

# Mount Waverley Structure Plan

## Consultation Report (Stage 2)

### Overview

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This report provides the following:

- A detailed summary of the activities undertaken during the (stage 2) community consultation on the Draft Mount Waverley Activity Centre Structure Plan.
- Details of the level of response received and the issues raised in submissions.
- An officer response to the issues and recommended changes to the Structure Plan.

### Consultation process

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#### Outline

The consultation was held for just over one month from Monday, 17 February to Friday, 20 March 2020. The consultation was centred on the draft Structure Plan, which was released for public feedback and builds on feedback provided in the Stage 1 consultation on the Discussion Paper in May 2019.

The draft Structure Plan outlines a vision, directions, corresponding policies and actions and an integrated 'Village Centre Plan' for the Mount Waverley Activity Centre.

#### Direction notification

We directly notified 933 owners and 447 occupiers of all properties within the study area boundary (refer to map at the end of this report). Each direct notice included a covering letter and 4-page brochure explaining the vision, direction and key policies / actions in the draft Structure Plan.

#### Other methods of notification and information dissemination

- An article was placed in the Monash Bulletin.
- Information available in folders in the Mount Waverley and Glen Waverley libraries and in the Civic Centre, including copies of the brochure, the draft Structure Plan, Background Report and Discussion Paper.
- Information was made available on Council's website, including a Have Your Say page (with the occasional homepage prominence), and a separate project webpage. People were directed to the Shape Monash website to download documents and have their say.
- Copies of the draft Structure Plan, Background Report and Discussion Paper were all made available on the Shape Monash website.
- Strategic Planning officers were available during the consultation to answer questions over the phone or in-person at the Planning & Building counter in the Civic Centre.
- Copies of the draft Structure Plan were mailed out to people on request.
- Direct notification by email/mail to all stakeholders and everyone who expressed an interest in being kept informed from the first stage of the consultation.
- An interactive website.
- An online form for interested people to add their contact details to be kept informed.
- Information provided to Customer Service in order to handle basic enquiries.

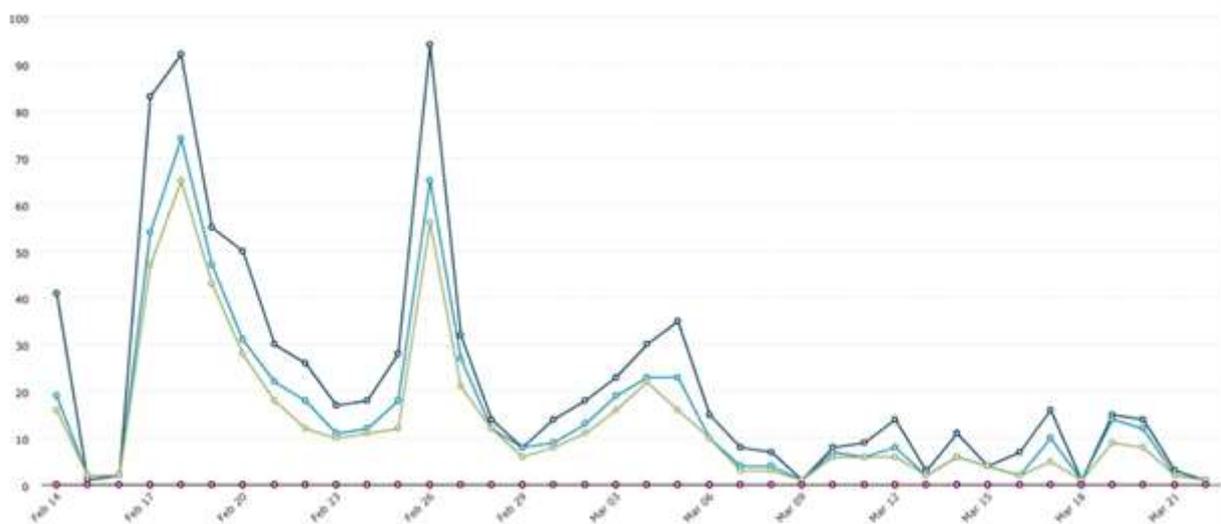
## Interactive website - Shape Monash

This project was the first to use Monash’s new HiVE platform, Shape Monash. This platform allows for the easy flow of information in accessible and interactive ways, and works well on mobile devices. The link to this website was the main one used on the brochure

The Shape Monash project website had the following hits over the consultation period:

- 806 views
- 603 visits
- 420 unique visitors

Website activity peaked on three occasions – when the Monash Bulletin was circulated and most people received the notice and brochure in the mail, one week later (26 February 2020) and then a smaller peak closer to the drop-in information session on 5 March 2020.



Key:

- Views - The cumulative number of times a visitor visits the page in a Site.
- Visits - The number of end-user sessions associated with a single Visitor.
- Visitors - The number of unique public or end-users in a Site.

## Drop-in information session

A drop-in information session was held on Thursday, 5 March 2020 at the Mount Waverley Community Centre from 3pm to 7:30pm. It was well attended, so much so that the usual format for one-on-one discussions was largely abandoned and the room rearranged to facilitate an open question and answer session. People had the option to speak one-on-one with officers or to participate in the larger group session. The session was attended by Strategic Planning officers, the consultant, the Mayor, Cr James and Cr Paterson.

## Opportunities for feedback

People were able to provide their feedback in the following ways:

- Using an online form
- By email
- By mail

The online form provided an open field for people to tell us what they think about the draft Structure Plan, asked them to rank actions in order of priority or provide additional priorities, allowed them to attach supporting documents and prompted them for their contact information

### **Impact of COVID-19**

All face-to-face engagement activities were conducted prior to the State Government declaring a state of emergency in Victoria to combat COVID-19 on 16 March 2020. Strategic Planning officers have remained available to answer enquiries via email, and have responded to phone messages when these have come in.

