Casey's Teenage School Holiday Program

Community Engagement Summary Report

November 2026

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2 Background

This document provides a summary of community feedback on Casey's Teenage School Holiday Program (TSHP). The TSHP is a long-run and well-attended program that encourages participation from young people aged 10-17 in a variety of activities. This engagement provided Council with an opportunity to check in with those who have attended the program, parents and carers and the wider community, to determine whether the current offerings are suitable and whether there is anything that should be considered in future program delivery.

Council sought feedback from 21 September to 19 October, receiving 69 total contributions from online and in-person engagement efforts.

2.1 Key findings

Demographic representation

Cranbourne (10, 16.7%), Berwick (7, 11.7%) and Hampton Park (7, 11.7%) were well-represented in comparison to other regions.

. The highest levels of participation were seen from the 40-54 year old age group (21, 32.8%), followed by 10-14 (20, 31.3%) and the 0-9 year old (11,17.2%) age groups.

participation from the female cohort was most prominent (36, 59.0%), followed by males (22, 36.1%), and one participant identified as non-binary (1.6%).

*, respondents that speak a language other than English at home were well represented (27, 41.5%), and some representation can be seen across all other communities of interest.

Consultation findings

Young people (31, 52.5%) and parents / carers of young people (25, 42.4%) made up most responses in this engagement

Respondents had most often not attended the program (33, 55.9%), followed by those attending regularly (13, 22.0%) and once or twice (12, 20.3%).

Many respondents felt the middle ground of potential costs were most appropriate, these were $10-$25 (7, 31.8%) and $26-$45 (7, 31.8%).

Respondents most often found the cost, variety of activities and location close to home to be the most important factors when choosing school holiday activities.

Respondents primarily found transport to be somewhat important (10, 45.5%) or very important (9, 40.9%).

When asked whether more local incursions would help make the program more affordable, 11 respondents (55.0%) stated that it would be more affordable and seven respondents (35.0%) were unsure,

Respondents often favoured a mix of activity types (16, 53.3%), followed by regional excursions outside of Casey (7, 23.3%) and local excursions within Casey (5, 16.7%).

Local excursions favoured by respondents included entertainment venues, events and sports and recreation facilities.

The regional excursion that was most favoured among all feedback avenues was theme parks/adventure parks.

See section 5.5 for feedback on future delivery of the TSHP.

2.2 Next steps

Council officers will consider community feedback gathered through this engagement program and use this to inform future delivery and inclusions in the Teenage School Holiday Program.

3 Consultation overview

3.1 Consultation purpose

This consultation was designed to provide current and previous attendees of the TSHP, along with parents, carers and the wider community, a chance to have input into future delivery of TSHP activities. This engagement focused on several aspects of the program, including, previous experiences, cost, important aspects when choosing school holiday activities, travel needs, types of incursions and excursions, and opportunities to visit alternative venues.

3.2 Consultation process

The tools and techniques selected for this project were informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Emails to Casey Conversations followers
- Youth services newsletter
- Emails to youth services database
- Flyers
- Digital screens in customer service are, community centres and hubs
- Youth services social media platforms
- Casey social media platforms
- Community pop-ups
- Media release
- In the know newsletter
- Casey 360 mobile youth information centre

Key methods for gathering feedback

- Online engagement through Casey Conversations, including opportunity to provide feedback via survey, email submission or contacting the project lead directly
- Contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
21 September – 19 October 2026 **1206 visitors** **35** contributions	**Casey Conversations Website** Project information, online survey and written submission hosted on the engagement platform Casey Conversations.
34 contributions	**In-person Engagement** Demographic collection cards entered from in-person engagement activities.
5 contributions	**Online Quick poll** “Which of the following is most important when choosing school holiday activities?”

Some percentages in this report may not equal 100% due to rounding to one decimal place.

4 Who we heard from

Respondents were asked to provide their suburb of residence. Of those that responded to this question*, Cranbourne (10, 16.7%), Berwick (7, 11.7%) and Hampton Park (7, 11.7%) were well-represented in comparison to other regions. Table 1 demonstrates participation by suburb of residence.

