

**ACTIVE  
MONASH**



# GLADESWOOD RESERVE MASTER PLAN

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## STAKEHOLDER & COMMUNITY ENGAGEMENT

# STAKEHOLDER & COMMUNITY ENGAGEMENT

Activity	Engagement Summary
Meeting with Gladeswood Reserve Tennis Club	<p>The Gladeswood Reserve Tennis Club Coach was engaged on 8 February 2023:</p> <ul style="list-style-type: none"> <li>The Gladeswood Reserve Tennis Club currently has 176 members. Membership is now stable after recovering from a decline during the COVID-19 pandemic. Focus on increasing female participation pre-COVID was successful, but the club now needs to re-engage female members.</li> <li>The catchment of the club is relatively local, with an estimated 70% of members coming from Mulgrave, with a high proportion of the remaining membership base from Wheelers Hill, Rowville, North Dandenong. The majority of new club members are being drawn from the Waverley Park estate.</li> <li>The club hires four courts at Carrington Park (Knox) to cater for junior competition demand (Marcos is the coach at this site as well). The club hires four courts at Noble Park Reserve (Greater Dandenong) on Sundays as the courts at Gladeswood Reserve as reserved for members to have a social hit.</li> <li>Members have casual access to the courts and can apply for a key. Public access to the courts is currently not available due to the likely damage to the en-tout-cas court surface if not correctly managed during and after play.</li> <li>Club priorities include 1) two additional en-tout-cas courts, 2) change rooms to cater for night tennis, 3) additional storage, and 4) extension of the veranda and installation of bi-fold doors.</li> <li>Courts and associated infrastructure are generally in good condition, with the primary issues being drainage issues on courts 1-2 due to having only one drainage pit and trees planted to the south of courts 1-2 have caused some unevenness of the court surface.</li> <li>Summary of use: <ul style="list-style-type: none"> <li>Weekdays 9am – 3pm – available for school clinics and school district competition</li> <li>Weekday evenings – Mon/Wed/Fri – club coaching (3 courts), Tues/Thurs – private coaching (2 courts), remaining courts available for members</li> <li>Saturdays – Competition</li> <li>Sundays – Member only social tennis (primarily senior members)</li> </ul> </li> </ul>
Meeting with Monash University Baseball Club	<p>The Monash University Baseball Club was engaged on 9 February 2023:</p> <ul style="list-style-type: none"> <li>The Monash University Baseball Club relocated to Gladeswood Reserve in 2020. Currently has approximately 55 members, primarily senior male participants. Aiming to attract more female participants to the club, but fielding junior teams is a longer term objective. The membership base is quite transient due to the primary source of members is from university students that attend Monash University for 2-4 years. The University has affiliation requirements relating to the proportion of members that are students/alumni.</li> <li>The club currently trains at Monash University on the oval with sportslighting. The club uses Gladeswood Reserve for matches only, which detracts from the sense of the site as a home facility for the club. Improved training facilities are required to enable training throughout the year, particularly in the winter season.</li> <li>Club priorities include: 1) training facility upgrade to enclosed, lit facility, 2) improve drainage on the outfield, 3) extension of the dugouts, 4) sports lighting to enable training at the reserve, 5) upgraded change facilities.</li> </ul>

