Review of Strategic Direction
Box Hill Metropolitan Activity Centre
Community Consultation Summary

mgs

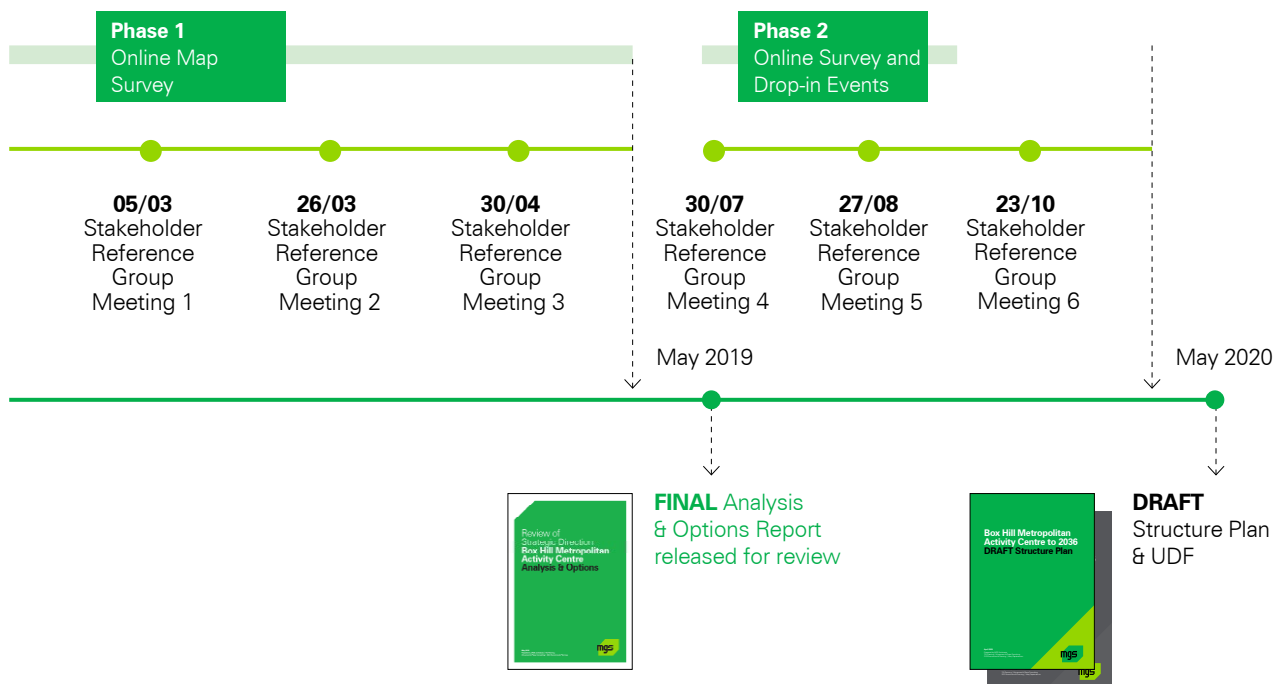| Date	Status	Compiled by	Authorised
13.09.2020	Final submission V1	MGS Architects	-
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Introduction

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1.1 Introduction

MGS Architects was engaged by the Whitehorse City Council in December 2018 to prepare a review of the strategic direction for the Box Hill Metropolitan Activity Centre alongside a multi-disciplinary team including TQ Planning (statutory and strategic planning), SGS Economics and Planning (economics and demographic projections), Movement and Place Consulting (strategic transport) and Mary Papaioannou Landscape Architecture (public realm).

The purpose of this document is to outline the community consultation strategy undertaken within the scope of this project and to provide a summary of findings from the community and stakeholder consultation.

Phase 1
Online Map Survey

Phase 2
Online Survey and Drop-in Events

| **05/03** Stakeholder Reference Group Meeting 1 | **26/03** Stakeholder Reference Group Meeting 2 | **30/04** Stakeholder Reference Group Meeting 3 | **30/07** Stakeholder Reference Group Meeting 4 | **27/08** Stakeholder Reference Group Meeting 5 | **23/10** Stakeholder Reference Group Meeting 6 |

May 2019

May 2020

FINAL Analysis & Options Report released for review

DRAFT Structure Plan & UDF

Timeline of Community Engagement

As indicated in the diagrammatic summary above, multiple forms of community and stakeholder consultation has been integrated into the project throughout the development of the reports and key deliverables. Primarily, the engagement has consisted of three main elements:

- Direct engagement with key agencies and landowners for strategic development sites in the form of one-on-one or small group meetings;
- Broad public consultation using an online map survey and pop-up events within Box Hill; and
- Establishing a Stakeholder Reference Group (SRG) composed of key representatives from community, institutions, land owners and agencies.

Community Engagement
Phase 1

2

2.1 Community Engagement Approach

The first phase of wider community engagement in February 2019 was an online map survey hosted on Whitehorse City Council's consultation website. The aim of this online interface was to rapidly engage with a potentially broad (though self-selected) portion of the community both living within and visiting Box Hill for work or recreation. The approach meant that the process was open to people who were not physically in Box Hill during the specific consultation period.

The structure of the interface allowed for both simple and deeper participation and feedback. Initially participants were invited to drop a pin on a map sorted by the consultation themes, and provide an open written response to two questions: "Why did you choose this location?" and "How would you like this place to look or feel in the future?" Participants were also asked to rate the place on a scale from "very bad" to "very good". Once pin feedback was given participants were invited to provide more detailed feedback in response to survey questions related to the theme of interest.

A pop-up event formed an extension of the online survey. Members of the project team plus council officers participated in a three-hour event within the Box Hill mall that was primarily intended to raise awareness of the survey but also secondarily intended to gain additional feedback from members of the community that might not otherwise have access to the website. Community members were invited to give feedback on a hard-copy survey or to go to the website to give their ideas.

The result of the combined online and pop-up was as follows:

– 70+ conversations at the pop-up event

– 771 unique visitors to the online map

– 122 pins provided by 54 authors

– 63 votes on the pin comments provided by 13 voters

– 31 people provided answers to the more detailed survey questions

– 8 survey responses were provided a written hard copy submissions

– Additional comments provided via Facebook

The online interface for the map and survey allowed the collection of basic demographic details of the participants. Of the 59 separate participants in the map interface (providing either pins, votes or comments), 29 were female (49%), 18 were male (31%) and 12 unknown (20%). Of the 31 participants in the detailed survey, 20 were female (65%) and 11 were male (35%).

2.2   Consultation Themes

All consultations during Phase 1 of the project have been structured using the same broad themes relevant to the *2007 Structure Plan.* This was conceived specifically to broaden the conversation beyond a focus on built form outcomes towards a wider range of potential opportunities for the plan to respond to. We asked participants to direct their feedback towards the following broad areas of interest.

Places and Spaces for People: this theme relates to public and community facilities, both indoors and outside. The questions covered the needs of the community as a whole as well as the more specialised needs of smaller community sectors such as the elderly, children and families. This theme also introduced cultural diversity as a topic for feedback.

Living in Box Hill: this theme relates to providing homes for a growing and changing community. The need to house a significantly larger future population was one consideration, as were the specific needs of families, students and an aging community. We made specific reference to different types of housing including higher-density apartments as well as lower height developments.

Working and learning in Box Hill: our questions highlighted the important role of the centre in providing employment opportunities and we raised the significant future employment growth as an important factor to consider. The questions within this theme introduced the important role of both small and large enterprises as well as health and education institutions as employment generators.

Shopping and visiting Box Hill: this theme provided a context for discussions about the people who visit Box Hill, their reasons for visiting and what attracts people to stay. This included visiting Box Hill for shopping, recreation, entertainment, for business or to visit friends.

Getting around Box Hill: this very broad category of questions concerned the multiple ways people get to, from and around Box Hill, including by walking, bicycle, public transport or private vehicles. Box Hill's major role as a transport interchange was a focus but also the challenges of managing traffic congestion and parking were introduced as topics to consider.

Buildings, character, and image: this area of discussion concerned questions of what Box Hill looks and feels like – its 'character', its 'image and identity' and what makes it a distinctive and special place for the whole community. The question of landmarks and key streetscapes was introduced considering both built form and the public realm.
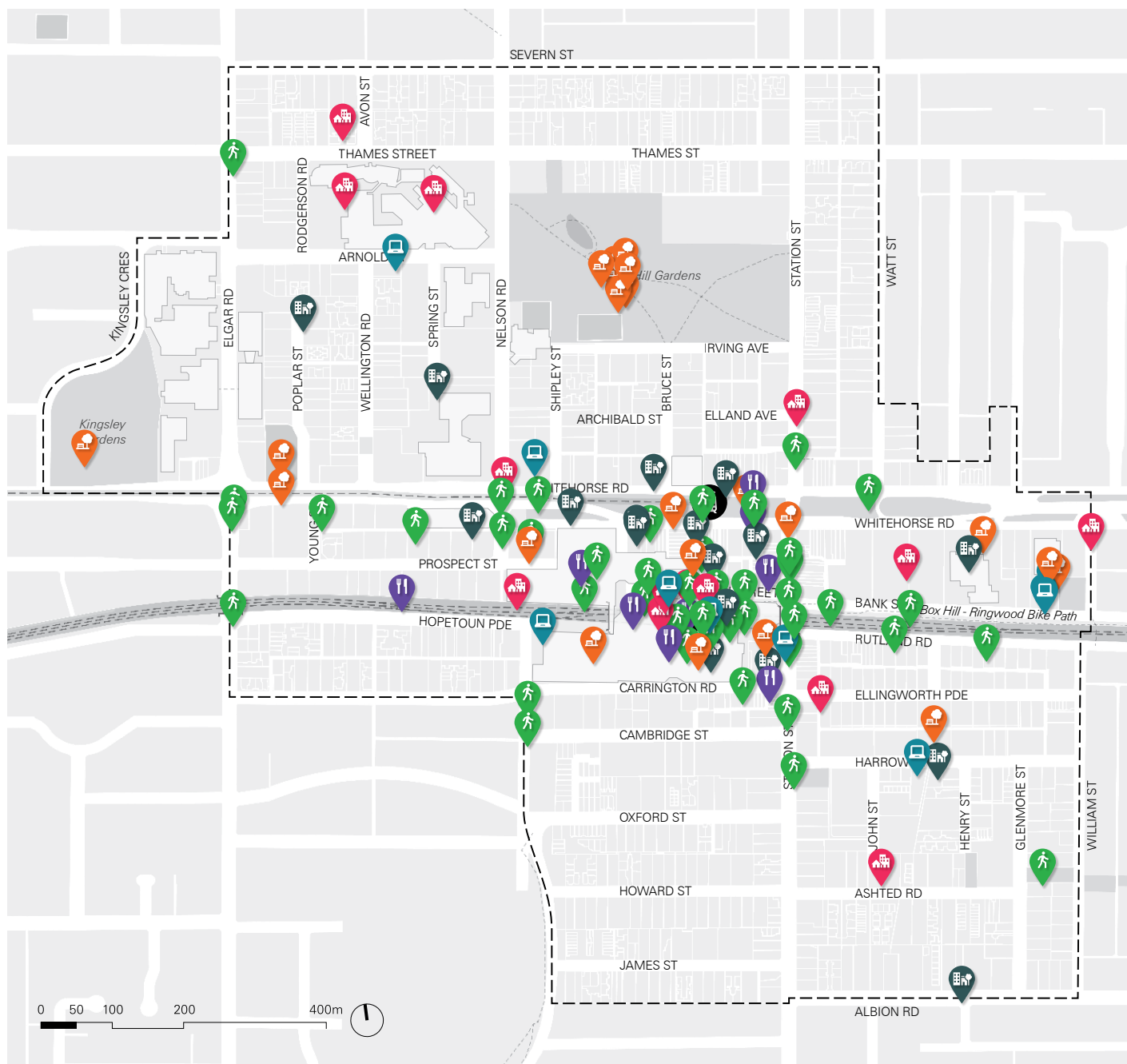
Figure 2.1 Survey results by theme

