7% neither agreed or disagreed, 19.9% disagreed and 2.9% strongly disagreed.



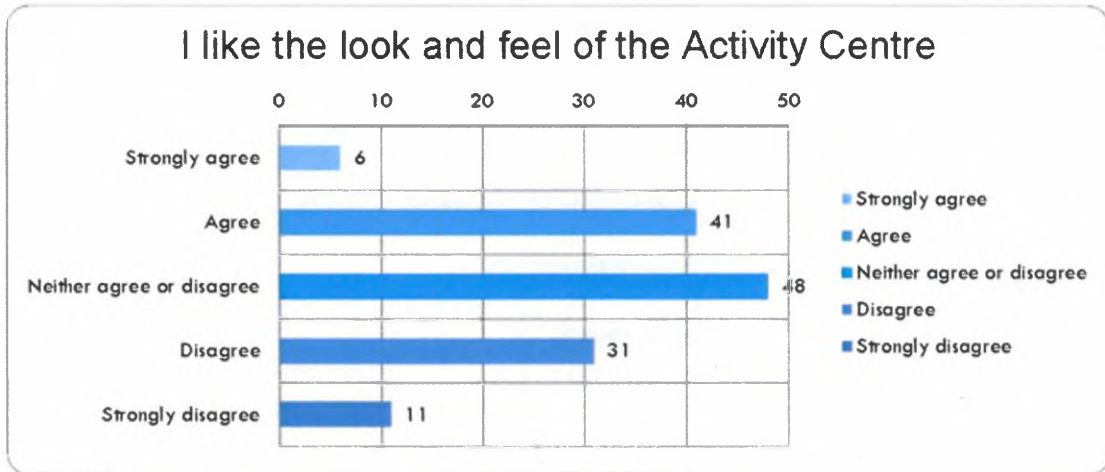
**It is easy to get around.**

Of the 137 respondents who answered this question, 8% strongly agreed, 35.8% agreed, 19% neither agreed or disagreed, 25.5% disagreed and 11.7% strongly disagreed.



**I like the look and feel of the Activity Centre.**

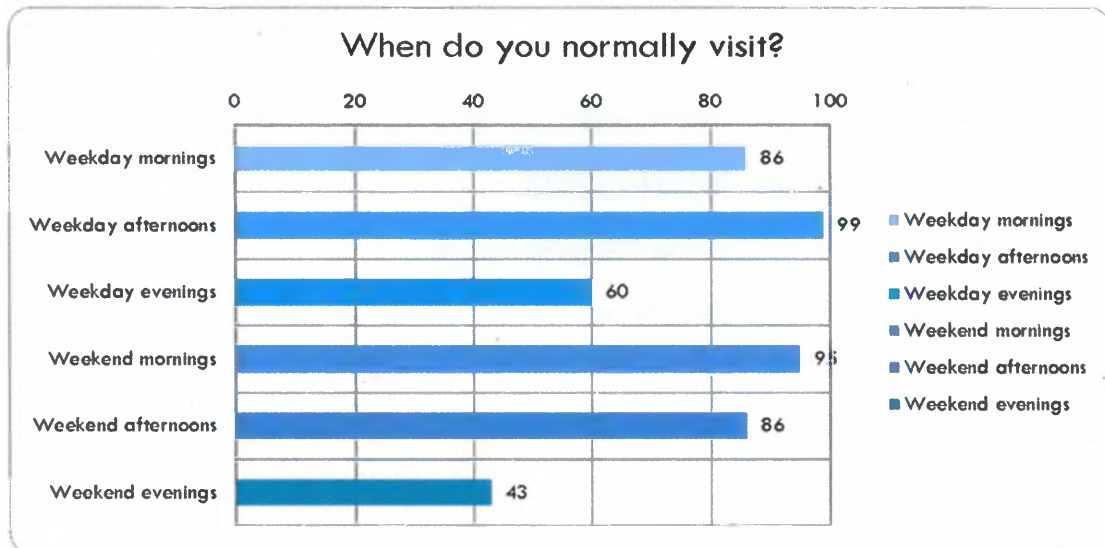
Of the 93 respondents who answered this question, 4.4% strongly agreed, 29.9% agreed, 35% neither agreed or disagreed, 22.6% disagreed and 8% strongly disagreed.



**2.8 When do you normally visit?**

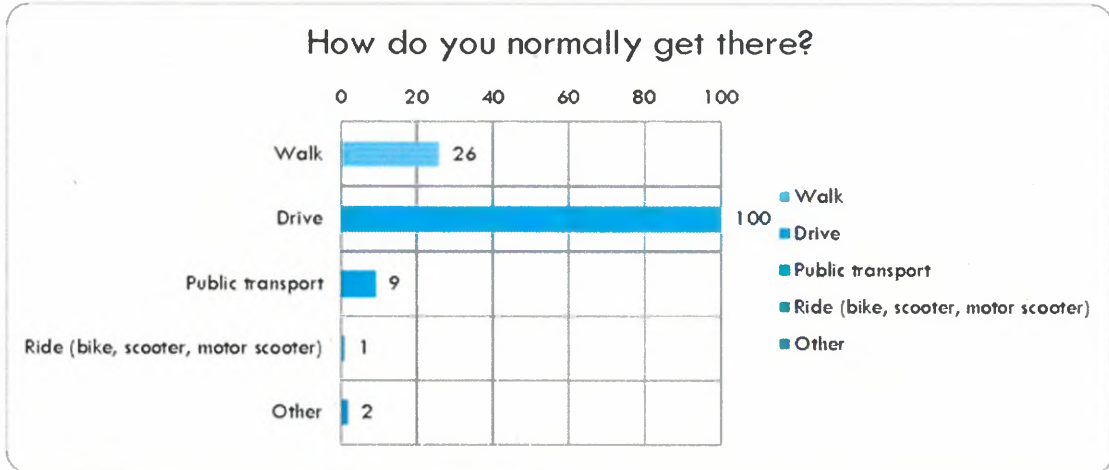
*(Respondents could tick more than one)*

Of the 146 respondents, most people visited weekday afternoons (99) followed by weekend mornings (95) and then weekday mornings (86) and weekend afternoons (86). There were a lot less people visiting the activity centre during the evening (43).



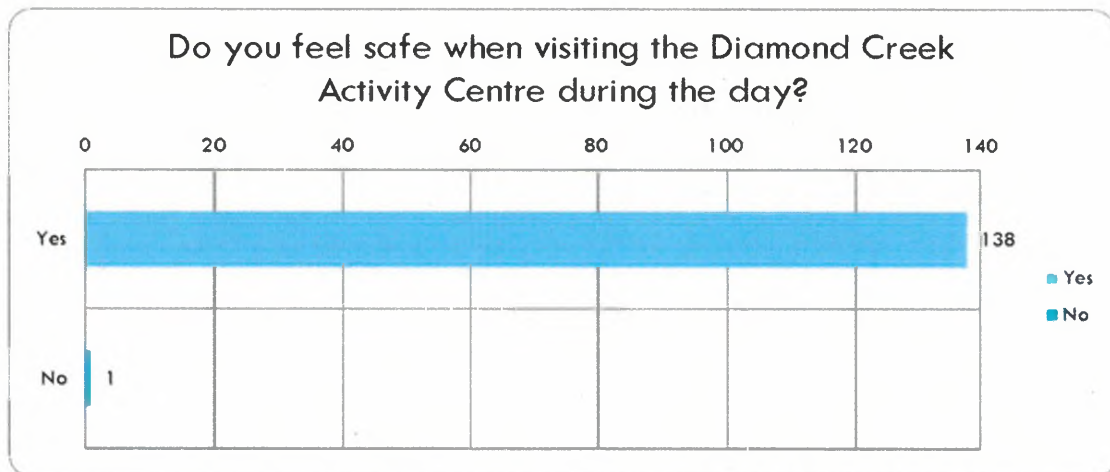
**2.9 How do you normally get there?**

Of the 138 respondents, 72.5% drive to the activity centre, 18.8% walked, 6.55% caught public transport, and .7% ride and 1.4% other.



**2.10 Do you feel safe when visiting the Diamond Creek Activity Centre during the day?**

Of the 139 respondents, 99.3% felt safe when visiting the Diamond Activity Centre during the day.



**If no, why?**

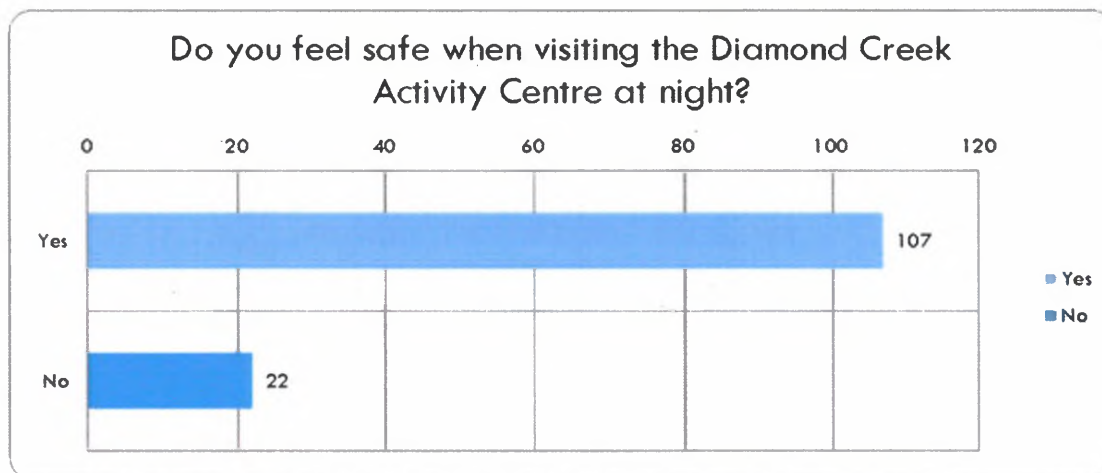
Respondents were able to provide reasons why they felt unsafe with 1 respondent providing comments.