# STAKEHOLDER & COMMUNITY ENGAGEMENT

Activity	Engagement Summary
Meeting with Mulgrave Primary School	<p>A meeting with the Mulgrave Primary School principal was held on 15 November 2022.</p> <ul style="list-style-type: none"><li>• Traffic movements in the Gladeswood Reserve car park off Maygrove Way were observed between 3-4pm (school pick-up).</li><li>• The potential construction of a car park to service the school hall/gymnasium and school drop-off/pick-up was discussed. The initial concept established by the school was developed as a placeholder noting that further design work was required to find a suitable solution.</li><li>• The Gladeswood Reserve Master Plan project team resolved to seek to further advice from Council traffic engineers relating to potential options.</li></ul>
Meeting with Mulgrave Primary School	<p>A meeting with Mulgrave Primary School principal to table a potential concept design for the school car park (developed by ACLA).</p> <ul style="list-style-type: none"><li>• The school principal agreed that the one-way version of car park concept design seemed logical and would generally meet the requirements of the school.</li><li>• A copy of the design was requested to enable it to be tabled at an upcoming School Council meeting, as well as distributing it to State Government/Department of Education representatives relating to their election funding commitment.</li><li>• It was noted that the concept design required further review and assessment by traffic engineers prior to the design being accepted as a potential option.</li></ul>
Interview with Mulgrave Farmers Market	<p>An interview was held with a representative of the Mulgrave Farmers Market on 10 July 2023.</p> <ul style="list-style-type: none"><li>• The Mulgrave Farmers Market currently operates from the Mulgrave Primary School, with a five-year agreement in place regarding use of the school grounds to hold the market each Sunday.</li><li>• The Mulgrave Farmers Market does not have current or future plans to expand the market beyond the school property.</li><li>• The Mulgrave Farmers Market is supportive of the development of a new car park in the northeast of the school property.</li><li>• The Mulgrave Farmers Market is supportive of the general development of Gladeswood Reserve to provide additional community facilities, amenities and accessibility.</li></ul>



# COMMUNITY SURVEY ANALYSIS

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A community survey was undertaken between 6 February and 20 March to provide reserve users and the broader community with an opportunity to contribute to the development of the Gladeswood Reserve Master Plan.

- The community survey was made available via Council's online Shape Monash engagement platform
- A letterbox drop was completed in the residential area surrounding Gladeswood Reserve bordered by Jacksons Road to the west, Wellington Road to the north, Dandenong Creek/Eastlink to the east and Police Road to the south (see adjacent distribution map).
- Stakeholder and user groups were notified about the community survey and encouraged to promote the survey to members/users.
- The community survey on the Shape Monash platform attracted 459 visitors and 159 contributions.

