

# Attachments

## Ordinary Council Meeting

Monday 27 May 2019

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9.1.2      Box Hill Metropolitan Activity  
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Attachment 1      Box Hill MAC Analysis and Options  
Report

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Appendices



# Review of Strategic Direction **Box Hill Metropolitan Activity Centre Analysis & Options**

**May 2019**

Prepared by MGS Architects | TQ Planning  
Movement & Place Consulting | SGS Economics & Planning



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Box Hill MAC Analysis and Options Report

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Box Hill Metropolitan Activity Centre  
*Analysis & Options*

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## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

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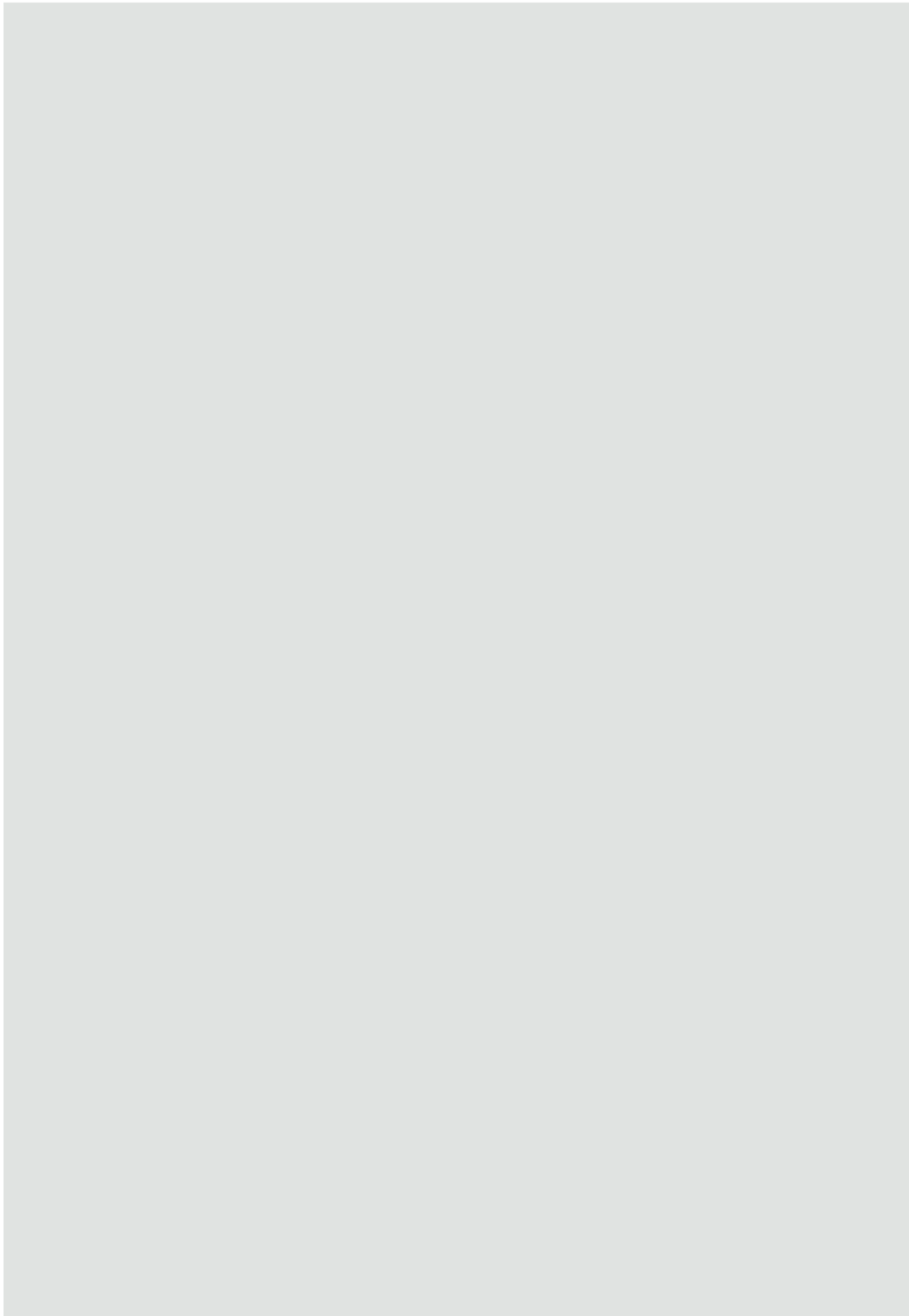
Box Hill MAC Analysis and Options Report

## Glossary of terms

<b>ABS</b>	Australian Bureau of Statistics
<b>BHI</b>	Box Hill Institute (formerly Box Hill TAFE)
<b>BHTI</b>	Box Hill Transit Interchange
<b>BHURT</b>	Box Hill Urban Realm Treatment — operational Council document providing guidelines for urban treatments within Box Hill
<b>CBD</b>	Central Business District
<b>DELWP</b>	Department of Environment, Land, Water and Planning (State Government of Victoria)
<b>DDA</b>	Disability Discrimination Act 1992
<b>DDO</b>	Design and Development Overlay
<b>FAR</b>	Floor Area Ratio — the ratio of a building's total floor area (gross floor area) to the size of the piece of land upon which it is built.
<b>ITS</b>	Integrated Transport Strategy
<b>IV</b>	Infrastructure Victoria
<b>MAC</b>	Metropolitan Activity Centre ( <i>Plan Melbourne 2017-2050</i> )
<b>MUZ</b>	Mixed Use Zone
<b>MSS</b>	Municipal Strategic Statement
<b>NEIC</b>	National Employment and Innovation Cluster ( <i>Plan Melbourne 2017-2050</i> )
<b>NEL</b>	North East Link
<b>P&amp;E Act</b>	Planning & Environment Act 1987
<b>PDZ</b>	Priority Development Zone
<b>PTV</b>	Public Transport Victoria
<b>R1Z</b>	Residential 1 Zone (now superseded by reformed residential zones)
<b>RGZ</b>	Residential Growth Zone
<b>SRG</b>	Stakeholder Reference Group
<b>VCAT</b>	Victorian Civil & Administrative Tribunal
<b>VIF</b>	Victorian Government's Victoria in the Future forecasts
<b>VPA</b>	Victorian Planning Authority
<b>VPP</b>	Victorian Planning Provisions
<b>WOSS</b>	Whitehorse Open Space Strategy

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**9.1.2 – ATTACHMENT 1.**

**Box Hill MAC Analysis and Options Report**

Image: Box Hill Gardens Play Area | Source: MGS Architects



## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### 1.1 Project overview

#### 1.1.1 Project Team, Project Scope and Timeline

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 (hereinafter referred to as 'Box Hill' unless explicitly stated otherwise), 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).

Project team
<b>MGS Architects</b> Urban Design & Precinct Planning Project Management & Consultant Team Co-ordination
<b>TQ Planning</b> Strategic & Statutory Planning
<b>SGS Economics &amp; Planning</b> Demographic & Economic Analysis
<b>Movement and Place Consulting</b> Strategic Transport Planning
<b>Mary Papaioannou</b> Landscape Architecture

The scope of the project is contained within the study area boundary identified in the *Box Hill Transit City Activity Centre Structure Plan 2007* (hereinafter referred to as the '2007 Structure Plan'), see Figure 1.1 opposite.

This boundary remains unchanged as there is adequate space within this study area to accommodate future projected growth, consistent with the principles of activity centre planning. The area contained within the boundary is 130 hectares.

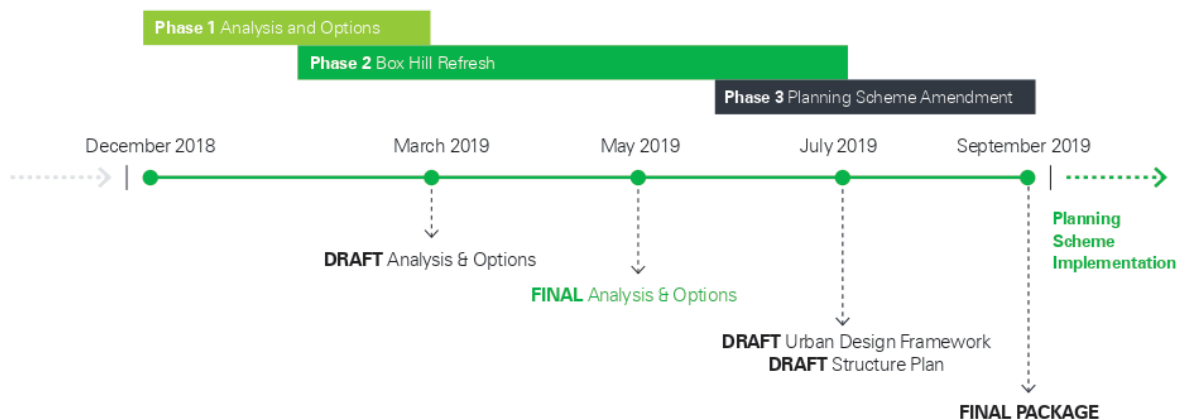
The project has been prepared and delivered in three phases over a period of approximately nine months. Multiple key stakeholders have been engaged through critical points of the project. This report disseminates the key findings of Phase 1 of the project.

#### 1.1.2 Purpose of Document

The purpose of this document is to provide a context for strategic decision-making by providing a summary of existing issues within the centre and provide options for alternative strategic planning approaches that could be incorporated into the strategic planning for Box Hill. This report will identify the key emerging issues within Box Hill, describe the strategic drivers of development and identify the key enablers of change.

The *2007 Structure Plan* forms the starting point for this planning investigation. The findings and analysis contained here seeks to review the first decade of implementation, extend the original analysis with new data and update the planning framework to respond to emerging trends and external influences.

This document will form a technical background report supporting the recommendations contained in the *Structure Plan Review* and *Urban Design Framework*, contained in separate volumes.





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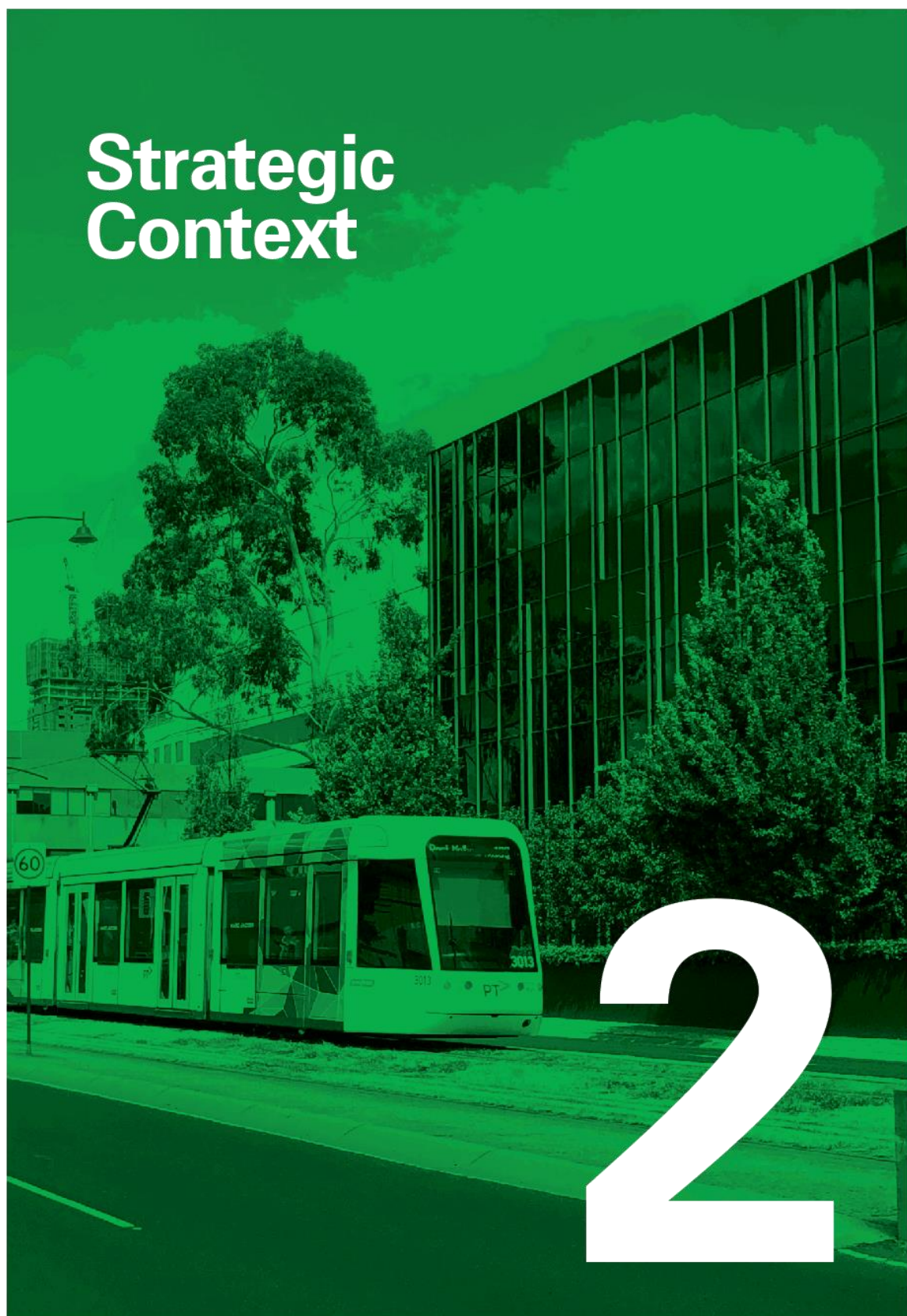




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## 2.1 Overview

### 2.1.1 Location

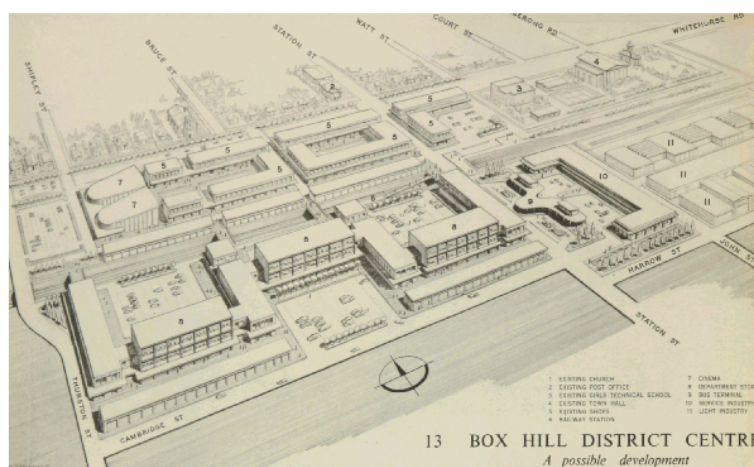
The Wurundjeri–Balluk Tribe are the traditional custodians of the land on which Box Hill is located. The tribe, whose traditional language is Woi Wurrung, is one of the five tribes that make up the Kulin nation. The tribe has historical links with the wider area now known as the City of Whitehorse extending over 40,000 years. Whitehorse City Council respectfully acknowledges the Traditional owners of the land which is now called Whitehorse, the Wurundjeri people and their elders past and present.

Box Hill is located approximately 14km east of Melbourne's Central Business District (CBD). Box Hill is located in what is considered Melbourne's 'middle ring' with a gateway role in connecting the outer region with inner Melbourne. The centre is located at an important location on the Lilydale and Belgrave rail line, Whitehorse Road and at the terminus of the 109 tram route.

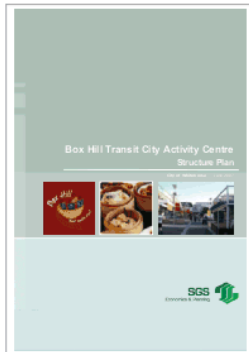
Box Hill's origins are completely dependent on transport and it being a focal point for economic activity and transfer of goods and services. This role has strengthened over time, though been less relevant over the last 50 years of automobile dependence. As traffic congestion increases we are now at a tipping point where Box Hill's locational strengths could again be a key driver of growth.

Box Hill has consistently been considered a strategic centre in Melbourne metropolitan planning policy since its designation as a District Business Centre in the 1954 Metropolitan Planning Scheme, see Figure 2.1. This has continued through to the current iteration of the metropolitan plan, *Plan Melbourne 2017-2050*. In each plan, the important regional role of the centre for the provision of employment, services and increased development has been reiterated.

**Figure 2.1** A illustrative view of a 'possible development' of Box Hill District Centre in the 1954 Metropolitan Planning Scheme.



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### 2.1.2 Box Hill Transit City Activity Centre Structure Plan 2007

The 2007 *Structure Plan* was written in the context of Melbourne 2030, with the aim of guiding the early stages of Box Hill's transformation into a higher-density transit oriented urban centre. There was explicit and general recognition, supported by Council, that Box Hill had the potential to support substantial growth in the transition from a suburban centre to an urban centre. The structure plan set out a framework for development with actions for both the public and private sectors in delivering the necessary amenity improvements that support the change.

The vision set out within the structure plan is as follows:

***“Box Hill will be sustainable, safe and accessible to all. It will be a distinctive, vibrant, diverse, inclusive, participatory, caring and healthy community where you live, work and enjoy – day and night.”***

Importantly, the vision is also composed of six constituent sub-points:

- Box Hill will be a place where people can live, work, shop and access social networks and personal services.
- Box Hill will be a focus for regional health care, educational and community services.
- Box Hill will support a diverse, inclusive, participatory, caring and healthy community.
- Box Hill will be a distinctive, vibrant and enjoyable place – day and night.
- Box Hill will be sustainable.
- Box Hill will be accessible to all.

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**The 2007 Structure Plan identified the varied role of various parts of the centre towards this overall vision. The preferred land uses were set out in terms of the following activity precincts, see Table 2.1 and Figure 2.2.**

**Table 2.1** Activity Precincts and preferred land use outcomes | 2007 Structure Plan

	Desired Outcomes
<b>Precinct A</b> Box Hill Transport and Retail Precinct	<ul style="list-style-type: none"> <li>— Intense mixtures of activity over extended hours to create the central focus for Box Hill.</li> <li>— Retail sustained throughout the precinct, complemented by entertainment, commercial and other uses e.g. hotel and conference facilities.</li> <li>— A vital streetscape environment that will encourage additional investment in retail activity.</li> </ul>
<b>Precinct B</b> Prospect Street Precinct	<ul style="list-style-type: none"> <li>— Consolidation as the primary office precinct in the region.</li> </ul>
<b>Precinct C</b> Civic and Eastern TAFE Precinct	<ul style="list-style-type: none"> <li>— Consolidation of council services, meeting spaces, and cultural, community and educational facilities in the precinct.</li> </ul>
<b>Precinct D</b> Hospital and Western TAFE Precinct	<ul style="list-style-type: none"> <li>— Growth and enhancement of educational and medical institutions and support for related businesses.</li> <li>— Property consolidation to facilitate redevelopment and creation of public accessways through the precinct.</li> <li>— Development addressed to Nelson Road to create a pedestrian-friendly street.</li> </ul>
<b>Precinct E</b> Box Hill Gardens Precinct	<ul style="list-style-type: none"> <li>— Provision for significant residential growth, in an area with good access to transport services and Box Hill Gardens.</li> <li>— Development of small scale offices, community services and retail to activate ground levels.</li> </ul>
<b>Precinct F</b> Southern and Eastern Precincts	<ul style="list-style-type: none"> <li>— Accommodation of growth in the local supply of office space.</li> <li>— Continuation of the precinct's role in supporting some retail activity.</li> <li>— Office and retail activities that respond to prominent Whitehorse Road and Station Street frontages.</li> <li>— Mixed uses including higher density residential as a buffer to established residential precincts.</li> </ul>
<b>Precinct G</b> Box Hill Gardens & Kingsley Gardens	<ul style="list-style-type: none"> <li>— Convenient access to high quality public open space and recreational opportunities within the Activity Centre.</li> </ul>
<b>Precinct H</b> Residential Precincts	<ul style="list-style-type: none"> <li>— The areas' residential role protected.</li> <li>— Medium density residential development encouraged.</li> <li>— Encroachment of medical facilities north of Thames Street prohibited.</li> </ul>

Source: 2007 Structure Plan, Section 5.1 Land Uses, p.54-55





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**Built form controls were described in parallel to the activity precincts, using a specific arrangement of built form precincts. In summary, the controls applying to each was set up as follows, see Table 2.2 and Figure 2.3.**

**Table 2.2** Built Form Precincts and built form outcomes | 2007 Structure Plan

	Desired Outcomes
<b>Precinct A</b> Peripheral Residential Precincts	<ul style="list-style-type: none"> <li>— The area's residential amenity protected.</li> <li>— Modest increases in density.</li> </ul>
<b>Precinct B</b> Low-rise Higher-density Residential Precincts	<ul style="list-style-type: none"> <li>— Attractive residential streetscapes enhanced by private gardens.</li> <li>— A transitional building scale between residential areas at the edge of the Activity Centre and high-density redevelopment areas.</li> <li>— Increased residential development densities.</li> <li>— High standards of privacy and amenity in new developments and adjoining sites.</li> <li>— The amenity (including access to sunlight) of Key Public Spaces protected.</li> </ul>
<b>Precinct C</b> Traditional Town Centre	<ul style="list-style-type: none"> <li>— Pedestrian-friendly streets and lanes lined by attractive buildings, given a sense of vitality and safety by active building frontages.</li> <li>— The precinct's built form character retained and heritage buildings protected.</li> <li>— Retail activity sustained throughout the precinct and complemented by shop-top commercial and mixed use.</li> <li>— The amenity (including access to sunlight) of Key Public Spaces protected.</li> </ul>
<b>Precinct D</b> Mid-rise Commercial and Mixed Use Precincts	<ul style="list-style-type: none"> <li>— Attractive pedestrian friendly streets lined by buildings and given a sense of vitality and safety through their activation by adjoining uses.</li> <li>— A transitional scale between low-rise development near the periphery of the Activity Centre and high-density redevelopment areas.</li> <li>— Increased land use densities.</li> <li>— The amenity (including access to sunlight) of Key Public Spaces protected.</li> </ul>
<b>Precinct E</b> Town Hall Precinct	<ul style="list-style-type: none"> <li>— Attractive pedestrian friendly streets and open spaces given formal definition by buildings and a sense of vitality and safety through their activation by adjoining uses.</li> <li>— Consolidation of civic and educational facilities in the precinct.</li> <li>— Civic buildings given visual emphasis and the significance of heritage buildings and associated open spaces protected.</li> </ul>
<b>Precinct F</b> Major Development Precinct	<ul style="list-style-type: none"> <li>— A fine grain of attractive pedestrian-friendly streets, lanes and arcades lined by buildings and given a sense of vitality and safety through their activation by adjoining uses.</li> <li>— Significantly increased land use densities close to the railway station, and in the area between the station, hospitals and TAFE.</li> <li>— The amenity (including access to sunlight) of streetscapes and Key Public Spaces protected.</li> <li>— Synergies between public parklands and uses at their edges, and enhanced community safety in parkland.</li> <li>— Amenity in surrounding low rise precincts protected.</li> </ul>
<b>Key Open Spaces</b>	<ul style="list-style-type: none"> <li>— Convenient access to public open space and recreation opportunities in the Activity Centre.</li> <li>— Protection and enhancement of open spaces' character.</li> <li>— An effective increase in useable open space through removal of encumbrances and design improvements.</li> </ul>

Source: 2007 Structure Plan, Section 5.2 Built Form, p.59-62

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**Figure 2.3** 'Built Form Precincts' |  
Reproduced from the 2007 *Structure Plan*, pg. 17



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Box Hill MAC Analysis and Options Report

**2.1.3 Key Changes in the Broader Strategic Planning Context Since 2007**

In the time since the adoption of the *2007 Structure Plan*, there have been substantial changes in the broader strategic planning context that need to be considered in relation to their impact on the future planning for the Box Hill.

