



BOROONDARA
City of Harmony

Climate Action Plan Research Report

November 2020 – September 2021

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November 2020 – September 2021

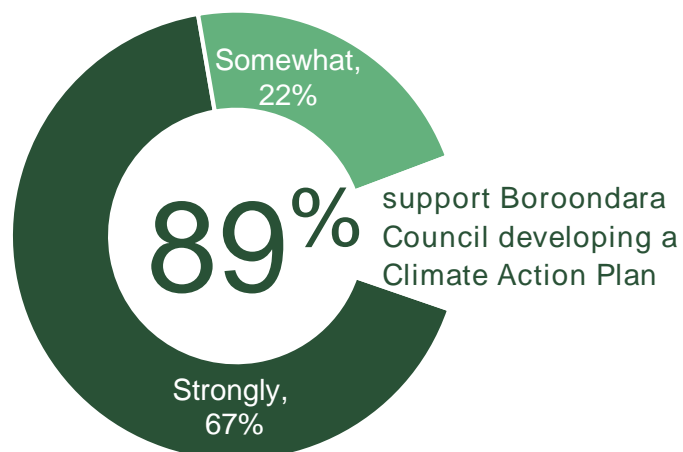
PHASE 1 - KEY FINDINGS

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.



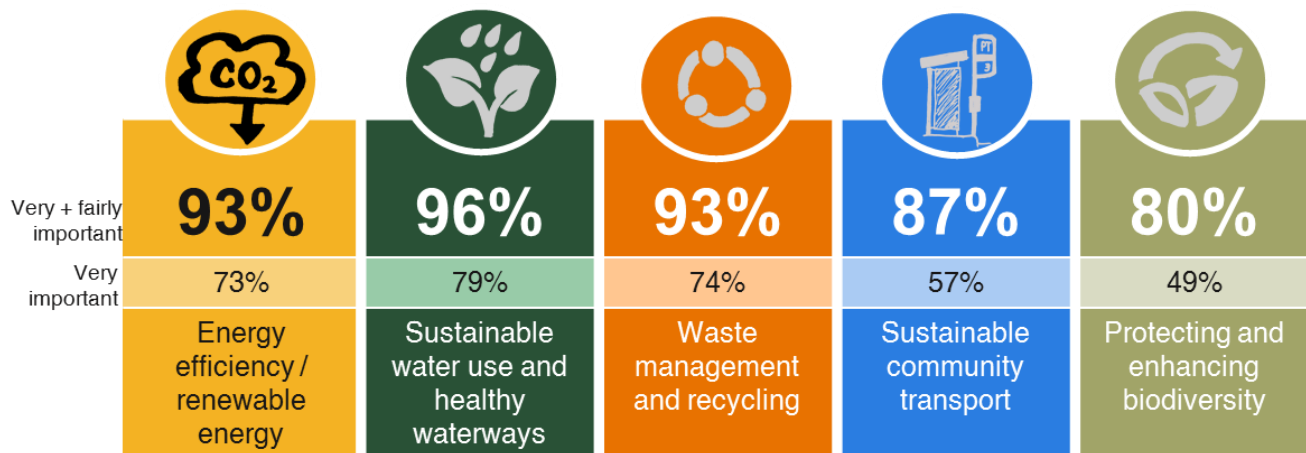
Climate change is an urgent / critical issue

Everyone needs to do their bit

Local council action is required

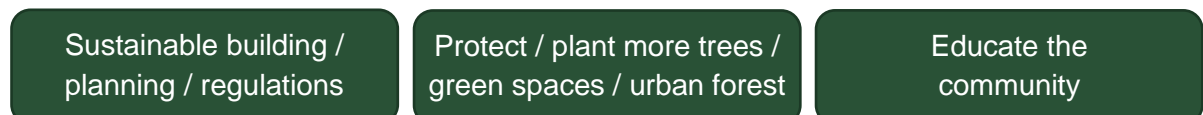
Needed for future generations

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.

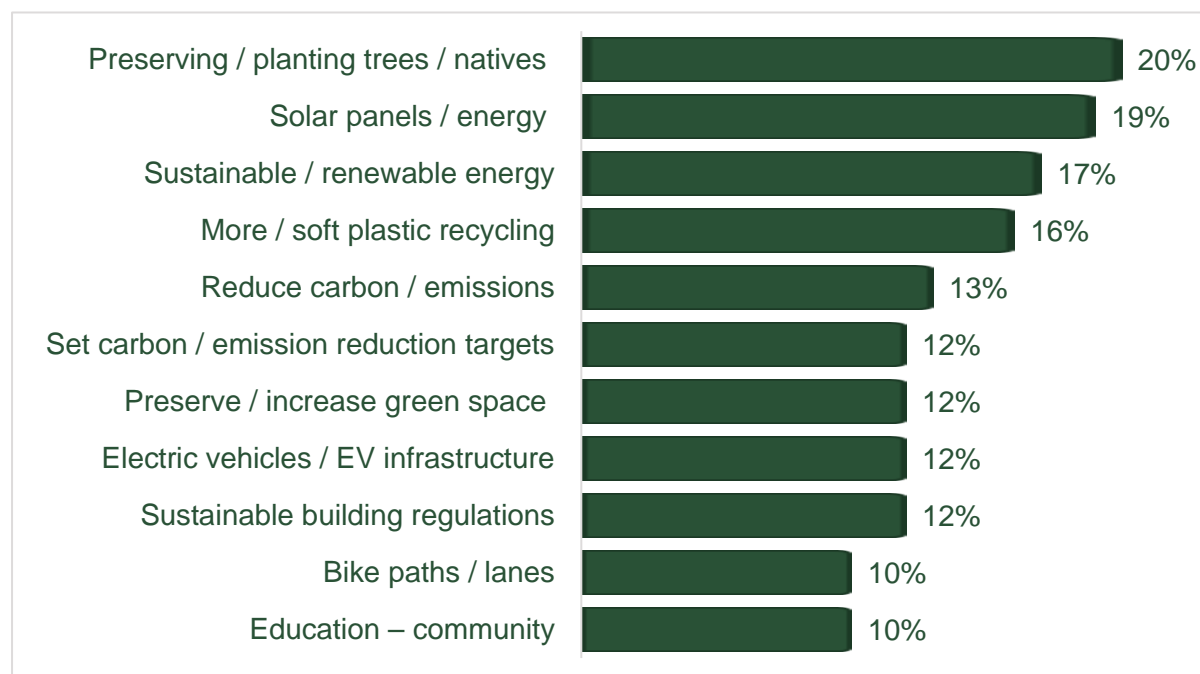


Representative sample

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

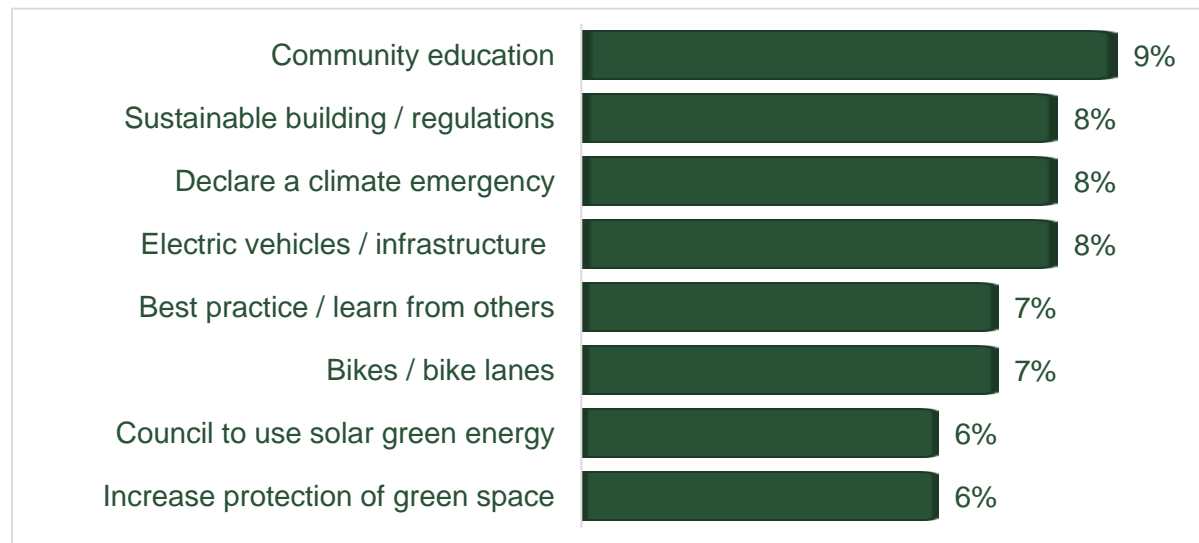


Community perceptions regarding local level climate action mostly relate to actions within energy systems, waste management, environment, and transport.



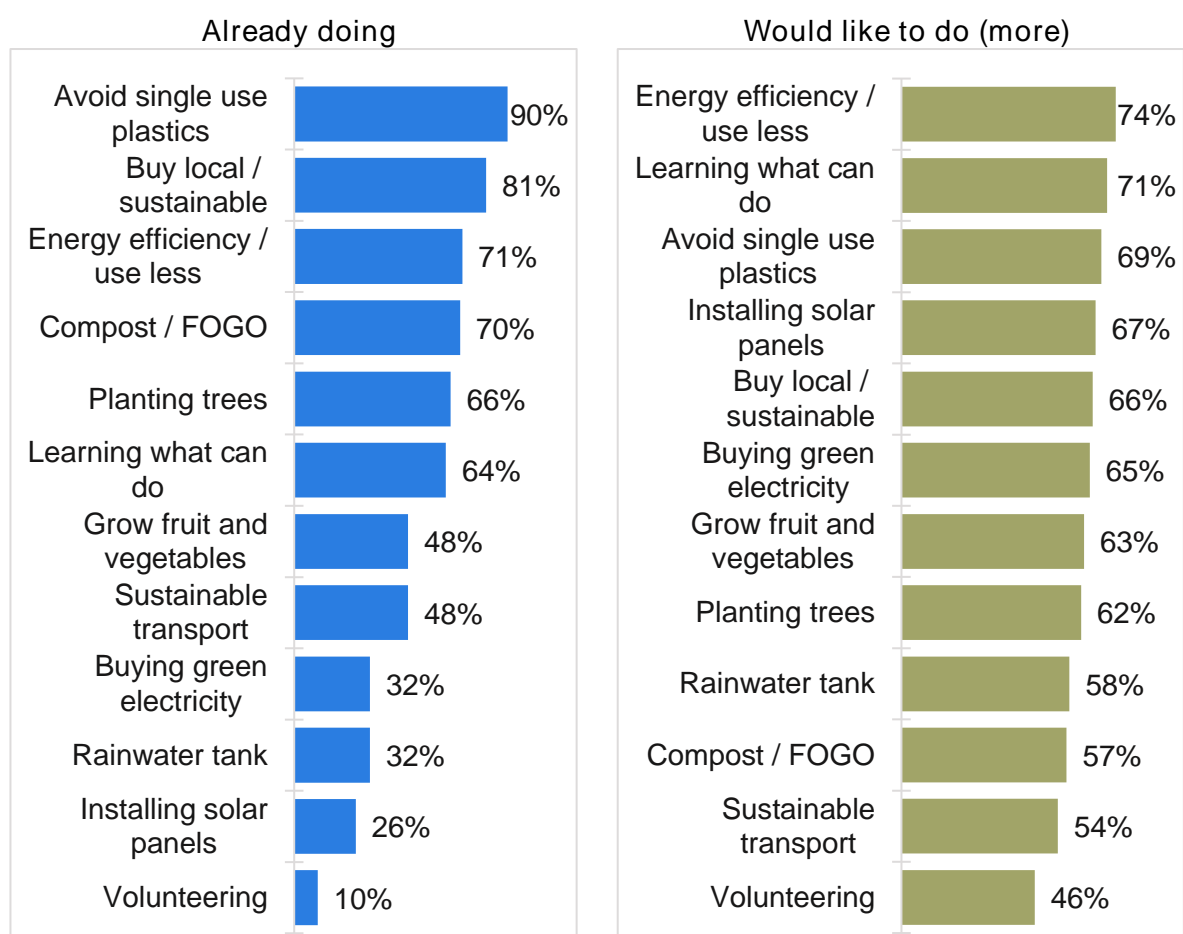
Combined representative and open access sample

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 PHASE 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	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	Highlights a phenomenon / variation in the data that one can be confident is reflective of the entire target population.
Thematic analysis	Grouping of written comments into themes to assist in analysis. See section 1.1.1.

1.2 PHASE 1 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 PHASE 1 - 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	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	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%) 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.