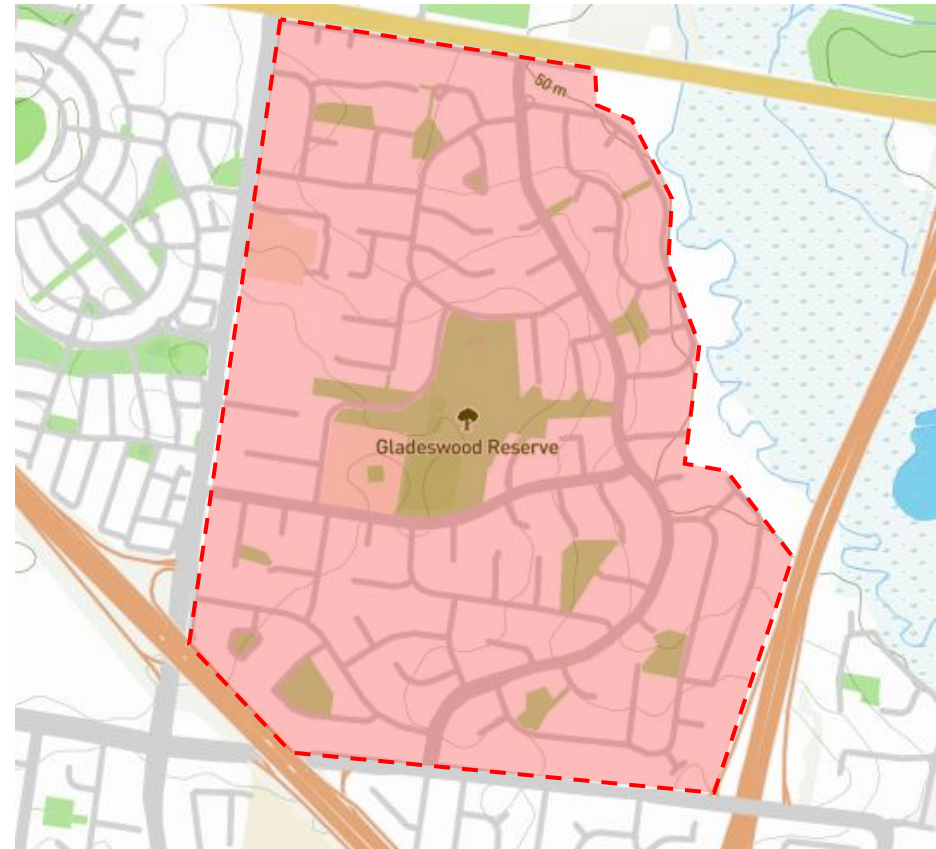


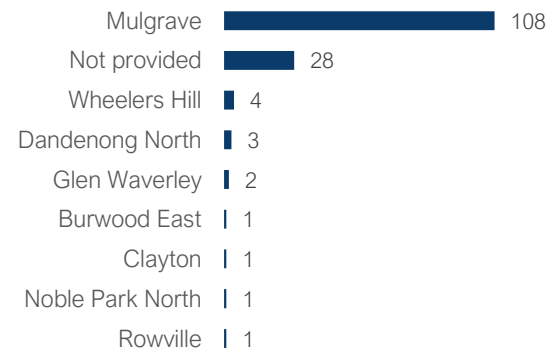
Image: Community survey letterbox drop distribution

# COMMUNITY SURVEY ANALYSIS

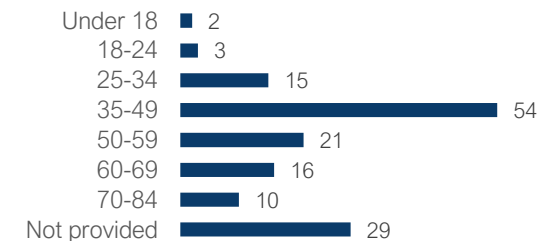
## Survey Respondent Profile:

- The majority of respondents are from Mulgrave (72%), with the next highest response type being 'not provided'. A small number of responses were received from adjoining suburbs (9%).
- Regarding membership/user group status, Gladeswood Reserve Tennis Club (54 unique respondents) and Mulgrave Primary School Stadium users (55 unique respondents) provided the highest number of responses.
- Survey responses were proportionally more highly submitted by female respondents (54%).
- 35% of respondents indicated that they were the parents of children attending Mulgrave Primary School.