## Submissions received

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From the consultation mail out of 1,380 notifications, a total of **78 submissions** (and 1 petition / proforma submission) were received (including four late submissions). The submissions were from the following people / organisations:

- Residents: **50**
- Traders / commercial landowners / developers: **10**
- Community facilities or groups / churches: **4** (2 local churches, Rotary Mount Waverley and a preschool)
- Utility provider: **1** (Yarra Valley Water)
- Unknown: **13**

## Petition – Sherwood Road Residents

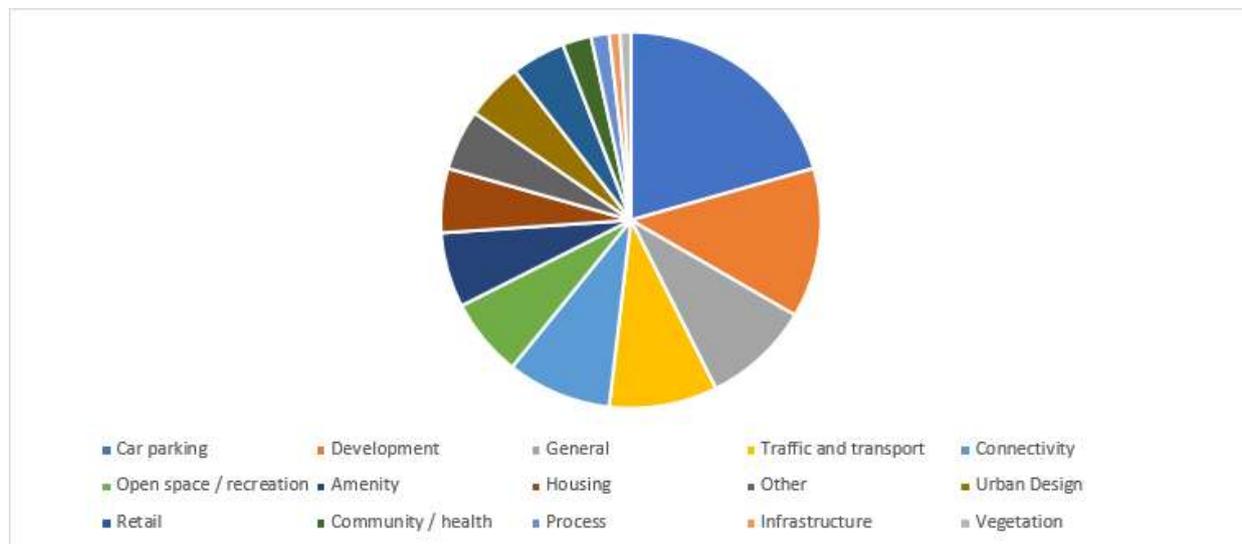
A petition/proforma submission was provided by 25 residents of Sherwood Road. Of those who signed the petition, 6 made separate submissions as well. The issues raised were:

- Opposed to the proposed building heights and density, which is inconsistent with village feel, and resulting impacts on residential amenity to Sherwood Road properties and MCH Centre / Kindergarten (overlooking, overshadowing, solar access, visual bulk), car parking demand, traffic congestion. Pointed to the inadequacy of proposed interface setbacks between shared boundary of Woolworths site and Sherwood Road properties. These are Issues #1, #3 and #7, which are discussed further in this report.
- Opposed to a reduction in car spaces from any development of the southern car park (Issue #2).
- Opposed to the proposed pedestrian spine extending into Sherwood Road via the MCH Centre / Kindergarten and resulting impacts on safety, land for the kindergarten and its general lack of use by parents (Issue #6).

## What did people tell us?

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The following graph outlines the topics that were raised in the submissions:



The most popular topics that were raised related to car parking (20%), development (13%), traffic / transport (9%) and general comments about the draft structure plan (9%).

The table below summarises the key matters raised in submissions, in terms of what they supported, opposed, wanted to add, or want us to address now.

<p><b>What did people support?</b></p>	<ul style="list-style-type: none"> <li>• General / overall support for vision and directions, the approach to the consultation and the need for a structure plan, the Village Centre Plan</li> <li>• New / improved / utilisation of public spaces (Winbourne plaza, station forecourt)</li> <li>• The pedestrian spine, improvements to pedestrian safety and connectivity</li> <li>• The extension to the rail trail</li> <li>• Maintaining the village feel</li> <li>• Widening footpaths, improving the character of Hamilton Place</li> <li>• Focus on improving the Hamilton Place car park</li> <li>• Enhancing and revitalising Stephenson's Road (including reduced speed), and Wadham Parade shops</li> <li>• Retail diversity, opportunities for redevelopment / expansion</li> <li>• Establishment of a Traders Association</li> <li>• Community / health facilities: aged care, day care, allied health, and enhancing areas around existing community facilities</li> <li>• Housing diversity and incremental change</li> <li>• Other: landscaping requirements, undergrounding of car parking</li> </ul>
<p><b>What did people not support?</b></p>	<ul style="list-style-type: none"> <li>• The proposed building heights, especially the 5-8 storeys on two sites. This was considered to undermine the village feel of the centre and create more of an urban feel.</li> <li>• Building heights that exceed predominant heights already (2 storeys)</li> <li>• Building heights exceeding 5 storeys</li> <li>• The potential development of the southern car park, stating excessive heights (compared to Glen Waverley), loss of public land, loss of sense of openness / and trees, loss of car parking supply</li> <li>• Building of any multi-deck car parks</li> <li>• Concept drawings for the Hamilton Place car park, resulting loss of car spaces, and traffic impacts</li> <li>• Station forecourt design limiting vehicles to one-way access</li> <li>• Lack of consideration for vehicle loading/unloading</li> <li>• Reducing vehicle speeds on Stephenson's Road</li> <li>• Retail / office: additional supermarket or supermarket floor area, increase in cafes or increase in retail or office floor space</li> <li>• Increasing housing density within the Development Intensification Area, and resulting increase in car parking demand, traffic congestion and drainage issues</li> <li>• Allowing for incremental change in residential area, and</li> </ul>