- Metropolitan planning for Melbourne has extended significantly in this time. In high-level terms, *Melbourne 2030* had a relatively greater emphasis on centre hierarchies derived from retail floor space and encouraging residential intensification within transit rich locations. *Plan Melbourne* extended the residential and retail planning by introducing a relatively stronger focus on the importance of supporting employment opportunities, health and community services and integrating transport planning into the consideration of the overall metropolitan form.
- The shift in emphasis within metropolitan planning has coincided with an increased focus on jobs and economic development across government. The important economic and social role of the health and education sectors has been emphasised through increased recognition and new investment in major facilities. The particular importance of distributing these services across the whole city has become an important consideration for state government, both for their role in providing key services closer to where people live and also for distributing employment opportunities more broadly. Investment decisions for major transport infrastructure have also increasingly been considered in metropolitan terms.
- The Victorian zoning regime has undergone significant reform since 2007. Of particular relevance is the removal of the Priority Development Zone (PDZ) which was a feature of the *2007 Structure Plan*. In addition to this, reforms to residential zones introduced mandatory and discretionary height controls. In Box Hill, the previous Residential 1 Zone (R1Z) was largely replaced by the reformed Residential Growth Zone (RGZ) with a discretionary maximum building height of 13.5m (nominally 4 storeys). Commercial zones were also reformed and simplified with the purpose of providing greater flexibility and growth opportunities.

This allows for a broader range of as-of-right land uses including allowing for accommodation and retail uses within commercial zones.

- Increasing house prices and greater numbers of apartment development have led to increased scrutiny of the role of planning schemes in facilitating both affordable housing and acceptable levels of internal amenity within higher density parts of the city. The *Better Apartment Standards* have influenced development typologies through the need for improved solar access and ventilation. More recently, affordable housing has been legislated as a specific objective of planning in Victoria, allowing for greater support for this housing sector to be implemented within planning schemes.
- Activity centres across Melbourne have been a focus for contestation and divergent views amongst the wider community on acceptable development outcomes. A significant proportion of larger development applications have been subject to VCAT review, increasing costs and uncertainty both for applicants and the affected community members. During 2018, DELWP (Department of Environment, Land, Water & Planning) prepared new guidance and practice notes from the *Activity Centre Pilot Program* to clarify preferred planning approaches for activity centres, for example on the appropriate use of mandatory and discretionary heights to give greater planning certainty and guidance about preferred built form outcomes.
- Other municipalities across Melbourne have begun to investigate and implement new planning tools that provide stronger guidance on preferred outcomes while allowing a managed level of flexibility to respond to individual circumstances. Tools such as Floor Area Ratios (FAR) and dwelling density controls have been successfully implemented by the City of Melbourne and Port Phillip to facilitate substantial change but constrain excessive intensification. These tools have also successfully been extended to include mechanisms to incentivise community benefits from intensive development through density bonus schemes. There are transferable lessons from other municipalities and interstate examples that could be applied to Box Hill.

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Image: View towards ATO building from Whitehorse Road median



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## 2.2 Metropolitan and Regional Strategic Planning and Policy Context



### 2.2.1 Plan Melbourne 2017–2050

*Plan Melbourne 2017-2050* outlines a vision for Melbourne as a global city of opportunity and choice. This vision also establishes a clearly defined city structure of the central city connect by a network of National Employment and Innovation Clusters (NEIC) and Metropolitan Activity Centres (MAC) with each leveraging particular competitive advantages towards attracting investment, and promoting innovation and employment growth for a growing population, see Figure 2.4. In addition, this vision is supported by a principle of 'living locally' through the creation of 20-minute neighbourhoods where people can access the majority of their everyday needs within a 20-minute walk, cycle or public transport trip. This vision is underpinned by directions that seek to improve the transport network to bring jobs closer to where people live and deliver higher quality and higher density housing closer to jobs and public transport such as MACs, clusters and train stations. At a micro-scale, the plan outlines the role of good urban design in the creation of transit-oriented and walkable neighbourhoods with great public places to support 20-minute neighbourhoods.

Box Hill is one of nine existing Metropolitan Activity Centres designated in *Plan Melbourne 2017-2050*.

This reaffirms Box Hill's role as a metropolitan centre of regional significance with the purpose of providing diversity of jobs, activities, and housing for the eastern region. As a Metropolitan Activity Centre, the Box Hill has a major role in delivery of higher-order services, including health and education, governmental and justice services in addition to major retail and commercial opportunities for the region. Planning for the future of Box Hill will need to consider particular strategic drivers of change, key competitive strengths such as health and education employment and the role of the Box Hill in accommodating growth in population, jobs and infrastructure while improving the public realm and connectivity for a regional catchment.

While Box Hill is not designated in *Plan Melbourne* as a NEIC, it shares many of the characteristics of a cluster with its excellent public transport links and pre-existing strengths in health and education with Box Hill Hospital, Epworth Eastern and Box Hill Institute. Strategically, it is located between two identified NEICs; the La Trobe NEIC with La Trobe University, Northland and Heidelberg; and the Monash NEIC with Monash Health, Monash University and the forthcoming Victorian Heart Hospital. Notably, MACs differ from NEICs in their dual function in providing both opportunities for substantial housing growth while also supporting growth in employment and services.



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**Figure 2.4** Box Hill's location in Metropolitan Melbourne

**Legend**

- Urban Growth Boundary
- Green Wedge land
- Metropolitan Activity Centre
- National employment and innovation cluster (NEIC)
- Rail network
- State-significant road corridor
- North East Link Project
- West Gate Tunnel Project

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**2.2.2 Health and Education Precincts**

Health and education has long been one of Melbourne's underlying strengths. The Box Hill Hospital and Box Hill Institute (BHI) Precinct is identified in *Plan Melbourne 2017-2050* as a Health and Education Precinct for further services and jobs growth. Beyond the core purpose of providing higher-order health and education services, these precincts are generally supported by ancillary retail, commercial and accommodation services which provide further opportunities for employment.

Box Hill Hospital is the largest hospital in the Eastern Health network, admitting more than 48,000 patients annually and growing, and has recently undergone major redevelopment, increasing by 200 beds.

Monash University has recently partnered with Eastern Health for a new Eastern Clinical Trials and Research Centre at Box Hill Hospital which will accommodate over 600 highly skilled staff. In addition, the hospital has on-going research and training partnerships with Deakin University (Eastern Health Partnership), Monash University and La Trobe University.

Epworth Eastern, a private hospital located adjacent to Box Hill Hospital, is currently at capacity and redevelopment is expected to begin in 2019 in partnership with council, Salvation Army and BHI. This demand for hospital beds across the eastern metropolitan region was primarily driven by overall population growth which is expected to continue. In evidence to the Amendment C175 Planning Panel,

Epworth Eastern provided future projections which show that 705 additional beds would be required from 2013/2014 levels across the eastern region. A large proportion of this number is likely to be located in Box Hill.

BHI is one of Victoria's largest Vocational Education and Training providers with up to 60,000 students enrolled annually. Recently, the BHI has sought to grow through diversification by partnering with local, national and global enterprise partnerships. This can be demonstrated by a recent partnership with Epworth Eastern for the delivery of a new nurse training facility for the institute alongside the expansion of the hospital. This demonstrates the potential of health and education partnerships and synergies to facilitate further growth in knowledge-intensive jobs and productivity.

Box Hill is easily accessible from other major education institutions. Deakin University (Burwood campus) is located approximately 3.5 kilometres from Box Hill Central station but can be reached within 15-20 minutes by bus and 15 minutes by bicycle. While Deakin University is the nearest university by proximity, across much of the day Swinburne University can be reached within a quicker travel time despite being 8 kilometres away due to access by train services rather than less frequent buses. This concentration of access to institutions supports the importance of Box Hill for student housing.



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### 2.2.3 Metropolitan Partnerships – Eastern Metro Region (2018)

Box Hill is located in the Eastern Metropolitan Region which comprises of six local government areas in the region; Whitehorse, Monash, Knox, Maroondah, Manningham and Yarra Ranges. In 2018, the State Government established Metropolitan Partnerships as advisory groups to improve local community engagement, including youth groups, and co-ordination between levels of government in the identification of key priorities for each region. A key outcome of these partnerships is the delivery of five year implementation plans that explicitly identify funding and investment actions related to jobs, services and infrastructure – relevant to Box Hill is the Eastern Metro Region Five Year Plan. Box Hill is one of two Metropolitan Activity Centres in the Eastern Metro Region along with Ringwood and is expected to accommodate much of the region's anticipated population growth over the next five years as well as driving growth in employment in health. Recent investments through Eastern Metropolitan Partnerships include the partially completed Box Hill to Ringwood shared-use path along the rail corridor. Still in its early stages, the Eastern Metro Partnerships represents an opportunity for improved community ownership and co-ordination of funding and delivery of key projects and priorities between Box Hill and its regional partners.



### 2.2.4 Infrastructure Victoria 30 Year Strategy (2016)

Infrastructure Victoria (IV) was established in 2015 as an independent statutory authority to provide advice for the long-term planning of infrastructure in Victoria. In 2016, IV delivered Victoria's first 30-year infrastructure strategy which identified the need to improve access to middle and outer metropolitan activity centres and more broadly the need to improve accessibility for people with mobility challenges. However, IV will update the 30-year strategy in 2019/2020 to account for changes in circumstances and announced projects such as the proposed Suburban Rail Loop and the Airport Rail Link project. At present, the plan contains two key recommendations that are relevant to Box Hill.

- The Box Hill Transit Interchange (BHTI) is identified in the plan as a priority interchange due for upgrade to facilitate faster and easier passenger transfers, including for those with mobility challenges, to support and strengthen Melbourne's multi-modal public transport network.
- The plan repeats *Plan Melbourne's* overarching goal of encouraging growth in business activity, services and higher density housing in major employment centres to enable more people to live closer to jobs and identifies NEICs and MACs as areas of emphasis.

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### 2.2.5 Regional Transport Networks

Box Hill has its prominence today thanks to its historical transport context. The ongoing prominence of Box Hill relies on efficient and effective transport that can cater for the number of people who want to live, work, recreate in, and pass-through, Box Hill.

Box Hill's transport network has evolved from the 1800's when Whitehorse Road and later the train lines to Gembrook, Healesville and Warburton connected fertile agricultural land east of Melbourne to the urban area. Much of the Box Hill region was fully developed with residential sub-urban development by the 1960's.

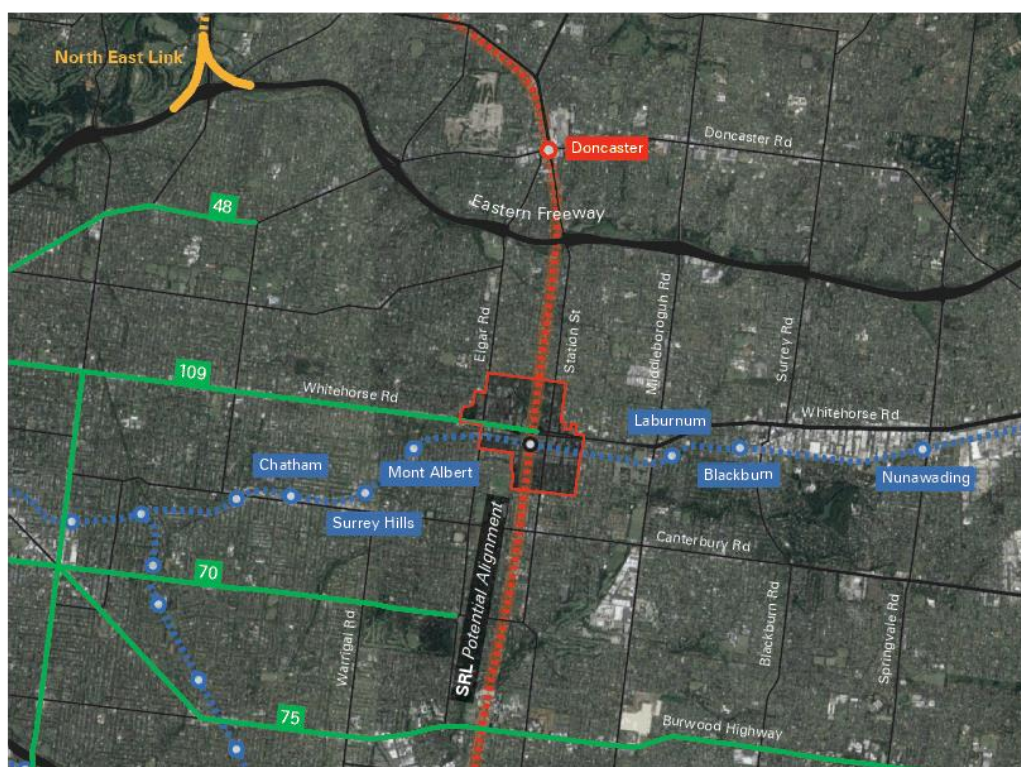
Over the last 50 years the amount of space dedicated to transport has barely increased (the addition of the Eastern Freeway being the main change).

Since 1960 the transport network in Box Hill has had to cater for higher volumes of movement within an essentially static amount of space.

This will also be the ongoing approach to the coming 50 years, as more people seek to live, work and play in Box Hill, but the space dedicated to transport will barely increase. Some large peripheral projects including North East Link and Suburban Rail Loop will increase the capacity of regional connections; however they will not increase the capacity for local travel around Box Hill CBD (the area that is subject to the Structure Plan).

The number of people visiting and passing through Box Hill has grown significantly over the past 35 years. To date, the transport network has barely evolved to meet the current and future challenges.

Figure 2.5 Transport in the region including proposed major transport projects



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**2.2.6 Major Transport Projects**

Recently, Melbourne has experienced significant investment in transport infrastructure with \$38 billion of transport projects currently in construction including the Melbourne Metro Tunnel, West Gate Tunnel and the Level Crossing Removal Project with many further projects in planning and investigation stages. Relevant to Box Hill and the Eastern Metro Region is the North East Link (NEL) and the Suburban Rail Loop (SRL) project.

**North East Link**

The North East Link project proposes to connect the Metropolitan Ring Road (M80) with the Eastern Freeway (M3) with the later upgraded to incorporate a dedicated separated busway from Doncaster to the city. The NEL will have a marginal impact in terms of the catchment for people accessing Box Hill but is likely to have a significant impact on levels of through traffic on arterial roads through Box Hill. Elgar Road and Station Street are anticipated to absorb some of this increase in through traffic resulting from a wider Eastern Freeway and a three lane wide bottleneck at the Mullum Mullum Tunnels. NEL documents shows that the project will increase the level of traffic congestion on north south arterial roads through Box Hill. As a result, Council will need to work with the community to find ways to discourage through traffic through Box Hill and improve pedestrian amenity in the CBD.

In the *2007 Structure Plan*, there was an expectation that the Middleborough Road level crossing removal would ease traffic congestion in Station Street. With large road projects such as NEL there is a significant risk that the project creates more traffic (induced demand). If this happens there will be pressure to retain and extend clearways in Elgar Road and Station Street to enable through traffic easy passage through the Box Hill CBD.

**Suburban Rail Loop**

The Suburban Rail Loop (SRL) project seeks to transform Melbourne's public transport network by providing a 90 kilometre partially underground rail loop connecting activity centres, including three MACs (Box Hill, Broadmeadows and Sunshine) and four of six NEICs. SRL would facilitate a shift in the railway network structure from one that is focussed on radial travel to Melbourne CBD to a polycentric orbital network structure that improves connectivity between Melbourne's middle-ring activity centres and NEICs. Both *Plan Melbourne* and Infrastructure Victoria's 30-year Infrastructure Strategy highlight the need to facilities jobs growth in MACs and other major employment centres outside of the CBD. In this respect, SRL will have a significant impact on regional catchment across the corridor, reducing the transit travel times from the distant regional catchment. For Box Hill, this would likely increase the ability of office space to attract tenants as travel times decrease and Box Hill's employee catchment increases.

The project is at early stages of planning and is expected to be delivered in four phases, Box Hill lies at the centre of the first and second planned phases: Cheltenham to Box Hill (south-east) and Box Hill to Melbourne Airport. The south-east section has been identified as priority and work may commence by end of 2022. The new Box Hill Station is anticipated to be underground. At this stage, it is not clear how the new station will relate with the Box Hill Transit Interchange.

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## 2.3 Local Strategic Planning and Policy Context

### 2.3.1 Council Vision 2013

In the *Council Vision 2013-2023*, Whitehorse City Council has set 5 strategic directions that guide the long term planning and delivery of its policies and operations, based on the aspirations of Councillors, staff and the wider community. The directions are:

- 1 Support a healthy, vibrant, inclusive and diverse community.
- 2 Maintain and enhance our built environment to ensure a liveable and sustainable city.
- 3 Protect and enhance our open spaces and natural environments.
- 4 Strategic leadership and open and accessible government.
- 5 Support a healthy local economy

These directions have been used to inform the *Council Plan 2017-2021* and incorporated into the Whitehorse Planning Scheme Municipal Strategic Statement.

### 2.3.2 Box Hill Transit City Activity Centre Structure Plan 2007

Prepared by SGS for Whitehorse City Council in response to Melbourne 2030, the *2007 Structure Plan* sought to build on earlier transport and urban design work to provide direction for development of Box Hill into a high density, pedestrian friendly urban centre connected to public transport, help reduce urban sprawl and reduce dependency on private motor transport.

The *2007 Structure Plan* sought to address the following issues to ensure the objectives of Melbourne 2030 were achieved:

- Providing clarity as to the expectations of appropriate development within the Activity Centre, to facilitate the development process.
- Improving infrastructure and services to enable intensive development and support new activities within the public realm – transforming a place created to support ‘suburban’ activity into one that supports ‘urban’ activity.
- Managing transitions between existing low-density uses that will remain for the foreseeable future and areas of high density new development, and managing the evolution over time of a new character in areas where existing low density uses will sit amongst high density development over a transitional period.

The *2007 Structure Plan* addresses these issues by providing:

- A Vision for Box Hill (as set out in 2.1.2 of this report)
- A framework for development (as set out in 2.1.2 of this report) addressing:
  - Public spaces including parks, plazas and pedestrian streets
  - Access – circulation network for pedestrians, bicycles, public transport, road traffic and car parking
  - Land use and activities
  - Built form



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- Objectives Strategies and actions for each of the above components of the Structure Plan
- Development Control Guidelines to achieve desired outcomes for
  - Land uses – Activity Precincts
  - Built form Precincts
- Managing Change (Implementation actions)

### 2.3.3 Whitehorse Housing Strategy 2014

This study was completed in 2014, utilising future population projections based on the 2011 Census. The strategic approach outlined in the document highlights the importance of location, diversity, affordability and design in planning for future housing growth. Specifically, the strategy highlights a range of key challenges relevant to Box Hill, including:

- Encouraging housing within established activity centres and in areas with good access to public transport.
- Encouraging a broader range of housing types to meet differing needs from across the population, including the specialist needs of an aging community and of the high proportion of students within Box Hill
- Increasing the supply of affordable housing
- Encouraging higher quality design responses for more intensive development, including better integration of landscape opportunities into developments to deliver higher quality local urban character.

All of the residential areas within the Box Hill Metropolitan Activity Centre boundary are identified as a substantial change area and either the Residential Growth Zone or Mixed Use Zone has been applied. This designation supports higher density development up to four storeys and increased residential densities in order to maximise the benefit derived from proximity to transport and services. The objectives of this strategy include facilitating the emergence of a new urban character over time in areas identified for growth and increasing the diversity of housing provision (considering tenure, housing size and type of housing).

### 2.3.4 Whitehorse Integrated Transport Strategy 2011

The Whitehorse Integrated Transport Strategy 2011 creates a framework which considers the different modes of transport available to the Whitehorse community and provides direction to facilitate travel options and networks that are sustainable, convenient, accessible and safe. The Council has recognised the need for safe, sustainable and active modes of transport to benefit the community by making positive difference to the health and environment. Hence, this strategy promotes the use of sustainable modes such as walking, cycling and public transport.