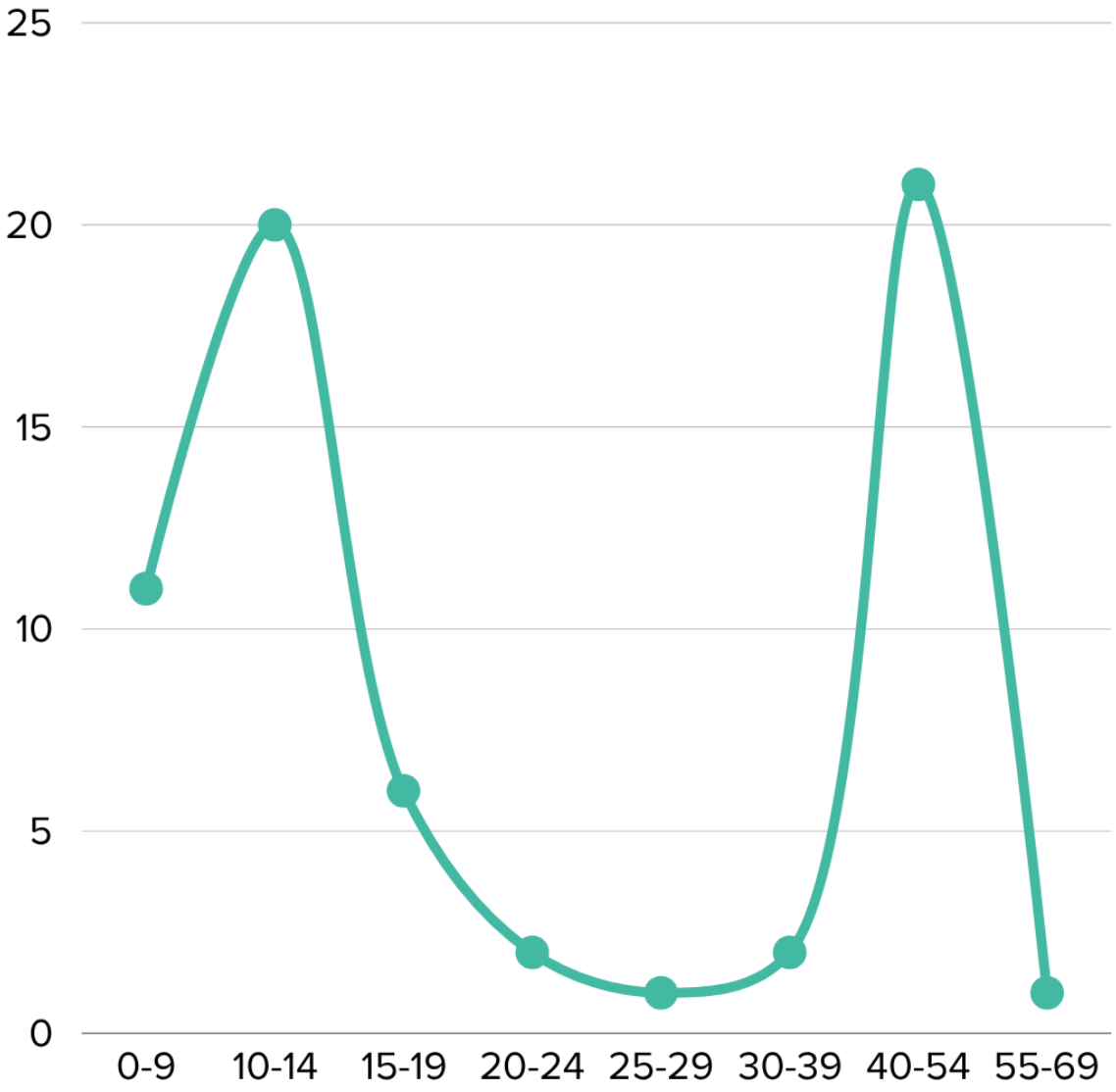
Table 1. Participation by suburb

Suburb	No.	%
Cranbourne	10	16.7
Berwick	7	11.7
Hampton Park	7	11.7
Narre Warren	6	10.0
Tooradin	5	8.3
Clyde North	5	8.3
Cranbourne North	4	6.7
Doveton	3	5.0
Endeavour Hills	3	5.0
Clyde	2	3.3
Cranbourne East	2	3.3
Hallam	1	1.7
Lynbrook	1	1.7
Narre Warren South	1	1.7
Pearcedale	1	1.7
Botanic Ridge	1	1.7
Outside of Casey	1	1.7

*In-person engagement participants were encouraged to fill out all information on the demographic collection card, however, this was not strictly enforced.

