

Narre Warren – Fountain Gate shopping precinct



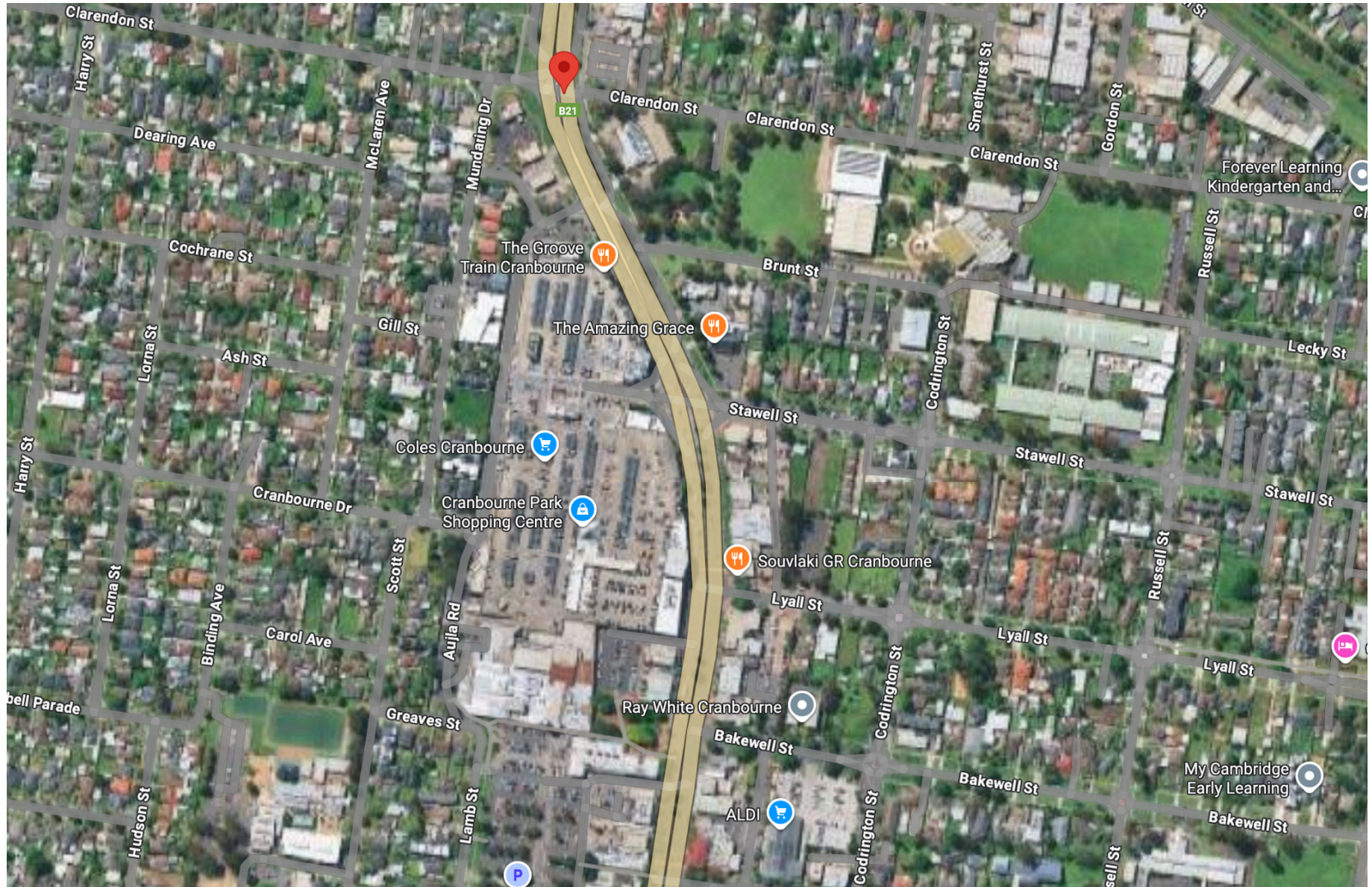
Narre Warren Personas

- 1. Community sports coach – Tom, 34, football coach**
 - Runs junior sports training in local parks
 - Concerned about player safety and cancellations due to heat
- 2. Retail worker – Mia, 22, shop assistant**
 - Works part-time at a clothing store in Fountain Gate
 - Finds the walk from the carpark to work unbearable on hot days
- 3. Public transport user – Carlos, 55, bus driver**
 - Drives the local bus route that stops near the shopping precinct
 - Notices passengers struggling in the heat while waiting for buses

Council member personas (selects the ONE most relevant to your area/the challenges you're noting)

- 4. Megan Li – Sustainability and Environment portfolio**
 - Passionate about green infrastructure and climate resilience
 - Wants community-led evidence to justify new projects
- 5. Cr David Russo – Infrastructure and Roads portfolio**
 - Focused on budgets, maintenance, and safety
 - Needs clear, practical and cost-effective proposals
- 6. Cr Rani Patel – Community Wellbeing and Inclusion portfolio**
 - Advocates for public health, accessibility and liveability
 - Looks for ideas that support vulnerable residents and social connection
- 7. Peter O'Neill – Economic Development portfolio**
 - Prioritises business growth and local jobs
 - Likes ideas that attract visitors and boost the economy
- 8. Emma Chan – Planning and Urban Design portfolio**
 - Focused on smart urban design, density, and open space
 - Wants submissions that integrate design thinking and community benefit