The strategy addresses the key issues raised by stakeholders, which developed the strategic goals of:

- Improving linkage between different transport modes
- Minimising the impact of transport on the environment
- Promoting healthy lifestyles
- Creating safe environment for residents and commuters
- Promoting economic development and social connectedness.

The strategy was formed on the basis of four strategic objectives which address the transport to be controlled or influenced by the Council. It aims to encourage walking; maintain and improve the cycling network; encourage shift towards public transport; and provide safe and efficient movement of vehicles.

The strategy has proposed a review to be undertaken every year. Box Hill has experienced significant growth in recent years, increasing the need for attention to detail when creating places for people. As a result, the Council is currently undertaking a review of the Integrated Transport Strategy specifically for Box Hill and its immediate context.

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**2.3.5 Whitehorse Cycling Strategy 2016**

The Whitehorse Cycling Strategy 2016 sits under the Whitehorse Integrated Transport Strategy 2011 and the Road Management Plan 2015. The Whitehorse Cycling Strategy 2016 aspires to create a well-connected network of attractive, safe and inviting low stress streets and paths for the cyclists yet respects all the users. Through this strategy the Council promotes five directions which support a healthy, vibrant, inclusive and diverse community; maintain and enhance our built environment to ensure a liveable and sustainable city; protect and enhance our open spaces and natural environments; strategic leadership and open and accessible government; and support a healthy local economy.

This is a very important strategy to help the Council achieve its vision 2013-2023 to be a healthy, vibrant, prosperous and sustainable community supported by strong leadership and community partnerships. The strategy demonstrates a well adopted network in some parts of the Box Hill CBD. However, with the increasing vehicular movement on the arterial roads and growth in the CBD even more infrastructure will be required. The Cycling Strategy includes some mention of riding a bicycle for transport but does not provide detailed recommendations related to accessing Box Hill by bicycle and the improvements required.

**2.3.6 Box Hill Car Parking Strategy 2014**

The Box Hill Car Parking Strategy 2014 was developed to evaluate the demand and supply of the car parking within the CBD. The strategy aims to establish existing car parking characteristics; to identify shortfalls in existing car parking and develops strategy to address the identified shortfalls; to identify future demand for parking; to establish the tools to manage existing and future parking demands; and to determine strategies relevant to the Box Hill Central Activities Area. The strategy proposes 38 strategic recommendations to better cater for community needs.

The Box Hill Car Parking Strategy identifies the supply for car parking is approximately 1.5 times more than the demand for car parking during the peak hours of the weekday; and approximately 2.5 times higher than the demand during peak hours on a weekend.

Most of the recommendations are relevant, although some do not go far enough to take full advantage of the transport situation in Box Hill. Subsequently there was an implementation report completed in 2018 which specifically investigated 15 of the 38 recommendations.

Car parking is a significant issue for Box Hill, it is abundant, yet perceptions around lack of parking are holding back visitation and economic activity. A key change to the management of parking resources is required.

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**2.3.7      Whitehorse Open Space Strategy 2007**

The Whitehorse Public Open Space Strategy (WOSS) was prepared in 2007 to set out a cohesive vision of the future needs and character of public open space areas to ensure adequate and diverse public open space for a growing population. The strategy establishes an open space hierarchy and identifies the distribution of open space within that hierarchy to identify issues and locates shortfalls in particular public open space typologies and sets out recommendations for council to implement. It outlines a range of key outcomes that remain relevant for Box Hill, including; improving access to and linkages between open spaces; building upon the diversity of open space types; enhance biodiversity, eco-corridors; and to improve environmental sustainability practices in management and maintenance practices.

For Box Hill, a key recommendation of the WOSS for the preparation of a masterplan for Box Hill Gardens. The masterplan was adopted in February 2011 and supported the successful implementation of recent upgrades such as the Box Hill Gardens Multipurpose Area (2014 by NMBW & ASPECT Studios) and Box Hill Gardens Play Space (2018).

The strategy establishes a funding framework for the implementation of these recommendations in the context of continued population growth. The WOSS was the key document supporting the adoption of Amendment C99 in February 2010 which introduced a requirement of a minimum 4% public open space contribution for all subdivisions (Clause 53.01) and also provides scope for greater than 4% contribution for strategic sites, subject to the negotiation of a Development Plan.

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### 2.4 Strategic Planning and policy context for Box Hill

#### 2.4.1 Municipal Strategic Statement

The Municipal Strategic Statement at Clause 21 of the Planning Scheme sets out the overall strategic directions to manage future growth and development within the City of Whitehorse. It is to be read in conjunction with Council's Council Plan. It identifies three key strategic issues that need to be addressed: Environment, Settlement (housing) and Economic Development, and provides the overarching strategic framework plan for the City of Whitehorse.

Key strategic directions of particular relevance to Box Hill include:

##### Settlement

Clause 21.06 Housing which sets out the Vision for housing as: "To ensure that housing in the City of Whitehorse meets residents' needs in terms of location, diversity, sustainability, accessibility, affordability and good design." It also identifies the need to:

- Accommodate nearly 13,000 additional residents (as at 2014),
- Ensure activity centres can accommodate additional housing growth and are the focus of increased housing and employment densities, public transport and service provision.
- Better utilising transport corridors including train and tram routes for medium and higher density housing
- The need to develop or implement Structure Plans with objectives to improve housing affordability and special needs housing opportunities in activity centres

It provides specific objectives and strategies relating to housing location, housing diversity, housing affordability, housing design, and includes the 2007 Structure Plan and Whitehorse Housing Strategies as a Reference Documents. The Housing Framework Plan identifies much of the land within Box Hill as 'Significant Change Area'. Objectives set out for these areas (Clause 21.06-3) include:

- Support increased residential densities.
- Support increased housing choice by allowing for a diversity of dwelling types, sizes and tenures to suit a range of household types.
- Facilitate achieving a new, preferred character for these areas over time through quality developments.
- Support the master planning of larger sites to facilitate the development of diverse, high amenity precincts which have an identifiable sense of place.
- Encourage the provision of shop-top dwellings and low scale apartment developments in activity centres, particularly within key Neighbourhood Activity Centres and on sites abutting the Principal Public Transport Network and main roads.
- Provide space for planting, communal spaces and rooftop gardens to improve the amenity and liveability of dwellings.

Other key strategies include:

- Promote activity centres with high accessibility that offer a range of services and provide a high level of amenity to residents as key locations for housing diversity. (Clause 21.06-4)
- Continue to identify opportunities for affordable housing in designated structure plans including specific location, localised need and design, and incentives for developers. (Clause 21.06-5)
- Prepare and adopt design guidelines for identified opportunity sites to ensure their redevelopment positively contributes to their surrounding context, provides high quality and innovative building design and facilitates high levels of residential amenity for new and adjoining residents. (Clause 21.06-6)
- Clause 21.04 directs that it is policy to ensure that all development applications are assessed in accordance with the residential Development Policy at Clause 22.03



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**Economic Development**

Clause 21.07 Economic Development states in the overview:

*Plan Melbourne identifies Box Hill as a Metropolitan Activity Centre (MAC) which provides significant opportunities for investment in terms of retail, public transport, health, justice, education, entertainment and medium and higher density residential development. It is essential that the Box Hill MAC develops as a major regional activity centre through the development of appropriate retail and office activities. It is also vital that the centre develops more residential and entertainment facilities to strengthen this role. Council will support new commercial, residential and retail development in this Activity Centre consistent with the role of the centre and the Box Hill Structure Plan which also seeks to guide the preferred location and urban form of the new investment in the centre*

Key strategic objectives at Clause 21.07-3 include:

- *To develop the Box Hill Metropolitan Activity Centre as the major focus for retail, commercial, health, transport, education and entertainment facilities in Melbourne's east.*
- *To ensure that all shopping centres and civic spaces are safe, attractive and are developed in accordance with their role.*
- *To recognise the important regional role that our tertiary education and health sectors fulfil and provide support for the ongoing viability of these vital institutions such that they are positioned as leading industry providers.*
- *To maintain the City's position as the second largest provider of office space outside St Kilda Road and the Melbourne Central Business District.*
- *To promote the City as a prominent location for leading edge and international IT firms and harness the skills and capabilities of our IT sector to ensure that our other key sectors in manufacturing, health and education continually have access to and apply state-of-the-art technology.*

- *To ensure additional retail floorspace allows for improved access to retail goods and services by members of the community and supports the planned role and function of the activity centre and its place in the retail hierarchy.*
- *To encourage innovation in retailing and promote new retail formats where it can be demonstrated that consumer trends are evolving.*
- *To ensure Activity Centre development encourages a more effective use of public transport and cycling modes of transport.*
- *To increase participation in the cultural and recreational tourism of the City and facilitate the provision of entertainment, arts, cultural, recreational and leisure facilities and promoting these locally and regionally.*
- *To provide a nurturing environment for our homebased business sector that provides access to business planning and information services, and networking opportunities.*
- *To support, where appropriate, the transition to local commercial premises where operations of home based businesses are no longer suited to residential locations.*
- *To encourage the continued enhancement and use of public transport and cycling modes of transport.*

This clause specifically directs that all use and development in Box Hill and surrounds complies with the Box Hill Metropolitan Activity Centre Policy at Clause 22.07. It includes the 2007 *Structure Plan*, Whitehorse Housing Strategy 2014, and Economic Development Strategy 2008-2013 as Reference Documents.

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### Infrastructure

Clause 21.08 sets out strategic directions for infrastructure across the City of Whitehorse. Key issues identified include:

- *Land use and transport planning needs to be integrated with development around public transport facilities designed to ensure maximum utilisation*
- *Providing improved facilities and safety for cyclists, pedestrians and public transport users, and maximising accessibility for all users but particularly the elderly, disabled and people with prams and young children is important. This includes upgrading the functionality, appearance, comfort, security and way-finding at the Box Hill Transport Interchange.*
- *Council needs to further investigate the opportunities to introduce Development Contributions to ensure that appropriate facilities are provided where new development is occurring within the City.*
- *Council has the responsibility to utilise open space contributions to help meet its future open space needs. Land contributions will be taken in certain areas where there is an opportunity to improve existing open space linkages and provision in accordance with Clause 22.15.*
- *To support walking as the primary means of access in and around Box Hill and encourage most trips of 1km or less to be taken on foot.*
- *To encourage cycling as a sustainable and healthy means of travel within Box Hill and for trips of up to 5km between the Activity Centre and surrounding areas.*
- *To encourage significantly increased use of public transport and reduced rates in the use of private vehicular transport for travel to and from the Box Hill Activity Centre.*
- *To carefully manage vehicular traffic in Box Hill to support choice of travel mode and create transit supportive roads (as defined by the 2007 Structure Plan).*
- *To ensure that car parking in Box Hill balances access, sustainable transport and land use needs, consistent with the Box Hill Central Activities Area Car Parking Strategy 2013.*
- *To ensure that Box Hill accommodates a more intensive and diverse range of activities that increase choices and opportunities, support synergies between different uses, encourage use of sustainable transport and complement surrounding areas.*
- *To ensure that development and use in the Box Hill Transport and Retail Precinct are appropriate to its role and function as a regional transport interchange for rail, bus, tram and taxi services.*

### 2.4.2 Planning Policy Clause 22.07 – Box Hill Metropolitan Activity Centre

Clause 22.07 'Box Hill Metropolitan Activity Centre' applies to land in Box Hill (in the area defined within the structure plan boundary) to implement the 2007 Structure Plan.

Policy objectives include:

- *To ensure that the Box Hill Metropolitan Activity Centre can continue to expand in line with market demand.*
- *To ensure that future development within the Box Hill Metropolitan Activity Centre seeks to maximise employment growth for Whitehorse.*
- *To ensure that Box Hill provides accessible, lively and comfortable public spaces that offer diverse opportunities for recreation and social engagement.*
- *Public places*
- *Pedestrian mobility and bicycle access*
- *Public transport*
- *Road traffic management*
- *Car parking*
- *Motor cycle parking*
- *Land use mix and economic and social activities*
- *Built Form*

Clause 22.07 states that use and development of land is to be consistent with the vision for the centre, and the activity and built form precincts in the 2007 Structure Plan. This is supported by specific policy guidance relating to:

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The activity and built form precincts and public spaces and access frameworks (as established by the Structure Plan 2007) are included in the policy.

In addition to the Box Hill Structure Plan, other Reference documents listed are:

- Box Hill Transport Interchange Concept Design, March 2002
- Site Development Framework – 545 Station Street, Box Hill, April 2011
- City of Whitehorse Retail Strategy Review, October 2010
- Box Hill Central Activities Area Car Parking Strategy 2013

**2.4.3 Clause 22.03 Residential Development**

This policy applies to all applications for development within the Neighbourhood Residential, General Residential, Residential Growth, Mixed Use and Priority Development Zones. This policy builds on the MSS objectives in Clause 21.06 – Housing relating to maintaining and enhancing the character of the City's residential areas.

Key policy objectives include:

- *To recognise the potential for change as a result of new social and economic conditions, changing housing preferences and State and local planning policies.*
- *To accommodate the population increases in the municipality in the areas identified as being able to sustain higher density based on environmental and infrastructure considerations.*
- *To recognise that areas of substantial and natural change will make a significant contribution to increases in housing stock.*
- *To facilitate development in areas of substantial change.*

Key strategies for Substantial Change Areas include:

- *Encourage the following forms of housing in Substantial Change areas:*
  - Townhouses.
  - Units.
  - Flats and apartments.
- *Locate new development in the form of flats and apartments in Substantial Change Areas only.*
- *Provide a range of dwelling types, sizes and tenures, including affordable housing, in larger developments.*
- *Ensure buildings interfacing sensitive areas and uses have a scale and massing appropriate to the character and scale of their context.*
- *Create a new, higher density urban character in areas located away from sensitive interfaces.*

Also relevant, Clause 22.03 identifies areas within the activity centre boundary as being located within 'Garden Suburban 11' Neighbourhood Character Area, described as:

*A variety of well articulated dwelling styles will sit within compact garden settings. Infill development will be common, however new buildings and additions will be setback at upper levels to minimise dominance in the streetscape. The consistent front setbacks and spacing between dwellings will be retained, with buildings setback or appearing to be setback from at least one side boundary. Low or open style front fences will provide a sense of openness along the streetscape, and allow views into front gardens.*

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### 2.4.4 Whitehorse Planning Scheme – Existing Zoning and Overlays

The current land use zone regime within Box Hill includes:

- **Commercial 1 Zone** applies in the core of the centre focussed on the south side of Whitehorse Road and Station Street, and including properties with frontage to the north side of Whitehorse Road.
- **Residential Growth Zone** applies to much of the Activity Centre, operating as a transitional zone between the Commercial 1 Zone and Neighbourhood Residential or General Residential Zones surrounding the activity centre. Schedules 1, 2 and 3 are in operation.
- **Mixed Use Zone** applies to small isolated pockets of land across the centre.
- **Public Use Zone** applies to numerous sites across the centre, including larger institutions, and council or government owned land.
- **Public Park and Recreation Zone** applies to key areas of public open space, including Box Hill Gardens and Kingsley Gardens.
- **Site specific exclusions** apply to a number of individual sites, understood to have been implemented to overcome previous prohibition on accommodation in previous Commercial 2 Zoning of areas of land.

There is only a very approximate alignment between the current planning regime with the 'Activity Precincts' designated in the *2007 Structure Plan*. The Commercial 1 Zone generally covers land designated for Transport and Retail Activity 'Precinct A' and 'Prospect Street - Primary Office' (Precinct B). The Purpose of this zone includes:

- *To create vibrant mixed use commercial centres for retail, office, business, entertainment and community uses.*
- *To provide for residential uses at densities complementary to the role and scale of the commercial centre.*

These purpose statements, and the provisions within the zone, operate universally. For both Precincts A and B, the Commercial 1 Zone provides limited opportunity to respond to the nuances established by the Structure Plan for each precinct.

The Residential Growth Zone applies to significant portions of all other activities precincts, including Hospital and Western TAFE (Precinct D) and Southern and Eastern (Precinct F). The purpose of this zone includes:

- To provide housing at increased densities in buildings up to and including four storey buildings.
- To encourage a diversity of housing types in locations offering good access to services and transport including activity centres and town centres.
- To encourage a scale of development that provides a transition between areas of more intensive use and development and other residential areas.
- To ensure residential development achieves design objectives specified in a schedule to this zone.
- To allow educational, recreational, religious, community and a limited range of other non-residential uses to serve local community needs in appropriate locations.

The *2007 Structure Plan* includes reference to a secondary, residential role for both precincts, but has clear directions for educational, medical and support for related business in Precinct D, and office, retail and mixed use for Precinct F. The current application of the Residential Growth Zone (RGZ) in both precincts demonstrate a mismatch between zoning and the desired land use outcomes set out in the *2007 Structure Plan*.

Recommendations of the *2007 Structure Plan* to rationalise the land use zone regime and apply a more appropriate suite of zones were not fully implemented. This was due to a range of issues including the zoning reforms which resulted in an alternative range of zones available for implementation. For instance, the Residential Growth Zone (RGZ) became a reasonable alternative to the Mixed Use Zone (MUZ), as proposed in the C175 Planning Scheme Amendment.



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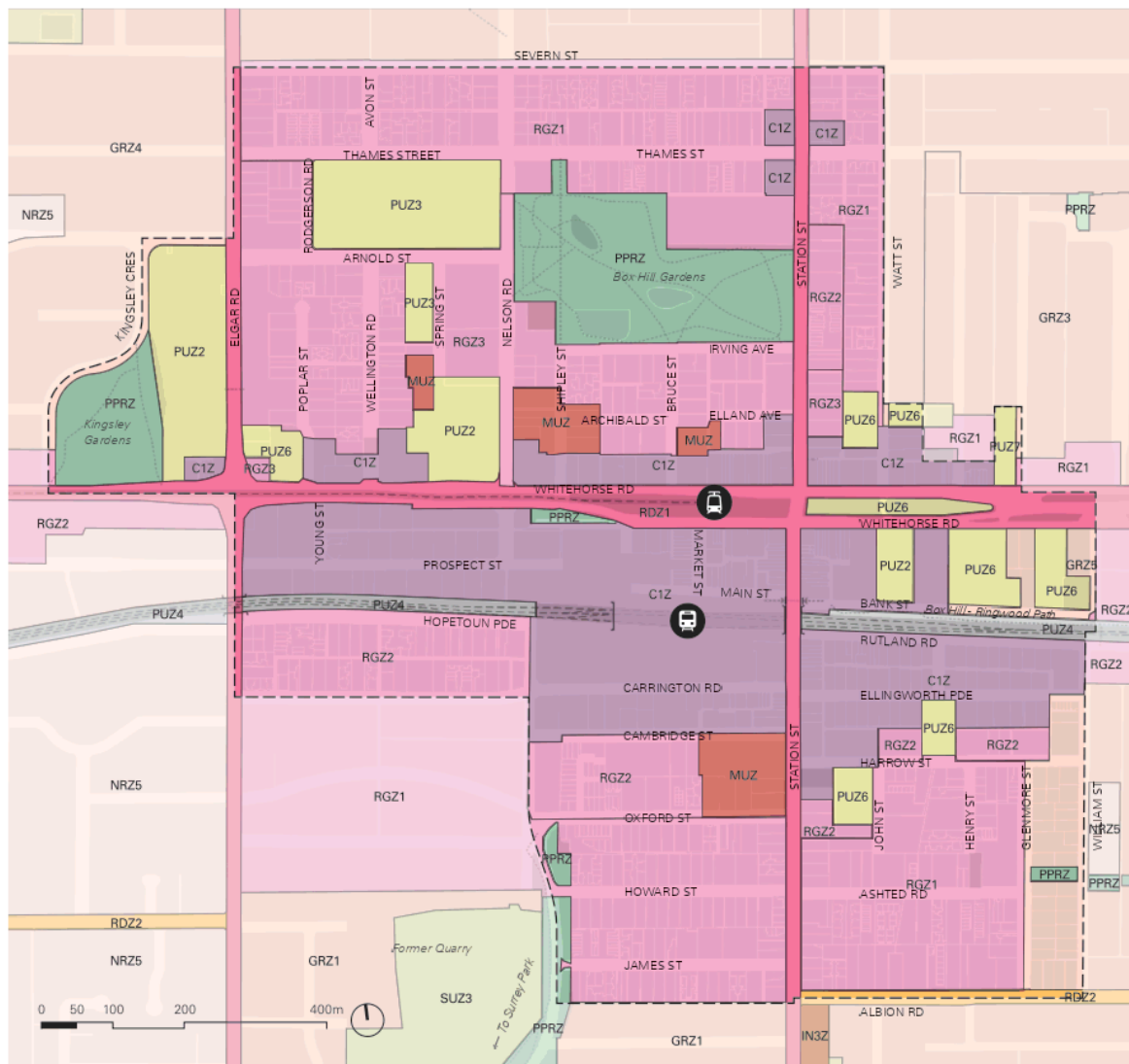


Figure 2.6 Existing zones

Legend

Structure Plan boundary

Zones

- Residential Growth (RGZ)
- General Residential (GRZ)
- Neighbourhood Residential (NRZ)
- Mixed Use (MUZ)
- Commercial 1 (C1Z)
- Industrial 3 (IN3Z)
- Special Use (SUZ)

- Public Use - Education (PUZ2)
- Public Use - Health & Community (PUZ3)
- Public Use - Local Government (PUZ6)
- Public Use - Other (PUZ7)
- Public Use - Transport (PUZ4)
- Public Park & Recreation (PPRZ)
- Road 1 (RDZ1)
- Road 2 (RDZ2)

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**Overlays**

The suite of overlays that currently applies within Box Hill include:

- **Parking Overlay** – applies across the core of the centre, to Commercial and Mixed Use zoned land
- **Heritage Overlay** – applies to individual sites of recognised heritage value across the centre
- **Environmental Audit Overlay** – applies to specific sites known to have formerly been used by a potentially contaminating use
- **Significant Landscape Overlay (SLO9)** – applies to all of the Residential Growth zoned land.
- **Development Plan Overlay (DPO8)** – applies on a site-specific basis at 16-18 Spring Street
- **Design and Development Overlay (DD04)** – affecting the small Neighbourhood Activity Centre, 'Thames & Station Street Shops', in the north east of the Activity Centre.
- **Road Zone Category 1** applying to Whitehorse Road, Station Street, and Elgar Road.
- **Special Building Overlay** applying overland flow paths which affect the southern, and northern, periphery of the centre, as well as part of Box Hill Gardens.