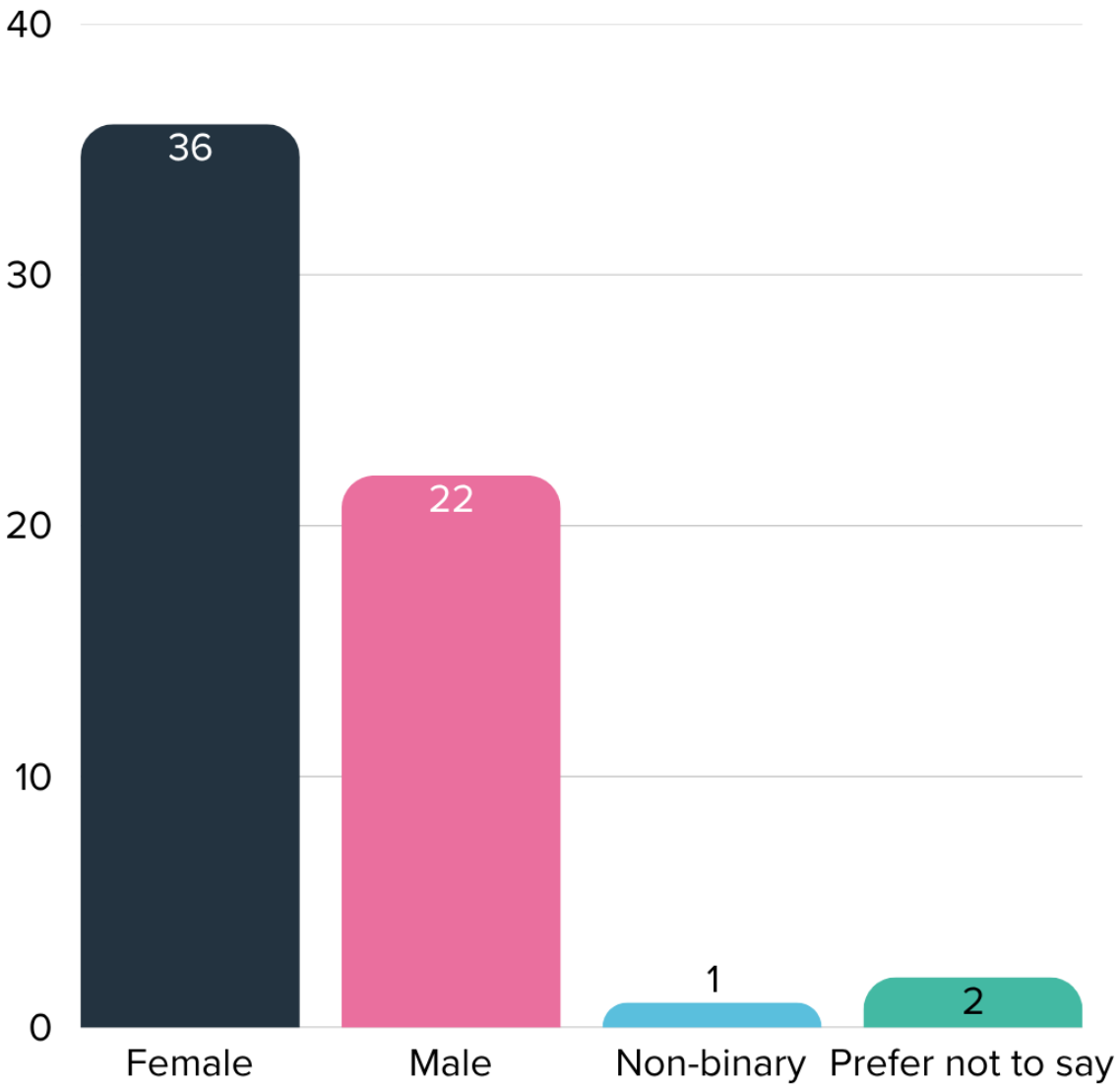
Respondents were asked to provide their age range. The highest levels of participation were seen from the 40-54 year old age group (21, 32.8%), followed by 10-14 (20, 31.3%) and the 0-9 year old (11,17.2%) age groups. Figure 1 demonstrates participation by age range.

