



Springvale Revitalisation Action Plan

Stakeholder Engagement Summary:

December 2022

WIP

PURPOSE

Together, creatively explore key issues, opportunities, and ideas for Springvale, to help inform the forthcoming Revitalisation Action Plan.

This document sets out the plan for engaging this project's stakeholders and the community to ensure that the Springvale Revitalisation Actions Plan (SRAP) meets proponent, stakeholder and community expectations.

Specifically, the purpose of this document is to:

- Set out the narrative of the project and the role of the engagement process
- Be consistent with City of Greater Dandenong Council's Community Engagement Policies.
- Identify each stakeholder, their interest in and potential influence on the project
- Identify the proposed engagement methods and activities
- Outline how the outcomes of the engagement opportunities will be communicated to a broader audience and how any feedback will be incorporated into the process
- Summarise how we will measure success of the engagement process.

CONTENTS

1.0 Engagement Workshops

1.1 Internal Staff Workshop	p4
1.2 Stakeholder Vision Sprint	p10
1.3 Local Councillor Walk #1	p18
1.4 Yarning Circle #1	p19

2.0 Online Feedback

2.1 Survey Results	p26
2.2 Stories	p33
3.1 Social Map	p34
3.2 Art Competition	p35
3.2 Big Ideas	p36

1.0 ENGAGEMENT WORKSHOPS

1.1

Internal Staff Workshop

Our Workshop Purpose

The purpose of the workshop is to:

- To bring together Greater Dandenong City Council and Realm Studios to collaborate and identify opportunities and constraints, strategic aims and design ideas for site.
- To identify strengths, weaknesses, opportunities and threats that will influence the SRAP vision. This will be used as a basis to engage further.
- Establish strategic approach and capture essential operational characteristics of the SRAP.
- Involve the Greater Dandenong City Council, Realm Studios in setting priorities for delivering the action plan.



Attendees included;

- Realm Studios- Alaric Hellowell, Jon Shinkfield, Nina Middleton
- Greater Dandenong City Council internal staff

Workshop Process

1

Welcome +
Introduction

Introduction a welcome to the workshop from Greater Dandenong City Council and Realm Studios

2

Quick fire
questions

15 minute rounds of questions to understand internal staff members current positions and their relationship and involvement in the Springvale Revitalisation Action Plan.

3

Site
Investigation

In groups we investigated key principles to understand the strengths, weaknesses and threats to Springvale's revitalisation.

4

Sharing +
Comparing

Teams then came together to compare, contrast and refine the key information further.

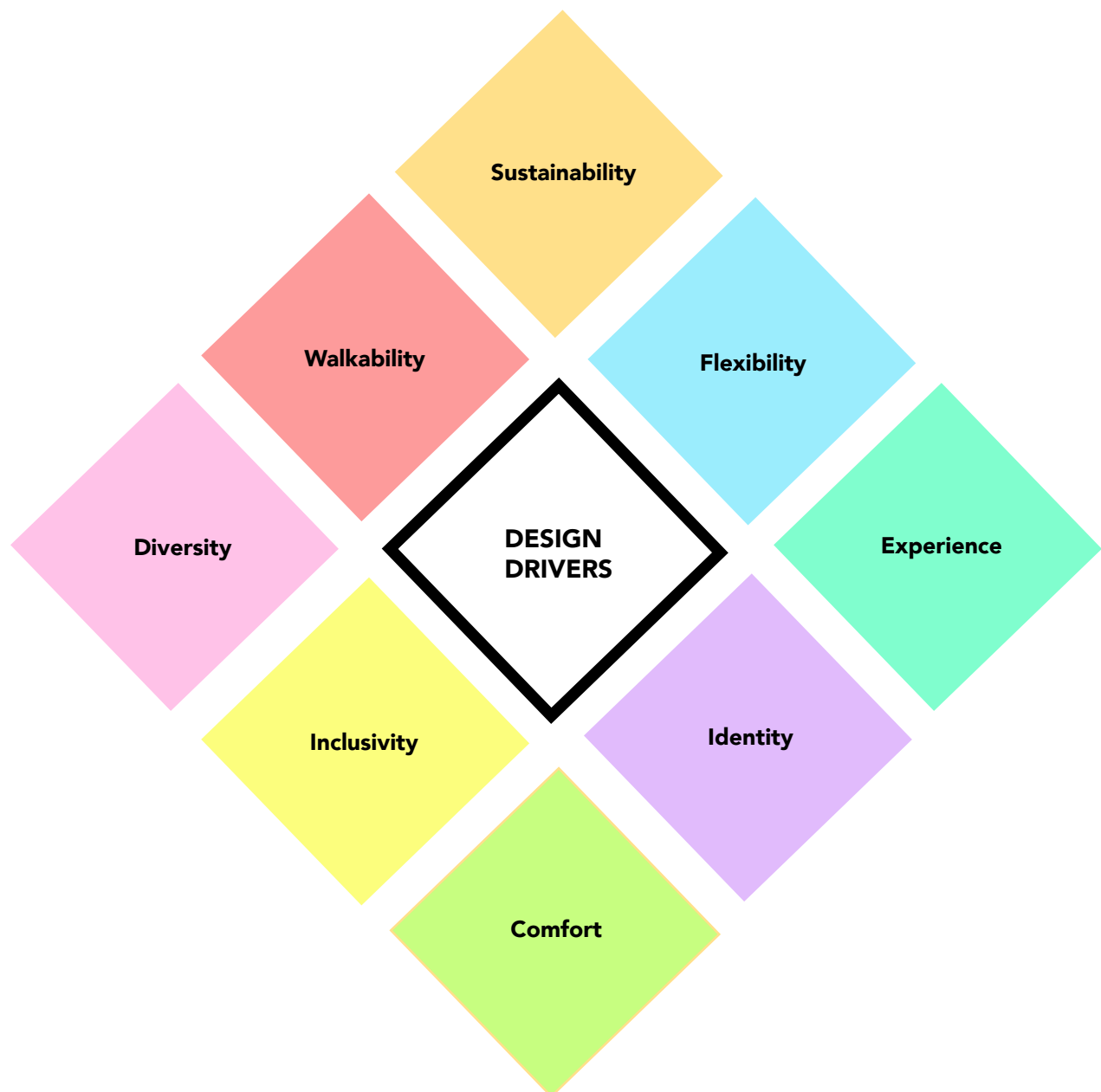
5

Reflection +
next steps

Lastly, we discussed the main ideas encouraged GDC internal staff to add any additional information that they wanted to share.

Key Principles

The 8 identified key principles that support Springvale's revitalisation.



