



BOROONDARA
City of Harmony

Climate Action Plan Research Report

November 2020

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November 2020

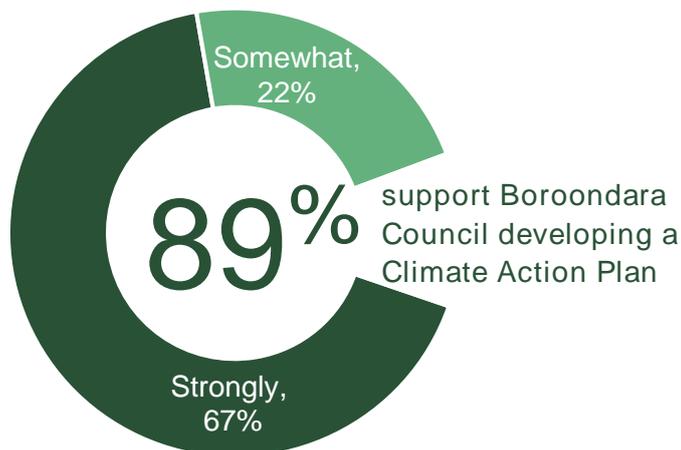
KEY FINDINGS

In August and September 2020, the City of Boroondara undertook social research to help understand community perceptions, behaviours, and aspirations regarding climate action at the local level, along with how the community sees Council’s role in relation to climate action and what actions they would like Council to be engaged in moving forward. This information will be used to guide Council in developing a robust Climate Action Plan.

The research was conducted using two distribution methods and achieved a total of 1,572 responses.

Type	Method	Distribution	Notes	N=
Open access	Online	Hosted online through Council’s internal surveying system. The link was distributed through a range of channels, including social media and community networks.	Provides insights into the opinions of those who are highly engaged with Council and the subject matter.	1,070
Representative	Phone	Sought through random landline number generation and a purchased list of mobile phone numbers. 78% of the sample was from mobile numbers.	Provides insights into broader community opinions and incidence.	502

Using the representative survey data (which provides insights into broader population opinions) it is clear that the majority of the community within Boroondara strongly supports Council developing a Climate Action Plan (67%, and 88% of the open access survey strongly support). This support is given due to the perception that climate change is an urgent issue and that action is required.



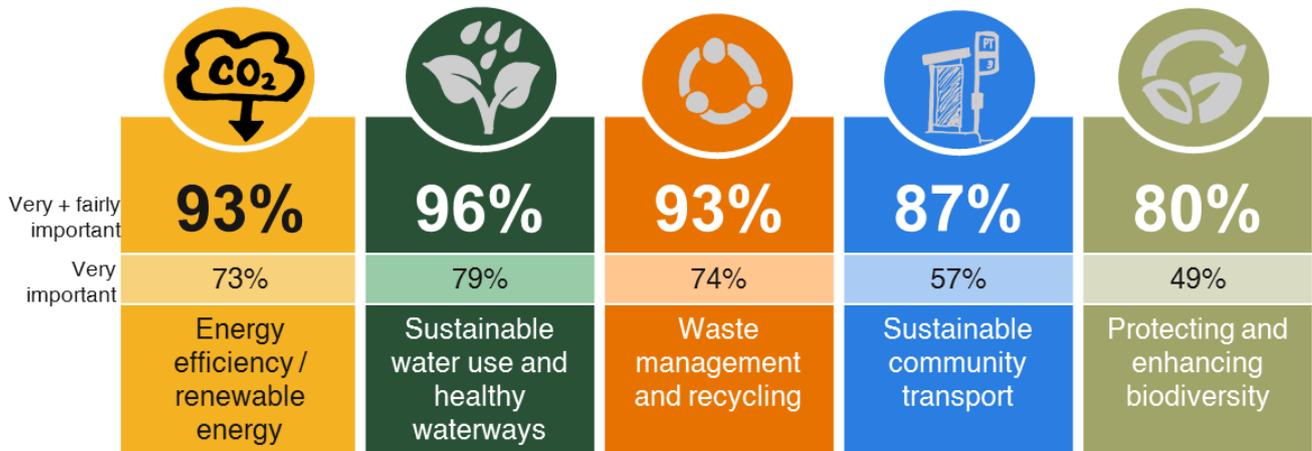
Climate change is an urgent / critical issue

Everyone needs to do their bit

Local council action is required

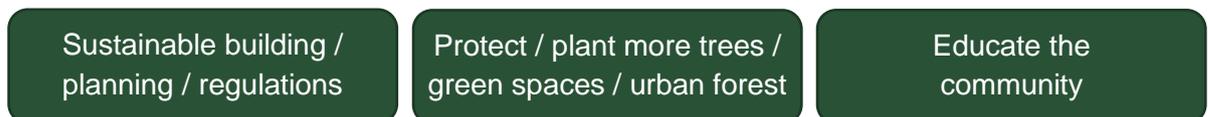
Needed for future generations

When asked to rate the importance of different aspects of environmental sustainability out of 5 (1 = not at all important and 5 = very important) most community members consider all of these to be important (rating of 4 or 5). Indeed, very high proportions assign an importance rating of 5 to sustainable energy, sustainable water use, and waste management categories.

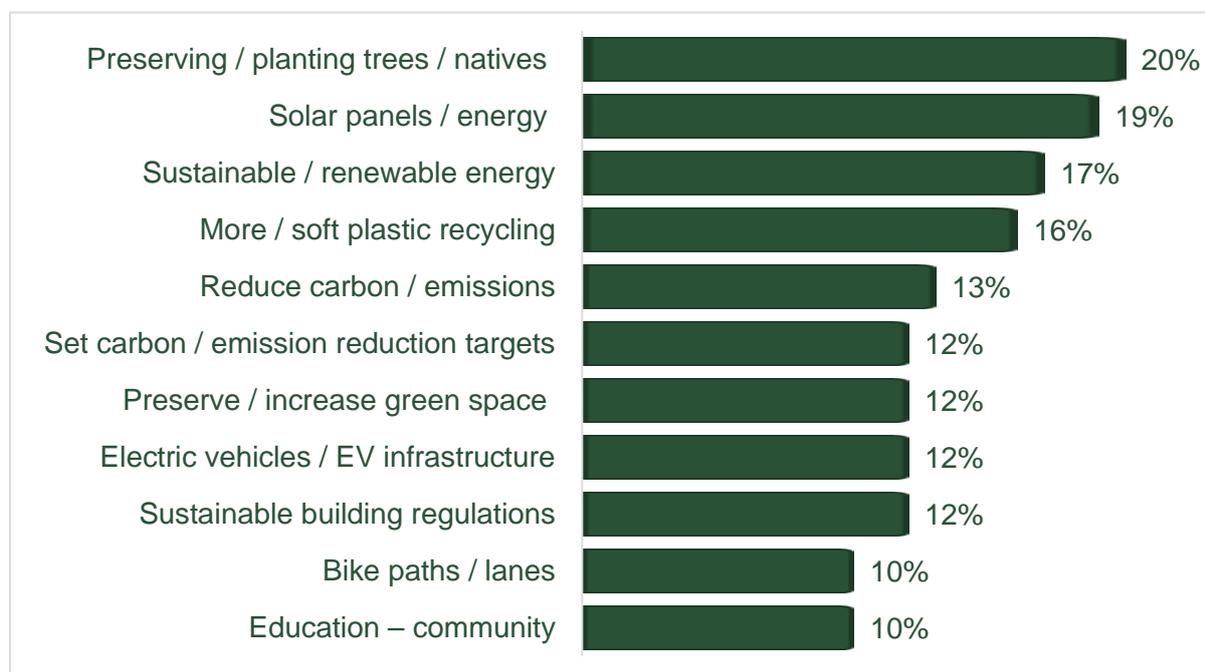


Representative sample

Other important areas of focus that were raised by the community include:

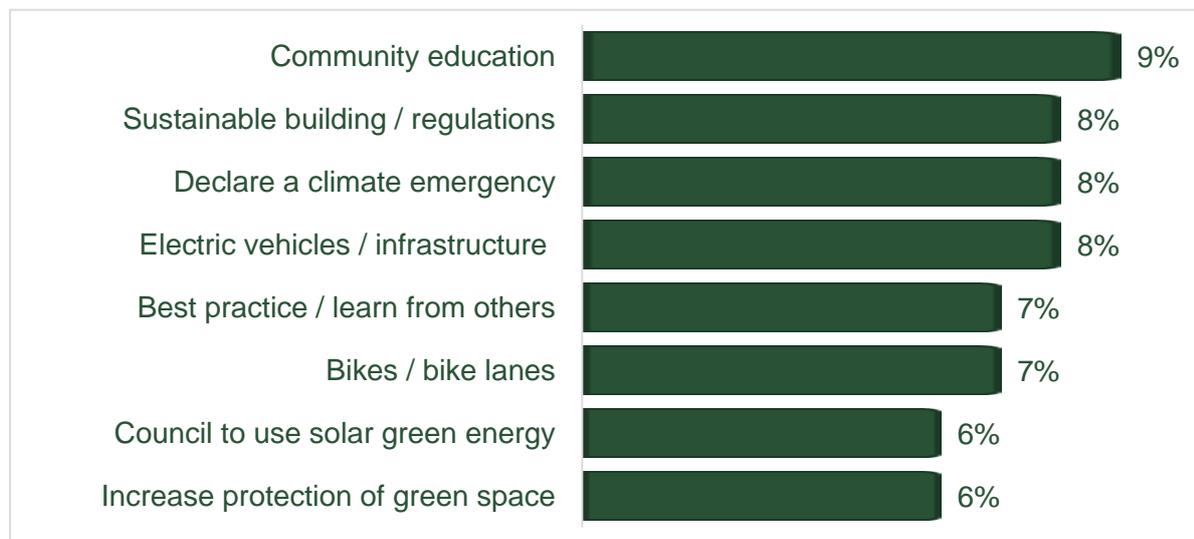


Community perceptions regarding local level climate action mostly relate to actions within energy systems, waste management, environment, and transport.



