

# GLEN EIRA ACTIVITY CENTRES

## COMMUNITY ENGAGEMENT SUMMARY

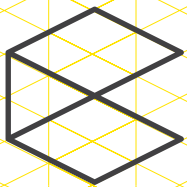
*FINAL REPORT  
MARCH 2017*



CO  
DESIGN  
STUDIO



Prepared for: Glen Eira City Council  
Engagement Report March 2017



CO  
DESIGN  
STUDIO

ACN 145 546 103 ABN 69 145 546 103  
A 15 Easey Street, Collingwood, VIC 3066  
T +61 (3) 9417 0020  
W [codesignstudio.com.au](http://codesignstudio.com.au)  
IG TW @codesignstudio

# CONTENTS

INTRODUCTION.....	7
BACKGROUND	
METHODOLOGY	
KEY THEMES	
ACTIVITY CENTRES OVERVIEW.....	8
MAJOR ACTIVITY CENTRES.....	10
NEIGHBOURHOOD ACTIVITY CENTRES.....	30
CONCLUSION.....	64
APPENDIX.....	65

(TURN PAGE FOR SPECIFIC ACTIVITY CENTRES)

**BENTLEIGH .....12**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**CARNEGIE.....16**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**CAULFIELD JUNCTION.....20**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**ELSTERNWICK .....22**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**MOORABBIN.....27**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**ALMA VILLAGE .....31**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**BENTLEIGH EAST.....32**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**CAULFIELD PARK.....35**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**CAULFIELD SOUTH.....37**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT



**GARDENVALE.....39**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**GLEN HUNTLY.....42**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**HUGHESDALE .....45**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**MCKINNON .....49**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**MURRUMBEENA.....53**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**ORMOND .....57**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**PATTERSON .....60**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

**RIPPONLEA.....62**

VISION  
CONTRIBUTORS  
KEY THEMES  
OPEN SPACE  
SHOPS AND RETAIL  
COMMUNITY SERVICES  
MOVEMENT  
PRIVATE DEVELOPMENT

The background of the slide is a blurred photograph of a street scene. On the left, there are multi-story buildings with various facades, including one with a green awning and another with a white sign. A white car is visible on the street in the middle ground. In the foreground, there are tall, thin green plants. The slide is decorated with large, overlapping geometric shapes: a yellow triangle on the left, a yellow trapezoid in the bottom left, and a teal triangle in the bottom right.

## INTRODUCTION

# INTRODUCTION

## BACKGROUND

Glen Eira City Council engaged CoDesign Studio in January 2017 to provide assistance in the analysis of data and summary of key findings obtained through community consultation around Council's 17 Activity Centres.

In 2016, Council undertook a major Planning Scheme Review and identified the need for the introduction of structure plans for Bentleigh, Carnegie and Elsternwick Activity Centres. Council has also adopted to prepare a strategy which guides the future of all of its 17 Activity Centres.

Council wants to help to achieve vibrant and viable shopping strips that consider economic needs, private development, transport and parking, open space and place making opportunities.

Glen Eira is changing, with new developments, level crossing removals and station works. Council wants to support our community through this period and help make the most of the opportunity to create better shopping centres long-term.

### **Document abbreviations:**

*Council:* Glen Eira Council  
*CDS:* CoDesign Studio  
*Centre:* Activity Centre

## METHODOLOGY

Council initiated consultation on 28 November 2016 seeking feedback through their "Have Your Say" page, with a survey on each activity centre or 'shopping strip' seeking feedback on what people value, would like to change and future vision for each Centre, as well as feedback across specific themes detailed in the next section. These surveys were promoted through:

- > Facebook post and ads
- > Glen Eira News (Council's newspaper delivered to every household)
- > Various Council publications
- > Leader Newspaper
- > Posters and flyers were distributed to local businesses
- > Council's website

Letters were posted to households surrounding Elsternwick, Carnegie and Bentleigh and to those who participated in planning scheme review consultation.

In addition, Council staff delivered a summarised version of the survey at Party in the Park (Council event) on 19 February 2017. Approximately 100 responses were received and integrated into the core survey feedback.

The information has been analysed to identify specific patterns and themes in responses to guide the development of summaries for each activity centre with information presented as collated thematic charts and qualitative summaries.

## KEY THEMES

Five key themes underpin the feedback received, below summarises what is included under each theme

### **Open space and Amenity**

> Public spaces, toilets, seating, lighting, and safety.

### **Retail and Shopping**

> Types, variety and quantity of shops and businesses.

### **Community Services**

> Support and community services such as libraries, social support

### **Transport and Movement**

> Pedestrian, cycle, cars and parking, and all forms of public transport.

### **Private Development**

> Height, finish, design and density of new built form including residential and commercial.

*These themes are used throughout the document as a way to frame and organise the feedback.*

*Please note that feedback and observations may cross a number of theme/categories.*

## WHAT ARE ACTIVITY CENTRES?

Activity Centres are vibrant hubs where people shop, work, meet, relax and often live. Usually well-served by public transport, they range in size and intensity of use from local neighbourhood strip shopping centres to universities and major regional shopping malls.

Council wants to plan for activity centres that encourage development to foster more sustainable and vibrant communities. This planning will help to:

- > Provide greater certainty to the local community and investors about its expectations for the future form of development in its activity centres
- > Manage change to ensure activity centres are attractive, vibrant areas to live, work and shop
- > Ensure economic and social vitality of the area
- > Make best use of Council resources and focus council investment to best serve the community.

Glen Eira includes both Major and Neighbourhood Centres, defined and discussed further in the following sections.

*Sourced from: [www.dtpli.vic.gov.au/planning](http://www.dtpli.vic.gov.au/planning)*





A photograph of a street scene. In the foreground, a red metal book stall is filled with various books. Some of the visible titles include 'DANCING CATS', 'SUSHI SLIM', 'INCREDIBLE ANIMALS', and 'DETA'. The books are arranged in neat stacks. In the background, a woman in a blue and white striped shirt and jeans is walking towards the camera. Further back, a man in a grey shirt and a black cap is looking down at something. The street is lined with shops. A red sign for 'EASY GIFTWARE' with 'WATCH SERVICE' and 'WATCH REPAIRS' is visible. The scene is brightly lit, suggesting it's daytime. A large yellow triangle is overlaid on the left side of the image, pointing towards the center.

## WHAT WE HEARD



# MAJOR ACTIVITY CENTRES

## WHAT IS A MAJOR ACTIVITY CENTRE?

Major Activity Centres are suburban zones that provide a focus for services, employment, housing, transport and social interaction. They are usually large centres with a mix of activities that are well served by public transport and have an especially important role to play as a focus for community activity, services, investment and change in retail, office, community, service and residential markets.

In these Centres there is more diversity in the kinds of shops and services it provides, attention to transport and movement needs, greater employment opportunities and increased density in certain areas, with buildings designed to generally complement their surroundings.

In planning for major activity centres Council will consider:

- > The needs of pedestrians and cyclists
- > Safe and frequent public transport services
- > The design of public places, such as squares, malls and parks
- > Housing diversity and opportunities
- > Employment opportunities
- > People living/visiting the centre.

## GLEN EIRA MAJOR ACTIVITY CENTRES

In Glen Eira there are five Major Activity Centres:

- > Bentleigh
- > Carnegie
- > Caulfield Junction
- > Elsternwick
- > Moorabbin

The following pages provide a detailed overview of the experiences, perspectives and future vision for each Major Activity Centre. There were very similar themes across all five Centres summarised below:

### ***Open Space and Amenity:***

People would like to see their Centres enhanced through improved public spaces that promote community gathering and connection. Many note the amenity is already improving, particularly where there are major projects such as level crossing/station replacements. Across every Major Centre people wanted to bring more greenery into the shopping zones, through both street trees and grassy spaces for outdoor dining and meeting with friends.

### ***Shops and Retail:***

There are mixed perspectives on the retail and shopping opportunities across the Major Activity Centres. Many people comment they are happy with the variety, while others specific note an interest in increasing the quality of offerings, particularly through less '\$2 shops' and 'op shops'.

One of the most common reasons people visit Major Centres is to visit cafés, and overall people are very happy with the breadth of options across all centres. There was consistent feedback to encourage later opening hours and introduce more evening focussed eateries and bars that tailor for the younger households moving into the municipality.

### ***Community Services:***

Consistently across each survey this area received limited feedback, and often people stated they were satisfied with provision. People were particularly complimentary regarding Library Services and their spread across the municipality.

General feedback throughout the consultation highlighted interest in ensuring adequate service provision for seniors and young people, and there was support for social housing and supported accommodation for both these populations.

The strongest demand was for opportunities to strengthen community connections and celebrate the diverse and vibrant communities in each Centre. People provided recommendation for regular, local level activities that would encourage individuals to come together. This was highlighted as being most important with new developments changing communities significantly and quickly.

# MAJOR ACTIVITY CENTRES

## ***Movement:***

In every Centre, but especially in Major Centres, people recognised the excellent public transport opportunities across Glen Eira. In Centres where level crossings removals were underway people spoke with anticipation for the completion of the projects to fully enjoy the benefits, particularly reduction in traffic congestion. There is concern across the municipality regarding the implications of some removals, particularly where there structure will be elevated.

In general people felt there was reasonable parking available for short term visits to Major Centres, however there was growing concern over the impact of increased demand with developments for both short term parking and residential parking.

Few people listed cycling as their means of travelling to Major Centres, reflected by feedback that cycle related infrastructure across the municipality needed improvement, including safe cycle lanes and parking infrastructure at key locations. This was highlighted as an option for reducing congestion and demand for car parking.

## ***Development***

In every survey there was a strong response from a portion of respondents against any further development, with people referencing examples of poor design and materials, negative impact on neighbourhood character and demand on infrastructure.

On the reverse there were also many that supported increased density, particularly in close proximity to Activity Centres, noting the potential benefits for the local economies. The majority of these respondents also noted the requirement to develop and enforce strict Design and Material Guidelines, including height parameters to ensure neighbourhood character could be maintained.

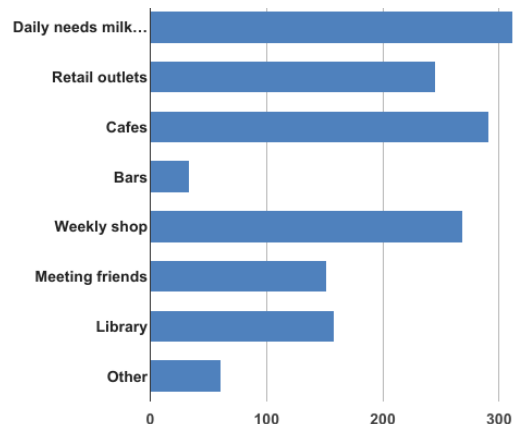




# BENTLEIGH

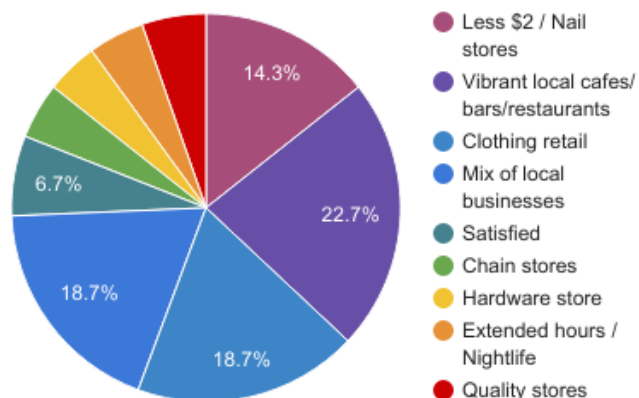
## SHOPS AND RETAIL

Figure 3 : Shops / reason for visit



As shown in Figure 3 people access Bentleigh Centre for a variety of purposes, with the top three being for daily needs such as milk and newspaper, visiting local cafés and completing the weekly household shopping.

Figure 4 : Shops / retail themes – Bentleigh

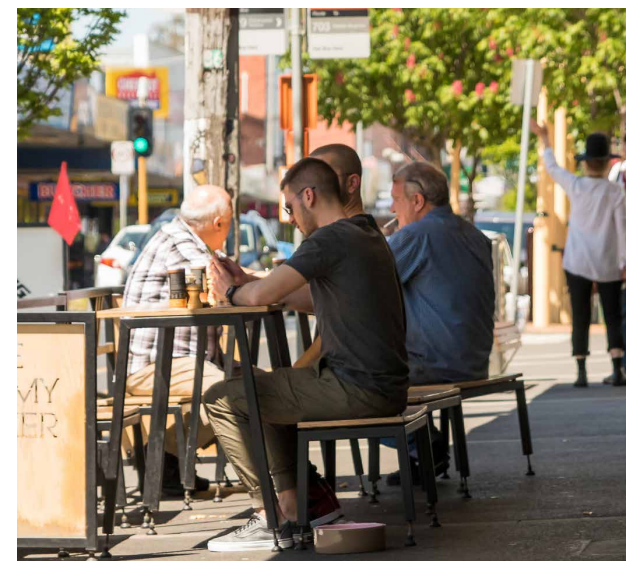


It was the shops and retail that people loved the most about Bentleigh, however feedback suggested opportunities for redirecting focus of retail businesses in the area:

- > 22% want to see an increase in vibrant, bustling cafés, bars and restaurants
- > 19% wanted to see more variety in the mix of small businesses
- > 19% felt the street needed more clothing retail businesses for men and women, particularly appealing to a 'younger demographic'
- > 15% specifically opposed two dollar stores and nail salons (although note there were some who loved the op-shops)

Participants raised other recommendations for improvements, including:

- > There needed to be an increase in night-time activity with longer trading hours for retail stores, cafés, bars and restaurants
- > Concern was raised around the local methadone clinic attracting anti-social behaviour
- > Opportunity for a farmers markets and fresh produce
- > Chain stores for clothing retail, office supplies, supermarkets etc
- > Opportunity for a hardware store
- > Suggestions for retail and supermarket chain stores
- > Emphasis on promoting quality and unique retail outlets



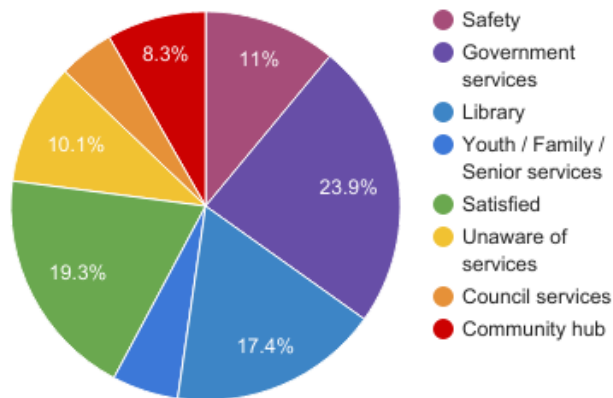
Overall many people felt the Centre requires revitalisation and were keen to see improved maintenance and standards of shop fronts.

**“MORE LIVELY AT NIGHT. GREEN, OUTDOOR SPACES FOR SITTING AND EATING AND DRINKING. ACCESSIBLE AND WELCOMING TO FAMILIES AND PEOPLE OF EVERY AGE AND BACKGROUND.”**

# BENTLEIGH

## COMMUNITY SERVICES

Figure 5 Community services themes - Bentleigh



Nineteen percent of respondents were satisfied with the current provision of community services in Bentleigh, although many were upset with the removal of government services in the area such as Medicare and Centrelink and felt these needed to be reinstated.

- > 10% of participants were unclear of what community services were available
- > 10% were unaware of what community services were available

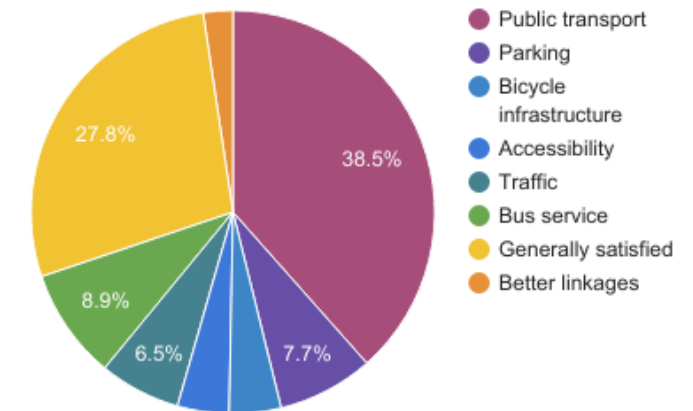
Participants also noted the following concerns and opportunities:

- > The local library was commonly mentioned as a valued local community service and hub
- > Requests to Increase hours for youth services
- > Better access to council services
- > Provide culturally appropriate library resources for people who speak different languages
- > Concern around safety with suggestions of security cameras & increased police presence
- > Opportunity for more educational workshops at the library or neighbourhood centre
- > Opportunity to create a centre brochure with map, to promote local businesses

“A COMMUNITY HUB WHERE PEOPLE CAN MEET UP FOR MEETINGS, ENTERTAINMENT AND FOR CASUAL DROP-IN SPACES.”

## MOVEMENT

Figure 6 : Movement themes - Bentleigh



Almost all visitors to Bentleigh get there by car (46%) or walking (43%) the remainder travel by cycle or public transport.

There were a number of comments relating to the positive impact the removal of the level crossing would have with 39% of respondents particularly commenting that the public transport in the area is good. It was also suggested that linkages between different modes of public transport could be improved and supported by a 'hub' with schedule and route information for movement to and from the centre.