Figure 1. Participation by age range



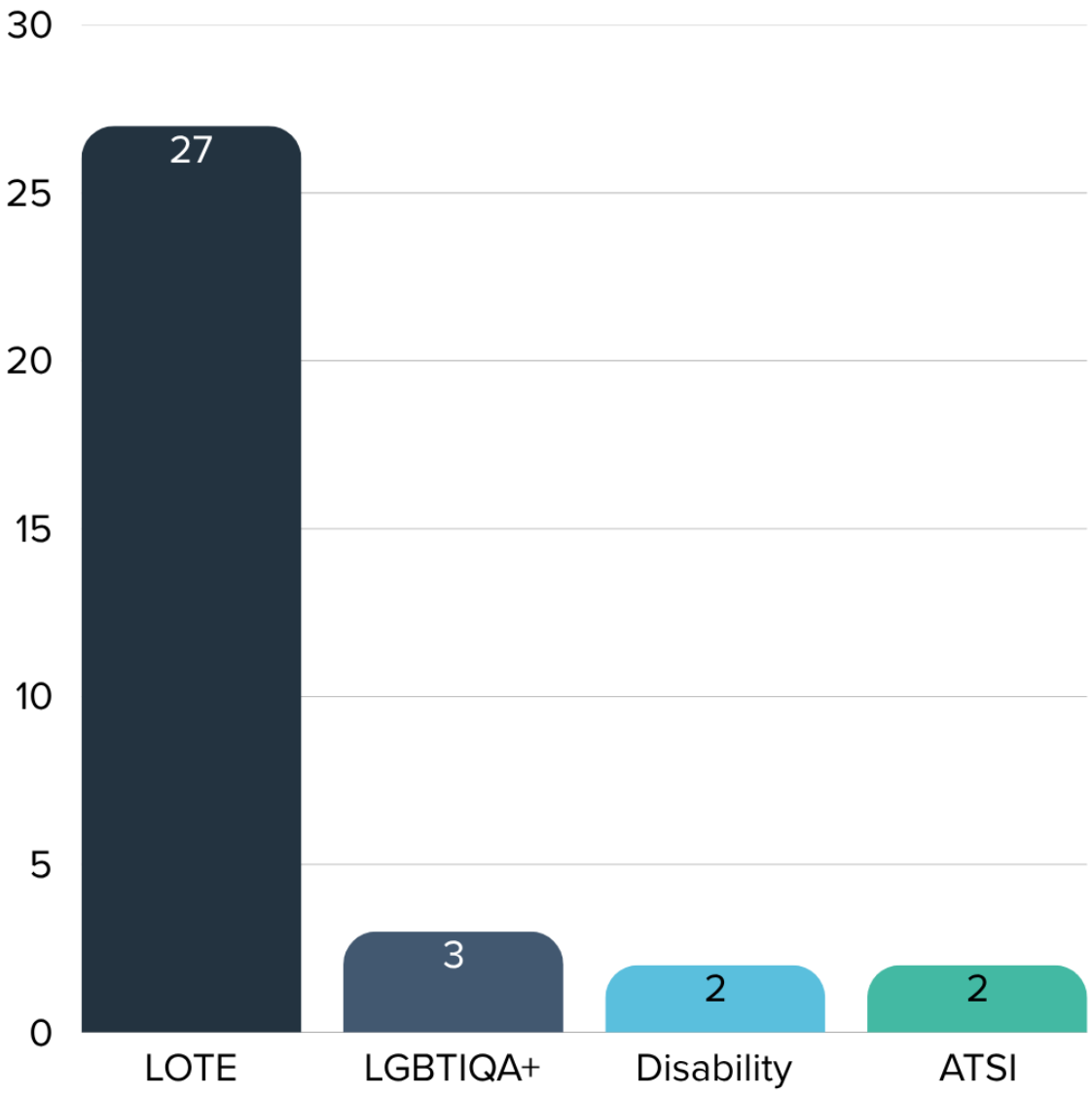
Respondents were asked to select their gender identity. Of those that disclosed this information, participation from the female cohort was most prominent (36, 59.0%), followed by males (22, 36.1%), and one participant identified as non-binary (1.6%). Figure 2 demonstrates participation by gender identity.

Figure 2. Participation by gender



Respondents were asked to select the communities of interest that they identified with. Of those that identified with the listed communities*, respondents that speak a language other than English at home were well represented (27, 41.5%), and some representation can be seen across other communities of interest. Figure 3 demonstrates participation by communities of interest.

Figure 3. Participation by communities of interest



*There were a further 28 respondents that did not identify with any of the listed communities (43.1%).