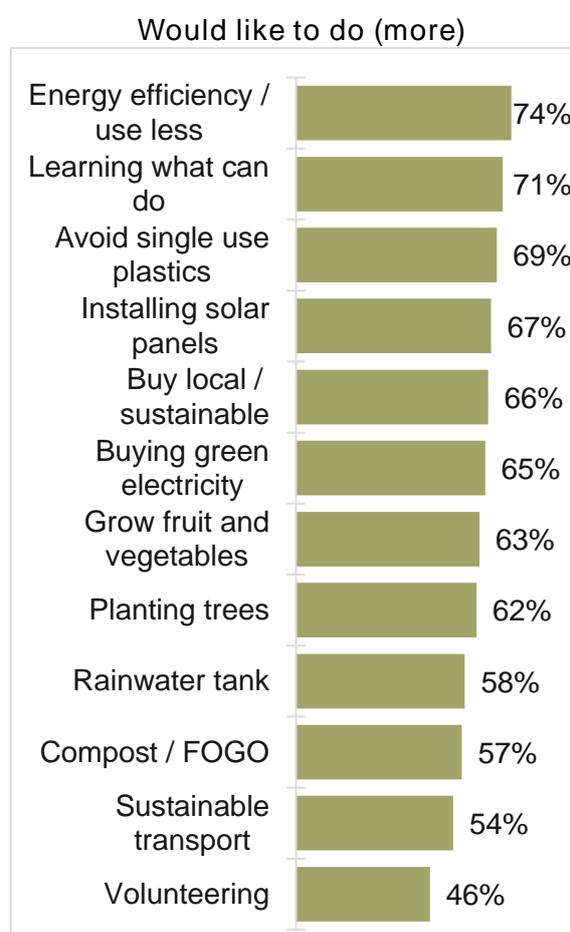
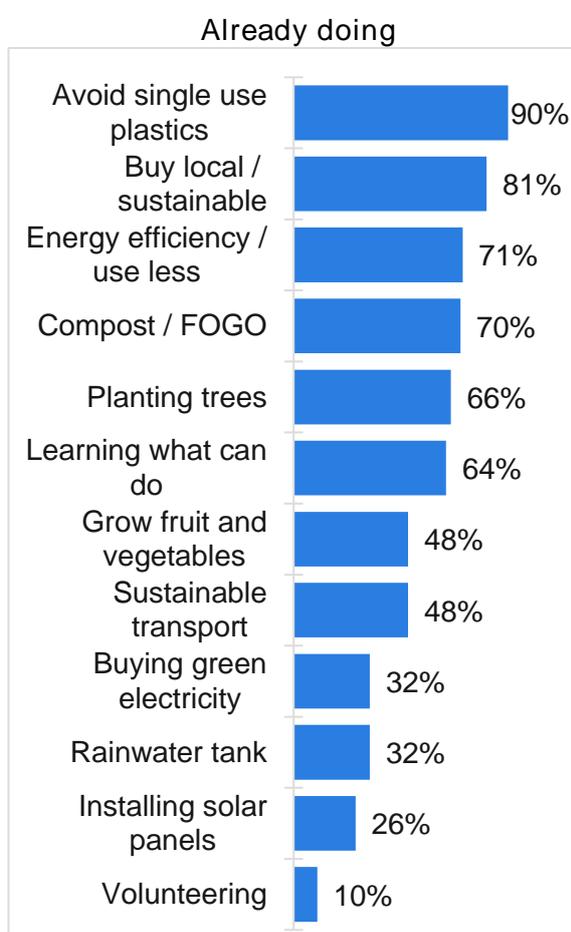
Combined representative and open access sample

A wide variety of big ideas were put forth for things Council can include in their climate action plan. The most common suggestions related to community education, sustainable planning and building, electric vehicles, and declaring a climate emergency. Declaring a climate emergency was only mentioned by those in the open access survey.



Combined representative and open access sample

In terms of current behaviours, most community members are already undertaking various actions towards sustainable purchasing and resource use.. There are also clear opportunities for the community to learn more about what they can do to further enhance or expand on their current behaviours.



1 METHODOLOGY

Boroondara City Council's (Council) current 'Our Low Carbon Future Strategy' ends in 2020. Council is committed to developing a new Climate Action Plan to replace their current strategy. To do this, Council undertook a survey inviting those who live, work, study or recreate in Boroondara to share their feedback and ideas about what they think Council's role is in climate action, what climate action looks like at a local level, and also what sustainable behaviours they undertake.

The results of this research will be used by Council to help create a plan that will identify meaningful actions and ensure the community supports Council to act on delivering a sustainable Boroondara for future generations.

For this research, two survey distribution methods were used, as follows:

Type	Method	Distribution	Notes
Open access	Online	Hosted online through Council's internal surveying system. The link was distributed through a range of channels, including social media and community networks.	Provides insights into the opinions of those who are highly engaged with Council and the subject matter.
Representative	Phone	Sought through random landline number generation and purchased list of mobile phone numbers. 78% of the sample was from mobile numbers.	Provides insights into broader community opinions.

1.1 HOW TO READ THIS DOCUMENT

Prior to the analysis of each question, a table shows the question number, sample size (number of people who provided an answer), and notes to consider when reading the analysis and/or replicating the research in the future.

Comment boxes have been provided throughout with direct respondent quotes. Each comment is referenced with the respondents' age range, gender, and residential location.

1.1.1 THEMATIC ANALYSIS

For the questions collecting a written answer, responses have been grouped into meaningful themes to assist with analysis. Where relevant, individual comments have been assigned to multiple themes. An excel document with this thematic analysis has been provided in a separate document and allows for filtering of comments by themes.

1.1.2 STATISTICAL SIGNIFICANCE TESTING

Results have been tested for statistical significance using the Bonferroni method at 95% confidence level. Where a statistically significant variation has been identified in the analysis, this has either been included in a written comment or demonstrated in charts and tables with arrows denoting a higher than average result (↑) or lower than average result (↓). To ensure relevance and usefulness of this report, cross analysis of variables which do not yield any statistically significant insights have not been included in the written analysis.

All findings have had significance testing conducted based on:

- Gender.
- Age.
- Locality.
- Tenure.
- Respondent type (resident, worker, visitor).

Variations have only been reported in the analysis where statistical significance has been identified.

1.1.3 GLOSSARY

Base	The number of responses used to calculate percentages / statistics.
CAP	Climate Action Plan
n=	Number of people who responded to a question. Indicates the base number when calculating percentages.
Open ended comment box	Question type where responses are recorded as written text.
Order bias	When presented with a long list of options, respondents tend to be more focussed for the first few and then become less focussed for the later ones.
Respondents	Those who participated in the survey.
Sample size	The number of people who provided an answer to the question.
Statistically significant	Highlights a phenomenon / variation in the data that one can be confident is reflective of the entire target population. For more information see section Error! Reference source not found..
Thematic analysis	Grouping of written comments into themes to assist in analysis. See section 1.1.1.

1.2 SURVEY COVERAGE

For the phone survey, quotas by demographics were set as follows.

		Minimum target
Gender	Male	180
	Female	195
Age	15-24	71
	25-39	92
	40-64	141
	65+	71
Suburb	Ashburton	20
	Balwyn	30
	Balwyn North	45
	Camberwell	45
	Canterbury	20
	Deepdene	15
	Glen Iris	40
	Hawthorn	50
	Hawthorn East	30
	Kew	55
	Kew East	15
	Surrey Hills	20

The online survey recorded 8 respondents under the age of 15. Given the need for guardian consent for inclusion of responses from those under the age of 15 (not obtained) these records were deleted from the data file.

In the online survey the questions collecting information about the respondent type allowed for a single response answer, therefore the online survey sample data for type is unreliable (respondents couldn't state if they both live and work/study in Boroondara).

Table 1.2.1 Demographics

		Total	Open access	Representative	2016 Census	
n=		1568	1066	502	%	
Gender	Male	624	422	202	40%	47%
	Female	905	606	299	60%	53%
	Other	1	0	1	0%	-
	Prefer not to say	38	38	0	0%	-
Age	15-24	195	122	73	15%	18%
	25-39	326	169	157	31%	23%
	40-64	610	459	151	30%	39%
	65+	428	309	119	24%	19%

		Total	Open access	Representative	2016 Census	
Tenure	Owner occupier	1133	794	339	68%	64%
	Renter	272	160	112	22%	28%
Suburb	Ashburton	80	56	24	5%	4%
	Balwyn	88	56	32	6%	8%
	Balwyn North	121	58	63	13%	12%
	Camberwell	213	143	70	14%	13%
	Canterbury	59	37	22	4%	5%
	Deepdene	23	5	18	4%	1%
	Glen Iris	161	116	45	9%	9%
	Hawthorn	227	162	65	13%	15%
	Hawthorn East	150	97	53	11%	9%
	Kew	197	131	66	13%	15%
	Kew East	63	47	16	3%	4%
	Mont Albert	6	3	3	1%	0%
	Surrey Hills	105	81	24	5%	5%
	Prefer not to answer	14	13	1	0%	-
	Outside Boroondara	61	61	0	0%	-
Type (includes multiple responses)	Resident	1462	960	502	100%	
	Worker	172	38	134	27%	
	Study	56	19	37	7%	
	Visitor	99	99	-	-	

To enable more meaningful geographic analysis, suburbs were grouped into localities as follows:

Locality	Suburbs included	Sample size
North West	Kew Kew East	260
North East	Balwyn Balwyn North Deepdene Mont Albert	238
South West	Hawthorn Hawthorn East	377
Central	Camberwell Canterbury Surrey Hills	377
South	Ashburton Glen Iris	241

2 RESEARCH FINDINGS

The following table shows the incidence of respondents mentioning key topic areas in any one of the questions in the survey. It should be noted that this shows the proportion of people who thought to mention these topics in text box questions, it does not show the incidence of these topics being labelled as important.

Table 1.2.1 Incidence of respondents spontaneously mentioning key topic areas

Sustainable building and planning	19%	Mentioned by 25% of the open access sample, compared to 8% of representative. More commonly mentioned by 40-64 year olds (20%), 65+ year olds (27%) and females (21%).
Community Education	17%	Higher incidence of mentioning this amongst the open access sample (19%) compared to representative (12%). 25% of 15-24 year olds and 20% of females mentioned this.
Electric vehicles	14%	More commonly mentioned by open access respondents (19%) than representative survey respondents (4%). Mentioned by a high proportion of 40-64 year olds (15%), 65+ year olds (22%), and Males (16%),
Bikes / bike lanes	13%	More commonly mentioned in the open access survey (16%, compared to 6% representative) More commonly mentioned by those in the South West (15%) and 40-64 year olds (15%)
Declare climate emergency	10%	None of the representative respondents mentioned this throughout the survey, compared to 14% open access respondents. More commonly mentioned amongst those living in the North West (11%) and the South West (12%).
School education	3%	
Climate change denial	2%	Up to 3% amongst males (compared to 1% females)
Roads Rates Rubbish	1%	

2.1 SUPPORT FOR CLIMATE ACTION PLAN

How much do you oppose or support Boroondara Council developing a Climate Action Plan?

Why do you [ANSWER] Boroondara Council developing a Climate Action Plan?

Sample: n=1,569 answered the support or oppose question
n=1,448 provided an explanation for their rating

Notes: Open access respondents saw a list of Council actions being undertaken on the page before entering the survey, therefore it is possible that their responses were influenced by this content.

In the open access survey this was presented as the first question, whereas for the representative survey it was asked after the importance rating question. This was to ensure that the representative survey respondents understood the scope of the CAP prior to providing an answer.