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

Comments
Car park danger to pedestrians

**2.11 Do you feel safe when visiting the Diamond Creek Activity Centre at night?**

Of the 129 respondents, 17.1% felt unsafe and 82.9% felt safe when visiting the Diamond Creek Activity Centre at night.



**If no, why?**

Respondents were able to provide reasons why they felt unsafe with 19 respondents providing comments.

Of the 19 respondents, 8 respondents commented on lighting with other comments being around drunk and rowdy people and feeling threatened by young people hanging around.

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

Comments
Very dark on the station st side of town
Teenagers hanging around the station
Would not go alone as not well lit and feel there maybe youth around looking for trouble.
Very dark in places between shopping areas. Car parks OK as I part near to where I need to go but wouldn't walk along footpaths etc on my own
Have had to call the police on 5 occasions during the last year at night. This has included youths creating a fire, witnessing property being broken into and theft at a property development adjoining the precinct. As no police in Diamond Creek over night the response time poor and the offenders had left already causing damage before the police arrived..
Youths hanging around Mcdonalds and shops/station always looking for and causing trouble. Including cars being keyed, having things thrown at people and general threatening behaviour
Poor or no lighting in many areas
I hear a lot of stories about groups of young (probably bored) people hanging around and crime in general. I get this from the local newspaper mainly.
Bad lighting, next to train station
There is no lighting at the dog park
Too many drunk and rowdy young people
Town is so split
The carpark in George St. The staff toilets face the station.
Too spread out, dimly lit.
Need more lights in some areas
Scary people
There are bad people
Paths lighting inadequate
Drunk people calling out

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

The following items were referenced in 104 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 section 5.2 of the appendix.

Of the 104 respondents who shared their 'hidden gem,' 42.4% said the natural environment, trails and tracks, 27.3% said quality retail and dining options, 12.2% said leisure and sporting places and 10.3% said parks and playgrounds.

Themes in hidden gem responses	Number of times mentioned in responses
Natural environment, trails and tracks	45
Quality retail and dining options	29
Leisure and sporting places	13
Parks and play grounds	11
Sense of community and events	8
Small town feel	8
Quality services	5
Accessible, easy to get to things	4
Refers to specific building or street	3
Critical or improvement idea	6
None	5
Don't know	4

## 2.13 What is one thing you love about the Diamond Creek Activity Centre now?

The following items were referenced in 101 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 section 5.1 of the appendix.

Of the 101 respondents who shared what they love now about the Diamond Creek Activity Centre, 25.7% indicated the natural environment, gardens, trails and tracks, 24.7% said quality businesses, services, shopping and dining options, 22.7% said people, sense of community and events and 22.7% indicated easy to get to things and was within walking distance.

Themes in one thing you love responses	Number of times mentioned in responses
Natural environment, gardens, trails and tracks	26
Quality business, services, shopping and dining options	25
People, sense of community and events	23
Easy to get to things, within walking distance	23
Leisure and sporting places	13
Parks, dog parks and play grounds	10
Small, rural town feel	4
Train station, public transport options	2
Nothing	4
Critical or improvement idea	3



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

The following items were referenced in 97 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 97 respondents who shared their big idea to make the Activity Centre better in the future, 30.9% said improved traffic flow, movement around car parks and traffic congestions, followed by refresh and beautify the façade, create town square and provide more seating (20.6%) and modernise the shopping area/plaza and attract a mix of quality retails and dining options (20.6%).

Themes in one BIG idea responses	Number of times mentioned in responses
Improve transport flow, movement around car parks and traffic congestion	30
Refresh and beautify the façade, create a town square and provide more seating	20
Modernise the shopping area/plaza and attract a mix of quality retail and dining options	20
Make it more pedestrian friendly and easier for pedestrians and bikes to move safely	13
Improve the leisure facilities, upgrade the netball facilities and create child friendly active spaces	8
Remove the level crossing	8
Increase the greenery, plant more trees	7
Upgrade the community facilities, community centre and provide more outdoor seating	7
More community events and activities that bring people together	7
More parks and preserve open space	6
More car parking	5
Well-connected public transport and bus services	4
Other	2

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

The following items were referenced in 89 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 89 respondents who shared their ideas on how to make the Activity Centre more welcoming, vibrant and alive, 31.4% suggested to increase the greenery, plant more trees and improve the gardens, 28% said refresh building facades, improve streetscapes and provide outdoor dining, 22.4% suggested modernise the shopping area/plaza and attract a mix of quality retail and dining options.

Other suggestions included improve transport flow, movement around car parks and traffic congestion, more colour and public art, showcase and celebrate our indigenous and local culture and heritage, create a welcoming town feel, provide more community gathering spaces and events and activities and make it more pedestrian friendly and improve bike tracks/lanes.

Themes in welcoming responses	Number of times mentioned in responses
Increase the greenery, plant more trees and improve the gardens	28
Refresh building façades, improve the streetscape and provide for outdoor dining	25
Modernise the shopping area/plaza and attract a mix of quality retail and dining options	20

Themes in welcoming responses	Number of times mentioned in responses
Improve transport flow, movement around car parks and traffic congestion	13
More colour and public art, showcase and celebrate our indigenous and local culture and heritage	10
Create a welcoming town feel, provide more community gathering spaces and events/activities	9
Make it more pedestrian friendly and improve bike tracks/lanes	8
Install welcoming and wayfinding signage	5
Provide additional, more accessible car parking	4
Improve the swimming pool and playground	3
Provide new spaces where the community can gather	3
Maintain and preserve gardens, parklands and natural open space	3
Remove the level crossing	2

## 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 56 of the 76 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 the appendix.

Themes in <u>locations</u> needing attention responses	Number of times mentioned in responses
<b>Train station/railway crossing:</b> Safer crossings for pedestrian and cyclist movement around, across, to and from station; remove the level crossing; improve lighting around the station; clean up the rubbish/vandalism; increase the car parking capacity and improve the undercover shelter area	23
<b>Coles:</b> Address congested roads in, out and within the car park (and spaces are narrow); improve the intersection and co-ordination of traffic signals; address the car park which is poorly designed and hazardous for pedestrians and improve the path behind Coles and the car park so it feels safer at night	14
<b>Recreation and leisure spaces:</b> Relocate or improve the area near Skate Park; increase the obstacles at the dog park; install lighting along the track to the dog park and on the bridge near the netball courts; invest in infrastructure (pool and club houses/stands)	8
<b>IGA/Ritchies:</b> Address congested roads in, out and within the car park (and spaces are narrow); redevelop and improve the appearance of the shopping centre and plaza area	5
<b>Elizabeth Street:</b> Improve traffic movement, parking and footpath access as the street is quite narrow; address the regular vandalism and install a footpath on the oval side	5
<b>Station Street &amp; McDonalds:</b> Address traffic issues caused by trucks parking along the street; consider making it a clear way; provide parking for commuters; improve the McDonalds car park, visibility at exits and change the layout of the drive through section; and make McDonalds accountable for their rubbish	5
<b>Plaza:</b> Update and upgrade the plaza and building façades	3
<b>Gipson Street:</b> Improve lighting around bridge and rear of new housing development; address the regular vandalism and install a footpath on both sides of the street	3
<b>Main Hurstbridge Road:</b> Install a pedestrian crossing near Brooks Crescent and/or the Opportunity Shop and address traffic congestion, especially after 3pm	3
<b>Fyffe Street:</b> Improve pedestrian safety at the bottom of the street and driver visibility at the intersection with Brooks Crescent	2
<b>George Street:</b> Address speeding cars and improve the path to the car park so it feels safer at night	2

The following items with no specific location were referenced in 35 of the 76 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
<b>Pedestrian and cyclist friendly:</b> Improve pedestrian access to both sides of the shopping strip and railway line; install an overpass and pedestrian crossings, consider using flashing lights; address uneven and narrow footpaths	11
<b>Improve and increase car parks:</b> Address congested roads in, out and within car parks; provide space for pedestrian movement in main car parks and around shops; provide more car parking spaces at the station and consider some longer parking limits	9
<b>Roads and traffic lights:</b> Address the traffic congestion and improve traffic movement	4
<b>Rubbish removal:</b> Remove rubbish from the creek and around the pool to Main Road to the bridge	2
Better lighting at night	1

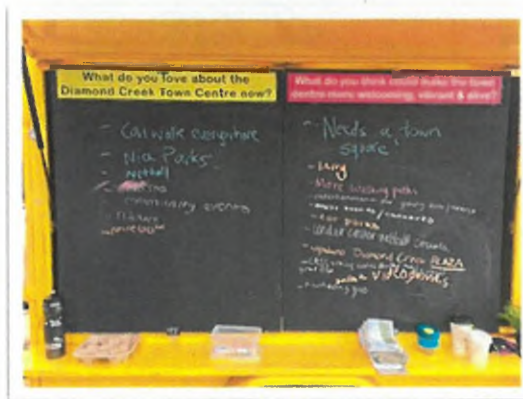
## 2.17 Is there anything else you would like to tell us?