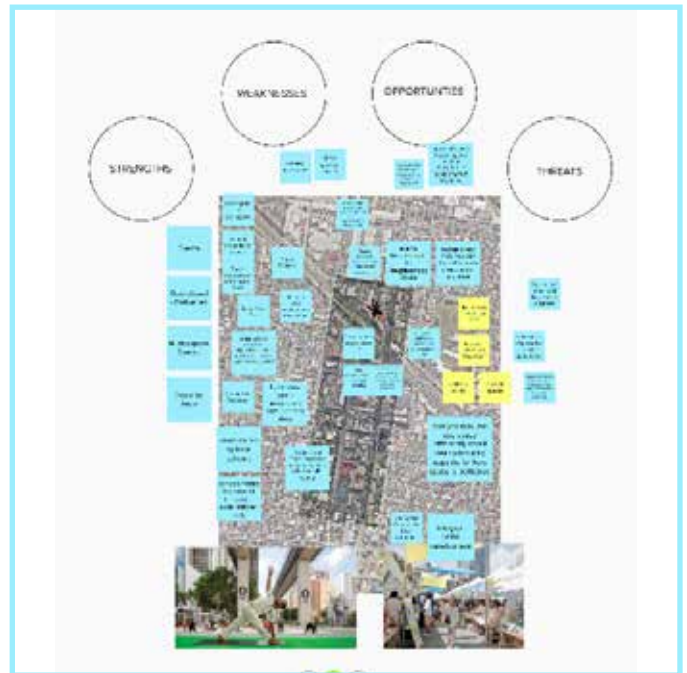
Identifying information

Exploring the strengths, weaknesses, opportunities and threats to Springvale's revitalisation through the 8 key principles.

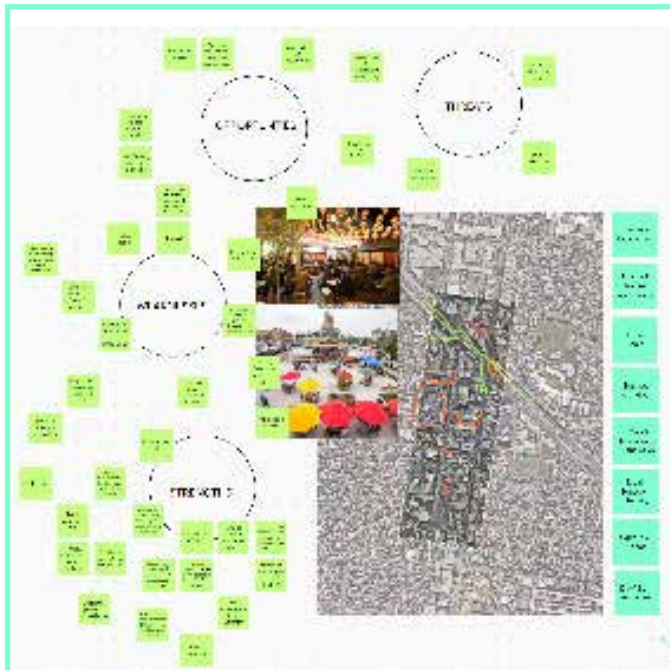
Sustainability



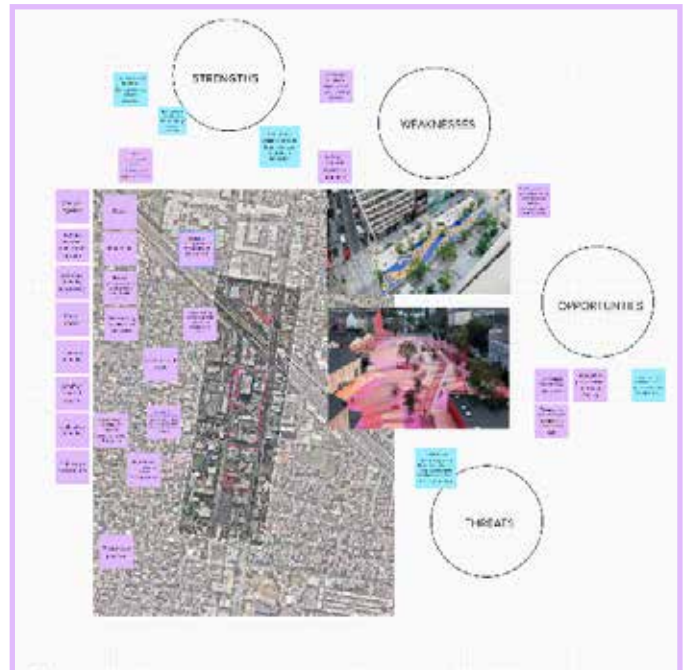
Flexibility



Experience



Identity



Community Culture

Skills

Business Opportunities

Values

Strengths

- Highly skilled workforce
- Strong community spirit
- Proximity to major roads
- Access to public transport
- Good weather
- Low crime rate
- High quality of life
- Strong local economy
- Good infrastructure
- Proximity to major roads
- Access to public transport
- Good weather
- Low crime rate
- High quality of life
- Strong local economy
- Good infrastructure

Weaknesses

- High unemployment rate
- Low income levels
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather

Opportunities

- High unemployment rate
- Low income levels
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather

Threats

- High unemployment rate
- Low income levels
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather
- High crime rate
- Low quality of life
- Weak local economy
- Poor infrastructure
- Distance from major roads
- Lack of public transport
- Poor weather

Strengths



- Multi-Cultural events and spaces for festivals such as Snow Festival and Lunar New year
- Highly active cultural heart
- Cheap food and various cuisines are an attraction
- A grocery destination, pulls those from outer suburbs and regions.
- Micro closed-loop economy, food from markets used in all restaurants.

Weaknesses



- Limited publicly owned land
- Limited open space
- Hidden market city
- Cluttered public realm
- No public space other than multicultural place
- Not enough public toilets and facilities
- Lack of housing diversity

Opportunities



- Farm to plate
- Parking space could be converted to public space at different times of the day
- Connect the precinct with the Djerring Trail, Springvale Station and Queens Avenue
- Strengthen placemaking and wayfinding
- Shading should be increased, more areas to rest
- Linking the shopping precinct to the Community Hub

Threats



- Intricate design elements and maintenance
- Relevance of place for next generation
- The railway trench
- The balance between aesthetics and maintenance
- Anti-social behaviour outside woolworths
- DDA access is a major issue

1.2

Vision Sprint

Our Workshop Purpose

The purpose of the workshop is to:

- Elicit expertise and knowledge about the project area, both today and what is expected in the future.
- Establish strategic approach and capture the community vision for SRAP.
- Build trust between the project proponents, stakeholders and with the community so that the outcomes of the action plan are supported broadly.
- Involve the community in setting priorities for delivering the action plan



Attendees included;

- Local residents;
- Traders and businesses - Lims Pharmacy, Springvale Authorised Newsagency, Enterprise Group,
- Community and environmental groups - Australian Vietnamese Women's Association Incorporated (AVWA), Cambodian Association of Victoria, Springvale Neighbourhood House, Hakka Association of Victoria, Springvale Asian Business Association (SABA), Killester College, Teo Chew Association, Community Garden, Springvale Learning and Activities Centre, Springvale Indo Chinese Mutual Assistance Association SICMAA,
- Realm Studios- Alaric Hellawell, Nina Middleton, Hanny Paing
- Greater Dandenong City Council internal staff and Councillors

Workshop Process

1

Welcome +
Introduction

Introductions and welcome to the workshop from Greater Dandenong City Council staff and Realm Studios.