	<p>inclusion of these areas in the structure plan</p> <ul style="list-style-type: none"> <li>• Potential acquisition of land to expand the width of the plaza between Winbourne Road and Hamilton Place</li> <li>• Amenity impacts from interface sites, particularly overshadowing, visual bulk / appearance, inadequacy of setbacks, reduced solar access, overlooking.</li> <li>• Pedestrian spine generally (potential loss of car parking), and specifically extending to Sherwood Road (safety, reduction in land for kindergarten, increased car parking demand)</li> <li>• Allowing people to gather in the centre at all</li> <li>• Lack of justification and costings for the structure plan itself, and the level of vagueness</li> <li>• Pedestrian and cyclist conflicts, including station forecourt area, and the use of shared paths generally</li> </ul>
<p><b>What did people want to add?</b></p>	<ul style="list-style-type: none"> <li>• Car parking: more in general and more commuter parking to get parking out of local streets, and consideration for disabled/elderly drivers, ensure sufficient parking for dwellings, developers to contribute to parking scheme</li> <li>• Careful management of traffic and parking, and carefully design underground car parking</li> <li>• Consideration of loading/unloading areas for businesses</li> <li>• Station forecourt design: retain / plan for drop off areas, manage pedestrian / cyclist conflicts, consider transport interchange needs, electronic signage at station</li> <li>• Comfortable and increased supply of public seating</li> <li>• More public toilets</li> <li>• Housing: higher densities and reduced setbacks in residential areas, performance measures for design of housing, mandate universal design</li> <li>• Community / health facilities: more long term day care, aged care</li> <li>• Shop/restaurant opening hours: earlier in the morning, later in the evening</li> <li>• Open space: identify new spaces, increase supply, convert southern car park to open space</li> <li>• Recreation: fitness equipment, playgrounds, gymnasiums, dog friendly areas</li> <li>• Greening: more canopy trees, green roofs</li> <li>• Other ideas: business centre, rent control for commercial properties, consideration of ventilation from ground level restaurants, recognise Ritchies as predominant supermarket (and allow to expand), more vigilance about graffiti removal</li> <li>• Information in the structure plan: costings, cross-section drawings showing heights, illustrations to reflect proposed heights, show wider pedestrian / cycle connections, notate churches as community uses.</li> </ul>

## What do people want fixed now?

(Where relevant, these issues have been / will be reported to other areas of Council to respond to)

- Car parking: limit commuter parking in residential streets, increase car parking efficiency and safety (particularly Hamilton Place car park), reduce restrictions in commercial areas, increase restrictions in residential areas
- Manage traffic and parking around local schools, and manage congestion more generally, and make improvements to improve pedestrian safety – including intersection changes
- Increase traffic flow on Stephenson's Road by removing car parking and creating clear ways
- Improve street lighting
- Amenity: reduce footpath trading clutter, replace brick paving with safer surface, vigilance with graffiti removal, improve appearance of vacant blocks, prosecute rubbish dumping
- Open space: improve facilities and improve maintenance / watering.

In addition to this, the Mount Waverley Rotary told us that their Sunday market (and plans to expand this market) would align with many of the policies and actions in the draft Structure Plan. Yarra Valley Water also expressed that their projects and actions in relation to integrated water management would also assist with the general aims of the draft Structure Plan.

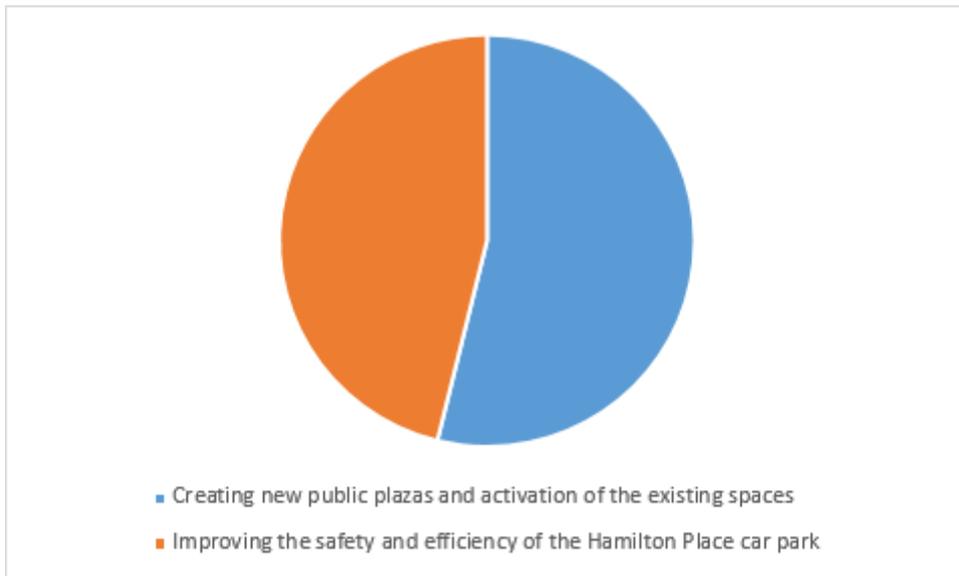
The issues are responded to later in this report, with recommended changes to the Structure Plan.