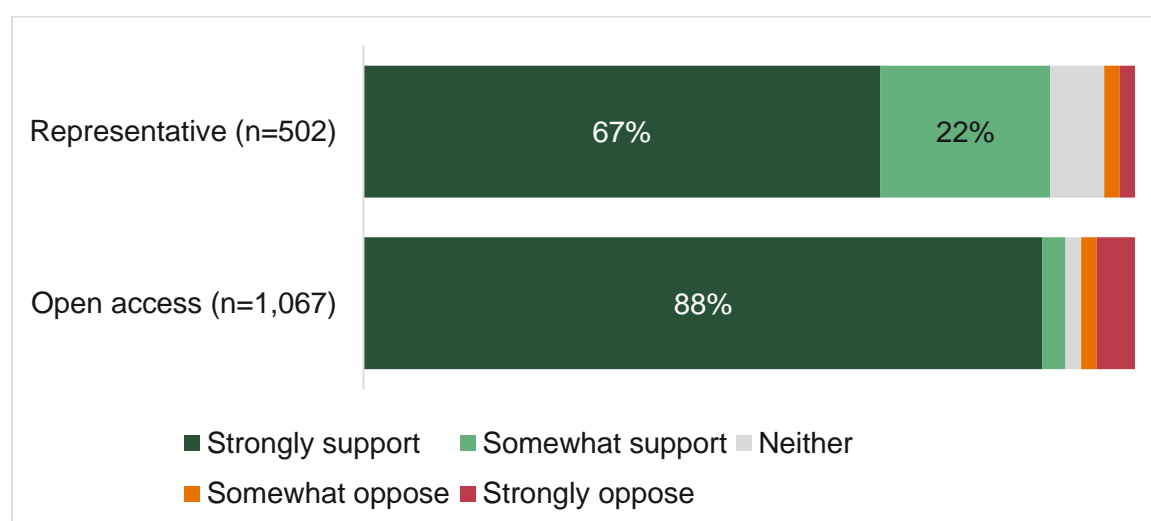
The second part of this question was recorded as text then grouped into themes for analysis.

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 are where 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. "its too a big 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 govt 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

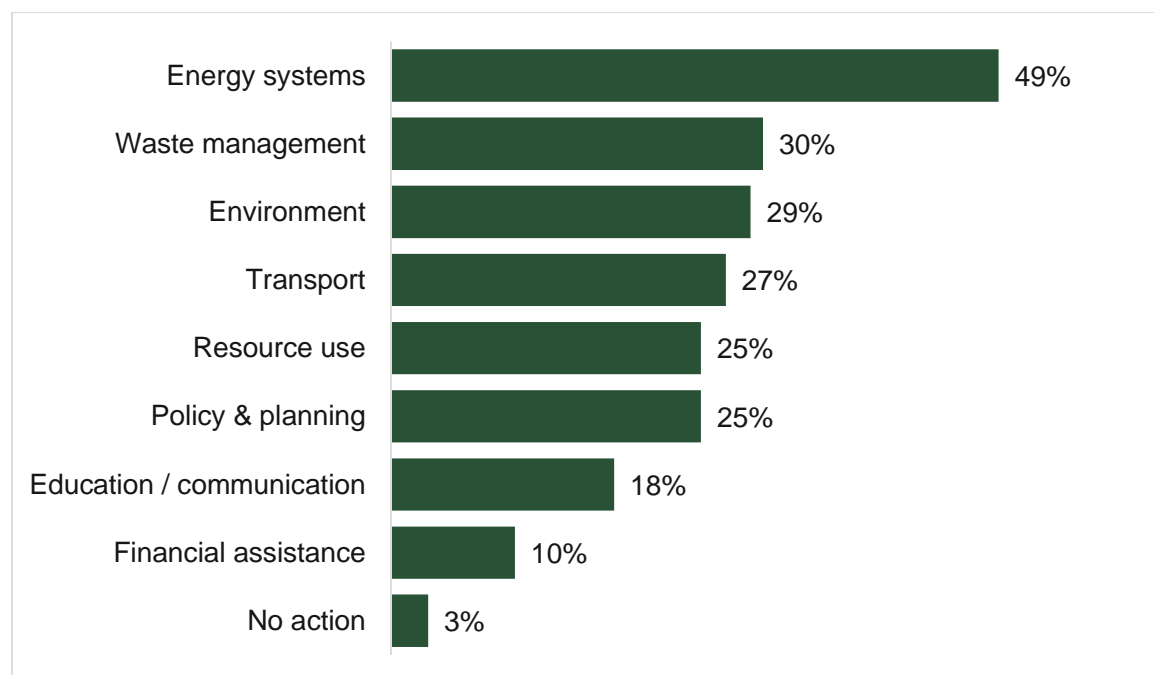
Notes: Recorded as text then grouped into themes for analysis.

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
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 habitat 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?

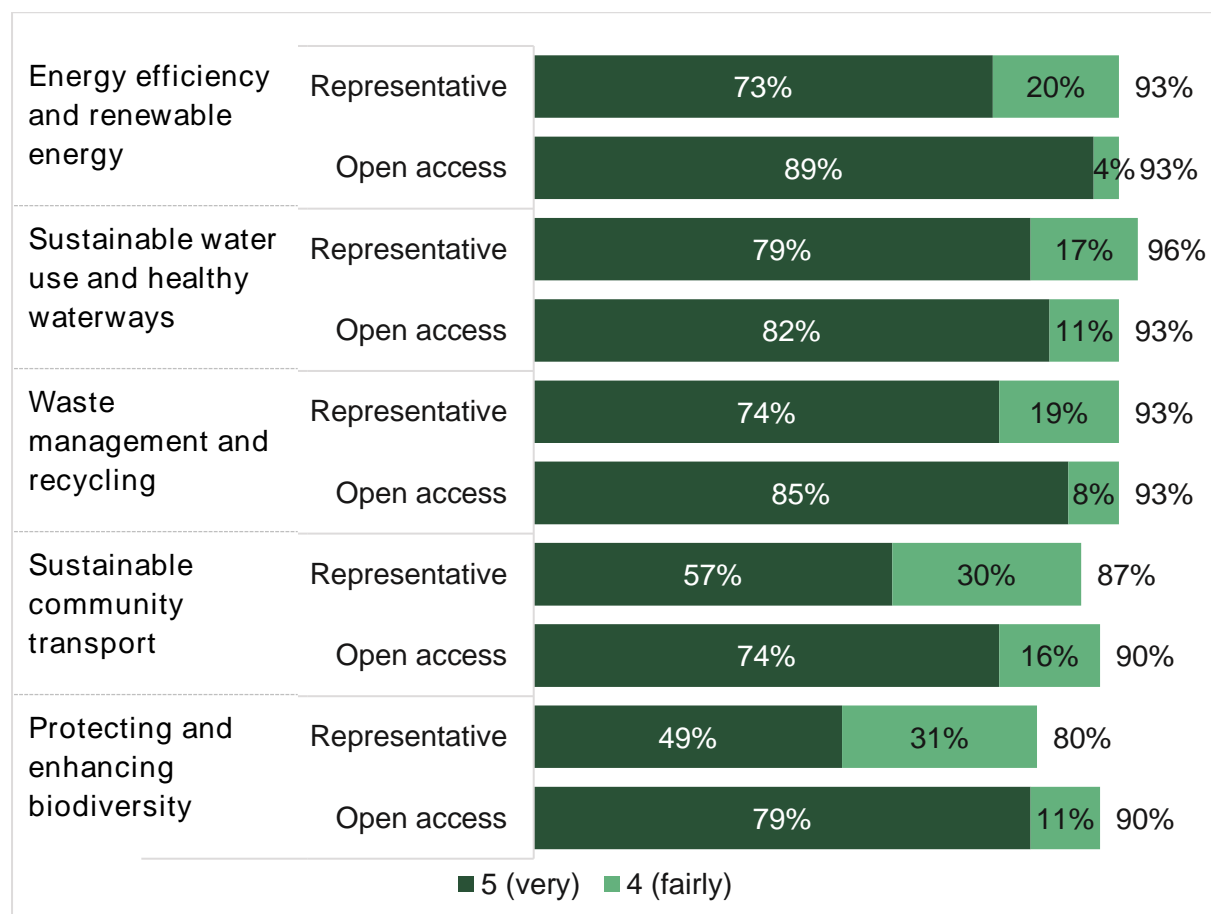
Sample: n=1,562 provided ratings
n=765 provided additional suggestions

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.

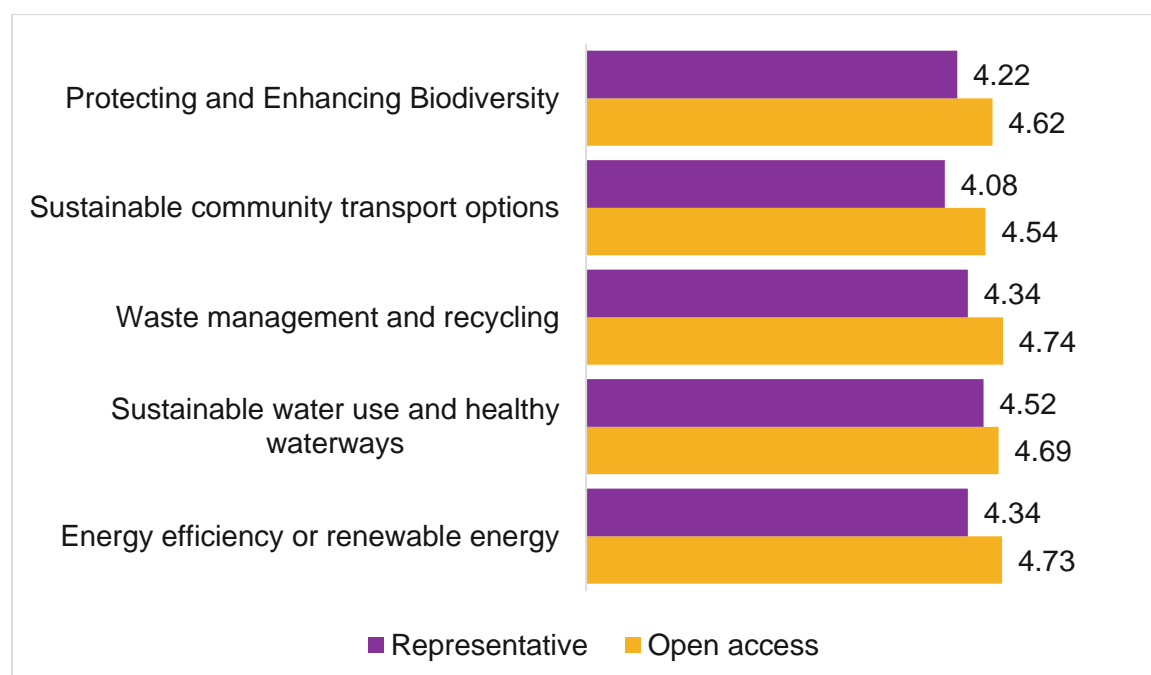
The representative survey broke a number of these categories into two to allow for different ratings of different components. For ease of comparison to the open access results, these were merged, taking the highest of the two scores for each combined category. For most categories the strength of importance 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)



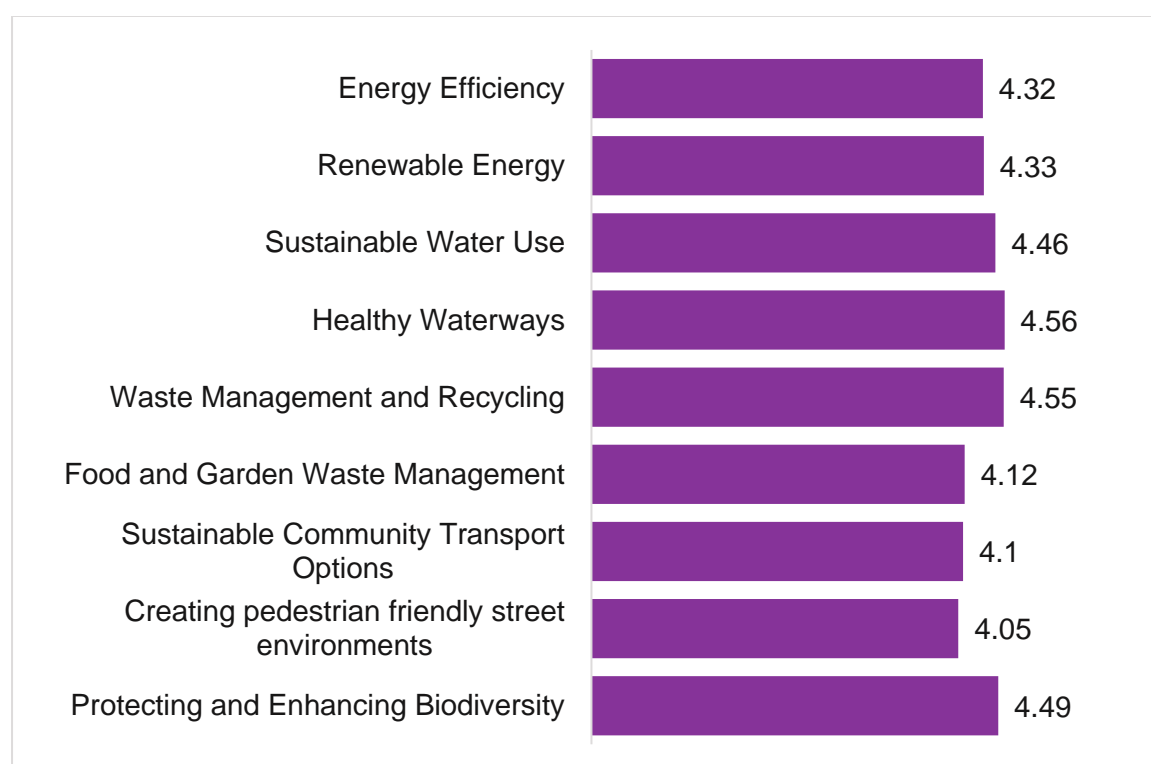
Another way of comparing the two samples is to use mean values (where there were 2 statements rated in the representative survey compared to just one in open access, the mean of the 2 categories was calculated for the representative sample). The mean amongst the open access sample is consistently higher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