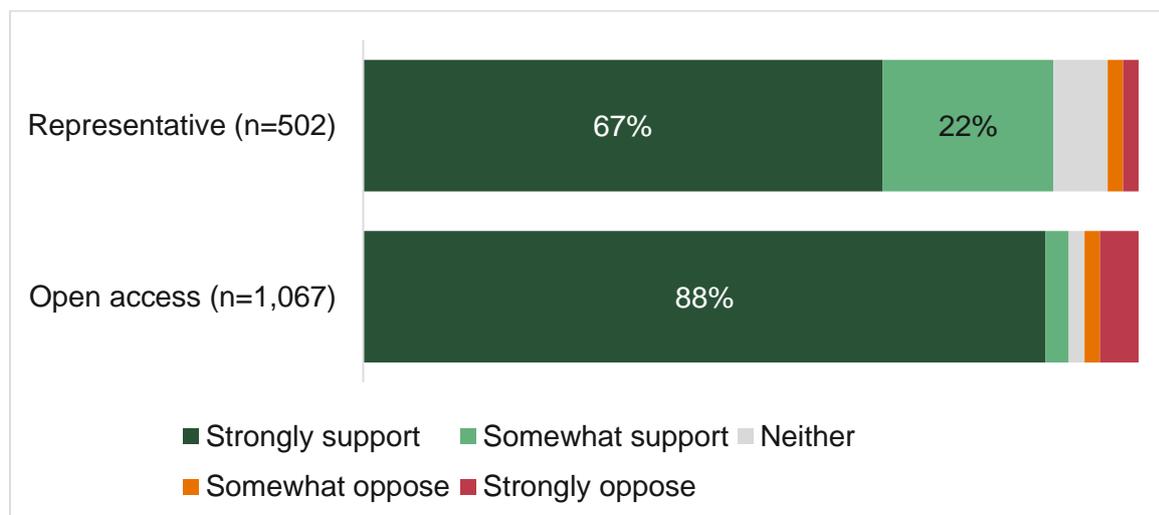
The second part of this question was recorded as text then grouped into themes for analysis.

The clear majority of the community supports a Climate Action Plan for City of Boroondara.

In social research it is typical for people to select the more moderate option in the rating scale, therefore the strength of this support is a notable feature of the research results. It is clear that the community feels very strongly about this topic area.

These findings also demonstrate that those who complete the survey online (open access), through general Council survey distribution, clearly have stronger views about the topic than the broader community (representative sample). However, in the broader community the combined level of support (strongly plus somewhat) is at a similar level (89%, 91% open access). Indeed, the level of opposition amongst the broader community (4% representative) is lower than the open access (7%), further showing that open access surveys cover those with more extreme views on a topic.

Figure 2.1.1 Support for Climate Action Plan



When analysing these ratings by demographics (representative sample) it is evident that males are more commonly opposed (9%, compared to 1% females) and less commonly show strong support (60%, compared to 71% females). Strong levels of support are more common amongst 15-24 year olds (79%, compared to 58% 65+ year olds) and renters (76%, compared to 62% owner occupiers).

When asked to explain the reason for their rating, most of those who indicated support provided a general comment about how it needs to be done (81%). Comments within this category revolve around:

- Climate change is an urgent issue (29%)
- Everyone needs to do their bit (15%)
- Local council action is important / required (12%)
- It is important (11%)

Open access respondents more often provided a general comment about it needing to be done (86%, compared to 68% representative sample), whereas the representative sample showed more people stating that they need more information (6%, 1% open access) or that it isn't appropriate (9%, 5% open access).

The primary reasons for opposition were it not being appropriate (71% of those who oppose) or a rejection of the scientific consensus on climate change (15% of those who oppose). When calculating these as a percentage of the entire sample, only 5% said it isn't an appropriate thing for Council to be doing and 1% said they thought climate change was not real.

The CAP conflates too many issues, and is ambiguous. The plan does not set a goal in what they are attempting to achieve, no clear purpose, a motherhood statement. Outside their job, need to focus on roads and rubbish.
Female, 40-64yo, North West

It's absolutely crucial that everybody does everything they can. The council is in a position to make local changes. The more that they can do, the better.
Female, 65+yo, North West

'Better late than never. We can change the plan if it is not perfect. Keep residents aware where they are at now and set some targets for the community. Education and awareness of climate change.'
Male, 25-39yo, Central

Our future depends on it.. the council has the ability to educate and encourage sustainability. Basically.... we are using resources in a way that is not sustainable.. fossil fuels contribute to climate change.. and if we do not control what we are doing now.. there will not be a world for us to be in. I see more and more of the world. Sea water rising... droughts... floods.. fires.. There seems to be happening more frequently than before.. Antarctic melting of ice caps etc..
Female, 40-64yo, North East

It's about time we all take into account that there is climate change happening and that we all (including organisations) have a responsibility to do our share of reviewing our actions and the effect they have on climate change. Climate action will work most effectively from our backyards and in projection into that to our community. Climate action locally reduces the "big picture" excuse - i.e. "it's too big a problem for me to have an effect", by concentrating on our local environment we can progress action.
Male, 65+yo, South

Climate change will be the number one threat to our quality of life in the coming decades. I am totally disillusioned with national leadership on remedying this situation and I believe that action at a local government level is going to be where momentum has to start..
Female, 25-39yo, South West

2.2 SUCCESSFUL ACTION

What would successful action look like to combat the impacts of climate change in Boroondara?

Sample: n=1,338

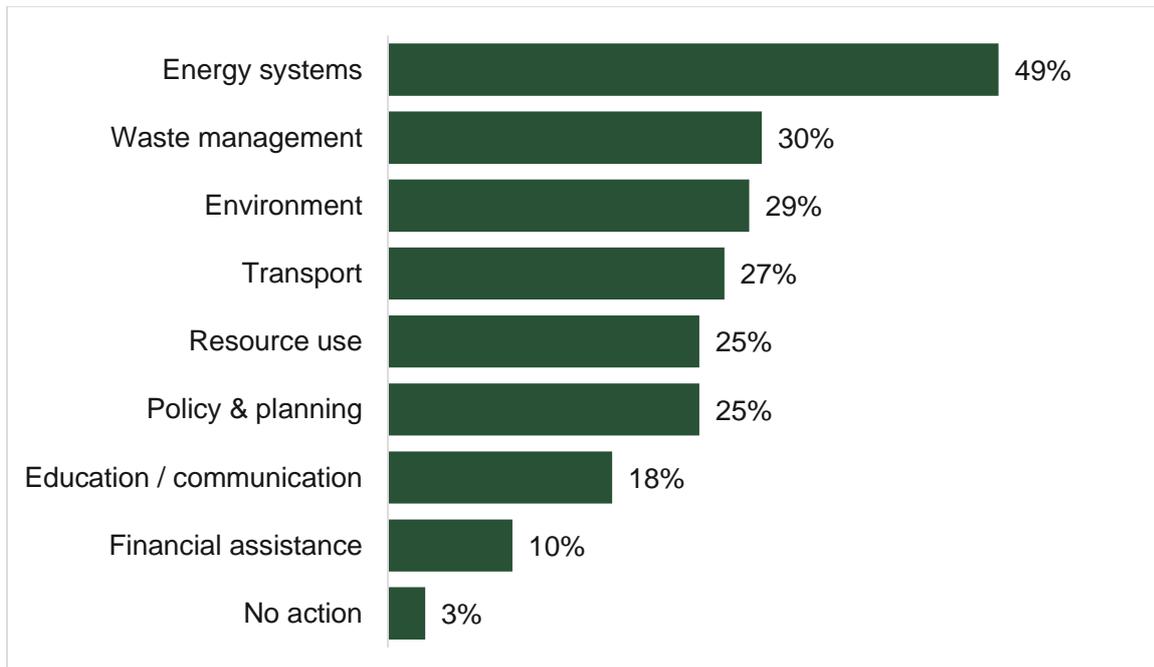
Notes: Recorded as text then grouped into themes for analysis.

The open access sample saw a list of Council actions being undertaken on the page before entering the survey, therefore it is possible that their responses were influenced by this content. The representative sample provides insights into top-of-mind potential actions across the broader community.

Half of suggestions made about successful actions related to energy systems. Those who mentioned no action referred to climate change not being an issue (2%), and it being too big an issue for Council (1%).

Improved recycling (including soft plastics) was mentioned by more representative sample respondents (21%, compared to 14% in the open access sample) suggesting this is a pertinent issue amongst those with lesser engagement with Council in the subject area. The financial assistance category includes things such as rebates, incentives and bulk-buying (primarily solar).

Figure 2.2.1 Successful action categories



Further detail about the types of responses under each of these categories are shown in the following table. The most commonly mentioned individual topic was preservation or expansion of trees and urban forests, including the flow-on effects for biodiversity.

Table 2.2.1 Successful action details

Energy systems	<ul style="list-style-type: none"> • Solar panels / energy (19%) - Most mentions of solar were general or related to households, however a third of solar panel mentions were specific to Council buildings or public lighting. Some also mentioned installing solar panels over car parks. • Sustainable / renewable energy (17%) • Reduce carbon / emissions (13%) • Set carbon / emission reduction targets (12%) • Get off gas (2%)
Waste management	<ul style="list-style-type: none"> • More / improved recycling / soft plastic recycling (16%) • Reduce rubbish / reduce waste to landfill (6%) • Mentioned FOGO bins (6%) • Waste / litter management (general) (5%) • More compost / green waste bins / bins for apartments (2%)
Environment	<ul style="list-style-type: none"> • Preserving / planting trees / natives (20%) • Preserve / increase green space (12%) • Community gardens / market gardens (3%)
Transport	<ul style="list-style-type: none"> • Electric vehicles / EV infrastructure (12%) • Bike paths / lanes (10%) • More / improved active transport (8%) • More / improved public transport (6%)
Resource use	<ul style="list-style-type: none"> • Energy efficiency / efficient lighting (7%) • Mentioned FOGO bins (6%) • Reduce rubbish / reduce waste to landfill (6%) • Reduce / ban single use plastic (5%) • Water capture / recycling (4%) • Water efficiency (2%)
Policy and planning	<ul style="list-style-type: none"> • Sustainable building / planning regulations (12%) – key items include requiring new buildings to be more sustainable (solar, rainwater capture, building materials) and limiting the reduction of trees and green space when developing. • Acknowledge / declare climate emergency / crisis (8%) • Climate action plan / work with community groups (4%) • Make issue a top priority across council (4%) • Look at what other councils have done / work with other councils (3%)
Education / communication	<ul style="list-style-type: none"> • Education – community (10%) • Communication / engagement / reporting (9%) • Education – schools (1%)

'Some sort of solar initiative.... all private and public residence where solar is possible. Lots of rooftops out here, in summer.. so many air conditioners because there is a lot of sun.. Recycled Water .. if we can implement for recycled water supply like in new estates.'

Male, 25-39, Central

'I think the recycling needs to be recycled. Even though I use my own bag I still accumulate a lot of plastic waste. It would be good to have incentives for business to reduce single use plastics. And council could do more to encourage recycling of plastics'

Female, 40-64yo, North East

'Declare Climate Emergency, acknowledge the need for strong goal is NOW. Council leads & sets out strong actions to reduce GHG emission. Set out ambitious goal timeline. Work with experts and community groups. Mobilizes staff and residents.

Run separate workshops for staff, residents, businesses and contractors on ways to transition to Renewables. Identify local heat spots and plant suitable trees and good water fountains to provide heat relief and hydration.

We altogether use all renewables and do FOGO, *we'll reduce local heating and impacts of climate change in Boroondara. Many other councils are also doing this. Altogether we will rectify the heating problem, local and global heating and pollution will reduce and sufferings will be less.'*

Female, 65+yo, South

'Change to renewable energy, supported by carbon neutral operations. All council vehicles should be electric. Support for electric charging infrastructure around Boroondara. Increase natural habit and biodiversity.

Support recycling and composting towards net zero waste. Encourage residents to adopt renewable energy.'