## What are the priority actions?

Those who completed the online submission form were asked to rank a small number of actions and to rank them from 1 to 5 in order of priority. Rankings were received from 26 participants, with 38% ranking **improving the safety and efficiency of the Hamilton Place car park** as their No. 1 priority, followed by **creating new public plazas and activation of the existing spaces** (34%).



However, of the top two favoured actions, a narrow majority (53%) support **creating new public plazas and activation of the existing spaces**.



### Other priorities

Those who completed the online submission form were also asked to identify any other actions that they think we should prioritise, and included the following:

- Improving the connection between Hamilton Place and the Library and community centre buildings
- Providing activation between the Library and community centre buildings
- Providing commuter car parking and more car parking in general (2 submissions)
- Providing more dog friendly areas
- Development of the car park between Woolworths and Stephenson's Road for apartments
- Allowing for modest scale development of key sites
- Limiting building heights to 2 or 3 storeys (3 submissions)
- Limiting housing growth / density, restricting it to residential areas (2 submissions)
- Outdoor seating for all age groups
- Widening footpaths
- Reducing clutter on footpaths (2 submissions)
- Planting of trees
- Improving street lighting
- Prioritise several integrated water management actions

(All are from a single submission unless specified)

## Response to submissions and recommended changes

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The following section outlines the officer response to the main issues raised in submissions. There are ten main issues raised, which are:

1. Proposed building heights
2. Redevelopment of the southern car park
3. Increasing housing density
4. Additional retail floor space - potential new supermarket
5. Station forecourt design
6. Extension of pedestrian spine from Virginia Street to Sherwood Road
7. Amenity impacts to adjoining residential properties
8. Provide more car parking
9. Provide more public seating and toilets
10. Consideration of loading and unloading of goods

Other issues raised are also discussed in the next section.

### Issue #1: Proposed building heights

#### Outline:

- **33** submissions
- Submitters were concerned that the proposed heights may undermine the vision for the centre and the existing “village feel” by being too high. This includes the proposed heights for the southern (Virginia Street) car park owned by Council and the RitchiesSupaIGA supermarket site in Hamilton Place both of which had a proposed preferred height of 5-8 storeys.

#### Officer response

- The existing building heights in the centre are 1-2 storeys, with only few 3-storey buildings.
- The surrounding residential area is limited to a maximum height of 3 storeys (11 metres), although most dwellings in this area are 1-2 storeys.
- The scale of preferred heights within the Development Intensification Area (DIA) is generally limited to 3-4 storeys where there is an interface with residential areas, with additional height permitted elsewhere but only to 4-5 storeys for properties along Stephenson Road, and additional height for two sites where the impact of the heights can be mitigated.
- The preferred heights (even up to 8 storeys) are considerably less than the preferred or maximum heights in other major activity centres in the City of Monash.
- There are currently no building heights set out in the Monash Planning Scheme for this centre.
- The structure plan needs to accommodate a reasonable level of future residential growth. This can't be achieved without additional height within the DIA or accommodating more than incremental growth in the surrounding residential area.
- The constrained and highly visible prominence of the IGA site means that it would be difficult to realistically achieve 8 storeys without a significant visual and shadowing impact on the centre. A reduced height of 4 to 5 storey would minimise that impact and also ensure that any redevelopment did not unduly create shadow impact on the main entrance to the centre from Stephenson Road
- The Winbourne Road and Virginia Street site is considerably larger and much less visibly prominent in the Activity Centre than the IGA site. With careful design requirements, this is capable of redevelopment at height up to 8 storeys in specific locations, closer to the northern,

commercial land interfaces. The sensitive interfaces would have lower building heights and active frontage to enhance the village feel.

### Recommended changes:

- **REC1.1** - Reduce building heights to the Ritchies SupalGA site to 4-5 storeys with the inclusion of overshadowing objectives.
- **REC1.2** - Modify the building heights in the Winbourne Road and Virginia Street precinct to allow 5-8 storeys generally in the northern portion, 3-4 storeys in the southern portion of the block and include detailed design criteria to avoid overshadowing to the southern footpath of Virginia Street, and continue to provide recessed upper storeys and active frontages.
- **REC1.6** - Allow some growth/change in the residential areas along Stephensons Road

## Issue #2: Redevelopment of the southern car park

### Outline:

- **25** submissions
- Submitters raised issues with the potential for redevelopment of the southern car park, particularly the potential loss of car parking for the centre and a loss of the treed openness it currently provides.

### Officer response:

- This car park is a large, at-grade car park at the southern end of the retail area containing around 270 car spaces.
- It is less well-utilised than the central (Hamilton Place) car park.
- There are limited ways to create more retail floorspace within the centre that remain connected to the existing retail areas, and limited opportunities for residential growth.
- The redevelopment of this car park to a higher order use is something that Council can directly achieve, while still maintaining access to public car parking for shoppers at basement or upper levels.
- The car park is partly owned by Woolworths and there is an agreement that ties the use of the Woolworths supermarket site to the provision of car parking within this car park.
- Ultimately Council needs to decide how to allow the centre to grow into the future and whether this site should remain an at-grade car park indefinitely at the expense of accommodating growth within the centre
- As part of any redevelopment of the Council land or the Woolworths land holdings, an overall appropriate level of car parking in accordance with the planning scheme requirements would be provided as part of any redevelopment.

### Recommended changes:

- **REC1.2** - Modify the building heights in the Winbourne Road and Virginia Street precinct to allow 5-8 storeys generally in the northern portion, 3-4 storeys in the southern portion of the block and include detailed design criteria to avoid overshadowing to the southern footpath of Virginia Street, and continue to provide recessed upper storeys and active frontages.
- **REC2.1** – Note that in any future redevelopment of the land parking will be provided to meet the needs of the community in accordance with the requirements of the planning scheme.