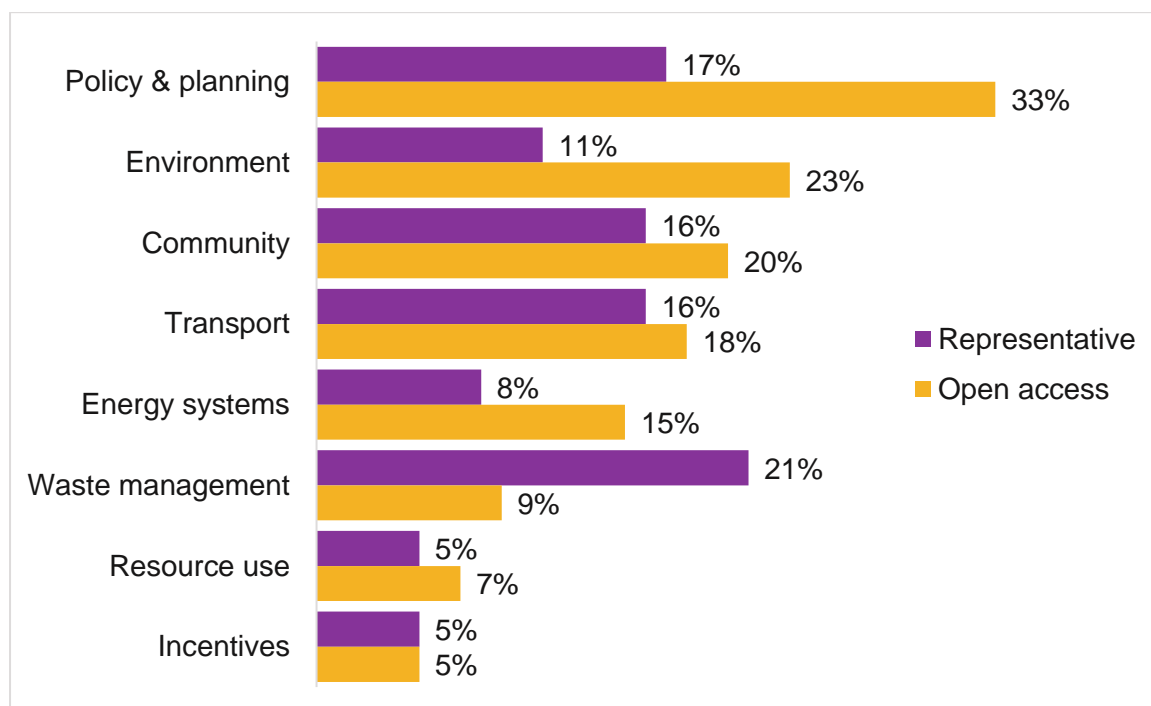
Notable variations by demographics were (representative sample, separated categories):

- 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 • 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?

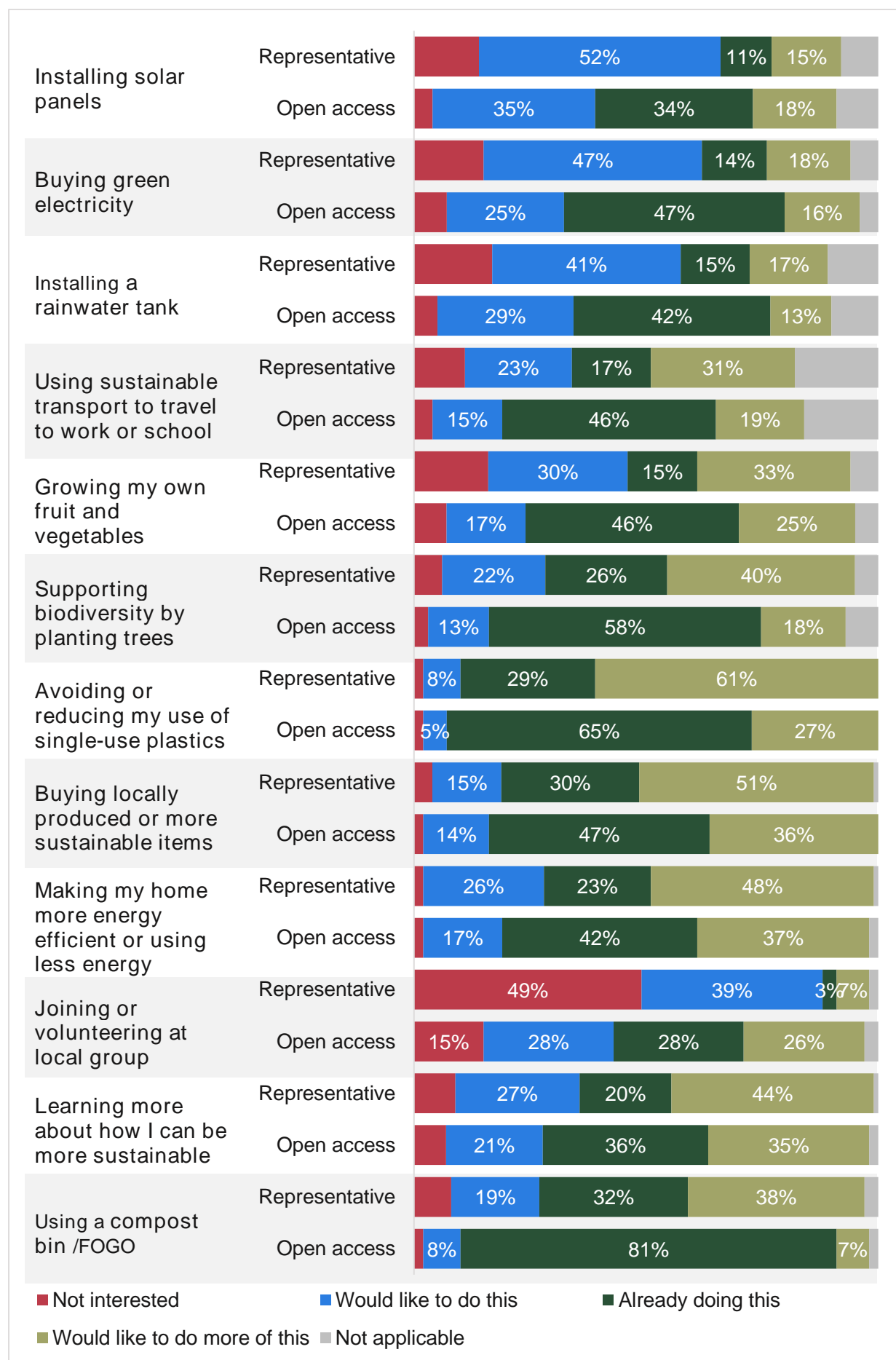
Sample: n=1,564 provided ratings
n= provided other actions

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).

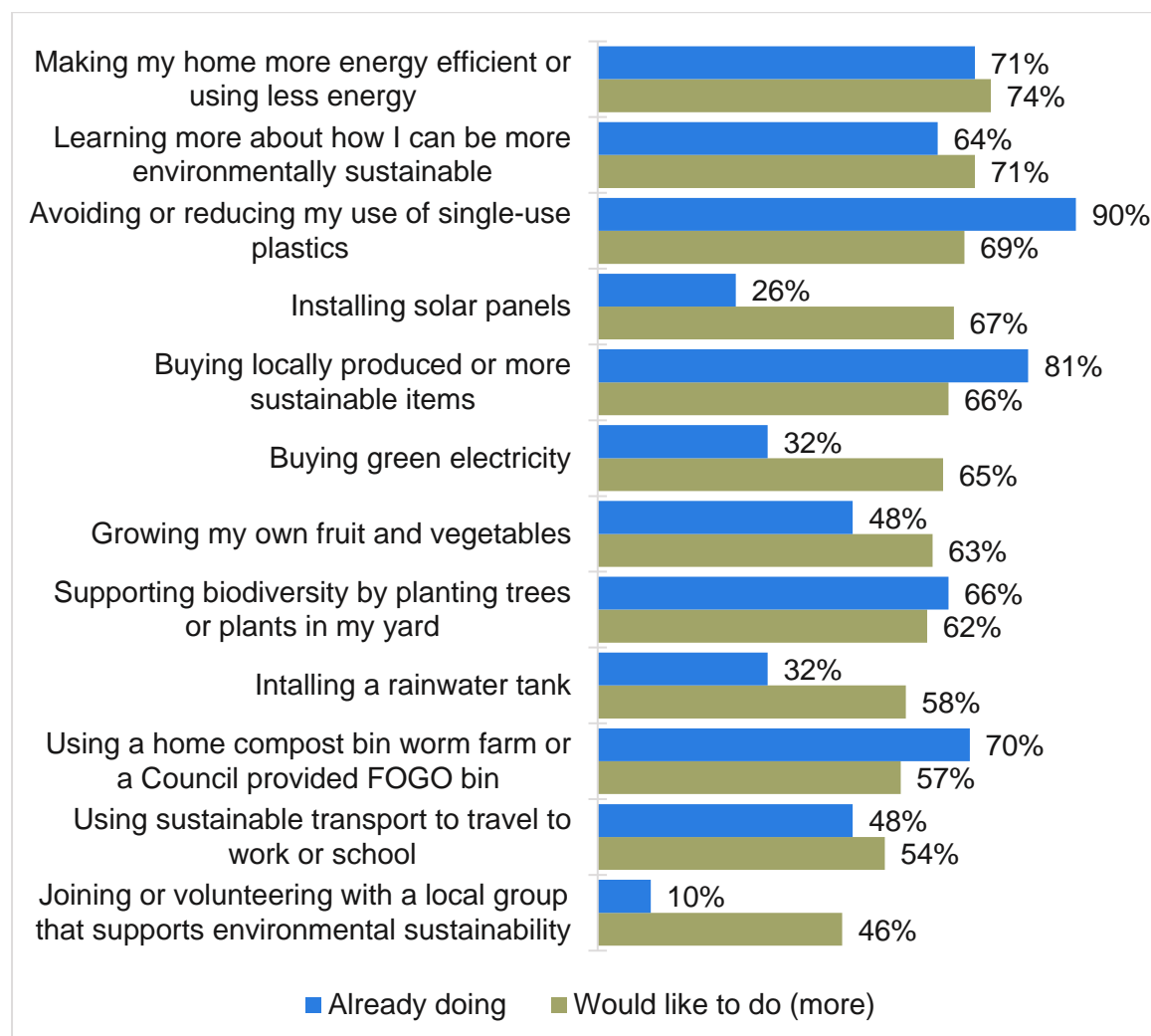
Figure 2.4.1 Household behaviours



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%)
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?