Male, 25-39yo, South West

'Consulting with and listening to experts. Implementing strategies and policies that have been successful in other regions. Also an understanding of the intersections between the climate crisis and ecological decline is important. This could include rewilding of public spaces and educating/incentivising property owners on turning their land into wildlife corridors through planting of more natives. Policy to reduce light pollution at night to revive declining insect populations. Planting of nature strips into diverse, pollinator attracting eco corridors. Workshops to educate and encourage better political and scientific literacy regarding these issues. A focus on education within school curriculums.'

Female, 25-39yo, North East

2.3 IMPORTANCE OF ENVIRONMENTAL SUSTAINABILITY

Using a scale of 1 to 5 (where 1 is not at all important and 5 is very important), please tell me how important or otherwise these areas of environmental sustainability are when thinking about a Climate Action Plan for our City.

Do you have any other suggestions on areas of focus that Council should include in the Climate Action Plan?

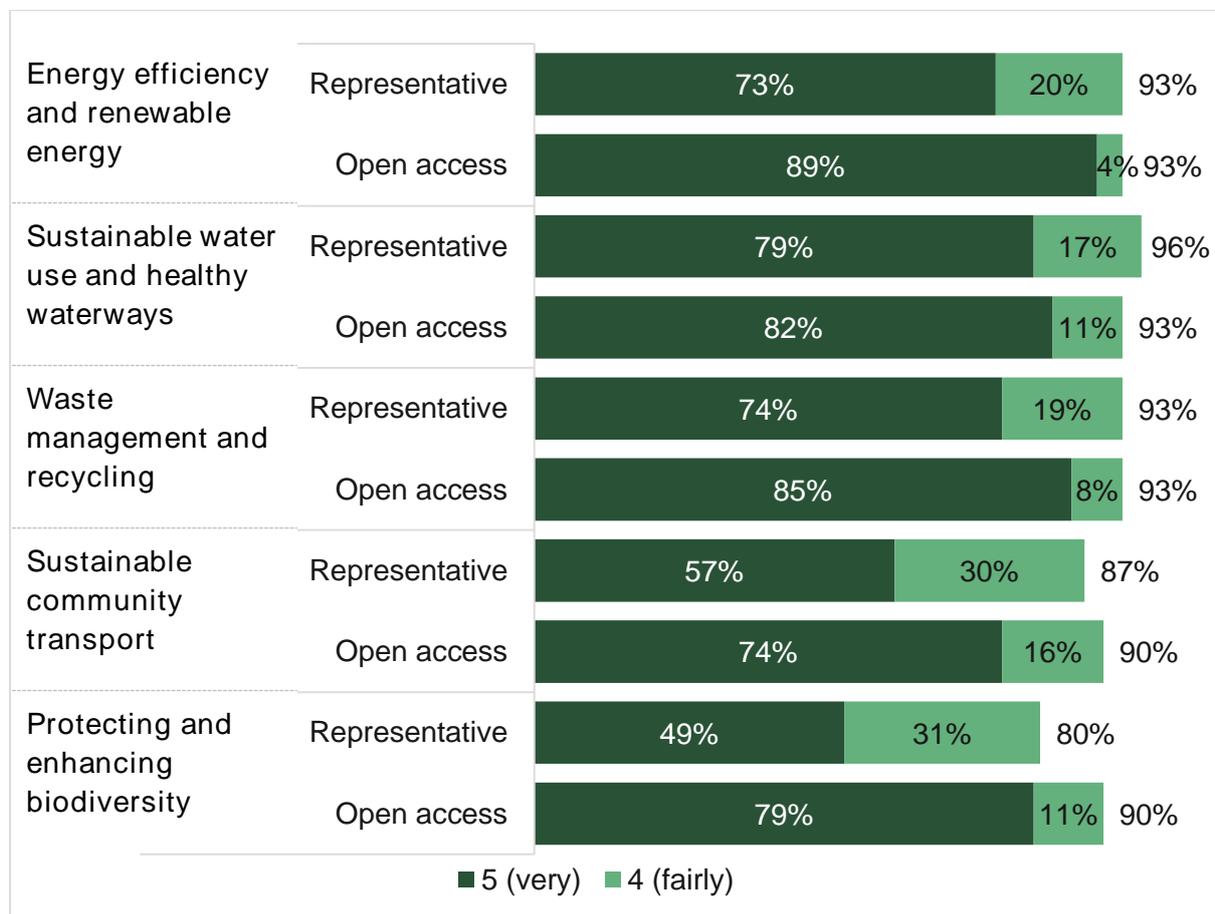
Sample: n=1,562 provided ratings
n=765 provided additional suggestions

Notes: The phone survey presented more detailed categories (9 categories) compared to online (5 categories). In the phone survey each category was accompanied by a brief description to ensure consistency of interpretation. This didn't occur online.

When asked to rate the importance of a number of aspects of environmental sustainability, it is clear that the majority of the community considers all categories important.

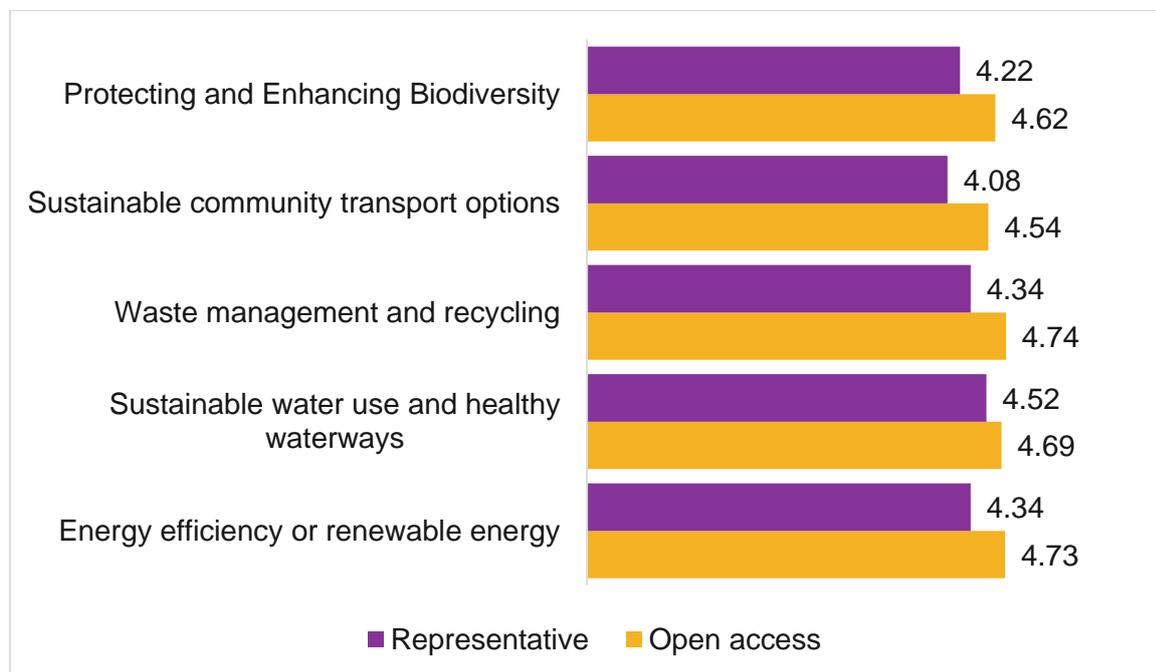
The representative survey broke a number of these categories into two to allow for different ratings of different components. For ease of comparison to the open access results, these were merged, taking the highest of the two scores for each combined category. For most categories the strength of importance was higher amongst online respondents, however the combined importance (rating of 5 or 4 out of 5) was similar. The only exception was protecting and enhancing biodiversity for which the sample acquired through Council networks (open access) more commonly rated this as important compared to the general population (representative).

Figure 2.3.1 Importance ratings (combined, using top score)



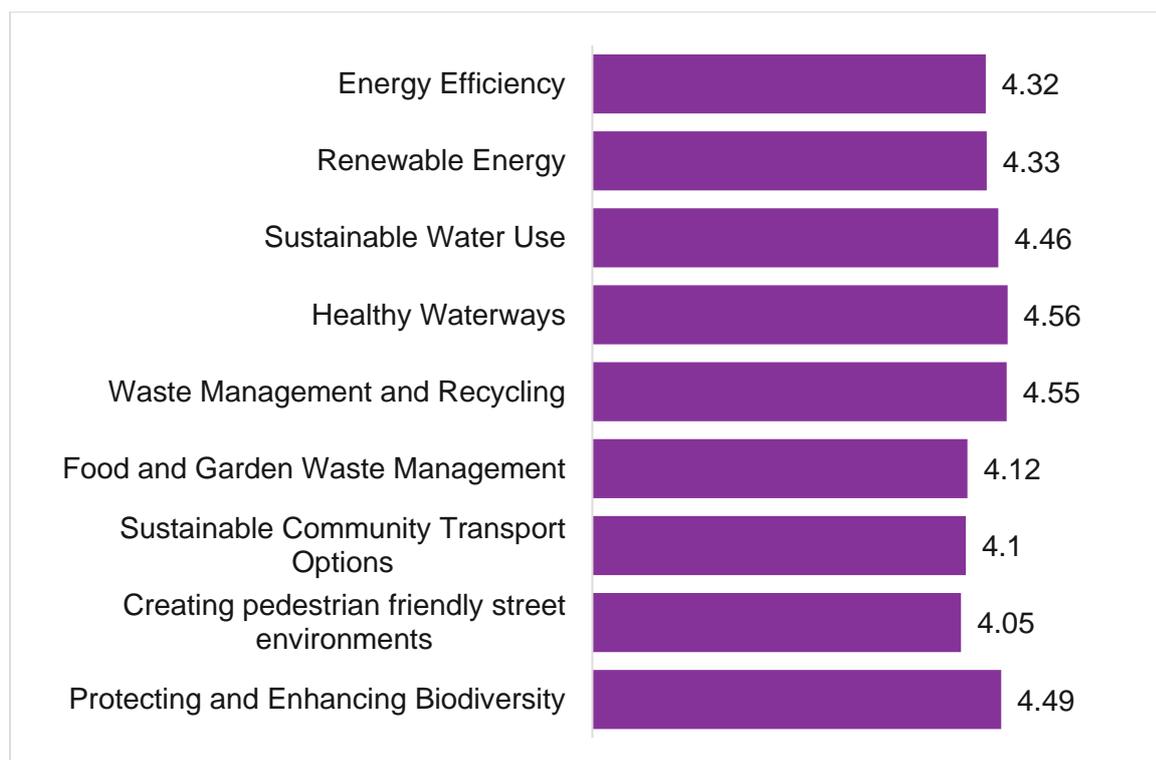
Another way of comparing the two samples is to use mean values (where there were 2 statements rated in the representative survey compared to just one in open access, the mean of the 2 categories was calculated for the representative sample). The mean amongst the open access sample is consistently higher than the representative sample.

Figure 2.3.2 Importance ratings (combined, using mean score)



Through the representative survey it is possible to understand the priority areas within some of these categories. Specifically, high levels of importance are assigned to healthy waterways over sustainable water use, and waste management and recycling over food and garden waste management.