Legend

- - - Structure Plan boundary

Pin themes

- Places and Spaces for People
- Living in Box Hill
- Working and Learning in Box Hill
- Shopping and Visiting Box Hill
- Getting around Box Hill
- Buildings, character and image

Places and Spaces for People

Shopping and visiting Box Hill

Living in Box Hill

Getting around Box Hill

Working and learning in Box Hill

Buildings, character, and image
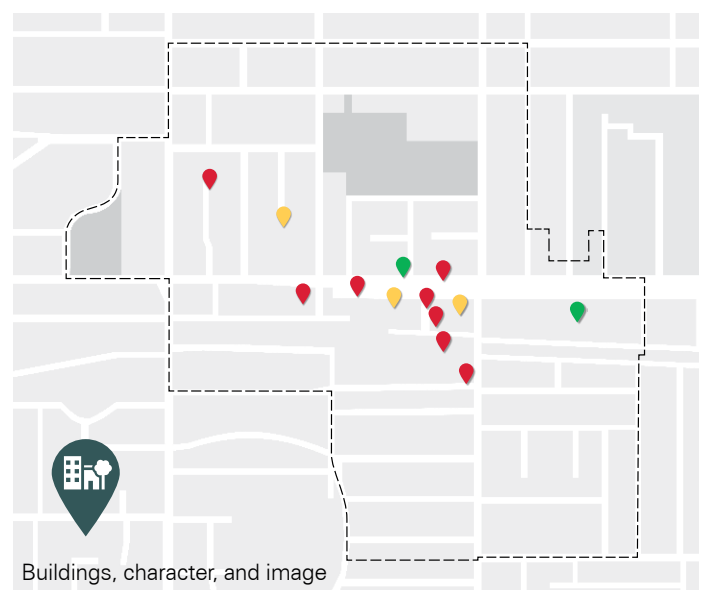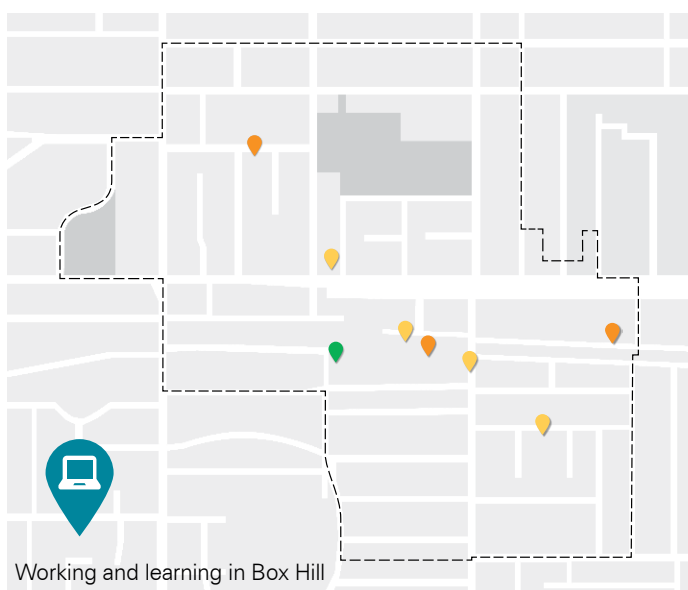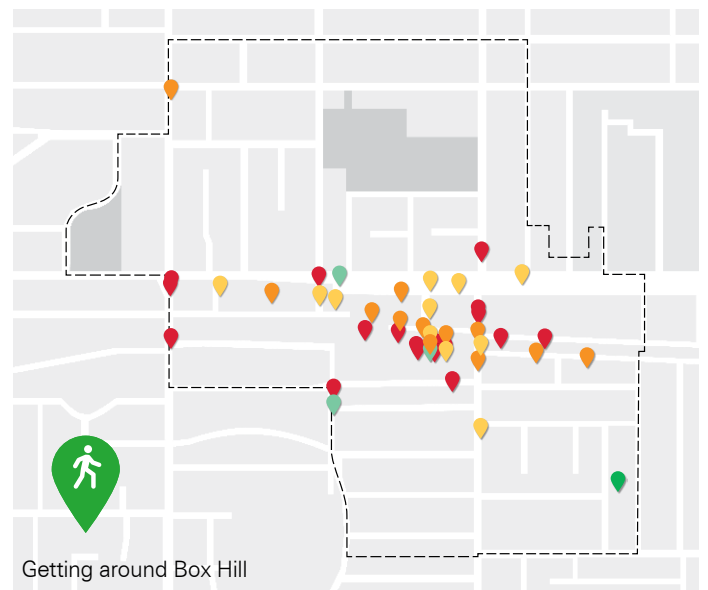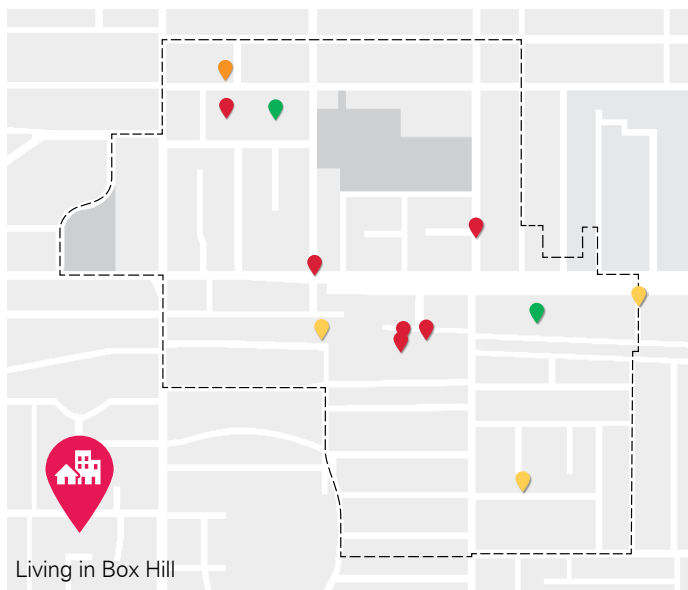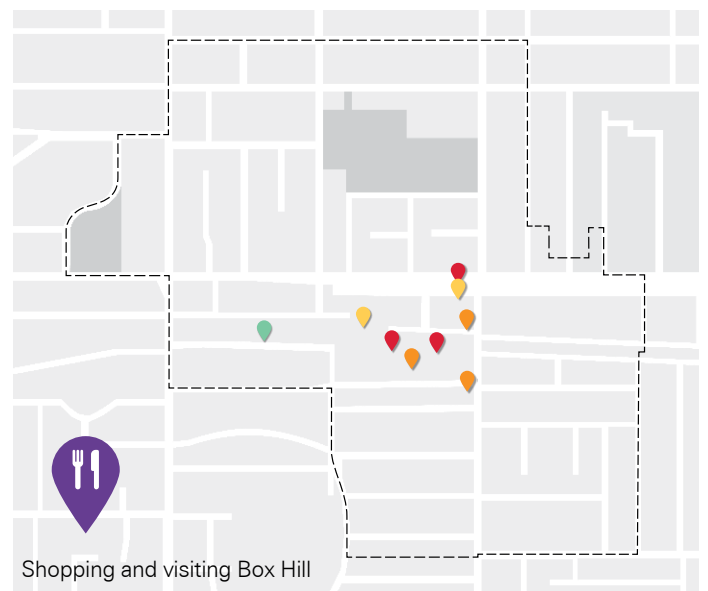
Figure 2.2 Survey results by ranking for each theme

- Very Good
- Good
- OK
- Bad
- Very Bad

2.3   Community Perspectives

A preliminary review of the responses to the map and the survey has provided a series of key perspectives to address through the structure plan process.

The importance of quality places
The places that received the most positive responses were predominately examples of public and community infrastructure. Box Hill Gardens, Kingsley Gardens, Box Hill Hospital, the library and the town hall were all identified as valued elements of Box Hill's identity. In the future these valued locations should look and feel similar to how they are now – the key message was that these important places should be protected. More access to leafy green places and more community space was described as important. Better connections between the bus and other transport interchanges was nominated as important, as was more nightlife and opportunities for more restaurants, shops and spaces for events.

Dissatisfaction with degraded facilities
In general terms there were many more places that received negative responses than positive. The poor quality of the transport interchange was repeatedly raised as a major issue, using words like old, dirty, shabby, narrow, crowded and poorly connected to describe it. The only positive aspect of the transport interchange was its functional value as a means to access multiple public transport options. Improved interconnectivity for pedestrians and mobility impaired patrons between buses, trams and trains was an obvious and repeated preferred future change, but so was the importance of clean and bright spaces that were safe and inviting and include greenery.

The interchange was not the only location described using these similarly negative terms. Many public areas (both in the public realm and the quality of private buildings) particularly in the core of the centre were also described as tired or dirty. The underpass across Station Street was repeatedly noted by respondents as a poor space for pedestrians and unsuitable for cyclists. Poor lighting in public spaces was also repeatedly raised as an important perceived safety issue.

Increasing congestion
Traffic congestion and parking issues was another dominant characteristic of many negative responses. Various respondents referred to the difficulty in driving through the centre and finding parking at the core. Equally, traffic was seen as a key barrier to walking around the centre, alongside inconsistent footpath quality and accessibility. The very poor quality of bicycle infrastructure was noted in multiple locations. Overall, however, the preferred future response to congestion and accessibility was surprisingly diverse. While some saw the importance of more parking, others suggested removing car parking and even the pedestrianisation of parts of the core to make it easier to get around. Improved north-south pedestrian connections across Whitehorse Road and across the rail line was mentioned repeatedly. Completion of major cycle routes was raised by more than one respondent.

Built form and character
Multiple respondents raised the issue of development scale. Many responses focussed on poor quality high rise development, loss of trees and the wind tunnel effect created by taller buildings. Interestingly, some responses that were highly critical of high rise apartments still nominated heights of up to five or six storeys as "lower rise" development that might be appropriate for the centre. There were multiple references to increasing the amount of greenery and a reduction in building bulk as a potential improvement. Multiple responses included references to the problem of uncoordinated development – neighbourhoods were described as collections of individual buildings with no unified vision. Multiple responses referred to the importance of leafy streets and good public spaces as a way to make the neighbourhoods feel like places.

Cultural diversity
A significant number of respondents pointed to tensions from a perceived dominance by two major cultural groups rather than the diversity more representative of broader Melbourne. Very few responses described Box Hill as a multicultural place at the moment, even though festivals and public places such as the fresh food market and Carrington Road were noted as positive features of the area. Multiple responses suggested that Box Hill would benefit from greater cultural diversity. Specifically there was a desire for a greater range of cultures to be represented in the range of shops and restaurants in Box Hill.