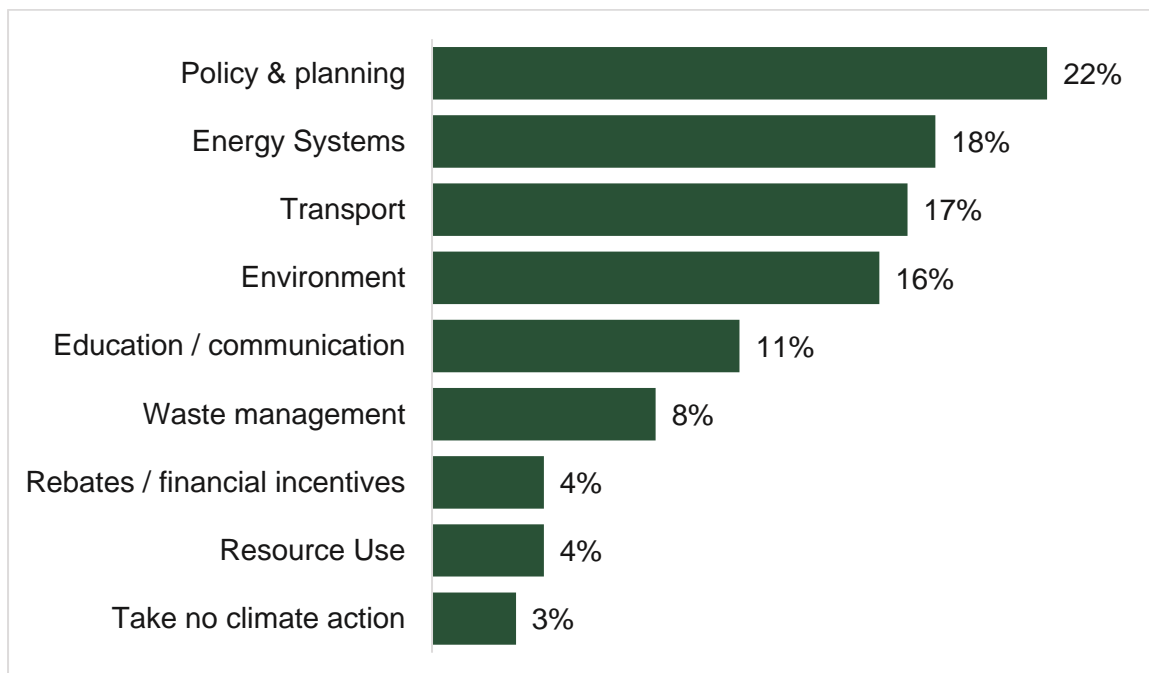
Sample: n=893

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

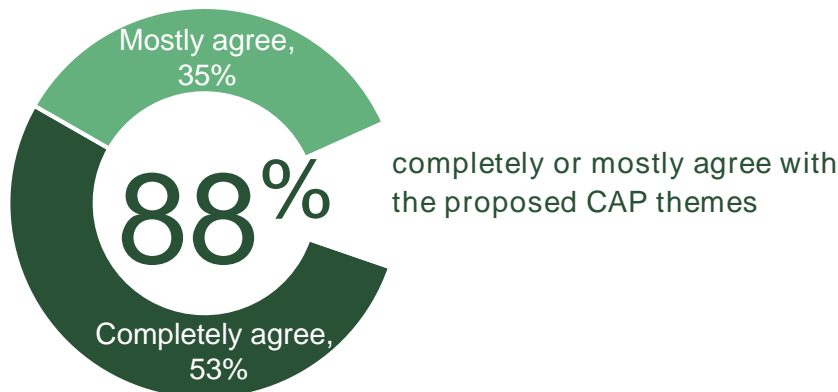
3 PHASE 2

3.1 KEY FINDINGS

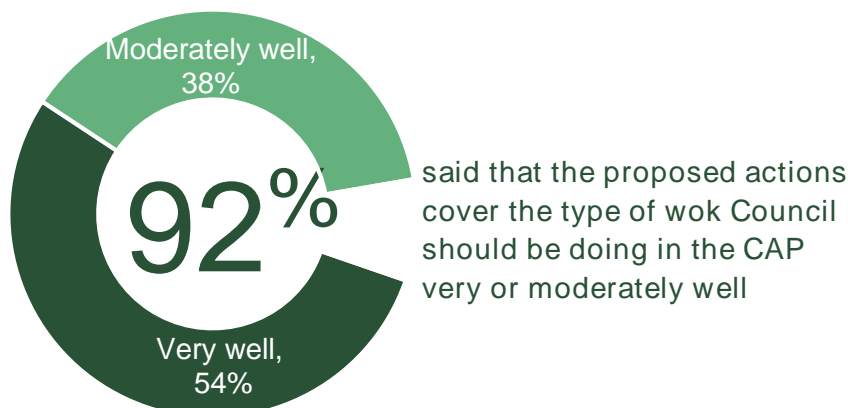
Phase 2 of the research was designed to check back with the community to ensure that the planned themes and actions for City of Boroondara's Climate Action Plan (CAP) were in line with community priorities and opinions. This research follows on from a phase 1, representative community survey conducted in 2020, the results of which were used to develop these themes and actions (see sections 1 and 2 of this report).

This phase of surveying doesn't reach a representative sample, however it provides those with an interest in the subject matter the opportunity to provide feedback. The survey was completed by 183 individuals in March 2021, through the 'Have your say' form on Council's website.

THEMES



ACTIONS



Based on the suggestions put forth, the CAP needs a clear aim overarching these themes and actions, which refers to an emissions reduction target and adaptation strategy (potentially with a Climate Emergency declaration which was suggested by 14% of respondents). Actions need to be adequately covered in the budget and integrated into planning across Council; and there needs to be clear measures of progress that are regularly reported back to the community.

Specific action items commonly mentioned were:

- Sustainable building / planning (through advocacy to State Government as well as updating local planning documents);
- Electric vehicles (Council fleet, incentives for community to buy and public charging stations);
- Bike infrastructure; and
- Protecting and planting trees.

3.2 METHODOLOGY

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 was used to guide the development of key themes and types of actions for Council's Climate Action Plan.

A second phase of research was conducted to test these themes and actions with the community, as summarised in this addendum.

The survey was programmed and hosted using Council's online 'Have your say' page. The survey was promoted through social media, Council networks, and to those who registered their interest in further participation through the first phase of the research. The survey collected responses from 17-31 March 2021.

3.2.1 COVERAGE

After the removal of records that were clearly duplicates, there were 183 valid responses to the survey. The sample was mostly residents and had a good balance of respondents by gender, but was heavily skewed towards those aged 40 years or over.

		Count	%	2016 Census
Gender	Male	76	42%	47%
	Female	105	57%	53%
	Other	1	1%	-
	Refused	1	1%	-
Age	15-24	10	5%	18%
	25-39	26	14%	23%
	40-64	81	44%	39%
	65+	66	36%	19%
Tenure	Owner occupier	144	79%	64%
	Renter	29	16%	28%

		Count	%	2016 Census
Suburb	Ashburton	10	5%	4%
	Balwyn	6	3%	8%
	Balwyn North	7	4%	12%
	Camberwell	31	17%	13%
	Canterbury	15	8%	5%
	Deepdene	1	1%	1%
	Glen Iris	16	9%	9%
	Hawthorn	41	23%	15%
	Hawthorn East	9	5%	9%
	Kew	22	12%	15%
	Kew East	6	3%	4%
	Mont Albert	0	-	0%
	Surrey Hills	11	6%	5%
	Refused	3	2%	-
	Outside Boroondara	3		-

3.3 RESEARCH FINDINGS

3.3.1 REVIEW OF PROPOSED THEMES

To what extent do you agree or disagree with these themes for Boroondara's Climate Action Plan?

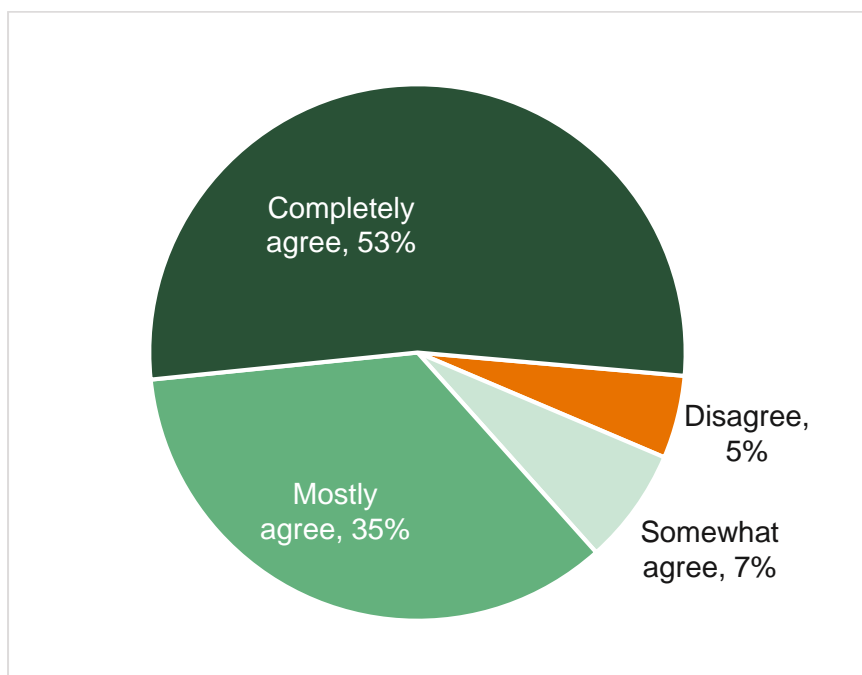
Sample: n=183

The survey commenced with a description of the key findings from phase 1, followed by the proposed themes for the Climate Action Plan based on these findings, as follows:

- Energy Efficiency and Renewable Energy;
- Biodiversity and Trees;
- The Circular Economy (Waste and Recycling);
- Sustainable Water use and Healthy Waterways; and
- Sustainable Transport.

Almost all of those who participated in the survey indicated completely (53%) or mostly (35%) agreed with the proposed themes for Boroondara's Climate Action Plan.

Figure 3.3.1.1 Agreement with proposed CAP themes



Females more often indicated complete agreement (60%, compared to 45% males).

Those who disagreed (n=10) indicated that this disagreement was due to the perception that Council should be focussing on other areas (4 mentions), it is not appropriate for Council to be focussing on these themes (3 mentions) and it is not enough with critical themes missing (2 mentions).

When those who disagreed were asked what different themes should be included, the main other themes mentioned were:

- Need more of a focus on nature restoration (more trees, Restoring Nature (European Environmental Bureau), Making Peace With Nature (UNEP)) (2 mentions); and
- Need to focus on carbon emission reduction / net zero emissions (2 mentions).

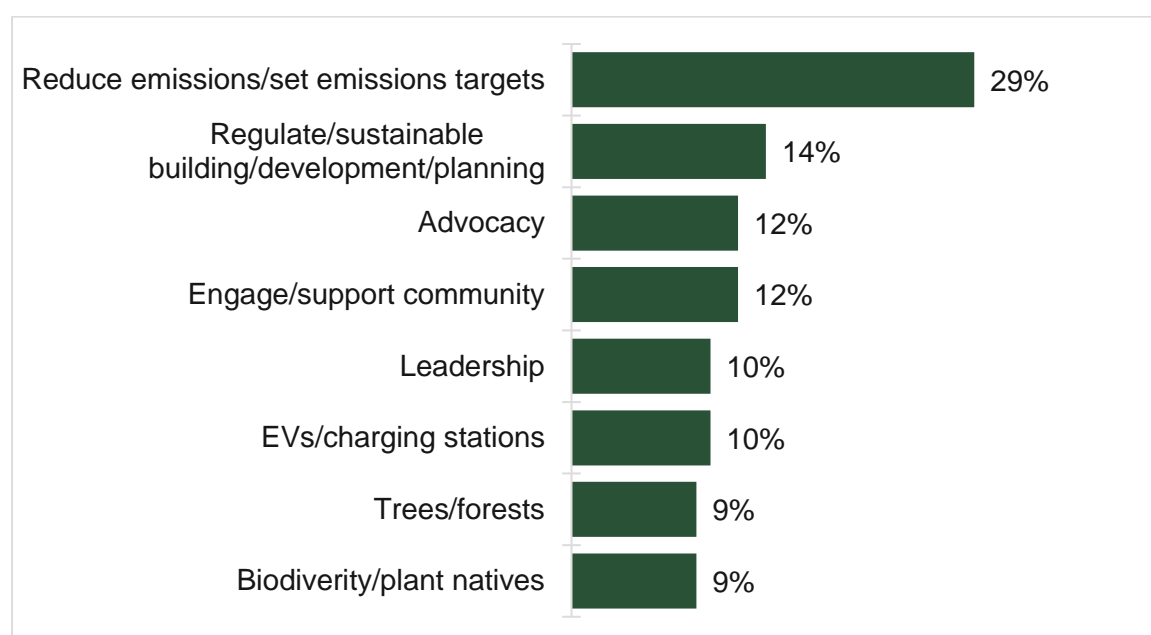
What different key themes do you think should be included in Boroondara's Climate Action Plan?

Sample: n=105

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

Of the 105 respondents who suggested a different key theme that should be included in Boroondara's Climate Action Plan, most comments were covering aspects that would be likely to fall under one or more of the already proposed themes. The most commonly mentioned topic was the need to reduce carbon emissions, for both Council and the community, with some suggesting this should be the overarching aim of the CAP.

Figure 3.3.1.2 Suggestions for additional themes



The following table presents further insights into these suggestions, grouped under the proposed CAP themes.

Table 3.3.1.3 Additional suggestions under each theme

Energy Efficiency and Renewable Energy	<p>Reducing emissions</p> <ul style="list-style-type: none"> • For many, this is the most important thing. • Reduce emissions quickly. • Set a target - aim for zero emissions by 20xx. • Leadership and advocacy. • Council and community emission reduction. • Community education. • Regular reporting on progress. <p>Other</p> <ul style="list-style-type: none"> • Transition away from gas. • Solar street lights. • Support community energy projects.
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Biodiversity and Trees	<p>Regulations to ensure sustainable building</p> <ul style="list-style-type: none"> • Don't let development take away open space. • More green area required in new house builds to mitigate heat islands. <p>Trees / forests</p> <ul style="list-style-type: none"> • Plant more trees / increase green cover. • Don't cut down large trees / maintain tree canopy cover. • Increase fine for tree removal. <p>Biodiversity</p> <ul style="list-style-type: none"> • Re-wilding. • Plant natives. • Manage pests.
The Circular Economy (Waste and Recycling)	<p>Reduce, reuse, recycle</p> <ul style="list-style-type: none"> • Right to repair. • Zero waste strategies / reduce consumption. • Information on recycling. <p>Other</p> <ul style="list-style-type: none"> • Management of toxic chemicals. • Ban synthetic grass. • Eliminate single use plastic.
Sustainable Water use and Healthy Waterways	<p>Other</p> <ul style="list-style-type: none"> • Public water fountains.
Sustainable Transport	<p>Electric vehicles and charging stations</p> <ul style="list-style-type: none"> • All Council operated vehicles switch to electric. • Charging stations in shopping centres. <p>Other</p> <ul style="list-style-type: none"> • Designated bike lanes / improved cycling infrastructure. • Turn off vehicle engines when stationary.

Six respondents said that Council should declare a Climate Emergency. Other suggestions that span across all of the CAP themes were as follows:

Table 3.3.1.4 Additional suggestions for CAP

Regulate sustainable building / development	<ul style="list-style-type: none"> • Some mentioned that there needs to be a change to planning so that new buildings are more sustainable (energy star rating, bike parking, sustainable materials used, built so they don't need air conditioning). • Don't let development take away open space. • More green area required in new house builds to mitigate heat islands.
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Advocacy

- Advocating to all levels of Government.
- Advocating on topics of:
 - Climate emergency;
 - Emissions reduction; and
 - Community action.

Engage / support community

- Help the community reduce emissions.
- Encourage behaviour change (programs and incentives).
- Support community action / community groups taking action.

Leadership

- Often grouped with advocacy and governance.
- Leading by example.

Educate community

- Dangers of climate change.
- Recycling.
- Value of trees.
- Climate action.

Adaptation

- Will also need to adapt to changes in climate that can no longer be prevented.
- Risk mitigation.