Opportunities for improvement included:

- > More parking needed to be provided closer to the public transport



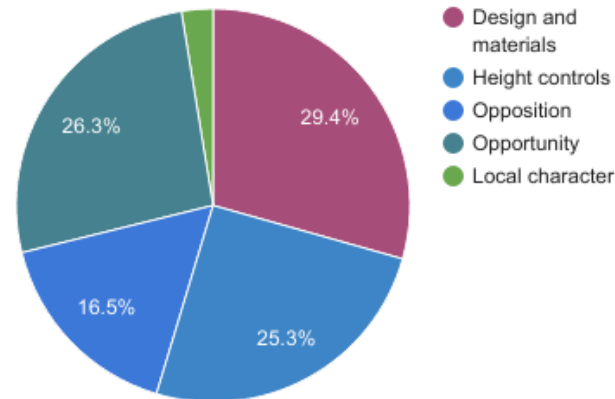
## BENTLEIGH

- > Bus services that run more regularly, particularly at night
- > Improved cycle connections, parking and provide bicycles for hire
- > Improve accessibility by foot
- > Reduce car use and improve traffic control
- > Opportunity to create a bus route along Brewer Rd to allow senior residents from Classic Residents access to Bentleigh
- > Improve signage and wayfinding to different transport modes
- > Enhance wheelchair accessibility to taxi rank



### PRIVATE DEVELOPMENT

Figure 7 : Private development themes - Bentleigh



Almost two-thirds 65% of residents are in favour of development, under the conditions that:

- > Height controls be implemented to ensure they don't compete with the local shopping strip
- > Adherence to material and design guidelines that fit in with the local character of the area with emphasis on 'good quality' sustainable development and greenery

Twenty-six percent of participants saw new commercial and residential development as an opportunity to grow and support local business and activity in the centre.

People who were opposed to new development frequently raised concern over traffic congestion and pressure placed on parking needs.

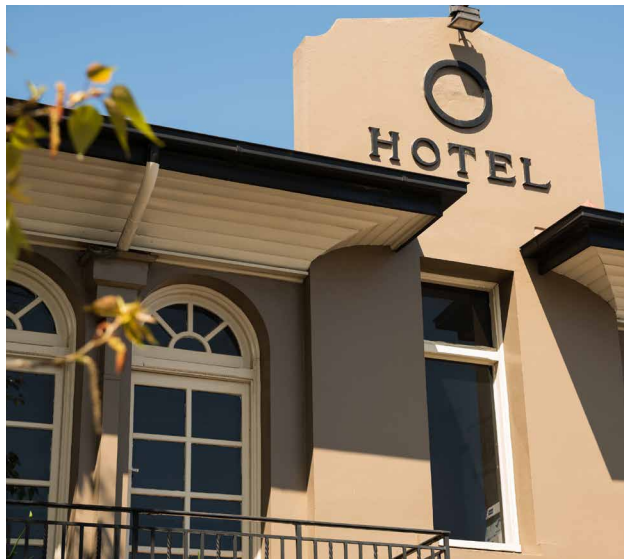


### TO EXPLORE

- > Explore how the rotunda might serve as a valued community public space
- > Community engagement around appropriate building design, materials and heights
- > Opportunities to Inform community on how to interact with medicare services online
- > Opportunities to utilise Library and Neighbourhood house for community activities and connection
- > Opportunities to inform community on services offered in the centre

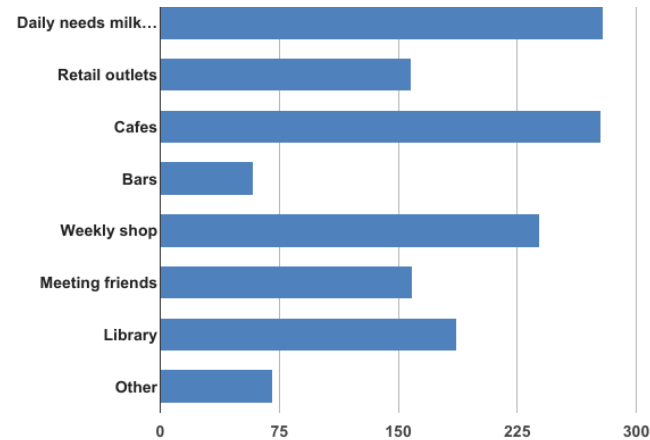


# CARNEGIE



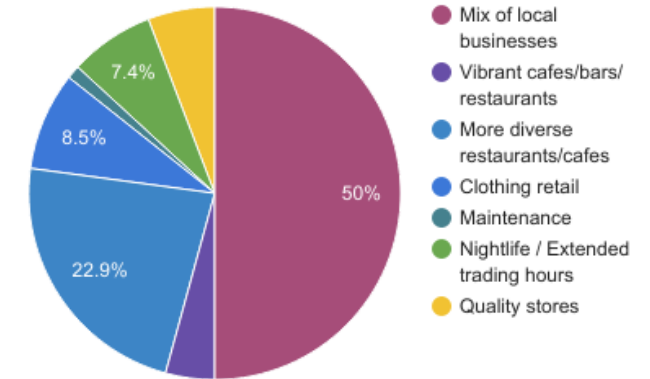
## SHOPS AND RETAIL

Figure 10 : Shops / reason for visit



As shown in Figure 10 people access Carnegie for a variety of purposes, with the top three being for daily needs such as milk and newspaper, visiting local cafés and completing the weekly household shopping.

Figure 11 : Shops and retail themes - Carnegie



As indicated in the figure above, the majority of feedback received related to the mix of businesses and diversity in restaurants and cafés. In particular:

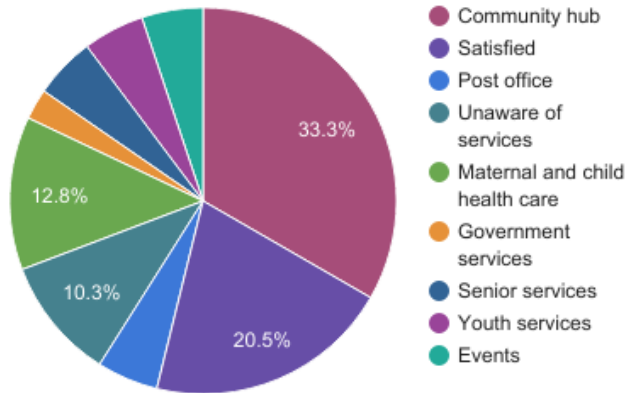
- > 50% of participants wanted a mix of local businesses such as butchers, deli's, news agent, clothing retail for men and women and bookstores
- > 22% of people noted the need for a greater diversity of restaurants/cafés as there are currently 'too many restaurants selling the same product'
- > Participants felt it was currently dominated by restaurants and 'Chinese packaging companies'
- > Strong desire for longer trading hours and wine bars
- > More 'quality' boutique retail stores



# CARNEGIE

## COMMUNITY SERVICES

Figure 12 : Community services themes - Carnegie



Participants were concerned that with the increase of new development, community connection needed to be fostered with new and existing residents.

Suggestions to improve this included providing a community hub for events and services.

- > 33% mentioned the need for a vibrant community hub
- > 21% satisfied with current services
- > 13% suggested maternal health and childcare services
- > 10% unaware of what services exist
- > 8% suggested the library be used for youth services

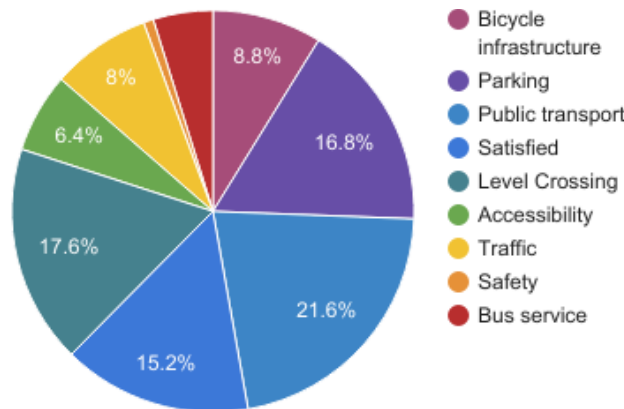
Participants noted the following areas for concern and opportunity:

- > Strong need to connect community with each other
- > Better youth services and activities
- > Medical services such as bulk billing doctors
- > Upgrade the local post office
- > Concern over loss of government services - Medicare and Centrelink

**"I WOULD LIKE TO SEE CARNEGIE AS A CLEAN, GREEN, HAPPY PLACE TO DINE, SHOP AND HANG OUT WITH FRIENDS AND FAMILY."**

## MOVEMENT

Figure 13 : Movement themes - Carnegie



The majority of visitors to Carnegie get there by walking (47%), with just over one third driving (36%) a small number travel by cycle, use public transport or other transport.

The Level Crossing Removal was frequently mentioned as a positive improvement to reduce traffic congestion and improve pedestrian access.

Participants were concerned about the impact of new residential developments on parking and suggested more car parks be provided.

The impact of parking was mentioned as a major issue and a number of participants felt the need to promote bicycle/walking/public transport access to the centre to reduce congestion.

- > 30% said public transport was efficient and effective
- > 18% believe Level Crossing Removal will reduce car congestion
- > 17% suggested more opportunity for more parking spaces at station.
- > 15% satisfied with current mobility

Participants pointed out further areas for improvement including:

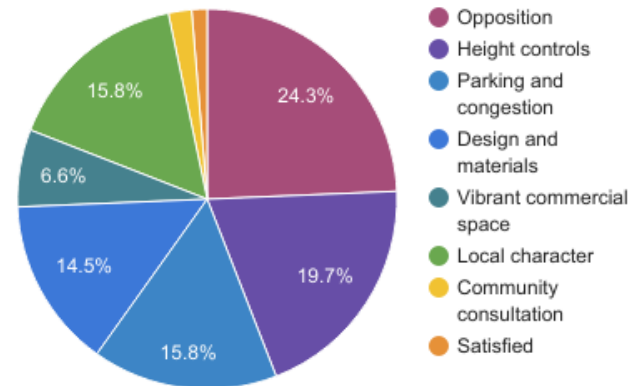
- > Need for more pedestrian infrastructure including pedestrian crossings and improved accessibility
- > Bicycle lanes to be updated and more bicycle parking provided
- > Improved pedestrian and bicycle safety on the road

# CARNEGIE



## PRIVATE DEVELOPMENT

Figure 14 : Private Development themes – Carnegie



A strong opposition to new development was frequently expressed with concern over the impact on parking, building heights and lack of respect to design and materials of local character.

- > 50% opposition to development of residential apartments
- > 30% concern over design and materials of new developments and loss of local character
- > 20% concern over inappropriate building heights
- > 16% concern over pressures on local infrastructure, parking and traffic
- > 7% of participants were in favour of development to increase population and activity in the centre
- > Concern around over-development and loss of community connection

- > Design and materials of new developments to consider local identity, aesthetic and sustainability
- > Where possible, include commercial spaces at ground floor if located on shopping strip

A number of participants felt community engagement should shape the look and feel of the neighbourhood.

**“COMPREHENSIVE LONG TERM PLAN FOR THE DEVELOPMENT OF ‘CARNEGIE VILLAGE’ FOR PEOPLE WHO LIVE, SHOP COMMUTE AND USE FACILITIES IN THE PRECINCT.**

## TO EXPLORE

- > Explore how to engage new and existing local community members to current community services available
- > Consult community on appropriate design guidelines for the new private developments
- > Celebrate and promote multicultural connections across the community



## CAULFIELD JUNCTION

## CONTEXT

A total of 23 people completed the survey for Caulfield Junction, with the majority (12) of participants living in either Caulfield and Caulfield North. Half of participants were aged between 26 and 35 with the remainder all being older, up to 65. Two thirds of those that completed the survey were female.

**Note: due to low number of responses, only limited analysis was possible for Caulfield Junction.**

## IN THE FUTURE

People like the current ease of access and location, with most using the area for daily needs and access to cafés. In the future, people would like to see a safety Centre with a stronger family focus.

Figure 15 : What is unique / special about Caulfield Junction?

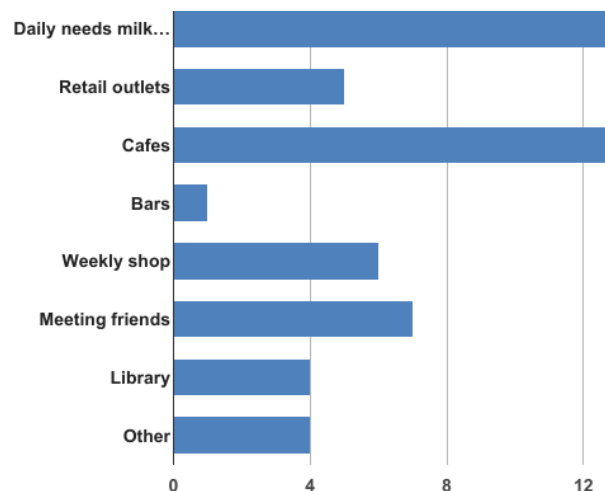


## OPEN SPACE AND AMENITY

People are satisfied with the current park, however would like to see more community events to encourage a village atmosphere.

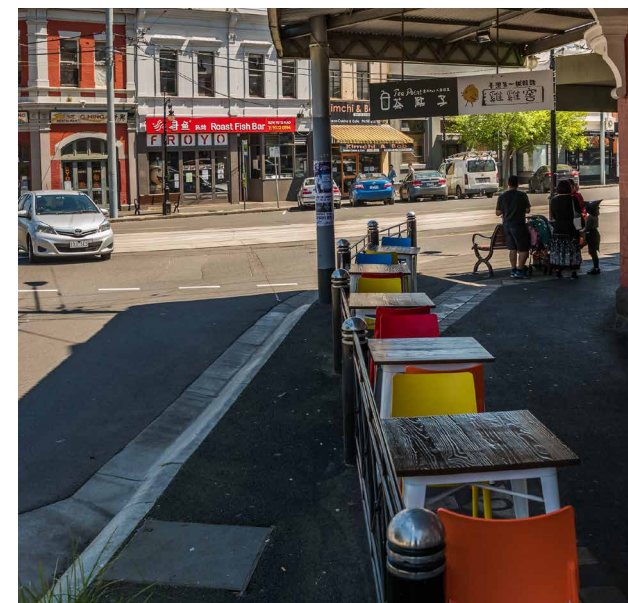
## SHOPS AND RETAIL

Figure 16 : Shops / reason for visit



As shown in Figure 16, people access Caulfield Junction for a variety of purposes, with the top being for daily needs such as milk and newspaper and visiting local cafés.

Many respondents commented on a large number of empty shop fronts and businesses closing down. In addition, the shop fronts were raised as requiring maintenance.



There was a desire for a greater mix of local businesses. The community mentioned: butcher/ florist/health food store/clothing retail and green grocers as opportune for businesses in the area.

In addition, there is a desire for longer trading hours and 'funky bars and cafés' like those in Elsternwick. Concern was raised over 'brothels' and 'sex shops' located nearby.

“THERE IS EVERYTHING THERE THAT OUR FAMILY NEEDS BUT WE AVOID GOING AS IT DOESN'T FEEL SAFE.”

## CAULFIELD JUNCTION



### COMMUNITY SERVICES

The Library was the only community service mentioned by the participants as being currently used in the area. Many raised concerns around increasing homelessness and the need for a post office to service the area.

### MOVEMENT

The majority of visitors to Caulfield Junction get there by walking (48%) and driving (35%) a small number travel by cycle, use public transport or other transport.

Responses identified convenient location of centre by walking, cycling, driving and public transport. There is a good amount of car parking, however pedestrian crossing and carpark access compete. Participants felt that level crossing removal would reduce traffic congestion

A number of opportunities for improvement were identified, including:

- > Wheelchair and pram accessible trams are needed
- > Enhanced pedestrian linkages are needed between the station and shopping centre
- > Need for more frequently scheduled buses
- > Provide a walking overpass across Dandenong Rd between Koornang Rd and Monash Uni

One participant mentioned an opportunity to “Close off the road at Cromwell Street into Hawthorn Road would assist in controlling the ever increasing

through traffic from Balaclava Road via Rowena and Catherine into Hawthorn Road and vice versa.”

### PRIVATE DEVELOPMENT

Concern for ‘over development’ and its impact on traffic congestion and parking was raised, with strong desire for more community engagement and transparency on development.

### TO EXPLORE

- > Consider further engagement, particularly on-site and informal opportunities
- > Clarity on this location - some confusion from participants as to where this referred to
- > Explore better pedestrian access from centre to public transport
- > Exploration on issues impacting poor perceptions of safety



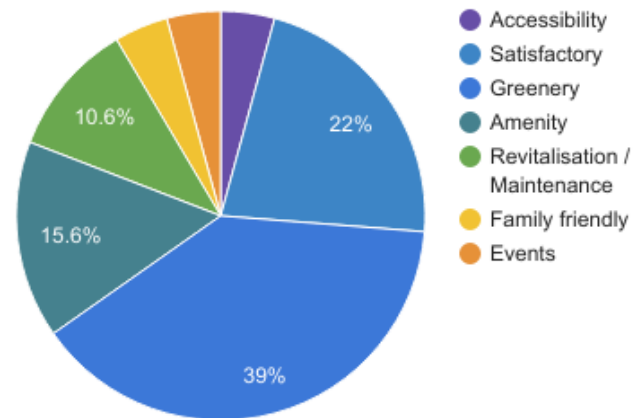


# ELSTERNWICK

## KEY THEMES

### OPEN SPACE AND AMENITY

Figure 18 : Open space themes - Elsternwick



Thirty-nine percent of participants highly valued the local park and revitalisation of Elsternwick Plaza and want to see trees and landscaping prioritised in the future.

Participants focused on opportunities to improve street amenity such as more seating, upgraded public toilets, drinking fountains, shade and meeting spaces for families, teenagers and seniors.