Cranbourne – High Street town centre and carparks



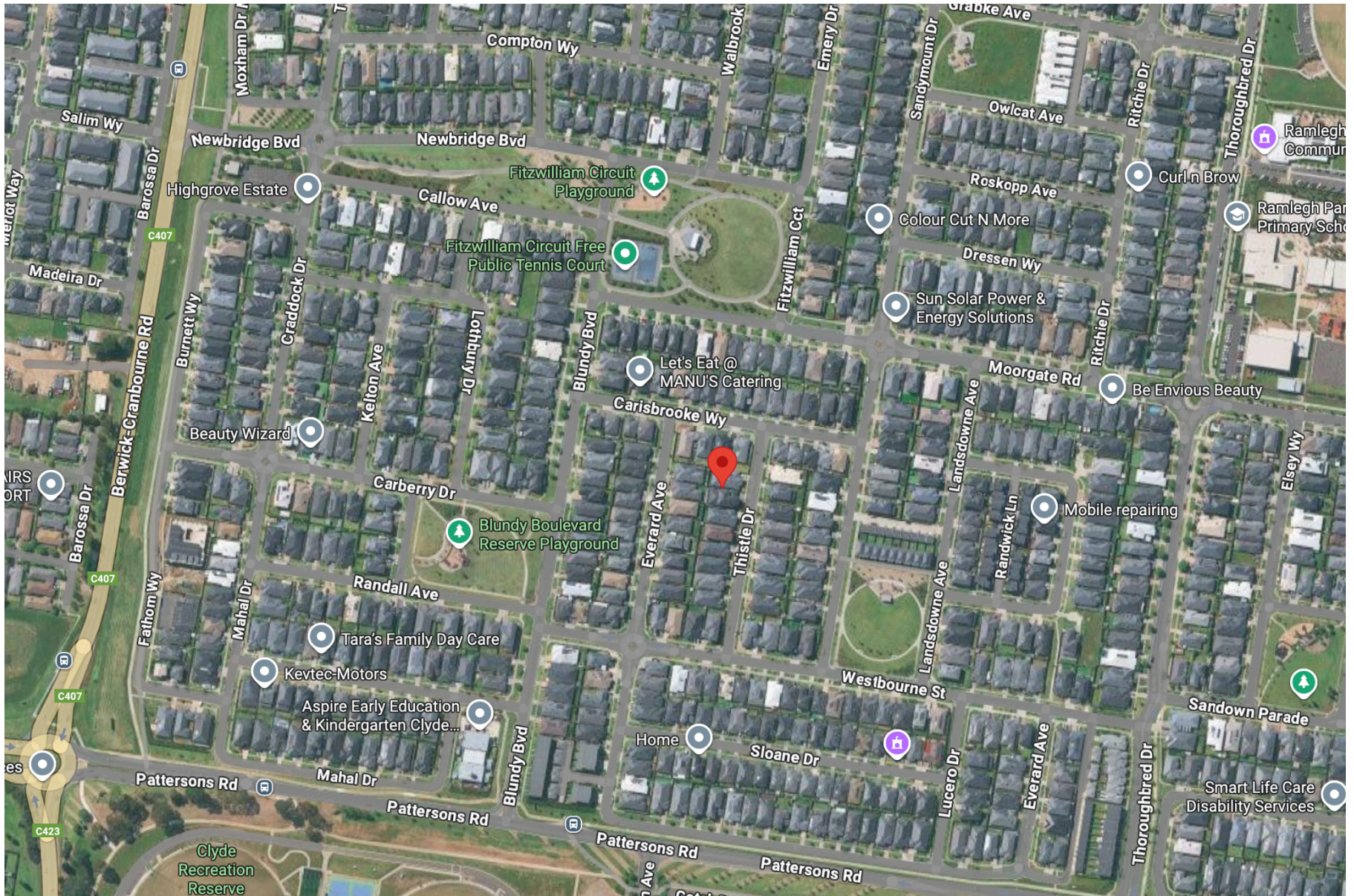
Cranbourne Personas

1. **Disability advocate – Nathan, 29, accessibility advisor**
 - Uses a wheelchair and lives in Cranbourne
 - Finds hot surfaces and lack of shade make moving around difficult
2. **Small business owner – Linh, 45, café owner**
 - Runs a café along Cranbourne High Street
 - Notices fewer customers on very hot days
 - Interested in improving comfort for outdoor seating
3. **Youth representative – Riley, 18, TAFE student**
 - Studies nearby and spends time with friends along High Street
 - Wants the area to feel more welcoming
 - Thinks street design should reflect young people's needs too

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Clyde North – neighbourhood



Clyde North Personas

- 1. Parent / family – Arun, 38, father of two**
 - Lives in Clyde North with his partner and two children (ages 6 and 9)
 - Uses local playgrounds and community centres
 - Wants safe play areas and lower energy costs at home
- 2. Recent migrant / community volunteer – Samira, 42, community liaison**
 - Active in local multicultural networks
 - Helps connect new residents with local services
 - Values inclusive, comfortable public spaces for events and gatherings
- 3. Homeowner – Luke, 33, builder**
 - Built his family's house in Clyde North five years ago
 - Noticed temperatures inside and outside rising each summer

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Berwick – Civic Centre and park area