A key aspect for the implementation of the 2007 Structure Plan was the preparation of Design and Development Overlays (DDOs) to incorporate built form controls. This has yet to be successfully implemented.

## Box Hill MAC Analysis and Options Report




[-] Structure Plan boundary

*Heritage & Built Form overlays*

-  Heritage Overlay (HO)
-  Design & Development (DDO)
-  Development Plan (DPO)



### Environment & Landscape overlays

-  Significant Landscape (SLO)  
 Vegetation Protection (VPO)

### Land Management overlays

-  Special Building (SBO)

### Other overlays

-  Environmental Audit (EAO)  
 Parking Overlay (PO)

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### 2.4.5 Whitehorse Planning Scheme Amendment C175 – Key issues from the process

In 2016, Council commissioned a project *‘to provide more detailed information and guidance on the preferred future built form outcomes in central Box Hill to improve planning certainty for the community and developers. This work will also form the basis of a Design and Development Overlay for the centre.’* (City of Whitehorse Project Brief ‘Built Form Guidelines for Box Hill Metropolitan Activity Centre’ May 2016)

This work led to Amendment C175 to the Whitehorse Planning Scheme which proposed to implement the *Box Hill Metropolitan Activity Centre Built Form Guidelines 2016 (the Box Hill Guidelines)* by Hansen Partnership through the application of a new DDO with accompanying zone and local policy changes. It also proposed to rezone parts of the centre located north of Whitehorse Road from residential to mixed use and commercial zones to allow for a greater level of growth.

The Panel’s analysis of State Planning Policy notes, *‘Box Hill is a Metropolitan Activity Centre, a health and education precinct and has a key transport interchange. The State Planning Policy Framework clearly requires investment and growth to be focused in Box Hill.’* (C175 Panel Report, pp7).

The Panel found that the proposed rezonings were supported by current policy in the Planning Scheme, although did recommend considering the Special Use Zone for the Epworth Private Hospital site.

However, the Panel recommended the other key elements of the proposed amendment be abandoned. Reasons set out in the Panel Report (October 2017) included:

- **Inconsistency and conflict between the two key reference documents** – the *2007 Structure Plan* and the proposed *Box Hill Guidelines* (2016),
- **Imposition of height limits and built form policy that work against metropolitan planning policy** and strategic directions set out for Box Hill in local planning policy

- **Lack of strategic rigour and justification** provided by the Guidelines for the proposed built form controls, and concern with the statutory drafting of the DDO
- **Lack of engagement** with key stakeholders and landowners.

For reference, a copy of the Executive Summary from the C175 Panel Report is attached as an appendix to this report (Appendix 4).

#### Submissions

Key issues raised in submissions generally related to one of four main categories of concern:

- Process and consultation
- Character and built form/amenity
- Infrastructure – Transport
- Infrastructure – Open space and community

As summarised in the C175 Panel Report, the key issues raised in the submissions of the various parties are as follows:

Process and consultation: The consultation process was inadequate, including that:

- A referendum should have been held
- The Amendment documents were difficult to understand

#### Character and built form/amenity

- The proposed boundaries of the sub-precincts and sites proposed for rezoning
- The preferred building heights and setbacks proposed in the Guidelines and DDO6
- The effects of the Amendment on amenity, claiming it will destroy, or result in a loss of amenity, integrity and character of the Box Hill
- The effect of the heritage overlay on properties
- Two submitters raised concerns about the approval of current high rise buildings.
- Eight submissions raised concerns about the culture of Box Hill, including racist sentiments.



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Infrastructure - Transport

- The inadequacy and overcrowding of public transport infrastructure and its ability to withstand further population increase
- Traffic congestion, the inadequacy of car parking and a perceived inability to cope with an increase in population
- The lack of provision for walking or cycle paths and lanes in the Guidelines

Infrastructure – open space and community

- A perceived inadequacy of open space and a lack of open space or green space provided for in the Guidelines
- The provision of community infrastructure such as schools and sporting facilities

**Other key issues raised in the Panel Report included:**

*A need for engagement with key stakeholders*

The Panel found that the development of the DDO did not adequately engage with relevant stakeholders who control land uses that are specifically identified for change, including Vicinity Centres, VicTrack, Box Hill institute and Epworth.

The Panel highlighted the need to ensure that institutions and key authorities are not unreasonably constrained through the planning process where there are clear operation imperatives, and to engage with key stakeholders to determine mutually beneficial outcomes. The Panel also noted the opportunity for a schedule to the DDO to specify that an application is exempt from third party notice and review provisions. (p.47)

The Panel also noted that consultation with land owners of large sites would have resulted in a more informed approach to built form requirements.(p.57)

*A need for integrated transport planning and master-planning for the transport interchange*

The Panel raised concern that Amendment C175 may limit the redevelopment potential of the Interchange and the relationship between the requirements of the Transport Integration Act and

the Amendment warrant further consideration. The Panel found there is a need to undertake a master planning exercise for the Interchange, with input from key stakeholders including Vicinity Centres and Victrack as identified in the *2007 Structure Plan*. (p.7)

The Panel agreed with Vicinity Centres that a comprehensive assessment and an integrated development proposal was warranted in this area. As a result, the Panel considered that the area should be removed from the DDO, subject to a separate master planning approach. This would enable Vicinity Centres to “work with a range of stakeholders, including Council” towards a comprehensive proposal for the area and the preparation of an appropriate suite of planning tools to facilitate and guide the development of this proposal (p.20-21).

*A need for built form modelling and analysis to underpin height controls*

The Panel concluded that the development of a DDO has significant strategic support, and is specifically recommended by the Structure Plan, and that there is strategic support for application of the DDO with discretionary controls. The Panel also acknowledged the possibility that a more detailed analysis of the activity centre could result in a potential case for mandatory controls across all or part of the centre, subject to:

- Appropriate strategic justification. (p.10)
- Rigorous built form testing
- Establishment of a clear vision to underpin an Urban Design Framework

The Panel also noted that the absence of height controls in Precinct F was a deliberate policy position reflecting the Structure Plan ambition to encourage significant high density development. (p.17) Any proposal to introduce height limits in this precinct needs to ensure it does not provide contradictory policy directions or introduce inconsistencies with broader strategic planning objectives for intensification in major activity centres, the vision for Box Hill, and directions set in the updated structure plan. Height limits also need to be underpinned by a coherent rationale.

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The Panel also recommended further work was required to justify any street wall and setback controls. It suggested that a detailed investigation of amenity impacts resulting from existing development in the activity centre should be completed to inform future built form controls. It also suggested that a more detailed streetscape analysis is required to inform controls for street wall heights and setbacks, taking into account recently constructed and approved development, topography, street trees and so on. (p.64-65)

*Potential role for density controls*

Amendment C175 proposed to include plot ratio controls for large sites. The Panel noted that some form of plot ratio approach may be appropriate for the development of land within the activity centre, but that the Amendment was not supported by any rationale for such a development control or explanation of how it could work in Box Hill.

The Panel's recommendation was that if a plot ratio approach is to be pursued by Council, then it needs significantly more work to justify and explain any plot ratio approach to managing development in the activity centre. (p.57).

Although not explicitly stated by the Panel, the inclusion of a plot ratio approach may provide a foundation to build in opportunity for development uplift as an incentive for delivery of public benefits. Any such approach would need to be unambiguous and strategically justified.

*Delivery of public infrastructure*

The scope of Amendment C175 focussed on development and implementation of new built form guidelines. The Panel cautioned against the inclusion of mechanisms which could result in the public acquisition of land without appropriate compensation. (p.71). This recommendation was made in the context of requiring provision of land for new streets/laneway access.

The Panel did not provide recommendations regarding the need for infrastructure contributions. However, the updated structure plan and urban design framework should ultimately be supported by a public and private investment plan, which could include an infrastructure contributions plan as a key component.

*Special Use Rezoning*

The Panel noted the various recommendations for rezonings in the 2007 Structure Plan including use of:

- Public Use Zone for various institutional sites (noting this has now been applied)
- Priority Development Zone for part of Hospital and Western TAFE Precinct D (area bounded by Whitehorse Road, Nelson Road, Arnold Street and Elgar Road)

Amendment C175 proposed to use the Mixed Use Zone for much of Precinct D, as well as Box Hill Gardens Precinct E.

The Epworth submitted that a Special Use Zone would be more appropriate than the MUZ, having regard to the health and education uses encouraged by *Plan Melbourne* and the Structure Plan. The Panel found that the Mixed Use Zoning could be supported on the basis that the Special Use Zone had not been exhibited. However it considered that Council should give future consideration to rezoning the Epworth site to a Special Use Zone.

*Council's Response (following consideration of the Panels recommendations)*

While Council acknowledged the Panel's conclusion, it remained 'concerned about the ability of the area to balance the need for investment and growth whilst creating a liveable, vibrant and attractive State significant metropolitan centre, and the need to provide more detailed information and guidance on preferred future built form outcomes in central Box Hill.' (Whitehorse City Council Ordinary Council Minutes 25 June 2018, pg.9)

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Council considered the Panel Report and its recommendations at the meeting on 25 June 2018. At this meeting, Council resolved to;

- Abandon Amendment C175 and notify the Minister for Planning of Council's decision.
- Note the program of future work for the Box Hill Metropolitan Activity Centre included in the 2018/19 budget process.
- Continue advocating to the State Government about upgrading the Box Hill Transit Interchange as a result of the ongoing designation of Box Hill as a Metropolitan Activity Centre and furthermore the Amendment C175 Panel Report which discusses the importance of the interchange.
- Advise all submitters of this resolution in relation to the Panel Report for Amendment C175.

This project seeks to assist Council in progressing planning for Box Hill, and specifically to address the issues raised by the Panel Report.

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Image: Box Hill Mall





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## 2.5 Project Brief

### Review of Strategic Direction for Box Hill Metropolitan Activity Centre

#### 2.5.1 What we have been asked to do

In late 2018 Council issued the brief for the current project. The project brief was to undertake “a review of the vision and existing strategic direction for Box Hill and provide future guidance for the Metropolitan Activity Centre”, including the preparation of a vision for the future of Box Hill, reviewing and updating the *2007 Structure Plan* and preparing an urban design framework to support the structure plan.

The brief essentially seeks to establish the future urban form and develop controls to guide development towards this outcome. The revised vision for the activity centre provides the guidance for preferred outcomes delivered through the planning controls.

The project brief assumes that:

- Apart from the revised vision, the structure plan will be largely retained in its existing form with only limited updates.
- Public transport remains largely in its current form. An integrated transport strategy will be undertaken separately, concurrent with this project.
- Masterplanning for the transport interchange will be undertaken at a later date, involving direct and more detailed engagement with Vicinity and VicTrack as primary land owners.
- The activity centre boundary will remain as defined in the *2007 Structure Plan*.
- Contribution schemes to support community infrastructure will be considered at a later point.

Note that questions on all of these topics are likely to be raised at a future planning panel, consistent with the submissions made during the C175 panel hearing.

#### 2.5.2 Gaps that need further investigation

The evidence set out in this report shows Box Hill is at a tipping point. Substantial change has already occurred but future projections and the planning applications currently under consideration begin to indicate that much more substantial change is likely in the future. The magnitude of change has significant implications for the geographic extent of the activity centre, models of public transport provision, location and scale of community infrastructure, public open space provision and mechanisms for shared funding of community needs.

Planning Practice Note 58: Structure Planning for Activity Centres (PPN58) sets out a range of considerations that should be addressed through a full structure planning process, including the need to define the activity centre boundary in relation to established criteria.

In addition, the growing future community has implications for changing infrastructure needs. Future population growth will increase the need for schools, childcare and other lifelong learning opportunities. Comparable centres experiencing significant change such as Footscray and Glen Waverley have demonstrated that growth in community infrastructure needs to be in accessible locations in order to support sustainable transport mode share targets.

These gaps will need further technical investigation beyond the scope of this current report.



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## 2.6 Consultation Findings

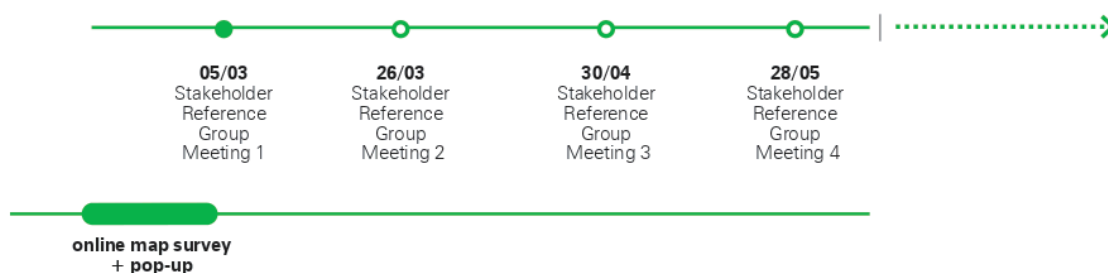
### 2.6.1 Consultation strategy

In reviewing the strategic directions for Box Hill, we have engaged with stakeholders and the wider community to fill the gaps in understanding of the key issues and concerns for future development. Engagement is a critical part of the project given the issues cited by the Panel Report in relation to the lack of engagement preceding Amendment C175. The Panel's conclusions on the matter of stakeholder engagement noted that 'the process of developing the DDO did not engage with relevant stakeholders who control land uses that are specifically identified in metropolitan policy for change...' This is addressed as a priority within our approach. The current process has sought to extend on the existing submissions received by Council for the C175 amendment.

The stakeholder engagement and consultation strategy is composed of three main components:

- 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 a pop-up event within Box Hill; and
- Establishing a Stakeholder Reference Group composed of key representatives from community, institutions, land owners and agencies

Each of these components has been started over the January-February period of the first phase of the project. The consultation process will continue through the remainder of the project. The preliminary findings to date are detailed in sections 2.6.4 - 2.6.6 of this report.



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### 2.6.2 Consultation Themes

All consultation to date (in meetings and through surveys) has 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.

### 2.6.3 Community Engagement Approach

The main component of the broader community engagement 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%).

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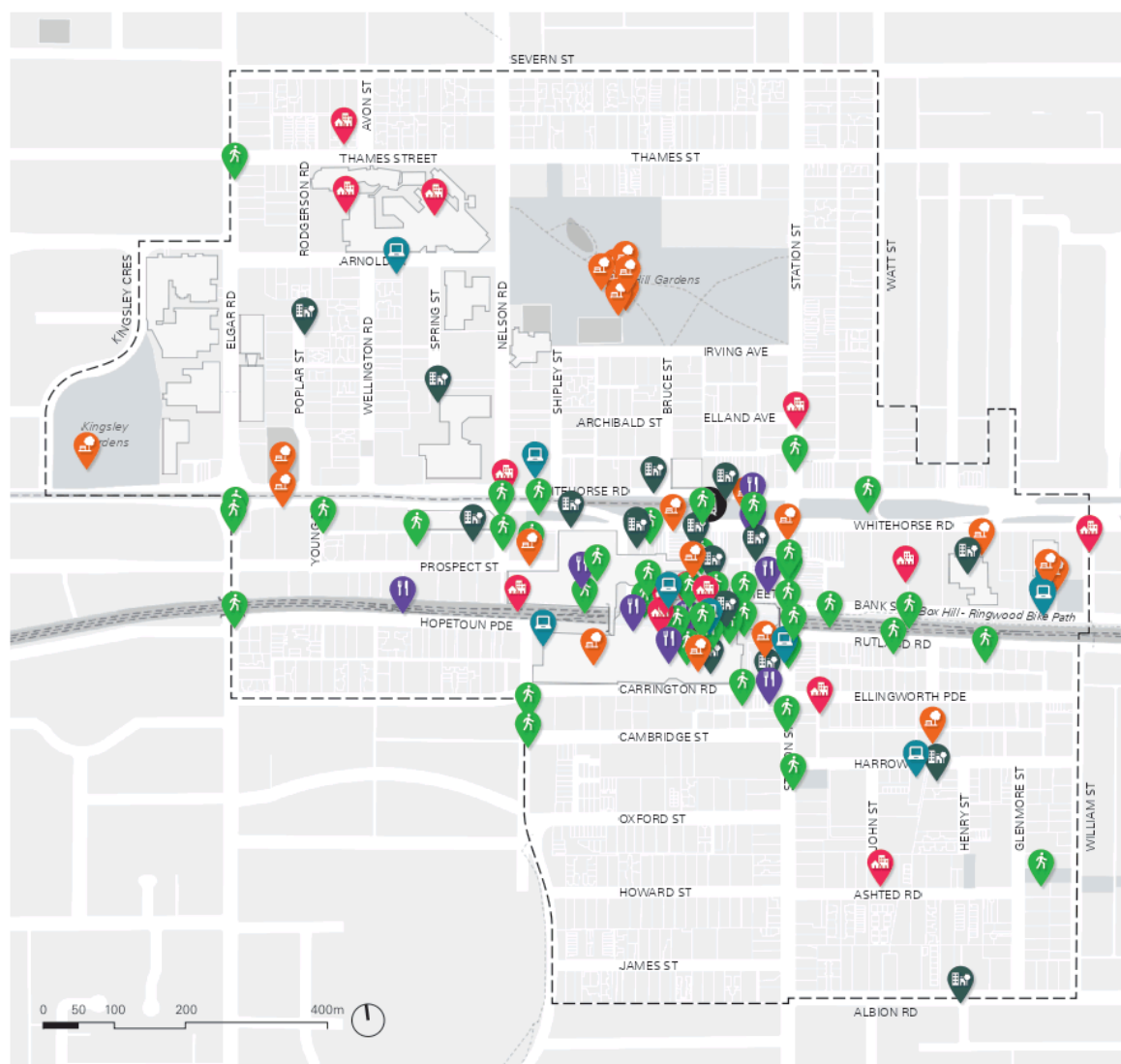


Figure 2.8 Survey results by theme

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

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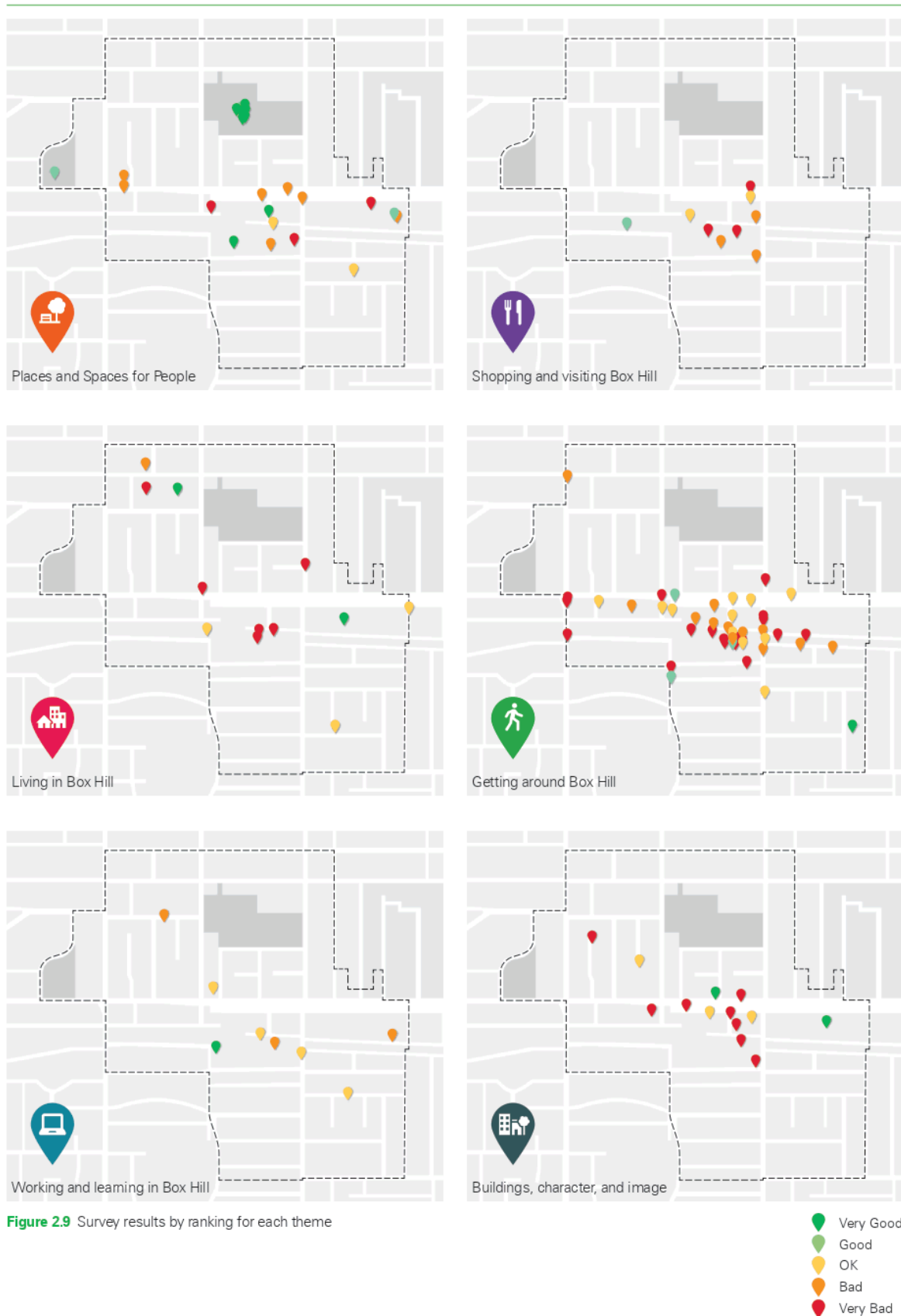


Figure 2.9 Survey results by ranking for each theme



#### 2.6.4 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.

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### 2.6.5 Stakeholder Perspectives

A 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. This group has met once but will continue to meet across the whole planning review process in order to ensure they are informed, involved, updated, tested and listened to and that their engagement is genuine and positive.