- > 22% felt the current open space didn't need to change
- > 16% suggested improved amenity
- > Opportunity to foster activity in open space near the train station
- > Improved pedestrian access and wider footpaths

Participants had a broad range of ideas including:

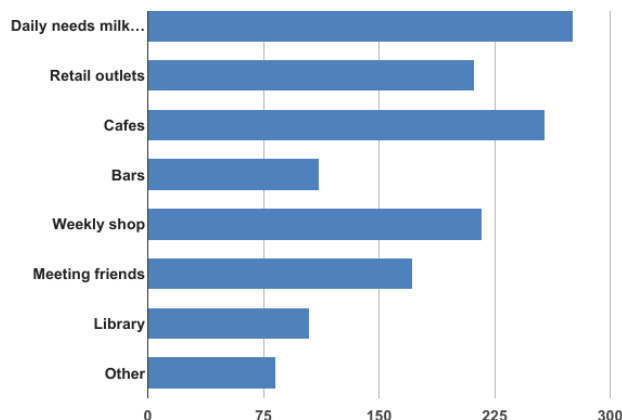
- > Trial pop-up parks and spaces for people watching along the main strip
- > Provide playground and family friendly spaces
- > Utilise public space for community events such as markets and festivals
- > Promote local art
- > Create green rooftops on new community facilities
- > Trial a pedestrianised street with green space
- > Build upon well loved open space between Bang Bang and Goathouse at train station with live events and activities
- > Increase night time safety
- > Ensure frequent maintenance



# ELSTERNWICK

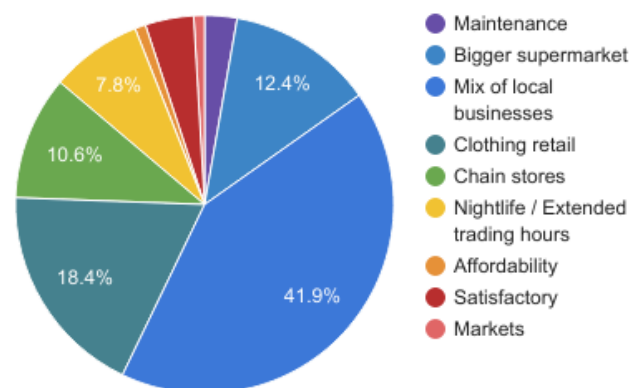
## SHOPS AND RETAIL

Figure 19 Shops / reason for visit



As shown in Figure 19, people access Elsternwick for a variety of purposes, with the top being for daily needs such as milk and newspaper, visiting local cafés, completing the weekly shop or shopping in a retail outlet.

Figure 20 : Shops / retail themes - Elsternwick



Vacant shop fronts and a need for a broader mix of local businesses was seen to be the biggest concern for food and retail offerings in the Centre.

Participants desired music stores, sports retail, grocery stores and clothing retail.

- > 42% of participants wanted a broader mix of small local businesses - cafés and interesting boutique stores
- > 18% desired more clothing retail for a 'younger demographic'
- > 12% raised the need for a bigger supermarket to service the area
- > 11% wanted bigger chain stores such as clothing / homewares / supermarkets

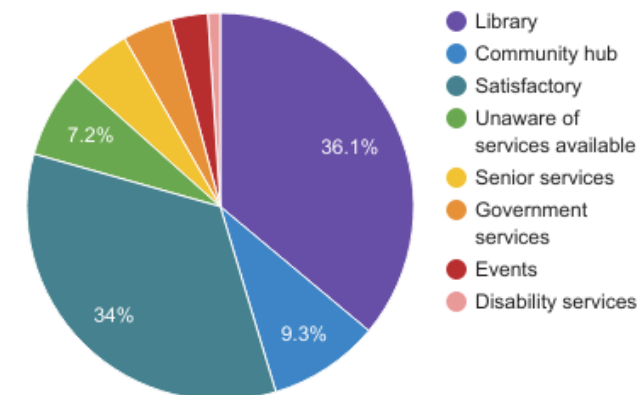
Participants suggested the following improvements:

- > Extended trading hours and night time food and wine options
- > Concern over vacant shop fronts
- > Opportunity for vacant hard-to-lease shop fronts to be used by small cultural institutions, local groups or businesses as temporary 'pop-up spaces' until leased.
- > Preference boutique quality stores in Elsternwick

**"A COMMUNITY ART SPACE WOULD BE AMAZING AND COULD INVOLVE A SOCIAL ENTERPRISE."**

## COMMUNITY SERVICES

Figure 21 : Community services themes Elsternwick



Participants highly valued the library as an important community service, however felt it would benefit an upgrade with more seating outside, updated book selection, green space, an activity centre, better wheelchair accessibility and longer hours.

A 'community hub' was frequently suggested to provide performance spaces, events, food trucks and places for people to meet and support each other within the community.

- > 36% said the library was valued and needed revitalising
- > 24% of people were generally satisfied with the current services
- > A number of participants were unaware of community services available



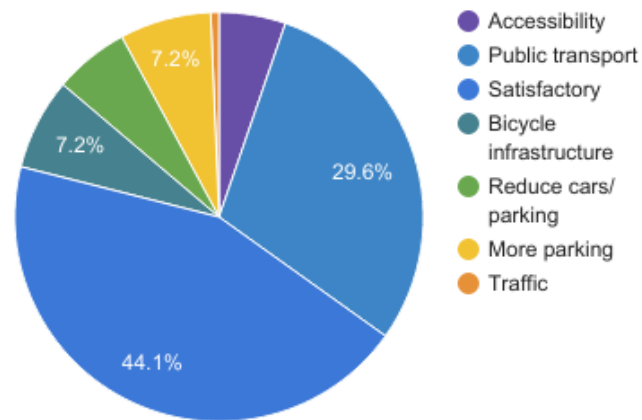
## ELSTERNWICK

Participants suggested further ideas to support the community such as:

- > Services to support seniors and people with a disability
- > Government services such as Medicare and Centrelink as people feeling powerless to access them
- > Events to build community connection
- > Maternal and Child Health services
- > Opportunity for creative writing, art and music events
- > Services to support homelessness and mental health

### MOVEMENT

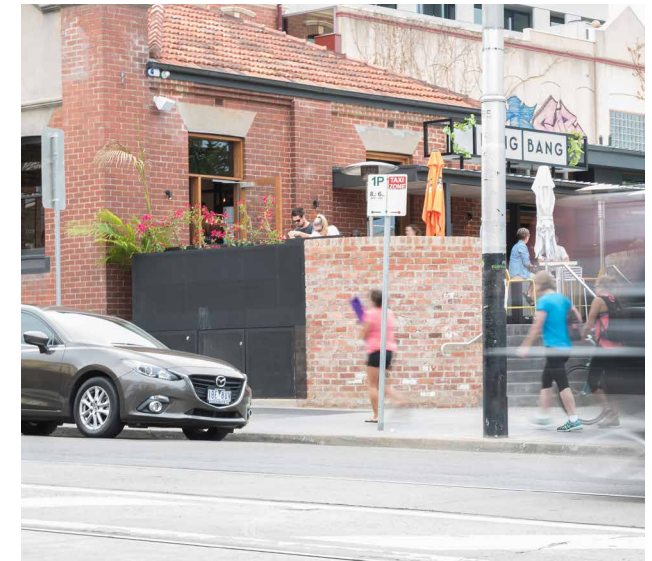
Figure 22 : Movement themes - Elsternwick



The majority of visitors to Elsternwick get there by walking (51%) and driving (34%) a small number use public transport, cycle or other transport.

Elsternwick was seen to have convenient public transport and ease of mobility. Participants prioritised walking, public transport and bicycle use to access the centre and suggested improving access for these modes to encourage less car use.

- > 30% said there was great public transport and would like more frequent service
- > 30% of people were satisfied with the current transport
- > 10% suggested improved bicycle infrastructure
- > 7% suggested better car parking
- > 7% felt that parking and car traffic should be removed in place of enhancing access by foot, bike or public transport
- > Opportunity for digital real-time schedule display and better linkages between train / tram / bus

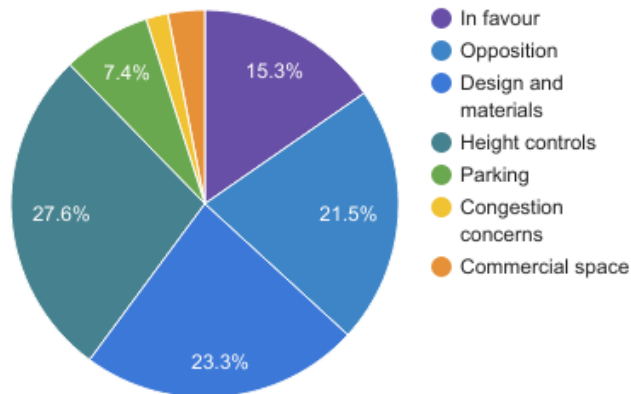


“THE TRAINS AND TRAMS ARE EXCELLENT. I HARDLY EVER USE MY CAR BECAUSE I LIVE SO CLOSE TO THE STATION.”

# ELSTERNWICK

## PRIVATE DEVELOPMENT

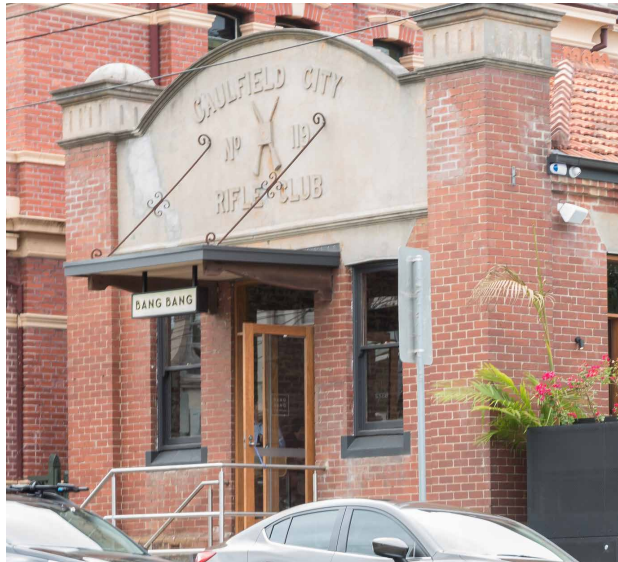
Figure 23 : position on development - Elsternwick



Sixty six percent of participants were in favour of new development as long as building heights are carefully considered and the design and materials are appropriate to the local character.

Participants noted that new development should include adequate parking and utilize rooftops for bars, gardens and bee keeping.

- > 66% in favour as long as building heights are balanced and design respects local character
- > 21% opposition to new development
- > 16% suggested utilising design guidelines to ensure appropriate development
- > Participants expressed concern over parking and traffic congestion from residents in new developments
- > Participants felt the centre would benefit from commercial space in new developments



“KEEP THE LOW RISE FEEL AND OLD STYLE 1ST FLOOR FAÇADES, BUT CHANGE THE AWNING/ VERANDAS TO SOMETHING MORE AESTHETIC AND THEMED AND RELAXED”

## TO EXPLORE

- > Library upgrade and function as a 'community hub'
- > How to support small businesses during growth of activity centre
- > Improving bicycle and pedestrian access
- > Community engagement around building design



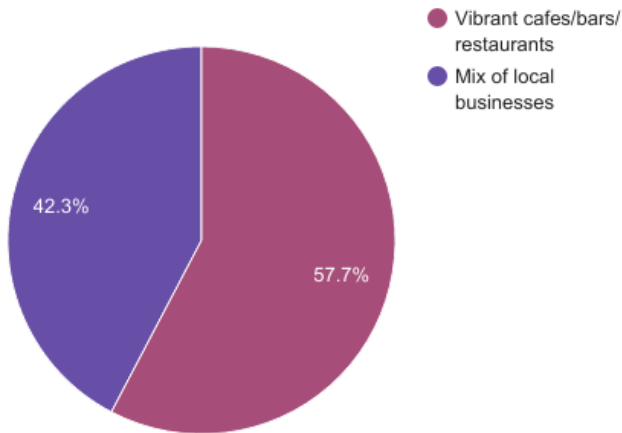


# MOORABBIN

## SHOPS AND RETAIL

People access Moorabbin most commonly for their daily needs such as milk and newspaper and to complete the weekly shop.

Figure 26 : Shops / retail themes - Moorabbin



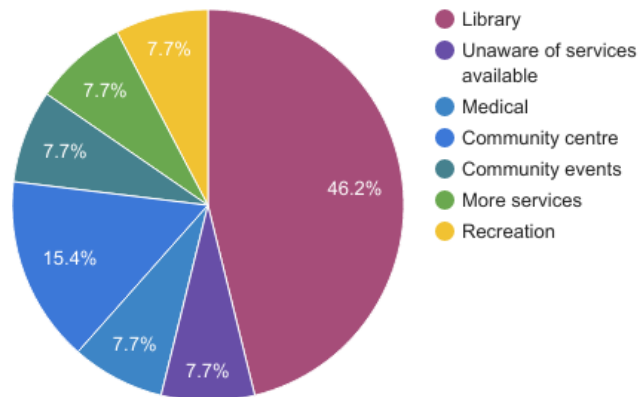
Participants felt Moorabbin needed a more diverse mix of local businesses. Fifty eight percent believed that the street needed more 'buzz' with 'vibrant' cafés and bars and longer trading hours to promote nightlife.

The following ideas were suggested:

- > 42% suggested fostering a diverse mix of cafés, bars and restaurants
- > Offer more outdoor dining and food trucks with events
- > Attract small businesses such as green grocers, butchers, florists and a delicatessen

## COMMUNITY SERVICES

Figure 27 : Community services themes - Moorabbin

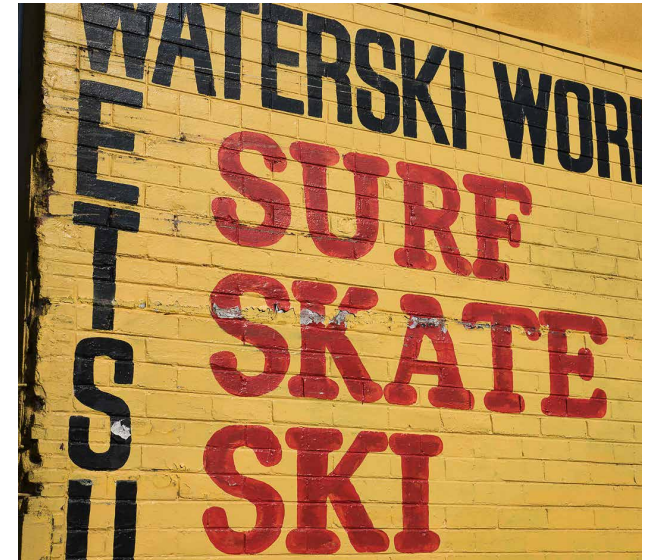


The local library was seen as an important community asset, however needed to be upgraded and expanded in scale.

Participants noted the potential of the library to serve as a 'community hub' with opportunities for students, young families and community members to connect.

- > 46% said that the library facilities needed upgrading
- > 15% stressed the importance of a community centre
- > 7% were unaware of what community services are available

**"PUBLIC ACTIVITIES GROW A SENSE OF COMMUNITY AND INTERACTION"**

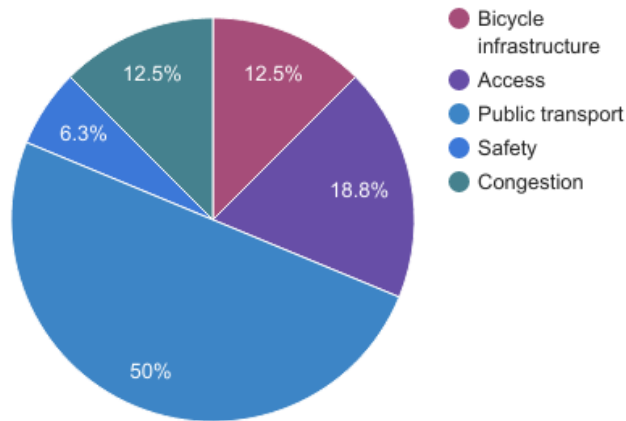




# MOORABBIN

## MOVEMENT

Figure 28 : Movement themes - Moorabbin



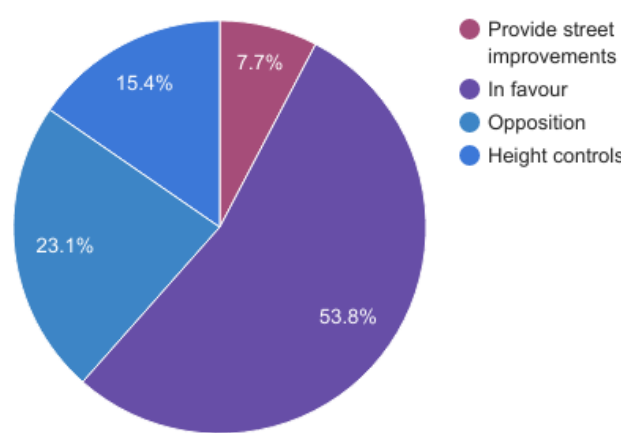
The majority of visitors to Moorabbin get there by car (45%) or walk (35%) a small number travel by cycle, use public transport or other transport.

The majority of participants frequently praised the convenience of the current public transport and wanted to see improved pedestrian access and bicycle infrastructure to encourage less car use.

- > 50% highly valued public transport
- > 17% suggested improved pedestrian access and more frequent crossings
- > 12% of participants suggested improved bicycle parking and lanes
- > 6% suggested improved safety, shelter and weather protection at the station
- > Improve connection between station and central hub

## PRIVATE DEVELOPMENT

Figure 29 : Private development themes - Moorabbin



Participants were highly in favour of carefully designed modern residential development and emphasized the importance of respecting the local character of the area.

- > 77% favour of carefully designed residential development
- > 23% oppose residential development
- > Balance not concentrated in one area
- > Ensure heights are evenly balanced
- > Utilise station surrounds for apartments
- > Developers to provide street improvements and commercial space on ground level



## TO EXPLORE

- > Upgrade of library
- > Appropriate building design for new developments
- > Explore opportunities for a community centre and events to connect new and existing community members

# NEIGHBOURHOOD ACTIVITY CENTRES

## WHAT IS A NEIGHBOURHOOD ACTIVITY CENTRE?

Neighbourhood Activity Centres have a local focus of uses and are dominated by small businesses and shops and some community services. They offer local convenience services, are highly accessible by foot or bicycle and have some public transport but are not necessarily well located on the transport network.

Milk bars, newsagents, pharmacies and small grocery stores are features of neighbourhood centres. They serve a small, local area and have an important role in encouraging people to walk or cycle to reach the services they need instead of using the car – an important factor in creating healthier communities and lowering greenhouse emissions.

