



Merri-bek
City Council

Post Office Place

Stage 1 Community Engagement Summary Report

May 2026



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Introduction

This report summarises the outcomes of Stage 1 community engagement for the Post Office Place Streetscape Upgrade, Glenroy. The street is a key east-west pedestrian link to be delivered as part of Council's broader Places for People Plan.

Stage 1 of the community engagement focused specifically on understanding how Post Office Place is currently used, the challenges experienced by the community, perceptions of safety, and ideas for potential improvements to inform future planning and design work. Ideas collected from the community during this stage, will be used to help inform the next stage of planning and design of the streetscape.

A draft concept design will be presented back to the community later this year for feedback, prior to presenting a final design to Council for endorsement.

Executive Summary

Stage 1 community engagement for Post Office Place, Glenroy sought feedback on current experiences of people in the street, perceived challenges, safety, and desired improvements.

Engagement was undertaken via an online form hosted on Conversations Merri-bek and received 160 contributions over the period four-week period from 2–29 March 2026. Council also held two pop-ups where officers engaged with approximately 60 community members in person as well as receiving several written submissions.

Council officers visited each business on the street providing them with written information about the project and gaining their ideas about how to improve the street. The project was also raised at the Merri-bek's Business Women's Network meeting held in Post Office Place in April 2026.

In addition to broad community engagement, Council officers have also started conversations with the Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation to better understand how to respectfully connect with Country in our future Places for People projects. Officers will continue to work with Traditional Owners on Post Office Place during design development.

Overall, feedback from this round of community engagement indicates that Post Office Place is primarily used as a movement corridor, particularly for accessing the train station and nearby shops, rather than as a destination space. While respondents recognised the street's central location and potential, there was strongly expressed concern regarding safety, cleanliness, antisocial behaviour and traffic conditions.

Many respondents reported feeling unsafe in Post Office Place, most commonly attributing this to people loitering, antisocial behaviour, traffic movements and poor lighting. Cleanliness, maintenance, and the condition of buildings and footpaths were also raised as challenges.

Support for physical improvements such as wider footpaths, increased tree canopy and pedestrian-priority treatments was present; however, many respondents emphasised that improvements to the public realm must be accompanied by measures that address safety, behaviour management, maintenance and the broader traffic network. Feedback from this engagement will be used to inform the next stage of planning and concept development for Post Office Place.

How we promoted the engagement

Flyers were posted to owners and occupiers within a 450m radius of Post Office Place as seen in figure 1. This flyer promoted the engagement period and pop-ups dates and times. It was translated into four languages including Arabic, Italian, Nepali and Punjabi. Several posters (figure 2) were erected in the Post Office Place vicinity aimed to promote the engagement for community users outside of the mail drop area.



Dear resident, business or property owner,

Merri-bek City Council is improving the Post Office Place streetscape in Glenroy to make it safer, greener and more welcoming for everyone. This improvement will support local businesses and create a better place for the Glenroy community to shop, walk and spend time.

We want to hear what changes you would like to see at Post Office Place. Do you want better footpaths, improved lighting, canopy trees, or something else?

Here's how to share your ideas:

- **Online:** visit Conversations Merri-bek by scanning the QR code or visiting conversations.merri-bek.vic.gov.au/post-office-place to fill out the online survey
- **In person:** attend one of our pop-ups outside the Glenroy Medical Centre at 1 Post Office Place -
 - Wednesday 18 March from 3-6pm
 - Saturday 21 March from 10-1pm
 Weather conditions may impact pop-up dates and times. Please check Conversations Merri-bek for updated information.
- **Request a paper survey:** email troberts@merri-bek.vic.gov.au and provide your postal address or visit Glenroy Community Hub, 50 Wheatstheaf Rd, Glenroy.
- **Call:** Thea Roberts, Senior Urban Designer on 03 8311 4373

We will use your ideas to create different options for how Post Office Place could look. You will have an opportunity to provide feedback on these options, too.

We provide accessible formats, translations, and assistance. Please contact accessibility@merri-bek.vic.gov.au or call 9240 1111.

Feedback closes on Sunday 29 March.