## Issue #3: Increasing housing density

### Outline:

- **43** submissions
- Submitters were concerned about the increase in housing density within the Development Intensification Area (DIA) and the flow on impacts that may have in terms of availability of car parking, traffic congestion and drainage issues.

### Officer response:

- Limiting housing growth within the activity centre (principally in the form of shop-top dwellings) is inconsistent with state policy, and what is permitted already in the Commercial 1 Zone.
- The structure plan provides for a modest increase in residential population within the DIA, and would support the continued economic growth of the centre. Furthermore, it would allow people to live within a very short walking distance of a train station and reduce the need to travel by car during peak times.
- The default car parking requirements in this area are 1 space per 1-2 bedroom dwellings and 2 spaces for 3+ bedroom dwellings, with no visitor spaces required due to the proximity to the Principal Public Transport Network. A Parking Overlay can be used to reduce these minimum rates (but not increase them) or to apply maximum rates.
- In well-located areas where residents have choice about their mode of transport, reducing car parking requirements closer to empirical demand would reduce the oversupply of car parking and congestion during peak times. On-street parking restrictions would also need to be tighter, and residents in new developments within the DIA would be ineligible for resident parking permits.
- Impacts on stormwater drainage are not directly related to density, rather to the extent of site coverage / impervious surfaces and whether integrated water management initiatives are included in a design. An at-grade car park provides some, limited permeability but also runoff of oils and other pollutants into the stormwater system unless filtered.
- The form of buildings within the Commercial 1 Zone is generally one of 100% site coverage or at least 100% impervious surfacing with limited landscaping / garden areas compared with residential areas. Stormwater management for commercial properties is generally achieved through on-site detention or small landscape buffers, or through treatments in the public realm.

### Recommended changes:

- **REC1.2** - Modify the building heights in the Winbourne Road and Virginia Street precinct to allow 5-8 storeys generally in the northern portion, 3-4 storeys in the southern portion of the block and include detailed design criteria to avoid overshadowing to the southern footpath of Virginia Street, and continue to provide recessed upper storeys and active frontages.
- **REC4.1** - Strengthen integrated water management initiatives within the Structure Plan as recommended by Yarra Valley Water.

## Issue #4: Additional supermarket

### Outline:

- 8 submissions
- There was concern from some residents and from both existing supermarket operators about the potential for a third supermarket in the centre.

### Officer response:

- The economic analysis prepared in the Background Report states that from a retail expenditure point of view the spending power of the population of Mount Waverley would currently support 3 full line supermarkets.
- Mount Waverley currently contains a full line SupalGA (but on a small floorplate), a small Woolworths, and a small Coles at Pinewood. There is a small IGA at the Andrews Street shops, and no Aldi supermarkets.
- Outside of Mount Waverley, there are Woolworths and Coles supermarkets along Burwood Highway at Brickworks and Burwood One respectively, and The Glen contains Coles, Woolworths and Aldi in Glen Waverley.
- The economic analysis has acknowledged the potential for a larger Woolworths supermarket and possibly an Aldi supermarket, which offers increased competition and would meet their locational criteria. Whether this is ultimately provided is a market-based decision for retailers as there are no retail floorspace limits in the Commercial 1 Zone.
- The centre benefits from a wide range of fresh food retailers that meet the weekly shopping needs of residents.
- It is possible to increase the competitiveness of the supermarkets in this location while not reducing the viability of the fresh food retailers.
- Action 1.1 in the draft structure plan has sought to *“investigate opportunities for increasing supermarket floor space to strengthen the competitiveness of the centre and to better meet the needs of residents”*. This remains a worthy action and doesn't commit Council to doing anything beyond investigating opportunities.
- A supermarket is an as-of-right use in the Commercial 1 Zone and a new supermarket could be built in the centre regardless of whether the structure plan encourages it or Council actively facilitates it.

### Recommended changes:

- No changes are recommended in response to this issue.

## Issue #5: Station forecourt design

### Outline:

- 13 submissions
- Submitters were concerned about the potential layout of the station forecourt and the potential conflicts of pedestrians and cyclists (due to the actions to provide shared paths along the rail corridor to the station), the reduction to one-way access for vehicles and the impact on loading areas.

### Officer response:

- The draft structure plan included actions to redesign the station forecourt and advocacy actions for the extension of the Waverley Rail Trail from Jordanville to Mount Waverley Stations.
- The concerns were about how this would be designed to minimise cyclist conflict with pedestrians near the entrance to the station and whether reducing the forecourt to one-way vehicle access may shift the impacts to the laneway environment, limit drop-off areas for rail passengers and loading/unloading areas at the rear of businesses.
- All the impacts can be minimised through careful design. Creating a predominantly pedestrian environment, where bicycles, cars and delivery vehicles are guests is something that urban designers deal with all the time.
- The final design of the station forecourt would involve working closely with state government agencies and would naturally involve further consultation with the community.

### Recommended changes:

- **REC2.2** - Revise actions to ensure that the design of the rail trail bike path and station forecourt is safely integrated.
- **REC1.4** - Include additional notations/explanations to images used and more information in cross-section diagrams.

## Issue #6: Extension of pedestrian spine to Sherwood Road

### Outline:

- **13** submissions
- Submitters were concerned about the extension of the pedestrian spine extending south of Virginia Street, through the Woolworths site and the MCH/Kindergarten and terminating in Sherwood Road Reserve. Concerns about the potential impact on the operation of the MCH/Kindergarten and the supermarket floor area, as well as potential for crime were raised.