## GLEN EIRA NEIGHBOURHOOD ACTIVITY CENTRES

In Glen Eira the Neighbourhood Activity Centres are:

- > Alma Village
- > Bentleigh East
- > Caulfield Park
- > Caulfield South
- > Gardenvale
- > Glen Huntly
- > Hughesdale
- > McKinnon
- > Murrumbeena
- > Ormond
- > Patterson
- > Ripponlea

The following pages provide a detailed overview of the experiences, perspectives and future vision for each Neighbourhood Activity Centre. There were very similar themes across all 12 Centres summarised below:

### ***Open Space and Amenity:***

Across the 12 Neighbourhood Centres the most common requirement for amenity was for seating, shade and greenery. There was also interest in creating/emphasising unique features in different locations, for example the mosaics in Patterson or celebrating the multicultural community in Glen Huntly.

People wanted small open spaces in their Neighbourhood Centres where they could stop, enjoy a coffee, meet friends or watch people go by. Importantly they wanted to be able to meet their neighbours and build a sense of connection to their local shops.

### ***Shops and Retail***

People were not seeking their Neighbourhood Centres to grow substantially, often stating they could go to Major Centres or Chadstone if they wanted a “big shop”. Many people wanted to see greater variety and quality in the offerings in their Neighbourhood Centre, and noted that the changing demographic of the community should drive the businesses and their offerings.

In many of the Neighbourhood Centres people listed one of the things they valued the most was the high customer service in their locally owned shops and businesses and appreciated walking in and being

served by the owner who also knows their name and favourite order.

### ***Community Service:***

There was limited response to this section in Neighbourhood Centres, with many people stating they were happy to travel to nearby Major Centres for such supports. There was interest in a number of locations for small community hubs that provided local programs, outreach services including library and location for community events.

### ***Movement***

Similar to Major Activity Centres, people were positive regarding the availability of public transport options, but expressed concern regarding implications of level crossing removals that included elevated structures or those crossings not yet targeted for removal still impacting on traffic congestion.

Many people walk to their Neighbourhood Centre, however few cycle. This is potentially influenced by perceived limited infrastructure and safety for cyclists.

### ***Private Development:***

As discussed in the overview for Major Activity Centres there was both opposition and support for private development and increased density across Neighbourhood Activity Centres, with consistent recommendations regarding requirements for Design and Material Guidelines and height parameters.

## ALMA VILLAGE

## CONTEXT

**Note: due to low number of responses, only limited analysis was possible for Alma Village.**

A total of 23 people contributed to the Alma Village survey. Just over half of respondents (12) live in Caulfield North, 3 live in St Kilda East and 8 participants did not disclose. Nineteen were female and three were male.

## IN THE FUTURE

People currently see Alma Village as a local and with a quiet atmosphere. They value being able to walk there and the community feel amongst shop owners. People particularly appreciate the cafés on Orrong Crescent with outdoor seating.

In the future they want to see an update/upgrade to the area with improved landscaping and character and more quality stores for their everyday needs.

Figure 30 : What is unique / special about Alma Village?



## OPEN SPACE AND AMENITY

Overall the comments here related to increased amenity. People want to be able to sit somewhere and pause that is not at a 'cafe' with more seating and rubbish bins. People would like improvements to greenery with trees, garden beds and planter boxes. There was some interest in open space, however a perspective that there was nowhere to include this.

## SHOPS AND RETAIL

The primary purposes for people accessing the Alma Village shops is to visit one of the cafés (40%) or for daily needs such as milk and the paper (35%).

People feel the shops are not meeting their up to date requirements and would like to see a wider mix of local businesses including wine bar, grocer, fruit and veg, supermarket, butcher and florist. There was also interest in businesses including boutique stores and clothing retail.

## COMMUNITY SERVICES

Inadequate response to draw conclusion.

## MOVEMENT

Two thirds (66%) of people report they travel to Alma Village on foot, while 25% drive there.

Participants noted that the public transport was 'excellent' and serving the area well. There was some concern over impact on parking for residents with new supermarket.

“A LOCAL HUB WHICH HAS MODERN CAFÉS AND RESTAURANTS AND AN INVITING STREETScape.

## PRIVATE DEVELOPMENT

People support developments, however would prefer that existing buildings were revitalised and heights restricted to 3 or 4 stories. There was concern over the impact of current and future development creating a sense of being cramped and increased congestion and demand on parking.

## TO EXPLORE

- > Further engagement with community members
- > Meeting places and amenity such as seating, bins and landscaping to build street life and community atmosphere
- > Concern over parking congestion from new residential developments





## BENTLEIGH EAST

## CONTEXT

A total of 71 people contributed to the Bentleigh East survey. Three quarters of respondents (53) live in Bentleigh East, 1 each in Bentleigh and Ormond and 16 participants did not disclose. Forty four were female and twenty were male.

## IN THE FUTURE

People love the accessibility and convenience of Benteleigh East, both the long term businesses as well as the new options coming into the area, particularly the new cafés. People appreciate that the options are not 'chain stores' or franchises and cater to every need. People do not have a vision for major change or growth for Benteleigh East, instead wanting to be a centre known for its community feel and as a place to catch up with friends.

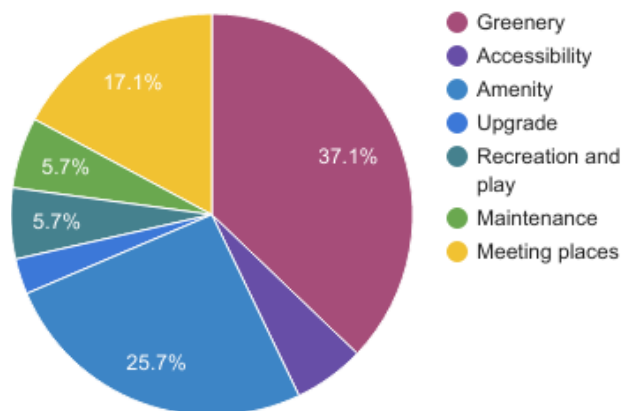
Figure 31 : What is unique / special about - Benthleigh East?



## KEY THEMES

## OPEN SPACE AND AMENITY

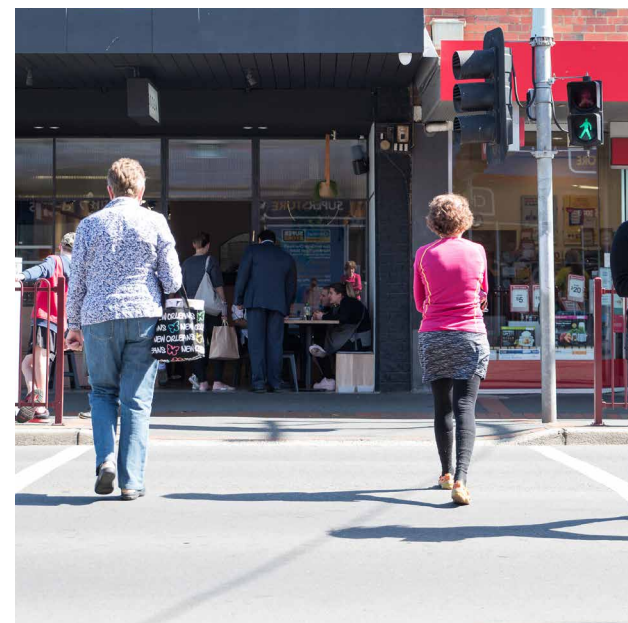
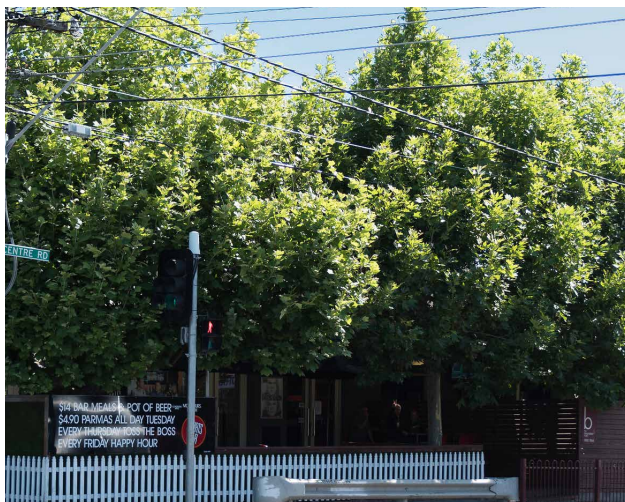
Figure 32 : Open space themes - Bentleigh East



People felt that Bentleigh East was currently tired and needed to be revitalised. They were particularly interested in the following:

- > Seating, tables and meeting points
- > Public toilet (particularly emphasised)
- > Shade
- > Improved maintenance, especially rubbish removal

People were interested in having more open space, particularly a place to play with children. Some referenced nearby parks. The greatest concern was the loss of open space and greenery with increased density.

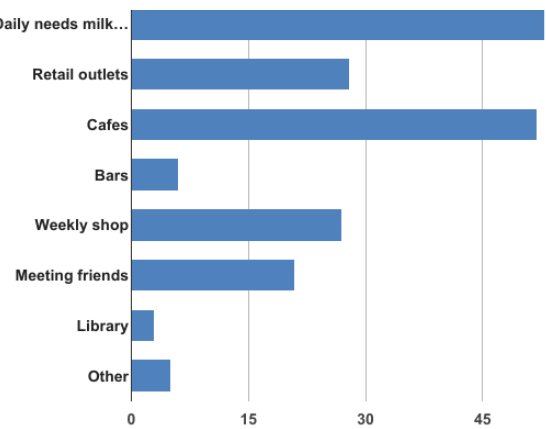




# BENTLEIGH EAST

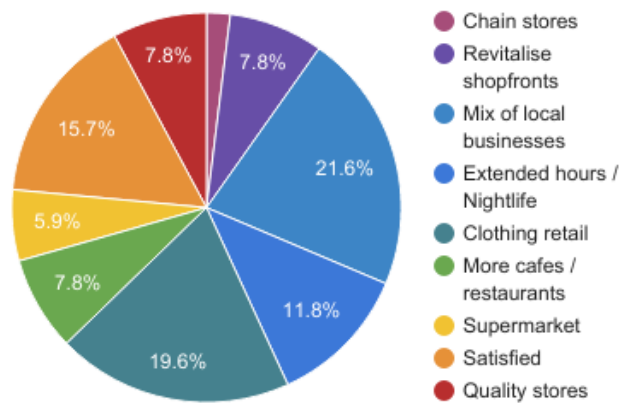
## SHOPS AND RETAIL

Figure 33 : Shops / reasons for visit



As shown in Figure 33 people access Bentleigh East for a variety of purposes, with the most common being for daily needs such as milk and newspaper and visiting local cafés.

Figure 34 : Shops / retail themes - Bentleigh East



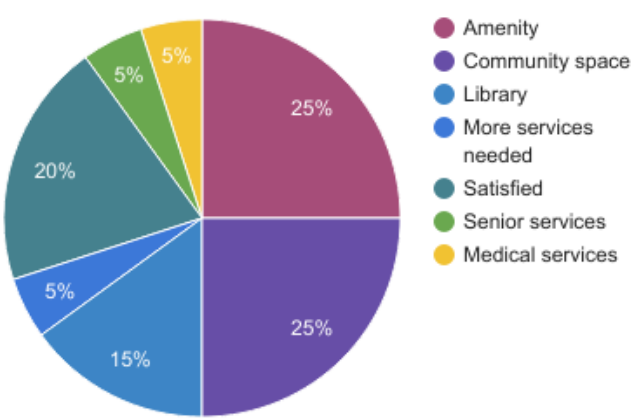
People feel the stores are outdated and in need of upgrade, particularly through revitalising stores and shop fronts. People wanted shops to be of higher quality and variety, particularly considering more clothing retail. Many felt that boutique businesses and those that target the younger market moving into the area would be beneficial.

Particular feedback was received for more variety in food options and extended trading hours with small bars and nightlife.



## COMMUNITY SERVICES

Figure 35 : Community services themes - Bentleigh East



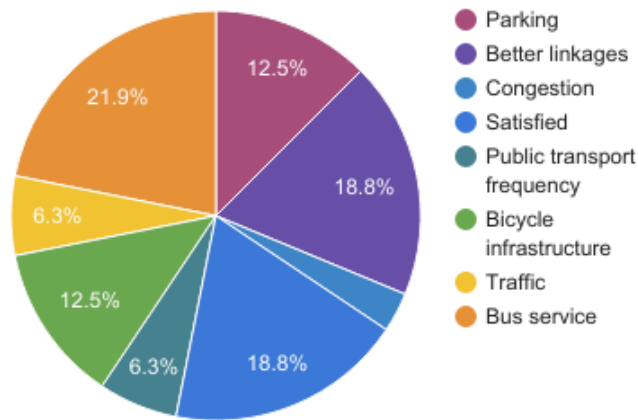
Many people reflected that the proximity to the community facilities and services available in Bentleigh reduced the need for additional services in Bentleigh East, however many people mentioned that a multi purpose community hub that also included public toilets would be positive.

Opportunities/requirements for service delivery include increased support for families and senior citizens, a quick place to pay bills and a quiet space to study. In addition, a space for community gatherings and events that would build a sense of community.

# BENTLEIGH EAST

## MOVEMENT

Figure 36 : Movement themes - Bentleigh East



The majority of visitors to Bentleigh East get there by car (60%), with one third walking (35%) a small number travel by cycle or public transport.

Most were satisfied with bus services available, however many would like stronger connections with train station and time table in Bentleigh. People would like the bus zone to be more defined and include shelter at stops.

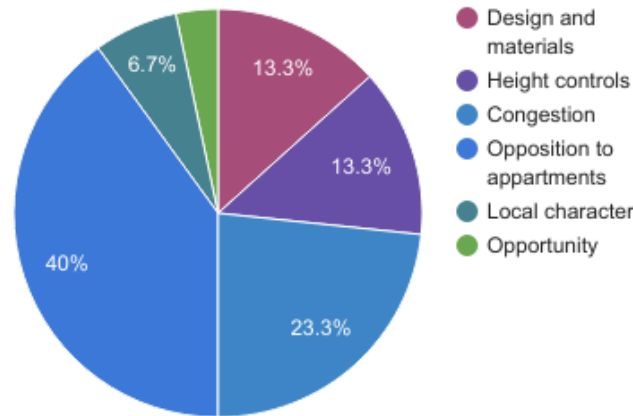
There were many comments about the opportunity to improve bicycle connections with public transport and related cycle amenity, including one suggestion for shared cycle facilities between activity centres such as in Melbourne's CBD.

Respondents also raised the impact of developments on parking and traffic congestion, with many saying the traffic flow at peak times was slow. Many felt that

there was inadequate parking, particularly off street parking currently and further development would stretch this further. There was one suggestion to change speed limit in peak times to 40km.

## PRIVATE DEVELOPMENT

Figure 37 : Private development themes - Bentleigh East



Forty percent of respondents were openly opposed to high density development. There were a small number who were supportive of development as an opportunity to grow the local area and shops with new residents.

For those who are open to development, but have concerns, these issues include:

- > Traffic congestion and strain on parking
- > Design and materials, seeking high quality external finishes for residential buildings
- > Height controls of 3-4 stories for commercial zones to protect character

## TO EXPLORE

- > Increasing accessibility to encourage walking and cycling in the centre and between other centres such as Bentleigh and reduce car traffic and congestion
- > Amenity to support street life such as seating, shade, water fountains, public toilet etc
- > Community space for public amenity, studying, working and building local relationships
- > Community access points to engage with Council
- > Building height, design and materials for new developments



## CAULFIELD PARK

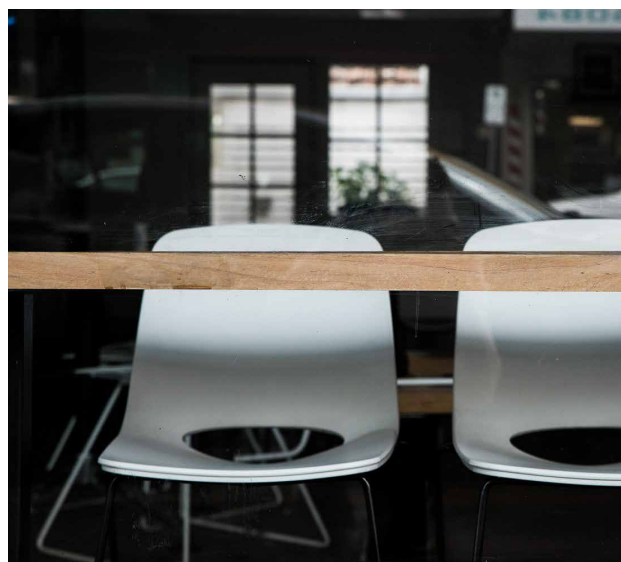
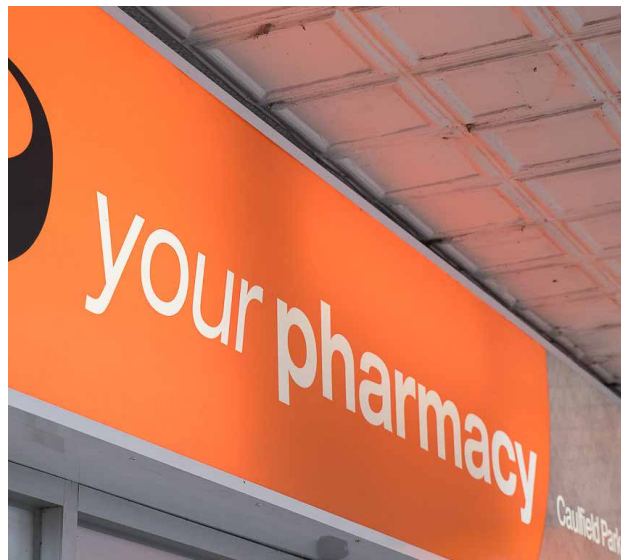
## CONTEXT

A total of 52 people contributed to the Caulfield Park survey. Thirty one respondents live in Caulfield North, three in Caulfield, one each in Balaclava and Caulfield Junction. Thirteen people did not respond. Thirty nine were female, ten were male and one identified as 'other'.