Figure 1 – The flyer sent to community members within a 45m radius from Post Office Place

Engagement was also promoted through the Conversations Merri-bek platform and supported by Council's digital communication channels including:

Social Media - Including Instagram, Facebook and LinkedIn

Post on Monday 2 March (Figure 3)

- 78,955 views
- 45,859 reach
- 263 engagements (likes, comments, shares)

Story reminder Thursday 19 March (Figure 4)

- 1046 views
- 13 engagements

Social media language ad campaign

- Aimed to reach multicultural and multilingual community members in Merri-bek.
- The ads ran from 05 March to 21 March 2026
- Ads in Italian, Arabic, Punjabi and Nepali
- Men were the largest group reached through the ad campaign
- 983 total link clicks
- 25-44 year olds were the largest group reached through the ad campaign
- Nepali language ads represented over half of all clicks on ad, followed by Punjabi, Arabic, and then for Italian ads

eNewsletter – My Merri-bek enews

- Thursday 12 March edition
- Delivered to 5337 recipients
- Opened by 3269 recipients
- 31 link clicks

Share your thoughts

Post Office Place
Streetscape Improvement

We are improving the Post Office Place streetscape in Glenroy to make it safer, greener and more welcoming.

We want to hear what changes you would like to see at Post Office Place. Do you want better footpaths, improved lighting, canopy trees, or something else?

Information drop-in sessions:
Attend one of our pop-ups outside the Glenroy Medical Centre at 1 Post Office Place:
- Wednesday 18 March from 3-6pm
- Saturday 21 March from 10-1pm

Weather conditions may impact pop-up dates and times. Please check Conversations Merri-bek for updated information.
Feedback closes on Sunday 29 March

Learn More

Online
In English
Visit conversations.merri-bek.vic.gov.au/post-office-place or scan the QR code
In your language
Visit conversations.merri-bek.vic.gov.au/post-office-place/your-language or scan the QR code

Phone
8311 4373

Email
troberts@merri-bek.vic.gov.au

Speak with us in your language

For more information visit merri-bek.vic.gov.au/your-language

Per maggiori informazioni nella tua lingua, chiama il numero **9280 1911**

اپنی زبان میں مزید جاننے کے لیے 9280 1917 پر کال کریں۔

知道了解更多信息版本的信息，请致电 **9280 0750**

अपनी भाषा में अधिक जानने के लिए, 9280 1918 पर कॉल करें

Πα να μιλήσετε στα ελληνικά στο 9280 1912

वर्षाईको भाषामा थप जानकारी लागि, 9280 1910 मा कल गर्नुहोस्

Para saber más en tu idioma llama al **9280 1916**

Para saber más en tu idioma llama al **9280 1916**

To speak with us in a language not listed here, please call **9280 1919**

بالعرفه المزيده بلغة، اتصل 9280 1913 بالرقم

Kendi dilinizde daha fazla bilgi edinmek için **9280 1914**'ü arayın

Để tìm hiểu thêm bằng ngôn ngữ của bạn, hãy gọi **9280 1915**

Figure 2 – The poster placed in seven locations in the Post Office Place vicinity

Promotion directed the community to an online form titled *Help shape the future of Post Office Place, Glenroy*.

During the engagement period, the project page received:

- 1,266 unique visitors
- 1,473 visits
- 160 contributions
- 64 followers

The engagement achieved a strong conversion rate relative to visitation, indicating high interest from users of the area.