2

Understanding
Springvale

Short presentation by Realm Studios outlining the project and how the engagement session will influence and provide a vision for the SRAP.

3

Design
Workshop

In groups of four, the 8 key principles were explored further through a series of questions to target the top issues and ideas from the community to be included in the SRAP.

4

Sharing +
Comparing

Teams came together to present the main points from the workshop and to discuss ideas and hopes for the future of the SRAP.

5

Reflection +
next steps

An opportunity to reflect on our discussions and ideas and discuss what will happen next with the feedback.

Our Hopes

At the start of the session, participants set out their hopes for the workshops.



NOTE: The above diagram is a summary of comments received

My idea is...

Through the workshop process, participants shared their top ideas for Springvale.

My top idea is...



- Making it safer for women to work in Springvale
- To engage youth through dance. Kpop!
- To create a WOW factor, when people drive into Springvale from any side
- Engaging with other cultures in the area. Engage with people aged 15-25
- Turn Buckingham Avenue to a pedestrian zone - Arcade nightmarkets (contractible roof). More car parks. Food and culture festivals. More toilets. Make safe place.
- Boulevard needs more lighting and decoration. Neon lights - bring more people into activity centre.
- Provide parking on the outskirts, cyclos to bring people in/out to high volume areas. Noodle markets
- Springvale Station as centre, so spread to the other side as well.
- Senior safe sites. Shade, seating and exercise stations.

Key Principles and Ideas

During the work participants were invited to draw and annotate large maps that explored the 8 key preinciples with personal experiences and ideas. key points identified by each group are as follows.

Sustainability

Is waste a problem in Springvale? How could Springvale improve its waste systems to become more sustainable?

- Small steps to reach the big picture
- Bins missing where they need to be
- Place dump masters in places where people congregate
- Initiatives to recycle + manage waste- make it sexy
- Come up with innovative models that leverage our diversity.

Are there issues when it rains in Springvale? Do the drains work well?

- Bad smells in drains, rotten fruit, and oil in the drains
- Smell is off-putting
- Cultural recycling is not a thing
- Market smells are important to the area
- Too clean could lose identity- important to maintain part of its charm

How can businesses be supported to become more sustainable?

- Buckingham Avenue, buy to open it up
- Trading schemes- credits to encourage sustainable practice
- Waste schemes
- Solar power- microgrid connection to customers

Walkability

Where do people walk from/to? Which areas get very busy in Springvale? Which roads are difficult to cross??

- The pedestrian crossing adjacent to Osborne Avenue is unsafe, it does not provide safety for pedestrians to cross.
- Springvale Activity Centre, as there is a lack of signage or available public carparks.
- Erickson Gardens to Springvale Centre was highlighted as an unsafe walk particularly for the elderly making their way over from the south.
- The route and walking path between the Post Office and Buckingham Avenue should be addressed, as it is quite difficult to get from A to B, due to clutter, suggestion of a mass clean up or protocols.

How could we improve Springvale for pedestrians? (Foot-path treatments, widening, way find etc)

- Wayfinding to show how many minutes' walk it is to the Community hub
- Addressing the rear facing shop frontage particularly along Queens Avenue, making it unpleasant to walk.
- The lack of inclusive public seating in the centre demotivates walking as the tree canopy doesn't provide shade, the restaurants have umbrellas but there should be more made on top of benches.
- Highlighting the enterprise trail that already exists.

How could we manage car parking better to make more space for pedestrians?

- Connecting carparks through a clear walking trail
- Addressing anti-social behavior and homelessness that is present in many areas around the centre, particularly the Woolworths Carpark, near the Springvale Station and laneways behind Multicultural place.
- Turning Buckingham Avenue into a left turn only road

Experience

What are the current uses within Springvale that are important to maintain? What could only happen here?

- Place attachment that has historic connection
- FOOD
- QUES with diverse people
- Social Places, maintaining the popular playing of chess!
- Ingredients and produce that you can only get in Springvale

What areas are most active at night? How could Springvale become more activated at night?

- Cultural festivals
- More dessert restaurants 'kids don't drink, they dessert'
- Its usually dead after 6/7pm
- Introduce a noodle market- more outdoor eating
- Community facilities booked out every night to 9pm

What experiences could define 'Sensational Springvale'?

- Enterprise trail combined with food
- Storytelling of the place as the anchor then adding food
- The story of migration

Diversity

What are the most heavily used spaces in Springvale? What happens here?

- Buckingham Avenue, Balmoral Avenue and Windsor Avenue, areas to shop and of social gathering
- Multicultural place and the Community Hub
- Community facilities to the North. Osborne Avenue, Cambodian Association, are the community links.
- The town heart where the best produce is sold

How could existing spaces be improved within Springvale to include more members of the community?

- More seating and shaded areas
- Improved traffic management
- More toilets
- Turning Buckingham Avenue into a pedestrian only zone.
- Place names to reflect what the area is now.
- Lighting, crossing points + signage on Springvale Road
- More art, neon signs, heritage recognition and multicultural links
- Indigenous recognition.
- Drop off spaces rather than parking spaces.

What uses, spaces or places are missing from Springvale?

- A functional public space/square
- Walkability - pedestrian priority.
- Bike facilities and paths
- Lingering spaces, gathering places
- More diversity of other cultural groups to be represented.
- Public space to mirror the population growth.

Inclusivity

What makes Springvale an inclusive place? What makes you feel welcome? What makes you feel a part of Springvale?

- Eating, shopping and the Market experience- The Community
- Intercultural atmosphere and the aged groups and associations that occupy it. Such as the Vietnamese-Women's Association.
- The international shopping experience.
- Familiarity, connection
- Cook Islander community

Where in Springvale does not feel safe or accessible to all?

- The Commonwealth Bank
- The new multilevel carpark, robberies
- Behind Better Electrical + homeless support
- Factory areas
- Not safe in toilets

What community facilities, support networks or groups would you like to see in Springvale?

- More toilets
- Safe cycling paths + bike racks
- More ATMS
- More social support based around mental health, drugs and alcohol centers, social housing and support to homeless residents
- More lighting, cameras, and surveillance.
- An overpass above Queens Avenue
- More open space for morning exercise groups.
- Moving the community center (hub)

Comfort

Where are the places people feel most comfortable/uncomfortable?

- Carparks feel uncomfortable
- Multicultural place – loading zone is unsafe
- Laneway next to Multicultural place feels unsafe- laneway towards carpark is unsafe.
- Women being followed- highly unsafe
- Safeway carpark and Balmoral carpark – uncomfortable to walk a long way to get fresh produce.