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.

The specific future plans (where these are known) for the key institutions and strategic sites in the centre (Council, Box Hill Institute, Box Hill Hospital and Vicinity Centres) will be discussed further in Section 3.4 of this report.

For reference, a copy of the presentation slides from the first Stakeholder Reference Group workshop is located in the Appendix to this report (Appendix 2).

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Figure 2.10 Excerpt from presentation to Stakeholder Reference Group meeting

2.6.6 Councillor and Council Officer Workshops

Alongside workshops with stakeholders and engagement with the wider community, the project team has engaged in workshop discussions with Councillors and council officers on the future vision for Box Hill and its multiple neighbourhoods. Some early points of feedback include the following:

- The existing vision provides a positive message, but the words used are very broad and does not capture the distinctive qualities or strengths of Box Hill, see Figure 2.10.
- Ensuring that Box Hill remains open and welcoming is a core quality that needs to be emphasised. This refers both to the amenity and activation within the central area as well as the quality of the pedestrian and cycle links to the surrounding areas outside of the activity centre boundaries.
- There are distinctive strengths in relation to health and education that need to be articulated within the vision. Equally, the vision should relate to future employment trends and emerging opportunities for employment growth and change. The future vision needs to be agile enough to respond to change and have sufficient resilience to provide guidance through multiple cycles of change.
- Box Hill should be a place for people – the quality of the public realm and community infrastructure is critically important to ensure that the community feels welcome and included throughout the centre.
- Box Hill is made up of a lot of communities and a lot of parts. The vision needs to talk about multiple generations and their different relationships with the centre. It needs to be conceived of as a series of connected villages that come together to function as a city centre.

**We can conclude that a redrafting of the vision is necessary. This will be discussed within the subsequent stages of the project.**



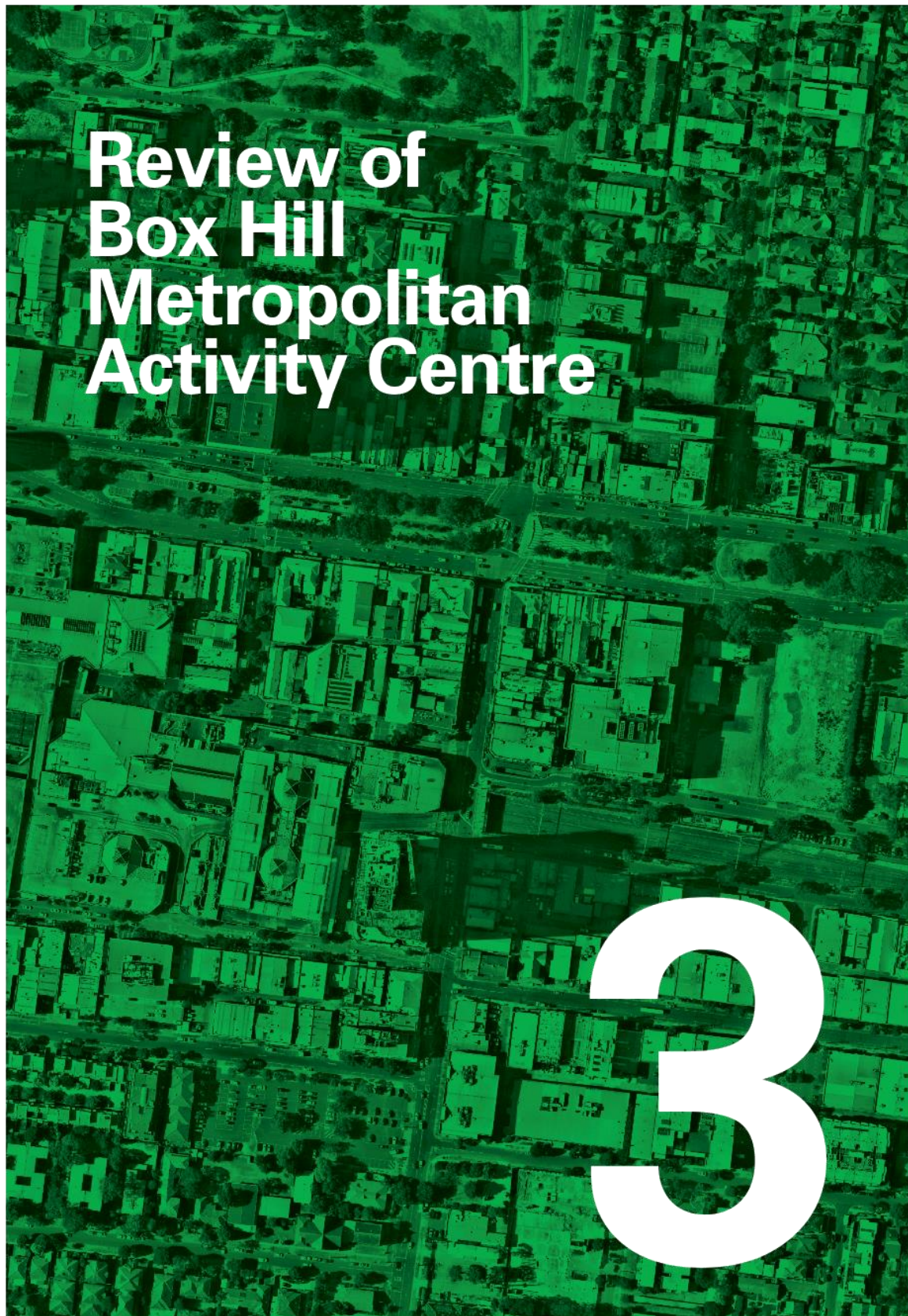
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Image: Aerial view of Box Hill in October 2018 | Nearmap



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### 3.1 Economic and Demographic Projections

#### 3.1.1 Trends and Drivers of Growth

The Box Hill has the unique distinction of an ongoing designation as a metropolitan activity centre since 1954. The current structure plan for the activity centre was adopted in 2007 and sought to encourage investment in the centre – both employment and housing – to underpin future economic growth in Whitehorse.

Over the last 10 years, Box Hill has experienced strong population growth, growing from 6,400 in 2006 to 8,500 in 2016 (an average growth rate of 2.9% per annum). Growth of the working age population and tertiary students has been particularly strong.

In the same period growth in employment has grown at a rate of 2.3% per annum. Growth in the health and education industry sectors was particularly strong. These sectors added an estimated 2,500 and 600 jobs respectively between 2006 and 2016 (average growth rates of 4.7% and 5.1%).

Future employment growth is likely to be influenced by the deepening of the knowledge economy, further strengthening of the health and education specialisation, and opportunities for retail growth.

The proposed suburban rail route would result in better connectivity between Box Hill to areas to the north and south and further increase the attractiveness of the activity centre for firms and households.

#### 3.1.2 Population and Housing Forecasts

The project team have prepared population and employment forecasts for Box Hill drawing on the Victorian Government's Victoria in the Future (VIF) forecasts. The VIF forecasts are prepared at the SA2 level and then assigned to smaller geographies ('travel zones'). For population, this assignment process is based on recent trends in housing development and the capacity for dwellings, derived from a variety of sources (e.g. the Urban Development Program, VPA Precinct Structure Plans, renewal precinct specific information and state and local planning policy documents).

Two population forecasts have been provided. The first is based directly on the VIF forecasts, whilst the second assumes a slightly slower rate of population growth. This second scenario considered the possibility that the high number of recent residential approvals suggests a degree of speculative planning approval activity, which may not be an accurate reflection of the true extent of latent demand.

**Table 3.1** Population and Housing Forecasts

	2016	Base forecasts			Revised forecast (lower population growth than base)		
		2036	2016-36 growth	Growth rate	2036	2016-36 growth	Growth rate
Estimated Resident Population (ERP)	8,500	18,600	10,100	4.0%	16,900	8,400	3.5%
Structural Private Dwellings (SPD)	3,900	8,900	5,000	4.2%	8,100	4,200	3.7%

Source: SGS Economics & Planning, derived using VIF 2016.

**Table 3.2** Comparison of ID population forecasts

		2016	2036	2016-36	Growth rate
<b>ID forecasts</b>	Population	4,728	14,379	9,651	5.7%
	Households	2,047	6,231	4,184	5.7%
<b>SGS forecasts (base)</b>	Population	8,500	18,600	10,100	4.0%
	Households	3,900	8,900	5,000	4.2%

Source: SGS Economics & Planning, ID Consulting, 2017.



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Taking these two scenarios as a range, the population of the activity centre is forecast to grow by between 8,400 and 10,100 people between 2016 and 2036. This would translate to demand for 4,200 to 5,000 additional dwellings. Table 3.1 shows the population and dwelling forecasts under both scenarios in 2036.

### Comparison to ID Consulting forecasts

Population projections prepared by ID Consulting (2017) cover a smaller area than the SGS projections and have used a different forecast methodology and assumptions. SGS forecasts are based on the approach outlined in Appendix 1 of our technical report. As a result, there are differences between these two sets of projections. A comparison of the two sets of figures is provided in Table 3.2.

The ID Consulting forecasts estimates an average annual growth rate of 5.7% to 2036 for Box Hill. This is high compared to SGS projections of 4.0%. Both forecasts estimate that there will be an additional 10,000 residents in Box Hill by 2036.

Both the VIF and ID forecasts indicate possible future growth scenarios are reasonable estimates for future planning purposes. The higher rate a residential growth suggested in the ID forecast could have implications for the 'crowding out' of the forecast growth in employment uses. This issue will be explored in the subsequent stage of the study.

### 3.1.3 Employment Forecasts

Employment forecasts for the activity centre are derived from VIF total labour force growth estimates for the State and Greater Melbourne. This growth is assigned to smaller areas, by industry, using ABS Census Journey to Work data and the ABS Labour Force Survey.

Two employment scenarios were considered. The first is SGS's base employment forecasts for the activity centre, whilst the second assumes a slightly higher rate of growth in office, retail, health and education. This second scenario reflects the findings of early stakeholder consultations that have suggested significant appetite to grow employment in these sectors.

The resulting employment growth forecasts for the 20 year period to 2036 are in the order of 8,400 to 11,000 additional jobs. Table 3.3 outlines the employment forecasts by broad land use type for each scenario to 2036. The largest employment growth is forecast in the health sector, followed by office-based employment.

**Table 3.3** Employment Forecasts

	2016	Base forecasts			Revised forecast (higher employment growth than base)		
		2036	2016-36 Growth	Growth rate	2036	2016-36 Growth	Growth rate
Office	7,500	10,100	2,600	1.5%	11,100	3,600	2.0%
Retail	2,800	3,800	1,000	1.5%	4,100	1,300	1.9%
Industrial	100	100	-	0.0%	100	-	0.0%
Education	1,500	2,400	900	2.4%	2,700	1,200	3.0%
Health	6,200	9,900	3,700	2.4%	10,900	4,700	2.9%
Entertainment/ Recreation	100	200	100	3.5%	200	100	3.5%
Construction	300	400	100	1.4%	400	100	1.4%
<b>Total</b>	<b>18,500</b>	<b>26,900</b>	<b>8,400</b>	<b>1.9%</b>	<b>29,500</b>	<b>11,000</b>	<b>2.4%</b>

Source: SGS Economics & Planning derived from VIF 2016.

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### 3.1.4 Floorspace Demand

These forecasts for dwelling and employment growth have been converted into floorspace demand to understand the additional floor space required in the activity centre, see Table 3.4. Employment floorspace requirements have been estimated using floorspace to job ratios by land use type. Residential floorspace requirements have been estimated using an average dwelling size assumption. These floor space estimates are for the gross floor area of new buildings, excluding areas for parking. Demand for additional employment floor space is in the order of 266,000 to 346,000 square metres. Over half of this demand is for health floorspace. Demand for office and education floorspace is also forecast to be significant. Demand for additional residential floor space is in the order of 417,000 to 498,000 square metres.

Combining the VIF forecasts and the revised forecasts (higher employment growth and lower residential growth than the base forecasts) suggests that the total demand for additional floor space could be between 763,000 and 764,000 square metres.

These floor space forecasts are intended to inform future planning for the activity centre by providing an indication of the quantum of additional floor space required, the mix of employment and housing, and the mix of different types of employment floor space.

To facilitate the efficient development of the additional floor space required to satisfy forecast demand, future planning will need provide development opportunities that are in excess of the identified floor space requirements.

**Table 3.4** Floorspace Demand Forecasts (square metres)

	2016	Base Forecasts		Revised Forecast (lower population; higher employment)	
		2036	2016-36 Growth	2036	2016-36 Growth
Office	187,000	253,000	66,000	278,000	91,000
Retail	84,000	113,000	29,000	123,000	39,000
Industrial	8,000	8,000	-	8,000	-
Education	92,000	146,000	54,000	161,000	69,000
Health	185,000	297,000	112,000	327,000	142,000
Entertainment / Recreation	8,000	13,000	5,000	13,000	5,000
<b>All Employment Floorspace</b>	<b>564,000</b>	<b>830,000</b>	<b>266,000</b>	<b>910,000</b>	<b>346,000</b>
<b>Residential Floorspace</b>	<b>391,000</b>	<b>889,000</b>	<b>498,000</b>	<b>808,000</b>	<b>417,000</b>
<b>Total Floorspace</b>	<b>955,000</b>	<b>1,719,000</b>	<b>764,000</b>	<b>1,718,000</b>	<b>763,000</b>

Source: SGS Economics & Planning, derived from VIF 2016.

Note: The 2016 floorspace estimate is based on job to floorspace ratios applied to employment estimates in 2016, due to data limitations on current floorspace within Box Hill.



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Image: View towards west on Whitehorse Road demonstrating topography and scale of recent developments



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## 3.2 Planning and Development

The project team has undertaken an analysis of recent permit applications (both current and approved) and VCAT planning permit decisions. This analysis has focussed on identifying the appropriateness of development outcomes from a planning policy perspective, and the implications for the emerging strategic directions for Box Hill.

This analysis has also sought to identify relative strengths or weaknesses in the existing planning framework that have resulted in the planning outcomes delivered, including implications for housing and employment diversity.

### 3.2.1 Review of Development Trends (2003-2018)

Council has provided a consolidated list of the 95 planning permit applications submitted in the last 15 years (Appendix 5). This review has included an analysis of trends relating to:

- 1 The scale of development permitted across categories of:
  - Low rise (3-6 storeys)
  - Mid rise (7-16 storeys)
  - Mid-high rise (17-23 storeys)
  - High rise (24+ storeys)
- 2 Development status of permit across permits that were:
  - Constructed
  - Under construction
  - Valid, but not yet activated
  - Application under consideration
- 3 Geographic spread of development activity across different activity precincts in the centre, as established in the *2007 Structure Plan*.

### 3.2.2 Scale of Development

In the last 15 years, 95 planning permit applications have been approved. Of these:

- 74% (3 of 4) of development were between 3-12 storeys
- 82% (4 out of 5) of development was less than 16 storeys
- Only 4% (1 out of 25) of development was greater than 30 storeys
- The remaining proportion (about 18%) was distributed roughly evenly between 17-23 storeys (mid-high rise) and 24-30 storey categories (high rise)

Box Hill has received a lot of attention in recent times within the local community around the number and scale of developments occurring in the centre. However, as demonstrated by the review, the vast majority of this development has been low, and mid rise developments. Although it is noteworthy that very few applications for low and mid rise development have been received since 2015.

The larger development proposals, while accounting for a very small proportion of permit activity, by their nature attract a high level of community, media, and development industry interest. It is important to recognise that these high profile, high rise, high density development outcomes have an important catalyst role in driving much needed growth, investment and improvement in the centre, and delivering mixed use development that reflects the status of Box Hill as a major metropolitan centre for the eastern region of Melbourne.

It is equally important to recognise the significant contribution made by low and mid rise development in achieving strategic planning outcomes for the centre and delivering increased housing densities within close proximity to services and facilities.

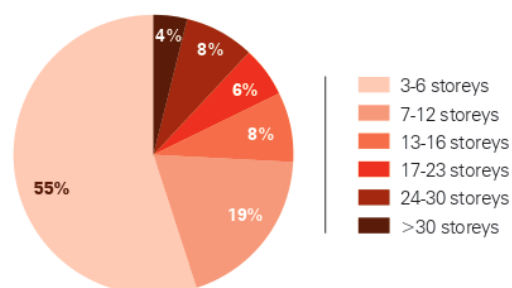
However, the individual size of the larger development proposals means that they represent a significant proportion of future floor space growth. Thus while development proposals over 24 storeys represent only 12% of applications they will deliver, if all approved and constructed, more than 50% of the growth in floor space and approximately 45% of future dwellings. The small number of very large

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developments have a disproportionate impact on future growth outcomes.

The challenge for strategic planning for the future of the centre is to provide a balance of opportunities for significant development and investment in the centre, to ensure residential and economic growth can be accommodated, whilst also ensuring that continued opportunities for low and mid rise development exist to provide diversity of development opportunities.

**Figure 3.1** Distribution of height of all planning applications



Note: the percentages shown here refer to the full set of permit applications (95 cases).

**Table 3.5** Proportion of development yield by height of development

Table 3.15: Report on development yield by height of development														
Height and Status of Permit	Number of Applications		Estimated Total m <sup>2</sup> GFA (inc. above ground parking)		Estimated Employment-Related m <sup>2</sup> GFA		Residential m <sup>2</sup> GFA		Total No of Apartments		Average Estimated GFA per Dwelling*	Max	Min	
<b>3-6 Storeys</b>	<b>26</b>	<b>40%</b>	<b>63,984</b>	<b>7%</b>	<b>6,669</b>	<b>6%</b>	<b>23,039</b>	<b>6%</b>	<b>937</b>	<b>13%</b>		<b>50</b>	<b>106</b>	<b>13</b>
Constructed or Under Construction	19	29%	49,737	6%	3,706	4%	17,096	4%	823	11%		49	106	17
Approved Permit	7	11%	14,247	2%	2,963	3%	5,943	1%	114	2%		54	78	13
<b>7-12 Storeys</b>	<b>15</b>	<b>23%</b>	<b>83,798</b>	<b>10%</b>	<b>1,952</b>	<b>2%</b>	<b>47,306</b>	<b>12%</b>	<b>1,147</b>	<b>16%</b>		<b>53</b>	<b>61</b>	<b>33</b>
Constructed or Under Construction	10	15%	52,313	6%	568	1%	30,439	8%	847	12%		51	57	33
Approved Permit	5	8%	31,485	4%	1,384	1%	16,867	4%	300	4%		56	61	47
<b>13-16 Storeys</b>	<b>7</b>	<b>11%</b>	<b>111,371</b>	<b>13%</b>	<b>33,144</b>	<b>32%</b>	<b>57,483</b>	<b>14%</b>	<b>823</b>	<b>11%</b>		<b>70</b>	<b>87</b>	<b>57</b>
Approved Permit	5	8%	83,925	10%	33,018	32%	38,557	10%	523	7%		72	87	61
Under Consideration	2	3%	27,446	3%	126	0%	18,926	5%	300	4%		65	72	57
<b>17-23 Storeys</b>	<b>6</b>	<b>9%</b>	<b>163,503</b>	<b>19%</b>	<b>19,770</b>	<b>19%</b>	<b>42,404</b>	<b>10%</b>	<b>1,103</b>	<b>15%</b>		<b>64</b>	<b>87</b>	<b>37</b>
Constructed or Under Construction	2	3%	59,741	7%	18,790	18%	9,848	2%	148	2%		67	67	67
Approved Permit	2	3%	58,288	7%	120	0%	7,402	2%	606	8%		37	37	37
Under Consideration	2	3%	45,474	5%	860	1%	25,154	6%	349	5%		75	87	64
<b>24-30 Storeys</b>	<b>7</b>	<b>11%</b>	<b>198,722</b>	<b>23%</b>	<b>27,811</b>	<b>27%</b>	<b>112,415</b>	<b>28%</b>	<b>1,631</b>	<b>22%</b>		<b>70</b>	<b>81</b>	<b>61</b>
Approved Permit	3	5%	78,137	9%	6,793	7%	45,524	11%	663	9%		69	71	66
Under Consideration	4	6%	120,585	14%	21,018	20%	66,891	16%	968	13%		70	81	61
<b>30+ Storeys</b>	<b>4</b>	<b>6%</b>	<b>245,238</b>	<b>28%</b>	<b>13,878</b>	<b>13%</b>	<b>122,883</b>	<b>30%</b>	<b>1,678</b>	<b>23%</b>		<b>75</b>	<b>87</b>	<b>64</b>
Constructed or Under Construction	2	3%	112,300	13%	4,625	4%	64,667	16%	871	12%		74	76	73
Approved Permit	1	2%	79,238	9%	4,778	5%	32,964	8%	517	7%		64	64	64
Under Consideration	1	2%	53,700	6%	4,475	4%	25,252	6%	290	4%		87	87	87
<b>Grand Total</b>	<b>65</b>	<b>100%</b>	<b>866,616</b>	<b>100%</b>	<b>103,224</b>	<b>100%</b>	<b>405,530</b>	<b>100%</b>	<b>7,319</b>	<b>100%</b>		<b>60</b>	<b>106</b>	<b>13</b>

Source: MGS Analysis of City of Whitehorse Data, VicClue 2011 and PSMA Geoscape.

Note: the lower number of applications identified here (65 out of 95) reflects gaps in the data available for smaller development (less than 6 storeys). Total floor area growth and dwelling numbers is in excess of the total shown here.

\* Note that GFA per Apartment figures were only calculated for 46 cases due to incomplete drawing packages or other gaps in the data.