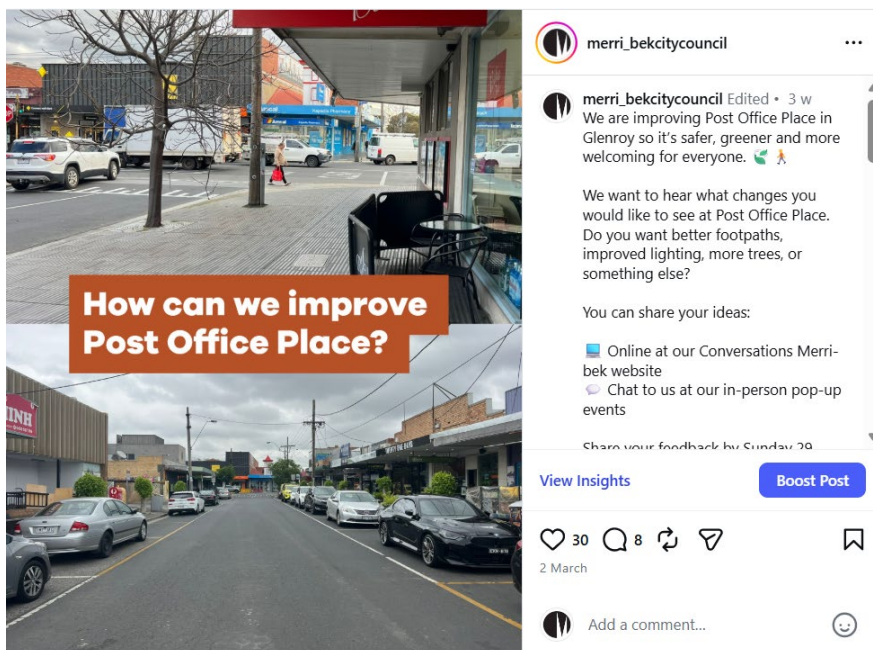


Figure 3 – Social Media post from Monday 2 March

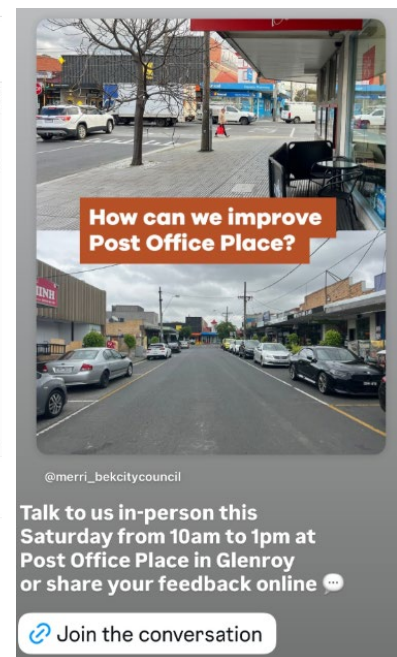


Figure 4 – Story reminder from Thursday 19 March

Who we heard from

Connection to Country

Through meeting with Traditional Owner Elders on our Places for People plan, we were advised on public spaces should consider the following when designing public spaces that are respectful and caring of Country.

- Engaging meaningfully with Traditional Owners on appropriate projects
- Promoting language, culture, and knowledge sharing through place naming and signage
- Healing Country through designs that reflect the historical ecology of the area
- Planting endemic species
- Creating connections to water in design and Water Sensitive Urban Design
- Including First Nations public art
- Providing space for community events
- Ensuring public spaces are culturally safe for First Nations People

Business Engagement

The businesses on Post Office Place were interviewed on February 26 and asked a set of business specific questions prior to the community engagement period going live.

Online Engagement

There was a total of 157 contributors who completed the survey through the online engagement facilitated through the Conversations Merri-bek platform.

In person Engagement

In person discussions were conducted across two pop-ups held on Wednesday March 18 from 3-6pm and on Saturday 21 from 10 – 1pm. Council officers spoke to approximately 60 community members across these sessions as shown in figure 5.



Figure 5 – Pop-up engagement held on March 1

Connection to Post Office Place

Respondents reported multiple connections to Post Office Place:

- The majority of travel through Post Office Place to get to other destinations
- The majority of people visit the shops, cafes or businesses
- Few people live or work on the street
- Few people reported not using the street often

Frequency of visits

- About a quarter of people said they visit daily
- Half of people visit weekly
- Few people visit only monthly
- Few people visit less than monthly

How people travel

- A bit over half of people walk
- About a third of people travel by car or other motor vehicle
- Few people travel by bicycle, scooter or other wheeled transport

The engagement page was accessed in a range of languages, with Nepali, Arabic, Italian and Punjabi among the most commonly used non-English languages, demonstrating uptake of translated engagement materials.

We also received five written submissions, including one presentation complete with design concepts from a proud Glenroy resident.

What we heard

We heard from the community through:

1. Survey Responses
2. General Feedback
3. Business Surveys

1. Survey Responses:

The following data reflects the results of the 167 online survey submissions. Respondents described Post Office Place primarily as a thoroughfare for pedestrians and vehicles, particularly for accessing Glenroy Station, station parking and nearby shops and services

While some respondents identified positive aspects such as cafes, medical services and proximity to the station, many commented that the street is not currently a place where they choose to spend time.

Perceptions of safety

When asked how safe they feel on Post Office Place:

- Two thirds of people said they often feel unsafe
- A third said they feel safe most of the time
- Few said they feel safe at all times
- Almost no one said they were unsure

This indicates a strong perception of lack of safety.