Figure 2.3.3 Importance ratings separated (representative sample means)



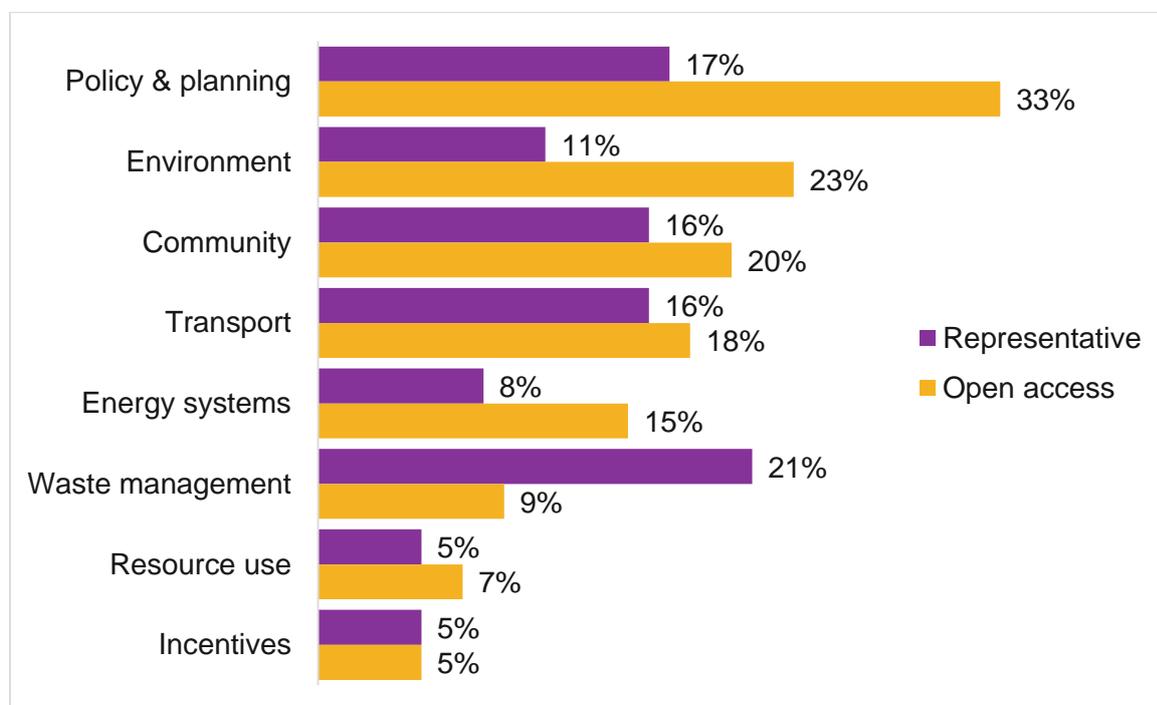
Notable variations by demographics were (representative sample, separated categories):

- Females show a higher average importance rating for all categories.
- 65+ year olds show a higher average rating for protecting and enhancing biodiversity (4.63); and
- Renters show a higher average rating for renewable energy (4.45).

Those who assigned lower importance ratings to waste management (ratings of 1-3) were mostly males (75%), young adults (30% 25-39 year olds), and more commonly feel that it isn't Council's role to do something about Climate Change (although written comments suggest they still think recycling is important).

Respondents were provided with the opportunity to write in up to three additional suggestions on areas of focus that Council should include in the Climate Action Plan. Of the 766 who put forth one or more additional suggestions, the most common amongst the representative sample was relating waste management, while the open access sample more often mentioned things relating to policy and planning and/or the environment.

Figure 2.3.4 Additional suggestions for areas of focus



The following table shows further detail about each of these categories.

Table 2.3.1 Additional suggestions for areas of focus

Policy and planning	<ul style="list-style-type: none"> • Sustainable building / planning / regulations (17%) • Require sustainable business partners / procurement / investment (5%) • Mandate green space for new housing / development (3%) • Advocacy (3%) • Declare climate emergency (3%) • Set and report on goals (1%) • Work with other levels of govt / councils (1%) • Regulate businesses (1%)
Environment	<ul style="list-style-type: none"> • Protect / plant more trees / green spaces / urban forest (14%) • Protect native areas / rivers / plant more natives (5%) • Community gardens (3%)
Community	<ul style="list-style-type: none"> • Educate the community (14%) • Get feedback from / engage / liaise with the community (5%) • Education in schools (1%) • Indigenous involvement (1%)
Transport	<ul style="list-style-type: none"> • Electric Vehicle uptake / infrastructure (8%) • Bike paths (6%) • Roads / traffic / vehicle restrictions (3%) • Walking / foot paths (3%) • Public / active / sustainable transport (3%)
Energy systems	<ul style="list-style-type: none"> • Uptake of solar / renewables (8%) • Set carbon / emission reduction targets (6%) • Reduce carbon / emissions (1%)
Waste management	<ul style="list-style-type: none"> • Recycling / waste management (8%) • Expand recycling / composting (4%) • Simplify recycling / waste (1%)
Resource use	<ul style="list-style-type: none"> • Reduce / eliminate single use plastics and containers (4%) • Be energy efficient / install efficient lighting (3%)

Some topics stood out for particular regions:

- Bike paths were an additional suggestion for a notably high proportion of respondents from the South West suburbs (9% of those making an additional suggestion, 5% of whole South West sample).
- A notably high 14% of those in suburbs in the South region who made a suggestion mentioned something relating to recycling or waste management (this equates to 7% of the whole South region sample).
- A notably high 10% of those from the North East region who made a suggestion mentioned something relating to mandating green space for new housing developments (this equates to 4% of the whole North East sample).

Other notable findings by demographics include:

- 29% of 15-24 year olds mentioned community education.
- 7% of 65+ year olds mentioned mandating green space.
- 10% females mentioned recycling / waste management.

Many of those who put forth additional suggestions mentioned something that couldn't be grouped with other responses (28%). These include things receiving few or single mentions such as rainwater harvesting, diversity, resilience, funding sustainable projects, reducing urban heat islands, carbon capture, bird baths, support for elderly, meat alternatives, reducing consumption, and vandalism.

'declare a climate emergency so that the first consideration in all council actions is prioritising climate action, facilitating energy efficient buildings, prioritising active transport infrastructure, providing resources for residents to implement adoption of solar panels'
Female, 40-64yo, South

'Big room to move on how to recycle better.. sometimes I cannot understand what can or cannot be recycled- more education is needed'
Male, 40-64yo, Central

'retaining and increasing the number of large trees in our streets, car parks and gardens for shade in summer. This would help to reduce use of air conditioning, keep cars cooler and make leaving the home in summer more comfortable'
Male, 65+yo, Central

'At the moment my main focus is recycling. We need receptacles for glass only. Every time my blue bin is emptied, I can hear glass breaking. Not ideal as I understand this contaminates all the other recyclable products. The fogo bin is a huge step forward. Follow it up with glass only bins.'
Female, 40-64yo, South

'Help those renting - non-rate payers - gain solar power benefits. Support adoption of home battery installations. Support checks on solar home installations and wiring...'
Male, 65+yo, North West

'Electric vehicle policy for council and lots of electric charging stations for residents'
Female, 40-64yo, South West

'Most important is cycling and traffic calming - Boroondara is seriously damaged by out of control traffic. Need more protection for bikes at intersections and better access in parks, one-way streets.'
Male, 40-64yo, South West

'Provision of a easily identifiable information contact point for recycling/biodiversity queries.'
Female, 40-64yo, North West

2.4 HOUSEHOLD BEHAVIOURS

Thinking about sustainable actions at a personal or household level, what best describes your current approach to each of these actions?

Are there any other environmentally sustainable actions or things you are doing, or would like to do in the future?

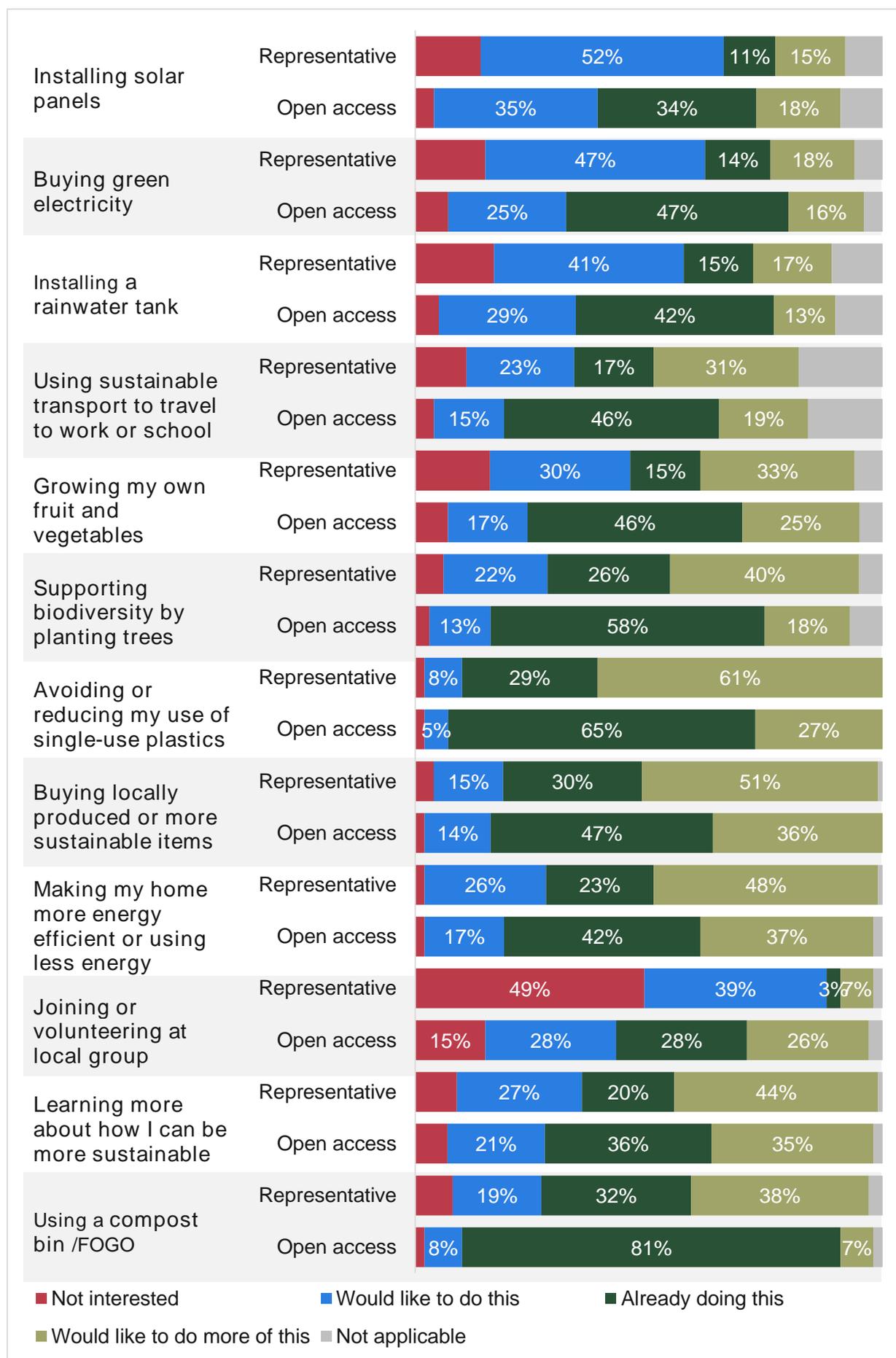
Sample: n=1,564 provided ratings
n= provided other actions

Notes: The phone survey allowed for multiple responses for each action. This was re-calculated into a single response for comparability to the online survey. The phone survey recorded current and future additional actions separately whereas the online survey used a single text box that covered both. When analysing the online comments these were assumed to be 'currently doing' unless it clearly stated they were future actions.