Community Engagement
Phase 2

3

3.1 Community Engagement Approach

In May 2019 Council resolved to proceed with an additional round of community consultation to help provide more detail to inform the development of the Strategic Review for Box Hill Metropolitan Activity Centre. The consultation commenced at the same time the *Analysis and Options Report* was released to the whole community.

The engagement was focused on consulting on the key messages received by the project team in the early parts of the project plus a list of key ideas and initiatives that will help guide the next phase of Box Hill's growth. This process was driven using ideas introduced in the *Analysis and Options* report.

There were three main components to the engagement process undertaken during July 2019:

– An online survey hosted via Council's website (open for three weeks, 15 July–2 August 2019), available in English and also translated into Chinese to assist with engaging with a broader proportion of the local community;

– A three-hour drop-in information session at Box Hill Town Hall (18 August 2019), where participants were invited to view and respond to information panels containing a simplified version of the survey questions.

– A three-hour informal pop-up information session at Box Hill Mall (27 August 2019), to raise the profile of the online survey and also to allow the public to provide feedback via the information panels containing a simplified version of the survey questions.

The focus for this round was to make it as easy as possible for members of the community to engage with the survey questions, assisted by the interactions with project team members. The same survey questions were used throughout all parts of the consultation process.

Format of the community feedback

Respondents who engaged with the online survey directly provided answers to the questions through the web interface. Participants were invited to either click a check-box next to their preferred answer or for some questions, provide free-form answers in the text box provided. Community members were invited to provide survey responses on printed versions of the survey if they were unable to engage online.

During the drop-in and pop-up sessions the community was invited to engage with information posters that displayed a version of the survey questions. Participants were encouraged to place sticker dots on the posters to register their feedback to the questions.

During this consultation period the project team also met with the Stakeholder Reference Group. During this meeting the survey questions were discussed and further feedback sought from the stakeholder group.

Further free-form submissions were made via email to Council's customer service address. These ranged from short emails on particular topics of concern, to more comprehensive submissions from landowners prepared by planning consultants.

The results across all parts of the process are set out over the following pages.

3.2 Consultation Themes

The survey component of the community consultation was structured into six distinct themes based on the propositions developed during Phase 2 of the project. These ideas build upon the future options proposed in the *Analysis and Options Report.* This was designed to collect both open responses and quantifiable feedback on the ideas proposed in each theme.

1 **Future Vision for Box Hill**
A new vision was drafted in response to feedback and engagement with wider community and workshop discussions with council and key stakeholders.

2 **Distinctive Neighbourhoods**
Specific vision statements were developed to present a distinct vision for the future of each neighbourhood. These short statements seeks to clearly define the roles and characteristics of each neighbourhood.

3 **Managing future growth**
Over the next 20 years, the residential population of Box Hill will more than double, and the number of jobs will increase by 59%. Planning for this change will require balancing growth in housing and other uses, such as employment in particular locations.

4 **Streets as places for people**
As the number of residents, workers and visitors in Box Hill increases, there will be a need to rethink the role of streets and consider a range of opportunities to improve the quality of streets for pedestrians.

5 **Managing vehicles and parking**
Traffic congestion and car parking is key issue for Box Hill. A CBD style approach is proposed to limit the amount of private car parking and encourage publicly accessible car parking in locations that are easy to access by walking, cycling and public transport.

6 **Managing development**
As Box Hill grows it will become more important for future development to contribute to creating great places for people. A range of built form considerations were proposed to identify which were more important to the community when considering the impacts of taller buildings.

3.3   Survey Responses

A review of the survey responses demonstrate broad community support for the vision and the propositions presented in the survey. These responses are summarised by theme.

Future Vision for Box Hill
The majority of respondents strongly supported the future vision for Box Hill, with the remainder showing a majority of support for most parts of the vision. There was a higher level of importance placed on the key role of Box Hill as a major public transport hub and the provision of ample public spaces and places designed for people. The key message was that aspects of the vision that were more clearly related to public benefits were considered more important.

Distinctive Neighbourhoods
In summary, responses to the vision statements for each individual neighbourhood demonstrate a broad level of support. Of particular note, the majority of responses to the vision for Central, Prospect and Civic & Cultural Neighbourhoods were strongly supportive of the neighbourhood visions and the vision for Garden Neighbourhood was very strongly supported by the community. This is a significant key message, demonstrating confidence in the respective mixed-use, employment, civic and cultural focus of these neighbourhoods. While Enterprise and Health and Education Neighbourhoods received lower responses in strong support, there was very clear support for most parts of the vision proposed for both neighbourhoods. Residential transition neighbourhoods received the lowest level of strong support, though still positive overall. This potentially reflects a concern on the encroachment of higher density residential development into these more established residential areas.

Managing future growth
There was clear support for a wide range of uses and activities in Box Hill and to prioritise particular uses in some neighbourhoods. The longer form responses indicate the concern that Box Hill could become a dormitory town or that individual neighbourhoods might be overly dominated by a single use.

Streets as places for people
There was a clear emphasis on walking and moving between public transport as the key role for streets in Box Hill, with walking gathering the highest number of responses. Trees and greenery were also considered to have high importance for streets as places. These responses reinforced community perspectives gathered from earlier consultation stages. There was a clear contrast with the vehicular transport role for streets, which ranked as the responses with the lowest level of support.

Managing vehicles and parking
The idea that car parking should be publicly accessible, available and shared by multiple users across different times of the today, regardless of its location received was widely supported by responses with the majority receiving strong support. The proposition of consolidating car parking in each neighbourhood received general support with the majority supporting parts of this proposal and the remainder in strong support. This shows that the community is supportive of changes to how car parking is managed in Box Hill.

Managing development
There was clear support for the need for clearer built form guidance on future development, particularly in relation to taller buildings. There was a clear emphasis on the amenity of the public realm and key public spaces. Four of the top five aspects that received the highest number of responses were concerned with overshadowing, views of the sky, wind impacts and the quality of building interfaces at ground level. This reflected views expressed in early consultation that these spaces were important and should be protected. On the other hand, there was also a high level of responses relating to the importance on providing publicly accessible car parking (rather than private car parking). This was consistent with the survey responses to managing vehicles and parking.

3.4   Submissions

In addition to the survey, 34 free-form submissions were received in response to the *Analysis and Options* Report. There was a notable diversity of views expressed within these submissions which ranged from critical to supportive of the analysis and options proposed. Many of the submissions provided particular suggestions for improvements and changes that were aligned with their interests in Box Hill.

Managing vehicles and car parking
There was a notable contestation of views on how to address the issues of traffic congestion and car parking. For example, many supported the propositions of improving the management of vehicles and car parking in the centre, however, some submitters were in clear disagreement and proposed an increase in car parking as a solution. Broadly, many submissions noted the importance of improving the efficiency of car parking, including minimising the provision of car parking.

Lack of open spaces and loss of trees
The quality and provision of open space and greenery was a consistent theme with many submissions citing lack of open and green space. Some submissions provided specific suggestions where they think new open space could be located, for example, the former Box Hill brickworks or the former Box Hill Bowling club. There was a general underlying theme of increased greening, through providing open space and tree canopy cover.

Impacts of taller buildings
Many submitters were concerned with the impacts of high-rise, or tall, buildings. These generally referred to off-site impacts such as overshadowing of public spaces, wind impacts and glare from reflective materials used in buildings. Also noted was the need for increased setbacks to increase the width of footpaths and provide space for canopy trees.

Amenity of key public spaces and facilities
Broadly, submissions were consistent with community perspectives provided during Phase 1 of the project. The poor quality and accessibility of the transport interchange was again raised as an issue. Numerous public spaces, including Box Hill Mall, was perceived as unwelcoming, unsafe and lacked greenery.

Diversity of uses
There was wide-ranging support for increasing the diversity and vibrancy of uses across all hours within the centre. The issue of the dry zone was identified as an issue for encouraging a wider variety of entertainment and hospitality uses, including later hours.

Cultural diversity
A large number of submissions again highlighted a perceived dominance by two major cultural groups than the diversity more representative of broader Melbourne. Council should note these issues around cultural expression and diversity in order to consider more holistic responses towards cultural cohesion extending beyond the structure plan itself.

3.5 Survey Questions

The following text is the full version of the survey text used in the second stage consultation.

The Box Hill Metropolitan Activity Centre (MAC) has an important local, regional and metropolitan role. It is the heart of the community and a business and retail hub. The vision and strategic direction for the Box Hill MAC is being reviewed to ensure it remains relevant for the centre.

Phase 1 of the review has produced the Box Hill Metropolitan Activity Centre Analysis and Options Report. This report analyses recent changes, provides a summary of the existing situation in Box Hill and also identifies opportunities for the future of the MAC. You can read the report online at http://www.whitehorse.vic.gov.au/BoxHill.html

Council invites your feedback on this report before moving to the next phase of the project.

This survey asks your views on key ideas in the report.

Part 1: Future Vision for Box Hill

Using the work completed so far, a draft vision is proposed:

Box Hill will remain the pre-eminent urban centre for Melbourne's east. The centre supports a regionally significant focus for health, education and employment serviced by a major public transport hub. It provides a diverse and growing range of business, retail, entertainment, community and living opportunities.

An interconnected network of complementary and distinctive, accessible and vibrant neighbourhoods respond to the diverse community's desire for sustainable, engaging, safe, caring and healthy places. Future change in Box Hill will deliver a people-friendly environment with an abundance of high-quality and welcoming public spaces for all.

1 How strongly do you support the vision?
[select one]

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

2 What are the key reasons for your choice?

3 Which parts of the vision are the most important to you?
[select your top three]

☐ A focus for health, education and employment
☐ A major public transport hub
☐ Providing retail, entertainment and community uses
☐ Providing housing opportunities
☐ Creating distinctive neighbourhoods
☐ Designing places for people
☐ Providing ample public spaces
☐ A diverse range of land uses

Part 2: Distinctive neighbourhoods

Box Hill is a cluster of distinctive neighbourhoods, each with different roles and characteristics. To support this diversity into the future, a specific vision statement for each neighbourhood is proposed.