5 Consultation findings

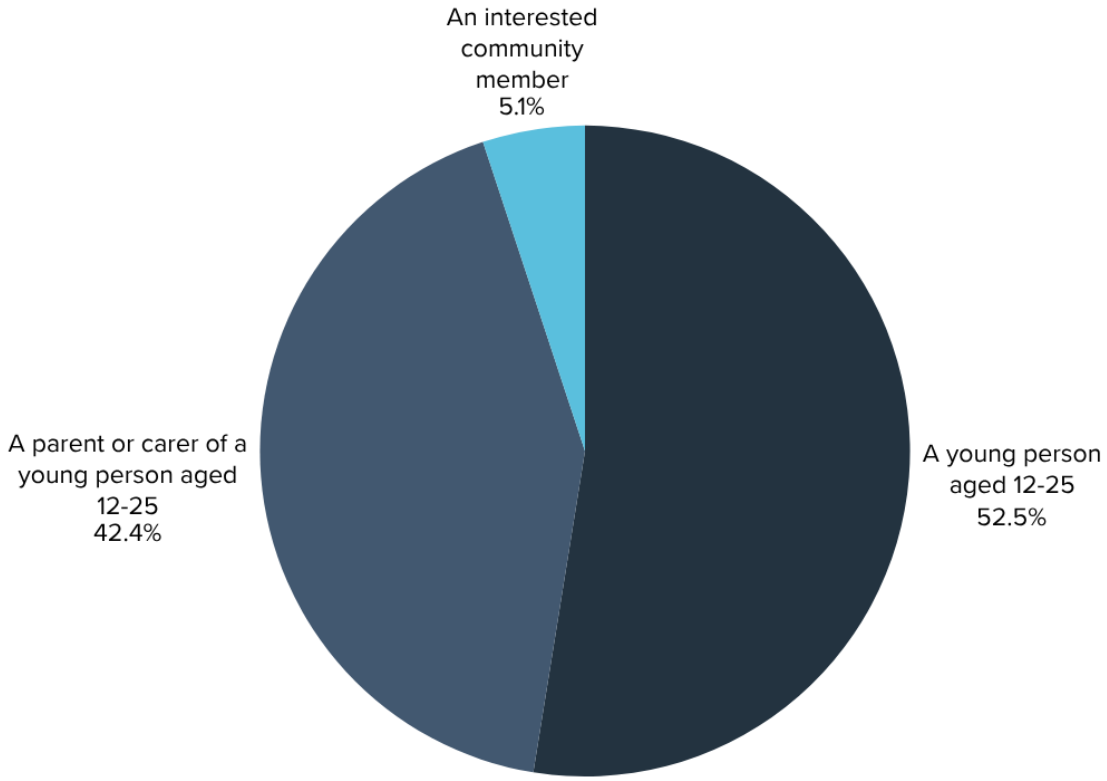
5.1 Connection to the TSHP

Respondents were asked to show their connection to the TSHP, including options such as:

- A young person aged 12-25
- A parent or carer of a young person aged 12-25
- An interested community member

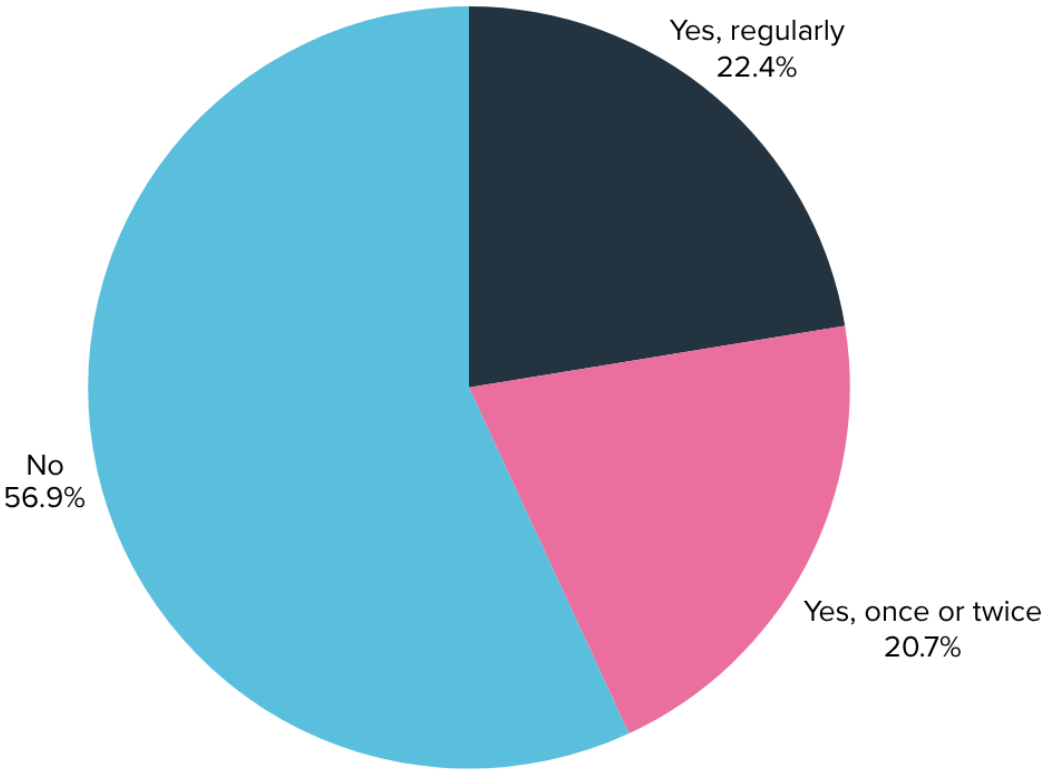
Young people and parents / carers of young people made up most responses in this engagement. Figure 4 demonstrates participation by connection type.

Figure 4. Participation by connection to the TSHP



Respondents that stated they, or a person they care for, had attended the TSHP. Respondents were able to select from a predetermined list or provide an alternative free-text response. Interestingly, the majority of responses came from respondents that had not previously attended the program. Figure 5 demonstrates responses by prior participation in the TSHP.