## IN THE FUTURE

Overall people found the Caulfield Park centre met their everyday needs with a good range of shops, access to transport and particularly the park. Into the future people want to retain the ideal of being a self-sustaining community where the park and the shopping strip connect to form a local activity hub that both celebrate the natural and built heritage of the area.

Figure 38 : What is unique / special about Caulfield Park?



## OPEN SPACE AND AMENITY

In general people are very satisfied with open space as there is a park nearby. In the shopping strip people would like more amenity such as:

- > Toilets
- > Seating
- > Drinking fountains
- > Picnic tables and places to sit and socialise
- > Place for people to tie up their dogs

People would like to see artwork encouraged and promoted opportunities for live music and farmers market in the park.

## SHOPS AND RETAIL

The largest portion of people visit Caulfield Park to visit local cafés (42%) with 18% going for daily needs such as milk or the paper and 14% to meet friends.

People were satisfied with the current offerings of cafés and restaurants and wanted to attract a wider diversity in businesses and retail outlets such as clothing retail, gifts and homewares.

People were particularly interested in boutique and artisan offerings. There was particular feedback for increased fresh food suppliers such as butchers, deli, grocer, and baker.

There was also considerable interest in longer trading hours and night time restaurant and bar offerings.

# CAULFIELD PARK

“PLACES THAT MAKE PEOPLE WANT TO VISIT AND HAVE A LOOK AROUND”

## COMMUNITY SERVICES

Very few comments or recommendations were made regarding community services in Caulfield Park, therefore no solid conclusions can be made.

“ALL GOOD AS IS - WE LOVE THE LOCAL SPORTS, DOG CLUBS, JOGGING PATHS - IT'S ALL FANTASTIC!”



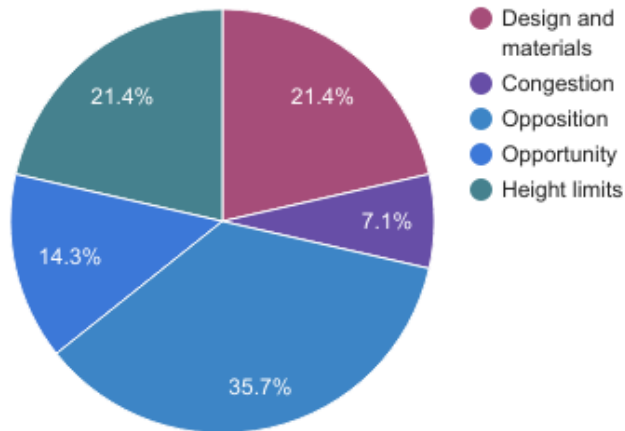
## MOVEMENT

The majority of visitors to Caulfield Park get there by walking (68%) while a smaller number drive (22%) a small number travel by cycle or use public transport.

People are very satisfied with the public transport options in Caulfield Park and very few issues were raised. There was a recommendation for improvements to the bus stop with live digital time tables and improved shelter and also possible introduction of care share option. Only one person noted parking as an issue.

## PRIVATE DEVELOPMENT

Figure 39 Private development themes



There is opposition to residential development with concern more residents will cause parking and traffic congestion, as indicated in figure 38.

Other concerns relating to private development include:

- > Concern over poor quality materials and design of buildings that are not sympathetic to the local area
- > Concern over 'high rise' developments - need to adhere height limits

There were some participants who were supportive of development and saw the opportunity.

“IF THIS MUST BE DONE IT SHOULD MAINTAIN THE EXISTING STREET FRONT FACADE AND WORK WITH EXISTING ARCHITECTURE”

## TO EXPLORE

- > Enhance community awareness of local services available
- > Enhance public transport shelter and opportunity for digital time schedule
- > Street life amenity such as seating, landscaping, shade and drinking fountains
- > Seek opportunity to connect the park and shopping area through community building activities



## CAULFIELD SOUTH

## CONTEXT

A total of 59 people contributed to the Caulfield South survey. Thirty eight respondents live in Caulfield South, six in Caulfield, one each in Glen Huntly and Elsternwick. Twelve people did not respond. Thirty seven were female and seventeen were male.

## IN THE FUTURE

The convenience of Caulfield South is its most valued feature, being at the intersection of two tram lines and good walkability. People appreciated the current mix of businesses, however felt the variety and quality needed to lift to attract the wider demographic moving into the area. The future vision for the centre includes opportunities to bring together existing communities with people new to the area - a diverse and integrated strip that is vibrant both day and night.

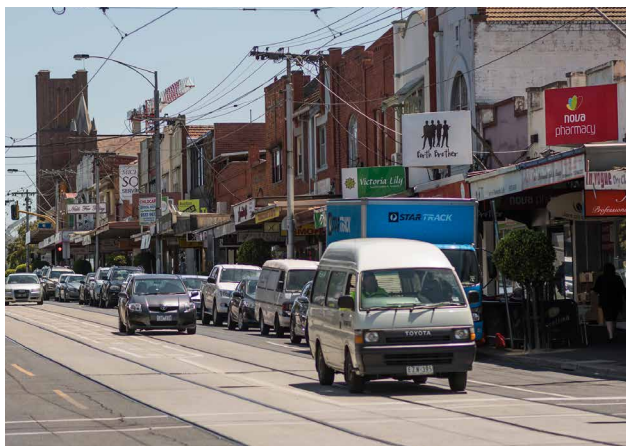
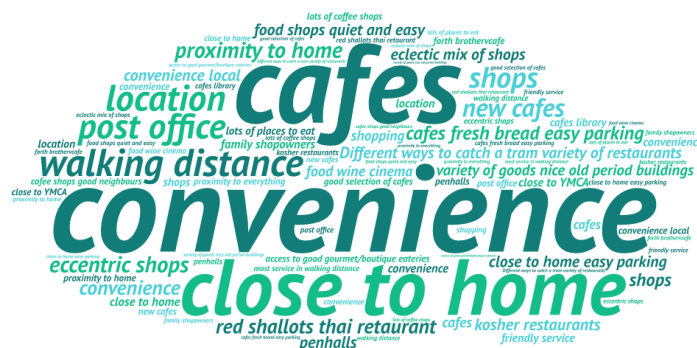


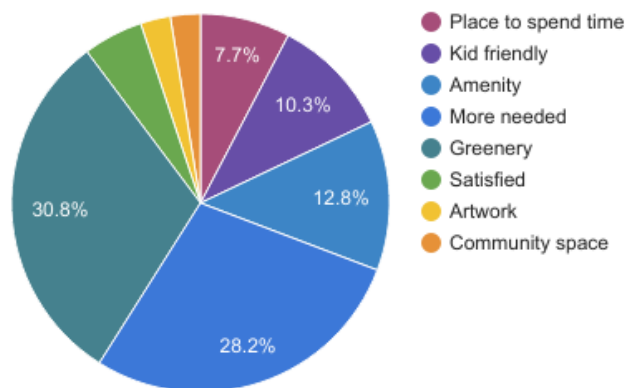
Figure 40 : What is unique / special about Caulfield South



## KEY THEMES

## OPEN SPACE AND AMENITY

Figure 41 : Open space themes - Caulfield South



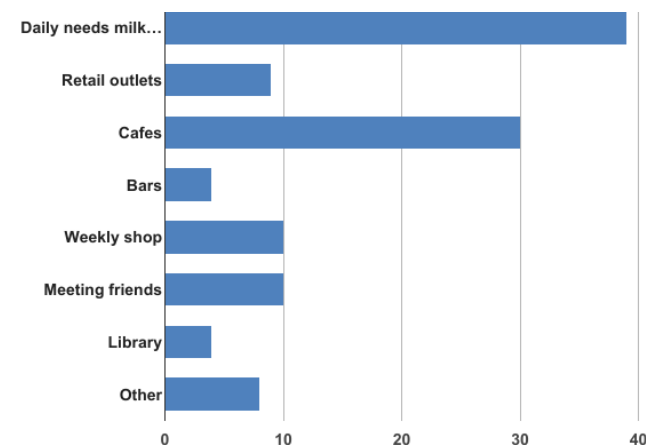
Many people commented on opportunities to improve amenity in the Caulfield South activity centre, particularly the introduction of greenery as

an opportunity to revitalize the area and strengthen the community feel. As shown in Figure 41, specific suggestions include:

- > Green grassy patch and places to spend time in public space with trees and seating (including near the primary school)
- > Spaces for community events and activities
- > Kid friendly with play equipment
- > More seating
- > Public artwork

## SHOPS AND RETAIL

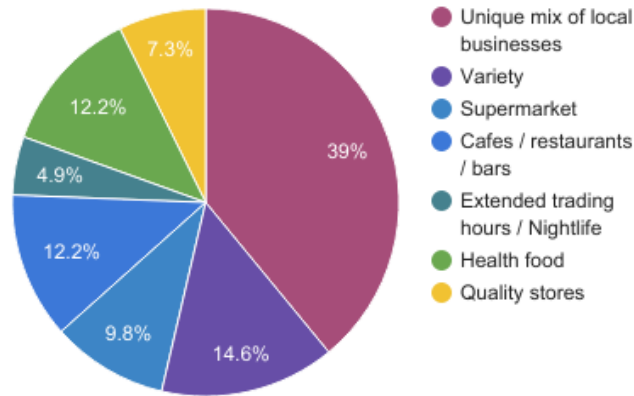
Figure 42 : Shops / reasons for visit



As shown in Figure 42 people access Caulfield South for a variety of purposes, with the top being for daily needs such as milk and newspaper and visiting local cafés.

# CAULFIELD SOUTH

Figure 43 Shops / retail themes - Caulfield South



Respondents to the survey felt there was a reasonable mix of local shops, however wanted to see greater variety and the introduction of unique offerings that would attract a wider, younger demographic and the new families moving into the area. Consistent recommendations include:

- > Greater variety and diversity needed to draw customers
- > More extended hours and nightlife with bars
- > Enhance health food options
- > Introduce higher quality / boutique options
- > More cafés / restaurants and better quality
- > Supermarket / fresh produce

There was also considerable feedback that shop fronts require maintenance and upgrade.

## COMMUNITY SERVICES

People were very positive regarding the Community Centre and Library services, some recommending an extension to library hours to enhance its offering. A range of areas were identified as opportunities for increasing provision of community services including a community centre and employment services, however these were only raised by a small number of people.

## MOVEMENT

The majority of visitors to Caulfield Junction get there by walking (54%) or driving (39%), a small number use public transport or other transport.

People were very positive regarding the provision of public transport particularly trams, with recommendations to increase the frequency of Route 67 and for Council to advocate for accessibility improvements.

A number of people raised concerns over traffic congestion and parking, particularly noting impact of developments.

Through the survey a number of recommendations were made to improve safety including:

- > 40 km speed limit
- > Better monitoring of train station and tram stops at night time
- > Improvements for pedestrians at intersection of Glen Huntly and Hawthorn Roads
- > Improvements for cyclists including bike lanes.

## PRIVATE DEVELOPMENT

A number of respondents demonstrated strong opposition to development, while others were more supportive, seeking adherence to:

- > Design guidelines
- > Height requirements
- > Local character.

People recommended that developments should consider opportunities to upgrade existing buildings; contribute to landscaping and vegetation and consider opportunities to improve pedestrian experience.

## TO EXPLORE

- > Working bee for greenery outside primary school
- > Identify and test opportunities for seated green spaces
- > Create opportunities to connect the community together through local artwork and events
- > Suitable guidelines for building design and heights

# GARDENVALE

## CONTEXT

A total of 35 people contributed to the Gardenvale survey. Just over three quarters of respondents (26) live in Gardenvale, 1 in Mentone, 1 in Brighton East and 1 in Langwarrin South. Six participants did not disclose where they live. Twenty two were female and thirteen were male.

## IN THE FUTURE

As shown in Figure 44, people love that Gardenvale remains small and local and is focussed on the needs of local families. People love that they know the shop keepers and that they are greeted by name. Into the future there is no desire to expand this area to a major shopping centre, but to continue to provide a location for everyday needs and connections between neighbours and traders.



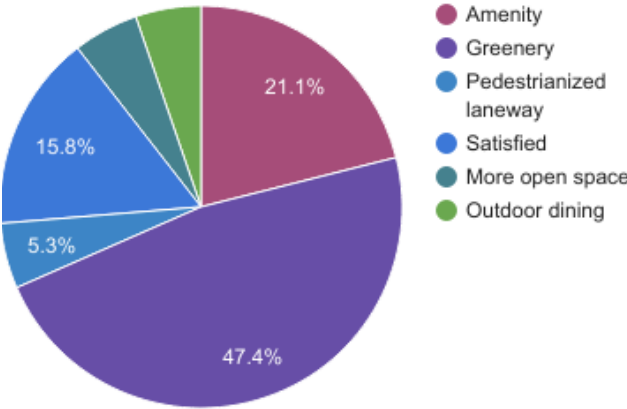
Figure 44 : What is unique / special about Gardenvale



## KEY THEMES

## OPEN SPACE AND AMENITY

Figure 45 : Open space themes - Gardenvale



The most common request in this area was for the introduction of public open space. People note there is green space in the area, but it lacks amenity and is off the main street. Beyond open space, people would like to see more greenery and trees throughout the area, particularly on nature strips and at the roundabout. There was one specific recommendation to activate the laneway that runs behind the shops from the station to the canal.

In addition to greenery, respondents sought improvements to amenity throughout the Centre including:

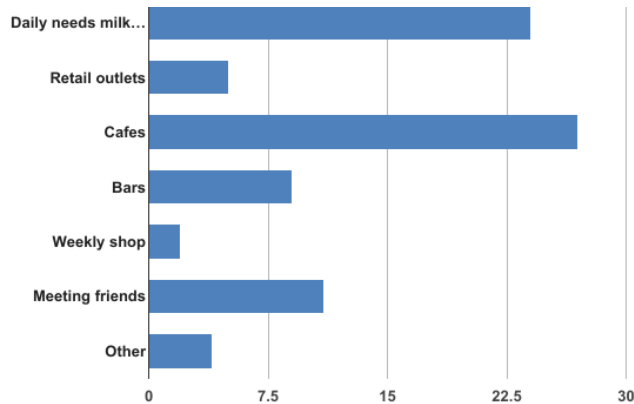
- > Seating
- > Tables
- > Bike racks
- > Water Fountains
- > Upgraded / updated public toilets.

There was also suggestion for more attractive footpath paving.

# GARDENVALE

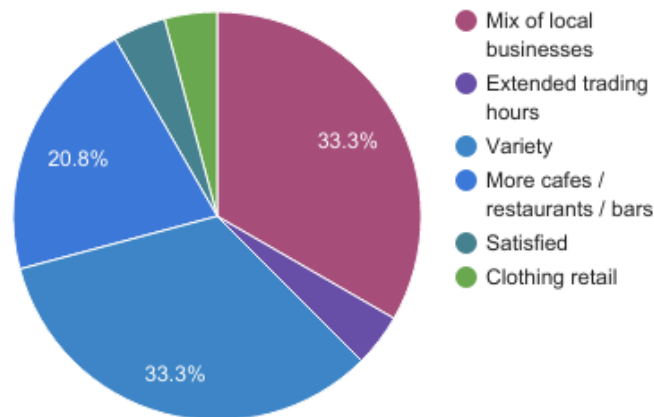
## SHOPS AND RETAIL

Figure 46 : Shops / reasons for visit



As shown in Figure 46 people access Gardenvale for a variety of purposes, with the top being to visit local cafés, purchase daily needs like milk or meet friends.

Figure 47 Shops / retail themes - Gardenvale



The main feedback provided regarding the types of businesses in the area was the limited variety, with main feedback being:

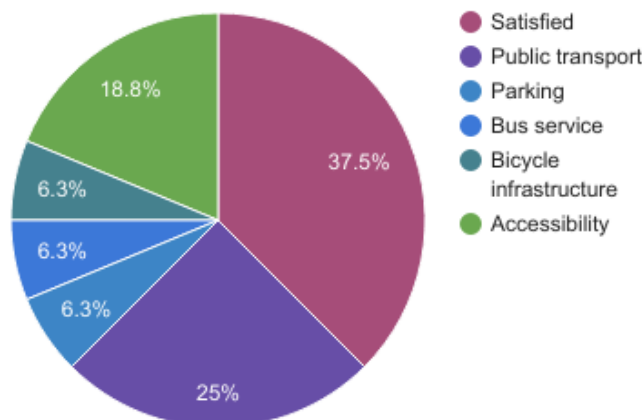
- > Lack of variety and night time options
- > More bars and extended trading hours
- > More variety in eating options / cuisines
- > Quality small local businesses
- > More restaurants and cafés

## COMMUNITY SERVICES

The feedback on this section was limited, with many suggestions being included in discussion on amenity above. A common suggestion was for a location / activity that would bring the community together to get to know each other.

## MOVEMENT

Figure 48 : Movement themes - Gardenvale



The majority of visitors to Gardenvale get there by walking (63%), driving (21%) or on public transport (12%). A small number cycle.

The majority of respondents were satisfied with the provision of public transport in the area, however there were a number who were concerned about poor accessibility at the station with a steep ramp and outdated pedestrian overpass. There were also a number of comments highlighting requirement for more regular maintenance and painting.

People also felt if there was more parking provided the train would be utilised more, while others recommended the improvement of cycle lanes and facilities to encourage cycling to the station.

People commented positively on the bus service, with feedback that given the wider area is residential the noise from the service was disruptive.