You will be asked to think about each neighbourhood in turn:

Central Neighbourhood: *The centre of Box Hill – a vibrant and diverse destination that is welcoming to all*

4   How strongly do you support this statement?
[select one]

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
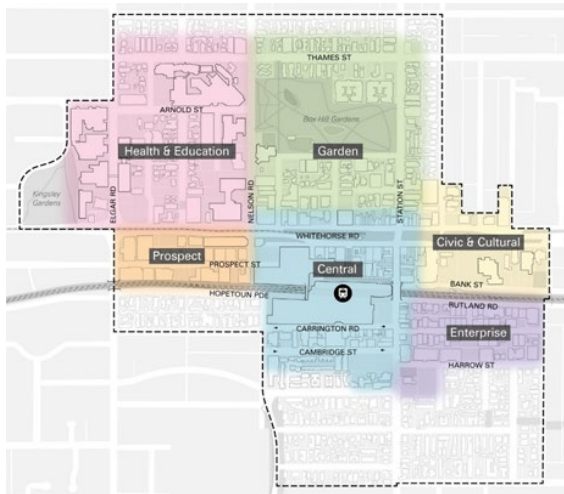☐ Do not support most parts of it
☐ Do not support at all

5   What are the key reasons for your choice?

Health and Education Neighbourhood: *A health and education precinct of metropolitan significance integrated within a growing neighbourhood*

6   How strongly do you support this statement?
[select one]

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

7   What are the key reasons for your choice?

Prospect Neighbourhood: *A lively and attractive employment precinct with diverse complementary uses within a leafy streetscape*

8   How strongly do you support this statement?
[select one]

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

9   What are the key reasons for your choice?

Garden Neighbourhood: *A green inner-city neighbourhood providing a great place to live with an abundance of public open space*

10 How strongly do you support this statement?
[select one]

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

11 What are the key reasons for your choice?

Civic and Cultural Neighbourhood: *The civic heart of Box Hill – a well-connected community and cultural precinct serving the needs of the whole centre*

12 How strongly do you support this statement? *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

13 What are the key reasons for your choice?

Enterprise Neighbourhood: *A diverse and dynamic mixed-use neighbourhood providing opportunities for business 'start-ups' and enterprises close to the centre of Box Hill*

14 How strongly do you support this statement? *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

15 What are the key reasons for your choice?

Northern and Southern Residential Transition Neighbourhoods: *An opportunity to live close to the core of the MAC, providing medium-density housing in highly accessible neighbourhoods that provide a transition in scale between the centre and surrounding residential areas.*

16 How strongly do you support this statement? *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

17 What are the key reasons for your choice?

Part 3: Managing future growth

What do we know?

– Over the next 20 years the residential population will more than double, from 8,500 people (2016) to 16,900 people (2036).

– Over the next 20 years the number of jobs will be 59% greater than today, growing from 18,500 jobs (2016) to 29,500 jobs (2036).

What are we proposing?

In order to manage growth and development in Box Hill, it will be important to have a variety of land uses across the MAC. This will require balancing growth in housing and other uses, such as employment.

18 How strongly do you support a wide range of uses and activities in Box Hill, including prioritising specific uses in some neighbourhoods? *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

19 What are the key reasons for your choice?

Part 4: Streets as places for people

What do we know?

– As the number of people in Box Hill increases, there will be a need to provide more, and better, public spaces.

– Approximately 9% of the centre is currently allocated for open space. Approximately 24% is allocated for roads.

What are some ideas?

There is an opportunity to enhance the role of Whitehorse Road as a pedestrian boulevard by widening footpaths and reducing speed limits and space for vehicles.

To achieve high quality areas for pedestrians, it will be necessary to provide new and improved pedestrian and cycle links. It will also be important to manage footpath and road width to provide improved footpaths as places for people. In some locations, streets could be for pedestrians and cyclists only.

20 What do you see as the most important role for streets in Box Hill? *[select your top three]:*

Streets are places for:
☐ walking
☐ footpath activity (e.g. alfresco dining)
☐ riding bicycles
☐ moving between public transport
☐ trees and greenery
☐ servicing (e.g. deliveries, car park entry, bin collection)
☐ parking cars
☐ prioritising public transport
☐ cars driving to the centre
☐ cars driving through the centre but not stopping

21 What key changes should be made to streets? *[select your top three]:*

☐ Improve the street landscape (e.g. providing nature strips, street trees)
☐ Footpaths are a place for activity (e.g. alfresco dining, street furniture)
☐ Remove overhead power lines
☐ Improve the pavement surface
☐ Widen footpaths for people and narrow roads for cars
☐ Provide separate bicycle lanes
☐ Reduce speed limits for cars
☐ Selected streets to become new public spaces for people to gather
☐ Selected streets to become pedestrian/cycle only

Part 5: Managing vehicles and parking

What do we know?

– There are around 17,000 car parking spaces in the MAC; more than at Chadstone shopping centre, and many are privately owned.

– Based on the requirements in the Planning Scheme for car parking, future development will create more than 10,000 additional car parking spaces in the centre.

– Melbourne's Central Business District (CBD) has successfully managed car parking by reducing the amount of private car parking spaces that each development can have in the core of the CBD.

What are we proposing?

A CBD style approach to managing car parking to limit the amount of private car parking in each development. Encouraging publicly accessible car parking around the MAC that is more easily accessed by the public to reduce congestion in Box Hill and well connected to walking, cycling and public transport links.

22 Parking in Box Hill should be available to anyone, no matter where it is located: *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

23 What are the key reasons for your choice?

24 Parking should be consolidated in each neighbourhood of Box Hill: *[select one]*

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

25 What are the key reasons for your choice?

26 Parking should be shared by multiple users across different times of the day?

☐ Strongly support
☐ Support most parts of it
☐ Support some parts of it
☐ Do not support most parts of it
☐ Do not support at all

27 What are the key reasons for your choice?

Part 6: Managing development

What do we know?

– Two-thirds of buildings that are under construction or have recently been constructed have been 3-6 storeys; a quarter has been 7-16 storeys; and 7 per cent of buildings have been over 16 storeys.

– A small number of very tall buildings (30 storeys plus) have been constructed. These serve a role in driving growth and investment and represent a shift from a suburban to an urban centre.

– A small proportion (20%) of permits for development greater than 13 storeys have been developed.

What are we proposing?

As Box Hill grows it will become more important for new development to help create great places for people. This means look at the amenity of building users as well as people in public spaces. There are many ways to address the impacts of taller buildings.

28 What do you think are the most important things to look at to address the impacts of taller buildings? *[select your top five]:*

☐ The quality of the building at the ground level
☐ Create a clearly defined building base with upper levels setback
☐ Separate buildings to allow light to reach lower levels of the building
☐ Provide clear views to the sky from the street
☐ Relate building height to the size of the land
☐ Relate building height to neighbouring buildings
☐ Protect key public spaces from shadowing
☐ Reduce wind impacts to public spaces

☐ Reduce the impact of vehicle access and loading on footpaths
☐ Views of the building from a distance, as a visible element on the skyline
☐ Ensure that key buildings create a local landmark
☐ Is architecturally designed
☐ Is sustainably designed
☐ Includes affordable housing
☐ Includes community infrastructure
☐ Provides new public open space
☐ Provides public car parking (rather than private carparking)

29 Do you have any further feedback?

Part 7: About you

Your Age:

☐ Under 21 ☐ 21 – 30 ☐ 31 – 40 ☐ 41 – 50
☐ 51 – 60 ☐ 60 plus ☐ Prefer not to say

Gender:

☐ Male ☐ Female ☐ Prefer not to say

What is the postcode where you live?

What is the postcode where you work?

What is your relationship/s to Box Hill? *[Select all that are relevant]*

☐ Live in Box Hill
☐ Work in Box Hill
☐ Own a business in Box Hill
☐ Own property in Box Hill
☐ Visit Box Hill
☐ Study in Box Hill
☐ Travel through Box Hill (for example, by tram or train)

3.6 Survey Panels

The vision for Box Hill
Have your say

Part 1

Future Vision for Box Hill

Using the work completed so far, a draft vision is proposed:

Box Hill will remain the pre-eminent urban centre for Melbourne's east. The centre supports a regionally significant focus for health, education and employment serviced by a major public transport hub. It provides a diverse and growing range of business, retail, entertainment, community and living opportunities.

An interconnected network of complementary and distinctive, accessible and vibrant neighbourhoods respond to the diverse community's desire for sustainable, engaging, safe, caring and healthy places. Future change in Box Hill will deliver a people-friendly environment with an abundance of high-quality and welcoming public spaces for all.

Please complete the survey to have your say.
oursay.org/whitehorsecitycouncil/boxhillvision

Have your say Place a dot below in the grey box to show your degree of support

Do not support at all	Do not support most parts of it	Support some parts of it	Support most parts of it	Strongly Support

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Part 2

Distinctive neighbourhoods

Box Hill is a cluster of distinctive neighbourhoods, each with different roles and characteristics.
To support this diversity into the future, a specific vision statement for each neighbourhood is proposed.

Central Neighbourhood
The centre of Box Hill—a vibrant and diverse destination that is welcoming to all

Health and Education Neighbourhood
A health and education precinct of metropolitan significance integrated within a growing neighbourhood

Prospect Neighbourhood
A lively and attractive employment precinct with diverse complementary uses within a leafy streetscape

Garden Neighbourhood
A green inner-city neighbourhood providing a great place to live with an abundance of public open space

Civic and Cultural Neighbourhood
The civic heart of Box Hill – a well-connected community and cultural precinct serving the needs of the whole centre

Enterprise Neighbourhood
A diverse and dynamic mixed-use neighbourhood providing opportunities for business 'start-ups' and enterprises close to the centre of Box Hill

Northern and Southern Residential Transition Neighbourhoods
An opportunity to live close to the core of the MAC, providing medium-density housing in highly accessible neighbourhoods that provide a transition in scale between the centre and surrounding residential areas

Key Places
01 Box Hill Institute | Elgar campus
02 Box Hill Hospital
03 Epworth Hospital
04 Box Hill Institute | Nelson campus
05 Australian Tax Office
06 Box Hill Central North
07 Box Hill Central South
08 Centrelink & Medicare
09 Box Hill Town Hall
10 Box Hill Library
11 Box Hill Gardens

Have your say Place a dot below in the grey box to answer the question

Which neighbourhood are you most interested in?

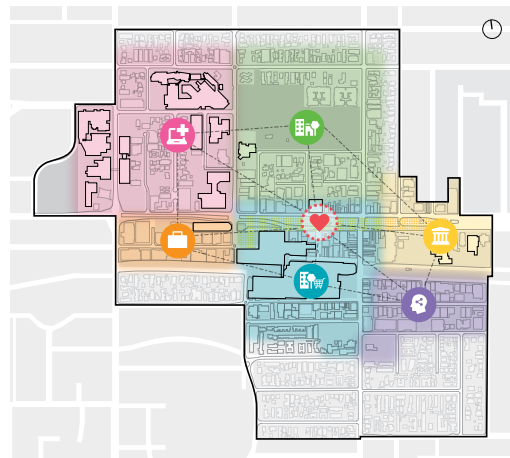| Central Neighbourhood	Health and Education Neighbourhood	Prospect Neighbourhood	Garden Neighbourhood	Civic and Cultural Neighbourhood	Enterprise Neighbourhood	Northern Residential Transition Neighbourhood	Southern Residential Transition Neighbourhood

The vision for Box Hill
Have your say

Part 3

Managing future growth

What do we know?

- Over the next 20 years the residential population will **more than double**, from 8,500 people (2016) to 16,900 people (2036).
- Over the next 20 years the number of jobs will be **59% greater than** today, growing from 18,500 jobs (2016) to 29,500 jobs (2036).

What are we proposing?

In order to manage growth and development in Box Hill, it will be important to have a variety of land uses across the MAC. This will require balancing growth in housing and other uses, such as employment.

**Please complete the survey to have your say.
oursay.org/whitehorsecitycouncil/boxhillvision**

Have your say Place a dot below in the grey box to show your degree of support

How strongly do you support a wide range of uses and activities in Box Hill, including prioritising specific uses in some neighbourhoods?