The following items were referenced in 52 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
<b>Support local businesses and access to quality shopping centres and dining options:</b> Bring the community together by recognising the importance of historic Chute Street and removing the "secondary mode" reference title; use partnerships to encourage the local population to 'shop local' and recognise local traders as essential to a vibrant activity centre; add a KFC; encourage quality food outlets, trendy cafes and night time entertainment/ dining and ban smoking; discourage alcohol outlets and takeaway food outlets; improve the vegetation around the shopping centre and relocate the birds from the shopping centre car park	11
<b>Invest in Diamond Creek and retain its unique identity:</b> Upgrade, update and modernise Diamond Creek; use a style that is contemporary but retains its charm, unique identity and reflects its history and connections to nature; enable Diamond Creek to reach its potential	9
<b>Improve traffic movement and flow:</b> Improve access without adding more traffic lights; install turning arrows at Diamond Creek Plaza and Coles intersection; duplicate the bridge; upgrade the main road, congestion and driver frustration is compounded by the level crossing; make Station Street and Elizabeth Street one way	8
<b>Improve recreation and leisure infrastructure:</b> Install a rotunda/shelter at Mamgook oval; create nature inspired playgrounds, surrounded by trendy cafes; provide families with good, sporting environments; and put sport exercise equipment in parks and lighting along the Diamond Creek Trail	6
<b>Build community spirit:</b> Strengthen the sense of community spirit; create a town square/garden area; support local arts/music; provide more events that bring the community together and an annual snake awareness show	6
<b>Remove the level crossing</b>	5
<b>Encourage pedestrians and cyclists:</b> Improve the bike track area; make ongoing repairs to the park main trail; finish the bike trail to Hurstbridge; encourage safe pedestrian movement; provide safe cycling lanes and secure bike storage	4
<b>Retain the country feel:</b> Reduce housing development that impacts on native vegetation and discourage small block subdivisions; preserve the green wedge	4
<b>Increase public facilities:</b> Provide access to a library facility and 24 hour police station	3

Themes in anything else responses	Number of times mentioned in responses
Improve public transport services: Provide regular bus services around the township; duplicate the train line for more frequent trains and improve public transport connections	3
Address the rubbish and littering issue	3
Improve parking and increase parking spaces near station	2
Other	6

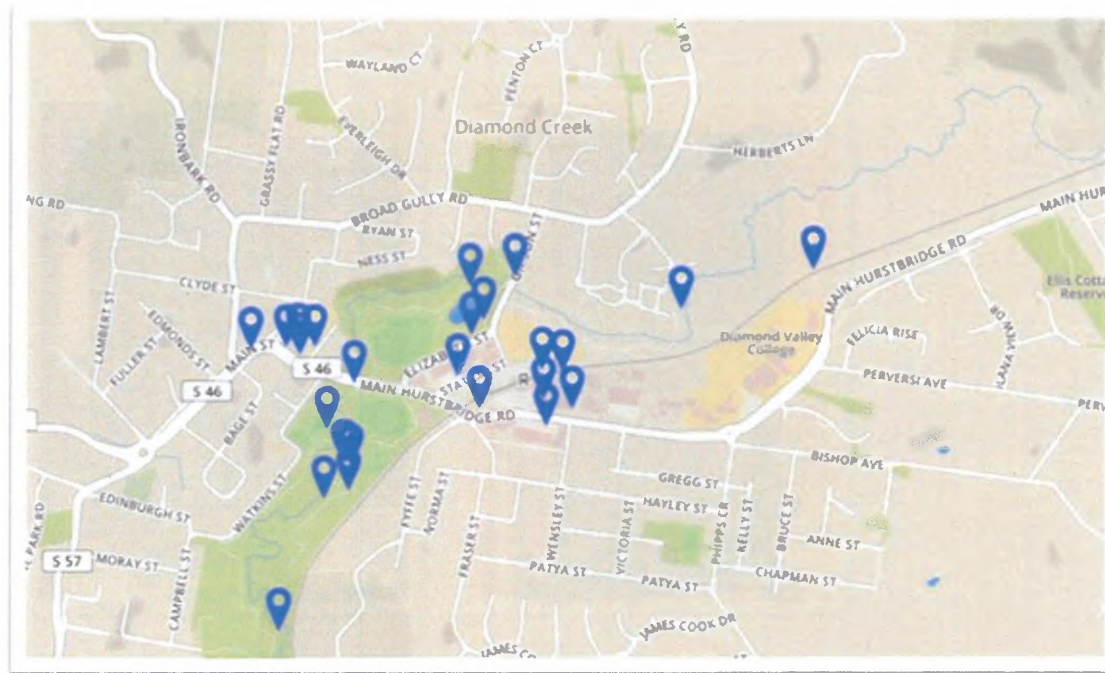


### 3. Mapping Tool Results

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.

26 pins and comments were dropped onto the online mapping tool by 9 contributors, 9 showing hidden gems and 17 showing locations that need attention.

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



Screen shot of online mapping tool

### 3.1 Hidden Gems

A total of 9 pins reflecting hidden gems were received by six contributors via the online mapping tool.

There were a diverse range of locations listed as hidden gems including the 'Labyrinth Loop', walking and bike paths, sporting facilities and a few specific shops and businesses.



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

Latitude	Longitude	Address	Comment
-37.6764296	145.1530409	12 Dening Street, Diamond Creek Victoria 3089, Australia	With the building of a second pedestrian bridge near the Campbell Street Reserve, The 'Nillumbik Labyrinth Loop' is a lovely circular walk/ride of just over two kilometres. The sporting facilities are great and when the Labyrinth is built, there will be a passive activity for citizens of all ages to participate, enjoy and share.
-37.67083172	145.167675	181 Main Hurstbridge Road, Diamond Creek Victoria 3089, Australia	When the Diamond Creek Trail is extended to Hurstbridge, both Citizens and visitors will have the opportunity to enjoy what our town has to offer. The Nillumbik Labyrinth loop and the Labyrinth will be of particular interest.
-37.6766122	145.1522659	22 Watkins Street, Diamond Creek Victoria 3089, Australia	This path was a fantastic addition to the walking paths
-37.67991447	145.1508522	61 Challenger Street, Diamond Creek Victoria 3089, Australia	Great place to watch trains go by in a lovely bush setting. Steam trains on Wattle Festival Days in August!

Latitude	Longitude	Address	Comment
-37.67123595	145.1568389	32-34 Elizabeth Street, Diamond Creek Victoria 3089, Australia	Lovely tranquil area around the pond
-37.67277303	145.1519573	5 Inglis Street, Diamond Creek Victoria 3089, Australia	Fossick! Great shop caters for all women
-37.67279001	145.1510453	Chute Street Fish & Chips, 14 Chute St, Melbourne, Victoria 3089, Australia	best fish n chips in town
-37.67296834	145.1514852	34 Chute Street, Diamond Creek Victoria 3089, Australia	Volumes - great for this end of town!
-37.67184314	145.1634908	44 River Gum Close, Diamond Creek Victoria 3089, Australia	Just beautiful walks around here. Some benches would be nice to sit and relax

### 3.2 Needs attention

A total of 17 pins reflecting areas needing improvement were received by 8 individuals via the online mapping tool.

There were a diverse range of locations listed as needing attention with many being about traffic management and parking.

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

Latitude	Longitude	Address	Comment
-37.67435253	145.1571715	9-11 Brooks Crescent, Diamond Creek Victoria 3089, Australia	This intersection is really dangerous and it is what is stopping me from letting my kids walk to school by themselves.
-37.67344049	145.1597786	Domino's Pizza, 67 Main Hurstbridge Rd, Melbourne, Victoria 3089, Australia	Traffic management at the Diamond Creek Shopping Station urgently needs attention before a major accident occurs. The kerbs and channels between Wensley Street and Brooks Crescent on the south side are a disgrace. The levels and drainage reflect badly on the Shire's management of infrastructure. The opportunity for traffic management and by-pass of the shopping area to ensure those who are just passing through has come up three times now since my wife and I moved here 57 years ago. Each time the available options diminish. This need goes hand in hand with the railway crossing. The pedestrian's needs are largely neglected. The distance traffic lights between Elizabeth Street and the Diamond Creek shopping

Latitude	Longitude	Address	Comment
			Station a far apart. Pedestrians continually take the chance crossing at places other than those designated and I do fear a tragedy before anything happens to minimise this inevitability.
-37.67478561	145.1592636	72 Main Hurstbridge Road, Diamond Creek Victoria 3089, Australia	No comment was received, however the pin was dropped on the public toilets at Diamond Creek Plaza.
-37.67571121	145.1528639	22 Watkins Street, Diamond Creek Victoria 3089, Australia	DC Off Leash Dog Park. Council started to address the lack of maintenance to the Dog Park however 'we' are still waiting for the completion of the outstanding issues. More toppings (42 cubic square meters), Entrance Gate Latches require adjusting, Chicken Wire to be installed in entrances, Weeds and Blackberries growing along boundary fence line. As a resident of DC and frequent user of the Dog Park I have been mowing the grass in front of the Dog Park Car Park (behind the DC Lawn Bowls Club) as the Council simply don't attend to it frequently enough. Council have advised that they will be 'planting that area', we're still waiting to see that to happen. Lack of funding is what I keep hearing yet our sporting ovals don't seem to have that issue.
-37.67411051	145.1591939	67 Main Hurstbridge Road, Diamond Creek Victoria 3089, Australia	Coles Carpark. I refuse to park in this carpark and now go across the road. The amount of congestion due to being able to turn left off Main Hurstbridge Rd into the carpark to then only have to stop to wait for a car to turn right into the carpark out the front of Subway is simply nothing but frustrating and annoying. The entrance into this carpark needs to be closed off and entry into it needs to be along the road where the Police Station is. The amount of people that block this entrance for other motorists to turn into is just mind blowing! It wouldn't matter if you line marked the road with 'KEEP CLEAR', people just don't care and block the entrance anyway. Block this entrance OFF which in turn will create a better flow of traffic in and out of the Coles Carpark.
-37.67569959	145.1529652	22 Watkins Street, Diamond Creek Victoria 3089, Australia	This park is poorly looked after by the council. Park users have been doing the maintenance.  If this is acceptable then I expect to see the cricket/football players mowing the lawns of the ovals
-37.67334199	145.1591134	Diamond Creek Calisthenics Station, Melbourne, Victoria 3089, Australia	Town Square needed