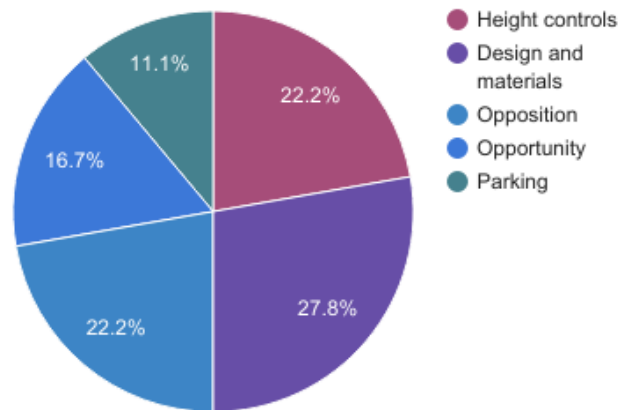




# GARDENVALE

## PRIVATE DEVELOPMENT

Figure 49 Private development themes



Of those that responded to this section, 22% were opposed to further development in the area. Others were supportive of development, if there was consideration of a number of factors:

- > Sufficient parking
- > Building design that reflects local heritage and character
- > Building height limits in place (noting only one person specified their preferred height - at 3 stories)

Much of the positivity regarding development was the increase in potential customers for local business, however poor quality or limited variety shops are seen to detract from shopping locally. It is recommended that future developments are to target high quality and varied businesses to improve local options.

## TO EXPLORE

- > Identify and test suitable landscaping and amenity such as seating and tables to support street life
- > Explore potential for events and spaces for community members to meet each other
- > Introduce and enforce design guidelines including height limits and appropriate building design
- > Promote opportunities to trial extended trading hours

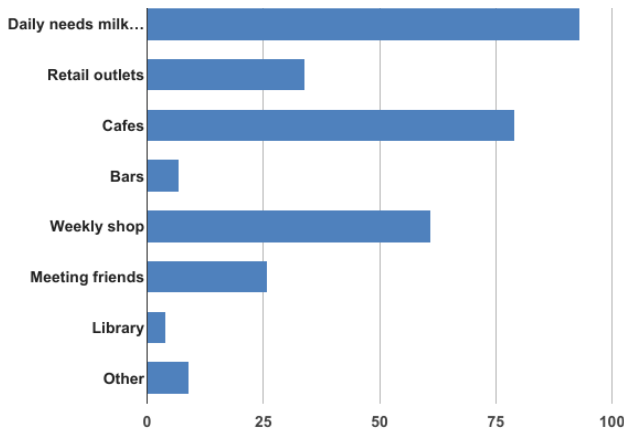




# GLEN HUNTLY

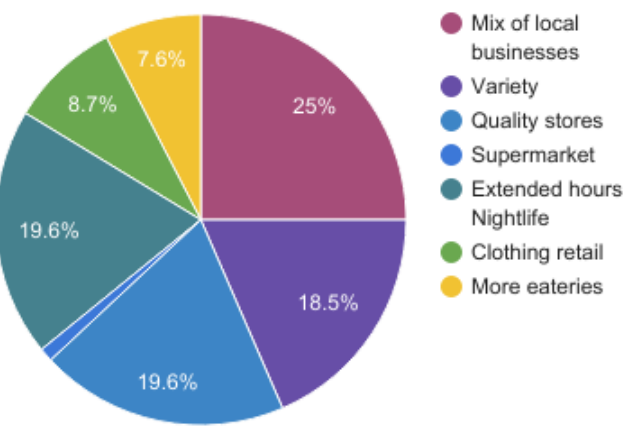
## SHOPS AND RETAIL

Figure 52 : Shops / reasons for visit



As shown in Figure 52 people access Glen Huntly for a variety of purposes, with the top three being for daily needs such as milk and newspaper, visiting local cafés and completing the weekly shop.

Figure 53 : Shops / retail themes - Glen Huntly

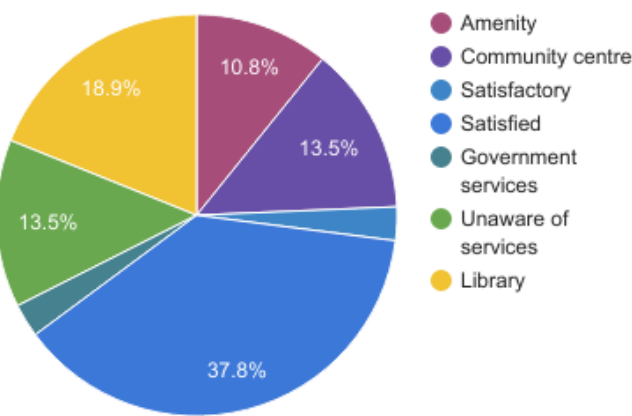


In general people felt there was a wide variety of businesses, however there was a desire to introduce higher quality local businesses in line with the changing community. Particular recommendations included:

- > Mix of local businesses that will compliment new park
- > Participants wanted to see a continuation of small local businesses - butcher / grocer / bakery etc
- > More variety in options for both clothing retail and food
- > Extended hours with quiet bars
- > Wider variety in cuisines for restaurants

## COMMUNITY SERVICES

Figure 54 : Community services themes - Glen Huntly

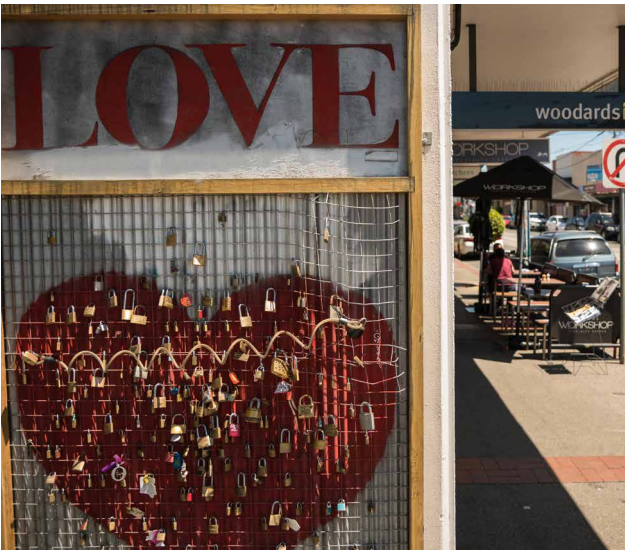


There was considerable interest for a local library and community hub that would provide both traditional library services as well as opportunities for activities delivered for and / by the community, particularly children and older residents.

Many felt the public toilets adjacent to the station require update / upgrade, along with the train station and this would respond to some of the community safety concerns.

More broadly people were happy with the level of service provision in other areas and did not feel the need for increased provision in Glen Huntly itself.

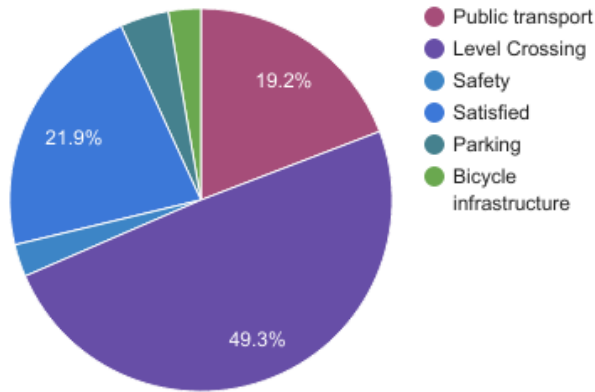
“STUFF WHERE THE COUNCIL SUPPORTS OUR INITIATIVES RATHER THAN ‘DOES STUFF TO US’”



# GLEN HUNTLY

## MOVEMENT

Figure 55 : Movement themes - Glen Huntly

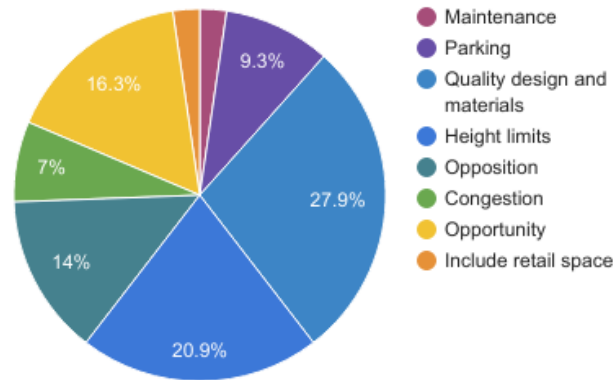


The majority of visitors to Glen Huntly get there by walking (55%) or driving (31%) a small number travel by cycle, use public transport or other transport.

People were positive about movement and public transport in the area. The highest number of comments received were advocating for the removal of the level crossing for a train under option to improve traffic flow and congestion. Many felt this would improve both amenity and safety and reduce congestion.

## PRIVATE DEVELOPMENT

Figure 56 : Private development themes - Glen Huntly

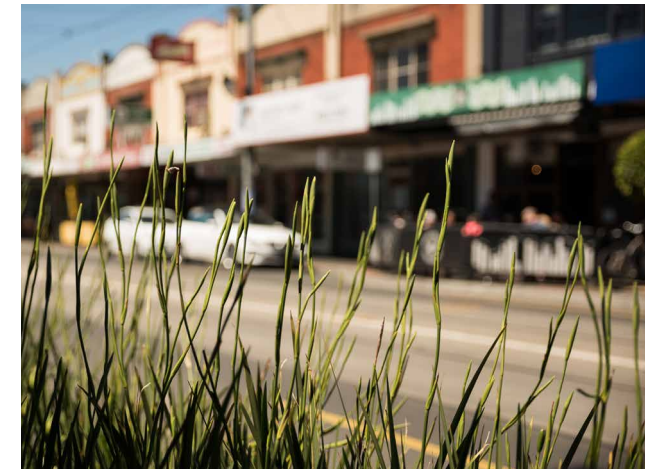


The greatest concerns raised regarding private development related to building guidelines particularly quality design and materials as well as height restrictions, with four respondents identifying between 2 and 4 stories as appropriate.

Other comments regarding developments in Glen Huntly included:

- > Concern over poor quality materials and design of new developments
- > Concern over parking constraints and impact on public parking
- > Opportunity to improve the area - if designed appropriately and sympathetic to local area
- > Concern over new development overshadowing streetscape

“SOME DECENT APARTMENT BUILDINGS TO BRING MORE PEOPLE TO THE AREA TO MAXIMISE ON PROFITABILITY AND INCREASED FOOT TRAFFIC.”



## TO EXPLORE

- > Opportunities to utilise the park for community events and local activities
- > Identify locations to test introduction of meeting spaces along the street
- > Introduce design and material guidelines for new developments
- > Community space for activities, events and support



# HUGHESDALE

## CONTEXT

Fifty-four people have completed they survey relating to Hughesdale, many respondents lived in Hughesdale itself (37%), Murrumbeena (30%) or did not report their suburb of residence (30%). There is a reasonable spread in age of respondents, with 70% aged between 26 and 55.

## IN THE FUTURE

When referring to the shopping centre the majority of people simply refer to it as the Hughesdale shops, some will reference a specific place, particularly the station. People value the location of the shops and its small, local scale in comparison with the nearby Chadstone shopping centre.

People have concerns about the impact of skyrail and development heights on the future of the Centre. There is strong interest in maintaining the local, family focussed feel that currently exists.

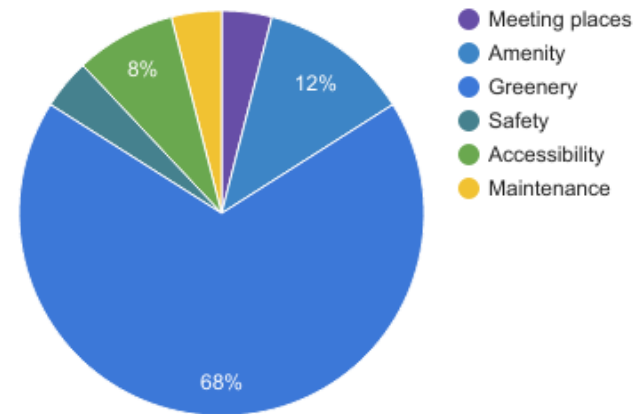
Figure 57 : What is unique / special about Hughesdale?



## KEY THEMES

### OPEN SPACE AND AMENITY

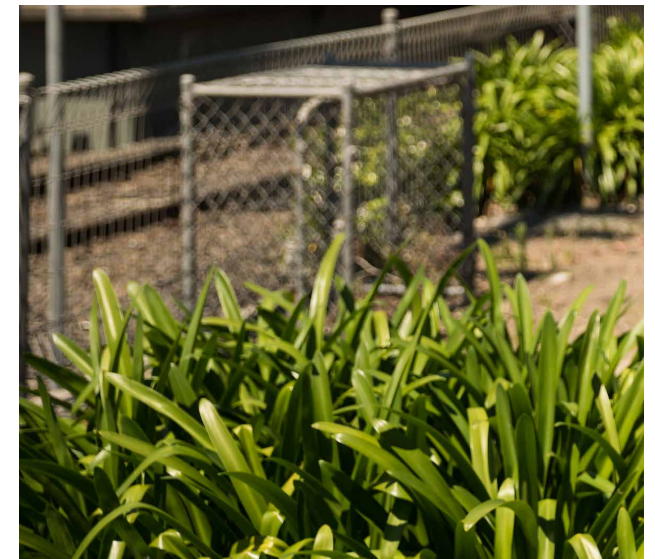
Figure 58 : Open space themes - Hughesdale



Sixty eight percent of participants said that Hughesdale needed more vegetation along Poath Road and a collaboration with businesses could encourage traders to maintain and beautify the strip.

Participants also noted the removal of trees at the station as part of the level crossing upgrades and wanted to see this space re-landscaped with grassed seating areas, seats, bins and meeting spots.

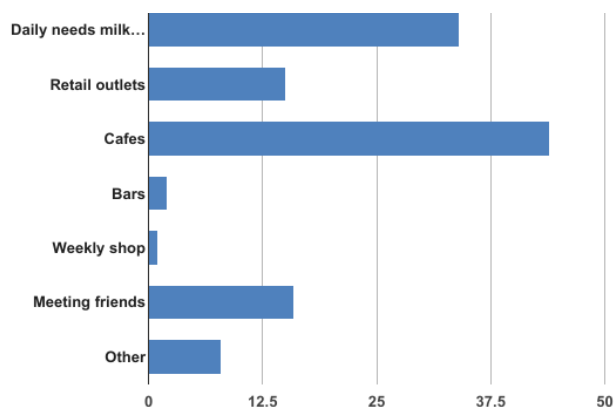
- > 68% of participants wanted to see more greenery in the centre
- > 12% suggested more public amenity such as bins, seats and public toilets
- > Increase safety with station lighting
- > A place for people to 'meet and mingle'
- > More continuous open space 'rather than pockets'
- > Improve playground near station
- > Improve walking track and access to the centre by improving footpaths and bicycle access



# HUGHESDALE

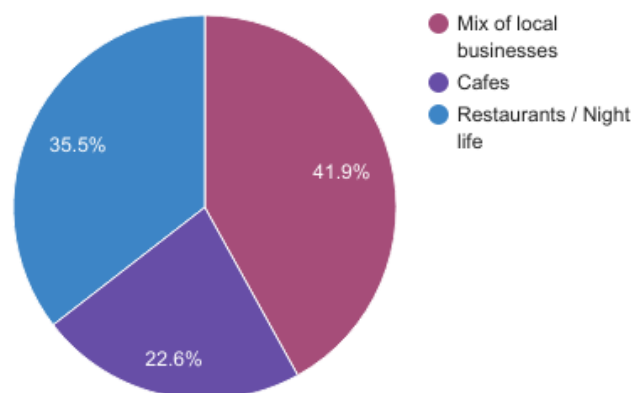
## SHOPS AND RETAIL

Figure 59 : Shops / reasons for visit



As shown in Figure 59 people access Hughesdale for a variety of purposes, with the top being to visit local cafés and for daily needs such as milk and newspaper.

Figure 60 : Shops / retail themes - Hughesdale



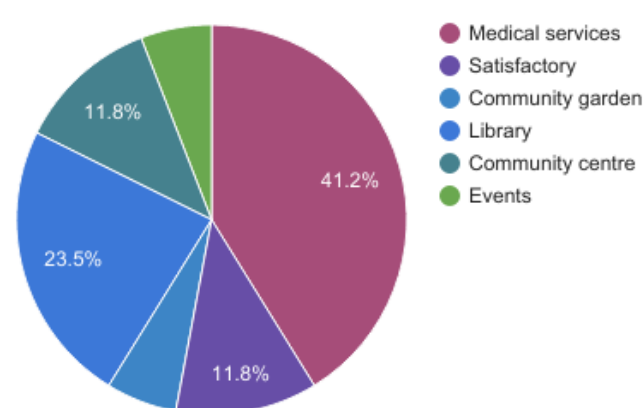
The desire for a mix of local cafés, restaurants and businesses with extended trading hours and an active night life in the centre was consistently raised.

Participants noted that the local green grocer and butcher had shut down in the area and want to see more of these types of small local stores and less 'take away' food.

- > 35% suggested extended trading hours and more restaurants
- > 42% wanted to see a continued mix of local businesses
- > 23% desired more cafés
- > Improve shop front maintenance
- > Concern over empty shop fronts
- > 'Too many' take-away stores

## COMMUNITY SERVICES

Figure 61 : Community services themes - Hughesdale



Survey respondents suggested the area needed to be serviced by a medical clinic and Maternal Health and Childcare services.

Respondents felt the area needed a library and suggested this could be a suitable space for arts and community groups to connect.