When indicating which activities they are already doing it is clear that the respondents in the open access (online) survey are far more active than the general population (representative) with regards to sustainability behaviours and infrastructure.

A particular variation occurs for the FOGO bin rating. This may be due to people better recognising the initiative when seeing the acronym written down (shown on the screen for online) than when it is pronounced / read out (for the representative phone surveys).

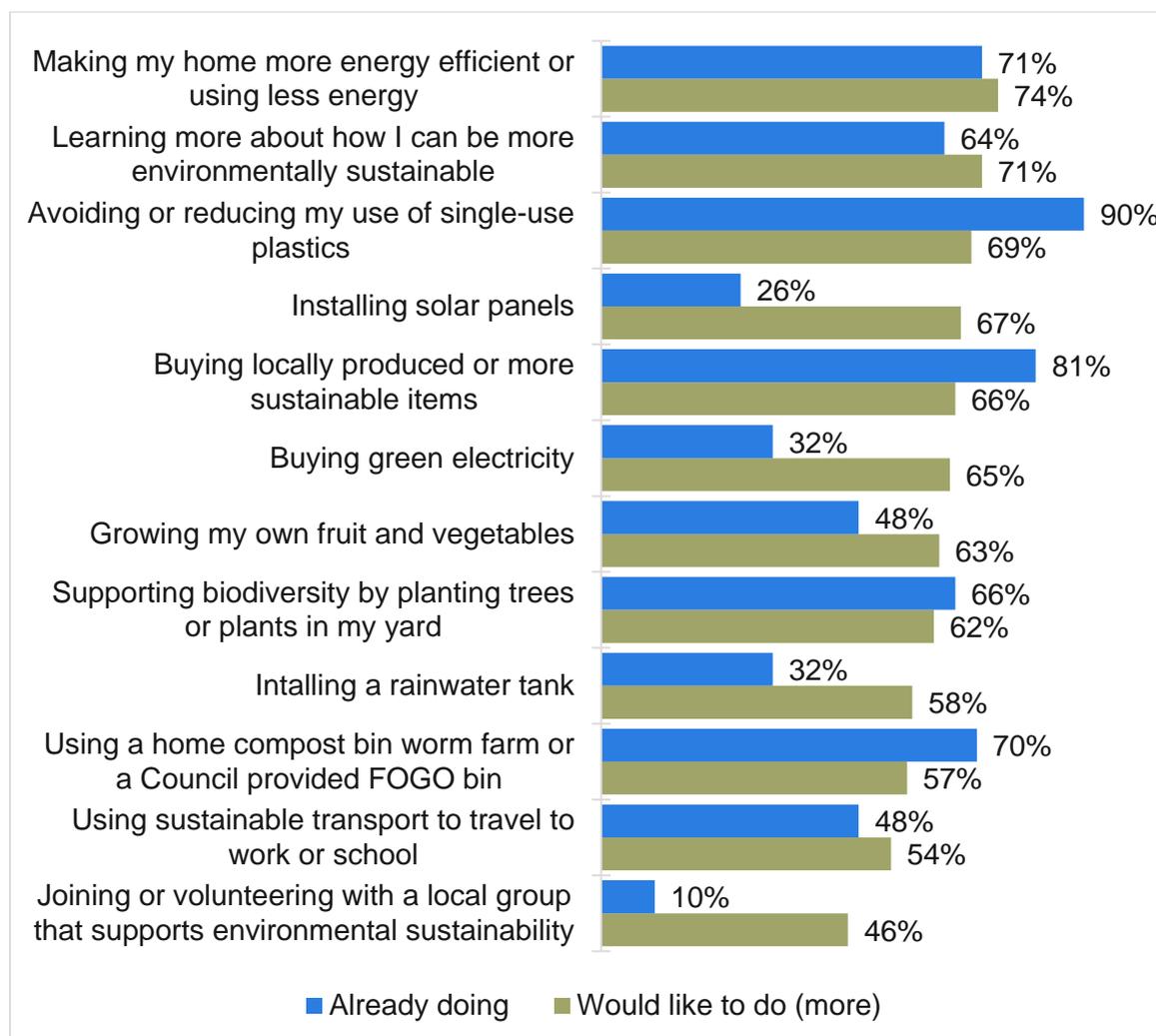
Figure 2.4.1 Household behaviours



The representative findings show a truer picture of the likely behaviours throughout the broader community. The following chart shows the percentage of respondents in the representative sample who said they were already doing this (already doing + like to do more) or could be converted (want to do this + like to do more). Findings show that the actions with the greatest potential for behaviour change are being more energy efficient, learning more about what can be done and avoiding single use plastics.

A number of actions have relatively low levels of uptake, but some clear potential for increasing this; specifically installing solar panels, buying green electricity and volunteering.

Figure 2.4.2 Current and potential environmentally sustainable behaviours (representative sample)



Using the representative sample, the following behavioural traits are evident amongst the community.

Table 2.4.1 Behavioural traits by demographics

Installing solar panels	<ul style="list-style-type: none"> 65% of those in the Central region said they would like to do this (compared to 41% in the South suburbs). Desire to do this is more common amongst those under 65 years of age (Over half 15-64 year olds, compared to 34% 65+ year olds). 65+ year olds are more commonly not interested (25%, compared to less than 15% amongst 15-64 year olds).
Buying green electricity	<ul style="list-style-type: none"> 18% of 15-24 year olds said this wasn't applicable to them (living with parents so don't make the decision). Half of 15-64 year olds said they would be interested in doing this, compared to just 29% of 65+ year olds. 18% of owner occupiers said they weren't interested (compared to 7% renters). Females show a higher instance of wanting to do this (51%) than males (40%).
Installing a rainwater tank	<ul style="list-style-type: none"> Over half (54%) of renters said they would like to do this (compared to 38% of owner occupiers) More owner occupiers already do this (16%) than renters (8%).
Sustainable transport	<ul style="list-style-type: none"> 46% of those in the North West region would like to do more of this, compared to just 21% in the North East and 22% in the South. 15-24 year olds more often are already doing this and want to do more (45%) whereas many 25-64 year olds don't currently do this but would like to start (28%). 45% of renters would like to do more of this (compared to 27% owner occupiers). This was rated as not applicable by high proportions of those who live in the North East (28%), 65+ year olds (50%) and owner occupiers (22%).
Growing my own fruit and vegetables	<ul style="list-style-type: none"> 38% of renters would like to start doing this (compared to 25% of owner occupiers). 15% of those over the age of 65 rated this as not applicable. 36% of 15-39 year olds would like to start doing this.
Supporting biodiversity by planting trees or plants in my yard	<ul style="list-style-type: none"> 46% of those in the North East would like to do more of this and 33% of those in the South West would like to start doing this. Many 65+ year olds said they are already doing this (38%), whilst younger people would like to start (32% 15-24 year olds). In line with age, renters show a high instance of being keen to start doing this (37%) whilst many owner occupiers said they already are (29%). Males show a higher instance of not being interested (9%, compared to 4% females) whilst a high proportion of females said they would like to do more (44%, 33% males).

Avoiding or reducing my use of single-use plastics	<ul style="list-style-type: none"> • More males specified a lack of interest in this (4%, compared to 1% females). • A high proportion of those in the South region (43%) said they are already doing this (compared to 21% in the North West).
Buying locally produced or more sustainable items	<ul style="list-style-type: none"> • High percentages of wanting to start doing this were recorded amongst 25-39 year olds (21%), males (20%) and renters (22%), while 57% of females said they want to do more of this. • High instances of already doing this occurs amongst 65+ year olds (39%) and owner occupiers (31%).
Making my home more energy efficient or using less energy	<ul style="list-style-type: none"> • 37% of 15-24 year olds and 34% of renters said they would like to start doing this. • 30% of 65+ year olds said they are already doing this.
Joining or volunteering with a local group that supports environmental sustainability	<ul style="list-style-type: none"> • Notably high instances of not being interested in this are recorded amongst males (56%, compared to 44% females) and owner occupiers show (52%, 40% renters). • 43% of females said they are not currently doing this but would like to (compared to 32% males). • Rates of already doing this are higher in the South region (16%). In the North West, all of those who said they are currently doing this would like to do more (15%).
Learning more about how I can be more environmentally sustainable	<ul style="list-style-type: none"> • A third (32%) of 25-64 year olds would like to start doing this.
Using a home compost bin worm farm or a Council provided FOGO (Food Organics and Garden Organics) bin	<ul style="list-style-type: none"> • 11% of males said they wouldn't be interested in this (compared to 4% females). • A notably high proportion of people in the South West region said they would like to start doing this (33%), and a high proportion of those in the Central region are already doing this (42%). • The desire to start doing this is more common amongst renters (36%) and 25-39 year olds (31%). A high proportion of 40-64 year olds said they are already doing this (39%).

Overall, 27% indicated they weren't interested in one or more of these activities (excluding volunteering). This is higher amongst the representative sample (47%) than the open access sample (18%). Only 7 respondents indicated they weren't interested in any of the listed items.

When grouping together infrastructure actions and purchasing actions, it is clear that large proportions of the community are interested in taking up, or doing more in terms of infrastructure and purchasing. These figures are consistently higher amongst the broader population (representative sample), due to lower instances of already doing these things.

Table 2.4.2 Net infrastructure and purchasing behaviours

	Includes	Take up	Do more
Infrastructure	Install rainwater tank	59%	49%
	Grow own fruit and veg		
	Plant trees in yard		
	Install solar		
Ethical purchasing	Avoiding single use plastics	41%	57%
	Buy local		
	Buy green electricity		

Respondents were provided with the opportunity to share any other behaviours that they are currently doing or would like to do in the future.

Most of the suggestions were things that Council could do (rather than households) and are repeats of the topics already covered in the other sections of the survey.

Many suggested things already covered by the main question, such as improving energy efficiency or buying local.

New ideas put forth included:

- Electric vehicle (61 mentions, mostly for the future).
- Use active transport (51 mentions).
- Financial related actions such as divestment and donations (47 mentions).
- Reuse, repair, recycle and buying second-hand (33 mentions).
- Reduce meat consumption (30 mentions).
- Waste less / buy less (29 mentions).
- Water conservation / recycling (29 mentions).
- Soft plastics recycling (18 mentions).
- Install batteries / off grid (21 mentions all in future actions).