Do not support at all	Do not support most parts of it	Support some parts of it	Support most parts of it	Strongly Support

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Part 4

Streets as places for people

New public spaces North Terrace Adelaide | TCL

Pedestrian and cycle only access Holland St, Adelaide | JPE

High quality street surfaces Greville St, Prahran | Rush Wright

What do we know?

- As the number of people in Box Hill increases, there will be a **need to provide more, and better, public spaces.**
- Approximately **9%** of the centre is currently allocated for open space. Approximately **24%** is allocated for roads.

What are some ideas?

There is an opportunity to enhance the role of Whitehorse Road as a pedestrian boulevard by widening footpaths and reducing speed limits and space for vehicles.

To achieve high quality areas for pedestrians, it will be necessary to provide new and improved pedestrian and cycle links. It will also be important to manage footpath and road width to provide improved footpaths as places for people. In some locations, streets could be for pedestrians and cyclists only.

Please complete the survey to have your say.
oursay.org/whitehorsecitycouncil/boxhillvision

Have your say Place a dot below in the grey box to answer the questions

What do you see as the most important role for streets in Box Hill?

Walking	Footpath activity (e.g. dining)	Riding bicycles	Moving between public transport	Trees and greenery	Servicing (e.g. deliveries, car park entry, bins)	Parking cars	Prioritising public transport	Cars driving *to the* centre	Cars driving *through the* centre

What key changes should be made to streets?

Improve the street landscape	Footpaths are a place for activity	Remove overhead power lines	Improve the pavement surface	Widen footpaths for people and narrow roads for cars	Provide separate bicycle lanes	Reduce speed limits for cars	Selected streets to become new public spaces	Selected streets to become pedestrian / cycle only

The vision for Box Hill
Have your say

Part 5

Managing vehicles & parking

Entries to private carparking in new development

Conflicts and trade offs between footpath capacity & carpark driveways

High quality consolidated carparking open to public *Dawson St Car Park | MGS Architects*

What do we know?

- There are around **17,000 car parking spaces** in the MAC; more than at Chadstone shopping centre, and many are privately owned.

- Based on the requirements in the Planning Scheme for car parking, future development will create more than **10,000 additional car parking spaces** in the centre.

- Melbourne's Central Business District (CBD) has successfully managed car parking by reducing the amount of private car parking spaces that each development can have in the core of the CBD.

What are we proposing?

A CBD style approach to managing car parking to limit the amount of private car parking in each development.

Encouraging publicly accessible car parking around the MAC that is more easily accessed by the public to reduce congestion in Box Hill and well connected to walking, cycling and public transport links.

Please complete the survey to have your say.
oursay.org/whitehorsecitycouncil/boxhillvision

Have your say
Place a dot below in the grey box to show your degree of support

Parking in Box Hill should be available to anyone, no matter where it is located

Do not support at all	Do not support most parts of it	Support some parts of it	Support most parts of it	Strongly Support

Parking should be consolidated in each neighbourhood of Box Hill

Do not support at all	Do not support most parts of it	Support some parts of it	Support most parts of it	Strongly Support

Parking should be shared by multiple users across different times of the day

Do not support at all	Do not support most parts of it	Support some parts of it	Support most parts of it	Strongly Support

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Part 6

Managing development

Box Hill Today

View towards south-west

545-563 Station St
36 Storeys

ATO
19 Storeys

Whitehorse Towers
36 Storeys

12-14 Nelson Rd
20 Storeys

Box Hill Hospital
10 Storeys

Box Hill if all approved and permit applications
under consideration are constructed

View towards south-west

31-35 Prospect St
25 Storeys

843 Whitehorse Rd
37 Storeys

2-4 Bruce St
19 Storeys

16 Spring St
29 Storeys

26-28 Wellington Rd
20 Storeys

What do we know?

- Two-thirds of buildings that are under construction or have recently been constructed have been 3-6 storeys; a quarter has been 7-16 storeys; and 7 per cent of buildings have been over 16 storeys.

- A small number of very tall buildings (30 storeys plus) have been constructed. These serve a role in driving growth and investment and represent a shift from a suburban to an urban centre.

- A small proportion (20%) of permits for development greater than 13 storeys have been developed.

Legend

Existing built form, including those currently under construction

Built form of permits that have been approved

Built form of permits applications currently under consideration

Part 6
Managing development

Clearly defined base with setback upper levels Ozanam House | MGS Architects

The quality of the building at the ground level Castle, Sydney | SJB

Provides new public open space Artist impression of a new pocket park in City of Melbourne as part of agreement between Council and the developer | Oculus

What are we proposing?

As Box Hill grows it will become more important for new development to help create great places for people. This means look at the amenity of building users as well as people in public spaces. There are many ways to address the impacts of taller buildings.

Please complete the survey to have your say.
oursay.org/whitehorsecitycouncil/boxhillvision

Have your say Place a dot below in the grey box to answer the question

What do you think are the most important things to look at to address the impacts of taller buildings?

The quality of the building at the ground level	Create a clearly defined building base with upper levels setback	Separate buildings to allow light to reach lower levels of the building	Provide clear views to the sky from the street	Relate building height to the size of the land	Relate building height to neighbouring buildings	Protect key public spaces from shadowing	Reduce the impact of vehicle access and loading on footpaths	Views of the building from a distance, as a visible element on the skyline

Ensure that key buildings create a local landmark	Is architecturally designed	Is sustainably designed	Includes affordable housing	Includes community infrastructure	Provides new public open space	Provides public car parking (rather than private carparking)	Reduce wind impacts to public spaces

3.7   Survey Results

Participation

Town Hall Drop-in Session

- Attendance at the first drop in session was approximately 60 people over three hours.
- 250 points of feedback (individual dot stickers) were placed on the posters.

Box Hill Mall Pop-up Session

- Attendance at the second session was harder to estimate, as the team engaged in many conversations over the three hours but only some resulted in formal feedback. At least 50 people stopped to engage.
- 129 points of feedback (individual dot stickers) were placed on the posters.

Online Surveys

189 survey responses were completed, comprising 78 female (41%), 60 male (32%) and 51 not stated (27%). The age groups of respondents were as follows:

Age Group	Number of responses	(%)
Under 21	4	2%
21 - 30	10	5%
31 - 40	20	11%
41 - 50	47	25%
51 - 60	37	20%
60 plus	32	17%
Prefer not to say	39	21%
Grand Total	**189**	**100%**

Participants reported a wide range of relationships to Box Hill, as set out below. This indicates that the results represent views of a diverse range of community members.

Relation to Box Hill	Number of responses	(%)
Live in Box Hill	83	44%
Work in Box Hill	33	17%
Own a business in Box Hill	9	5%
Own property in Box Hill	37	20%
Visit Box Hill	58	31%
Study in Box Hill	25	13%
Travel through Box Hill	55	29%

Note: total will be greater than 100% because respondents self-nominated as many options as apply to their situation.

Results

In each of the tables shown below, the most popular response (or responses) are highlighted in dark green text. Responses that had above average levels of support (as measured in percentage terms) are highlighted with pale green background.

Where the question is framed in terms of levels of support, a summary "net score" has been provided. The net score ranges between +100 to -100 and is determined by adding together "support most parts" with "strongly support", then subtracting "do not support most parts" and "do not support at all". A score of zero means that the negatives are equal to the positives. A negative score means there are more negative responses while a positive score indicates more positives. Where responses are equally spread between all responses the net score will approach zero.

Part 1: Future Vision for Box Hill

Question 1: How strongly do you support the vision?

		Number of responses	(%)
✘✘	Do not support at all	11	6%
✘	Do not support most parts of it	15	8%
•	Support some parts of it	47	26%
✓	Support most parts of it	51	29%
✓✓	**Strongly support**	**54**	**30%**
	Total	**178**	

Net score (+ve minus -ve): **+44**

Question 2: what are the key reasons for your choice?

Where respondents had a negative response to question 1, the reasons given included the following:	Where respondents had a positive response to question 1, the reasons given included the following:
− Overdevelopment and impact on existing infrastructure	+ Pleased that the vision has ambition for change
− Traffic congestion and parking	+ Need to actively plan for the future growth
− Lack of open space and loss of trees	+ Need to change what has happened in the past
− Building heights	+ Space in Box Hill needs to be more effectively used.

Question 3: Which parts of the vision are the most important to you?
[select your top three]:

Rank	Response	Number of responses	(%)
1	**A major public transport hub**	**112**	**59%**
2	**Providing ample public spaces**	**86**	**46%**
3	**Designing places for people**	**82**	**43%**
4	**Providing retail, entertainment and community uses**	68	36%
5	**A diverse range of land uses**	33	17%
6	**A focus for health, education and employment**	27	14%
7	**Creating distinctive neighbourhoods**	25	13%
8	**Providing housing opportunities**	20	11%

Note: total will be greater than 100% because respondents can nominate multiple options.

Part 2: Distinctive neighbourhoods

Questions 4 – 17 all relate to the level of support for the vision statements for individual neighbourhoods. The overall results across all precincts are summarised in the following table.

Question: How strongly do you support the vision statement for each neighbourhood?

	✘✘ Do not support at all	✘ Do not support most parts of it	● Support some parts of it	✓ Support most parts of it	✓✓ Strongly support
Central Neighbourhood	9%	3%	21%	32%	**34%**
Health and Education Neighbourhood	3%	2%	43%	35%	**18%**
Prospect Neighbourhood	4%	5%	21%	32%	**37%**
Garden Neighbourhood	2%	2%	9%	31%	**55%**
Civic and Cultural Neighbourhood	4%	6%	17%	35%	**38%**
Enterprise Neighbourhood	6%	9%	19%	**34%**	33%
Northern and Southern Residential Transition Neighbourhoods	15%	12%	23%	**27%**	23%

	net score (+ve minus -ve)
Central Neighbourhood	**+53**
Health and Education Neighbourhood	**+74**
Prospect Neighbourhood	**+59**
Garden Neighbourhood	**+82**
Civic and Cultural Neighbourhood	**+63**
Enterprise Neighbourhood	**+51**
Northern and Southern Residential Transition Neighbourhoods	**+24**

Where respondents had a negative response to the neighbourhood vision, the reasons given included the following:	Where respondents had a positive response to the neighbourhood vision, the reasons given included the following:

Key reasons for your choice – Central Neighbourhood

− Too much change over the recent past. / Too much development / too crowded	+ Centre of Box Hill should be the busiest area
− Too mono-cultural / too focused on Asian culture	+ The area is mono-cultural and therefore needs change
− Not welcoming / not vibrant or diverse	+ The centre is well connected to the city so will be easy to connect further to neighbouring areas
− Not enough green space / ugly public spaces	

Key reasons for your choice – Health and Education Neighbourhood

− Ineffective development	+ The requirements need to be addressed, managed, planned
− Lack of parking; car dependency needs to be addressed	+ It is already a health and education precinct
− Too crowded the high rise towers will further clog city	+ The employment options increase
− Not enough green space / ugly public spaces	+ Needs to be accessible through parking and quality of connectivity

Key reasons for your choice – Prospect Neighbourhood

− Too many high rise towers with no set-backs	+ Prospect street is very narrow and needs to be re-developed
− Lack of commercial, has been replaced by tall residential towers	+ Greenery, open spaces and trees are required in the area
− Limited employment opportunities	+ Nearness between work spaces and living will reduce traffic and travel times
	+ The employment options increase and investment increases