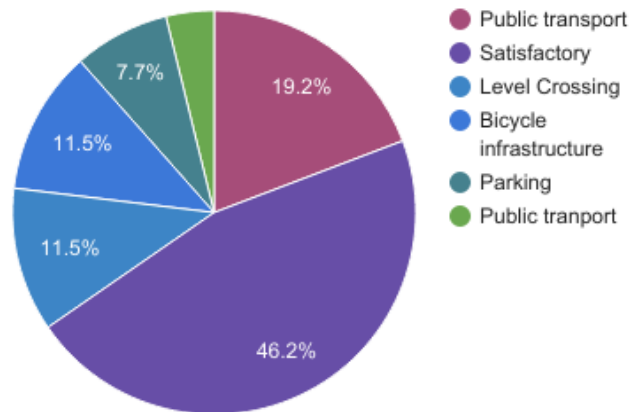
- > 41% suggested more medical services
- > 23% said the area would be suitable for a public library
- > 12% suggested an improved community centre
- > 12% were satisfied with services
- > Support a community garden
- > Community centre for arts and local groups to connect

“I WOULD LOVE TO SEE KIDS FROM LOCAL SCHOOLS AND COMMUNITY GROUPS PAINT, DECORATE AND CREATE WONDERFUL PIECES OF ART TO BRIGHTEN THE SPACE UNDERNEATH THE TRAIN AND CREATE SOMEWHERE LOCALS CAN PLAY, RELAX AND SOMETHING TO BE PROUD OF.”

# HUGHESDALE

## MOVEMENT

Figure 62 : Movement themes - Hughesdale



The majority of visitors to Hughesdale get there by walking (63%), with 17% driving, 9.5% by public transport and a small number by cycle.

Forty six percent of survey respondents felt the current transport and movement throughout the centre was positive and that modes of public transport, walking and cycling should be encouraged to reduce parking pressures and congestion.

Participants felt the traffic would be significantly improved by the level crossing removal and that parking should be minimal and prioritise disabled car spaces.

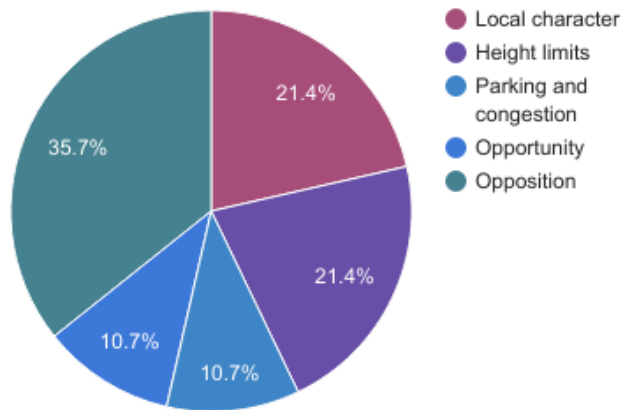
- > 46% felt satisfied with current transport
- > 19% said that public transport was really good and they used it frequently
- > 11% were looking forward to level crossing improvements
- > 11% said that bicycle access needed to be improved with enhanced routes, cycle lanes and parking
- > Improve shelter for public transport
- > Commuters to be encouraged to walk, catch public transport or ride
- > Upgrade bus stop waiting area
- > Better traffic since level crossing removal



# HUGHESDALE

## PRIVATE DEVELOPMENT

Figure 63 : Private development themes - Hughesdale



Participants were strongly opposed to new development with concern around the use of poor quality materials and appropriate building design.



- > 36% were in opposition to new residential development
- > 21% suggested height limits be controlled and balanced in the centre
- > 21% concern over unsympathetic designs to local streetscape character
- > 11% saw opportunity for new residential development to bring more business and activity to the centre
- > 11% concern over traffic and parking congestion influenced by new residents
- > Concern over empty ground level shop fronts of new developments

## TO EXPLORE

- > Appropriate building design of new developments
- > Opportunity to include community in station and street upgrades
- > Community awareness of Hughesdale area and Monash.
- > How to support small local businesses
- > Improved walking and cycling access

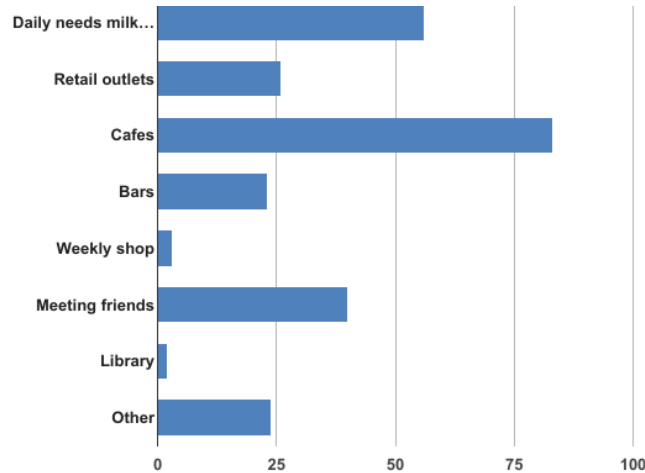




# MCKINNON

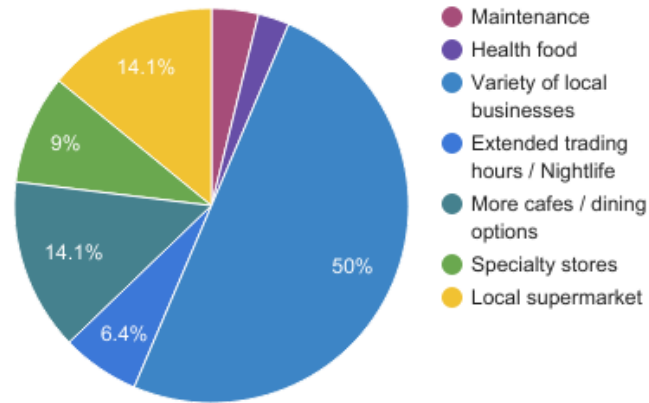
## SHOPS AND RETAIL

Figure 66 : Shops / reasons for visit



As shown in Figure 66 people access McKinnon for a variety of purposes, with the top being to visit local cafés, for daily needs such as milk and newspaper and to meet friends.

Figure 67 : Shops / retail themes - McKinnon



There was acknowledgement through the survey that McKinnon had attracted a number of specialist services rather than shops to meet your daily or weekly needs and as such was not attracting the desired variety. People were particularly interested in

- > Mix of small local businesses, including small supermarket and greengrocer most commonly mentioned, as well as a butcher, bakery and deli
- > More variety clothing retail, unique cafés
- > More dining options - cafés / restaurants
- > Provision of an ATM

Respondents also felt that unless shop fronts were updated and maintenance improved there would be limited growth in business.

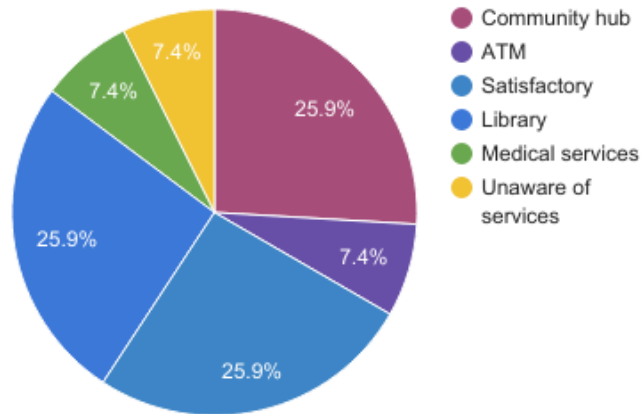


Alternately there were a number of suggestions about focussing on the niche business markets, for example targeting the artist community as a place to create, display and sell art; or alternately a design hub for architects and engineers. This could be supported through trialling co-working spaces.

# MCKINNON

## COMMUNITY SERVICES

Figure 68 : Community services themes - McKinnon



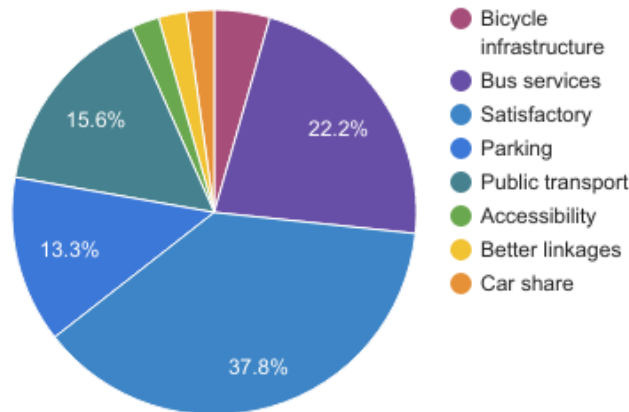
The majority of respondents did not respond or were satisfied with the provision of community services in McKinnon. A number of people felt there were adequate services available in surrounding areas, particularly Centre Road, Bentleigh, that were easily accessible.

- > Many comments identified the opportunity for provision of general community facilities including:
  - > Community centre for adult lessons
  - > Recreation and health centre
  - > Upgrade McKinnon hall into a gallery / music venue
  - > Opportunity for a library in McKinnon
  - > Opportunity for youth programs and senior activities

There were a number of comments that the existing Post Office needs upgrade. There was strong concern over new residential developments and their impact on local services and schools.

## MOVEMENT

Figure 69 : Movement themes - McKinnon



The majority of visitors to McKinnon get there by walking (56%) and driving (28%). 10% cycle to the Centre and 6% catch public transport.

Overall people felt the area was well catered for by train and bus, and it was suggested that Council and businesses were not capitalising on this. People were interested in real time information displays for both trains and buses to be displayed prominently.

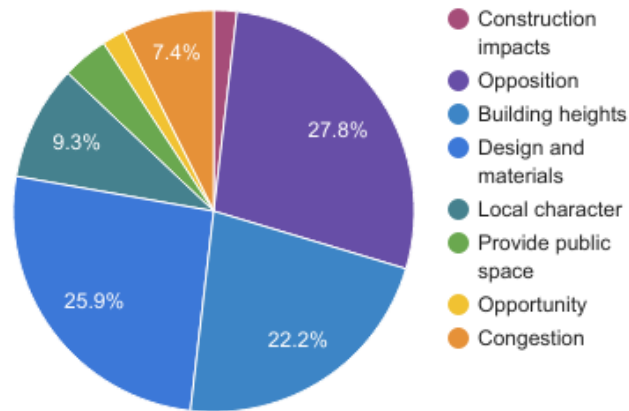
There was a number of complaints that bus services did not align with the train timetable and the buses were regularly late.

There was concern regarding traffic congestion and parking with increase in housing density and a solution for commuter parking was required. To reduce traffic there were a small number of recommendations for improvements to cycle infrastructure and connections, car share facilities and community transport to support seniors to access the village.



## PRIVATE DEVELOPMENT

Figure 70 : Private development themes - Mckinnon



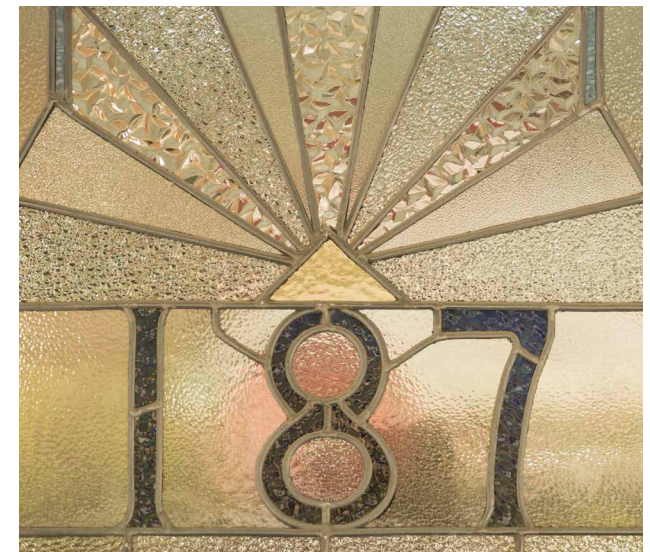
There was strong opposition to development from many respondents, particularly responding to height and design / materials. People referenced a number of poor quality developments, that had progressed, particularly focussing on “overdeveloped apartments”.

Many felt it was the popularity of the suburb services, particularly the high school, that was attracting increased population, but felt this along with parking, traffic and services may be damaged through over-development.

There was no clear agreement on suitable building heights across the Centre or wider suburb, however there was clear preference that developers be required to consider trees and landscaping, street interface and shadowing.

## TO EXPLORE

- > Improved Centre streetscape with trees, seating and meeting places
- > Support for local businesses, including community space for co-working and activities
- > ATM for centre
- > Advocate for provision of car share
- > Design and Materials Guidelines of new development with a focus on enhancing streetscape





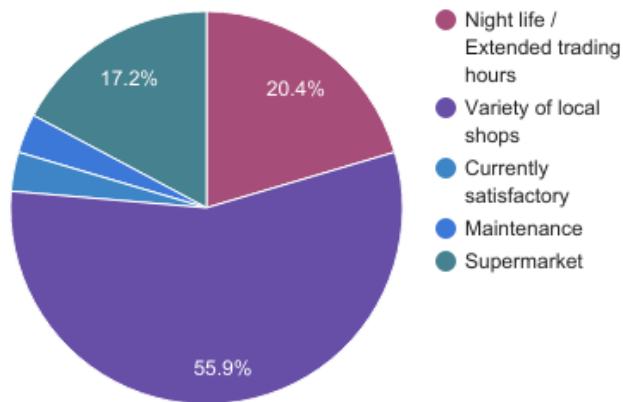


# MURRUMBEENA

“NEEDS TO BE FUNCTIONAL AND EASILY MAINTAINED THAT CATERS TO ALL PARTS OF THE COMMUNITY - FAMILIES, YOUNG CHILDREN AND TEENAGERS”

## SHOPS AND RETAIL

Figure 73 : Shops / retail themes - Murrumbeena



Eighty two percent of people access Murrumbeena for daily needs such as milk and newspaper and visiting local cafés.

Murrumbeena is seen to have a valued mix of local shops, however restaurants and nightlife was in high demand on social media.

Participants noted that Murrumbeena needed a wider variety of local shops with extended trading hours to boost the local nightlife. Participants also felt that the old building façades needed maintenance and rejuvenation.

Local businesses were highly valued, however were seen to be “going out of business” with the local butcher and green grocer closing down. Participants wanted to see more small local shops thriving in the centre.

- > 56% said a variety of local businesses needed to be fostered in the centre
- > 20% wanted to see extended trading hours and more night time dining options
- > 17% said the area needs to be better serviced with major supermarkets

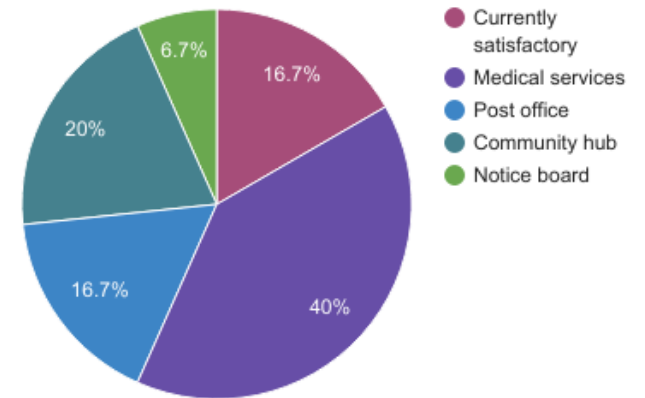
Suggestions for improvement included:

- > Maintenance of old building façades
- > Upgrade / develop commercial buildings
- > Shop front and streetscape rejuvenation



## COMMUNITY SERVICES

Figure 74 : Community services themes - Murrumbeena



Murrumbeena was seen to be in need of a vibrant “Community Hub” where not-for-profit local clubs like Callisthenics, Bridge Clubs, Playgroups, Kinder-gym could meet. A community festival was mentioned as an opportunity to raise more awareness and bring more business to the centre.

Participants noted that the centre was not serviced sufficiently with medical services such as a local GP and Maternal and Child Health Care and felt this needed to be addressed.

- > 40% noted lack of medical services
- > 20% suggested a community hub/centre for locals
- > 17% appreciated the efficiency and friendliness of the post office service
- > 17% were satisfied with the current community services

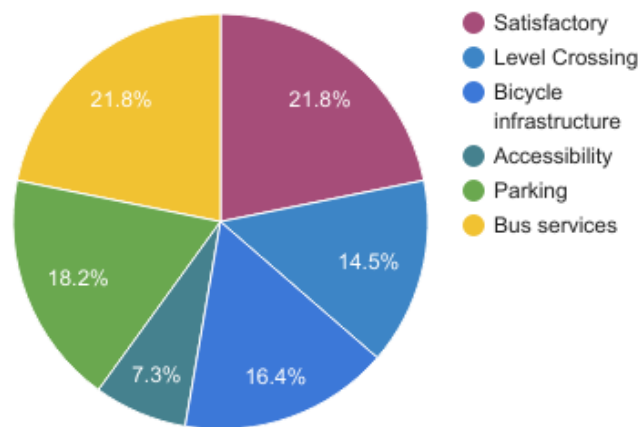
# MURRUMBEENA

Participants suggested the following opportunities for the centre:

- > Local library
- > Community notice board with local updates
- > Community events and festivals to bring business to the centre

## MOVEMENT

Figure 75 : Movement themes - Murrumbena



The majority of visitors to Murrumbena get there by walking (60%) and driving (29%) a small number travel by bicycle or use public transport.

Great public transport was seen to service the area with 22% of pedestrians satisfied with the current mobility through the centre. The new 'transport hub' was seen as a positive development to encourage public transport use.

Bicycle infrastructure and parking were listed as high concerns during the new level crossing removal. Participants wanted more parking, but not at the stake of having a 'multi-level' car park.

- > 20% satisfied with transport
- > 22% wanted more frequent bus services and better shelter with better linkages to other modes of transport
- > 18% desired more parking options
- > 16% suggested more bicycle parking and updated cycle lanes
- > 14% were concerned about level crossing impacts

The following issues and opportunities were outlined by participants:

- > Improve pedestrian crossing at railway station
- > Opportunity for electronic screens with automatically updated bus schedule
- > Improved walking and cycling access to reduce vehicle traffic
- > Improved bicycle lanes and bike parking
- > Opportunity to promote car share services for new and existing residents

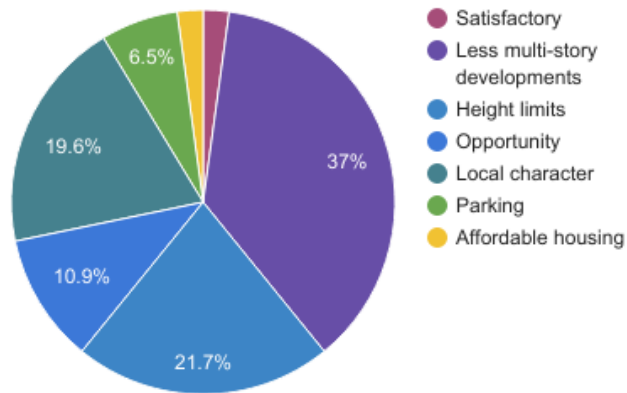




# MURRUMBEENA

## PRIVATE DEVELOPMENT

Figure 76 : Private development themes - Murrumbeena



Strong opposition to 'multi-story' developments were consistently listed by participants. Participants saw opportunity to increase business in the local area by promoting development, however stressed the importance of appropriate building heights and quality materials and design.