### Officer response:

- The provision of the walkway is an appropriate but aspirational response to improving connectivity and walkability throughout the Activity Centre centre. It facilitates pedestrian access between the activity centre, parking areas and the MCH/Kindergarten in Sherwood Road. Whilst it is not crucial for the success of the activity centre, it does assist in improving pedestrian access / pedestrian permeability and would be a key quality improvement to the movement network – allowing more multi-purpose trips without jumping back into cars.
- It relies on the redevelopment of the Woolworths site and on any future refurbishment to the MCH/Kindergarten.
- The walkway would be subject to further community consultation, as are most capital projects undertaken by Council.
- There are several references in policies in the structure plan to the consideration of *Crime Prevention Through Environmental Design*, which would ensure the design of the walkway is done in such a way as to maximise visual surveillance, visibility and lighting.

### Recommended changes:

- **REC2.5** - Add more notations to the section of the pedestrian spine between Virginia Street and Sherwood Road to make it clear that it is aspirational and dependent on other things happening.

## Issue #7: Amenity impacts to adjoining residential properties

### Outline:

- **16** submissions
- This issue was principally raised by submitters in Sherwood Road, including properties that share a boundary with the Woolworths supermarket and car park.

### Officer response:

- Amenity impacts are addressed through consideration of ResCode at the planning permit stage, specifically Clause 58 that applies to apartment developments in the Commercial 1 Zone.
- There are specific requirements and policies that deal with amenity impacts to nearby properties and these can be strengthened.
- Careful consideration has been made to interfaces between the DIA and adjoining residential properties – requiring setbacks that exceed the ResCode requirements.
- Further information within the document can be provided to illustrate the requirements, including more detail within the diagram and captions.
- There can be special requirements for direct abuttal to properties that have a northern boundary with the DIA, such as the interface between Woolworths and the Sherwood Road residential properties.
- Cross section drawings can also be provided to illustrate the extent of visibility of any development on the Woolworths site that would be visible from Sherwood Road Reserve.
- It should also be noted that in interface areas, where the land use changes from commercial to residential, the development and amenity expectations of both land use types need to be moderated to a degree from what could otherwise occur in a dedicated residential or commercial area.

### Recommended changes:

- **REC1.3** - Add a special interface requirement for the Woolworths site / Sherwood Road interface that balances commercial development and residential amenity considerations.
- **REC1.4** - Include additional notations/explanations to images used and more information in cross-section diagrams.
- **REC1.5** - Add a section drawing to demonstrate the visibility of development in the DIA from Sherwood Road Reserve.

## Issue #8: Provide more car parking

### Outline:

- **18** submissions
- In addition to Issue #2 with respect to the potential loss of car parking, some submitters wanted greater provision of commuter car parking and more car parking in general.

### Officer response:

- Council is not responsible for the provision of commuter car parking.
- It would be and inappropriate and an economically inefficient use of scarce Council land to effectively hand it over as a car park for commuters – particularly as the vast majority of

commuter travel occurs outside of shop opening hours and there is little economic gain to the activity centre.

- Council actively discourages commuters from parking outside of designated commuter parking areas (provided by VicTrack) using parking time limits in shopping areas and residential streets and/or limiting parking with a permit within a short walking distance of the train station.
- Time limits or parking permits are generally only required on one side of a residential street,
- Using more land to provide commuter car parking or putting commuter car parking in expensive multi-deck car parks is not cost-effective and would quickly fill up with commuters. Ultimately though, it is up to the State Government as to how it wants to deliver commuter car parking at railway stations.
- There are two solutions to reducing the impact of commuter car parking: increasing parking restrictions so that commuters are not encouraged to drive and provide encouragement to walk to the train station, and providing easier alternatives to driving to the station – i.e. improving cycling connections and advocating for improvements to the coverage and frequency of the bus network.
- Nonetheless, the structure plan can strengthen some of the commuter parking policies and actions, as well as retain the policies and actions that will lead to increased cycling and local public transport.
- In relation to car parking in general, there is a finite amount of land in the centre. The southern (Virginia Street) car park is a large site with 270 at-grade, time-limited car parking spaces. This car park is rarely at capacity.
- The current level of public car parking to this site can be maintained, even if it were to be developed, in the form of basement or upper level parking along with more car parking to meet the additional demand by the new uses on the land.

### Recommended changes:

- **REC2.7** - Minor changes to the policies and actions for advocacy with VicTrack / State Government around improvements to commuter car parking.
- **REC2.1** - Note that in any future redevelopment of the land parking will be provided to meet the needs of the community in accordance with the requirements of the planning scheme.

## Issue #9: Provide more public seating and toilets

### Outline:

- **3** submissions
- Submitters wanted increased provision of public toilets and public seating within the centre, particularly given the ageing population and future increase in young families.

### Officer response:

- There is currently a public toilet located in the Hamilton Place car park
- Detailed master planning of station forecourt, Winbourne Plaza and the Hamilton Place car park would include an assessment of the need for additional public seating.
- Council is currently undertaking a Public Toilet Strategy to assess the current and future demand of toilets, improve service levels and guide future development of toilets.

### Recommended changes:

- **REC2.3** - Strengthen requirements for the provision of accessible public seating throughout the Activity Centre.
- **REC2.4** - Review the provision of public toilets in light of the Public Toilet Strategy.

## Issue #10: Consideration of loading and unloading of goods

### Outline:

- **3** submissions
- In addition to Issue #5 (station forecourt design), some submitters were concerned about the lack of consideration in the draft structure plan for goods delivery.

### Officer response:

- Facilitating the safe and efficient loading and unloading of goods within the centre is important.
- There are existing on-site loading facilities on larger sites and on-street loading bays that are disbursed within the centre.
- It is acknowledged that Hamilton Place and Virginia Street are key delivery destinations for the two supermarkets, and are conveniently accessed from Stephenson's Road. Other streets such as Winbourne Road (on both sides of the existing plaza), Alexander Street, Waimarie Drive and The Highway all provide access for delivery vehicles – either directly or via a rear lane.
- The Structure Plan can include further consideration for loading areas for retail premises as part of the built form and access considerations, and for streetscape master planning.