Latitude	Longitude	Address	Comment
-37.67368167	145.1532125	1 Main Hurstbridge Road, Diamond Creek Victoria 3089, Australia	Better shelter for Park Run. Over 300 people use this as the starting point for a fantastic community run each Sat morning. A simple shelter is needed for organisers to help run the event and for runners and walker to leave gear,
-37.67274755	145.1514316	21 Chute Street, Diamond Creek Victoria 3089, Australia	40km/h speed limit needed
-37.67485354	145.152365	22 Watkins Street, Diamond Creek Victoria 3089, Australia	Improve access to netball courts from trail. Formalise goat tracks and plant grass or pave over bare ground
-37.67210215	145.157268	32-34 Elizabeth Street, Diamond Creek Victoria 3089, Australia <a href="http://participate.nillumbik.vic.gov.au/diamond-creek/maps/diamond-creek?reporting=true#marker-35045">http://participate.nillumbik.vic.gov.au/diamond-creek/maps/diamond-creek?reporting=true#marker-35045</a>	Lovely swimming pool but needs cover over deeper water to protect against the sun
-37.67246731	145.156914	24 Elizabeth Street, Diamond Creek Victoria 3089, Australia	Not enough parking for tradies and residents trying to use the street during footy season. Parking should be expanded on the north side and/or parking banned on the street on that side so as to allow traffic to flow freely.
-37.67435677	145.1600897	75 Main Hurstbridge Road, Diamond Creek Victoria 3089, Australia	Road needs duplication
-37.67352881	145.1564687	15 Station Street, Diamond Creek Victoria 3089, Australia	Street should be one way. With trucks parked on the street hard to pass
-37.67102365	145.1582658	32 Gipson Street, Diamond Creek Victoria 3089, Australia	Needs to be duplicated. Traffic has increased a lot over the last 8 years.
-37.67581948	145.1531086	16 Fyffe Street, Diamond Creek Victoria 3089, Australia	Bring back the doggy plastic bags
-37.67284521	145.1499563	69 Main Street, Diamond Creek Victoria 3089, Australia	Fix the off camber and tree roots

## 4. Place-based Pop-Up Engagement Results

### 4.1 Overview

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

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

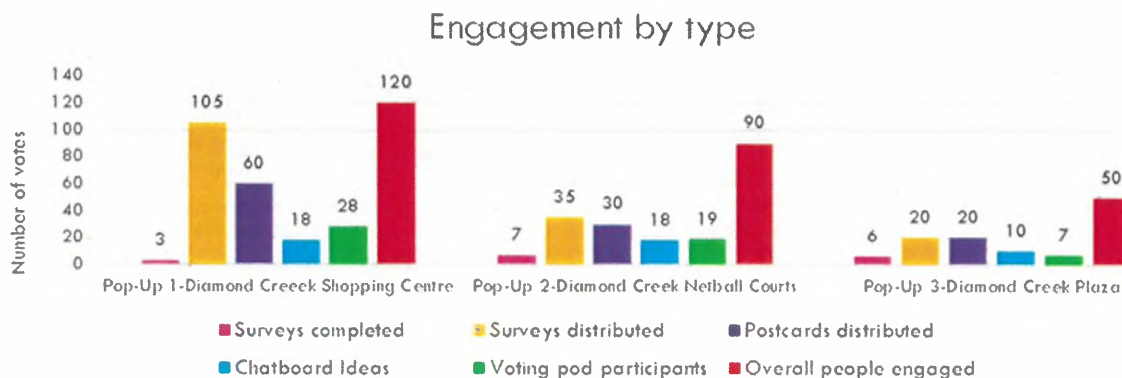
#### Place-based engagement pop-up schedule

POP UP	DATE	TIME	LOCATION
Pop Up 1	9 August	2:30-5:30pm	Diamond Creek Shopping Centre
Pop Up 2	18 August	8am-11am	Diamond Creek Netball Courts
Pop Up 3	18 August	1pm-4pm	Diamond Creek Plaza

Over 260 people were engaged during the three pop-up events. The graph below outlines the pop-up platform engagement tools that were used and how many people participated.

In total, over 150 ideas and views were gathered through the place-based consultation activities (chatboards, voting pod, drawings) as well as 16 surveys being completed on-site. An additional 160 surveys were distributed to the community including all business owners at the Diamond Valley Shopping Centre, Plaza and shops and businesses south of the precinct and 110 postcards promoting the online survey were 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 Pop-up trailer engagement tools

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

4.3 Chatboard responses



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

- 1: What do you love about the Diamond Creek 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 Diamond Creek Town Centre better in the future?

A total of 46 comments were written on the chatboards at the three pop-up events.

The thing people loved the most about the Diamond Creek Town Centre now was the environment including trees, wildlife and parks.

Some of the ideas to make the Town Centre more welcoming, vibrant and alive included improving the traffic such as remove the level crossing, improve parking and pedestrian access at the shopping centre and coordinate the traffic lights with the railway crossing, creating a town centre and schedule more events and activities such as entertainment of young people, music events or concerts and a farmers market.

Four of the five big ideas for the Diamond Creek Town Centre were around improvement to parking and traffic and the removal of the level crossing.

*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?
Can walk everywhere	Needs a town square	Coles car parking (chaos when shopping)
Nice parks	library	Diamond Creek is the best
Netball	More walking paths	Improve traffic flow (eg: one-way streets in a circuit-Station St)
Maccas	Entertainment for young people/teens	Remove level crossing
Community events	Music events/concerts	Fix the car parking
Nature	Car parks	
Route 66	Under cover netball courts	
The environment	Update Diamond Creek Plaza	
The trees	More videogames	

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?
The trees and birds	Improved traffic	
Sporting ovals	Remove level crossing	
The pub	Pedestrian safety in Coles precinct, it's diabolical and dangerous	
Walking tracks	Co-ordinate the traffic lights with the railway crossing	
Openness	Have a farmers market	
Relaxed atmosphere	Basketball court	
Creek	Beautify the shopping precincts, plant trees, shrubs, mulch	
Wildlife	Also train station carpark, plant trees for shade	
	Clean up rubbish	
	Trees	
	A stage	
	Accommodation has to suit changing needs/demographics in ageing population (stairs in town houses can be a barrier)	

**4.4 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 52 people who voted on whether the Diamond Creek Town Centre had a good range of quality shops and services available, 82.6% said yes and 17.3% said no.

Of the 40 people who voted whether the Diamond Creek Town Centre had a great sense of community 92.5% said yes and 7.5% said no.

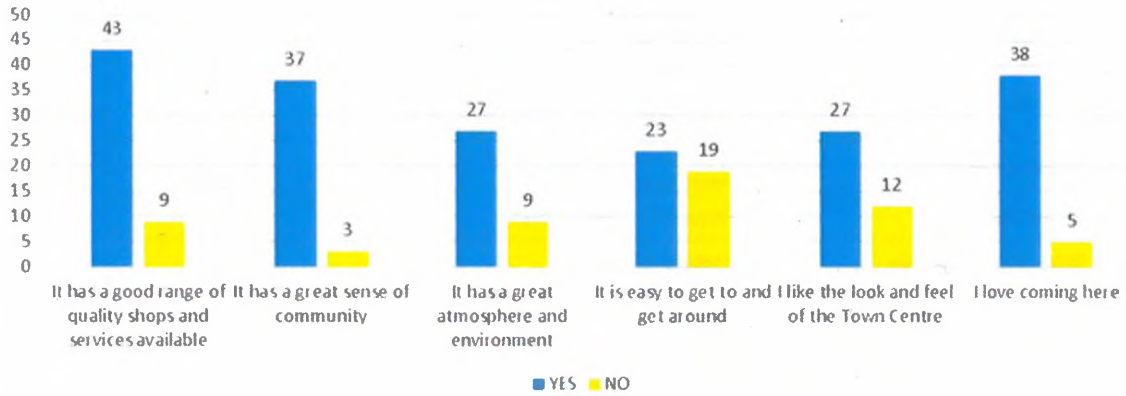
Of the 36 people who voted whether the Diamond Creek Town Centre has a great atmosphere and environment, 75% said yes and 25% said no.

Of the 42 people who voted whether the Diamond Creek Town Centre was easy to get to and get around the centre, 54.7% said yes and 45.2% said no.

Of the 39 people who voted on whether they liked the look and feel of the Diamond Creek Town Centre, 69.2% said yes and 30.7% said no.

Of the 43 people who voted on whether they loved coming to the Diamond Creek Activity Centre 88.3% said yes and 11.6% said no.

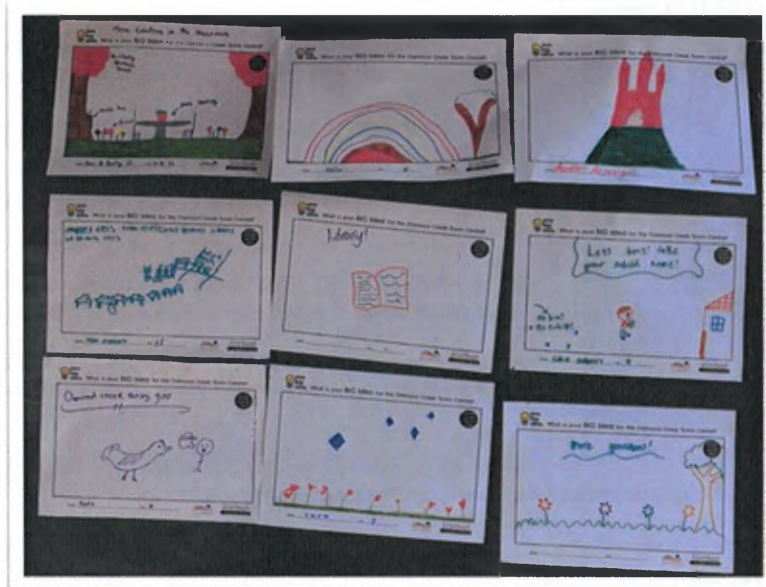
Thinking about the Diamond Creek Town Centre, do you agree with the following statements?



4.5 Big ideas drawings results

Nine children and young people provided their 'big ideas' for the Diamond Creek Activity Centre via drawing.

Children and young people's big ideas included a park with more seating, trees and a drink tap, a rainbow, a castle, less train crossings, more gardens and flowers, a library, less bins so people can take their rubbish home.