Figure 5. Response by participation in the TSHP

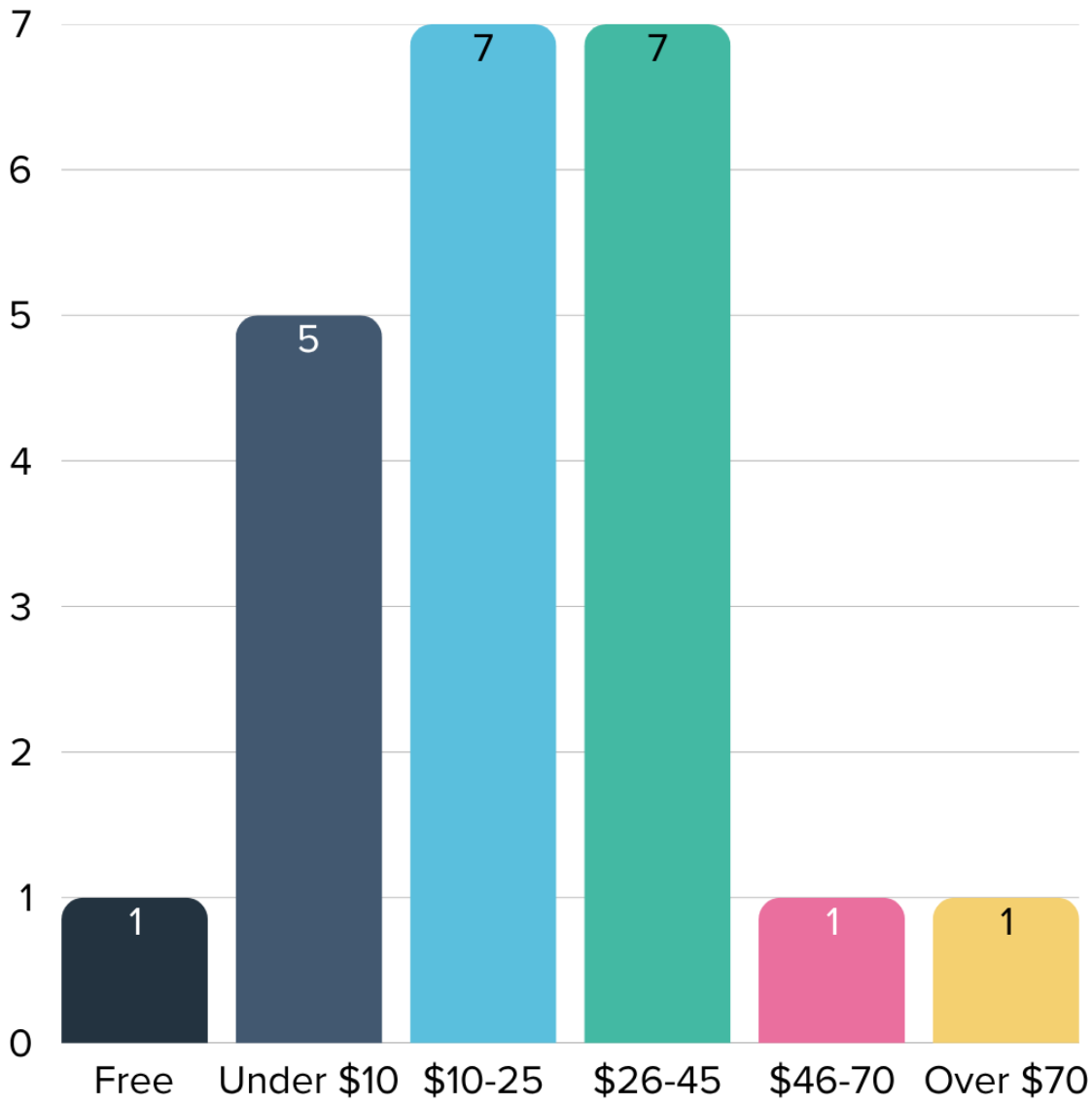


In addition to these options, one participant stated that they had hoped to attend the program but hadn't found anything suitable.

5.2 Costs associated with the program

Respondents were asked to select an appropriate cost for attending the TSHP. Responses to this question were varied, however, many respondents felt the middle ground of selections were most appropriate, these were $10-$25 (7, 31.8%) and $26-$45 (7, 31.8%). Figure 6 demonstrates respondents' preferred cost for attendance.

Figure 6. Preferred cost for attendance



5.3 Important factors when choosing school holiday activities

Respondents were asked which factors are most important when choosing school holiday activities and were able to choose from a predetermined list or provide an alternative free text response. Table 2 demonstrates important factors when choosing school holiday activities.

Table 2. Important factors when choosing school holiday activities

Option	No.
Cost	29
Variety of activities	24
Location close to home	23
Spending time with friends	17
Visiting places not normally accessible	15
Access to transport	13

Other responses to this question included general responses about the program being fun and program participants detailing the activities they participated in or enjoyed.

“(writing workshop) they offered me free food; I took some tips from authors. It was overall really fun, I'm glad I stayed.”