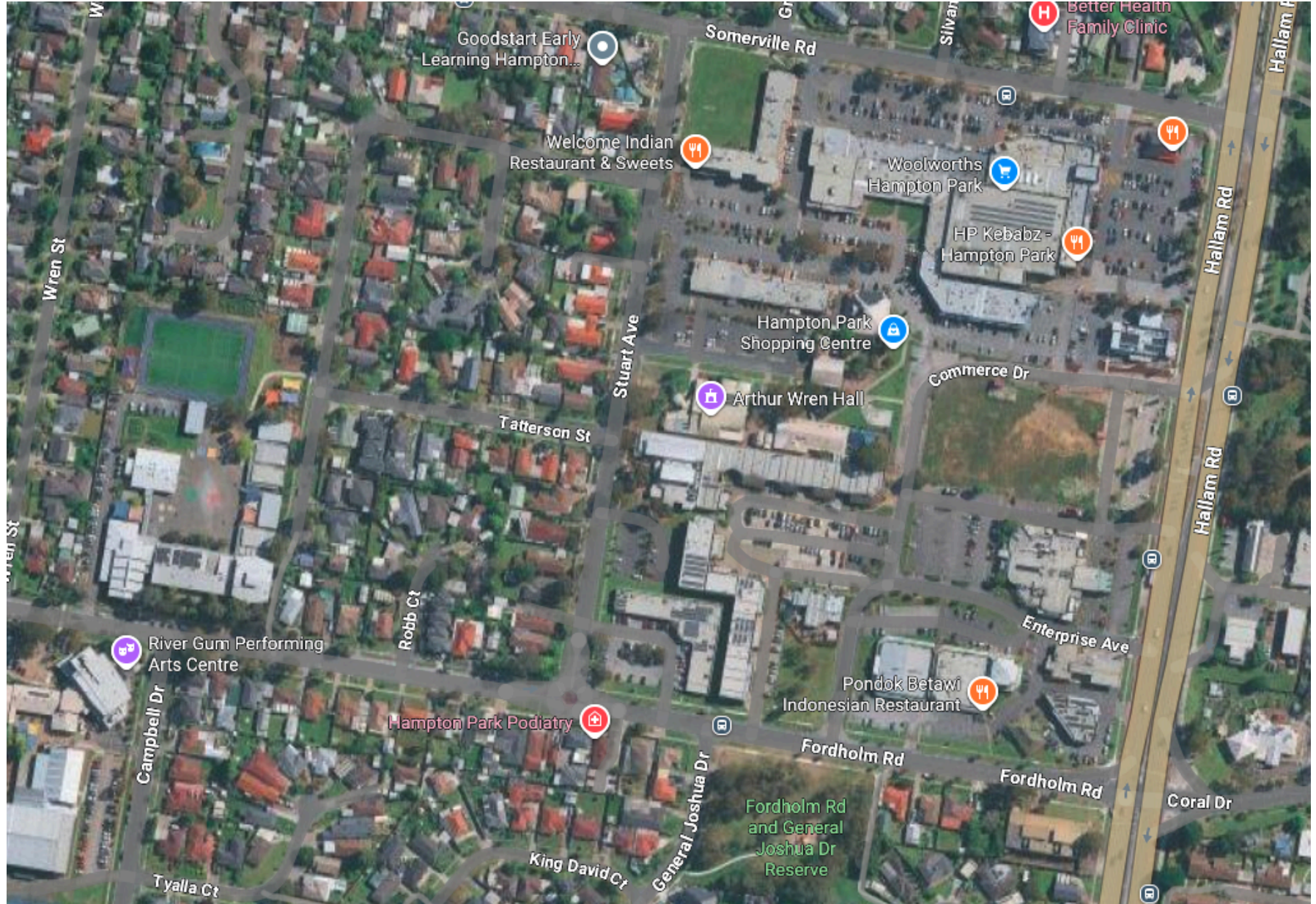
Berwick Personas

- 1. Older resident – Helen, 72, retired nurse**
 - Lives alone in Berwick. Walks to the shops and local park daily
 - Sensitive to heat and concerned about health risks during heatwaves
- 2. Small business owner – Bill, 54, café owner**
 - Runs Bodega on High sandwich shop
 - Notices fewer customers on very hot days
 - Interested in improving comfort for outdoor seating
- 3. Disability advocate – Nathan, 29, accessibility advisor**
 - Uses a wheelchair and goes shopping in Berwick Central
 - Finds hot surfaces and lack of shade make moving around difficult

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Hampton Park – Hallam Road shopping strip and bus stop area



Hampton Park Personas

- 1. Teen / young person – Zara, 16, student**
 - Attends secondary school in Hampton Park
 - Catches the bus and walks home
- 2. Local shop owner – Barry, 58, newsagent**
 - Runs a small newsagency in Hampton Park Shopping Centre
 - Notices sales drop during very hot days
- 3. Community sports coach – Tom, 34, football coach**
 - Runs junior sports training in local parks
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