## 5. Appendix

### 5.1 What is one thing you love about the Diamond Creek Activity Centre now? (N=101)

What is one thing you love about the Diamond Creek Activity Centre now?
Ability to access necessary need in daily life
The quietness most of the time.. the green trees, flowing creek and hilly landscape
Business owners who relate and cater to the local residents.
Cafe (bar piccolo) near playground
Cafe's
Can walk from one place to another
Can walk to most of it and just park the car once
Chute Street streetscape
Close to my home, walking distance
Community
Community feel
Convenience - easy to get around a range of businesses
Country village feel. Being in the country.
Diamo Fair
Diamond Creek runners / park run
Diamond Creek trail
Diverse range of shops
Easy access to all shops
easy to access
Easy to park, shade, landscape that links to the natural history of the area
enough parking
Everything is close to one another. Easy to get around.
Feels safe
Fix the car park design. Remove the train tracks so it's not so congested. Make the town a bit more modern with some character and art or something. Maybe a town square like Eltham. The YMCA need to be redeveloped.
For me is the fact that I can walk there. The rail line divides the town unfortunately and makes it a little hard to make it come together as one town.
Good range of different shops
Good walking / cycling tracks, playground and easy access to shops etc.
Handy to get to Coles for shopping
I don't have to walk miles to get to the various shops etc. The presence of the trees and birds still gives it a lovely country feel.
I like the bike paths
I love the ymca although in desperate need of an update!
It's close
It's close to home
Its sense of community, particularly on Plaza side not Coles area (parking access terrible)
Large established trees
lots of shops
Maccas
more choice for shop

What is one thing you love about the Diamond Creek Activity Centre now?
netball area
Netball courts
Netball courts, even our kids learnt to ride their bikes there.
Nillumbik cellars
Nillumbik Cellars, op shops.
No love
None
Nothing to complain about
Nothing.
Open space in the middle of the township and trees near the shops and in parklands
Open spaces close by, eg swimming pool looking across parkland and walk/bike path
Open, not crowded
Playground / netball court area
pool!
Sense of a country town
Sense of community and businesses appear to do well.
Sense of community, the Diamond Creek Outdoor Pool, such a lovely ambience there amongst the ducks.
sense of community. Ability to walk everywhere / easy access
Sense of country and community
Shops
Shops
Some of the cafes, IGA, some smaller shops and walking trail along creek.
Sport
St Johns Anglican church and the community it provides and shares with the town.
That it's all relatively close and easily accessible
That you can visit anytime day or night
That you can walk to everything
The Coles carpark needs to be addressed! The rail line is a cause for concern. Clean public toilets on the Coles side.
The community
The Community centre gym classes and Parkrun!!
The community, friendly, unassuming, everyday "good people". All sections of town walking distances - shops, restaurants, parks, sports, gardens as you pass by - complimenting each other as ONE TOWNSHIP. Council please respect this and not divide the community - your "secondary node" divides, discriminates and makes a new town to the EAST!
The community.
The country ambience
The country feel.
The dog park
The dog park and the football ovals.
The environment
The feeling of being a away from the normally large shops. That's tree filled and rural feeling
The friendly community and the local shops.
The great variety of food (take away, cafes and restaurants) anchored by Coles and IGA together with many services and some nice little shops for locals and visitors.
The greenery and open space
The history of the op shop, the new landscaping.
The local community feel, always feels friendly and safe.

What is one thing you love about the Diamond Creek Activity Centre now?
the new businesses that have moved in last 3-4 years at Chute st
The old bridge over the creek . The large gums in the Main St . The deciduous trees in the parkland.
the older style shops up by the windy mile.
the 'Op Shop' and it's staff!
The parklands, reserve, playground and sports precincts.
The people
The sense of community within the centre - the close knit community and friendliness of the overall environment and people.
The sports facilities
The treed leafy outlook and family friendly feel
The trees, birds, dog park
The variety of shops
the walking/running track
Trails through the area
Trails, open space
Train station & good public transport options
Trees
Train station is central
Walking distance between gym, shops, ovals etc.
walking around and sense of community
Walking path as mentioned above
We live in the part of Diamond Creek where many native vegetation have been preserved /end of Fyffe St. and Dering Rd. which gives a great feeling of living close to and within natural environment.
You can walk to get to everything

**5.2 What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique? (N=104)**

What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique?
I love the pool, cycle paths, piccolo mechanico, nillumbik cellars, eucalypts
Access to the parks and paths along the creek
Around the lake
Bike and walking trails.
Birdlife, piccolo Mechanico, nillumbik cellars
Cafe
cafes
coffee shops, local supermarket (Ritchies)
Community Events - Park run, Festivals, Blue Light Disco, etc
Country feel with trees
Country Feeling
DC Football ground. I play cricket in Summer
Diamo trails
Diamond Creek 'bike' courts and playground
Diamond Creek Trail
Diverse shops
Don't know



What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique?
Easy access to parks, schools, shops and lots of public transport access all in walking distance.
Easy access to retail and recreational areas, all close by
Few nice cafes, second hand shops
Friendly people, great coffee and Thai restaurant.
Handy to get to Coles for shopping
I don't know any hidden gems
I don't know what are they?
I'm a little surprised that St Johns, Diamond Creek hasn't been included in the activity centre.
It has everything you need
It is unique as has 3 different parts but all compliment as on township. Chute/station/plaza that compliment each other. This was recognised by state panel. No discriminatory. This should be respected and recognised by council. Council has a duty of care to remove discriminatory secondary mode.
It's close to you and always available
It's small town feel
La Sera Pizza, really good pizza
Local businesses/people: Butcher, Greengrocer, Hair Salon, Barber, Chemist, Newsagency.
Love the 'letterbox library', planter boxes in main street, bike track is great
Love the walking track and dog park. Netball!
mitre 10 is good. the netball courts and playground are great.
Mix of shops, businesses and services. Lots of established trees
Multi age community. Not too large and built up. Sporting facilities focus. Great for walking dogs and casually meeting other dog owners.
netball court and footy oval, dog park area.
Netball court area
Netball courts, IGA customer service and friendly faces
Nice, little town
Nil
None
None, it's just a busy retail area and not a place to play.
Not exactly a hidden gem but Mitre 10 has to be the friendliest hardware store in Melbourne . Diamo also has the best coffee - Piccolo Mechanico .
Nothing. The whole area is terrible.
Occasional child care centre
Open space in the middle of the township. Trees near the shops and in parklands.
Our son loves the play park by the netball courts.
Parking is not good between Coles and IGA opposite
Piccolo Mechanico
Quiet areas
Reserves along Diamond Creek
Rural, not crowded
Sense of community
Sense of community
Sense of town not large city
Shop owners know familiar faces, gives a community feeling
Some of the cafes are lovely meeting places, the parks are great
Swimming pool, Piccolo Mechanico cafe, Nillumbik Cellars cafe and deli, International cuisine restaurants
The beautiful gum trees
The bike path to Eltham

<b>What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique?</b>
The bike paths which I use for running
The bike track to Eltham
The bike trail
The bike/walking track
The bush
The cafes, the beautiful people attending them and the general sense of community.
The cockatoos and parrots Nillumbik cellars Fossick Diamond Creek walking track
The community library boxes outside cafes. Cube Z (the art container)
The container art space, walking bike track. Friendly customer service everywhere. Nature along the walking track, ducks, kookaburras etc.
The country feel
The creek and walking track. One lane bridge at Gipson Street
The creek itself, wildlife, parks and vegetation.
The Diamo Outdoor Pool!!! - needs \$ from Council - needs professional cleaners (change rooms stink), needs repairs done immediately not months of waiting, needs baby change tables, permanent opening and closing season (1st Sept - 30th April), car park signs adjusted, better management - has been ONLY pool in Nillumbik for last two years - please invest in our Pool!!!
The Diamond Creek Trail
The duck pond & some of the little parks around the neighborhood
The greenery and open space,
The lovely trees lining Main Hurstbridge Road next to Mamgrook oval. The shops need major upgrades.
The netball courts are a great community environment
The netball courts, the running/walking track. I certainly would not call any spaces in DiamondCreek unique.
The nice paving but unfortunately not kept clean. In front of Austin Health op shop the path looks good but always messy. Either encourage shop owners to sweep it by some sort of incentive or Council maintains it.
The ovals
The park is wonderful for the kids, the netball courts are fantastic when notninnhsenfor netball. The local fruit and veggie shop in diamond creek is by far our favourite!
The quietness most of the time.. the green trees, flowing creek and hilly landscape
The range of shops
The trail
Netball courts
The treed landscape and country feel make it unique and attractive to visitors.
The trees, especially the tall River Reds. The interesting indigenous plants which grow surprisingly well in the IGA side car park area
The walking and ride trscks close to the center
The windy mile building seems to be a prominent original building
There are many parks and open spaces.
Trees and birds, ovals etc
used map
Veronica's Pantry for party supplies, giftware and storage items. Mitre 10 for its hardware etc - the staff are always so helpful. Ritchie's for grocery shopping- again the staff are always helpful.
Vines Cafe Specialty shops Sporting venues Walking paths

What are the hidden gems of the Diamond Creek Activity Centre or what makes it unique?
Volumes gifts and bookshop - quality and affordable gifts without needing to travel to the big shopping centres.
Nillumbik Cellars / Vines Cafe - Longstanding family run business with large wine selection and lovely cafe.
Walking / bike path along the creek
Walking path from Mangrook oval to Allendale road, used by Parkrun each Saturday morning
Walking track!
walking tracks, cafes closer to Greensborough, op shops.
Walking tracks, Nillumbik Cellars, Historic Buildings
walking trail, parkrun, community garden, piccolo mechanic,
YMCA - friendly staff and great sense of community
Parks and trails - we're very lucky to have such great open space
ymca, the few quality shops, the people

**5.3 What is your one BIG idea to make the Activity Centre better in the future? (N=97)**

What is your one BIG idea to make the Activity Centre better in the future?
A "centre square" similar to what Eltham have done. Greenery, relaxing area, modern looking. Diamond Creek is quite old and grungy.
A bus through Broad Gully Road
A fantastic, big adventure playground like the one that burnt down in Eltham North
Adding more netball courts and putting shelters over the existing netball courts so that rain doesn't stop play.
Area for people waiting for trains. Out of the rain and wind. Maybe couches etc.
Athletics track (diamond creek runners)
Amphitheatre for music events, community.
Beautify the entrance at the top of main st. It looks untidy and boring
Better access in and out if the main shopping precinct, there are not enough lanes in and out if the shops I it can sometimes take a very long time to leave the files side of the shop.
Better accessibility into DC from both directions. Removal of railway crossing.
Better bike path link and bike parking for the main shopping areas. Diamond Creek could be set up for bike riders to come and shop and do other activities.
Better flow of traffic travelling through the centre of town. Get rid of railway crossing bypass for through traffic. Like to see more plantings of foliage.
Better pedestrian crossing at Railway
better quality of shops. more outdoor eating areas. destination stores/cafes to bring people into the area. better connectivity to the recreation areas.
Better range of shops - a kids shop would be great as an example
bring the buildings closer tot eh road and place the parking round the back
Bus through Everleigh Drive
By pass through traffic via Collins st/Broadgully rd to Wattle Glen Roundabout freeing up Activity Centre area for ease of movement and safety
Car parking
Change the look of the Plaza. Spend some money on updating the place. Stop providing permits of all the takeaway shops in Diamond Creek. Put in some boutique shops. Make it more 'trendy' like Eltham.
Changing the main arterial road to 40km till mid and widen it!
Community market day. Community fun day.
Continuity and get rid of the Hotch Potch look.
Duplicate main road
Extend the walking trail