'Supermarkets have more packaging around fruit and vegies than before. govt should pressure them not to'
Male, 40-64yo, South

'I would like council to provide an advisory service to ratepayers (especially new arrivals to our country) about planting gardens resistant to increasing temperatures, how to drought-proof our gardens and ways to manage water. For example, how to capture water from the downpours we have when there is too much for a water tank to cope with and the gutters overflow. It seems like such a waste to see it run off into the gutters. Council regulations for installing downpipes with much larger diameters would help enormously.'
Female, 65+yo, location unknown

'Not buying unnecessary things. Choosing organic, locally grown produce where possible. Not eating meat and limiting dairy foods. Taking reusable produce bags to the shops. Taking my soft plastics to a Red Cycle collection station (and hoping that they will actually be recycled). Using rechargeable batteries. Recycling broken/old electronics. Selling or donating good quality unwanted items instead of throwing them out. Donating to environmental causes.'
Female, 40-64yo, North West

'Using carbon offsetting programs where available e.g. air travel. Recycling timber and other product where possible. Mending / repairing clothing and other products where possible. Donating usable products to second hand stores and buying secondhand when available. Clean Up Australia Day'
Male, 40-64yo, South

'Walking is my main way of getting around my neighbourhood with public transport to go further afield. Joining local groups, using the library and shopping locally helps me feel part of a community.'
Female, 65+, North West

2.5 BIG IDEAS

Do you have a big idea that you would like to see included in Boroondara's Climate Action Plan?

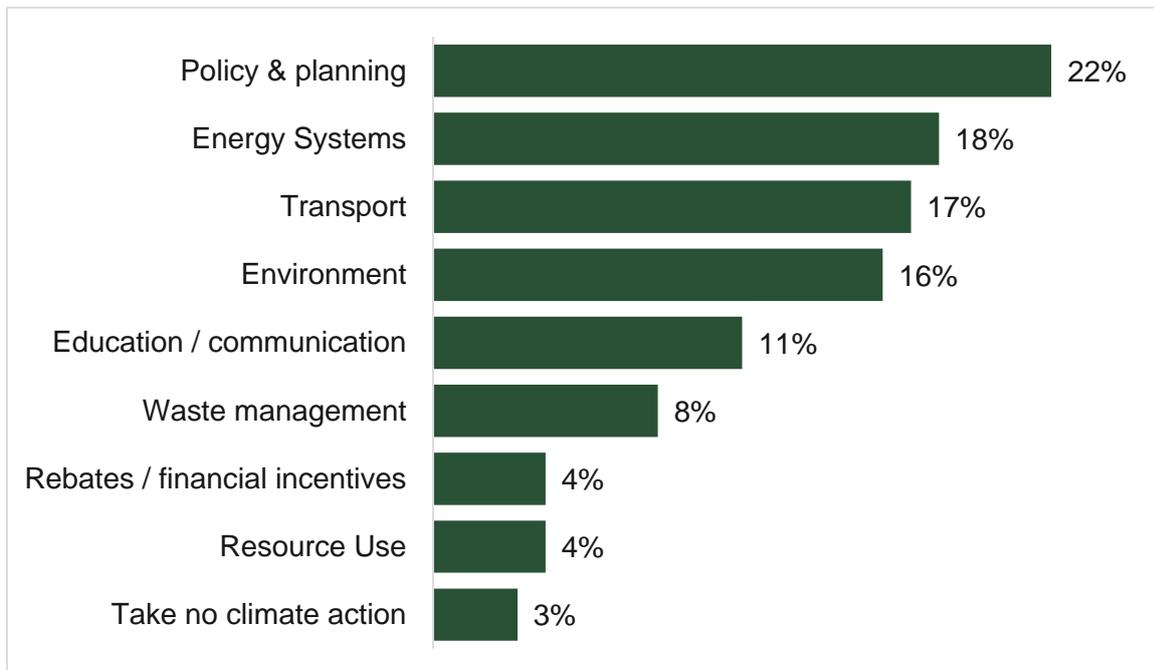
Sample: n=893

Notes: Recorded as text then grouped into themes for analysis.

A very broad and detailed list of ideas was put forth by respondents, often covering more than one idea, and frequently repeating thoughts recorded in previous sections of the survey. Of the 893 people who specified an idea, around a third were relatively unique and couldn't be grouped into a theme for coding. Those that could be grouped often put forth ideas relating to policy and planning, energy systems and/or transport.

The representative sample more often put forth ideas relating to education and communication (15%, compared to 9% open access) and resource use (7%, compared to 3% open access), while high proportions of open access respondents put forth ideas relating to transport, energy systems and/or policy/planning.

Figure 2.5.1 Big ideas categories



The following table outlines further detail about the types of ideas put forth under these themes.

Table 2.5.1 Big ideas

Policy and planning	<ul style="list-style-type: none"> • Sustainable building / planning / regulations (8%) • Declare a climate emergency (8%) • Best practice / work with and learn from others (7%) • Work with / learn from first nations (1%)
Energy systems	<ul style="list-style-type: none"> • Council to use solar green energy (6%) • Set carbon emissions target (6%) • Households to use solar green energy (4%) • Local grid / micro grid (3%) • Solar bulk buy (1%)
Transport	<ul style="list-style-type: none"> • Electric vehicles / infrastructure (8%) • Bikes / bike lanes (7%) • Car free zones / reduce car use (3%) • Walking footpaths / trails (1%)
Environment	<ul style="list-style-type: none"> • Increase protection of green space (6%) • Community gardens (4%) • Waterways (2%) • Protect / plant natives (3%)
Education / communication	<ul style="list-style-type: none"> • Community education (9%) • Education in schools (2%)
Waste management	<ul style="list-style-type: none"> • Improve / expand recycling (3%) • Ban / reduce single use plastic (3%) • Recycle soft plastic (2%)
Resource use	<ul style="list-style-type: none"> • Water harvesting / conservation (2%) • Recycle soft plastic (2%)

Other ideas include:

- Energy audits.
- Reduce carbon emissions (no target specified).
- Allow planting on nature strip.
- Community engagement.
- Lobbying / advocacy.
- LED / efficient lighting / energy efficiency.

A selection of some of these ideas follows. For a full listing please see the separate comments coding document (Excel).

Education (community)

- Community education around plants, native birds and insects (Female, 15-24, North East).
- A public forum or community center meeting with a Scientist speaking to help to educate the people or at the local schools and invite people to hear. I am sure there would be community and school interest. If you teach children it is important (Female, 65+ Central).
- In Boroondara, 50% of people are renting, and a lot of apartments or units. So it is up to the body corporate, if we can make it more attractive for property owners through subsidies.. to install solar panels etc.. . Also I am a new migrant to Australia, when you first arrive in Australia.. we are only thinking of how we can survive and not thinking of sustainability.. I think there should be more focus on teaching migrants how to recycle for instance.. they have no idea what parts go where.. we also have to understand how the world is suffering to take action and to take the effort to do things correctly. They could work together with groups that they are not working with currently to get the message through, for e.g., church groups etc. to get them get the message across or have articles in newspaper.. everything we contribute is good... and when things work.. we must be shown it works in order for us to keep doing it until it becomes habit. Council may already have database how to reach immigrants.. so send them emails or mail.. but make it interesting to read (Male, 40-64, North East).

Sustainable building regulations

- I would like to see whenever council gives out building permits, I would like to see trees and shrubs put into the plan so it's not just the house that occupies the whole block but also greenery especially trees for birds and so on (Female, 40-65, Central).
- Sustainable building standards, Review every council policy against a climate emergency background, Review all public buildings including all schools to assess their suitability for use during extended heatwave periods. Health and emergency services plan for the elderly during extended heatwave periods (Male, 65+, Central).
- To make sure that when building homes that the building should be off set by trees. If you're building a home there should be a regulation that you need to have a certain amount of tree for the size of the build. (Female, 25-39, North West).

Council to use solar / green energy

- Install solar panels on all sports clubs or at least heavily subsidize that being done (Male, 65+, South).
- A commitment that Boroondara will run on 100% RE by X date would be awesome!! Then strong advocacy to State and Fed Government to make it happen. Focus on one thing and go hard publicly - get the community on board via education/awareness/PR campaign - and build momentum for change (Female, 40-64, North West).
- I would like solar panels mandated on ALL new buildings - domestic and commercial. I would like the percentage of permeable land on properties increased (Female, 40-64, North West).

Electric vehicles

- Plans with target dates and budgets for converting council properties to renewable energy. Similarly targets and budgets for changing the council vehicle fleet to electric. Also allowing for electric vehicle charging stations (Male, 40-64, South West).
- I think the conversion of buses, garbage trucks and council vehicles to electric is a big idea. Also introducing wind generation in suitable areas like parks and ovals, waste management sites - anywhere that is suitable (Female, 65+, Central).
- Is that the council adopt in its Climate Action Plan a goal to transition the community bus fleet and all council vehicles to electric vehicles by 2025. There are a high number of private and government schools in the area and these should also be part of this transition plan (Female, 40-64, North West).

Best practice / work with others

- Having a local climate conference with business, politicians, community members etc. to explore ideas would be good. Margaret River did this very successfully (Female, 40-64, Central).
- Work with the state government to allow only electric vehicles to be purchased by 2030 and similar for commercial vehicles by 2035. Work with surrounding local councils to collectively respond to the climate emergency (Male, 65+, South).
- Partner with the local Climate Emergency Action groups to work collaboratively and reach more of the community. Port Phillip Council has done this with PECAN (Port Phillip Climate Emergency Action Network) to run community forums and encourage residents to commit to a series of climate actions in their own lives. This is a really sweet idea and can bring the community together with shared, tangible goals (Female, 25-39, South West).

Bike lanes / paths

- Encourage cycling- people are using back streets to bypass Camberwell intersection and big intersections. Something needs to be done to make back streets not accessible for cars (Female, 40-64, South West).
- Build the Hawthorn to Box Hill trail to provide a safe path free from vehicles where children can learn to ride and families can go for recreational bike and walking trips. This path will provide safe local travel between Hawthorn, Camberwell, Glenferrie Road, Maling Road, Surrey Hills, Mont Albert and Box Hill along with connections to the Main Yarra, Anniversary and Box Hill to Ringwood shared use paths. There are over twenty schools and other education institutions close to the trail. More people riding bikes and walking will reduce traffic congestion on roads, reduce carbon emissions and provide a safe and healthy travel for local communities (Male, 40-64, Central).
- I think one key element which could enable many more people to ride their bike is by increasing the safety of riding bikes. This can be achieved by increasing the number of bike paths and establishment of protected bike lanes on busy roads. A simple line on the road is insufficient. Riders need physical protective barriers as has been established by the Melbourne City Council. In lieu of the covid crisis they have created tens of kilometres of protected bike lanes. By doing this, more people are likely to ride their bike on a greater number of trips on a significant scale. In turn this would result in less carbon emissions being released by car transportation and cleaner air for us and local flora and fauna to benefit from (Male, 15-24, South).

'I want a complete rejection of all fossil fuel companies and companies who support fossil fuels. I want to see businesses who support sustainability and climate change promoted and recognised and businesses that show limited action or no support towards climate change play limited roles in the community. I want to see diversity in the climate change movement in that I want indigenous people to be uplifted and empowered when talking about caring for the environment.'

Female, 15-24yo, South

'I would like to see Boroondara start a healthy competition with other councils, especially like metropolitan councils, to the most carbon reduction per person. That is start a scoreboard of actions and impacts and publicly plot the progress against other LGAs.'

Female, 40-64yo, Central

'Close Kew junction to cars once a month for a community festival connecting people to each other and promoting food, music, art and sustainable practices of Boroondara residents who are Indigenous Australians, members of culturally diverse groups, members of LGBTIQ+ community etc'

Female, 40-64yo, North West

'A council-sponsored sustainability assessment (and perhaps rewards) for households and other premises in Boroondara:

- voluntary participation - at least to begin with :-)

- periodic assessment, perhaps annually

- the result is provided with practical suggestions for improvements

- nominal reward for sustainability achievements or improvements - optional list on council website, vouchers for use in Boroondara (retailers may offer these free to get some publicity when prizes are announced), council compost bins etc or small rates reduction.'