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### 3.2.3 Status of Development

A review of development status across all of the permits (for all scales of development) indicated that:

- For approximately two-thirds of all permits, development has been constructed or is under construction.
- Approximately one third of all permits hold a valid permit that is yet to be acted upon.

When this is considered against the development status for taller scale development (mid-high rise and high rise/17-30 storeys), a distinctly different trend is identified, showing:

- Just 16% of permits for taller development have been constructed or are under construction
- Almost half of the permits have not yet been acted upon.
- Approximately two fifths are pending a decision

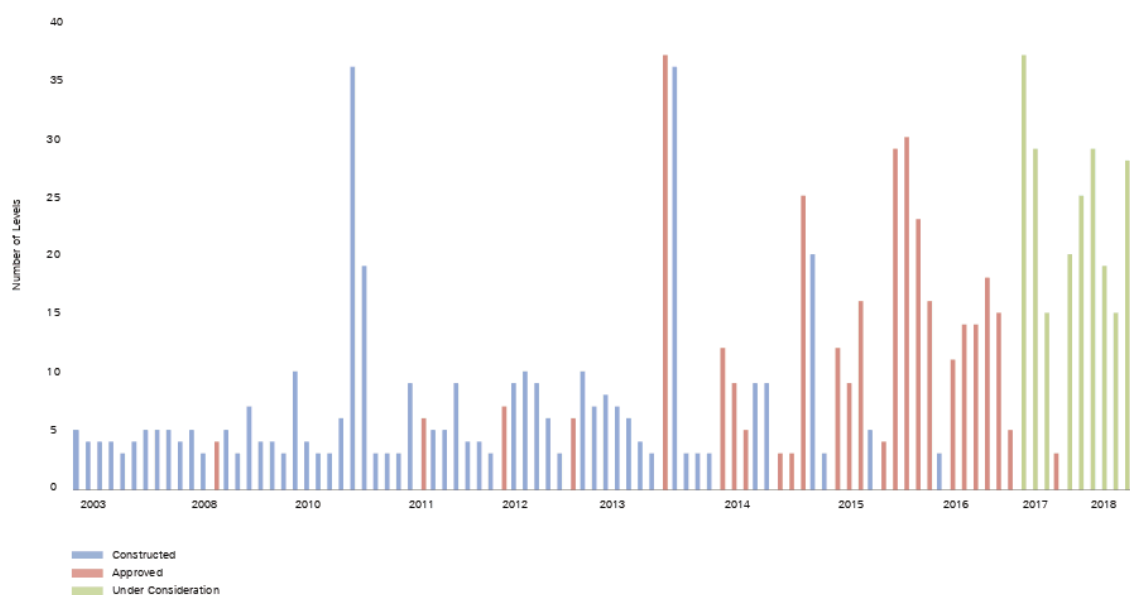
This confirms that the majority of development activity, in addition to permit activity, has also been focussed on low and mid rise projects (3-16 storeys).

Considered another way, of the 23 permits greater than 13 storeys, only 4 developments (less than 20%) have been constructed or are under construction. Of the remaining 19 permits for taller development, around half (10) have not yet been acted upon, and around half (9) are pending a decision, lodged in late 2017 or 2018.

Of the permits for taller development not yet acted upon, the earliest permit dates back to 2011. The majority were received in 2015 or 2016. These permits potentially reflect residential development market conditions that have changed since that time. Further detailed economic and feasibility work will be required to understand the likelihood of these permits progressing or requiring further amendment in order to deliver a viable development project.

Any future amendments or extensions of time for those permits will need to have regard to changes in planning policy amongst other well established tests. Given the disproportionate role of larger developments in meeting future growth outcomes, failure to see these projects realised could have a significant impact on the ability to meet future housing demand.

Figure 3.2 Development height over time





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### 3.2.4 Geographic Spread of Development Activity

An analysis of the geographic spread of development activity reveals:

- A concentration of constructed developments located to the north of Whitehorse Road and around the Box Hill gardens around Elland Avenue, Bruce Street, and Thames St in the current Box Hill Gardens Precinct E and Peripheral Residential Precinct H.
- To a lesser extent, a cluster of constructed developments located in the Southern and Eastern Precinct F around Harrow Street.
- A concentration of valid, not yet activated permits located in the Hospital and Western TAFE Precinct C and Prospect Street Precinct B.

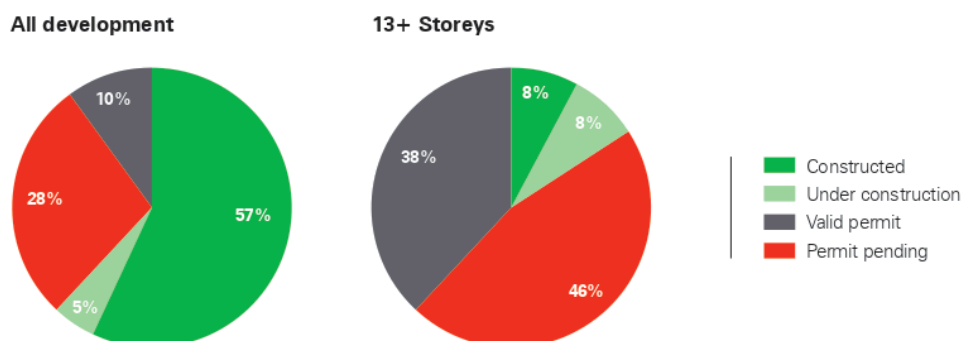
Most of the development activity in the North Precinct and are low or mid rise, predominantly residential development of up to 5–10 storeys. This has established a new built form and land use character for this precinct. Limited development opportunities remain in this precinct.

Similarly, the construction activity occurring in the south east is predominantly new development of 4 and 5 storeys, demonstrating an emerging character that is evolving from the existing low scale character of the area.

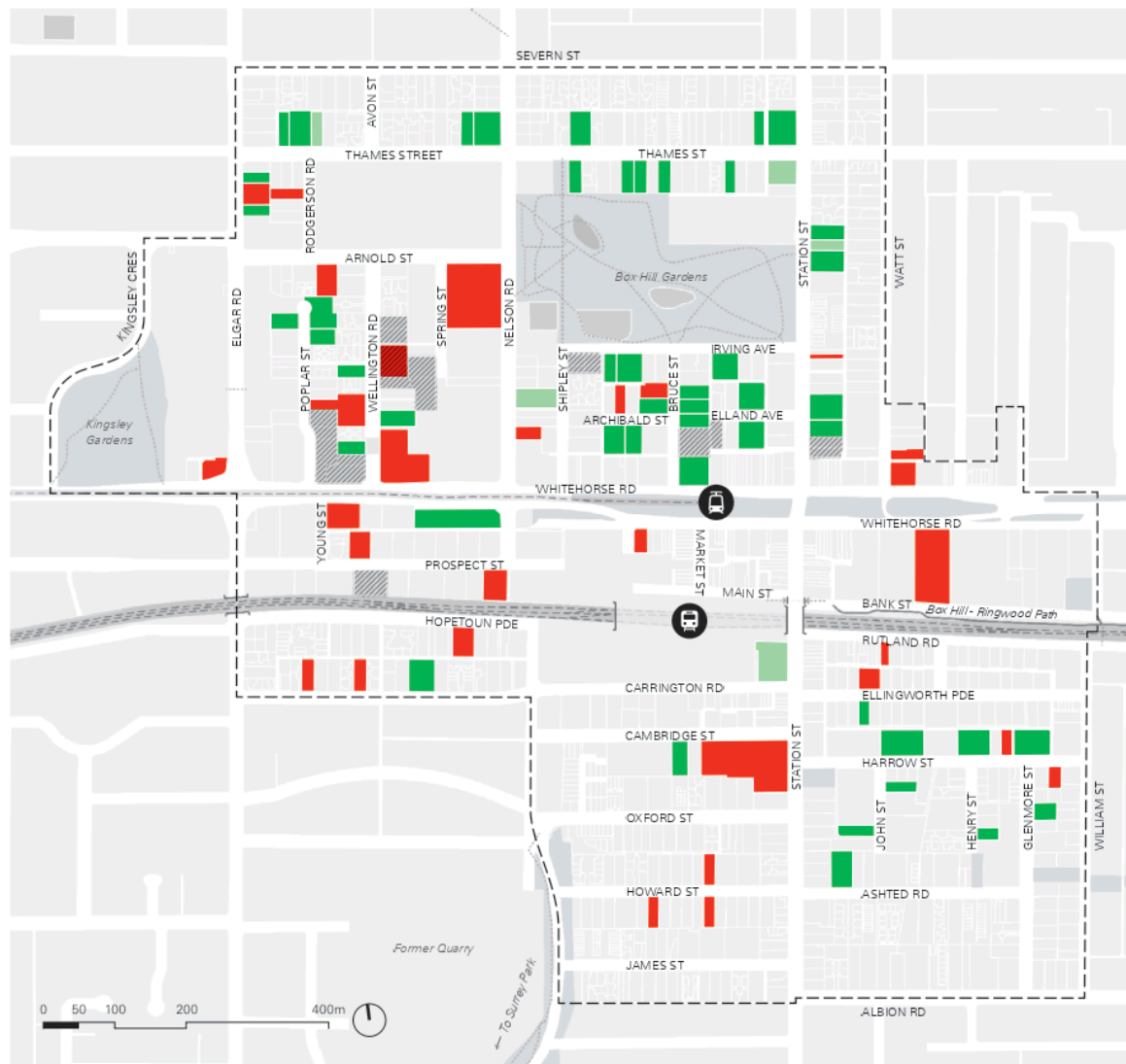
The majority of valid permits yet to be acted upon in the Hospital and TAFE Precinct are for development of 13+ storeys. This contrasts with the buildings recently constructed in this precinct which are low or low-mid rise developments of 8 storeys or less. Again, this proposed and constructed development is predominantly residential. The future character and function of this precinct will experience substantial change if these valid, mid-high and higher rise permits are acted upon.

There is also a notable cluster of pending applications for development of 13+ storeys in the Hospital and TAFE Precinct, including 5 applications for development of 20+ storeys. If all of these applications are approved, this will potentially have further impact on the character and function of this precinct with flow on strategic planning considerations.

Figure 3.3 Development status of developments in Box Hill



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**Figure 3.4** Status of planning applications

**Legend**

Structure Plan boundary

**Status**

- Constructed
- Under construction
- Not constructed | Valid permit
- Pending | Under consideration by Council

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**Table 3.6** Status of development applications, by structure plan precinct

Height	Permit Status	Precinct A: Box Hill Transport and Retail Precinct	Precinct B: Prospect Street Precinct	Precinct C: Civic and Eastern TAFE Precinct	Precinct D: Hospital and Western TAFE Precinct	Precinct E: Box Hill Gardens Precinct	Precinct F: Southern and Eastern Precincts	Precinct H: Residential Precincts
3-6 Storeys	Constructed or Under Construction				17%	30%	57%	81%
	Approved Permit			100%	4%	5%	14%	19%
7-12 Storeys	Constructed or Under Construction				17%	45%		
	Approved Permit				9%	5%	21%	
13-16 Storeys	Approved Permit				22%			
	Under consideration					10%		
17-23 Storeys	Constructed or Under Construction	33%			4%			
	Approved Permit	33%					7%	
	Under consideration				4%	5%		
24-30 Storeys	Approved Permit		60%					
	Under consideration		20%		13%			
30+ Storeys	Constructed or Under Construction	33%	20%					
	Approved Permit				4%			
	Under consideration				4%			
<b>Total</b>		<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

Source: MGS Analysis of City of Whitehorse Data

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### 3.2.5 Detailed Review of Permit Decisions

Of the 95 permits determined, a representative sample of approximately 20% of developments were selected from across 4 different typologies of development, see Table 3.7:

- Low rise (3-6 storeys)
- Low-mid rise (7-16 storeys)
- Mid rise (17-23 storeys)
- High rise (24+ storeys)

Delegate Reports and VCAT decisions (where relevant) were reviewed in detail to identify:

- Consistency with State and Local Policy
- Consistency with strategic directions of the *2007 Structure Plan*
- Key planning considerations relating to land use, design, employment, affordable housing, car parking, and delivering public benefit.
- Any key gaps in the planning framework for supporting positive planning and development outcomes for Box Hill

The permit applications were also selected to ensure the findings of different types of decision makers were considered. This included review of:

- Delegate (officer) Issued Permits
- Council Issued Permits
- VCAT Issued Permits (Supported by officers)
- VCAT Issued Permits (Refused by officers)
- VCAT Issued Permits (Mediated)
- Ministerial Permit in conjunction with Planning Scheme Amendment

**Table 3.7** Summary of developments reviewed

<b>High rise (24+ storeys)</b>	845-851 Whitehorse Road (former Spotlight site) - 17, 30 and 37 Storeys (2016)
	836-850 Whitehorse Road "Whitehorse Towers - The Chen" – 26 and 36 storeys (2015)
	545-563 Station Street ("Sky One" AXF Group) – 36 Storeys (2011)
	34-36 Prospect Street - 30 Storeys (2018) -
<b>High - Mid rise (17-23 storeys)</b>	874- 878 Whitehorse Road – 23 Storeys (2016)
	913 Whitehorse Road (ATO) – 20 Storeys (2011)
	12-14 Nelson Road - 19 and 20 Storeys (2015)
	517 Station Street (Golden Age) – 18 Storeys (2016)
<b>Low-Mid rise (7-16 Storeys)</b>	15-17 Irving Avenue - 9 storeys (2015)
	16-22 Wellington Street - 14 Storeys (2016)
	712-714 Station Street - 9 Storeys (2012)
	19-21 Poplar Street – 8 Storeys (2013)
	5-7 Bruce Street (2 Archibald St) – 9 storeys (2011)
	2-4 Elland Street – 9&10 Storeys (2013)
<b>Low rise (3-6 storeys)</b>	36 Harrow Street – 3 storeys (2014)
	98-100 Carrington Road – 3 Storeys (2010)
	490 Elgar Road – 6 storeys (2011)



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### 3.2.6 Implementation of Broader Strategic Land Use Planning Directions

At a broader strategic level, decision makers consistently found strong strategic support for intensification of development and facilitation of high density residential and mixed use development outcomes, as established by directions in *Plan Melbourne*, and the *2007 Structure Plan* as reference documents within the Whitehorse Planning Scheme. Clear policy support also exists within the Scheme expressed in both State and local policy for urban consolidation and high density development in Box Hill.

In many of the decisions reviewed, this policy support was given substantial weight – however the manner in which it was applied and considered varied. A key issue apparent in many of the decisions was a need to balance the high level strategic and policy objectives to achieve an outcome that was considered appropriate to the site specific context, and to weigh up sometimes competing or contradictory policy directions within the scheme, as further discussed in this chapter.

This high level policy support was a key determining factor in the support of all of the significant strategic redevelopments reviewed, particularly where the site was designated within local policy Clause 22.07 as being within Major Development Precinct F which states ‘taller buildings permitted, enabling increased density’. However a key planning policy gap remains for decision makers around questions such as ‘how tall?’ and ‘how dense?’ particularly in the absence of specific height limits.

At the other end of the spectrum, a particular tension was also identified in the Peripheral Residential Precinct H with regards to policy directions to promote higher residential densities within Box Hill in areas zoned Residential Growth Zone (RGZ) or Mixed Use Zone, in conjunction with policies for garden character and limited or natural change as identified in the Housing Strategy and Residential Development Policy at Clause 22.03, and in the context of evolving built form character, for example, in relation to building height outcomes. Council did not receive approval from the Minister for the desired residential zoning outcome during the roll out of the reformed residential zones (height outcomes), as a result this tension remains at the periphery of the activity centre. This matter also requires further policy direction to provide greater planning certainty and consistency of decision making.

### 3.2.7 Strategically Important Land Use Outcomes

The majority of applications reviewed were predominantly residential in nature. This is consistent with policy directions to direct higher density residential development to activity centres well serviced by public transport, and to create more, and diverse opportunities for housing. The trend towards residential uses were also a reflection of the market appetite at the time of these applications. However, it also needs to be considered in the context of the strategic land use directions for each ‘activity precinct’, as set by the *2007 Structure Plan* and local policy, most relevantly, as follows:

- **Precinct A – Box Hill Transport and Retail Precinct:** Retail sustained throughout the area complemented by entertainment, hospitality, commercial and other uses with extended hours of activity creating a central focus for Box Hill.
- **Precinct B - Prospect Street:** consolidation as the primary office precinct in the centre.
- **Precinct D – Hospital and Western TAFE Precinct:** Growth and enhancement of education and medical institutions and support for related businesses and services, plus high density residential (including student housing).

The cumulative impact of existing and future approvals for predominantly residential developments within these precincts has the potential to undermine their strategic role within the activity centre – particularly in Precinct B and D where education/medical and related use and office uses are respectively identified as a priority.

Major development applications with significant ‘hotel’ use have also been approved in each of the above Precincts on sites on Whitehorse Road, including ‘The Chen Art Series Hotel’. In each case, the decision maker determined that this use was strategically important to the centre, and/or represented a community benefit, and reflected market need.

In the ‘The Chen Art Series Hotel’ approval, located in Precinct B, the delegate report acknowledges that it would have been ideal, as a minimum, to achieve a ‘no net loss to office floor area’. However, this was not an express policy position and was not supported by planning controls able to enforce this outcome. This may need to be addressed if the future role of Precinct B as ‘the primary office precinct in the centre’ is to remain a strategic priority.

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The issue raised is not whether residential or hotel use is appropriate within an activity centre context – it clearly is, but rather:

- What additional planning mechanisms or policy guidance are needed to ensure the underlying strategic role of the individual precinct is implemented?
- How can strategically important priority land use outcomes, such as office or health/ education related uses, be incentivised in preferred locations?

**3.2.8 Affordable Housing**

A number of the major, more recent permits have included permit conditions requiring the gifting of affordable housing units as a public benefit. This has been relied upon, in part, as justification for additional height.

The VCAT decision *ZL Prospect Pty Ltd v Whitehorse CC [2018] VCAT 750* regarding the application at 34-36 Prospect Street ruled that the inclusion of a condition to this extent was unlawful and should be deleted. The Tribunal acknowledged that high level policy aspirations exist regarding affordable housing, but also identified that there is no policy framework included within the Whitehorse Planning Scheme that would support such a requirement.

Not only must any 'requirement' for affordable housing contribution be underpinned by policy, it must also be implemented within a legislative framework that allows only for 'negotiated agreements' to be made for the provision of affordable housing. There is currently no legislative head of power enabling a 'mandated' approach to affordable housing.

Some of the challenges include:

- Establishment of an appropriate planning policy framework for affordable housing within the scheme. This needs to be underpinned by analysis and understanding of housing need in Box Hill.
- Establishment of a clear policy position in relation to providing incentives for applicants to deliver desired community benefits through negotiation with Council.
- Where affordable housing public benefit is related to development uplift this needs to be unambiguous, transparent, and consistently applied.

Council is currently undertaking work to support a policy on affordable housing in the Planning Scheme and has received a State Government grant towards this end.

**9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report**

Image: 545-563 Station Street "Sky One" under construction in January 2019





9.1.2 – ATTACHMENT 1.      **Box Hill MAC Analysis and Options Report**

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### 3.3 Built Form Considerations

Urban design and built form analysis of the 95 permit decisions by the project team has indicated a series of key trends and issues that have emerged over time. The main challenge introduced by the *2007 Structure Plan* was the issue of delivering buildings with global city scale and form into a largely suburban streetscape and arterial road setting. This has involved a substantial change in character and introduced issues that need to be managed in order to support the continuation of the growth of the activity centre.

Council has provided drawings and documentation for approximately 55 of the 95 permit decisions within the broader set of permit decisions. The discussion here primarily refers to projects that have been constructed or permit applications that have been approved. Where there is discussion of projects under consideration this will be highlighted separately.

#### 3.3.1 Guidance on Preferred Built Form Outcomes

Built form issues around height and setbacks were commonly a key planning consideration in the decisions reviewed. This is particularly the case in Precinct F, for which the *2007 Structure Plan* provides limited built form guidance in Section 5.2 and in the Built Form Precinct description as follows:

- **Precinct F Major Development Precinct —**  
Taller buildings permitted, enabling increased density. Heights must not cause overshadowing of key open spaces, Residential Precincts A or B or residential areas beyond the study area. Transitional heights to be provided at edges of precinct to respect the scale of neighbouring precincts.

The structure plan has 'reference document' status and cannot be relied upon to enforce planning outcomes, in part due to the nature of Precinct F which is highly accommodating for development. Limited guidance is also provided in Clause 22.07 "Box Hill Metropolitan Activity Centre" which includes policy directions to:

- Create transitional heights around the core of the activity centre to protect amenity in surrounding residential neighbourhoods
- Protect key open spaces from overshadowing (as shown in the public space framework map)

Key planning issues identified in the context of the limited built form guidance available included:

- Is Whitehorse Road the preferred location for the tallest buildings, and does it provide the opportunity for the most substantial built form?
- Is a 'gateway' approach to considering development appropriate, and if so, where?
- Should development height be required to be consistent with surrounding approved development, potential development, or existing development?



**9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report**

- A desire to achieve a ‘transition’ in height –
  - What is an appropriate transition in building scale between precincts?
  - Is a transition in height required within a precinct between buildings?
  - Should heights transition down from the core of the activity centre? If so from what to what?
  - What extent of transition is required at the periphery of the centre?
  - What is the policy position regarding a transition in height down towards the gardens?
- How are overshadowing issues considered and enforced? How is discretion to be exercised, noting policy cannot mandate outcomes?
- Is it explicit that a tower podium form is the preferred built form? Does this apply across all precincts? Can other built forms achieve an appropriate outcome?
- How high should streetwalls be? What is the relationship to the road hierarchy? Should streetwall heights respond to existing, emerging or preferred future streetscape character?
- What is considered an appropriate depth of setback above the podium?
- What is considered an appropriate side setback or separation distance between buildings to achieve reasonable amenity outcomes in an activity centre context?
- What is an appropriate level of amenity at the street and in key public places?