Set goals / targets / assessment

- Set targets.
- Measure progress.
- Report on progress.

Governance

- Ensuring internal structures are in place to achieve goals.
- Robust procedures.

Other

- Sustainable procurement.
- 20 minute neighbourhoods / live near work.
- Recognise achievements.

Main focus should be reducing emissions & adapting to climate change. Concerned that other sustainability themes distract from the main purpose. I think Council's leadership and advocacy to other levels of government and educating the community about the climate emergency are important themes too.

Female, 40-65yo, South

Heat retention reduction ie most new homes have minuscule amount of green area and are mostly paved or concrete. Council should majorly raise the fine for tree removal increase requirement for green free space. Wattle Park needs top class care and no concrete paths!

Female, 65+yo, Central

leadership & advocacy. Engaging and supporting the community to reduce climate change. Strong council procedures to drive climate action.

65+yo, Central

More specific plans around sustainable transport including electric car charging station plans for shopping, civic and recreational precincts and destinations.

Male, 40-64yo,

Council to:
Declare Climate Emergency, Lead & advocate on addressing the climate crisis,
Reduce Council emissions,
Engage & support community action.

Male, 40-64yo, Central

3.3.2 REVIEW OF PROPOSED ACTIONS

Q4 How well do you think this covers the main types of sustainability actions and topics Council should be focusing on?

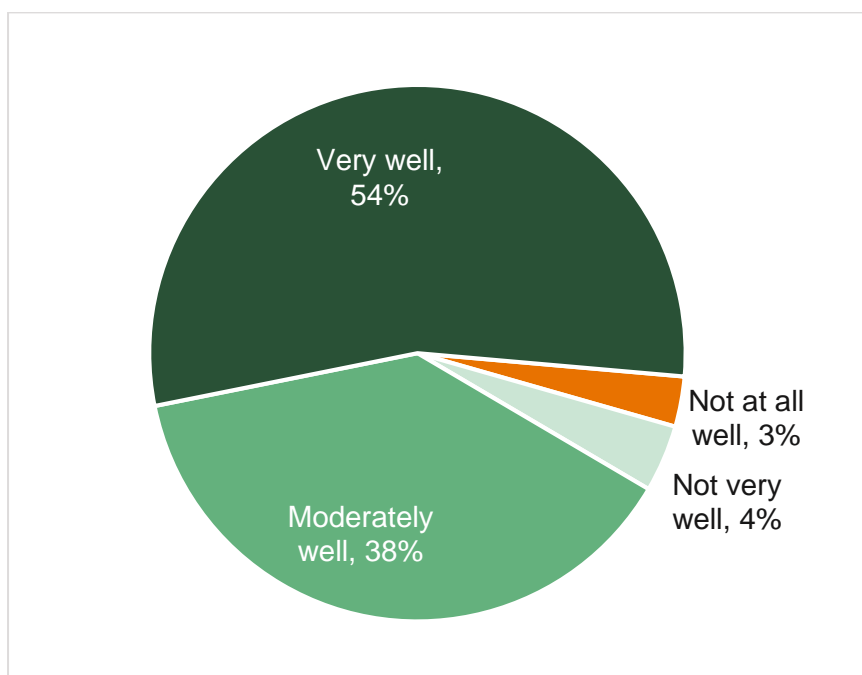
Sample: n=180

Next, respondents were shown a list of some of the main actions and topics identified in the previous consultation which Council plans to focus on within the Climate Action Plan. The correlating theme/s were also presented for each:

- Solar panels (Energy Efficiency and Renewable Energy);
- Better recycling (The Circular Economy);
- Protect and plant more trees (Biodiversity and Trees);
- Reduce carbon emissions (Energy Efficiency and Renewable Energy, and The Circular Economy);
- Preserve green space (Biodiversity and Trees);
- Electric vehicle infrastructure (Energy Efficiency and Renewable Energy);
- Sustainable buildings (Energy Efficiency and Renewable Energy, and Sustainable Water use and Healthy Waterways);
- Bike paths (Sustainable Transport);
- Educate the community about sustainability (all Themes);
- Community engagement (all Themes);
- Sustainable water use (Sustainable Water Use and Healthy Waterways); and
- Active transport options including cycling and walking (Sustainable Transport).

Almost all of those surveyed said that these proposed actions cover the main types of sustainability actions and topics Council should be focusing on very well (54%) or moderately well (38%).

Figure 3.3.2.1 How well proposed actions cover what Council should be focussing on



The young people who participated (15-24 year olds, n=10) mostly rated the proposed actions as moderately well (80%) rather than very well (20%), suggesting that there is potentially an opportunity to better cover issues of importance to youth.

Of the 10 people who provided ratings of 'not well' or 'not at all', three mentioned addressing inappropriate development as another action (and the resulting destruction of trees/amenity). Other suggestions made by those who provided a 'not well' or 'not at all' rating were as follows (each only mentioned by one person):

- Needs more of a focus on cutting carbon;
- Remove bike paths action;
- Climate change denial;
- Stick to roads, rates and rubbish;
- Needs a better hierarchy of small to large actions, with a clear vision;
- Repair cafes; and
- Needs more consideration for pedestrians.

Q5. Are there any other types of sustainability actions you think Council should be doing?

Sample: n=114

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

When asked to suggest other actions Council should be doing, most of the 114 comments provided further details about already listed actions (see following table).

Table 3.3.2.2 Additional suggestions for CAP actions

Solar panels	Local / community power generation / batteries (4 mentions)
Better recycling	<p>Reduce / reuse / recycle (12 mentions)</p> <ul style="list-style-type: none"> • Educate community on what can be recycled. • Reduce waste (2 mentions). • Monitor and enforce cross-contamination. • Repair cafes. • Container deposit scheme. • Organic waste recycling for businesses. <p>Ban plastic / single use plastic (6 mentions)</p>
Protect and plant more trees / preserve green space	<p>Trees / forests (12 mentions)</p> <ul style="list-style-type: none"> • Protect large trees, canopies and parks. • Plant trees / more urban forests. • Prevent removal of trees from private property. • Remove environmental weeds. <p>Green space / parks / gardens (11 mentions)</p> <ul style="list-style-type: none"> • Community gardens (nature strips) (4 mentions). • Protect parks / open space (2 mentions). • Porous surfaces instead of concrete. • Increase green space. <p>Biodiversity / plant natives (5 mentions)</p> <ul style="list-style-type: none"> • Pest management (Mynas). • Cat curfew. • Remove environmental weeds. • Restore ecosystems.

- Plant natives.

Reduce carbon emissions

Transition from gas (15 mentions) - Council and community

Reduce emissions / set emissions targets (14 mentions)

- Reduce carbon emissions (3 mentions).
- Zero net emissions (3 mentions).
- Set targets (2 mentions).
- Council and community emissions.

Renewable energy (12 mentions)

- Incentives to use renewables (4 mentions).
- Community solar.
- Council purchase 100% green energy.
- Help residents install solar (particularly renters).
- Solar panels over car parks.

Set goals / targets / assessment (7 mentions)

- Develop baseline measures.
- Integrate data into planning.
- Compare data to other Councils.
- Include CAP KPIs in CEO contract.
- Emission reduction targets.
- Monitor progress.

Electric vehicle infrastructure

EVs / charging stations (17 mentions)

- Incentives for electric vehicles (EVs), such as parking concessions (8 mentions).
- Convert Council fleet to EV (5 mentions).
- Public charging stations (5 mentions).
- Bulk buying deals available to residents.

Sustainable buildings

Regulate / sustainable building / development / planning (18 mentions)

- Stop over-development with no open space / trees (5 mentions).
- Embed sustainability into planning scheme (5 mentions).
- Advocate to state government for more sustainable planning regulations.
- Better insulation.
- Allow people to build without gas connections.

Educate the community about sustainability

Educate the community (6 mentions)

- Education in languages other than English.
- Educate on recycling.
- Day for community to come together to plant trees.
- Education on reducing waste.
- Education on improving insulation.

Community engagement

Engage community / support community (6 mentions)

- Support community energy projects / action.
- Help community improve energy efficiency.
- Force or incentivise sustainable behaviour.
- Keep community informed and updated.

Active transport options including cycling and walking / bike paths

Active / public transport (7 mentions)

- Advocate for improved public transport (routes and access).
- Encourage active transport (infrastructure and incentives).
- Community transport.

A number of those who provided a comment suggested that Council needs to declare a climate emergency (7%, 8 mentions). Other suggestions have been summarised below.

Table 3.3.2.3 Other suggestions for CAP actions

Advocacy

Advocate with other levels of government (4 mentions), in collaboration with other Councils (3 mentions) for:

- More sustainable building regulations (2 mentions).
- Improved transport infrastructure (public and active) (3 mentions).

Sustainable procurement / investment / divestment

- Divestment (5 mentions).
- Sustainable procurement (3 mentions).

Air quality/reduce pollution (3 mentions).

Helping people get off gas. Good baseline measures of emissions. Giving incentives for electric vehicles like free and longer parking. Supporting community energy projects. Advocacy to other levels of government on planning and transport. Helping vulnerable people managing stress. Female, 40-64yo, North East

Council climate advocacy, transitioning from gas, EV incentives, energy efficiency and renewable incentives, Council procurement policies
Male, 65+yo, Central

Definitely protect large native trees and parks and definitely more education of people, including in foreign languages as we now have a lot of foreign language speakers who are residents Female, 40-64yo, Central

Supporting the development of Community based renewable energy. Solar battery hubs. Supporting the planting of productive community nature strips/open space. Free plants for residents or council organised community planting days. Pressuring Govt to adopt more sustainable building regulations. Female, 65+yo, Central

Banning single-use plastics
Declaring a climate emergency (ie Stonnington) to places pressure on other local/state govts
Advocating public transport.
Male, 15-24yo, South

Transition away from gas
Advocacy with other levels of government
Incentives to use electric vehicles and bicycles (eg parking & concessions).
Female, 40-64yo, North West

3.3.3 OTHER FEEDBACK

Q6. If you have any other comments or ideas you would like to put forward for **Boroondara's Climate Action Plan**, please comment in the space below.

Sample: n=95

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

At the end of the survey 95 respondents provided additional comments, the most common being:

- Declare a climate emergency (21 mentions);
- Set emissions targets (17 mentions);
- Have clear goals, measures and targets for the actions and assess these regularly (11 mentions);
- Sustainable development and planning (9 mentions);
- Bike paths (9 mentions);
- Set budget for actions (7 mentions); and
- Electric vehicles (6 mentions).

4 PHASE 3

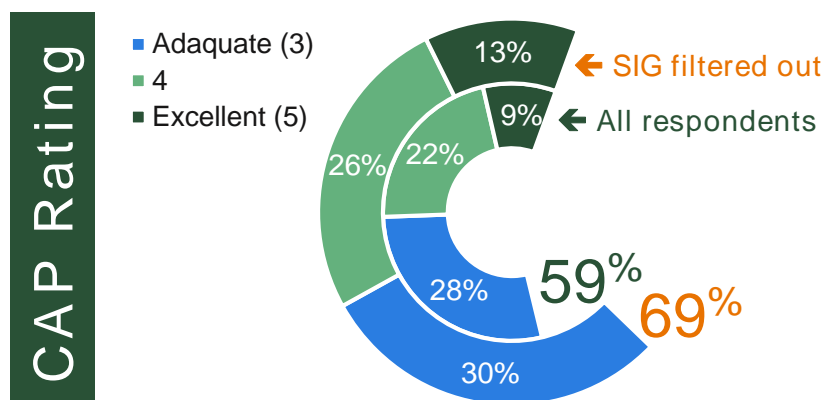
4.1 KEY FINDINGS

This research was designed to check back with the community to test how well the City of Boroondara's Climate Action Plan (CAP) meets community needs. It is phase 3 of a research program that also included a representative community survey conducted in 2020, the results of which were used to develop themes and actions, and a test of the themes and actions which occurred in March 2021 (phase 2).

This phase of surveying doesn't reach a representative sample, however it provides those with an interest in the subject matter with the opportunity to provide feedback. The survey was completed by 276 individuals in July - August 2021, through the 'Have your say' form on Council's website.

It was identified that a climate action community group distributed a PDF of potential survey answers, with 83 survey responses attributed to this group (determined through matching comments to the PDF talking points). A further grouping of 4 responses were received in close succession expressing the view that climate action was not an appropriate Council activity, suggesting distribution through a network. The data has been analysed inclusive of both of these Special Interest Group (SIG) responses.

Overall, the majority rated the Draft CAP as adequate or better (3-5 out of 5). The SIGs see more opportunity for improvement, whilst of the broader community are more often happy with it.



The main criticisms of the CAP mostly related to the need for it to be more detailed (show the actions attributed to each goal), strengthen emissions targets, do more sooner, show budgets and timelines, and/or address specific topics of importance to individuals such as increasing trees and development rules. There were only 18 comments suggesting that it is inappropriate for Council to be developing a CAP (6% of the sample).

The top 3 most important parts of the CAP were identified as trees and biodiversity, renewables and solar, and emissions reduction. When asked which were the least important aspects, most respondents outside of the SIG contributions said that it was all important (those within the SIG named very specific aspects that aligned to their distributed briefing document, which were not picked up by any respondents outside of the SIG).

When asked if there was anything missing, the most common responses by the SIG were declaring a climate emergency and timing and budgets, while the non-SIG sample commonly raised development rules (to encourage more environmentally friendly building and maintain trees) and strengthening targets.