### Recommended changes:

- **REC2.6** - Add considerations for loading areas into relevant sections of the Structure Plan.

## Response to other issues raised in submissions

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Specific issues raised by submitters (or groups of submitters) outside of those listed above are discussed below by submitter type.

### Other issues raised by residents:

- A. Opposing reduced vehicle speeds on Stephenson's Road given its arterial road function and encouraging of rat running
- B. Making the centre more dog friendly
- C. Providing fitness equipment in public areas
- D. Specifically encouraging fitness services in the health and wellbeing precinct
- E. Lack of cross-section drawings and inaccuracy of illustrations
- F. Minor corrections that should be made to the structure plan

### Officer response:

- A. Reduced vehicle speeds on Stephenson's Road

- Reducing vehicle speeds during business hours is common practice where an arterial road runs through an activity centre. A recent example is the introduction of a 40k/h speed zone on Maroondah Highway in the Ringwood Activity Centre.
- Stephensons Road runs through the heart of this activity centre and makes connectivity between the areas to the west and east difficult for pedestrians and cyclists – except at signalised intersections.
- The high vehicle speeds also make Stephensons Road less desirable for business activation, including restaurant/cafe seating.
- Vehicle speeds are already reduced to 40km/h for the school zone at the northern end of the activity centre during school drop off / pick up times.
- Reducing vehicle speeds for a longer stretch on Stephensons Road and for a longer period would allow the removal of the central median barriers, which discourage pedestrian permeability.
- While Stephensons Road is an arterial road, it should also be recognised that it serves other functions, runs through the activity centre and is currently a major barrier for pedestrian movement. Nonetheless, reducing the vehicle speeds along arterial roads requires consent from VicRoads.
- The Structure Plan contains an action to prepare a streetscape master plan for Stephensons Road, in which these matters will be more keenly considered.
- Rat-running can be reduced through reducing vehicle speeds on local streets also to 40km/h or speed bumps or other measures. However, due to the limited access points over/under the rail corridor, the potential for rat-running would be limited to a handful of north-south streets outside of the mile-grid arterial network (e.g. Alvie Road and Lawrence Road).
- B. Dog-friendly activity centre
  - There are existing dog off-leash parks within walking distance of the activity centre.
  - Widening of footpaths in Hamilton Place would assist in providing more space for dogs to be tied up outside shops/cafes (and avoiding conflict with pedestrians) and further tree planting and maintaining projecting canopies over the footpaths would assist in providing shade and weather protection for the dogs.
  - The high prevalence of food retailers in this area places limitations on the ability for the centre to be completely dog friendly as health practices need to be observed. It is a choice of other retailers as to whether they welcome dogs into their shops or not.
- C. & D. Fitness equipment and gyms
  - Fitness equipment is something that Council has installed in some reserves in other areas but not currently anywhere in Mount Waverley. Fitness equipment may be the most appropriate along district or regional level trails. Further investigation for the inclusion of fitness equipment can be added to the actions in the Structure Plan.
  - Priorities for improving existing open space and providing additional open space areas are outlined in the Monash Open Space Strategy 2018. Specifically, the MOSS contains actions for providing off-road trails for fitness purposes at local and district levels.
  - There is already an acknowledgement in the text that gyms and other fitness services should be part of the health and wellbeing precinct east of Stephensons Road. We can make changes to specifically include fitness services in policy.
- E. Cross-section drawings and illustrations
  - Further cross-section drawings and explanatory text can be added to more accurately show the relationship between storeys and setback requirements.
  - The illustrations for Winbourne Plaza and the station forecourt are provided to show changes principally to the public realm only. They deliberately show no change to the

heights of existing buildings but may show cosmetic or non-structural changes to the building facades (e.g. increase use of glass). This acknowledges that while there are preferred heights contained within the structure plan, there is no obligation for individual landowners to develop their land.

- F. Minor corrections
  - Minor corrections to reflect inaccuracies on maps can be made. For example, the inclusion of the signalised intersection at Stephenson's Road / Virginia Street.

### Recommended changes:

- **REC3.1** - Include fitness services (e.g. gyms) in the policies and actions for the health and wellbeing precinct.
- **REC3.2** - Add further investigation of the installation of fitness equipment into actions in the Structure Plan.
- **REC1.4** - Include additional notations/explanations to images used and more information in cross-section diagrams.
- **REC4.2** - Make minor corrections.

### Other issues raised by pharmacist

- Opposition to acquisition of their land for widening of footpath/plaza.

### Officer response:

- The Structure Plan is an aspirational document. Council has no plans to compulsorily acquire any land. The Structure Plan identifies that one major way to improve connectivity and movement throughout the centre would be to widen and improve Winbourne Plaza. As an aspirational document it does not mandate a compulsory acquisition but flag that land as a potential purchase should it become available on the market at some time in the future.

### Recommended changes:

- No changes are recommended in response to this issue.

### Other issues raised by Yarra Valley Water

- Supportive of the structure plan and its vision - including encouraging sustainable practices, creating a sense of place, and providing inclusiveness
- Directions can be further strengthened by:
  - Blue-green infrastructure delivering greater liveability outcomes
  - WSUD for infill developments
  - IWM initiatives beyond stormwater harvesting and reuse
  - Strengthen the sense of place by partnering with Traditional Custodians to embed cultural values and create a culturally sensitive activity centre.

### Officer response:

- The integrated water management initiatives can be strengthened within the Structure Plan.
- Council adopted the *Indigenous Framework and Action Plan 2007-2011* in 2007. Many of the actions in this plan are ongoing and inform the organisation's commitment to the Indigenous people living in Monash. This includes promoting arts and cultural activities by Indigenous

artists and the naming of public facilities. A review of this plan and further plans is currently underway.