How can comfort be improved in Springvale? More seats, bins, lighting etc

- Seating areas for free use not only in dine-in businesses
- Family spaces for children and little ones
- Weather protection
- Retractable roof over Multicultural Place
- Arcades need to be upgraded. Issues of tiling and leaking water
- Signage to help improve understanding of locations
- More open spaces
- More lighting everywhere
- CCTV/Public patrols

Springvale is affected by high summer temperatures- which areas are most heavily affected? Where is shade needed?

- Buckingham Avenue
- Multicultural Place
- Traders are suffering along Buckingham Avenue because of no air conditioning
- Trees canopies as shade relief

Flexibility

What events can be found in Springvale throughout the year? What impact do they have on the area?

- Chinese New Year- Shopping
- Lunar New year- 15 Jan
- Snow fest- July
- Harmony Festival in SCH
- Lion dance for new year to each business 20-27 Jan
- Judo team square, M + B year festival

What events could be held in Springvale in the future?
What areas would you like to see used for festivals, events, community days, etc in Springvale?

- Mid-Autumn Moon festival, community leaders/ organizations to speak
- What is there for women?
- Carols by Candlelight
- Purpose designed space for festivities (Buckingham Ave)
- Better utilization of City Hall/ Springvale Hub
- Engaging youth through dance + art events
- Community Garden/Exchange/Sustainable initiatives
- Food festival/Night noodle market – Buckingham

What experiences could define 'Sensational Springvale'?

- Commercial businesses taking over public space but not authorized
- Footpath trading needs to be reviewed + improved
- Focused discussion with women
- Gathering social spaces of better furnishing and activated green spaces.

Identity

What story would you tell about Springvale to a friend in other parts of Melbourne, Australia or overseas?

- Hidden history
- All the different cultural groups that exist but aren't reflected
- Feel comfortable due to the Asian Culture, very welcoming
- Delicious, cheap food
- The new Community Hub is great, has many outdoor areas and embedded storytelling
- Could do with beautification- it is rustic and not aesthetic
- A Market City
- Culturally rich

What defines Springvale's identity?

- Vietnamese, Cambodian, Sri Lankan residents
- Spiritual, multiple temples, community, and worship
- Food
- Community facilities and networks including state associations are based here.
- Agencies and connections between groups.

What experiences could define 'Sensational Springvale'?

- The appearance
- The parking and pedestrian links are lacking
- Waste management along post office
- Anti-social behavior, homelessness and begging add to feeling of unsafety
- Waste management
- Difficult to explore arcades due to clutter

1.3

Councillor Site Walk

Our Workshop Purpose

The purpose of the workshop is to:

- Engage with the Greater Dandenong City Councillors to understand the local area and main issues and opportunities for improvement.



Attendees included;

- Greater Dandenong City Councillors - Richard Lim, Loi Truong
- Realm Studios- Alaric Hellawell, Hanny Paing
- Greater Dandenong City Council staff - Dana Harding, Kevin Van Boxtel

Met with Councillor Richard Lim and Councillor Loi Truong for a site walk on Tuesday the 6th December at 1pm to discuss their ideas for Springvale's revitalisation. These were the main points from the site walk:

- Taiwan night market - tia peck
- Roof garden
- Residential uses conflict with commercial use
- Fix car park turning circle
- Way finding to car park
- No signage
- Toilets
- Gateways that represent different gateways
- Lighting in car park

1.4

Yarning Circle

Our Workshop Purpose

The purpose of the workshop is to:

- Engage with the Bunurong Land Council to understand their connection to and knowledge of place.
- Build a relationship with the Bunurong Land Council.
- Engage in yarning and listening to stories and encounters of knowledge which will guide sustainable design outcomes and support caring for and revealing Country.



Attendees included;

- Bunurong Land Council - Uncle Shane, Chris Chambers
- Realm Studios- Jon Shinkfield, Alaric Hellawell, Nina Middleton
- Greater Dandenong City Council staff - Dana Harding, Kevin Van Boxtel

Ideas and Key Directions

Realm Studios, the Greater Dandenong City Council staff and members of the Bunurong Land Council had a yarn about place, community, relationships and Country. Topics of yarning included...





2.0 ONLINE FEEDBACK

2.1

Survey Results

What do you love about Springvale?

Multiculturalism and Diversity:

- Multicultural area
- Asian community
- Ethnic diversity
- Vibrant multicultural community
- Different cultures mingling together
- South East Asian authenticity
- Asian diversity
- International tourists visit for multicultural experience
- Homage to demographics and gateways
- Cultural diversity and friendly people
- Many different cultures and languages
- Multi-level car park, tourist-friendly

Food and Restaurants:

- Abundant amount of restaurants
- Thriving food scene
- Variety of food and market products
- Asian cuisines and stores
- Food variety and multicultural restaurants
- Asian food/grocery/culture
- Authentic Asian culture and cuisine
- Fresh produce and great, cheap places to eat
- Restaurants, cheap eats, and banh mi bakeries
- Different multicultural food and cultural activities
- Unique ingredients and food options
- Asian food markets and restaurants
- Variety of foods and groceries
- Affordable Asian markets and restaurants
- Variety of restaurants and grocery stores
- Food and multiculturalism

Community and People:

- Community, businesses, people culture
- The community and people
- Good, shopping, energy
- Fantastic community, unique and multicultural
- Friendly environment and people
- Vibrant place with cultural food and market
- Welcoming and vibrant environment

Shopping and Retail:

- Variety of goods and shops
- Affordable shopping
- Convenience of getting everything in one place
- Local and independently run shops
- Vibrant retail offering
- Shopping for food, clothes, and other items

- Groceries, restaurants, drinks, and desserts
- Good shopping options and retail diversity
- Variety of food shops and eateries
- Unique place to find everything you want

Cultural and Community Facilities:

- Cultural feel and cultural activities
- Cultural diversity and cultural experiences
- Community hub, library, and community space
- Parklets and diverse gathering spaces
- Libraries, playground, and community centers
- Activities, events, and festivals
- New library and community hub
- Activities by councils and organizations
- Springvale as the heart of Cambodian people in Melbourne
- Cultural activities and building to celebrate different cultures

Accessibility and Infrastructure:

- Convenient location and accessibility
- Proximity to public transport and roads
- Bike paths and cycling accessibility
- Accessibility to schools, libraries, and services
- Carpark availability and signage
- Proximity to freeways and beaches

Atmosphere and Vibe:

- Vibrant and bustling atmosphere
- Busy and lively environment
- Energy and organized chaos
- Hectic, loud, and energetic
- Vibrant and busy area
- Busy shopping environment
- Lively area attracting locals and visitors
- Buzzing with people

Criticisms and Concerns:

- Crowded and dirty environment
- Safety concerns and discomfort
- Negative publicity and bad reputation
- Issues with parking and congestion
- Negative impact of high-rise developments
- Run-down cafes, bars, and restaurants
- Lack of gum trees and heritage preservation

What is unique about Springvale?