4.2 METHODOLOGY

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 was used to guide the development of key themes and types of actions for Council's Climate Action Plan. A second phase of research was conducted to test these themes and actions with the community, which contributed towards the development of a draft Climate Action Plan (CAP). A third phase of research (reported below) went back to the community with the draft CAP to test whether the draft meets community needs and priorities.

The survey was promoted in the July/Aug Boroondara Bulletin (hard copy to 75,000 households and digital copy to 40,000 subscribers), an email invite to 503 'Keep informed' subscribers, promotion on Council's 'Messages on hold', and social media promotions. The survey was programmed and hosted using Council's online 'Have your say' page and collected responses from 5 July to 5 August 2021.

4.2.1 COVERAGE

There were 276 valid responses to the survey. The sample was mostly residents and had a good balance of respondents by gender, but was heavily skewed towards those aged 40 years or over.

		Count	%	2016 Census
Gender	Male	112	41%	47%
	Female	148	54%	53%
	Other	0	0%	-
	Refused	12	4%	-
Age	15-24	14	5%	18%
	25-39	29	11%	23%
	40-64	121	44%	39%
	65+	102	37%	19%
	Refused	7	3%	-

		Count	%	2016 Census
Suburb	Ashburton	22	8%	4%
	Balwyn	16	6%	8%
	Balwyn North	17	6%	12%
	Camberwell	40	15%	13%
	Canterbury	16	6%	5%
	Deepdene	1	0%	1%
	Glen Iris	36	13%	9%
	Hawthorn	39	14%	15%
	Hawthorn East	14	5%	9%
	Kew	38	14%	15%
	Kew East	11	4%	4%
	Surrey Hills	17	6%	5%
	Outside Boroondara	8	3%	-

Half of respondents (50%) indicated that they had participated in a prior engagement on this topic for Council, the most common being completion of the previous surveys (online or telephone, 41%).

There were two sets of responses that appear to be prompted by a call to action amongst the community:

1. 12-13 July there was a block of 4 responses saying that the CAP is not within Council's responsibility.
2. There were 83 responses which were identified as being prompted by a submission guide distributed by the 'Lighter Footprints' group (identified through use of similar comment structure, terms and phrases; see appendix for copy of distributed PDF guide). The PDF was published on social media on 3 August and shared 18 times including other Facebook groups:
 - a. Kooyong Votes Climate;
 - b. Australian Greens politics, news and discussion;
 - c. StopAdani Kooyong;
 - d. Kooyong Votes Climate;
 - e. Eastern Melbourne Climate Alliance; and
 - f. Boroondara votes climate (6 shares).

It is important that the views of these SIGs are considered in the analysis. Where the broader community outside of these SIGs show different findings, this has been covered in the analysis.

4.3 RESEARCH FINDINGS

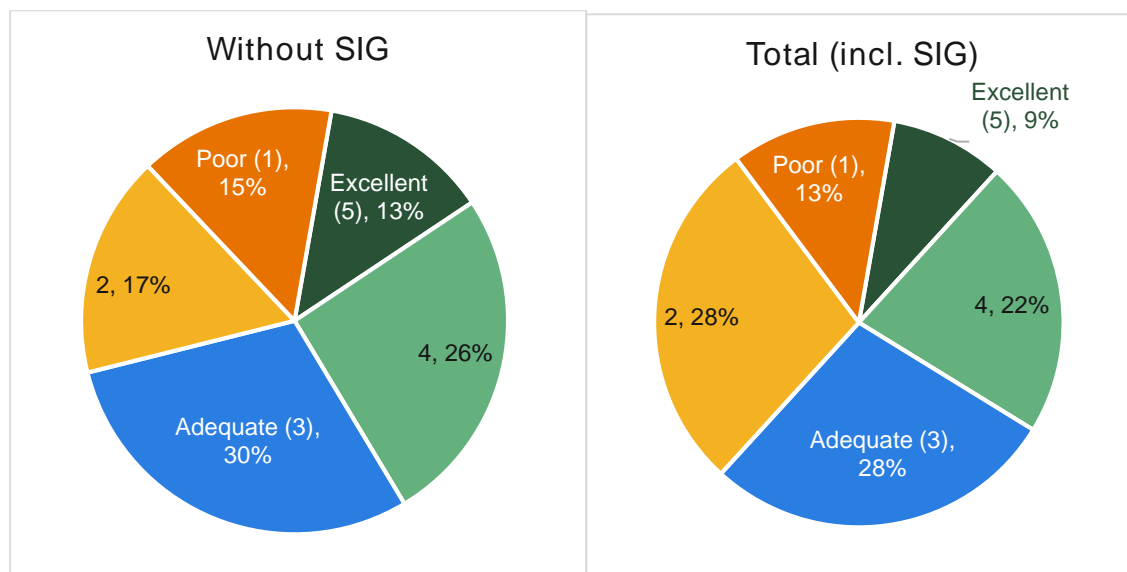
4.3.1 RATING OF DRAFT CLIMATE ACTION PLAN

Q5. Overall, how would you rate the Climate Action Plan?

Sample: n=273

More than half of those surveyed rated the draft CAP as adequate or better (3-5/5). The Special Interest Group (SIG) contributions mostly providing ratings of 2 or 3 out of 5, suggesting that those in the local community who are heavily invested in the topic see more opportunity for improvement.

Figure 4.3.1.1 Rating of draft CAP



There were no statistically significant variations in responses by demographics.

Q6. Can you tell us why you gave the draft Climate Action Plan this rating?

Sample: n=276

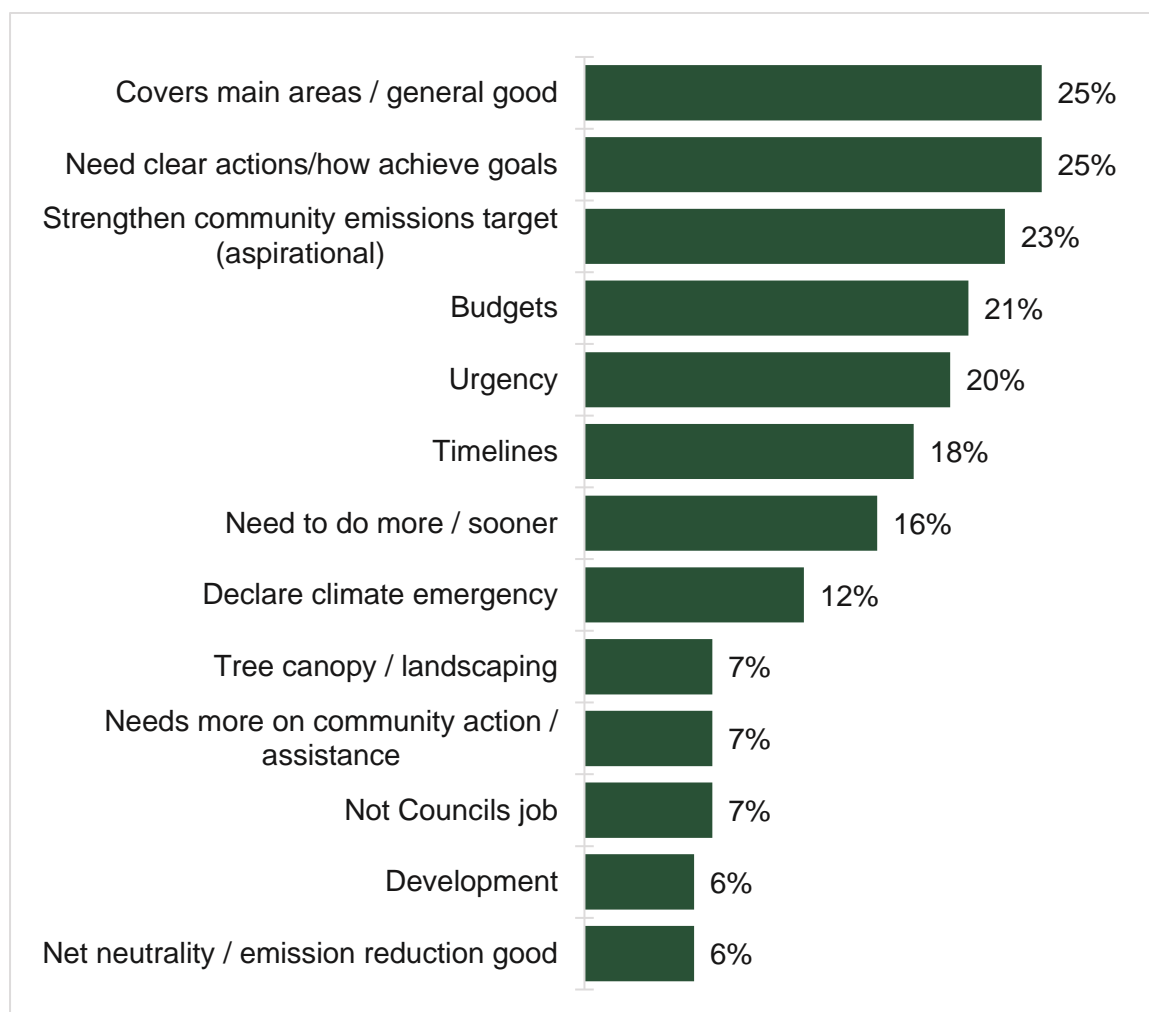
Notes: Recorded as text then grouped into themes for analysis.

The main reasons put forth by the SIG contributors were:

- Need to strengthen emissions targets;
- Community targets need to be more than just 'aspirational';
- Lack of urgency; and
- No timeline or budget.

Other respondents often said that the reason for their rating was that the document covers the main areas it needs to cover and is generally good. Some of the other suggestions put forth include clearly showing how goals were going to be achieved (potentially through detailing actions), and the need to do more, sooner.

Figure 4.3.1.2 Reason for rating



The main two topic areas where suggestions were put forth for further detail were:

- Tree canopy and landscaping – Comments included the need for more trees, maintaining current trees, native planting to increase biodiversity, and creating more green spaces.
- Development – Comments suggested that more needs to be done to ensure new developments have more sustainable build quality (star ratings) and maintain green spaces and trees.

Among those who provided a low rating (1 or 2) outside of the SIG responses, the most common reasons put forth were a need to do more sooner, not Councils job, needs more urgency, and needs to do more to protect tree canopy / landscaping.

Those who provided a high rating (4 or 5) mostly said they gave this rating due to it covering the main areas and being generally good, although some said it needs clearer targets and actions.

I'm impressed with the ambition and scope of Council's GHG reduction targets. I like that the plan builds on a track record of monitoring, improving and reporting climate data, and so feels achievable, and that it addresses the many facets of emissions sources and related sustainability and community issues. I think this is a clear and thoughtful guiding document for Boroondara..

Female, 25-39yo, South West

The "Plan" relies on a collection of previous documents and includes lots of aspirational targets, but is very light on an actual "plan" on how & when these targets will be achieved - which is going to make the 2 yearly review hard to conduct. A "plan" needs to clearly set out the steps to be completed in the time frame. Perhaps it is just the wrong title?

Female, 40-64yo, Central

It doesn't address climate change as an emergency. Everything suggested is a half measure and tokenistic. There are no real measures to encourage behavioural change within the local community that is very car reliant and consumeristic. Female, 40-64yo, Central

There is no indication of Life Cycle costing. The environmental standard ISO 14001 requires life cycle considerations when assessing the aspects and impacts of operations on the environment. This should be applied to PV panels and E vehicles as a minimum.

The embedded carbon and costs should be determined with the considerations and decisions made. Include all transport costs.

Male, 65+yo, Central

I support the objectives of the plan and congratulate the Council on this initiative.

However, I see a lack of detailed actions that can be monitored and progress reported regularly. Also I would like a budget allocation of financial expenditure on achieving the objectives of the plan.