Where respondents had a negative response to the neighbourhood vision, the reasons given included the following:	Where respondents had a positive response to the neighbourhood vision, the reasons given included the following:
Key reasons for your choice – Garden Neighbourhood	
− Recently created green strips are unsafe and negative	+ Presently not much green space exists/ Too much concrete
− Current densification projects contradict the vision for open spaces	+ The gardens need to be maintained and improved
− The existing trees and greenery are gone so cannot trust this vision	+ The old brick works site should also be converted into a park

Key reasons for your choice – Civic and Cultural Neighbourhood	
− The civic heart of Whitehorse is Nunawading	+ Facilitate interaction between different cultures
− Too mono-cultural / too focused on Asian culture	+ Upgrade the existing town hall
− Too crowded and un-pleasant	+ The cultural precinct needs to be diverse and desirable to visit

Key reasons for your choice – Enterprise Neighbourhood	
− Too mono-cultural / too focused on Asian culture	+ To facilitate more business, the zone needs to be activated
− Shops are not actively used	+ There needs to be drastic revitalisation with improvement in quality and opportunities
− Dominance of restaurants and food-oriented eateries	
− Current situations contradict the vision for mix-use/ start-ups	

Key reasons for your choice – Northern and Southern Residential Transition Neighbourhoods	
− Public transport needs to be improved around Box Hill before planning neighbourhoods	+ Development is required to meet the needs of density but should be done in a sensitive manner- preserving heritage and local identities
− Densification at very high rate with highrise apartments changing local identity which is not desirable	
− Streetscapes are unpleasant and undesirable, and always crowded	

Part 3: Managing future growth

Question 18: How strongly do you support a wide range of uses and activities in Box Hill, including prioritising specific uses in some neighbourhoods?
[select one]

		Number of responses	(%)
✗✗	Do not support at all	14	8%
✗	Do not support most parts of it	12	7%
•	Support some parts of it	44	25%
✓	**Support most parts of it**	**59**	**34%**
✓✓	Strongly support	44	25%
	Total	173	100%

Net score (+ve minus -ve): **+45**

Question 19: what are the key reasons for your choice?

Where respondents had a negative response to question 18, the reasons given included the following:	Where respondents had a positive response to question 18, the reasons given included the following:
− Unclear who makes the choices around priorities for land uses / Specific uses need to be clearly communicated	+ Diversity is key to liveable neighbourhoods
− "A mix within neighbourhoods is healthier, otherwise areas can become elitist and the community stops mixing"	+ Need to maintain the major uses where these already exist (e.g. retail, hospital)
− Ongoing parking issues will constrain some uses.	

Part 4: Streets as places for people

Question 20: What do you see as the most important role for streets in Box Hill? *[select your top three]:*

Streets are places for:

Rank	Response	Number of responses	(%)
1	**Walking**	**113**	**60%**
2	**Trees and greenery**	**99**	**52%**
3	**Moving between public transport**	**88**	**53%**
4	Prioritising public transport	74	39%
5	Footpath activity (e.g. alfresco dining)	67	35%
6	Parking cars	64	34%
7	Riding bicycles	50	26%
8	Cars driving to the centre	46	24%
9	Servicing (e.g. deliveries, car park entry, bin collection)	39	21%
9	Cars driving through the centre but not stopping	39	21%

Question 21: What key changes should be made to streets?

[select your top three]:

Rank	Response	Number of responses	(%)
1	**Improve the street landscape (e.g. providing nature strips, street trees)**	**113**	**60%**
2	Improve the pavement surface	70	37%
3	Footpaths are a place for activity (e.g. alfresco dining, street furniture)	54	29%
4	Provide separate bicycle lanes	52	28%
5	Reduce speed limits for cars	51	27%
5	Selected streets to become new public spaces for people to gather	51	27%
7	Remove overhead power lines	50	26%
8	Widen footpaths for people and narrow roads for cars	48	25%
9	Selected streets to become pedestrian/cycle only	43	23%

Part 5: Managing vehicles and parking

Question 22: Parking in Box Hill should be available to anyone, no matter where it is located:

		Number of responses	(%)
✗✗	Do not support at all	20	11%
✗	Do not support most parts of it	21	12%
•	Support some parts of it	33	18%
✓	Support most parts of it	33	18%
✓✓	**Strongly support**	**72**	**40%**
	Total	**179**	**100%**

Net score (+ve minus -ve): **+36**

Question 23: what are the key reasons for your choice?

Where respondents had a negative response to question 22, the reasons given included the following:	Where respondents had a positive response to question 22, the reasons given included the following:
– Ambiguous / unclear what is intended	+ Car parks will be required in the future
– Cars take up too much space on the street / reduce the amount of on-street parking	+ Although there is lots of parking it is not accessible, gives the impression that there aren't enough spaces.
– Private residences should be allowed to have parking	+ Currently don't go to Box Hill because it is so hard to park
– Private parking should be minimised and located in appropriate locations	
– More street parking required	

Question 24: Parking should be consolidated in each neighbourhood of Box Hill:

		Number of responses	(%)
✗✗	Do not support at all	19	11%
✗	Do not support most parts of it	14	8%
•	**Support some parts of it**	**51**	**29%**
✓	Support most parts of it	44	25%
✓✓	Strongly support	49	28%
	Total	**177**	**100%**

Net score (+ve minus -ve): **+34**

Question 25: what are the key reasons for your choice?

Where respondents had a negative response to question 24, the reasons given included the following:	Where respondents had a positive response to question 24, the reasons given included the following:
− Ambiguous / unclear what is intended	+ Good idea to provide multi-level parking
− This doesn't meet the needs of elderly, residents, shop owners	+ This will increase the number of spaces.
− It is more important to prioritise public transport to give people other options.	+ Needs to be in the right location, not too far from work or shops
− Negative impact on adjoining residents (next to the car parking)	

Question 26: Parking should be shared by multiple users across different times of the day:

		Number of responses	(%)
✗✗	Do not support at all	16	9%
✗	Do not support most parts of it	10	6%
•	Support some parts of it	35	20%
✓	Support most parts of it	57	32%
✓✓	**Strongly support**	**59**	**33%**
	Total	**177**	**100%**

Net score (+ve minus -ve): **+51**

Question 27: what are the key reasons for your choice?

Where respondents had a negative response to question 26, the reasons given included the following:	Where respondents had a positive response to question 26, the reasons given included the following:
− Ambiguous / unclear what is intended	+ Makes sense if it can be enforced
− Impractical to implement	+ Introduce timed restrictions for on-street car spaces

Part 6: Managing development

Question 28: What do you think are the most important things to look at to address the impacts of taller buildings? [select your top five]:

Rank	Response	Number of responses	(%)
1	**Protect key public spaces from shadowing**	**95**	**50%**
2	**Provide clear views to the sky from the street**	**92**	**49%**
3	**Provides public car parking (rather than private carparking)**	**87**	**46%**
4	**The quality of the building at the ground level**	**82**	**43%**
5	**Reduce wind impacts to public spaces**	**79**	**42%**
6	Is sustainably designed	78	41%
7	Provides new public open space	77	41%
8	Relate building height to neighbouring buildings	72	38%
9	Relate building height to the size of the land	69	37%
10	Is architecturally designed	60	32%
11	Reduce the impact of vehicle access and loading on footpaths	56	30%
12	Includes affordable housing	46	24%
13	Views of the building from a distance, as a visible element on the skyline	44	23%
14	Includes community infrastructure	43	23%
15	Create a clearly defined building base with upper levels setback	37	20%
16	Separate buildings to allow light to reach lower levels of the building	18	10%
17	Ensure that key buildings create a local landmark	5	3%

Stakeholder
Reference Group
Phase 1 & Phase 2

4

4.1 Stakeholder Reference Group Workshops

Stakeholder Reference Group (SRG) has been established in order to more deeply engage with key stakeholders across the local community, major institutions, business groups, land owners, developers, and key government agencies.

The project team facilitated six SRG workshops during Phase 1 and Phase 2 in order to ensure they are informed, involved, updated, tested and listened to and that their engagement is genuine and positive. In principle, each workshop provided a consistent structure of informing the stakeholders of the project's progress and findings to date, followed by targeted workshop activities to test propositions and to gather constructive insights and contributions at each stage of the project. This ensured that stakeholders were genuinely engaged with the project and its outcomes.

This section provides a concise summary for each SRG workshop, outlining the purpose, activities and key outcomes stemming from session.

4.2　SRG Workshop 1

Purpose of the workshop
- To provide an overview of key issues emerging from the background analysis
- To test the Activity Centre Vision

Workshop activities.
- **Workshop activity 1 — Testing the Vision**
  This activity sought feedback on which aspects of the existing vision remained relevant and what other key aspects should be part of an updated vision for the centre.

Summary of outcomes

The first meeting of the Stakeholder Reference Group focussed on the overall vision for the centre. This included the broader aspects that make Box Hill distinctive and the future priorities for individual neighbourhoods and parts of the activity centre. Some of the key messages raised by participants included:

- The distinctive role of the transport hub, the hospital and Box Hill Institute amongst other activity anchors of Box Hill need to be explicitly referenced in the future vision for the activity centre.

- Box Hill's special role in providing diversified employment opportunities needs to be protected and enhanced. This will require explicit support for health and education institutions but also sensitive consideration of the challenges of incentivising office and startup spaces. There is a genuine risk of the erosion of employment opportunities over time if they are not better supported.

- The layers of Box Hill's history – including both buildings and major open spaces – needs to be celebrated as an important aspect of its character.

- Multicultural diversity is a core part of Box Hill's character, however Box Hill is maybe not as diverse as originally perceived. The centre currently effectively serves two dominant monocultures (predominantly Caucasian and predominantly Asian) and is not necessarily welcoming for all cultures. Box Hill needs to be welcoming for all cultures.

- The centre needs to be more easily accessible, both for pedestrians inside the centre and also for areas surrounding the centre. Improving access to nearby major open spaces will improve the amenity for residents within the centre. Improving access to nearby activities such as Deakin University will help integrate Box Hill within its region.

- Need for a radical recalibration of the town centre including significant growth in retail and entertainment as well as integrated community spaces, indoor and out.

- An appetite for provision of high quality workplaces within Box Hill.

Workshop activity 1 Excerpt from the workshop presentation
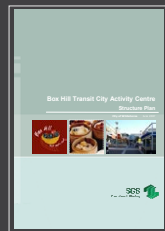
4.3   SRG Workshop 2

Purpose of the workshop

− To guide the location for growth in high priority land uses such as health, education, office, retail and entertainment

− To review the scale and quality of public space in Box Hill

− To consider the management of transport, traffic and parking

Workshop activities

These activities were facilitated by use of printed maps, sticky notes and dot stickers to encourage high levels of input and observations of SRG participants.

− **Workshop activity 1 — Future employment:** *Where do you believe the focus areas for health and education employment should be?*

− **Workshop activity 2 — Future employment:** *Broader office employment opportunities: Where is the next ATO? Where are the spaces for startups and small business?*

− **Workshop activity 3 — Future employment:** *Where are the opportunities for future retail, hospitality and entertainment growth?*

− **Workshop activity 4 — Future housing:** *Considering all of this, where should housing growth go?*

Summary of outcomes

The project team undertook analysis of the resultant maps to identify clusters of dots for each workshop activity and prepared 'bubble maps' to show areas of focus for different types of employment and housing. This provided important input into the preferred future land use mix across the centre and within specific neighbourhoods, particularly in relation to health and education and office employment uses. This also highlighted the opportunity for the central area to provide for a genuine mixture of uses.