- **Asian and Vietnamese Specialty:** Springvale is known for its Asian and Vietnamese food, restaurants, groceries, and markets. It offers a wide variety of authentic and affordable options.
- **Cultural Diversity:** Springvale is a melting pot of cultures, with diverse multicultural communities residing and interacting in the area. It provides a sense of acceptance and comfort for people from different backgrounds.
- **Vibrant Atmosphere:** Springvale has a lively and active urban space, with festivals, bustling streets, and a vibrant streetscape. It offers a unique and authentic Asian city feel.
- **Convenient Location:** Springvale's geographical location makes it easily accessible and well-connected, with excellent train and bus routes. It is also situated midway between Mornington and the CBD, acting as a gateway to the beach and connecting different areas.
- **Unique Shopping Experience:** Springvale is known for its diverse range of shops and stores, offering individual and unique products. It is not dominated by franchise chains, and there is a strong emphasis on authentic Asian goods.
- **Strong Vietnamese Influence:** Springvale has a significant Vietnamese population and is considered the heart of the Vietnamese community in Melbourne. It offers a true reflection of Vietnamese culture and traditions.
- **Food Hub and Market Town:** Springvale is not only a food hub with a wide range of restaurants but also a market town with affordable shopping options. It provides a unique combination of shopping and eating out experiences.
- **Community and Festivals:** Springvale has a strong sense of community, with people of different ages and cultures coming together. Festivals and cultural events play a vital role in showcasing the diverse cultures and fostering a sense of harmony.
- **Cleanliness and Litter:** The cleanliness of the streets, shopping centers, and public facilities is a recurring issue. Some respondents mention excessive litter, dirty alleyways, and under-maintained public toilets as areas that need improvement.
- **Traffic Congestion and Parking:** Traffic congestion and limited parking options are highlighted as significant challenges. Insufficient parking spaces, difficulties finding parking, and congestion on certain streets, such as Buckingham Avenue, cause frustration among residents and visitors.
- **Lack of Development and Modernization:** Several respondents mention the outdated infrastructure, buildings, and lack of development in Springvale. They believe that improvements are necessary to make the suburb more appealing and competitive.
- **Lack of Cultural Variety:** Some respondents express a desire for a greater variety of businesses, including multicultural restaurants and high-quality outlets. They feel that the current concentration of certain types of shops does not provide enough diversity.
- **Poor Signage and Wayfinding:** The absence of clear signage and a lack of information for visitors, such as maps or historical explanations, make it difficult for newcomers to navigate Springvale. This leads to a lack of awareness about the area's cultural significance and can negatively impact the visitor experience.
- **Limited Nightlife and Recreational Opportunities:** There are calls for more nighttime activities and recreational spaces within Springvale. Some respondents feel that there are not enough options for entertainment and that more facilities for leisure and relaxation are needed.
- **Ethnic Tensions and Cultural Recognition:** A few respondents mention tensions related to multiculturalism and the perception that certain cultures dominate the area. They express a desire for greater recognition of diverse cultures and a more inclusive environment.
- **Miscellaneous Concerns:** Other concerns raised include the presence of smokers, inadequate public transport accessibility, the behavior of some shop owners, the condition of footpaths, and the need for more seating areas.

What gets in the way of (or stops) Springvale being its best?

- **Safety and Security:** There are concerns about the presence of drug-involved individuals, drug paraphernalia (needles and syringes), and homeless people in the area. Residents feel unsafe and worry about the impact on their personal security.
- **Homelessness and Beggars:** Many respondents express concerns about the increasing number of homeless people and beggars in Springvale. They fear that this could negatively affect the reputation of the suburb and impact local businesses.

Which areas in Springvale could be improved for safety or accessibility?

- **Parking Area around 8 Balmoral Avenue:** The area is reported to be dirty, and there are concerns about homeless people hanging around.
- **In front of Woolworths:** It is mentioned that there are always a lot of beggars in this area.
- **Lighting in Springvale Central:** Suggestions were made to install more lights, both normal and solar-powered, especially near the station and areas with high pedestrian traffic at night.
- **Surveillance Cameras:** People suggested the need for more cameras in the streets to ensure safety.
- **Springvale Shopping Centre:** Requests were made for cleaner and more modern bathrooms throughout the shopping center.
- **General Improvements:** Many respondents mentioned that various areas in Springvale, including roads, buildings, shops, pedestrian crossings, walk paths, disability access, and children's play areas, need improvement.
- **Increase in Homeless Population:** Some respondents mentioned the increase in homeless people and the issue of nitric oxide containers being left in public areas.
- **Safety and Accessibility at Springvale Road:** Concerns were raised about safety when walking from the station to the main shops and banks on Springvale Road. The roundabout on Buckingham Avenue was also considered a nuisance.
- **Traffic Congestion:** Suggestions were made to assess and resolve traffic congestion issues, especially in the central Springvale area on Saturdays and public holidays.
- **Springvale Station:** Concerns were raised about the lighting, parking, and public toilets at the train station.
- **Buckingham Avenue:** Some respondents suggested making it a foot-only access area and addressing the issue of double parking.
- **Springvale Market:** Requests were made to improve parking facilities and update the market building.
- **Virginia Street and Surrounding Areas:** Complaints were made about litter, syringes, and dumping of rubbish in alleyways and residential areas.
- **Safety in Public Spaces:** Suggestions included the presence of police or security guards, increased lighting, CCTV cameras, and the need for footpaths to be more accessible and safe.
- **Road Safety:** Concerns were raised about pedestrian crossings, road speed, and the need for traffic lights at certain locations.

- **Cleanliness and Maintenance:** Requests were made to improve cleanliness, maintenance, and repair work in various areas, including public spaces, footpaths, and the Springvale station.
- **Parking Issues:** Complaints included illegal parking, lack of parking spaces, and misuse of disabled parking spots.
- **Accessibility for People with Disabilities:** Suggestions were made to improve accessibility by providing more disabled parking spaces, flat slant walkways instead of stairs, and installing ramps.
- **Improvement of Public Toilets:** Requests were made for cleaner and more accessible public toilets, as well as the addition of shelter and seating.
- **Multi-Level Car Park:** Some respondents mentioned the need for a multi-level car park in Springvale.
- **Community Building:** The Springvale Learning and Activities Centre was mentioned as needing repairs, gardening work, and renovation.
- **General Cleanliness:** Complaints were made about litter, rubbish, and unclean public spaces in Springvale..

How can Springvale become more sustainable?

Waste Management and Recycling:

- Reduce single-use plastic and encourage reusable alternatives.
- Increase the number of recycling bins and educate residents on proper recycling practices.
- Implement composting programs and food waste recycling.
- Improve waste management and garbage collection services.

Environmental Conservation:

- Plant more trees and create green spaces.
- Promote the use of renewable energy, such as solar panels.
- Encourage energy-efficient buildings and practices.
- Implement sustainable transportation options (bike lanes, public transport).

Infrastructure and Urban Planning:

- Improve traffic management and road infrastructure.
- Increase parking facilities.
- Enhance accessibility and pedestrian safety.
- Develop attractive and functional urban spaces.