What makes people feel unsafe

Respondents identified multiple factors contributing to feeling unsafe:

- People loitering
- Antisocial behaviour
- Traffic or vehicle movement
- Poor lighting

What people like about Post Office Place

Themes identified in responses included:

- Proximity and access to Glenroy Station
- Certain local businesses, particularly cafes and medical services
- Convenience as a pedestrian route between the station and shops
- The location's potential to become a more welcoming and active place

Challenges experienced

Key challenges raised included:

- Feeling unsafe due to antisocial behaviour
- Poor cleanliness, and graffiti
- Uneven or poorly maintained footpaths
- Poor lighting, especially at night
- Traffic congestion and difficult turning movements
- The mix and condition of businesses along the street
- Lack of a post office or equivalent civic service

Desired improvements

The most selected upgrades included:

- Improve and widen footpaths
- More shade from canopy trees
- Planting to separate pedestrians from vehicles
- Changes to traffic movement



Figure 6 – Key findings from the multiple choice engagement questions

General Feedback:

In addition to the survey, general feedback provided by the community. This section identifies themes of feedback provided in pop-ups, more detailed responses and in-person conversations.



Figure 7 – Key themes identified through the engagement process

Post office place should be more welcoming, safe and inclusive.

- Service support needed for people rough sleeping in the street
- Antisocial behaviour reduces perceptions of safety including substance abuse and gendered violence
- Specific businesses attracting patrons with challenging behaviours

Balancing access and safety

- Post Office Place is a key access route to the station and Coles, particularly important for older people and those with limited mobility
- Maintaining convenient, legible, and direct access to these destinations is a priority
- Concerns that changes to traffic conditions may shift congestion to Glenroy Road and surrounding streets
- Shared interest in reducing vehicle speeds to improve safety for pedestrians
- Desire to minimise conflict between vehicles and pedestrians, including through clearer separation where possible
- Support for increased pedestrian priority where safety, access, and social issues are addressed together
- Openness to change when impacts are carefully managed and coordinated across the surrounding network
- Preference for staged or integrated approaches rather than isolated traffic changes

Opportunity to diversify the retail offering

- Interest in attracting a broader mix of businesses to support a more active and diverse street environment
- Strong demand for cafes, restaurants, and places to eat and gather
- Desire for more family-friendly uses that encourage longer visits and wider community appeal

- Identified need for everyday services, such as a post office or similar community-focused amenities
- Opportunity to improve the presentation and activation of vacant or underutilised shopfronts
- Feedback suggests current business mix could be expanded to better meet local needs and expectations

Cleanliness and maintenance

The community mentioned the need for general streetscape maintenance and upkeep including graffiti, rubbish, footpath condition and lighting

Many community members felt that cleaning and maintenance alone would be a major improvement, before capital works.

Business Engagement:

Business type: Mix of mostly professional services and retail, as well as 1 café and 1 medical centre, and TAB.

- Shop owners in Post Office Place are generally well-established but feel the area only moderately supports their business and requires improvement.
- Strengths include proximity to the train station, nearby shops, and a mix of pedestrian and car-based access. However, the closure of the post office has significantly reduced foot traffic and removed a key anchor for the strip.
- Major concerns centre on safety and antisocial behaviour, limited short-stay parking, time restrictions, and accessibility challenges for some customers. Visibility is also an issue, with tree canopy obscuring signage and making businesses harder to find. While parking and loading exist, they are not working effectively for many operators.
- Key priorities for improvement include better lighting and safety, improved parking and loading arrangements, clearer visibility and wayfinding, and increased activation such as outdoor trading to attract people back to the area.

Conclusion

Stage 1 engagement showed strong interest from the community, with many regular users of Post Office Place taking part.

Feedback highlighted that while Post Office Place is centrally located and well used, many people feel it is not a comfortable or welcoming place to spend time. Common concerns included safety, cleanliness, anti-social behaviour and traffic. These were consistently raised as key issues that need to be addressed.

The community also shared a clear vision for the future. Many people would like to see Post Office Place become a more attractive, safer and more vibrant space where people can spend time, connect with others and support local businesses.

What we heard will help guide the next stage of design for the streetscape upgrade. This includes:

- Creating a more welcoming destination where people want to stay longer
- Improving safety and the feeling of safety through better lighting, maintenance and activity in the space
- Supporting local businesses, including opportunities for outdoor dining
- Making it easier and more comfortable to walk, especially connections to the station
- Looking at ways to improve traffic movement, access and safety
- Adding more greenery, including larger trees for shade and comfort

The feedback will also guide further work to better understand traffic, access and safety issues.

There will be more opportunities for the community to have their say in the next stage, where we will share and test design ideas.