- Nonetheless, we can embed some of these actions in the Structure Plan.

### Recommended changes:

- **REC4.1** - Strengthen integrated water management initiatives within the Structure Plan as recommended by Yarra Valley Water.
- **REC4.3** - Add actions to further investigate the embedding of Aboriginal cultural values into placemaking in the Structure Plan.

### Other issues raised by local churches

- Submissions were received from First Church of Christ on Stephenson's Road and St John's Uniting Church on Virginia Street
- Historic car parking arrangements – use and access to Council car parks by churchgoers
- Notate churches as community uses rather than residential or commercial uses

### Officer response:

- No evidence was provided in either submission about the historic arrangements about guaranteeing access to car parking areas by churchgoers.
- Refer to Issue #2 in relation to recommending that the structure plan be amended to state in any future redevelopment of the land parking will be provided to meet the needs of the community in accordance with the requirements of the planning scheme. Car parking for churchgoers can be maintained within this site.
- Council owns land that contains 15 car spaces along the northern boundary of the Shell service station site, and land to the east containing 21 car spaces. Both car parks cannot be accessed without going over the Shell land and there would appear to be a carriageway easement that facilitates this access.
- This easement carries stronger legal weight than the Structure Plan, and it is likely that the easement would only be dissolved if Council were to dispose of both pieces of land.
- The access arrangements would need to be considered as part of any planning application to redevelop the Shell site. It is not necessary to notate this in the Structure Plan as it affects the underlying condition of the land.
- The land use map is generally reflecting the zoning of the land as residential, rather than reflecting its non-residential / community / place of worship use. It can be updated to label the churches.

### Recommended changes:

- **REC3.3** - Update the land use maps in the Structure Plan to label the churches.

### Other issues raised by supermarkets

- Submissions were received from both supermarkets in the activity centre.
- In addition to Issue #4, in relation to their main concern about the introduction of a third supermarket, they wanted to support the creation of a Traders' Association for the centre.

### Officer response:

- Action 1.2 in the draft structure plan states: *“Work with local businesses to establish a Traders Association to create a collective voice to advocate for the specific needs of the local retailers”*.
- The action implies that Council would be doing this.

### Recommended changes:

- No changes are necessary.

## Implementation Plan

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The draft Structure Plan notated that Part D – Implementation Plan would be added after the consultation. This would allow us to check in with the community about what they consider to be the priority actions.

The Implementation Plan should outline each of the actions from the structure plan, the timeframe, impact and responsibility (and partnerships) for each action and divided into the following pathways for how they will be delivered:

- Capital works (including activation opportunities)
- Advocacy
- Master planning and further design
- Strategic work

The priority actions should also be identified.

**REC4.4** - Inclusion of Part D (Implementation Plan) into the Structure Plan as outlined above.

## Recommended changes to the Structure Plan

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The following is a summary of the recommended changes to the Structure Plan prior to adoption. These are in response to the submissions and any consequential changes.

### Development, housing and built form

- **REC1.1** - Reduce building heights to the Ritchies SupalGA site to 4 to 5 storeys with the inclusion of overshadowing objectives.
- **REC1.2** - Modify the building heights in the Winbourne Road and Virginia Street precinct to allow 5-8 storeys generally in the northern portion, 3-4 storeys in the southern portion of the block and include detailed design criteria to avoid overshadowing to the southern footpath of Virginia Street, and continue to provide recessed upper storeys and active frontages.
- **REC1.3** - Add a special interface requirement for the Woolworths site / Sherwood Road interface that balance commercial development and residential amenity considerations.
- **REC1.4** - Include additional notations/explanations to images used and more information in cross-section diagrams.
- **REC1.5** - Add a section drawing to demonstrate the visibility of development in the DIA from Sherwood Road Reserve.
- **REC1.6** - Allow some growth/change in the residential areas along Stephenson's Road

## Access, movement and urban design

- **REC2.1** - Note that in any future redevelopment of the land parking will be provided to meet the needs of the community in accordance with the requirements of the planning scheme.
- **REC2.2** - Revise actions to ensure that the design of the rail trail bike path and station forecourt is safely integrated.
- **REC2.3** - Strengthen requirements for the provision of accessible public seating throughout the Activity Centre.
- **REC2.4** - Review the provision of public toilets in light of the Public Toilet Strategy.
- **REC2.5** - Add more notations to the section of the pedestrian spine between Virginia Street and Sherwood Road to make it clear that it is aspirational and dependent on other things happening.
- **REC2.6** - Add considerations for loading areas into relevant sections of the Structure Plan.
- **REC2.7** - Minor changes to the policies and actions for advocacy with VicTrack / State Government around improvements to commuter car parking.

## Land use

- **REC3.1** - Include fitness services (e.g. gyms) in the policies and actions for the health and wellbeing precinct.
- **REC3.2** - Add further investigation of the installation of fitness equipment into actions in the Structure Plan.
- **REC3.3** - Update the land use maps in the Structure Plan to label the churches.

## Other matters

- **REC4.1** - Strengthen integrated water management initiatives within the Structure Plan as recommended by Yarra Valley Water.
- **REC4.2** - Make minor corrections.
- **REC4.3** - Add actions to further investigate the embedding of Aboriginal cultural values into placemaking in the Structure Plan.
- **REC4.4** - Inclusion of Part D – Implementation Plan

## Conclusion and next steps

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This was the second and primary consultation phase for this project. The feedback from the community and other stakeholders over both stages has been invaluable in shaping the Structure Plan.

There are, however, many more steps involved with implementing this plan after it is adopted and these will involve further consultation.

## Map showing study area / extent of direct notification