What is your one BIG idea to make the Activity Centre better in the future?
Fix the traffic lights up tuning in and out of the Ritchie's and Coles car parks - there needs to be turning lights.
Fix up the intersection between coles and iga.
Gardens need attention. Town centre like Eltham.
Good design with strong visual appeal, celebrating the suburb's history and rural bush location.
I just think our town needs a refresh!
Improve Coles carpark - always chaos.
Improve link between each side of Main Road
Improve the bottle neck of all traffic (cars and foot traffic) having only 1 level crossing at main road for miles.
Put a pedestrian crossing down near george st (or closer to the high school once the extension to the DC - Hurstbridge Trail is in place). It can be just like the one approaching Eltham on that part of the DC-Eltham trail.
And remove the level crossing on Main Rd.
Improve the traffic congestion at the shopping centre. Perhaps eliminate the rail crossing and fix this traffic congestion with the one solution.
Improve traffic flow across railway line and existing Coles carpark
Improve traffic flow and make pedestrian access easier
Improved look/access to shopping precincts, particularly the plaza
Increase shops, parking, more activities
It could do with a family style restaurant and not just the endless take away types.
It would be great to have some sort of rewards program / card that would see consumers accumulate points for future benefit when they spend their hard earned dollars in Diamond Creek.
I'd also love to see a free shuttle (even just on Saturdays) operating from the train station and looping around the plaza and across to the Chute Street precinct. This would expand shopping options for train commuters and consumers who might park in one spot but want to get around the entire activity centre without having to walk everywhere.
KFC
Leave diamond creek alone
Less through traffic. People from other areas driving past our Activity Centre with no intention of shopping.
Lobbying the government to remove the level crossing to aid emergency services and allow better traffic flow. A major park to be implemented similar to Mckenzie reserve in Yarra Glen.
Lower rail line and station. Extend across lowered station with more parking. Improve traffic flow eg: widen road, put up speed signs in car park eg 20kph. Cars are speeding - children and elderly use this space too. Sorry to get carried away.
Make it bigger
Make it more pedestrian friendly! Large expanses of car parking aren't great to walk through. Understanding that there will probably be short-medium term parking requirements and restructure of the centre should ensure parking is to the side/rear of new development or "wrapped" in retail/commercial uses.
Make Macdonlds responsible for the trash their customers leave everywhere
Make station st and Elizabeth st one way to reduce the danger from the traffic. Fix the Coles car park. And the lights at the supermarket carparks. Put in a sky rail to get rid of the level crossing.
Make the creek better quality
Make the road dual lane in both directions over the train line allowing traffic to flow more freely therefore reprogramming the traffic lights at the coles carpark entrance allowing tuning signals to free up intersection and traffic.
Minimal developement . More parking at rear of shops to reduce traffic congestion on Main Rd.
Modernise the shopping area, beautify the area, improve the driving conditions around the shops
More arts and culture e.g. public music events.
More car parking (post office side).
more choices but not like large city

What is your one BIG idea to make the Activity Centre better in the future?
More community events/festivals
More eating places
More greenery and open space
More parking
More pedestrian friendly. There are cars everywhere and challenging to cross roads
More plantings and shade in car parks
More spaces for kids/teens.
More toilet facilities in other locations. Not locked in the shopping centres.
more trees. Safe area for children to play while adults have a meal or a coffee.
More volunteering and activities that bring people together
motorbike shop, motocross track
Need to redirect traffic so that those that live up the line can get over the track somewhere else and bypass Diamond Creek. The traffic in the main street at peak hour is shocking and the rail line does not help.
needs a more welcoming café / pedestrian area
New town square
No restrictions of secondary importance to Chute St side. Recognise shops, housing strategy, restaurants, the history - first, and then the new East Chute St side. It is ONE (not 2 activity centres). ONE TOWNSHIP, ONE COMMUNITY (NOT TWO!)
Pedestrian centric design. re configuring the area so that it is inviting and easy for people to access via foot. Currently very car focused and as a result noisy, dangerous and not a nice place to hang out, have coffee, eat out at etc
Plant a lot more trees
Please amend and fix the parking issue in/around the Coles Diamond Creek precinct. It is dreadful and unsafe. Zebra crossings, larger parks, line-markings, signs would make it a lot better. There is a lot of tension and questionable driving in this area, which one day will turn ugly.
Preserve every scrap of open space possible as more intensive housing etc means more people will have less private outside space. Make it compulsory to have such space and in such a way that it cannot be removed in several Council's time.
Redesign the shopping precinct with a town square
Redevelop the Community Centre to have more community spaces that will improve social connectedness for all age groups & Clubs that don't have affordable spaces to meet up.
Redevelopment of Main St to address traffic / level crossing revamp / removal from Mitre 10 to Mamgrook oval. Hard work in the evenings.
Reduce the amount of shops that sell alcohol.
Reduce the speed zone in Chute St.
Refresh façade of shopping area. Regional play space - better parks than the one we have now.
More frequent trains.
Skate Park!
Somehow improving the traffic flow out of the supermarket intersections
The I G A shopping area overhauled and perhaps a town square, like Eltham has! Diamond Creek is a very busy centre but has nowhere to sit anywhere around the shops...
Even a pedestrian overpass from one side to the other...make shopping SO much easier....
The traffic lights and parking. Not much room to get around. Carpark is difficult to get in and out of, especially with lights.
Timber facades on some of the buildings.
To build a bypass, so the centre of Diamond Creek isn't so busy with the morning and after work constant traffic.
Green the centre. Plan more trees and create nature islands /with trees, bushes and smaller plants/ within the parking lots on both sides of the main road. Create shoppers - friendly sitting places close to or within such nature "islands". The only sitting areas are attached to the centre businesses.
Public art in forms of sculptures. Water features. Children friendly oasis, where they could play.
By the walking tracks along Diamond Creek creek, exercising stations permanently built in.

What is your one BIG idea to make the Activity Centre better in the future?
To improve the road congestion near the rail crossing to get around easier
To update the Diamond Creek plaza, it's very dated and has become a bit of an ugly distraction.
Total revamp of the IGA shops including a town centre.
train to be under or over the road to make traffic flow better
Try and make it more a of town centre feel
Upgrade DC Community Centre
upgrade netball courts
Upgrade of facilities for families, more parks.
Upgrade the roads to enable traffic flow at peak times
Use the parklands space to create at least two events in the year and ask local traders to be part of this...unlike Diamo Fair where food vans are hired in Community events ie: we have space and track do our own COLOUR RUN! And what about a Pop up blow up water park or giant Slip n Slide like they do in the city.
well connect to public transport
would love to be able to walk/cycle safely off road/pavement with my kids from Peevers Ave area. Would live much more investment in native planting, screening off view of car parks, improvement of appearance of shops. more picnic areas by creek - similar to Warrandyte. outdoor garden seating at cafes.

#### 5.4 What do you think could make the Activity Centre more welcoming, vibrant and alive?) (N=89)

What do you think could make the Activity Centre more welcoming, vibrant and alive? (N=89)
40km/h speed limit. More tree planting. Better paving and character. Celebrate indigenous and European cultures (eg Mangarook and Coventry Ovals)
A big sign saying welcome to Diamond Creek over the road near Nillumbik Cellars.
A café / pedestrian area
A more diverse range of retails
A welcome mat
Advertised classes in hobby areas, wellness etc.
Again - redesigned streetscape using natural materials and muted colours. Healthier food options. Yarra Valley produce stores. More connection with the artists in the area - exhibition and sales and possibly commissioned streetscape work. A crackdown on cheap shop signage particularly in adherence to colour palate. Diamond Creek has huge potential as a major Nillumbik hub - so needs to showcase what Nillumbik is all about ie: nature, history, art, craft, local produce, community.
all good
An easier way to exit the Coles carpark west bound. Even though you are leaving you'd feel more welcomed to return if not subject to road rage every time!
Art, plants, color.
Artists painting hand walls.
Artwork
Beautiful planting, making more of social areas
Better bike track
Better connectivity from local streets to bike track. Eg: Kim st, windmill rise (no paths to track)
Better façade shopping area. Art pieces, sculptures, landscaping
Better parking and pedestrian movement
Better parking options - the Coles car park is terrible
better quality of shops. more outdoor eating areas. destination stores/cafes to bring people into the area. better connectivity to the recreation areas.