Workshop activity 1-4 results SRG participants were invited to place coloured dots indicating preferred locations for particular uses.
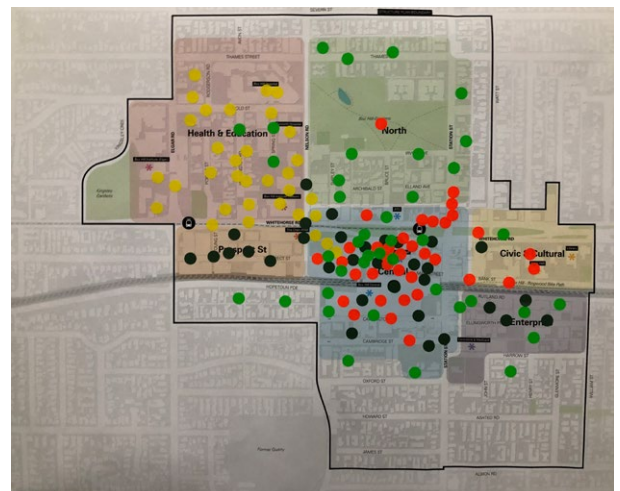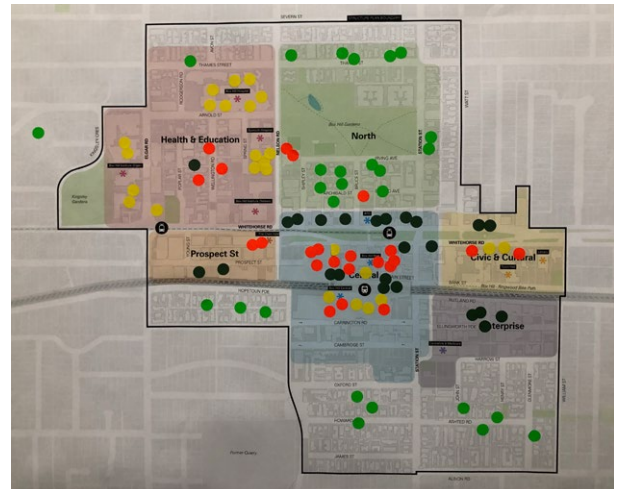
Workshop activity 1 analysis Future health and education employment
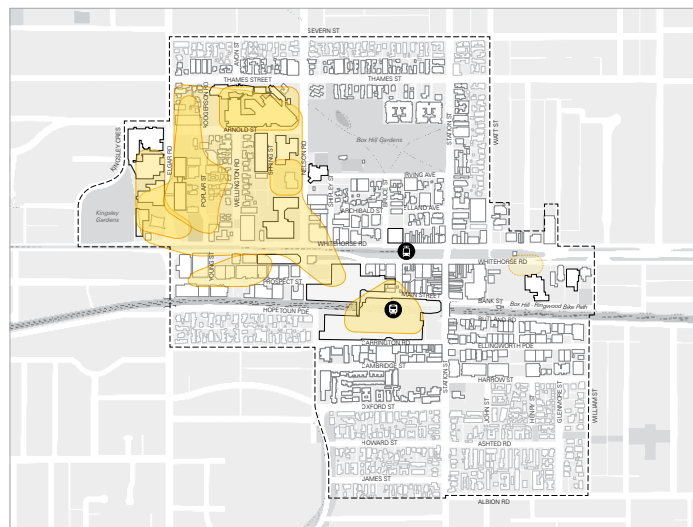
Workshop activity 2 analysis Future office employment
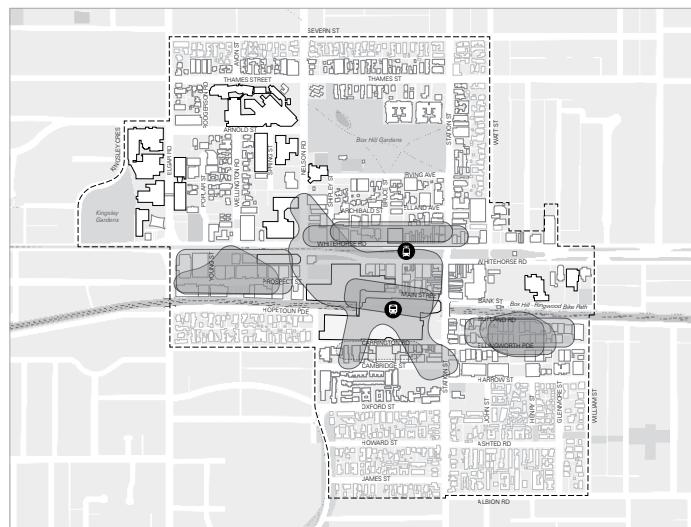
Workshop activity 3 analysis Future retain, hospitality and entertainment

Workshop activity 4 analysis Future housing

4.4 SRG Workshop 3

Purpose of the workshop

– To consider the links between the vision statements and future growth of the centre

– To examine possible opportunities for managing transport and parking growth

Workshop activities

These activities were facilitated by use of printed plans, sticky notes and dot stickers to encourage high levels of input and observations of SRG participants.

– **Workshop activity 1 — Neighbourhood Visioning:** Testing of Neighbourhood Vision statements and proposed growth and mixture of uses for each neighbourhood.

– **Workshop activity 2 — Places:** Where should the highest quality places for pedestrians & lounging around be? Participants were provided with dot stickers to place on a A2 plan to identify locations of higher amenity for pedestrians.

– **Workshop activity 3 — Pedestrian and cyclist amenity:** Where should we be providing more amenity and capacity for pedestrians and bicycles in Box Hill?

– **Workshop activity 4 — Managing vehicles and car parking:** What streets and lanes need to retain a role for vehicles? Where should larger concentrated parking be in the future?

Summary of outcomes

The project team made minor revisions to the vision statements based on suggestions for different terms. However, broadly, the neighbourhood vision statements and projected growth mix gathered strong levels of support amongst the SRG.

The outcomes of activities 2-4 provided valuable input on the location of primary links on the Primary Pedestrian Network and preferred locations for consolidated car parking and vehicular movements.

Workshop activity 1 Working vision statements and allocations of mix and growth for each neighbourhood were prepared for the workshop, below is an example for the Health & Education Neighbourhood.

Workshop activity 1 analysis High quality places for pedestrians
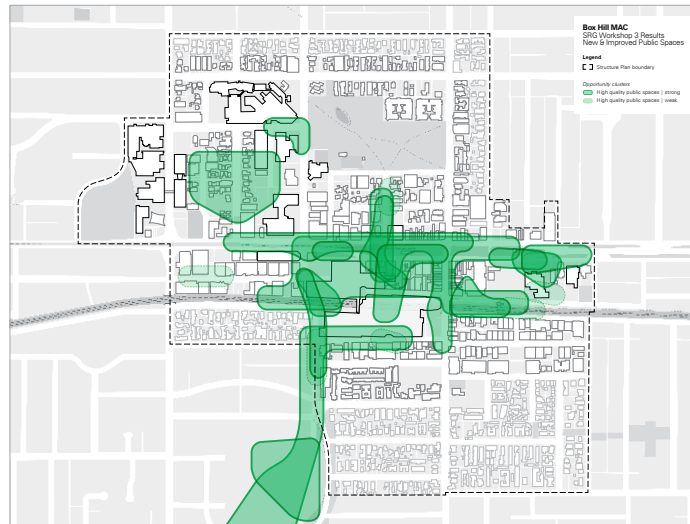
Workshop activity 2 analysis Improved pedestrian and cyclist amenity
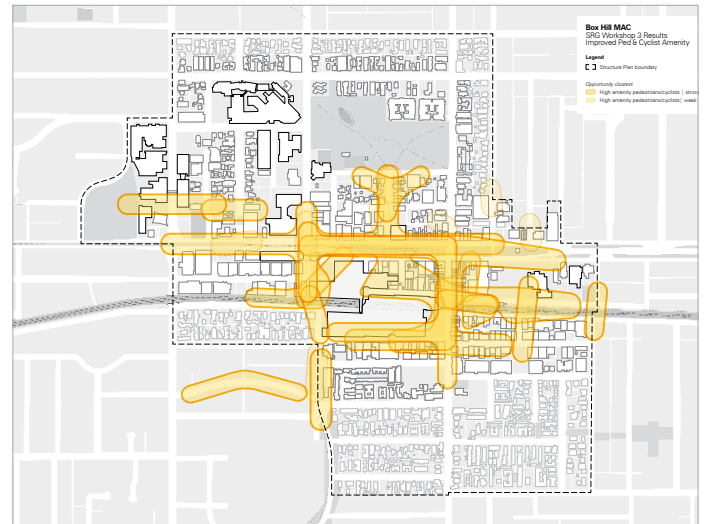
Workshop activity 3 analysis Managing transport and car parking
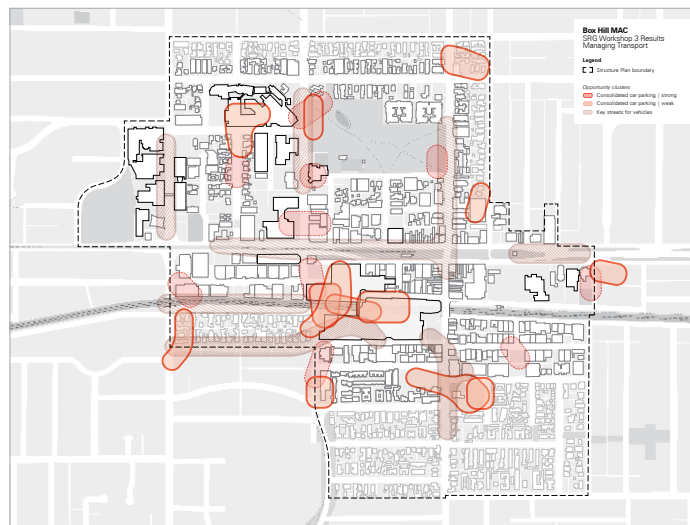
4.5 SRG Workshop 4

Purpose of the workshop

– To review key questions from the community consultation

– To consider a preliminary approach for the urban design strategy

Workshop activities

– **Workshop activity 1 — Managing taller buildings:** What do you think are the most important things to look at to address the impacts of taller buildings? Information panels were prepared for participants to place dots on which built form aspects they considered important to the success of the centre. Results were compiled and consolidated into a table along with broader community consultation results.

Summary of outcomes

The outcomes of activity 1 were critical in shaping the priorities of the Urban Design Framework, for instance, SRG findings underscored the importance of protecting key public spaces from overshadowing and wind impacts. Similarly, the need to improve the quality of the building at ground level gathered clear support. This supported the strengthening of overshadowing controls and the introduction of wind effects criteria.

Key messages raised by the group included the following:

– Integrating landscape would make design more appealing and mitigates the impact to the street.

– Making laneways (where available), the priority access for vehicles, not the front street.