Female, 65+yo, South West

There were several aspects missing from the draft Climate Action Plan. Some have been noted for future research (e.g., risks management) however other need more tangible goals to ensure accountability. These include Climate Active certification, additional bike lane km to be built, why net zero from 2022 and not now, budget for offsetting, carbon neutral development (e.g. new builds)

Female, 25-39+yo, South West

I think it is aspirational and has some good goals and principles in it but also is hard to visualise some of the tangible outputs that will be achieved. Feels like it needs some more memorable and iconic initiatives that set an inspirational level to rally support behind (i.e., whole fleet of rubbish trucks electric or a large community green army of tree planters)

Male, 25-39yo, Central

4.3.2 TOP THREE MOST IMPORTANT PARTS OF THE CAP

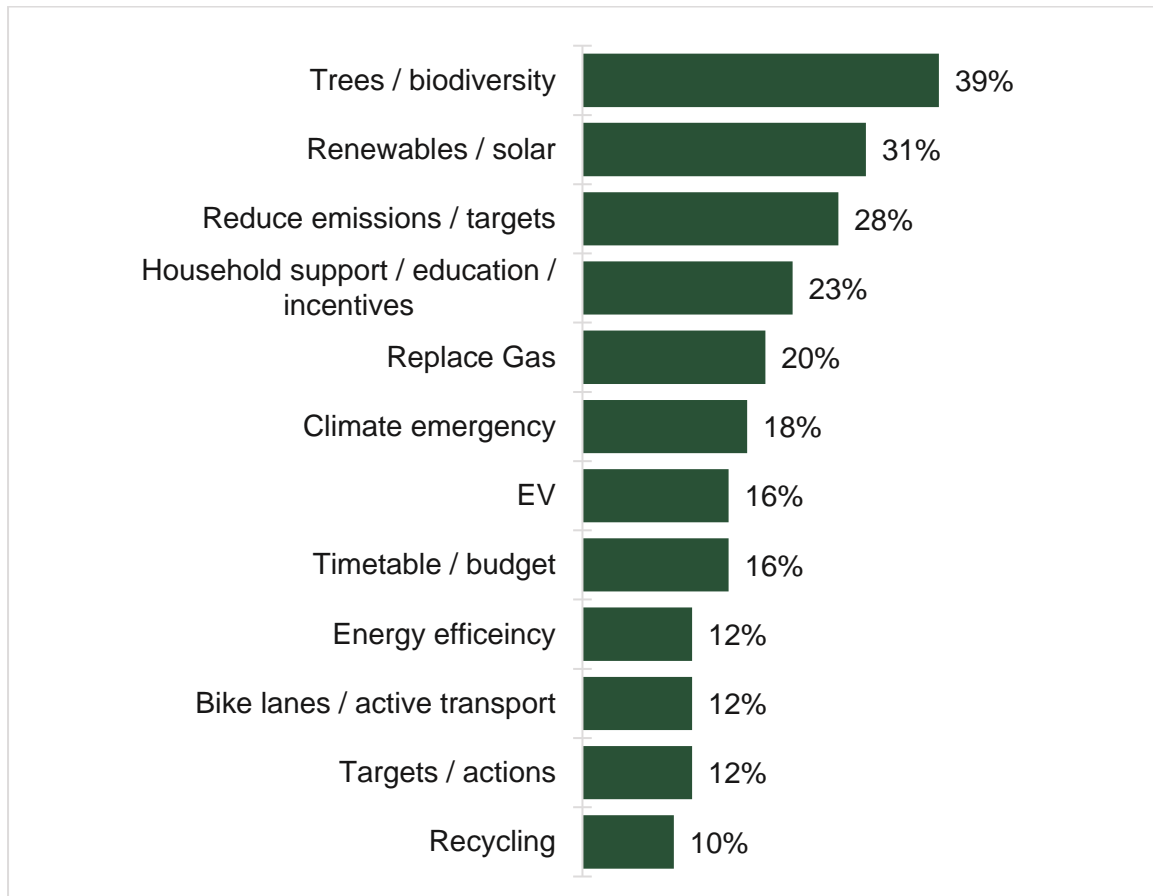
Q7. Regarding the draft Climate Action Plan, what are the top three actions or parts you think are most important to be included?

Sample: n=275

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

The most commonly mentioned top areas of the draft CAP were relating to trees and biodiversity, renewables and solar, and reducing emissions targets.

Figure 4.3.2.1 Top three most important parts of the CAP



Within the special interest group the talking points provided for this question were:

- Declare a climate emergency (seldom mentioned outside of the SIG responses);
- Emissions targets for Council and community;
- Detailed targets;
- Timetable and budget;
- Advocacy;
- Engaging and partnering with the community;
- Incentives for households;
- Community bulk buy program;
- Households transition from gas;
- Free household energy audits;
- Incentives to increase active and public transport and EVs; and
- Increase tree canopy cover.

Table 4.3.2.1 Most important actions in the CAP

Trees / biodiversity	<ul style="list-style-type: none"> • Increase tree canopy. • Plant more trees. • Use nature strips better. • Urban forests. • Biodiversity.
Renewables / solar	<ul style="list-style-type: none"> • Community electricity solutions. • Large energy users switch to renewable. • Transition to renewable. • Community bulk-buying. • More solar take-up (household and Council buildings).
EV	<ul style="list-style-type: none"> • Change fleet to EV. • Encourage households to get EVs. • EV recharging stations.
Recycling	<ul style="list-style-type: none"> • Reduce waste. • FOGO. • Clarification about recycling behaviours. • Use recycled materials for infrastructure and building.

I think infrastructure investments and incentive programs to enable community members to switch from gas (especially heating) to electricity in the home, to reduce individual car usage (to PT, riding, etc.) and to install home solar and batteries are the most important ways for Council to support emissions reductions in the community.

1. Develop a program to support energy efficiency and renewable energy upgrades for Boroondara homes and businesses (focus first on vulnerable residents)
 2. Support improved off-road shared or separated bicycle and pedestrian infrastructure
 3. Increase recycling options available to the Boroondara community and support new recycling options for items such as solar PV panels
- Female, 25-39yo, South West

Electric vehicles - Support installation of electric vehicle and bicycle charging infrastructure and Pursue opportunities to include electric vehicle and bicycle charging in all relevant Council civil works

Enhanced tree planting program to support transition of our urban canopy to one that is resilient and future proofed and provides shade and urban cooling

All corporate actions under Energy efficiency and renewable energy

Female, 40-64yo, Central

Continuing to educate the community

Implementing a circular economy in all Council buildings and programs

Mandating change where possible - e.g. city wide plastic bag ban.

Female, 40-64yo, Central

Cost effective upgrade of infrastructure.

Undertake cost benefit analysis before making decisions.

Focus on good building design (I see this is in part improved resilience to climate change as well as an opportunity to reduce impacts)

Male, 40-64yo, North East

Immediately ban all car trips to and from school, as has been done in parts of UK. This will improve air quality and create generational change as to how we approach transport. It is pathetic to see the queue of cars at my local primary school during afternoon pickup with their engines idling. This needs to stop now - not next week, not next month, *not next year. Now. It's frustrating the lack* of political will to do this when it has been achieved in other countries.

Male, 40-64yo, South

4.3.3 LEAST IMPORTANT ACTIONS OR PARTS OF THE PLAN

Q8. Regarding the draft Climate Action Plan, what are three actions or parts you think are least important to be included?

Sample: n=275

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

When asked which sections were least important, the most common responses amongst respondents outside of the SIG responses were that it was all important (34%) or that they didn't know (12%).

The Special Interest Group talking points were as follows:

- Eliminating single-use plastic at Council events;
- Business focused programs to reduce food and packaging waste;
- Workshops to enhance community capacity to use water sustainably; and
- Supporting increased home food gardening.

Generally, there were a broad range of suggested topics of least importance, with the main ones covered in the following table.

Table 4.3.3.1 Least Important actions of the CAP

Transport	<ul style="list-style-type: none">• Reduce transport trips by staff.• Advocate for all Victorian Transport projects to provide EV and bicycle charging infrastructure.• Investigate and support more on-road bike lane facilities.• Only explore fast charging stations and off-road cycling connections if it doesn't interfere with other public land uses (parkland, pedestrian paths).• EV charging stations can be privately funded.• EV fleet may be expensive while it is still new.
Workshops	<ul style="list-style-type: none">• Community education workshops considered ineffective.
Report design	<ul style="list-style-type: none">• Avoid repetition.• Compact it (make it shorter).• More logical order of infographics.• Too much background / process information.• History pre 2007 not needed.• Less photos and more data.• Only include actions that can be measured.• Group list on p33 by themes.• Firm commitments rather than aspirational.• Wording too vague.

Strategy review /
development

- Use existing state government strategies (bicycle, public transport) rather than developing new ones.
- Nature strip guidelines review not needed.
- Corporate planning doesn't need to be included (e.g. car share policy review).
- Need a winter irrigation strategy and update open space strategy.

Specific items

- Tree giveaways (3%).
- Aspirational (rather than set targets, 3%).
- Flexible working arrangements for staff (2%).
- Internet of things (2%).
- Growing food (2%).
- Meat consumption (2%).
- Waste management (2%).

Waste (purely because it's only 3% of community emissions). Love the work that Boroondara do across circular economy/waste but it's got a relatively low emission impact

Male, 25-39yo, Central

Requires a whole mix of initiatives - therefore can't say that some are least important than others

Male, 65+yo, Central

Provide tree giveaways to schools, community groups and residents.

Embed climate action into staff roles and responsibilities and performance management. Pursue opportunities to use smart technologies and IOT (Internet of Things) to achieve greater environmental sustainability..

Male, 15-24yo, North West

I wouldn't be too quick to adopt an entire fleet of electric cars as they will be very expensive while technology is so new.

All other initiatives are important, so no further response

Female, 65+yo, South

I'm sorry it is ALL important.... we need to contribute as much as we can; especially as we are one of the areas in the world that takes so much and should give back.

Female, 40-64yo, Central

1. Glorifying recycling plastics - just stop their production

2. Saying it's a federal responsibility - the Paris Agreement has a clear focus on subnational entities of which Boroondara is one

3. Targets like "reduce" without a "by x%" or "by the following actions"

Female, 25-39yo, South

Sorry, I can't answer this, as I believe every single effort will help, and I can't dismiss any effort as too small or unimportant..

Female, 65+yo, South

4.3.4 ANYTHING MISSING

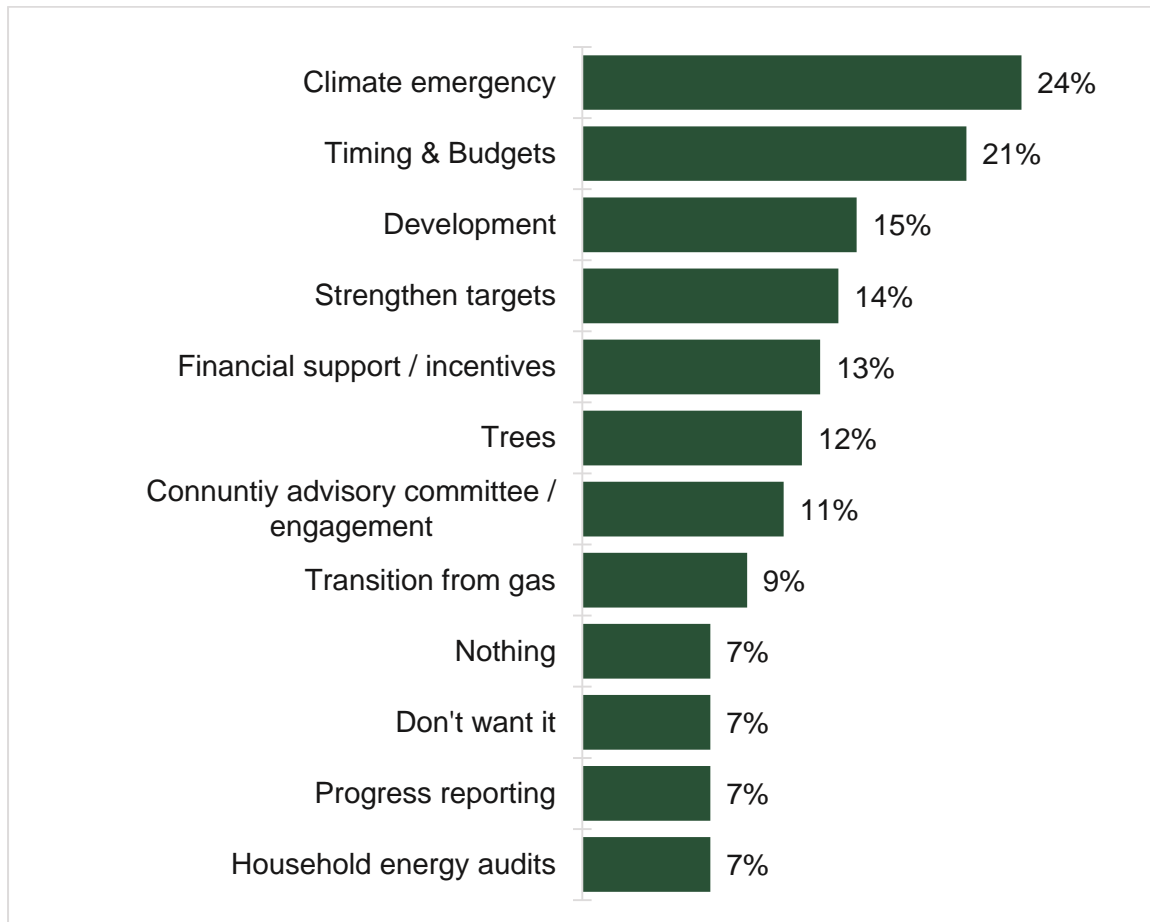
Q9. Is there anything you think is still missing from the draft Climate Action Plan that you feel needs to be addressed? Please suggest up to three actions you feel are missing from the Draft Climate Action Plan.

Sample: n=261

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

Outside of the SIG comments, the most commonly mentioned topics under which further actions were suggested included development, strengthening targets and trees.

Figure 4.3.4.1 Actions Missing from CAP



The Special Interest Group talking points for this question were:

- Declare a climate emergency;
- Timetable and budget;
- Stronger sense of Council leadership;
- Strengthening targets;
- Additional targets for programs and actions;
- Additional resources;
- Community advisory group;
- More engagement with the community;
- Free energy audits for households;
- Finance household sustainability upgrades;
- Transition from gas;
- Bulk buy program for batteries and heat pumps;

- Electric vehicle incentives; and
- Incentives to increase tree planting on private land.

The main community suggestions under each theme were as follows.