“Usually it's fun, I get to choose activities that I relate to.”

“Sometimes do science and manga drawings and many other stuff.”

5.3.1 Online quick poll

A quick poll option was hosted on Casey Conversations for respondents to easily select what is most important to them without completing the full survey. There were five responses to this question, with three selecting ‘cost’ and two selecting ‘variety of activities.

Respondents were asked how important they felt it is to include transport in the program. Respondents primarily found transport to be somewhat important (10, 45.5%) or very important (9, 40.9%). There were three (13.6%) respondents that found this unimportant.

Those with the connection type of parent or carer of a young person aged 12-25 were asked whether increasing the number of incursions and local excursions would help make the Teenage School Holiday Program more affordable for their family. Responses were mixed, with 11 respondents (55.0%) stating that it would be more affordable, seven respondents (35.0%) were unsure, and two respondents (10.0%) stated it would not be more affordable.

5.4 Preferred activities, incursions and excursions

The following section details the preferred activities, incursions and excursions for the TSHP. Respondents were asked the same question but worded differently depending on their connection type, with an additional activity on this question being hosted at in-person engagement activities. These have been reported on separately.

5.4.1 Parent or carers of young people

Types of activities

Respondents were asked which types of activities their young person would be most interested in during the school holidays. Options consisted of three activity types and a mix of all options. Respondents often favoured a mix of all options (16, 53.3%), followed by regional excursions outside of Casey (7, 23.3%) and local excursions within Casey (5, 16.7%). Incursions at Youth Centres were least favoured out of the options available (2, 6.7%).

Local excursions

Local excursions favoured by parents or carers on behalf of their young person most often included entertainment venues (19, 29.7%), followed by creative or arts activities (12, 18.8%), sports and recreation facilities (12, 18.8%) and parks and outdoor recreation (12,18.8%). Community events were slightly less favoured than other options (9, 14.1%). A further two respondents provided a free-text response, these can be seen below.

“Anything to do with animals, and anything to do with shopping trip.”

“Nerdy stuff tabletop and board games, cosplay 3d printing, movies, old school LAN gaming.”

Regional excursions

Respondents were asked which regional excursions outside of Casey they felt their young person might be most interested in. Responses to this question were varied, with the highest selections being for theme parks/adventure parks (17, 21.5%), followed by movies and entertainment venues (15, 19.0%) and sports events (13, 16.5%). Other preferences included zoos and wildlife parks (12, 15.2%), outdoor and nature activities (12, 15.2%) and cultural attractions (10,12.7%). One respondent provided a free-text response explaining that while entertainment venues are supported, venues like the movies are not as their young person can participate in this activity at home.

5.4.2 Young people aged 12-25

Local excursions

Respondents were asked which local excursions they would like to do, and responses were varied. Respondents were most interested in events (6, 26.1%) and movies and entertainment (6, 26.1%). Followed by sports (4, 17.4%) and creative or arts activities (4, 17.4%). A further three (13.0%) were interested in parks and outdoors. One participant provided a free text response recommending water activities in summer, go karting and laser tag.

Regional excursions

Respondents were asked which regional excursions they would be interested in attending and were able to select from six predetermined options or provide a free-text response. Theme parks/adventure parks were slightly more favoured than the rest of the options (6, 19.4%). All other options were chosen by five participants (16.1% each). These options included:

- Movies and entertainment venues
- Zoos and wildlife parks
- Outdoor and nature activities
- Sports events
- Cultural attractions

5.4.3 In-person engagement activities

In-person engagement respondents were asked to select their preferred local and regional excursions and mark them with a sticky dot. These counts have been included below.

Local excursions

Movies and entertainment (11)

Creative/art activities (7)

Sports and recreation facilities (6)

Community events (3)

Parks and outdoor recreation (3)

Regional excursions

Theme parks/adventure parks (14)

Sports events (10)

Movies and entertainment venues (8)

Outdoor and nature activities (7)

Zoos and wildlife parks (4)

5.5 Future delivery of the TSHP

All connection types were asked whether there are any specific Casey venues that respondents would like to see in future program delivery. These have been reported on collectively.

Local recreational and community venues: Gumbuya World, Casey Race, Bowland, youth centres, and movie or special event spaces.

Local arts and cultural venues: Old Cheese Factory and gallery spaces.

Educational and STEM experiences: Research labs, university tours, robotics camps, and quiz programs.

Adventure and active recreation: Go-karting, laser tag, paintball, and inflatable water parks.

Excursions outside Casey: Melbourne Zoo, Luna Park, museums, Federation Square, Eureka Tower, Melbourne Central, shopping destinations, and other Melbourne-based attractions, as well as interstate or overseas destinations such as the Netherlands.