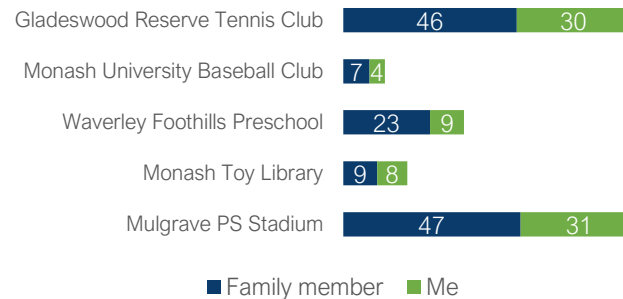
## Respondent Suburb



## Respondent Age



## Are You A Member/User Of?



## Respondent Gender



## Children Attend Mulgrave Primary School

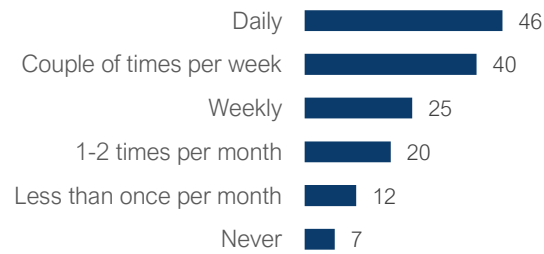


# COMMUNITY SURVEY ANALYSIS

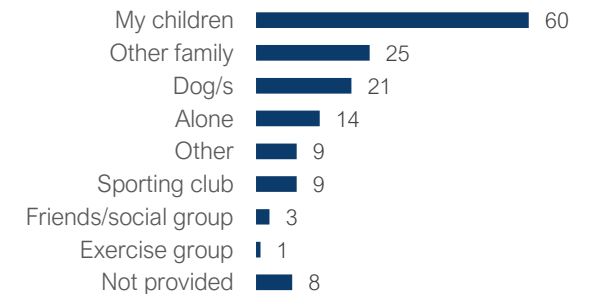
## Reserve Patronage and Visitation

- Survey respondents are generally frequent users of the reserve, with 31% visiting daily and 74% visiting at least once per week (blank responses not included).
- The majority of respondents indicated that they *usually* visit with family, with 40% visiting with their children and 17% visiting with other family members. The next highest response was visiting with their dog/s (14%) or alone (9%). Only 6% indicated that they usually visit with a sporting club.
- The majority of respondents indicated that they travel to the site by walking (61%), indicating a local respondent profile. The next highest response was travelling to the site by car (29%).
- The majority of respondents indicated that they usually spend 30-60 minutes at the site (48%). 20% of respondents usually spend 1-2 hours at the site, with 18% spending less than 30 minutes at the site. 9% spend more than hours at the site.

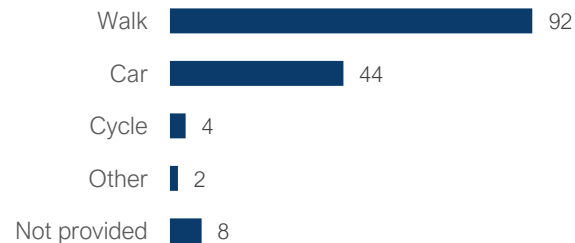
## How Often Do You Visit?



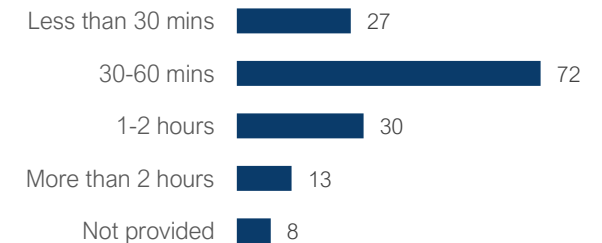
## Who Do You Usually Visit With?