What do you think could make the Activity Centre more welcoming, vibrant and alive? (N=89)
better signage and street scaping
Bringing activity closer to the street around the coles/IGA area.
Clean up the garden beds, and footpaths more than once per year.
Colourful clean and clear signage.
Clean and refresh train station
Colourful signs. Rainbow zebra crossings
Community garden somewhere in the local center of Diamond Creek, increase planting of indigenous plants
Fix coles carpark as difficult to exit when busy and tidy up with plants and repairs to IGA plaza area..and dont allow tacky shops like CIGNAL to be there.
Fix the entrances and exit to Coles and IGA
Getting improving traffic flow and pedestrian access.
Have a welcoming Town square like in Eltham to encourage community to connect. Invite school choirs and more to perform music to entertain local community. Update The Swimming pool bringing its facilities into the 21st Century so we can use all year round.
I love the portable art gallery
IGA side needs landscaping, at least one decent restaurant and a proper playground! Encouragement of better quality traders would help people to shop local
Improved landscaping particularly in the garden beds surrounding the Plaza and Coles carpark. Current plants look very sad.
Large planter boxes, seating.
Leave it alone
Less asphalt and concrete within the central area. Wood/timber, rocks featured and far more green areas within the parking areas by the shops.
The nature bed /with trees, bushes and smaller vegetation/ in front of the Akson Thai restaurant is a very pleasant example of a sensitive and tasteful arrangement. More outhouse like this one.
Less food stores (take-away) lower costs on rent of shops to help retailers provide a variety of stores to us.
Less run down shops- classier people
Less takeaway
Lights in the trees along the Marnbrook oval side. Upgrade/modernising of the street scape. Better and more Christmas decorations during December.
Maybe some more wine/cocktail bars, happy hour afternoons with local musicians. Lots of people travel to Eltham to enjoy the bars!
Modernise it
More choices, more variety
More free activities for the family and maybe painted street poles and art work around in different areas. (local artists)
More gardens and open space
More greenery/trees, cosmetic overhaul. Greater sense of charity would also be a huge benefit.
More landscaping, especially in the garden beds on the diamond creek plaza side mainly at one end.
More native trees etc, it can't turn into another Laurimar
more of a town centre feel and the railway line kind of cuts it into 2
More of the crazy paved areas and plantings
more outdoor settings to gather and sit near cafes
More pedestrian friendly. There are cars everywhere and challenging to cross roads
More places for young people.
More plantings . Less traffic .
More plants

What do you think could make the Activity Centre more welcoming, vibrant and alive? (N=89)
More public seating for elderly
More restaurants/ cafes. Entertainment!! Our own library..
More trees
Needs more seating and flow of an environment being user friendly. Roads traffic lights drive us crazy.
Not at all keen on "vibrant and alive" as it sounds too noisy, busy. Better organised vehicular management. Coles, in their online surveys continually ask about the parking. I continually comment on the small spaces, narrow access and NOTHING HAS EVER HAPPENED.
Outdoor area for sitting and eating isolated from parking
Outdoor spots at cafes to sit in summer but in winter they need to be sheltered. Maybe creating a town square like in Eltham. The place for that is probably in the space where the chicken shop is, and now a new café. Cover it over and have seating or turn it into a garden.
Pedestrian centric design. re configuring the area so that it is inviting and easy for people to access via foot. Currently very car focused and as a result noisy, dangerous and not a nice place to hang out, have coffee, eat out at etc. Also more tree planting and natural landscaping. Large european trees along main roads Wider footpaths More bike paths and bike lanes on the main Diamond Creek Road
Planting around shopping precincts
plantings, outdoor seating/eating areas - not next to road
Protect some of the edge of carpark gardens with better edging - timber and stone edging. The edge should be high enough to deter pedestrian traffic and made of stone cladding ( like on the Coles building) and timber. Add a shallow covering of course mulch and lots of Einadia nutans (Nodding Saltbush). Have short sections of garden beds so that pedestrian traffic naturally goes between beds rather than on them. Add a narrow strip of well protected garden beds through each of the car park areas - edged in the same way as above. Cherish the River Reds, add some bushy plants so that small insectivorous birds are attracted to the area to keep these Eucalypts healthy. Ensure garden maintenance staff can recognise Einadia which keeps popping up - great asset if not sprayed.
Provision of all'aperto cafe & dining infrastructure
Re expose and maintain the beautiful leaf art on shop front roofing, that has been covered with ugly advertising signage, on Coles side, and then add to Ritchies side, so Centre does not look so divided. really!?! There are so many ideas! Make better use and better decorage Cube Z. Encourage artists to use space and set up small local outdoor market in summer around this.
Re-locate the birds from the Coles carpark!
Removal of the rail level crossing ,less through traffic, outdoor gathering space for people to sit and chat whilst others shop. A central family oriented community club ,like an RSL or combined services club would provide an anchor presence in the area to attract people in a different way than the PUB/TAB/Pokies does
Remove the rail crossing. Improve streetscape.
Signage for walking trails, how far etc, gradient, if accessible?
Some areas could do with a general spruce up. Some consideration could be given to having kids activities or some live entertainment on Saturdays.
Street furniture and lighting. Footpath dining.
The I G A shopping area overhauled and perhaps a town square, like Eltham has! Diamond Creek is a very busy centre but has nowhere to sit anywhere around the shops... Even a pedestrian overpass from one side to the other...make shopping SO much easier.... and nature strips, etc, better maintained.
The main shopping areas are very dull. Not sure what would improve them.
The park is brilliant, but I find that it is aimed at older kids (even my 6 year old cannot reach the height of the monkey bars!). I have younger children and I feel like there is not enough for them it do. A sandpit, lower play area would really complete it all.



<b>What do you think could make the Activity Centre more welcoming, vibrant and alive? (N=89)</b>
The shopping precinct has poor parking, traffic flow and looks tired and neglected. Improve these and also incorporate more vegetation rather than just concrete and bitumen.
Along the bike path area near Marngrook oval there is a need for a more permanent shelters to help people escape heat/wet weather
the shops look old & tired, especially on the IGA side of the shops. Needs to be revamped
togetherness
Town square, new resaturants. There are too many takeaway shops. I always go to Eltham or Warrandyte.
Treed walkways
Trees and shrubs help soften any area. Chute street has planter boxes. Colour.
Update the buildings but still have that rural feel
Upgrade shopping centre on IGA side and decorations at Christmas right throughout the Activity Centre
Upgrade to building facades - especially on the IGA side. A town square type space similar to what Eltham have achieved. More interesting shops and cafes. Upgrade streetscape in general. (a real upgrade not just a few planter boxes!!)
Variety of mixed use developments - Chute and Inglis St - no restrictions that hinder such use. The area will then attract visitors and there will be scope for different types of homes, services and retail. No restrictions on different types of coffee shops / restaurants.
warmth, safety, lower price, easy access parking
You are assuming we want it more 'vibrant'!!!!* Better traffic control, better rubbish control, fewer buildings in supposedly parklands.
zoo

**5.5 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? (N=76)**

<b>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?</b>
A pedestrian crossing needed at the intersection of the main rd and Brooks Cres. Many people /younger and older/ cross there on their way to the train station. Pedestrians first, cars second.
All of it. The carpark, entries, traffic lights, station, roads are an abomination.
An extended walking, running track all the way to Hurstbridge but away from the roadside!
Areas around the train station are often filled with rubbish. Poor pedestrian access between the shop strips on either side of the creek. The IGA shopping centre is an eyesore and needs to be massively redeveloped
Around near the skatepark
Arrows coming out of coles intersection
As above, particularly a pedestrian overpass to connect each side together, making all areas linked, vibrant and safe. All shops would receive more customers if overall access was easier. Traffic congestion is a real problem, particularly on the Coles side.
Be nice to fix Elizabeth Street to have a footpath on oval side and parking bays as congestion with sport and readies makes the road dangerous.
Better lighting at night
Better pedestrian access to both sides of shops. Better arrangements on bus / macdonalds carpark side. Better parking for commuters. Better rubbish removal from creek
Better pedestrian crossings for side streets
Car park at coles not next to station- not safe at night
car parking at Coles is very poorly designed as is pedestrian access. cross overs to businesses make cycling very dangerous for young children - my son (6) was knocked off his bike outside childcare centre. Elizabeth Street turn off from Mainstreet difficult bottleneck.

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?
car parking in the area near Nillumbik Cellars. Not sufficient time. The 2 hour places fill quickly. It is not always easy for an older or disabled person to walk up the hill from car parks behind the shell service station.
Car parking. More stores such as gift shops, deli, sports store, etc. No need to 2 tobacco shops!!
Carpark. Hard to move around, dangerous cars driving etc.
Coles Diamond Creek car park.
crossing from the bottom of Fyffe Street to go to station. lots of pedestrians cross the main road here
Diamond creek station can seem unsafe at night, maybe more attention on the undercover shelter area on the bus shelter side of the platform
Dog park - more obstacles
Driving in and around the shops is horrendous
Easy town centre
Fix coles carpark as difficult to exit when busy and tidy up with plants and repairs to IGA plaza area..and dont allow tacky shops like CIGNAL to be there.
Footpath on both sides of Gipson St
I have no idea why the Activity Centre extends up as far as Patyah St aside from the tennis courts on Phipps Cres
I often see people getting tackled on the footy ovals.
I think it's pretty safe so long as the local police keep up a regular presence. The car parks can be a bit tight and hazardous on the Coles side meaning drivers and pedestrians need to be alert when negotiating passage.
Improve bike lanes out of diamond creek towards greensborough
Industrial area. Train station. Lighting improvements after heading away from activity area across Gipson St Bridge and walking left behind new housing development. Previously a nursing home site my friend didn't feel safe due to poor lighting.
It's a retail shopping area. Nothing more. You can't make a silk purse from a pigs ear.
Lighting on the bridge near netball courts at night
Link both sides of the railway line together better with pedestrian / bike bridges / crossings
McDonalds car park and train station area
More intelligent parking design particularly on the IGA shops side.
More lightning on footpaths for people walking too and from the station
Most of the centre is designed in a vehicle centric manner. Any change to this would be great!
No, educate them how to be safe in these areas
Of course the railway crossing is a massive issue, it needs priority attention. Buses drive too quick through the main activity area.
Parking at station. Need more. Improve parking at Elizabeth Street is too narrow.
Plaza requires upgrade
Removal of the level crossing by placing the road under the track but not by creating a concrete monstrosity.
shops close together
Sporting ground club houses and stands need a upgrade
Station St! It needs to be a clear way (Sacred Heart bound) during normal school zone times. I also see no reason why McDonalds should not be made to re-jig their drive thru to direct traffic into their carpark (that they chain off some mornings) to avoid idiots lining up for an iced sugar drink in the summer. No seriously, when it was under construction I thought this is exactly what they were going to and alas, no! Oh! And both their driveways need better vision to exit. I cannot tell you the number of times i've had to brake hard to avoid getting T-boned will creeping along to get to main road. And the plumbtech business is just outright selfish using the old bus stop as a place to put their truck. You have to overtake a stationary vehicle, blindly before the 90 degree left hander.
Stop people crossing the road from the Op shop to the station. It is the least safe place to cross and I feel for the motorists that avoid so many near misses.