5.5.1 Other comments or suggestions for the TSHP

Respondents were asked whether they had any other feedback, comments or suggestions they would like to share about the school holiday program. There were 15 responses to this question. This feedback has been summarised below.

Program valued and well received: Participants described the program as fun, affordable, memorable and an opportunity to socialise with friends and develop independence.

Requests for more activities and learning opportunities: Suggestions included personal development, creative industries (e.g. photography, broadcasting and publishing), educational activities, STEM experiences, outdoor activities, hiking, and nature-based learning.

Accessibility and inclusion: Respondents requested improved transport options to youth centre-based activities, more places in the program, activities for younger age groups, and more inclusive opportunities for neurodivergent young people.

Communication and promotion: Some respondents felt the program could be promoted more effectively and suggested previous participants receive direct notifications about upcoming programs.

Cost and affordability: While many considered the program affordable, others felt activities were too expensive and highlighted lower-cost alternatives offered by other organisations.

Program structure and delivery: Suggestions included longer full-day activities, regular ongoing programs (such as Dungeons & Dragons), and additional online gaming sessions.

Food and catering preferences: Some respondents expressed concerns about frequent visits to fast-food outlets and preferred healthier or bring-your-own lunch options.

6 Consultation evaluation

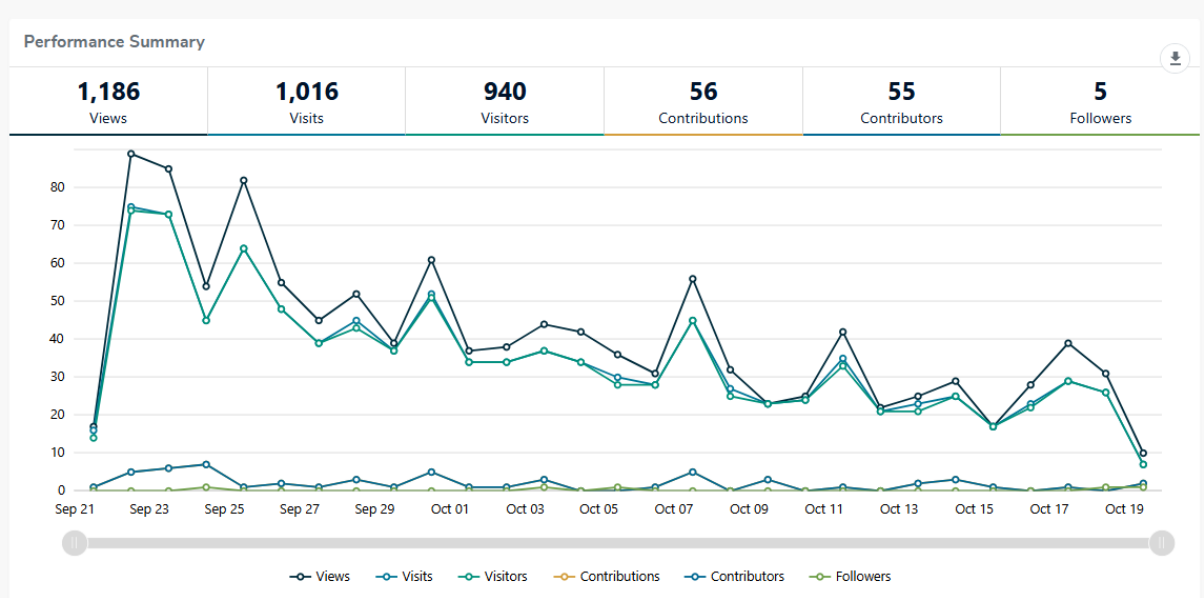
This report presents the findings from the analysis of the community feedback gathered during community engagement from 21 September to 19 October 2026.

This consultation was promoted to the community in the following ways:

- Emails to Casey Conversations followers
- Youth services newsletter
- Emails to youth services database
- Flyers
- Digital screens in customer service area, community centres and hubs
- Youth services social media platforms
- Casey social media platforms
- Community pop-ups
- Media release
- In the know newsletter
- Casey 360 mobile youth information centre

This engagement program received a total of 56 online survey contributions and 68 completed demographic cards, resulting in a total of 124 contributions.

6.1 Casey Conversations project page



Engagement targets for the Casey Conversations webpages were that:

- 15% of visits would last at least one active minute (not achieved, 12.01%)
- 10% of visits would have at least two actions performed, such as moving around the project page or clicking on links (not achieved, 9.25%)
- 5% of visits had at least one contribution made (exceeded, 5.41%)

6.2 Satisfaction with engagement process

Online survey respondents were generally satisfied with the ability to find information, with 13 (43.3%) stating that the information needed to participate was easy to find, nine respondents finding the information very easy to find (30.0%), followed by neutral (6, 20.0%) and two respondents found the information difficult to find (6.7%).