- > 37% opposition to multi-story apartments and new developments
- > 21% suggested strict height limitations
- > 20% wanted to see local character maintained respectful design and materials
- > 11% noted opportunity to encourage growth and new businesses



Participants specifically expressed concerns about:

- > Ensuring building heights are spread out
- > Parking and congestion from residents in new residential developments
- > Ensuring affordable housing is offered nearby

## TO EXPLORE

- > Replanting of vegetation at the station after level crossing removal
- > Height limits and balance of building design to maintain local character
- > Maintenance of shop fronts
- > Increased amenity such as seating and shading



# ORMOND

## CONTEXT

A total of 130 people contributed to the Ormond survey, of which 73 lived within Ormond, ten in Carnegie, eight in Caulfield South and three in McKinnon. Twenty six participants did not disclose where they live. Seventy four participants were female and fifty one were male.

## IN THE FUTURE

Ormond, valued for its convenient location, mix of independent businesses and local character of old shop front façades, was seen by survey participants to have a welcoming community feel and mix of ages and cultures within the community that contribute to a welcoming centre.

Participants saw opportunity for safe and clean pedestrian friendly streets with green landscaped spaces to sit and gather.

There was strong hope that Ormond would continue to be kept small and local with a strong sense of community and connectedness.

**“IT SHOULD BE A BUSTLING STRIP WITH GREEN SPACE, PUBLIC ART, FAMILY FRIENDLY WITH LOTS OF CAFÉS AND INTERESTING SHOPS”**

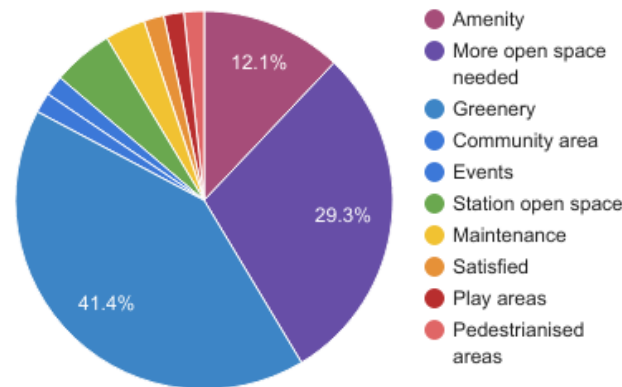
Figure 77 : What is unique / special about Ormond?



## KEY THEMES

### OPEN SPACE AND AMENITY

Figure 78 : Open space themes - Ormond



A green, tree lined street with lots of open space and gathering spots with seating and shade was frequently suggested for the activity centre of Ormond. Participants felt the centre needed more open spaces for events and the community to gather.

- > 41% recommended more greenery such as trees, plants and landscaped areas
- > 12% suggested more amenity such as seating, shade, bins and public toilets

Other ideas included:

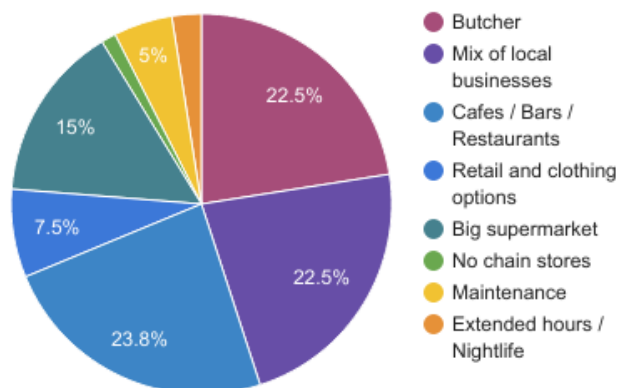
- > Undercover space where community groups can gather
- > Pot plants outside shop fronts
- > More greenery and open space at the train station
- > Open space should focus on community events
- > Create meeting spots and places to spend time on the street



# ORMOND

## SHOPS AND RETAIL

Figure 79 : Shops / retail themes - Ormond



Eighty five percent of people access Ormond for a variety of purposes, with the top being for daily needs such as milk and newspaper and visiting local cafés.

Participants felt their local shops currently had a good mix of local businesses and wanted to see this continue to grow into the future. A local butcher was on the top of people's list, with most people preferencing small unique boutique businesses over large chain stores. Participants wanted to see more clothing and retail outlets, as well as extended trading hours to build more night time activity.

- > 23% said cafés, bars and restaurants would be well received in the centre
- > 22% said the centre was missing a local butcher

> 22% felt there is currently a good variety of businesses and would like to see more

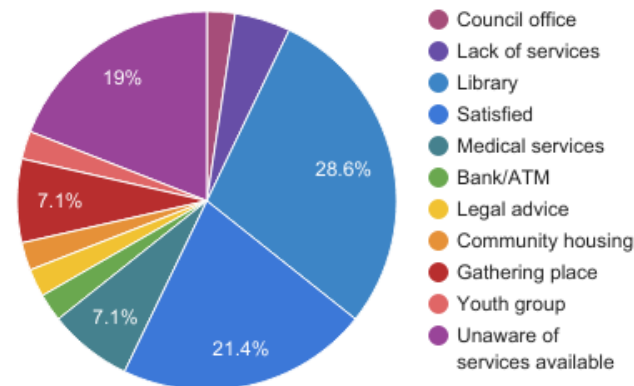
> 15% felt the centre needed a bigger supermarket for everyday needs

> Participants wanted to see more retail and clothing options

Along with types of preferred businesses, people wanted to ensure that shop fronts were well maintained and inviting.

## COMMUNITY SERVICES

Figure 80 : Community services themes - Ormond



Twenty eight percent of all suggestions for community services focused on the importance of a library for the centre with places for the community to gather and families to bring their kids.

Participants said the growing community needed more opportunities to meet each other and a community hub would provide a great place for art, music and other activities to be shared.

Some people felt satisfied with the current services offered, however 19% of people were unaware of what services were offered in the centre.

Further suggestions for services to the centre included:

- > Support youth groups to look after the neighbourhood and undertake projects
- > Provide recreation space and gym
- > Provide a medical clinic
- > Local library with community space
- > Gathering place / community hub
- > Provide opportunities for new and existing residents to meet

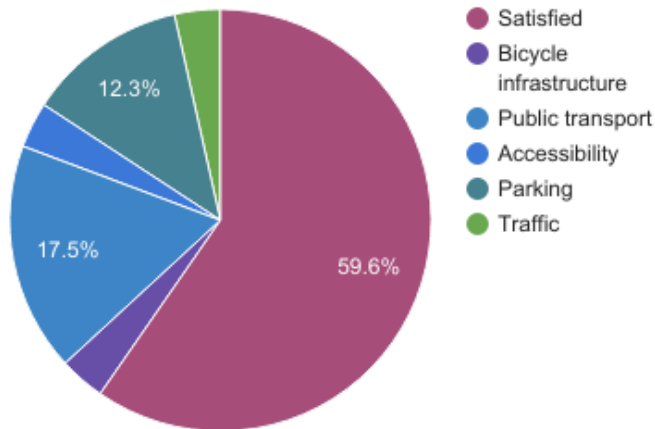
Participants felt there needed to be better access to council services and suggested there could be a travelling bus or pop-in sessions at a local library.



# ORMOND

## MOVEMENT

Figure 81 : Movement themes - Ormond



The majority of visitors to Ormond get there by walking (55%) and driving (37%) a small number travel by cycle or use public transport.

Participants were highly satisfied with movement and transport options and felt the centre was 'well catered for' with the new station upgrade, however bus services needed to be more frequent with better shelter from sun and poor weather conditions at each stop. Participants who drove to the centre expressed concern around parking and said more car parks would be well received.

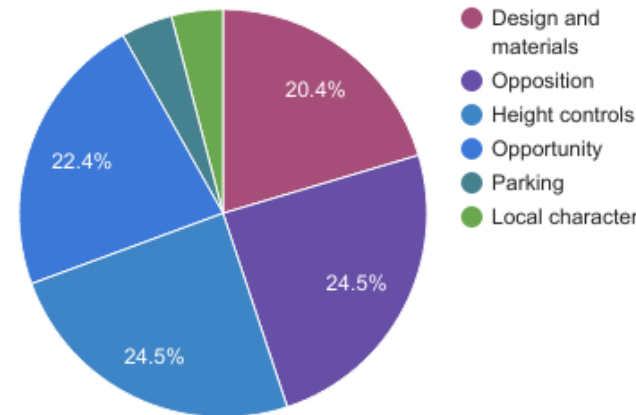
Improved accessibility for people walking and riding in the centre was frequently mentioned as needing top priority to encourage these modes of mobility and reduce traffic congestion.

Key concerns and opportunities were:

- > More frequent bus services
- > Improve bicycle parking and North Road bicycle route
- > Improved bicycle and pedestrian access
- > Better protection from weather at bus stops
- > Manage traffic speed
- > Real-time public transport schedules

## PRIVATE DEVELOPMENT

Figure 82 Private development themes - Ormond



Whilst some participants saw new development as an opportunity to build thriving business and upgrade streetscapes, others expressed concern around height controls and multi-story buildings. Particular concerns focussed on the new development at Ormond station for the perceived pressures that will be placed on parking.

Participants were concerned about the 'look and feel' of new development and felt the design and material choices needed to be high quality and sympathetic to the local character.

People feared a loss of 'community feel', if new development did not consider the local environment.

Key building criteria suggested included:

- > Height controls to ensure medium density of 3-4 stories buildings
- > New development where possible should include retail / commercial space

## TO EXPLORE

- > Improved amenity such as seating, shade and landscaping to foster meeting places and street activity
- > Bicycle and pedestrian accessibility
- > Community involvement in designing suitable new development guidelines
- > Gathering place for community members
- > Connecting community members to available services



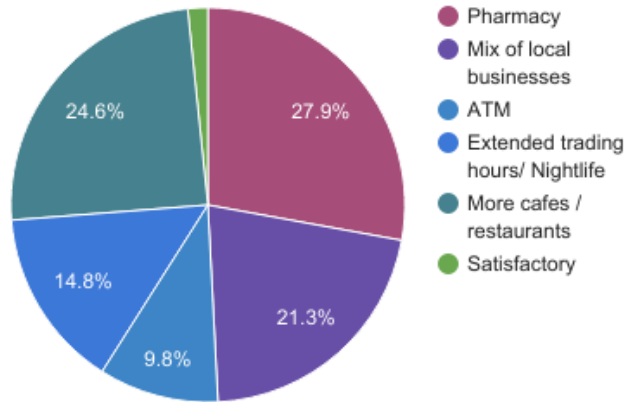




# PATTERSON

## SHOPS AND RETAIL

Figure 85 : Shops / retail themes - Patterson



Eighty nine percent of people access Patterson for a variety of purposes, with the top being for daily needs such as milk and newspaper and visiting local cafés.

Whilst a small percentage of survey participants felt satisfied with the current shops and retail provided in Patterson, most emphasised the importance of a thriving mix of local businesses to service the centre. Twenty eight percent of participants mentioned the opportunity for a local pharmacy, which was a consistent theme in the feedback on community services where people frequently mentioned health services

- > 28% noted a pharmacy would be highly valued in the centre
- > 25% wanted to see more cafés and restaurants

- > 21% suggested a continued mix of businesses
- > 15% wanted to see extended trading hours and more night time activity

Participants wanted to see more of the following businesses:

- > Small wine bars
- > Vibrant cafés, restaurants and a variety of food options
- > Family friendly retail outlets
- > Quality fine dining eateries

## COMMUNITY SERVICES

Patterson activity centre received few responses relating to community services, however 50% of all responses focussed on a need for more health and lifestyle services such as a local GP and fitness recreation centre.

Note: the capture of responses was insufficient to provide feedback reflective of community needs.

## MOVEMENT

The majority of visitors to Patterson get there by walking (50%) and driving (28%) a small number travel by cycle, use public transport or other transport.

Patterson was seen to offer plenty of car spaces and public transport options, however the need for more frequent buses and trains was at the forefront of the feedback.

Participants suggested improved accessibility to the train station with better weather shelter.

**Note: the capture of responses was insufficient to provide feedback reflective of community needs.**

## PRIVATE DEVELOPMENT

Opposition to 'high rise' development was a primary focus in discussion around private development. Design that respects the local character and serves the local community with ground level quality retail and businesses was seen as acceptable for new development.

Participants suggested:

- > Height limits of up to 3 storeys on the main street
- > Second story residences above the shops
- > Off street parking should be considered with new developments

## TO EXPLORE

- > How to continue to foster 'community feel' with new private development and upgrades
- > Opportunity for more medical services and pharmacy in centre
- > Support for continued small local businesses to thrive in the area

# RIPPONLEA

## CONTEXT

Eighteen people contributed to the Ripponlea survey. Respondents listed their place of residence across Elsternwick, Ripponlea, Balaclava and St Kilda East. Fourteen participants were female and four were male.

**Note: due to low number of responses, only limited analysis was possible for Ripponlea**

## IN THE FUTURE

Ripponlea was seen to be a vibrant, family friendly, multicultural centre with a mix of valued businesses and old buildings. Survey participants expressed concern over new private development causing pressures on parking and traffic congestion. In particular people were in favour of low rise redevelopment with new buildings adhering to good quality design and materials that are sympathetic to the local character.

Figure 86 : What is unique / special about Ripponlea



## OPEN SPACE AND AMENITY

- > Participants marked that they had no comments of were 'unsure' in this question
- > Some felt it was satisfactory
- > Participants currently like the station landscaping and feel it could be further enhanced
- > Participants wanted to see more open space with family play areas

## SHOPS AND RETAIL

People primarily access Ripponlea to visit local cafés, for daily needs such as milk and newspaper or to meet friends

- > Community currently loves the small local shops and wants it to stay unique - missing a butcher
- > Opportunity for a farmers market
- > Extended trading hours desired in centre
- > Mix of local businesses that are family friendly and offer more retail options

“HELP SUPPORT THE LONG STANDING BUSINESSES SO THEY SURVIVE AND THRIVE WITH THE NEW WAVE.”



# RIPPONLEA

## COMMUNITY SERVICES

- > Improve disability access at pedestrian crossings and train station
- > Leisure centre

## MOVEMENT

The majority of visitors to Ripponlea get there by walking (13) or driving (6). Through the survey only one each identified cycle or public transport as their means of getting to the Centre.

- > Satisfied with public transport service - feel the area is well serviced
- > Concern around insufficient parking
- > Change speed limit to 40

## PRIVATE DEVELOPMENT

- > Strong concern over future development - "Low scale, highly landscaped, good quality development demonstrating excellent design"
- > Protect the local character with appropriate design and good quality materials
- > Keep it low level
- > No high rise
- > Protect and preserve Heritage of the centre

## TO EXPLORE

- > Enhanced community engagement
- > Quality building design for new developments
- > Opportunity for family and children areas in open spaces
- > Extended trading hours



# CONCLUSIONS

Glen Eira Council will utilise the information summarised in this report alongside that gathered through the Planning Scheme Review and Community Plan consultation to draft a 20 year vision for their Activity Centres.

The next step in the process will be seeking feedback on the draft vision and key objectives for activity centres across March and April to ensure the community's feedback has been captured well.

After this, Council will explore future projects and ideas to put this vision into action, including the development of Activity Centre Structure Plans for Bentleigh, Carnegie and Elsternwick Activity Centres.

Opportunities for further exploration have been highlighted under each Centre, these include themes that require further consultation and ideas with considerable support for testing and implementation.

Broadly, across every Centre there were consistent themes for Council's consideration:

- > Enforcement of strong Design and Materials Guidelines that include height restrictions and parking considerations that will both protect local character whilst promoting the economic growth of activity centres
- > Promote the economic diversification in Centres, encouraging business development that reflects the changing, younger demographic moving into the municipality.
- > Particular consideration for night light opportunities that may have implications for liquor licensing, and evening safety and amenity.

- > Continue to work closely with State Government advocating for best outcomes for locations and communities impacted by level crossing removals.
- > Build community awareness of available community services and supports.
- > Strengthen community connections through provision of communal spaces and facilitation/ support for local activation and events, particularly in areas of increasing density

The demographic that participated in this survey were primarily aged between 25 and 55, and were twice as likely to be female. Further consultation should seek to engage outside of this demographic population.







## APPENDIX

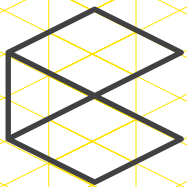
1. SURVEY TEMPLATE
2. RAW DATA
3. FACEBOOK COMMENTS



CO  
DESIGN  
STUDIO

ACN 145 546 103 ABN 69 145 546 103  
A 15 Easey Street, Collingwood, VIC 3066  
T +61 (3) 9417 0020  
W [codesignstudio.com.au](http://codesignstudio.com.au)  
IG TW @codesignstudio

Prepared for: Glen Eira City Council  
Engagement Report March 2017



CO  
DESIGN  
STUDIO

ACN 145 546 103 ABN 69 145 546 103  
A 15 Easey Street, Collingwood, VIC 3066  
T +61 (3) 9417 0020  
W [codesignstudio.com.au](http://codesignstudio.com.au)  
IG [@codesignstudio](https://www.instagram.com/codesignstudio)  
TW [@codesignstudio](https://twitter.com/codesignstudio)