Community Engagement and Education:

- Raise awareness about sustainability through education campaigns.
- Encourage residents and businesses to participate in

sustainable practices.

- Support local food production, community gardens, and farmers' markets.
- Foster a sense of pride and involvement in creating a sustainable city.

Cleanliness and Hygiene:

- Improve cleanliness in public spaces, including toilets and shopping areas.
- Enhance waste removal services to prevent overflowing bins.
- Address littering and enforce cleanliness standards.

Social Issues:

- Address homelessness, drug addiction, and related safety concerns.
- Create inclusive and safe environments for all residents.
- Support community initiatives to address social issues.
- Economic Development:
 - Attract investment and support local businesses.
 - Promote Springvale as a tourist destination.
 - Encourage diverse retail offerings and cultural experiences.

Miscellaneous:

- Introduce night markets and nightlife options.
- Enhance security measures.
- Install infrastructure for electric vehicles (charging stations).

How could Springvale become more activated both day and night?

- **Extended Opening Hours:** Many respondents suggested that more shops and restaurants should stay open late at night to create a vibrant atmosphere and encourage people to visit Springvale during evening hours.
- **Safety and Security:** Improving safety measures was a common concern. Suggestions included increasing police presence, better lighting in public areas, addressing drug issues, and addressing the presence of homeless individuals.
- **Events and Entertainment:** People recommended organizing more events, such as night markets, food festivals, live music performances, outdoor movie screenings, and cultural celebrations, to attract visitors and activate the area.
- **Infrastructure and Streetscape Improvements:** Enhancing the physical environment was mentioned frequently. This includes creating walkable spaces, upgrading parks and children's playgrounds, improving footpaths and accessibility, installing better street lighting, and revitalizing the appearance of Springvale Road with decorations and neon lights.

- **Parking and Transportation:** Many respondents highlighted the need for better parking facilities and public transport options to accommodate visitors and improve accessibility to Springvale.
- **Promotion and Marketing:** Encouraging businesses to promote themselves, providing vouchers or incentives for customers, and increasing awareness of Springvale's offerings were suggested to attract more people to the area.
- **Community Engagement:** Suggestions included fostering a sense of community by providing spaces for social activities, such as outdoor seating, street-side vendors, and public gathering areas. Supporting local businesses and involving residents in decision-making processes were also mentioned.
- **Cultural and Multicultural Focus:** Some respondents emphasized the importance of preserving and celebrating Springvale's multicultural identity through cultural events, authentic Asian restaurants, and street food stalls.
- **Cleanliness and Maintenance:** Concerns were raised about cleanliness, maintenance of public spaces, and the need to address issues like unleashed dogs and proper waste management.
- **Other Suggestions:** Miscellaneous suggestions included creating a night market, introducing late-night shopping, improving public toilets, and providing better amenities for visitors.

What events could be held in Springvale in the future and where?

- **Cultural events:** Many respondents suggested organizing cultural events such as festivals, parades, and celebrations to promote cultural awareness and bring communities together. Specific examples mentioned include Lunar New Year, Chinese New Year, Cambodian New Year, Harmony Day, Ramadan/Eid gatherings, and cultural fashion parades.
- **Food festivals:** There was a strong desire for food-related events, including food festivals, night markets, street food markets, food tours, and multicultural food festivals. Respondents mentioned various cuisines such as Chinese, Vietnamese, Cambodian, Thai, Korean, and Japanese.
- **Craft and art events:** Crafting events and arts festivals were suggested, particularly those that involve children. Locations mentioned include the library and Springvale Central.
- **Community hub events:** Several respondents suggested hosting events in the Springvale Community Hub precinct or extending the existing festivals to the hub area. This would provide a larger space and more grassy areas for people to enjoy.
- **Music and entertainment:** Music festivals, live concerts, outdoor movies, and performances were mentioned as desirable events. Some respondents also suggested featuring local talent and engaging with Monash University for event collaborations.
- **Market events:** Night markets, street vendors, farmer markets, and market resale events were suggested to create a vibrant atmosphere and provide business opportunities. The focus could be on selling various goods, including old/loved items.
- **Children and family activities:** Suggestions included kids' arts and crafts stalls during school holidays, special events for families, and family-friendly activities. The St. Joseph's playground was mentioned as a potential location.
- **Sporting and recreational events:** Sports-related events, such as car meets, table tennis demonstrations, bodybuilding shows, and communal seating for craft markets, were proposed. Engaging the local community in activities they already participate in was seen as important.
- **Communication and information:** Respondents expressed the need for more effective communication regarding events, including having schedules or posters with event details placed around Springvale.
- **Other event suggestions:** Some additional suggestions included beer and food festivals, book days, Halloween events, bubble tea festivals, speed cubing competitions, robotic events, conferences, and sustainability-focused events.

What places or spaces are missing from Springvale?

- **Park:** Many respondents mentioned the need for more parks and green spaces.
- **Clean toilets:** There were requests for bigger, cleaner, and more modern toilets, especially at the shopping center and public areas.
- **Public outdoor seating area:** People desired protected outdoor seating areas where they can sit and relax, even during rainy weather.
- **Sushi store:** Some mentioned the desire for a sushi store like Omi that is affordable and attracts students.
- **Public area showcasing history:** There was a suggestion for a public area that showcases the history of Springvale, attracting families and younger people.
- **Cinemas and nightlife:** Several respondents mentioned the absence of cinemas, theaters, and vibrant nightlife in Springvale.
- **Better outlook for shopping center:** Some individuals expressed the need for improving the appearance of the Springvale shopping center, making it more special and appealing.
- **Kids playground:** The need for kids' playgrounds or spaces for children to play was mentioned by multiple respondents.
- **Public square:** People suggested the creation of a central public square that serves as a hub for commercial, civic, and cultural activities in Springvale.
- **Better parking:** Requests were made for additional parking spaces, including underground parking, as well as closer parking to the shops.
- **Public spaces for exercise and sports:** There were calls for public sports spaces, bike paths, and exercise areas that are accessible and free for the community.
- **Community facilities for youth:** Some respondents highlighted the need for a dedicated youth club and access to youth services within Springvale, instead of having to travel to Dandenong.
- **More trees and gardens:** The addition of trees, gardens, and green spaces throughout Springvale was mentioned as a way to enhance the environment.
- **Information center and maps:** People expressed the desire for an information center and maps to improve accessibility and provide guidance to visitors.
- **Homeless support and services:** Several respondents mentioned the need for homeless shelters, support services, and facilities like safe injection sites.