<b>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?</b>
The area around station st /Gipson st/Elizabeth st is a little remote and vandalism/graffiti regular problem
The area from pool to Main rd to pub to bridge. The rubbish here can be terrible due to MACCAS! not Skate park....fine Maccas for every piece of rubbish you find!. They will pay to stay!
The bad language at the skate park
the car park changed to allow the above more pedestrian space
The exit from the Ritchies car park is just dangerous. It is still basically a driveway and I'm surprised there hasn't been an accident yet.
The footpath outside and adjacent to Coles needs to be widened, it's very busy area. Doesn't help with coffee tables and chairs however they improve the ambience of area wider path, would be safe look good add to ambience.
The path behind Coles to the George St carpark feels unsafe at night.
The pedestrian crossings are danger zones, maybe need flashing lights added! The one in front of what used to be Yings is extremely dangerous.
The plaza is a hodge lodge of outdated facades that need to be upgraded. A town centre needs to be added.
The pool - please invest in our pool!!
The skate park is located in the wrong location.
The track along the dog park needs lighting at night.
The traffic in Main Hurstbridge Road is a nightmare from school pick up time (approximately 3pm - 3:30pm) until after peak hour. It's chaotic trying to get in and out of shopping centres, crossing the railway line, traffic banks back to Collins St as well as traffic coming out of the Bendigo Bank Stadium on weekends.
The traffic lights where Coles is needs to have a Green arrow to turn right and it should coordinate with rail line. The intersection of Brooks and Fyffe can get congested when turning right into Fyffe and cannot see traffic coming in opposite direction when there is lots of traffic lined up.
The two main car parks need major attention. the traffic follow through them and into them is very poor.
The two separate areas of the activity centre are difficult to join together - could they be identified as upper / lower. west end / east end?
The whole town needs upgrading
There are frequently cars parked on /obstructing the footpath in Elizabeth st which makes it hard to get around (Wheelchair/pram etc). Pedestrians sometimes required to enter roadway to get back to the path.
To update the Diamond Creek plaza, it's very dated and has become a bit of an ugly distraction.
Traffic and rail crossing as previously mentioned
Traffic chaos both getting out of Coles car park, and along Station Street with trucks parked along the road forcing all traffic to share one lane
Traffic tuning at George Street then speeding through car park to station.
Train line is a congestion area. I'd like to see either train tracks removed or dual lanes or second crossing over tracks. Also the traffic signals at coles entrance need some serious attention. this intersection is atrocious.
Train station
Train station at night,
Train station could have more lights
Train to go over or under the road
Train tracks and Coles and IGA car parks = nightmare
Uneven paving eg: near post office
Wish there was another pedestrian crossing of the railway
Yes Coles - IGA - Roads in and out are out of control. Needs much improvement.

5.6 Is there anything else you would like to tell us? (N=52)

Is there anything else you would like to tell us?
1) Recognise strategic importance of Chute St side and historical coordinated urban infrastructure and planning - the focus of past, present and future.
2) State independent panel advocated/suggested/agreed there should be no secondary emphasis/mode.
3) Please remove immediately discriminatory title "secondary mode" to historic Chute St where businesses and stakeholders have capital investment.
4) You are discriminating this side and dividing community.
5) Diamond Creek is one shopping centre starting at Chute St and finishing at Plaza side. The new complementing the old - not meant to "wipe" out the old by inference "secondary mode"
6) Please show Inglis St as mixed use activity zone as Hurstbridge Rd Diamond Creek - no overlays on 8 Inglis St as it cripples its use!!
7) Need to be heard again by state panel and full council.
8) Survey map is misleading - please correct.
A library facility within Diamond Creek would be a wonderful addition to the town.
Add a KFC
Add KFC
Add KFC
annual snake show explaining how to deal with snakes would be good
Bike track area is flat and beautiful. Use this area better to connect people to the activity centre, instead of using hilly footpaths next to traffic.
Council, traders, DVTA, landlords and all stakeholders need encourage the local population to 'shop local' as much as possible and undertake activities and promotions to ensure the locals understand that they are valued and essential for the activity centre to be vibrant and attractive.
Diamond Creek has a reputation of being 'scumbag'. House prices are comparable with Doreen, which I find hard to believe. Let's make some more nature inspired playgrounds, surrounded by trendy cafes. No more Pizza!!
Diamond creek has come a long way in the last 20 years but Eltham seems have gotten so much more attention. It needs to be updated and more user friendly
Diamond Creek has retained a country town feel through population growth, this is a unique and positive aspect of the township. While Eltham has been gentrified Diamond Creek and Hurstbridge have retained their own identities. While Hurstbridge is more hippy/bush, Diamond Creek is country; let's embrace and retain that quality.
Diamond Creek is great but it is getting busier. It is also looking very tired. I'll love to see it modernised but with a style that reflects Diamond Creeks connection to nature. We need good traffic low but also ways to encourage foot traffic safely. As part of the parkrun community (with over 300 participants each week) it would be great if any ongoing trail repairs resulted in wider paths. There is also a need to stop cars parking on grass areas at Mamgrook oval and a rotunda or some form of covered area that can help shelter people when it is raining or extremely hot.
Duplicate The bridge
Fairly recent to the area. Like it. Wish there was some more night time entertainment. Restaurants, bars, live music.
Finish the Bike trail to Hurstbridge please.
get rid of the railway crossing to help with traffic congestion.
I don't want to lose 'the lovely town' to high rise, concrete jungle
I live in Yarrambat and I would like to see more happen in Yarrambat, a meeting place, increase sporting facilities, walking tracks, shopping options etc.
I love Diamond Creek have lived here for 35 years. But I'm finding that people (Car drivers) are speeding trying to beat lights etc the area is very congested, too many lights / train cross the drivers are frustrated.
I love our townand sense of community. Investment is needed to enable the area to reach potential.
I love the country, community feel of diamond creek. I love the leafy open feel!
I use to go to Eltham North adventure playground to use their exercise equipment, Such as the pull up bars and dip bars, but it is not there anymore. I am currently driving all the way to Watsonia Binnak Park or Bundoora to access their exercise equipment. There is no exercise equipment in Diamond Creek.

<b>Is there anything else you would like to tell us?</b>
If you can't fix it, demolish it and start again.
Improve public transport connection
Improve the access without more traffic lights and Hotch Potch township - hotel ruined!!
In Diamond Creek we love our kids, our pets, and our sports. Am proud to be from Diamond Creek
In summer it's very hot and don't want to go outside. I live in a nursing home.
Leave it more village-like. Don't over build it and lose the charm.
Make Diamond Creek the priority for once. Eltham seems to get everything when it comes to their town centre
More support for the art, music etc. in the central area.
No more junk food outlets.
Building design, whilst being contemporary, retaining historical references and character.
Parking near station would love more spaces even 5 hour limits.
Please refrain from using gravel as mulch in garden beds. I find this 'cold' and uninviting in appearance. I am also disappointed that this valuable resource is used as a mulch when organic mulches are prettier, provide nutrients to the soil, enhance habitat for soil bacteria, fungi and bugs.
Put turning arrows at the traffic lights at Diamond Creek plaza & Coles shopping intersection. Too many near misses & difficulty for increased traffic flow. Reduce housing development that impacts on native vegetation & destruction that also impacts traffic congestion. implement improved transport options, eg regular bus services around township housing areas to bring people into & out of activity centre & safe cycling lanes, & space at station to lock up bikes securely.
RE-LOCATE THE BIRDS FROM THE SHOPPING CENTRE CARPARK - in the interest of public health with the noise and excrement and damage to vehicles duco!
Stay true to our GREEN WEDGE
Stop subdivisions of block so small you struggle to fit a shed especially so far away from the shop or public transport. It's a public hazard
stop trying to make it Eltham. DC does not need one of everything that Eltham has. they're too close to make it viable, or sensible.
Thank you and I hope these things can be addressed.
The entrance to diamond creek should be beautified
The littering problem around the McDonalds facility needs to be addressed. Perhaps McDonalds needs to be responsible for cleanup multiple times per day.
The main road needs to be upgraded or railway line upgraded to go over or under the road. Also make Station Street, Elizabeth Street one way, both roads are too narrow for parking and the volume of traffic.
The railway in Diamond Creek is a huge problem, I think they need to look at that
The rubbish is out of control in area. Parking is a problem. Railway crossing has to go! 24 hour police station.
Too much rubbish and leaves everywhere. Centre needs to be kept clean. Create town square or garden area
Traffic congestion is a major problem, highlighted when boom gates cause cars to bank back past Diamond Valley Secondary College. Impatient drivers divert up Phipps Crescent, then race though back streets to cut back in near shopping centre.
Traffic flow is biggest problem and should have been addressed years ago when Eltham was in same situation and instead you replicated the same problem. Building Police Station and ambulance in prime retail area was also silly and only serves to divide the retail precinct and already Ambulance is moving where they should have gone in the first place
Train line needs to be duplicated so there are more frequent trains to Diamond Creek and level crossing removed. And take advantage of the strong community participation and develop more events which bring different parts of the community together.
Vibrant centres need a mixture of uses and this includes non-retail commercial uses and housing. Encourage more transit oriented development around the station (and the centre in general) which is well designed and interacts positively with the street. Development of 4-6 storey should be encouraged
We would like Diamond Creek to be welcoming but would like it's orientation to be towards families with a good, physical environment. Access to health and education and libraries and sport rather than still more alcohol outlets and takeaway food outlets.

<b>Is there anything else you would like to tell us?</b>
While the edges of shopping centre have much "attempted" vegetation, because people walk through the vegetation some of it is always missing, disturbed or broken down. You could ban smoking within it as well.
Would love lighting along the Diamond Creek Trail to feel safer to run along there after dark. This would really benefit the large group of DCR runners we know have enjoying fitness and community spirit in our lovely area!!