## How Do You Travel?



## How Long Do You Stay?

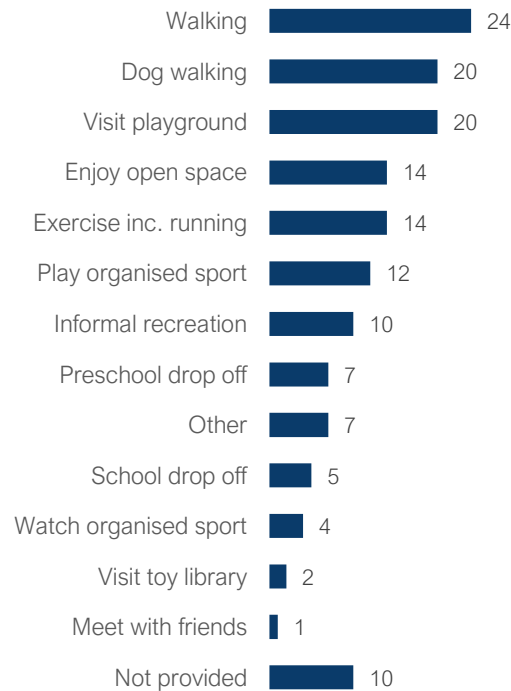


# COMMUNITY SURVEY ANALYSIS

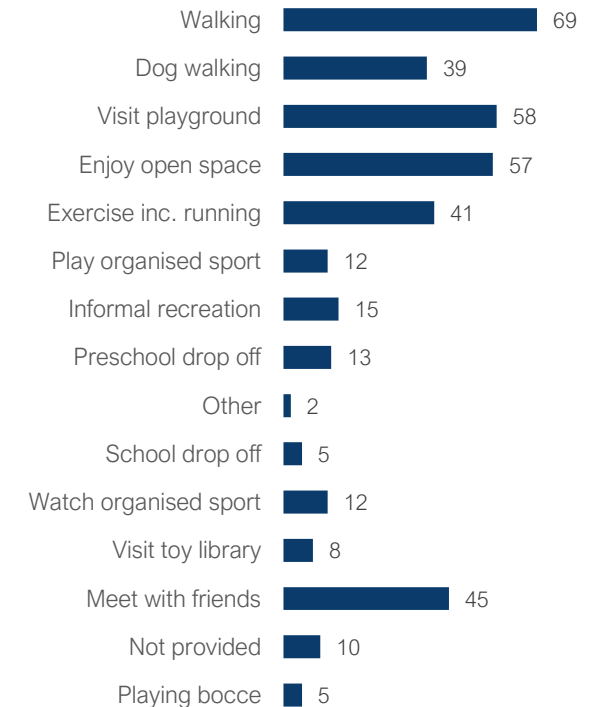
## Reserve Patronage and Visitation (continued)

- The primary reasons that survey respondents indicated they visit the reserve generally relate to active recreation or passive uses, with walking, dog walking, visiting the playground, enjoying open space and exercise (including running) being the top five responses.
- Playing organised sport was the sixth highest response, with 12 responses.
- Active recreation and passive uses were also the highest secondary purposes for visiting the reserve, with the top five primary reasons with the most responses all highly ranked.
- Interestingly, 'meet with friends' only received one response as the primary reason for visiting the site, but received 45 secondary responses.
- Note: Respondents were allowed to select one primary reason for visiting the site and as many secondary reasons as relevant.*

## Main Reason You Visit?



## Other Reasons You Visit?



# COMMUNITY SURVEY ANALYSIS

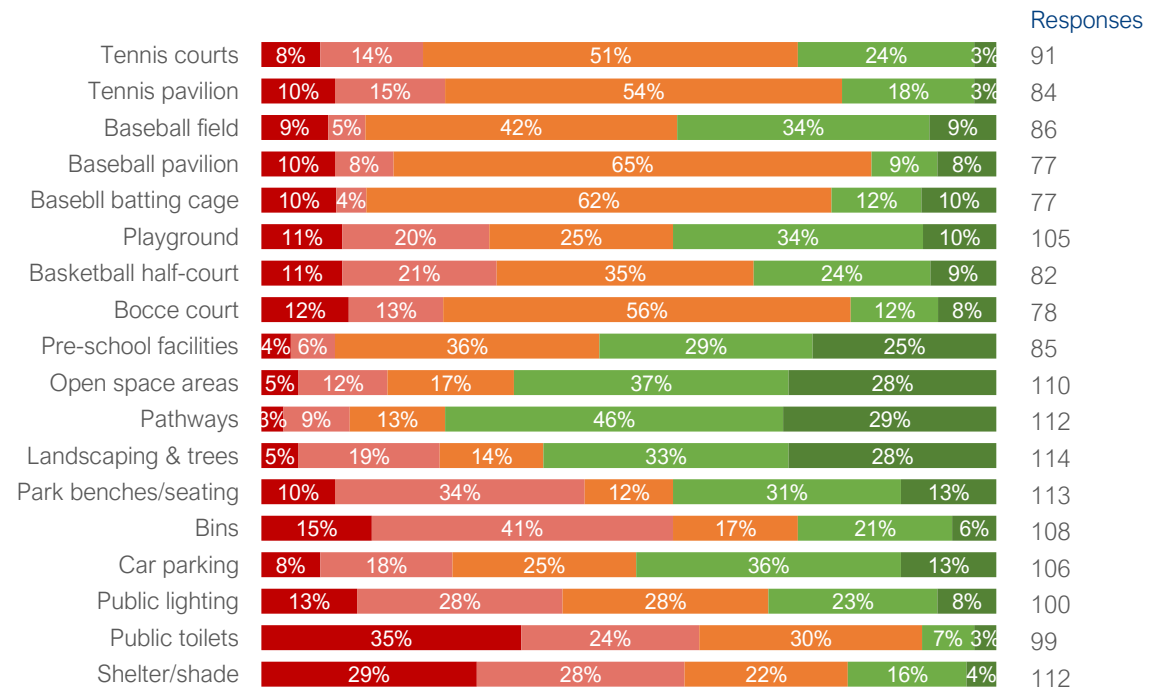
## Community Expectations and User Satisfaction