Significant work is now required to address these gaps in planning controls and provide the required policy guidance around appropriate built form outcomes. These issues need to be addressed within the context of the forthcoming Urban Design Framework.

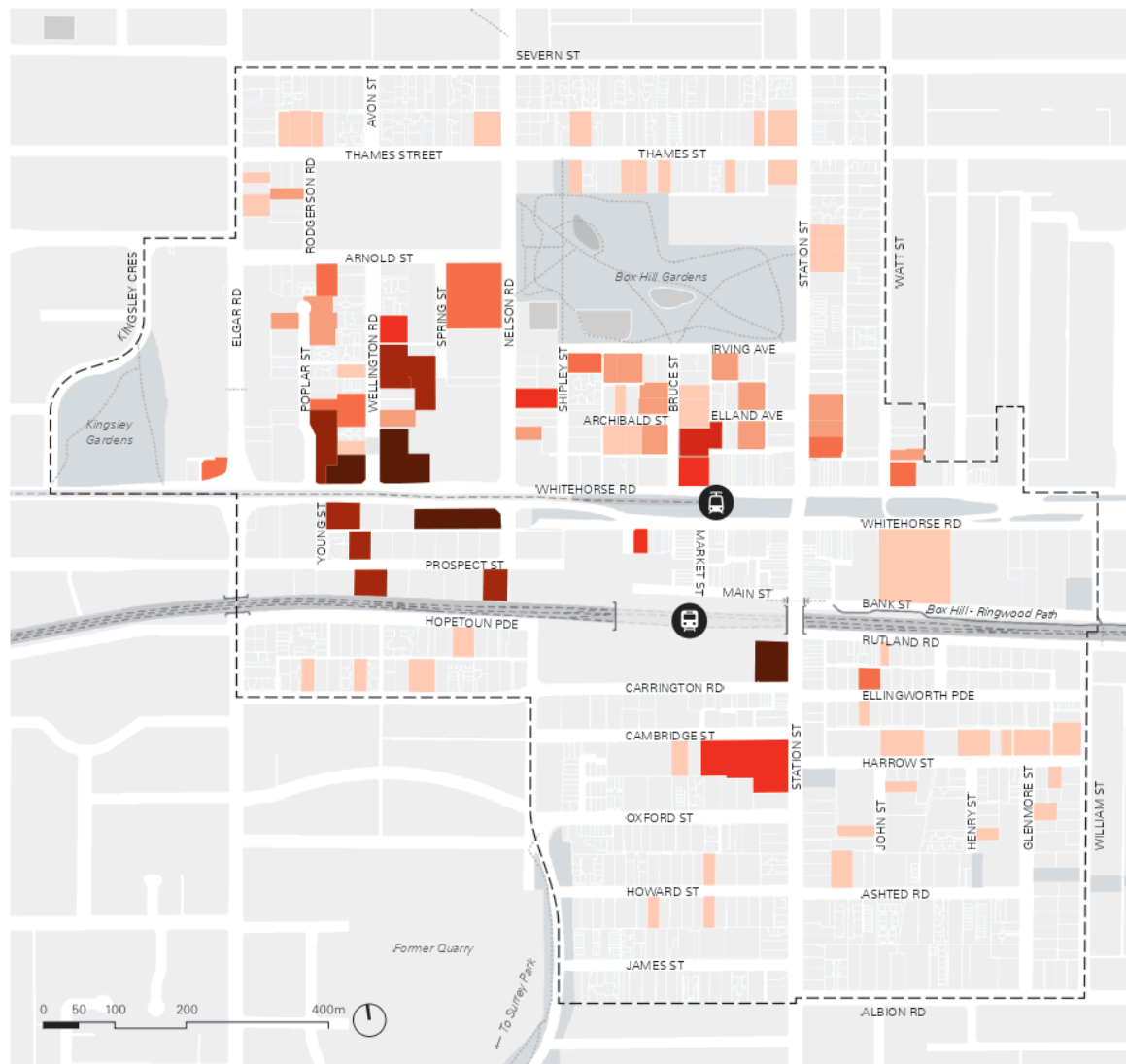
**3.3.2 Poor Land Use and Built Form Coordination**

There has been poor integration of built form outcomes and preferred future land uses due in part to conflicting messages and limited consideration of development economics. As already noted, in some areas, particularly in the Health and Education Precinct as well as parts of Prospect Street Precinct and South and East Precinct, the built form controls have favoured built form that has not delivered the land use outcomes being sought. For example, Rutland Road and Ellingworth Parade have traditionally provided the opportunities for a variety of scales of proprietary businesses to prosper but planning provisions have not precluded residential. Higher and better land value outcomes have been achieved through predominantly residentially focussed towers which in turn out-compete lower rise commercial use for value.

In some areas there is a poor fit between the favoured built form, e.g. residential uses with high capacity car parks, and the existing lot arrangements, leading to large scale built form within street networks that do not support that outcome. Development proposals on modestly scaled sites in hinterland locations are being put forward which rely on exclusive street access for vehicle loading and pedestrian access. The Forrest Hill Precinct in South Yarra is a mature example of the very poor urban outcome arising from such an arrangement.

Clearly there have been insufficient incentives for investment and insufficient clarity in a policy sense to trigger improvements in streetscape interface and quality and capacity of wayfinding between public transport and hinterland street destinations and the core precinct. The existing policies have not delivered the conversion from shopping centre to town centre achieved in other transit rich urban areas such as QV in the Melbourne CBD. It is noted that Council has recently undertaken steps towards addressing these shortfalls, notably the *Box Hill Urban Realm Treatment Guidelines*.

9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report



**Figure 3.5** Height of planning applications

**Legend**

--- Structure Plan boundary

*Height (Storeys)*

- 3-6 storeys
- 7-12 storeys
- 13-16 storeys
- 17-23 storeys
- 24-30 storeys
- >30 storeys

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### 3.3.3 Heights, Setbacks and Building Separation

The majority of approved development has been located on relatively small sites, either from a single existing lot or a small number of contiguous lots. Approximately two-thirds of approved developments are on sites measuring less than 1500 sqm, which is approximately the equivalent of two standard Box Hill house blocks. This includes eight developments of over 13 storeys, suggesting there is substantial intensification occurring without the need for lot consolidation.

As a positive this has meant that development can occur relatively rapidly without the need for site amalgamation. The negative outcome of these developments from a design perspective is the inconsistent application of equitable development principles, where the development on one lot makes de facto use of some of the development potential of an adjoining site by building close to the boundary. There is also the significantly increased number of inactive sideages where new buildings are constructed up to the lot boundary

on all sides. Where habitable rooms face the side boundaries there is an over-reliance on screening to manage privacy and reduce overlooking between developments. Only approximately one third of developments have side setbacks at upper levels of more than 4.5m from the side boundary, which would equitably share a 9m separation providing minimal levels of privacy between habitable rooms. It would be preferable that larger setbacks and coordinated outlooks towards public areas are provided.

On the few sites large enough to contain multiple towers above podium level (5 projects from our sample) the average separation between towers is 11m. This suggests one potential benefit from the development of larger sites – the greater potential for managing access to light and air between taller built forms. This observation is tempered by the fact that each of these 5 examples has side setbacks of less than 4.5m. While there is adequate separation between towers within the sites there is potential for taller towers on adjoining sites to be too close, leading to diminished amenity.

**Table 3.8** Site size for all permit applications, by height of proposed development

Lot size sqm	3-6 Storeys	7-12 Storeys	13-16 Storeys	17-23 Storeys	24-30 Storeys	30+ Storeys	Total	
0-500	2						2	2%
500-1000	27	8	1	1			37	43%
1000-1500	7	7	3	1	2		20	23%
1500-2000	6	3	1	3	2	1	16	18%
2000-2500	2		1		1	1	5	6%
2500-3000					2		2	2%
3000-3500						1	1	1%
4000-4500						1	1	1%
5000-5500	1						1	1%
7000-7500			1	1			2	2%
<b>Total No of Applications</b>	<b>45</b>	<b>18</b>	<b>7</b>	<b>6</b>	<b>7</b>	<b>4</b>	<b>87</b>	<b>100%</b>

Source: MGS Analysis of City of Whitehorse Data, VicMap Cadastral and PSMA Geoscape

Note: the lower number of applications identified here (87 out of 95) reflects gaps in the available data.

**Table 3.9** Side setback measurement above podium level, for accommodation use

Side Setbacks at upper levels (above podium)	3-6 Storeys	7-12 Storeys	13-16 Storeys	17-23 Storeys	24-30 Storeys	30+ Storeys	Total	
0	2	2	1	1			6	15%
< 4.5m	5	5	3	1	3	3	20	50%
> 4.5m	1	4	2	2	4	1	14	35%
<b>Total</b>	<b>8</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>7</b>	<b>4</b>	<b>40</b>	<b>100%</b>

Source: MGS Analysis of City of Whitehorse Data

Note: the lower number of applications identified here (44 out of 95) reflects gaps in the available data.

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Box Hill MAC Analysis and Options Report

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### 3.3.4 Integration with the Public Realm

Many new developments in Box Hill demonstrate multiple issues regarding the integration with the adjoining public realm. Development on larger sites would more positively integrate with the surrounding public movement network if 24-hour accessible pedestrian and cycle connections were provided. This can be to either replace existing connections severed by the new development (for example, where development is of an at-grade car park that previously provided a level of informal connectivity) or in order to provide new links within impermeable street blocks.

It is notable that many new developments make very little landscape contribution towards quality urban streetscapes, places and amenity. While there are a small number of developments that provide improved mid-block connectivity, there is more generally an absence of contributions towards upgraded footpath capacity in existing streets and lanes. In some neighbourhoods the magnitude of growth means that more space is needed to enable enhanced interconnection of neighbourhoods and key destinations within the activity centre. While the public realm is a council managed space, there is an absence of substantial public realm improvements for areas immediately adjoining the project site as part of development proposals.

There are many locations where the comfort and amenity of pedestrians at street level is relatively poor. Overshadowing and wind impacts have had a negative impact on the public realm surrounding the development. The consideration of wind effects from taller buildings have in many cases not been demonstrated. The use of canopies and continuous weather protection along active pedestrian-focussed street interfaces is intermittent where provided.

There is inconsistent activation of laneway and street podium interfaces leading to perceived diminished safety and security within the public realm. With respect to building interface arrangements, podium heights appear to be determined more by functional requirements of the internal use than in response to the role of the street and the need for wind mitigation in some locations.

The substantial increase in lot coverage in many areas has resulted in a substantial loss of tree canopy cover and shade as sites have been intensified. This is an inevitable outcome from a substantial intensification in use however there has been insufficient provision of landscape within the proposed developments and the contribution back towards the broader neighbourhood. There is a need to consider where the landscape opportunities might be accommodated if not in the site, particularly in locations where substantial trees won't fit into the streetscape due to the narrow width of road reserves. Where the public realm is too narrow the landscape contribution to the streetscape will need to be accommodated within individual private lots.

The Council has recently prepared the '*Box Hill Urban Realm Treatment Guidelines*' by Hansen Partnership. This operational document defines a hierarchy of public realm types and promote high quality public realm outcomes through a high-level specification of an improved landscape and materials palette across the centre. These guidelines constitute an important part of a broader overall response that is needed to address these issues.

### 3.3.5 Cumulative Impacts of Traffic Generation and Parking

In all instances of permit applications we have analysed, the traffic impacts generated by the development were considered acceptable and able to be accommodated within the existing local and arterial road network.

The traffic impacts of these applications were considered on an individual, site by site basis. There was no evidence within the decisions that the potential cumulative impact of traffic generated by other approved but not yet constructed, or proposed development was considered.

Some tribunal decisions highlighted that any permit conditions for traffic impact mitigation works needs to relate to the impacts generated by development, not broader traffic management issues. However, there are also developments that require traffic studies to be carried out in the area to other approved developments and determine if mitigating works are required for that precinct.



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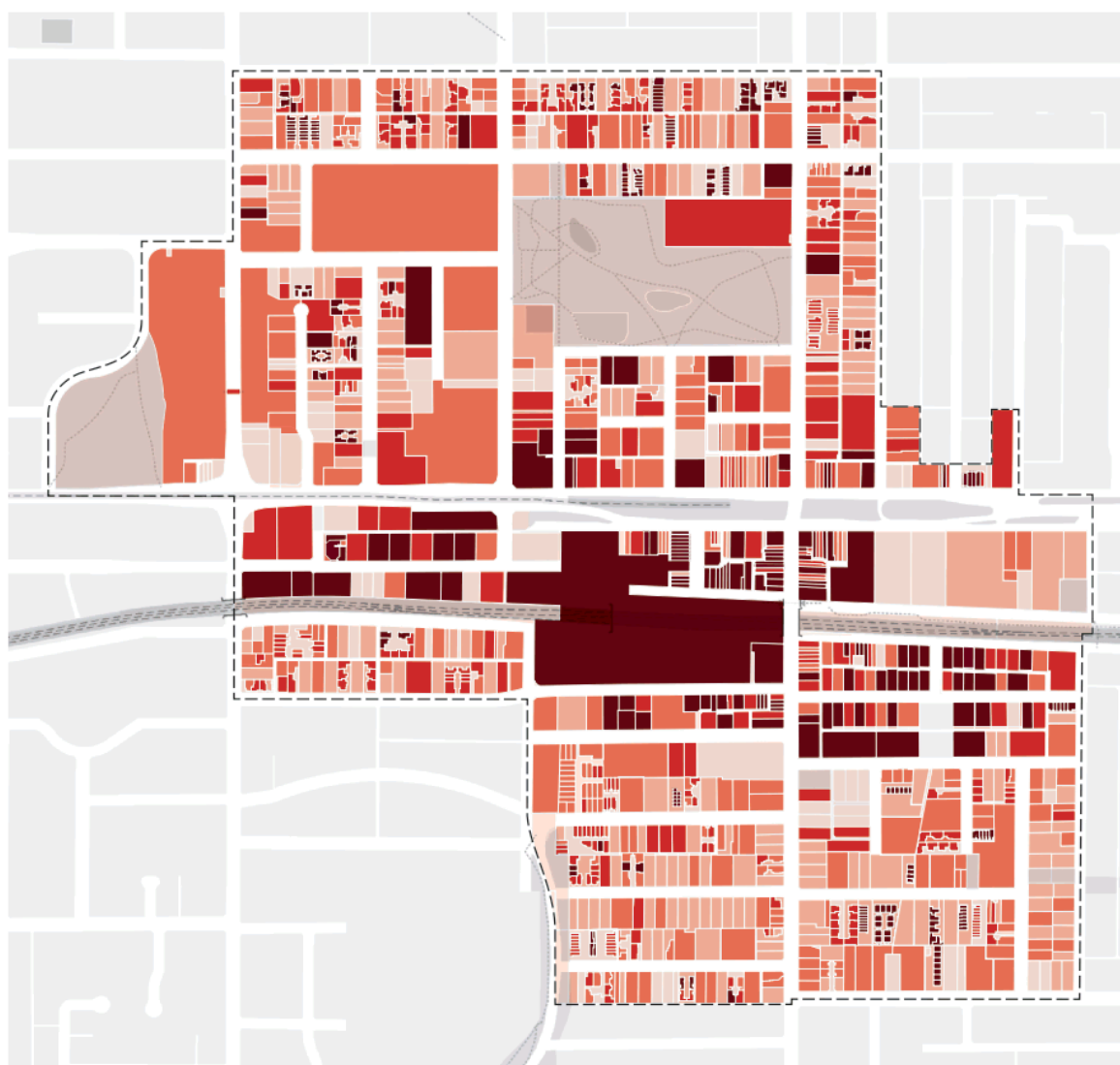
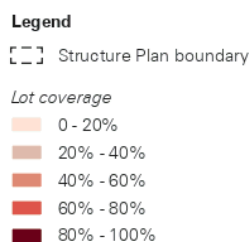


Figure 3.6 Site coverage in Box Hill



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To date, Council is yet to receive these studies that are required in accordance with their planning permit. As such, Council has determined the need to carry out the cumulative impact of traffic and parking in the absence of not receiving these studies to date.

The cumulative impact on the form of the public realm caused by the management of loading and parking has also not been adequately considered. Driveways have been positioned in locations that serve the needs of individual lots without the ability to influence the cumulative impact of driveways and crossovers on street landscape and pedestrian amenity. Inactive services at ground level, and the cumulative impact of back of house uses has had a negative impact on place quality and amenity at ground level.

There is a general aversion to building basements in larger developments as preferred in the *2007 Structure Plan*. Whilst the ground conditions are

suitable and basements are technically feasible, the additional cost has seen frequent applications for large amounts of above-ground car parking in podiums. Where this has occurred it has had a negative impact on the activation of the street interface within podium levels and an increase in the building bulk needed to supply the parking opportunities.

Clearly controls necessitating a high quality footpath and streetscape arrangement are essential in conjunction with development delivering alternative approaches to car parking provision and minimising of driveways as a consequence.

Where there is laneway access this allows for separation of pedestrian active frontages from vehicle servicing zones if the aligned proposal for increasing the laneways for traffic use. Some laneways will need widening into private land to accommodate the future traffic loads.

**Table 3.10** Average number of car spaces per development, for all permit applications, by height of proposed development

Permit Status	Height of Proposed Development	Total number of car spaces	Number of cases analysed	Lot Size for Proposed Development									
				0-500	500-1000	1000-1500	1500-2000	2000-2500	2500-3000	3000-3500	4000-4500	5000-5500	7000-7500
Constructed or Under Construction				AVERAGE CAR PARK SIZE FOR INDIVIDUAL DEVELOPMENTS									
	3-6 Storeys	608	19		12	37	44	104					
	7-12 Storeys	691	10		39	80	85						
	17-23 Storeys	480	2				240						
	30+ Storeys	945	2					390		555			
Approved Permit	Total	2724	33										
	3-6 Storeys	257	7	19	16	44						128	
	7-12 Storeys	282	5		46	100							
	13-16 Storeys	861	5		117	127	145	165					307
	17-23 Storeys	664	2		13								651
	24-30 Storeys	706	3			201	305						
	30+ Storeys	574	1										
Under consideration	Total	3344	23										
	13-16 Storeys	236	2			118							
	17-23 Storeys	333	2			123	210						
	24-30 Storeys	1149	4				199	227	362				
	30+ Storeys	372	1				372						
	Total	2090	9										

Source: MGS Analysis of City of Whitehorse Data

Note: the lower number of applications identified here (65 out of 95) reflects gaps in the available data. This analysis refers to permit data – not all will be approved and not all of the approved developments will be constructed.

## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

There is a need for a precinct parking strategy that better manages car parking as a shared resource rather than on a site by site basis. However the delivery of works required as a result of cumulative, or precinct or centre wide, traffic impacts is unlikely to be able to be implemented by way of permit conditions on individual applications for development. An alternative implementation mechanism, such as an infrastructure contribution plan, would need to be explored.

### 3.3.6 Car Parking in Permit Applications

The approach to considering car parking has varied amongst the decisions reviewed. Various decisions referenced strong policy support for reduced car parking rates to encourage walking, cycling and public transport. Other permits were approved with parking rates exceeding statutory parking rates established by the Parking Strategy which informed the Parking Overlay.

Where the tribunal was determining a matter involving reduction of car parking, it was generally supported. In *CBD Landcorp Pty Ltd V Whitehorse [2018] VCAT 445* (874-878 Whitehorse Road), the tribunal specifically agreed with evidence that parking rates more consistent with the Central City are more appropriate for Box Hill. This may necessitate the introduction of maximum, rather than minimum, car parking ratios for Box Hill via the Parking Overlay. If supported by clear policy guidance on discretion to exceed the statutory rates, it may be a useful tool in managing overall traffic generation within the activity centre area.

The role of off site parking provision or leasing of spaces within commercial car parks was also a matter of consideration in some decisions. The Tribunal found that there was no statutory reason why this could not be supported. Decision makers would benefit from clear policy direction on this matter. If this was a preferred approach to managing parking demand and traffic impacts, development incentives could be explored to facilitate this outcome.

### 3.3.7 Built Form and Design Quality

Box Hill lacks clear policy support for design excellence for taller built form defined through quality and durability of materials and finishes and detailing of ground level services. The quality and long term durability of materials is a concern that has been noted during community consultation. New development within the activity

centre has delivered city scale buildings but the underlying development economics is pushing preferences for shorter life materials and detailing. For example, painted concrete and lightweight claddings have been specified on prominent buildings. On taller built form commercial glazing systems have been specified that are more appropriate to shorter life commercial buildings. These have been used as longer term solutions for strata titled residential towers without clear consideration about how the maintenance and eventual replacement of these systems will be achieved.

In relation to improved environmental sustainability outcomes, Council has a Environmentally Sustainable Development (ESD) policy through Amendment C130 which was incorporated into the Scheme in November 2015. This policy sets out specific application requirements for different types of development towards incorporating ESD principles in development.

### 3.3.8 Delivery of Other Public Benefits

Other public benefits that were sought to be delivered through permits included:

- Provision of publicly accessible open space
- Provision of pedestrian link or laneway
- Public art
- Provision of space for community uses

In the cases which successfully negotiated provision of open space and pedestrian links, these were vaguely informed by the Access and Public Space Framework in the local policy. In each case, decision makers would have benefited from greater policy guidance regarding the quality, design, configuration and function of those aspects of the development.

Further, to the extent that Council seeks to encourage the creation of new public spaces and facilities and linkages consistent with the structure plan, a clear policy position is required regarding development uplift for the provision of open space or pedestrian links as a public benefit.

Opportunity may also exist to consider an extended list of eligible public benefits, which could include public art contributions and provision of space for community uses, but note that this will need to be strategically justified.

As was recommended in relation to affordable housing, any public benefit and development uplift regime needs to be unambiguous, transparent, and consistently applied.