Table 3.3.1.3 Additional suggestions under each theme

Energy Efficiency & Renewable Energy	<ul style="list-style-type: none"> • Strengthening targets – Council and community.
Biodiversity and Trees	<ul style="list-style-type: none"> • Trees. Some suggestions made in addition to the SIG list include giving away free native plants, incentives to maintain tree canopy on private land, planting more native trees and shrubs, and more trees on public land. • Community gardens.
Transport	<ul style="list-style-type: none"> • Electric vehicles, including converting rubbish trucks to EV, incentives to buy EV, Council replace fleet with EV, and requiring new building to have EV charging points. • Bike paths, including more protected bicycle lanes and separated bike paths. • Other transport related comments include: <ul style="list-style-type: none"> ○ Reduce areas of vehicle use. ○ Fewer cars. ○ Address diesel emissions. ○ Safe active travel to schools.
The Circular Economy (Waste and Recycling)	<ul style="list-style-type: none"> • Waste management, with mention of the need for educating people on recycling, better waste options for renters, converting garbage trucks to EV, more recycling, and banning plastic.
Overarching	<ul style="list-style-type: none"> • Declare a climate emergency. • Development, including reducing the removal of trees during development, more sustainable building designs and materials, review of heritage overlays to allow solar, permeable surfaces, and higher star building standards. • Financial support and incentives for households to change behaviour / infrastructure. • Community advisory committee. • Progress reporting.

A sense of urgency. A declaration of Climate Emergency. Young children are facing a future where they will live in an unknown climate. Fossil fuels must be phased out, starting immediately. Action must occur. On page 21, the heading is 'Aspirational'. That's not enough. Make a target, plan how to achieve it and have a timetable to get it done. What is the budget? What happens if the target is not met? More rewards and incentives. Can residents be rewarded by 'sale' price on their rates if they change to all renewables? How to reward schools should they become solar? Can they enjoy some bike path benefit? We are so far behind Europe and the UK in bike use! Much bigger target for increasing tree canopy and rewilding for insects - particularly bees. Tangible action to protect the climate together with education and information sharing about hitting targets and making change.

Female, 40-64yo, North West

More Community Gardens

Repair/sharing cafes

Focus on tenants to ensure they have access to energy efficiency/Council initiatives too.

40-64yo, South West

There needs to be a new building code to stop housing being built that is not energy efficient. Tree cover is being lost at an alarming rate and industrial size air con units are being craned in to newly built homes with no eaves or verandas.

Female, 65+yo, Central

1. It lacks detail on progress monitoring and reporting. Referring to my earlier comments regarding the need to declare a Climate Emergency to convey the urgency of global warming, reviewing and updating the Climate Action Plan very five years is nowhere near ambitious enough. To say that the Plan will be reviewed periodically is not good enough. It needs to be reviewed annually and adjusted according to real data that has been collected to monitor progress.

2. Further to point 1 and while the Plan details targets, it doesn't provide enough detail about how progress will be measured against those targets and what data will be collected.

3. While there is mention of building site contamination of waterways, there is no mention of the terrible waste that is evident on all building sites. Much of the material that goes into residential housing construction is not sustainable. Not only are many of these materials manufactured in unsustainable ways, the waste goes to landfill which is also unsustainable. The Council should require much higher standards in building design and development to ensure the buildings use sustainable materials, recycle waste and use energy efficiently.

Male, 65+yo, South

I know it is mentioned in the community suggestions section but I really think more support need to be provided to renters to better recycle. the number of renters is extremely high and many of them are unable to recycle properly purely because they cannot obtain the correct bins.

Female, 25-39yo

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.

PHASE 1 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.

PHASE 2 QUESTIONNAIRE

In August and September 2020, we undertook community consultation to help better understand community perceptions, behaviours, and aspirations regarding sustainability at the local level. We also wanted to better understand the role the community sees us playing in relation to climate action and what actions we should take moving forward.

The findings showed that the majority of the community (89%) support us in developing a Climate Action Plan, with the most important aspects of this plan being energy efficiency, and sustainable water use and healthy waterways.

The purpose of this check-in survey is to test if our understanding of community feedback is correct or if we missed anything.

A detailed report on the findings from the consultation is available for download and review at www.boroondara.vic.gov.au/CAP

This survey will take about 5-10 minutes to complete and your responses will remain anonymous.

Proposed themes

Based on what the community has told us so far, we understand that most people within our community (89%) want Council to have a Climate Action Plan.

When asked to rate the importance of different aspects of environmental sustainability, we found the responses below.

- Energy efficiency and renewable energy 89 per cent said very/fairly important
- Sustainable water use and healthy waterways 89 per cent said very/fairly important
- Waste management and recycling 83 per cent said very/fairly important
- Sustainable community transport 75 per cent said very/fairly important
- Protecting and enhancing biodiversity 80 per cent said very/fairly important

In response, we plan to develop a new Climate Action Plan based on the following themes:

- Energy Efficiency and Renewable Energy
- Biodiversity and Trees
- The Circular Economy (Waste and Recycling)
- Sustainable Water use and Healthy Waterways
- Sustainable Transport

Q1. To what extent do you agree or disagree with these themes for Boroondara's Climate Action Plan?

Completely agree
Mostly agree
Somewhat agree
Disagree
Don't know

Q2. Can you tell us why do you disagree with this approach? [TEXT BOX]

Q3. What different key themes do you think should be included in Boroondara's Climate Action Plan? [TEXT BOX]

Actions and topics for focus

The following list are some of the main actions and topics identified in the previous consultation which we are able to focus on within the Climate Action Plan. For each, we have also suggested its correlating theme/s:

- Solar panels (Energy Efficiency and Renewable Energy)
- Better recycling (The Circular Economy)
- Protect and plant more trees (Biodiversity and Trees)
- Reduce carbon emissions (Energy Efficiency and Renewable Energy, and The Circular Economy)
- Preserve green space (Biodiversity and Trees)
- Electric vehicle infrastructure (Energy Efficiency and Renewable Energy)
- Sustainable buildings (Energy Efficiency and Renewable Energy, and Sustainable Water use and Healthy Waterways)
- Bike paths (Sustainable Transport)
- Educate the community about sustainability (all Themes)
- Community engagement (all Themes)
- Sustainable water use (Sustainable Water Use and Healthy Waterways)
- Active transport options including cycling and walking (Sustainable Transport)

Q4. How well do you think this covers the main types of sustainability actions and topics Council should be focusing on?

- Very well
- Moderately well
- Not very well
- Not at all
- Don't know

Q5. Are there any other types of sustainability actions you think Council should be doing? [TEXT BOX]

Q6. If you have any other comments or ideas you would like to put forward for **Boroondara's Climate Action Plan**, please comment in the space below. [TEXT BOX]

A bit about yourself

To make sure we get feedback from a wide range of people throughout our community, we would appreciate it if you could answer the following questions. Please note these are optional.

Q7. Which of the following best describes you?

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

Q8. Which suburb do you live in?

- Ashburton
- Balwyn

Balwyn North
Camberwell
Canterbury
Deepdene
Glen Iris
Hawthorn
Kew
Kew East
Mont Albert
Surrey Hills
Other (specify)
Prefer not to say

Q9. What is your age?

Under 15 years
15 - 24 years
25 - 39 years
40 - 64 years
65 years and over

Q10. What is your gender?

Male
Female
Prefer to self describe (please specify below)
Prefer not to say

Privacy Statement

The information requested on this form is being collected by the City of Boroondara for the purpose of developing a Climate Action Plan. The information will be used solely by the City of Boroondara for that primary purpose or directly related purposes. No identifying information will be published. Respondents may apply to the City of Boroondara for access to and/or amendment of the information. Requests for access and or correction should be made to the Privacy Officer, City of Boroondara, Private Bag 1, Camberwell, 3124. Tel: 9278 4444

PHASE 3 QUESTIONNAIRE

Q1. What is your age?

- Under 15 years
- 15-24 years
- 25-39 years
- 40-64 years
- 65 years and over
- I'd prefer not to say

Q2. What is your gender?

- Male
- Female
- Non-binary
- Prefer not to say

Q3. Which suburb do you live in?

- Ashburton
- Balwyn
- Balwyn North
- Camberwell
- Canterbury
- Deepdene
- Glen Iris
- Hawthorn
- Hawthorn East
- Kew
- Kew East
- Surrey hills
- Other

Q4. Did you provide feedback during the previous community consultation regarding the development of the Climate Action Plan?

- I completed the previous survey/s (online or telephone)
- I participated in one of the online forums/workshops
- I completed the previous survey/s and took part in a online forum/workshop
- This is the first time I have shared my feedback
- Other

Q5. Overall, how would you rate the draft Climate Action Plan?

- 1 – Poor
- 2
- 3 – Adequate
- 4
- 5 - Excellent

Q6. Can you tell us why you gave the draft Climate Action Plan this rating? [TEXT BOX]

Q7. Regarding the draft Climate Action Plan, what are the top three actions or parts you think are most important to be included? [TEXT BOX]

Q8. Regarding the draft Climate Action Plan, what are three actions or parts you think are least important to be included? [TEXT BOX]

Q9. Is there anything you think is still missing from the draft Climate Action Plan that you feel needs to be addressed? Please suggest up to three actions you feel are missing from the Draft Climate Action Plan. [TEXT BOX]

Tips on the Boroondara Climate Action Plan Survey

The Boroondara Council has now released its long-awaited [draft Climate Action Plan](#) for consultation. You can complete an on-line survey [here](#) or email your views to boroondara@boroondara.vic.gov.au.

The closing date for survey responses and submissions is Wednesday 4 August 2021.

Tell the Council what you think!

We will be living with this plan for a long time, so please read it, form your own view and tell the Council what you think. The survey provides only limited opportunity to provide feedback, so it is **good to make a personal submission** if you can. However, the Council will be gathering statistics about community views from the survey results, so **even if you make a submission, please also complete the survey**. It doesn't take long!

Some suggestions for the survey

Note that for the greatest impact, it is best to personalise your response, so it's best not to just copy and paste our suggestions. There are four introductory questions, followed by five questions about the content of the draft plan.

Q5 Overall, how would you rate the draft Climate Action Plan?

There are a variety of views within Lighter Footprints as to what overall rating to give this plan. The survey allows you to slide the ball from 1-5 giving a rating from poor (1) through to excellent (5). The plan's strength is that it puts in place science based zero emission targets for Council and Community which is a big step for the City of Boroondara and Council should be applauded for this.

The plan's weaknesses include that the community target is "aspirational", the plan lacks interim sector based targets and the 2030 target for community leaves too much of the heavy lifting to later years. The plan is generally "high level" and lacking in detail. We understand there is a two year implementation plan being developed which will hopefully resolve some of these issues. Crucially, the plan does not address any budget and we are concerned that inadequate funding will inhibit plan implementation.

Having said this, we think the Council is on the right path and with the support and encouragement of the community we think this plan offers great potential.

Q6 Can you tell us why you gave the draft Climate Action Plan this rating?

You have 400 characters to answer this question. Points you could consider include:

- On the positive side, the targets for zero emissions for Council and community are consistent with what the climate science tells us needs to be done
- The 2030 emissions targets for both the Council and the community should be strengthened
- The community emissions targets are only 'aspirational'
- There is a general lack of urgency and the detail needed to show how the targets will be achieved
- There is no timetable or budget specified in the plan and the 2021-2022 allocation for the plan in Council's budget is inadequate

Q7 Regarding the draft Climate Action Plan, what are the top three actions or parts you think are most important to be included?

You have 1,200 characters here. High priorities you could consider mentioning include the following (not all of them are in the draft plan):

- A climate emergency declaration
- Emissions targets for Council operations and the community
- Detailed targets to track the effectiveness of individual actions
- An implementation timetable and expenditure commitment
- A strong advocacy program for better State and Federal climate related policy
- Engaging and partnering with the community to drive change
- Incentives (e.g. access to finance) for household energy efficiency and renewables upgrades
- A community bulk buy program for solar panels, batteries and heat pumps
- Program to help households transition from gas
- Provision of free comprehensive energy audits to households
- Incentives (including additional infrastructure) to increase use of active transport, public transport and electric vehicles
- Increasing tree canopy cover on public and private land

Q8 Regarding the draft Climate Action Plan, what are the top three actions or parts you think are least important to be included?

You have 1,200 characters to answer this question. This is a very difficult question to answer, because it is hard to identify anything in the plan which is not worth doing. We suggest that responses should focus on actions that will have limited impact on emissions or climate adaptation (though important for other reasons).

- Eliminating single-use plastic at Council events
- Business focused programs to reduce food and packaging waste
- Workshops to enhance community capacity to use water sustainably
- Supporting increased home food gardening

Q9 Is there anything you think is still missing from the draft Climate Action Plan that you feel needs to be addressed? Please suggest up to three actions you feel are missing from the Draft Climate Action Plan.

You have 1,200 characters to answer this question. Points you could consider include:

- A climate emergency declaration
- A timetable and budget providing a clear framework for plan implementation
- A stronger sense of Council leadership and commitment (including e.g. removing the description of community targets as 'aspirational')
- Strengthening of the targets for the supporting measures (e.g. canopy cover increase is only 2% by 2030)
- Additional targets related to specific programs and actions (e.g. for reduction in community gas use, reduction in emissions from major emitters)
- Additional resources for further development of the plan and implementation
- A representative community advisory group on the environment/climate (well resourced, calling experts)
- Greater engagement with the community to promote change (including e.g. an outreach program, more frequent reporting, greater involvement in reviews/updates)
- Provision of comprehensive energy audits to households at no cost
- Provision of access to finance for residents for sustainability upgrades (energy efficiency, solar panels, heat pumps), to be paid back via rates
- A program to help residents and businesses transition from gas
- A community bulk buy program for batteries and heat pumps
- Electric vehicle incentives (e.g. parking concessions, free charging stations)
- Incentives to increase tree planting on private land

Please note that, other than Question 5, these tips were created with the assistance of the Kooyong Climate Change Alliance.