- Overall satisfaction with the reserve is mixed, with 38% of respondents indicating that it meets their expectations well or very well and 38% provided a neutral response. 26% provided a negative response, indicating that the reserve did not meet their expectations.
- The most positively rated (satisfied or very satisfied) elements of the reserve were pathways (75% positive), open space areas (65%) and landscaping and trees (61%). Car parking (49%) and the playground (44%) were also viewed favourably.
- The pre-school facilities (54% positive) and baseball field (43% positive) also received generally positive feedback, with a lower response rate due to their specified use type.
- Elements of the reserve that received the highest negative ratings (dissatisfied or very dissatisfied) were public toilets (59% negative), shelter/shade (57%), bins (56%) and public lighting (41%).
- Interestingly, park benches/seating were seen as being equally positive and negative by respondents, with 44% indicating that they were satisfied/very satisfied and 44% indicating that they were dissatisfied/very dissatisfied.
- The survey results are also characterised by high proportions of neutral responses, particularly across components used for organised sport and activities.

## How Well Does Gladeswood Reserve meet your expectations?



## Level of Satisfaction with Elements of Gladeswood Reserve?





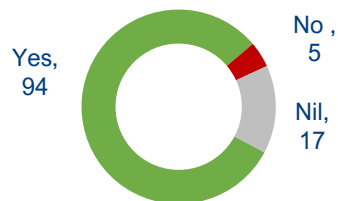
# COMMUNITY SURVEY ANALYSIS

## Perceptions of Safety

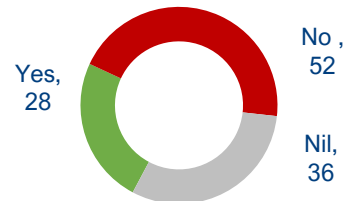
- 95% of responses indicated a feeling of safety during the day, which reduced to 35% during the night ("Nil" responses not included in percentage).
- The primary reasons that people felt safe were other people using the reserve, not seeing antisocial behaviour and visiting the site with other people.
- Most respondents didn't indicate why they felt unsafe, but those that did indicated the lack of lighting, not enough people in the reserve and antisocial behaviour as the main reasons they felt unsafe.