– Reflectivity is a key issue. Bronze glass and highly reflective surfaces is 'alien' and intrusive towards the wider areas. There is a need to articulate the residential use of the building and integrated greening.

– Importance of trees in protecting the area from wind and weather.

– How do we encourage more interesting design or more sympathetic designs? Sydney has very interesting buildings that display more variety. How to encourage more creative design?

– Planning can provide pointers towards preferred character and materials, could be different for various neighbourhoods.

Workshop activity 1 Information panel and a sample of results

4.6　SRG Workshop 5

Purpose of the workshop

- To review key questions from the community consultation
- To consider a preliminary approach for the urban design strategy
- To test the neighbourhood boundaries and preliminary plans

Workshop activities

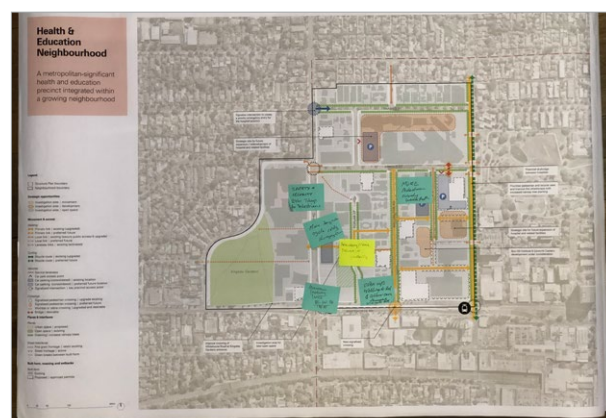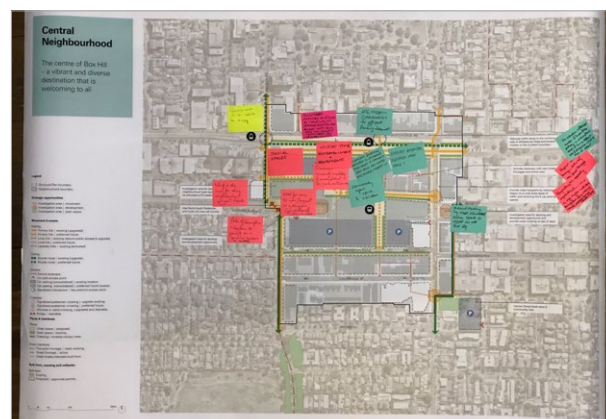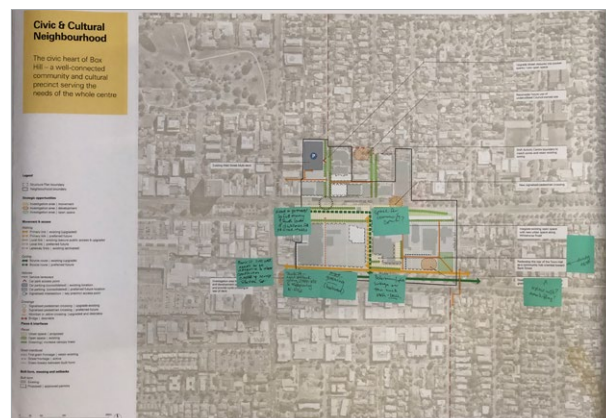- **Workshop activity 1 — Preliminary Neighbourhood Plans**
  Q: Do the plans match your understanding of the neighbourhoods and their future potential?
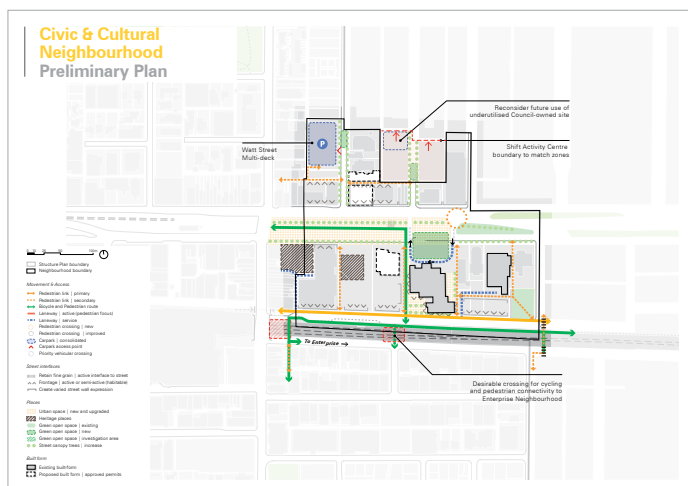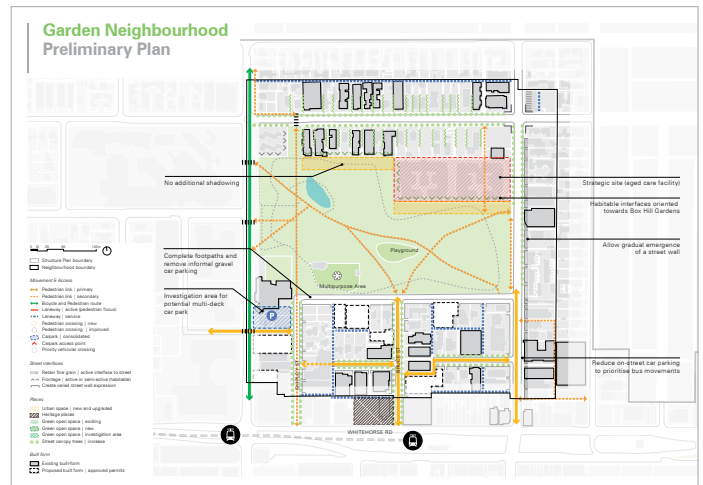 *Q: Are there changes you would like to see?*
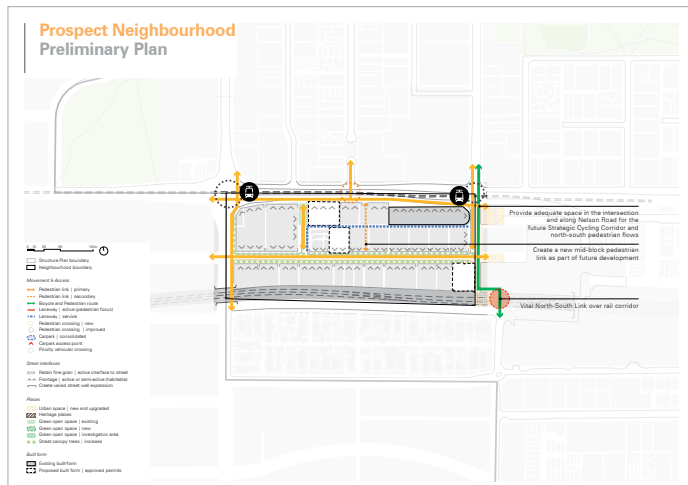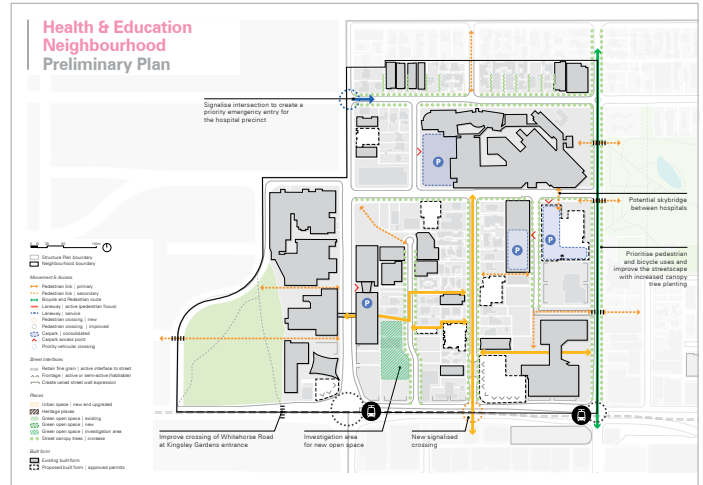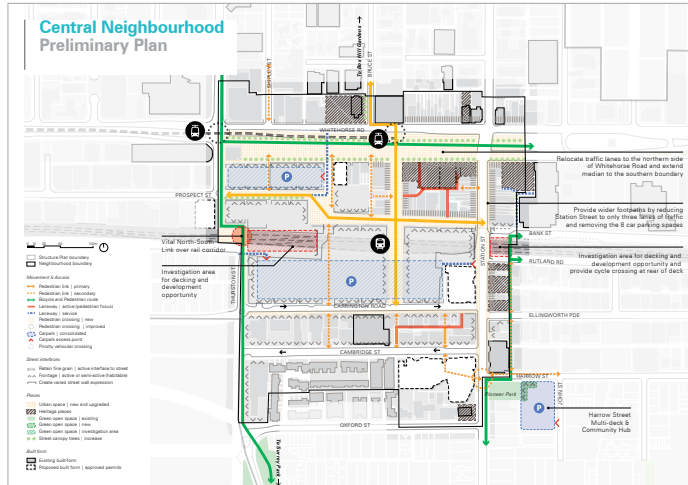
Summary of outcomes

The workshopping of the neighbourhood plans was a particularly productive exercise. Comments and suggestions were analysed and integrated in the final neighbourhood plans.

Workshop activity Participants provided detailed feedback in the form of mark-ups and sticky notes, which were integrated towards the final neighbourhood plans.

Workshop activity 1 Preliminary neighbourhood plans

Central Neighbourhood
Preliminary Plan

Health & Education Neighbourhood
Preliminary Plan

Prospect Neighbourhood
Preliminary Plan

Garden Neighbourhood
Preliminary Plan

Civic & Cultural Neighbourhood
Preliminary Plan

Enterprise Neighbourhood
Preliminary Plan
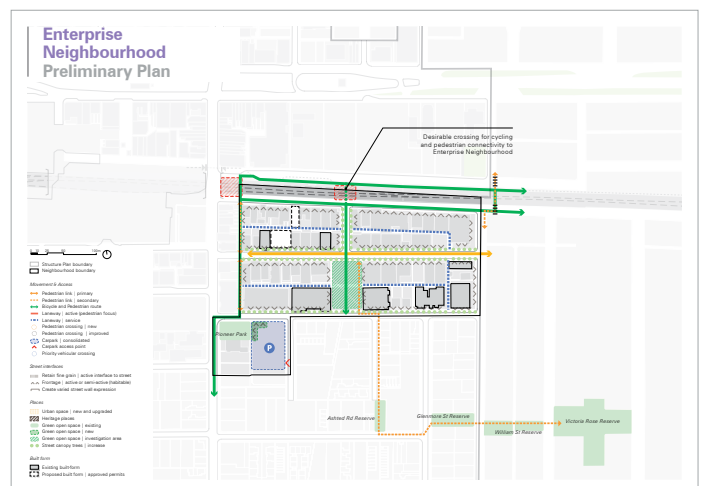
4.7   SRG Workshop 6

Purpose of the workshop

– To provide an update on the draft Structure Plan (strategic objectives)

– To discuss the contents of the draft Urban Design Framework (UDF) and review the recommended built form framework

– To provide a preview of the potential implementation approach, including proposed planning controls

Summary

As the intention of this workshop was to present and discuss the contents and directions of the Draft Structure Plan and UDF, no workshop activities were conducted during this session. Broadly, the SRG was supportive of both the proposed planning and built form frameworks.