Male, 65+, Central

'A community garden would be good as I used to live in Fitzroy and they had one and it worked really well. I think there just needs to be more education and information available in the community to help people know what to do.'

Female, 15-24, North West

'I would like to see Boroondara Council get serious with the necessary planning ordinances so that planting of trees, shrubs/ greenery on a significant percentage of redeveloped private's land is mandatory. What is happening at the moment is an indictment of current, council policies. You only have to walk the streets of Boroondara to see this. What will current generations think of what you/we are doing..'

Male, 65+, South West

APPENDICES

RECOMMENDATIONS FOR TARGETED PROGRAMS

- Help those under the age of 65 to switch to green power.
- Target renters to encourage more sustainable transport, growing fruit and vegetables (perhaps through community gardens), buying local, FOGO.
- Better promote FOGO in the South Western region and amongst 25-39 year olds.
- In the next survey ask for property type (stand-alone, unit, apartment) as this will help better understand capacity to undertake behaviours.

QUESTIONNAIRE

There were slight variations in approach and wording between the online and phone versions of the surveys. The phone survey was revised to meet a best practice research approach for a telephone environment.

Phone introduction

Hello, this is (...) calling on behalf of Boroondara Council from the Local Government Research Group. How are you? (acknowledge what they say)

So you know the reason for this call...the council wants feedback and opinions from residents to deliver a sustainable Boroondara for future generations. It is a 5-10-minute study. We would appreciate it if you could help ... you can always choose to discontinue the study at any time...

[IF MOBILE] As you are on your mobile, is it safe to talk now?

Council would like feedback from people aged 15 years or over. Do you live in the Boroondara Council area? [CONTINUE IF YES]

[IF ASK WHAT IT IS ABOUT]

Council's current 'Our Low Carbon Future Strategy' ends in 2020. Council is committed to developing a new Climate Action Plan to replace our current Strategy.

Over the coming months Council will be asking the community how they create a plan that will identify meaningful actions and ensure the community supports Council to act on delivering a sustainable Boroondara for future generations.

This survey asks questions to find out what environmental sustainability looks like to you at a local level, what you think Council's role is in environmental sustainability, and also what sustainable behaviours are happening in the community.

[IF ASK WHERE DID YOU GET THIS NUMBER?] We got your number from commercially available databases, like Sample Pages (who provides all bona fide market research companies with sample of up to 7 million residential numbers, updated monthly.)

[IF ASK I AM ON THE NOT TO CALL REGISTRY! WHY ARE YOU CALLING ME!?] Do not call Registers only block telemarketing calls but as a Social Research company, we are exempted ... we collect information from the community to assist government with decision making... we are happy to remove your number from our list if you want but that does not mean it will be removed from other call centres that the government may hire to conduct a project.

[IF WANT TO KNOW MORE] Please Contact Mathew Dixon, Coordinator of Environmental sustainability on 9278 4533 or email environment@boroondara.vic.gov.au.

For further information visit www.boroondara.vic.gov.au/CAP

[IF THEY WANT PROOF WE ARE A LEGITIMATE COMPANY] We are a division of Market Solutions, please go to marketsolutions.com.au, on the first page you can check the 'did we call?' section and you will see my number listed there

Online Introduction

[PAGE WITH DETAIL ABOUT COUNCIL ACTIONS]

Council's current 'Our Low Carbon Future Strategy' ends in 2020. We are committed to developing a new Climate Action Plan to replace our current strategy. To do this, we are

inviting everyone who lives, works, studies or recreates in Boroondara to share their feedback and ideas. Over the coming months we will be asking you how we can create a plan that will identify meaningful actions and ensure the community supports Council to act on delivering a sustainable Boroondara for future generations. In this stage of consultation, we want to know what you think Council's role is in climate action, what climate action looks like to you at a local level, and also what sustainable behaviours are happening in our community. We will share the feedback we receive and will check back in to make sure we have heard you correctly and to provide opportunities to further explore what is important to you. This survey will take around 10 minutes to complete. We would love to hear from all members of our community but please ask a parent or guardian for permission to complete this survey if you are under 15 years.

Q1. What would successful action look like to combat the impacts of climate change in Boroondara? [TEXT BOX]

[PHONE] Q2. I am now going to read out 9 areas of environmental sustainability with some examples for context.

Using a scale of 1 to 5 (where 1 is not at all important and 5 is very important), please tell me how important or otherwise these areas of environmental sustainability are when thinking about a Climate Action Plan for our City.

[IF NEEDED] To help us get through these quickly, please note that we do not have space to write comments yet, that will come later. For now please only provide a rating. For each area, I will read out what it involves and at the end I will ask you to rate from a scale of 1 to 5, please wait until I ask for your rating. Firstly...?

[IF NEEDED] We will be asking later whether council should be doing this, but first we want to find out how important you think different aspects of environmental sustainability are.

[RANDOMISED ROWS]

	1 – Not at all important	2	3	4	5 – Very important	Don't know
Energy Efficiency – such as LED lighting, energy efficient street lighting, and building or renovating to a high sustainability standard.						
Renewable Energy – such as solar panels or purchasing green electricity. [GREEN = WIND, SOLAR, % GREENPOWER THROUGH ELECTRICITY SUPPLIER]						
Sustainable Water Use – such as harvesting rainwater and stormwater and using water efficiently at buildings, gardens and sportsgrounds.						
Healthy Waterways - such as: preventing pollution from our						

streets entering our waterways and Port Phillip Bay.						
Waste Management and Recycling - both kerbside and depot-based.						
Food and Garden Waste Management – such as kerbside collection, subsidised worm farm or composting equipment, and community education on this topic.						
Sustainable Community Transport Options – such as providing and upgrading cycling and walking paths.						
Creating pedestrian friendly street environments by better managing traffic, public transport, cycling and walking on congested roads.						
Protecting and Enhancing Biodiversity (native plants and animals) – such as looking after existing vegetation and planting more vegetation in public open space and home gardens.						
Other (specify)						
Other (specify)						
Other (specify)						

[ONLINE] Q2. How important are the following areas of environmental sustainability when thinking about a climate action plan for Boroondara?

	Not at all important	Slightly important	Important	Fairly important	Very important
Energy efficiency and renewable energy					
Sustainable water use and healthy waterways					
Waste management and recycling					
Sustainable community transport options					
Protecting and Enhancing Biodiversity					

Q2a. Do you have any other suggestions on areas of focus that Council should include in the Climate Action Plan? [ONLINE] If so, please list up to three and provide a rating for each. [PHONE] And how would you rate the importance of that out of 5? [OPEN ENDED WITH RATING BOX FOR EACH]

Q3. [PHONE] How much do you oppose or support Boroondara Council developing a Climate Action Plan? [ONLINE] How supportive are you of Council developing a Climate Action Plan? [ASKED FIRST FOR ONLINE SURVEY]

Strongly oppose

Somewhat oppose

Neither support nor oppose

Somewhat support

Strongly support

[PHONE] Don't know

Q3a. [PHONE] Why do you [ANSWER TO Q3] Boroondara Council developing a Climate Action Plan? [ONLINE] Can you explain your reason for providing the answer above. [TEXT BOX]

Q4. [PHONE] I am now going to read out a list of 12 sustainable actions that people can do personally, or in their household. Please note that we don't have space to write comments, but for each please tell me if you are not interested, would like to do it, are doing it already, and if so if you would like to do it more in the future. [ONLINE] Thinking about sustainable actions at a personal or household level, what best describes your current approach to each of these actions?

[ONLINE SINGLE RESPONSE, PHONE MULTIPLE RESPONSE]

[PHONE HAS RANDOMISED ROWS]

	Not interested	Would like to do this	Already doing this	Would like to do more in the future	Not applicable
Install solar panels					
Buy green electricity					
Install a rainwater tank					
Use sustainable transport to travel to work or school					
Grow your own fruit and vegetables					
Support biodiversity by planting trees or plants in your garden					
Avoid or reduce use of single-use plastics					

Buy local or choose more sustainable options					
Make your home more energy efficient or use less energy					
Join or volunteer with a local group that supports environmental sustainability					
Learn more about how you can be more environmentally sustainable					
Use a compost bin, worm farm, or a Council provided FOGO (Food Organics Garden Organics) bin.					

Q5 Are there any other environmentally sustainable actions or things you are doing, or would like to do in the future [ONLINE] that are not listed above? [TEXT BOX]

[ONLINE SINGLE TEXT BOX]

[PHONE SEPARATE TEXT BOXES FOR CURRENT AND FUTURE]

Q7. **Do you have a big idea that you would like to see included in Boroondara's Climate Action Plan?** [SINGLE RESPONSE]

[ONLINE] Q6. Which of the following best describes you?

- I live in City of Boroondara (rent)
- I live in City of Boroondara (own or purchasing)
- I work in City of Boroondara
- I study in City of Boroondara
- I visit the City of Boroondara
- Other (specify)

Q8. [PHONE] What gender do you identify as? [ONLINE] What is your gender?

- Male
- Female
- Prefer to self-describe (specify)
- Prefer not to answer

Q9. What is your age group? [PHONE - ASKED AT BACK OF THE SURVEY UNTIL QUOTAS STARTED FILLING UP, THEN MOVED TO THE FRONT. SAME QUESTION WAS PRESENTED IN ONLINE SURVEY, AT THE END OF THE SURVEY FORM]

15-24 years

25-39 years

40-64 years

65 and over

Prefer not to answer

[PHONE] Q10. Do you work or study in the City of Boroondara?

[IF WORKING FROM HOME DUE TO COVID AND DON'T USUALLY DO SO, GO BY WHERE THEIR BUSINESS LOCATION IS]

	Yes	No, do this outside of Boroondara	Not applicable / don't do this	Prefer not to say
Work				
Study				

[PHONE] Q11. Thinking about your home, do you...?

Own it outright

Own with a mortgage

Rent

Other (specify)

I'd prefer not to say

Q12. In which suburb do you live? [PHONE - ASKED AT BACK OF THE SURVEY UNTIL QUOTAS STARTED FILLING UP, THEN MOVED TO THE FRONT. SAME QUESTION WAS PRESENTED IN ONLINE SURVEY, AT THE END OF THE SURVEY FORM]

Ashburton

Balwyn

Balwyn North

Camberwell

Canterbury

Deepdene

Glen Iris

Hawthorn

Hawthorn East

Kew

Kew East

Mont Albert

Surrey Hills

Other (specify)

I'd prefer not to say

[PHONE] My name is (...), please call our office if you have any questions.

Would you like our office number? [03 9372 8400]- ask for Alex or Belinda during business hours]

Would you like to be kept informed about this project including the next phase of consultation? Your contact information is stored in a separate form to your survey responses to maintain anonymity. (the name given in the survey was)

[IF YES] Thank you. What is the most appropriate way to keep you informed?

These details will be provided to Council but they will not be linked to your survey responses nor used for any other purpose.

Privacy Policy: <https://www.boroondara.vic.gov.au/about/privacy-statement>

[RECORD NAME, EMAIL, PHONE]

Thank you for your time.