- Cultural and elegant dining options: Individuals wished for more elegant and quality dining establishments and cultural spaces.
- Public performance stage: Some suggested the inclusion of a performance stage or big screen for events and entertainment.
- Community gardens and fruit trees: The idea of community gardens, fruit trees, and edible vegetation in public spaces was mentioned.
- Bazaar and stalls: There was interest in having a bazaar, as well as tea/coffee/ice-cream stalls in Springvale.
- Art spaces and teen event venues: Some respondents felt the lack of art spaces and venues to hold events for teenagers, such as speed cubing, robotics competitions, and art exhibits.
- Health and well-being services: The need for health and well-being service providers was highlighted.
- Public restrooms: Additional public toilets and 24/7 access to restrooms were requested by some individuals.
- Community gathering areas: The desire for public spaces for gathering, talking with friends, and community interaction was mentioned.
- Pedestrian-friendly infrastructure: There were calls for improved pedestrian routes at night, better street lighting, and central pedestrian plazas.
- Family-friendly spaces: People suggested the inclusion of spaces for kids' activities and places where family members can hang out while others are shopping.
- Street parking and bike paths: Requests were made for more street parking options and bike paths connecting main streets.
- Outdoor seating and dining: The addition of outdoor seating areas, pleasant terraces, and dining spaces with greenery and shade was mentioned.

What could strengthen Springvale's identity?

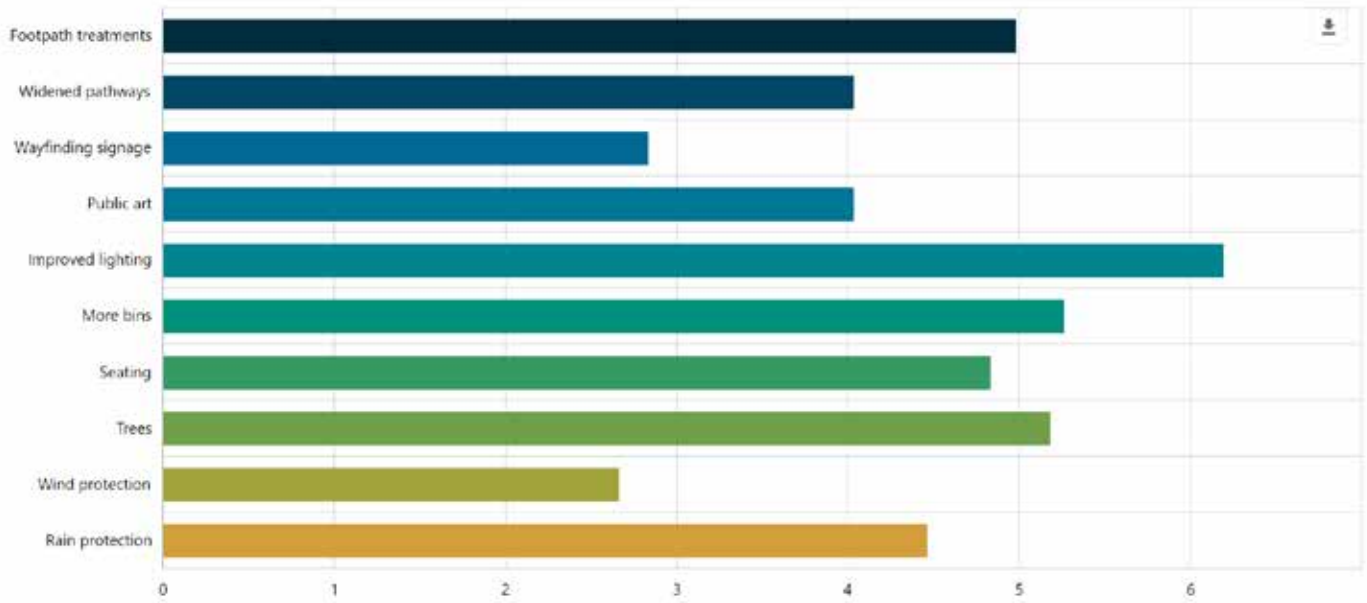
- Take action instead of making empty promises: Many respondents emphasized the need for local councilors to actively address issues and take concrete actions instead of merely talking about them.
- Embrace and celebrate diversity: Springvale's identity as a culturally diverse suburb should be promoted and celebrated. Suggestions include naming public spaces after notable community members, using traditional Vietnamese or Chinese naming conventions, and displaying public art

that represents the diverse cultures.

- Improve cleanliness and safety: Respondents emphasized the importance of cleaning up the streets, addressing the issue of homelessness, and ensuring safety in the area. Enhancing cleanliness and security measures were seen as crucial for strengthening Springvale's identity.
- Enhance local businesses and attractions: Suggestions included promoting local stores, improving and expanding the variety of shops and stores, highlighting Springvale's authentic Asian food scene, creating vibrant night activities and restaurants, and attracting more well-known stores.
- Develop community spaces and infrastructure: Creating community spaces like parks, public art installations, and community gardens was suggested to foster a sense of place and community identity. Additionally, improving infrastructure, such as establishing a big gate on Springvale Road and enhancing car parking facilities, was mentioned.
- Preserve and promote local heritage: Preserving historical landmarks, celebrating local festivals and traditions, and supporting local artists and creatives were seen as ways to reinforce Springvale's identity and heritage.
- Enhance communication and engagement: Suggestions included better communication with residents through newsletters or accessible channels, providing information about local events and updates, and involving locals in designing initiatives and activities.
- Improve accessibility and amenities: Respondents mentioned the need for better public transport access, improved lighting, easy parking, and more clean public toilets. Increasing accessibility and amenities were seen as essential for strengthening Springvale's identity.
- Focus on cleanliness and environmental sustainability: Several respondents emphasized the importance of cleanliness, tree planting, and beautification efforts to create an inviting and vibrant environment. Encouraging sustainable practices and promoting environmental initiatives were also suggested.
- Promote Springvale as a tourist destination: Suggestions included promoting Springvale as a must-visit destination for international tourists, developing a tourist promotion program, and creating a website to provide information for visitors.

8 What would you like to see more of to make Springvale better for pedestrians? Click and drag the options into your order of preference.

Ranking | Skipped: 15 | Answered: 125 (89.29%)



[View contribution data](#)