### Do You Feel Safe At Gladeswood Reserve?

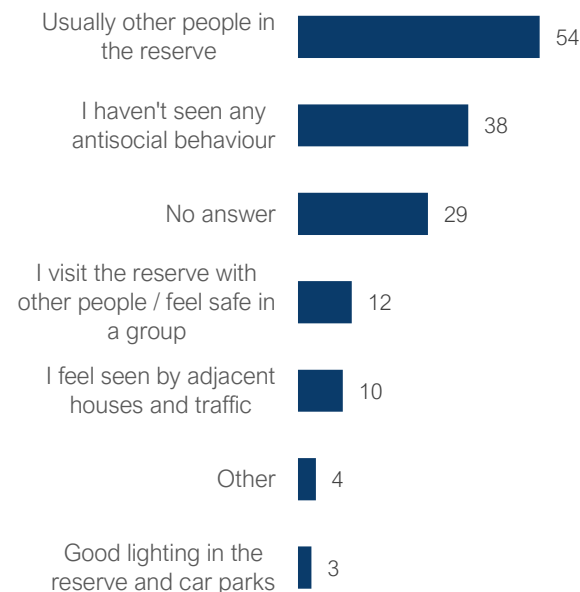
#### During the Day



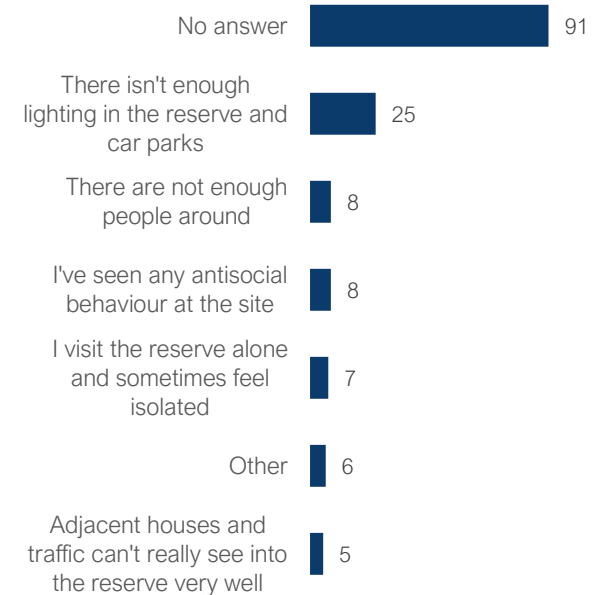
#### During the Night



## Why do you feel safe?



## Why do you feel unsafe?

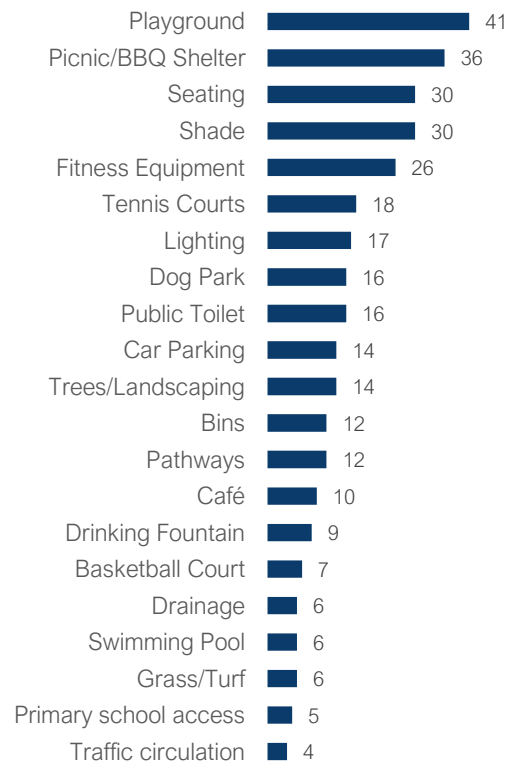


# COMMUNITY SURVEY ANALYSIS

## Ideas for Improvement and New Activities

- The elements of the reserve that received the most suggestions for upgrade or improvement generally related to play, active recreation or passive components.
- Upgrading the playground was the highest rated, with 41 suggestions, followed by 36 suggestions for a picnic/BBQ shelter, 30 for seating, 30 for shade and 26 for fitness equipment.
- The tennis courts received 18 suggestions for either upgrade or improvement.
- Supporting infrastructure such as lighting, public toilets, car parking, bins and drinking fountains also received a number of suggestions for installation, upgrade or improvement.
- Survey respondents indicated a wide range of new activities that they would like to participate in, with fitness equipment, cricket, basketball and exercise classes among the top responses.
- *Note: New activities that respondents would like to participate in that received a single response are not shown.*

## Ideas for the installation, upgrade or improvement



## New activities that you would like to participate in at Gladeswood Reserve