2.2

Stories

Summary

- **Pedestrianization of Buckingham Ave:** There is agreement among respondents that pedestrianizing Buckingham Ave would be beneficial for the area.
- **Dedicated bicycle infrastructure:** There is a consensus on the need for improved bicycle infrastructure in Springvale. Participants suggest implementing dedicated protected bicycle lanes along the Springvale Road Corridor.
- **Reflecting diverse backgrounds through naming:** Respondents support the idea of reflecting the diverse backgrounds of Springvale residents through naming conventions. They specifically suggest incorporating traditional Vietnamese and Chinese naming conventions, which share historical naming systems.
- **Safety concerns:** Several participants express concerns about antisocial behavior and feeling unsafe while walking in the area, particularly at night. They emphasize the need for regular street cleaning, increased lighting, and addressing issues related to dumped rubbish, syringes, and drug use.
- **Dangerous intersections:** The community identifies dangerous intersections with numerous parked cars as a safety hazard, causing difficulties for pedestrians and drivers. Some suggest the installation of stop signs for improved safety.
- **Public space improvements:** Suggestions for improving public spaces include developing the rooftop of the car park, improving median strips with creative lighting and landscaping, establishing an art gallery, and creating a community garden.
- **Parking restrictions and signage:** Concerns are raised regarding parking restrictions that negatively impact businesses. Some participants request changes to parking times and permits to better accommodate customers. Additionally, there are calls for enforcing handicap parking and addressing issues related to incorrect parking.
- **Neglected areas and provision of facilities:** Participants from Springvale North express dissatisfaction with the lack of attention given to their area by the council. They call for the provision of recreational facilities, especially for teenagers and youth, and urge the establishment of accessible social and recreational services in Springvale.
- **Cleanliness and image improvement:** Many participants highlight the need for regular cleaning, removal of dumped waste, and addressing the presence of beggars and rubbish in the area. They also suggest beautification efforts, such as planting flowers and improving street lighting, to enhance the first impression of the shops and make the area safer.
- **Traffic and road improvements:** Concerns regarding traffic flow, road safety, and parking issues are prevalent in the responses. Suggestions include creating pedestrian crossings, improving road signage, addressing congestion, and introducing new traffic signals at specific intersections.
- **Shopfront upgrades:** There is a call for mandatory shopfront upgrades, as many participants find the current appearances of shops uninviting and in need of improvement.
- **Other miscellaneous suggestions:** Additional ideas mentioned include reducing the number of Thai massage parlors, creating more shelters at bus stops, addressing the stray and wild cat population, and maintaining public spaces around the train station.
- **Overall,** the survey responses emphasize the need for improved safety, cleanliness, infrastructure, and the provision of recreational facilities to revitalize Springvale and enhance its appeal to residents and businesses.

2.3

Social Map

Summary

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2.4

Art Competition

Summary

Shops and Restaurants:

- Book shop
- Korean Food
- Pho
- Fast food options KFC, McDonald's, Make own Pizza, Taco Bell, Candy Shop, Daniels Donut Shop
- Toy Shops
- Sports Shop
- Slushy Shop
- Kmart
- Bubble Tea
- Halal Bakery
- Cafes
- Ice Cream Shop
- Water Park
- Lego Land
- Antique/Vintage Shop
- Card Shop - Pokemon
- More Restaurants

Community Facilities:

- Swimming Pool
- Gym
- Cinema
- Aquarium
- Soccer Fields, Basketball Courts
- Mosque, Churches, Temples
- Hospitals
- Firefighters
- Cultural Shop
- More Festivals and Activities
- Festivals, Concerts, K-Pop public events
- Art in Tunnels
- More Police Stations

Nature and Outdoor Spaces:

- Bird Shop
- Farm and Zoo Animals
- Flower Garden
- Ponds
- Trees
- More Nature
- Grass Fields
- Parks with Zipline
- Sprinklers
- Colourful Park

- Better Playground
- Fake Grass at Park
- Modernizing Burden Park
- Better Parks and Playgrounds
- Add More Parks near Schools

Education:

- Schools
- Libraries
- Day Care Centres
- After School Clubs
- Increased Kids' Education
- Museum
- Signage for Education

Infrastructure and Improvements:

- More Houses
- More Bike Racks
- More Toilets
- Better Design - Up to date Shopping Centre
- Safer Concrete
- Bigger Buildings
- Lower Gas Prices
- More Sprinklers
- More Colorful Lights

Social and Community Interactions:

- Make new Friends and meet new people
- Community Events and Festivals
- Cultural Restaurants
- Chilling out, Hanging out with friends
- Robotic Events
- Soccer Clubs
- Soccer for Kids
- Homeless Support and Free Food

Miscellaneous:

- Water Park closer to school
- Remove Graffiti
- More Smoke-Free Areas
- More Decorations inside Shopping Centers
- Add Arcades and Games
- Building Plaza

2.5

Big Ideas

Summary

The community in Springvale has shared several ideas and suggestions for improvement. Here is a summary of their responses:

- **Cleaner toilets:** The public toilets in Springvale, especially at train stations and shopping centers, need better cleaning and maintenance. The frequency of cleaning should be increased to ensure cleanliness.
- **Bike path integration:** There is a suggestion to create a bike path along the main roads in Springvale to connect with the Djerring Trail, promoting cycling and active transportation.
- **Better management of bins:** The community feels that the management of bins needs improvement to prevent overflowing and maintain cleanliness in public spaces.
- **Homelessness:** Some residents expressed concern about the presence of homeless people in Springvale and suggested measures to address the issue, such as providing support services and finding solutions for homelessness.
- **Narrow shopping center walkways:** The walkways in the shopping center are perceived as too narrow, making it difficult for people to navigate with shopping trolleys or prams. Widening the walkways or improving their layout is suggested.
- **Difficulties with car parking:** Finding parking near Springvale Shopping Centre can be challenging, and it is suggested that the car park layout and signage should be improved to make it easier for visitors to find available parking spaces.
- **Youth services and facilities:** The community feels that there is a lack of youth support services and activities in Springvale. Suggestions include acquiring a vacant building as a hub for youth services and creating a youth club or place for socializing.
- **Aquatic and recreation center:** There is a desire for an aquatic and recreation center in Springvale to provide leisure and fitness facilities for the community. The old foundry site is proposed as a suitable location.
- **Springvale mascot:** The idea of having a mascot for Springvale, specifically a Maneki-neko (lucky cat), is suggested to attend events and promote the charm and diversity of the area.
- **Nightlife and night market:** Suggestions include creating a vibrant night market with food stalls representing diverse cultures, along with bars, entertainment venues, and activities for families.
- **Multilingual signage:** The community suggests incorporating commonly used languages in Springvale, such as Vietnamese, Chinese (Cantonese and Mandarin), and Khmer, on public signage and wayfinding to cater to the linguistically diverse population.
- **Play center for kids:** There is a desire for a dedicated indoor or outdoor play center for children in Springvale to provide entertainment and activities.
- **Improved hygiene and cleanliness:** Suggestions include more public toilets/bathrooms, cleaner shopping environments, and better management of parking areas to ensure cleanliness and accessibility.
- **Street improvements:** Several suggestions are made regarding road and street improvements, including paving Buckingham Avenue, updating the footpaths, and installing gates for easier road closures during events.
- **Cultural diversity in naming:** It is proposed to incorporate the linguistic and cultural diversity of Springvale in place names, considering names from Southeast Asia and East Asia that reflect the community's background.
- **Additional seating capacity:** The community suggests increasing the seating capacity in the area to accommodate more people, especially during events and busy periods.
- **Addressing social issues:** Concerns are raised about the presence of junkies, beggars, and anti-social behavior in Springvale, emphasizing the need for stricter enforcement, education, and cleaning initiatives.
- **Farmers market and community events:** Ideas include organizing a monthly Sunday farmers market and hosting community events to bring people together.
- **Skateboard plaza and play spaces:** Suggestions are made to create more skateboard plazas and play spaces in Springvale to cater to the needs of young people and families.
- **International tourist attraction:** The community proposes making Springvale an international tourist attraction by enhancing the night market, displaying diverse cultural items, and installing a big





city making + liveability

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