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## **3.4      Emerging Urban Character**

### **3.4.1      Topography**

Box Hill is, as suggested by its name, characterised by its location at a high point in the local topography. The highest point within the activity centre boundary is the rail station site between Main Street and Carrington Road. The land to the north of the railway line slopes down gently to Whitehorse Road, then more steeply further north towards Box Hill Gardens. Whitehorse Road slopes gently as far west as Nelson Road, before falling more steeply between Nelson Road and Elgar Road.



9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report



Figure 3.7 Topography of Box Hill

**Legend**

- [- - -] Structure Plan boundary
- ▲ High point (98m)
- ▼ Low point (65m)
- ||| Plateau
- Steep street

## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### 3.4.2 Street and block characteristics

The streets of Box Hill are distinct from many other centres in Melbourne. Box Hill's street grid is defined by two parallel transport corridors of Whitehorse Road and heavy rail. Box Hill's streets are few, narrow and suburban in character and form comparatively large urban blocks — these are not CBD-type characteristics which typically have smaller urban blocks coupled with an extensive network of streets.

#### Box Hill characteristics include:

- Two large transport corridors - Whitehorse Road (60 metres wide) and heavy rail (30 metres wide).
- Narrow suburban streets of 15 and 20 metres wide, including the two major north-south streets of Elgar and Station Streets which are 20 metres wide.
- Large urban blocks with limited permeability with the exception of the traditional town centre and the area bounded by Shipley Street and Station Street north of Whitehorse Road.
- South of Box Hill Central largely consists of horizontal urban blocks 300-400 metres in length. The lack of north-south laneways results in poor levels of permeability.
- North of Whitehorse Road features a mixture of substantially large blocks (except for Shipley and Station Streets) and narrow suburban streets.

Figure 3.9 compares Box Hill with Melbourne's CBD at the same scale, illustrating the clear difference in street and block typology. The street grid of Melbourne's CBD has a clearly defined and legible geometry with generous 30 metre wide streets that are complemented by smaller parallel east-west 10 metre wide streets and an intricate and predominately north-south network of laneways. By contrast, Box Hill's street grid has an irregular geometry with fewer and narrower streets and a comparatively limited network of laneways. These characteristics inevitably create tension for road space allocation between modes of transport and their capacity, the public realm and their amenity. As Box Hill grows, so will this tension, which highlights the need for their deliberate resolution towards achieving the future vision of Box Hill. This underscores the need for an overall strategy for the activity centre's streets and laneways.

**Figure 3.8** Comparison of streets and blocks of Box Hill and Melbourne CBD (shown to same scale)



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Box Hill MAC Analysis and Options Report

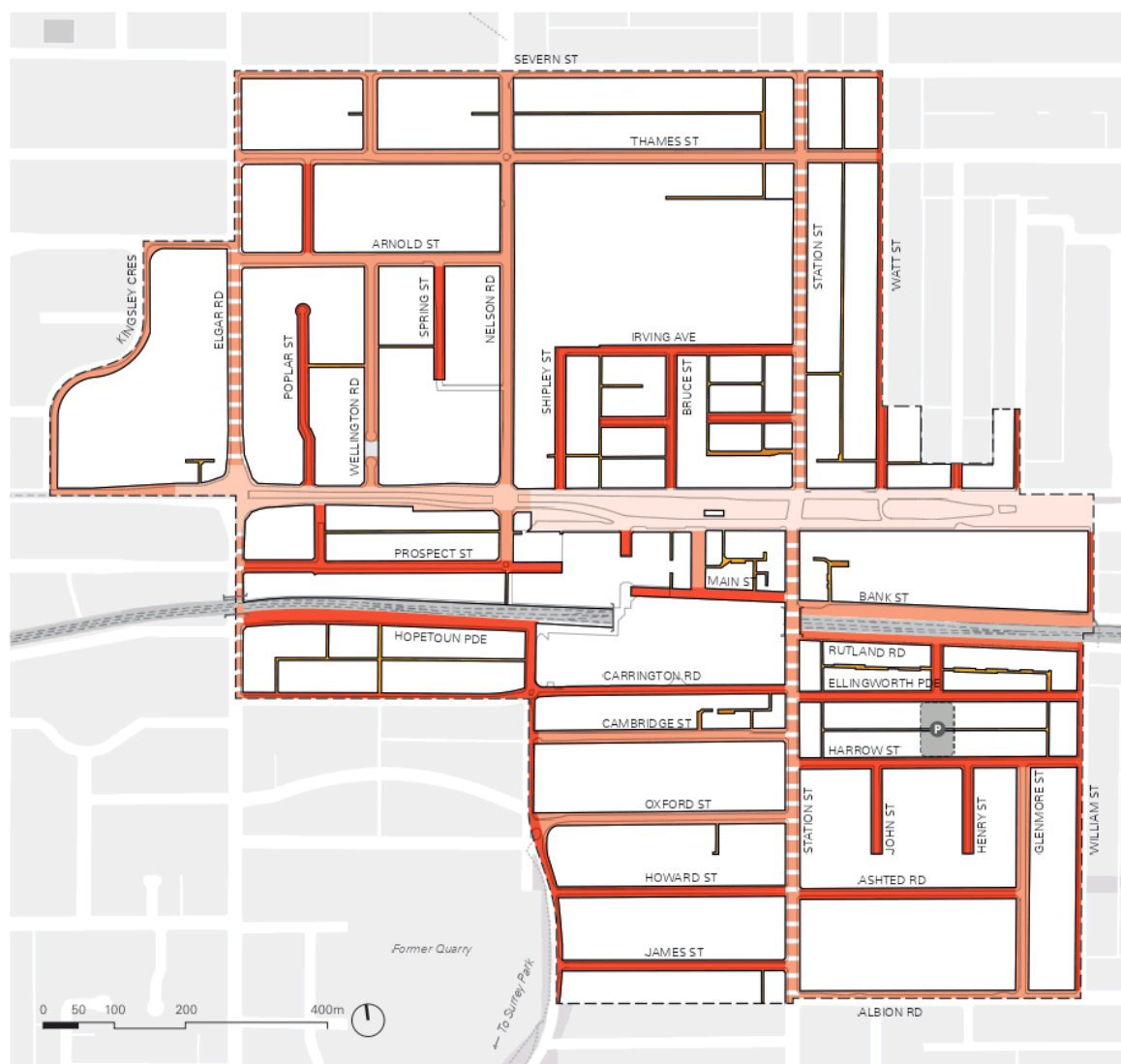


Figure 3.9 Street width

Legend

Structure Plan boundary

Street type & width

- Major arterial road | 60m
- Arterial road | 30m
- Key north-south street | 20m
- Local street | 20m
- Local street | 15m
- Wide laneway | 6 - 10m
- Laneway | 3 - 6m
- Street edge | kerb

## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### 3.4.3 Lot size

The total area of all lots (including parks and crown land but excluding road reserves) in the Box Hill activity centre is approximately 100 hectares. A substantial amount of land is held by larger institutions such as Box Hill Institute (approximately 7.8ha) and Box Hill Hospital / Epworth Eastern (5.5 ha). The largest single non-institutional landholder is Vicinity, the owner of Box Hill Central (approximately 3.6ha of leasehold VicTrack land and 1.8ha of freehold).

The fabric of land parcels demonstrates some important characteristics that differ by individual neighbourhood.

- A cluster of lots near to the intersection of Station Street and Whitehorse Road, extending as far west as the Market Street Mall and south to Ellingworth Parade, provide a distinctively narrow width subdivision pattern consistent with this area's original role as the town centre. The average size of lots in this area is 380m<sup>2</sup> but the majority of lots are sized between 200–550m<sup>2</sup>, which is notably different to other parts of Box Hill.
- The commercially zoned land between Rutland Road and Ellingworth Parade provides another cluster of anomalously small lots in a single area. Most lots within this neighbourhood are sized between 450–600m<sup>2</sup>, with quite consistent rhythm of lot dimensions and proportions.
- The subdivision pattern of lots adjoining Prospect Street defines a coherent precinct with consistent lot sizes and depths. The lots in this area are generally a little larger, with a median size of 1200m<sup>2</sup>.
- Apart from the larger institutional landholdings or consolidated sites, most other areas within the activity centre boundary have lot sizes that are typical for suburban house subdivisions across Melbourne, ranging between 700–900m<sup>2</sup>.

### 3.4.4 Lot access and street frontage width

The type of access to lots has implications on how future development may impact the public realm, streetscapes and the broader movement network. For instance, proposed developments on lots with a narrow single street frontage would necessitate cross over access to car parking within these developments from the street frontage. Wider lots with two or more frontages have increased flexibility in relation to prioritising pedestrian amenity by locating vehicular access away from key pedestrian movements. Figure 3.12 demonstrates how lot access varies across Box Hill due to its street and block characteristics.

#### Lot access characteristics:

- Poplar Street consists predominately of single-frontage lots. This is similarly reflected in the residential areas south of Cambridge and Harrow Streets.
- Large proportion of lots on Rutland Road, Ellingworth Parade and Prospect Street (Fairbank Lane) are serviced by narrow rear laneways.
- The fine grain of the existing laneway network between Nelson and Station Streets results in the majority of lots having two frontages or more. This is similarly reflected along Station Street and part of Thames Street.



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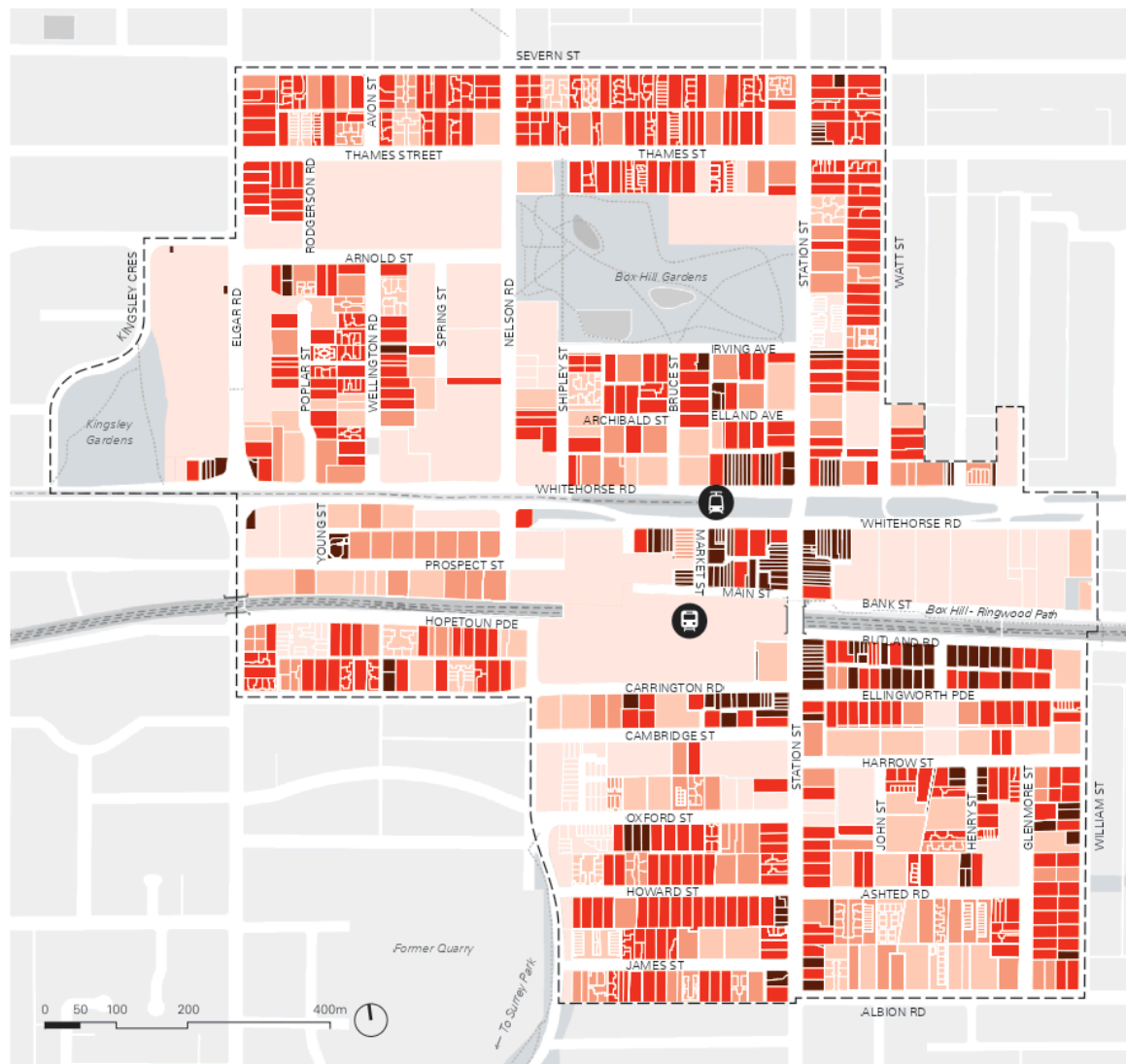


Figure 3.10 Lot size

Legend

Structure Plan boundary

Lot Size (m<sup>2</sup>)

- 0-500 | very small
- 500-1000 | small
- 1000-1500 | medium
- 1500-3000 | large
- > 3000 | very large

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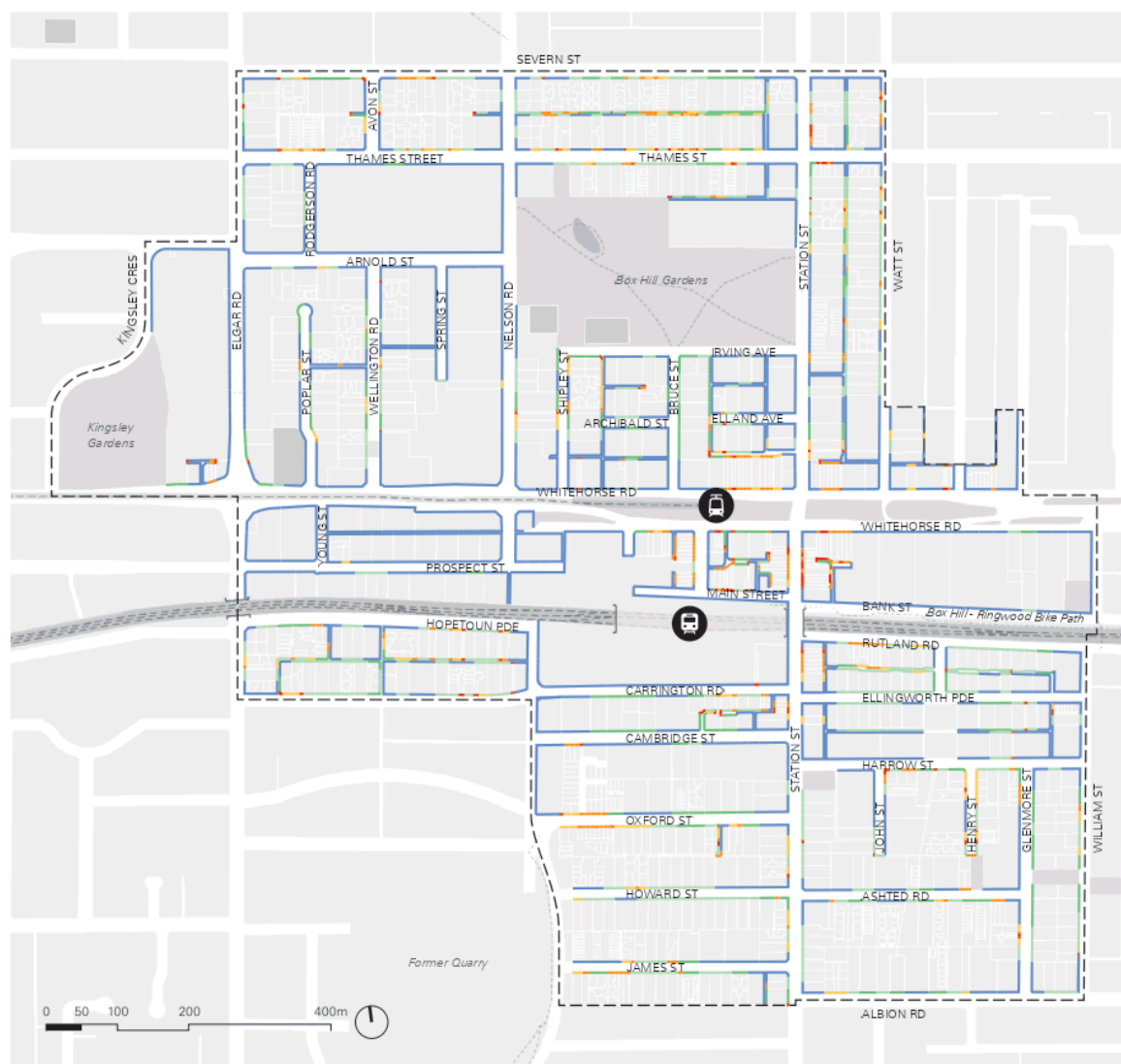


Figure 3.11 Street frontage width

Legend

Structure Plan boundary

Street frontage width (metres)

- 0 - 5
- 6 - 10
- 11 - 15
- 16 - 20
- 21 - 30
- > 30

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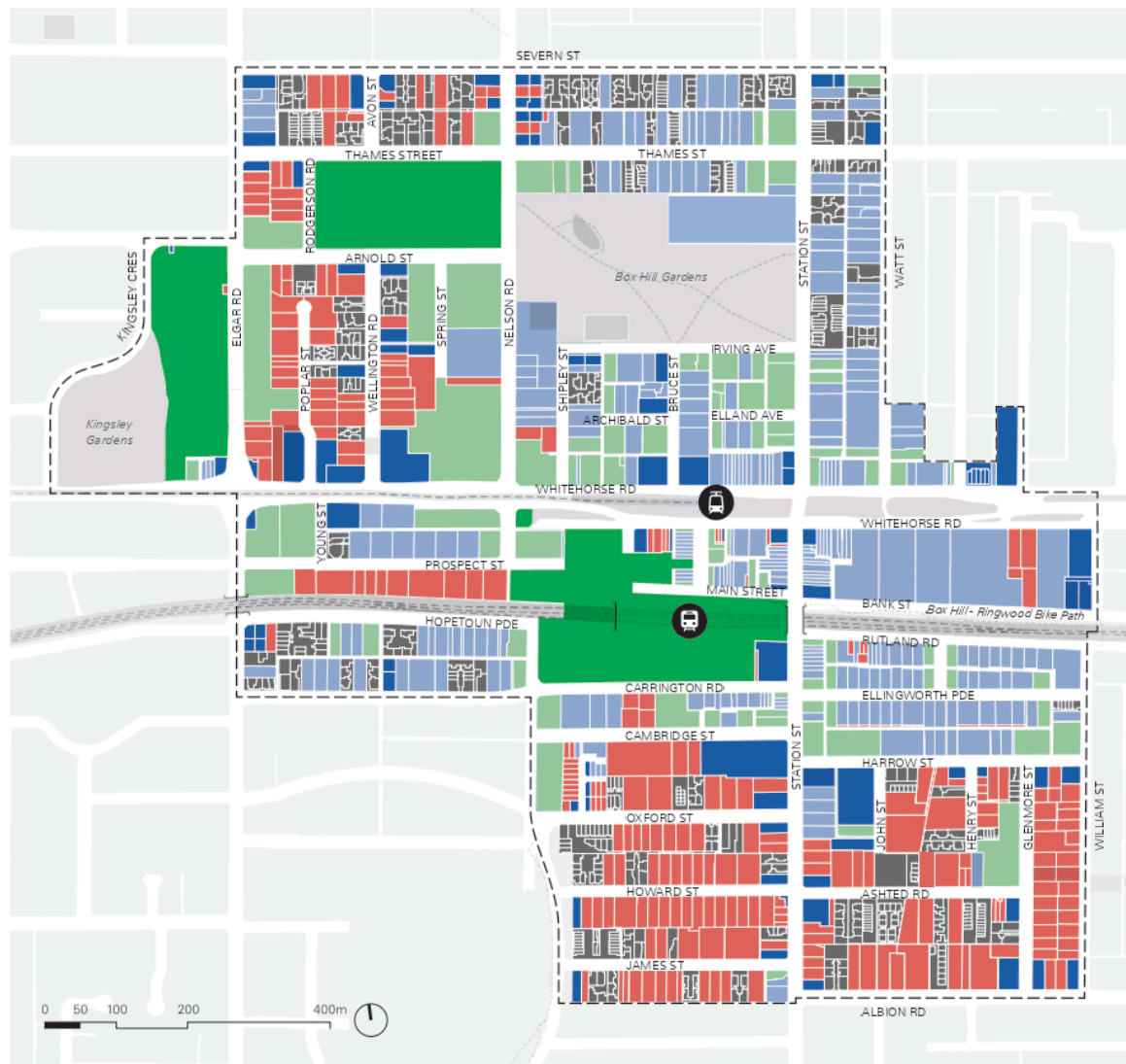


Figure 3.12 Lot access

**Legend**

Structure Plan boundary

*Access type*

- Single frontage
- Dual frontage
- Corner (dual) frontage
- Three frontages
- Island site | more than three frontages

Townhouse or unit lot

**9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report**

**3.4.5 Density and floor area**

Since 2007, Box Hill has experienced an increase in density and floor space with ongoing development resulting in residential, office, education and health of significantly higher densities. However, Figure 3.14 on page 89, demonstrates how this significant increase in density and floor space has been unevenly scattered across the activity centre with the majority of the increase located on and north of Whitehorse Road on relatively few sites with the exception of the area between Shipley Street and Station Street which has seen a clustering of low to mid-rise residential developments. Elsewhere in Box Hill has seen smaller and gradual increases in density, particularly in transitional residential where low-rise (3-4 storeys) multi-residential developments have occurred along streets such as Thames Street.

**Table 3.12** Selected major developments constructed since 2007 or currently under construction

	Completion date	Predominant land use	Total GFA	Maximum storeys	Site size	FAR
ATO (913 Whitehorse Road)	2015	Commercial	35,440m <sup>2</sup>	19	1,775m <sup>2</sup>	20
Box Hill Hospital redevelopment	2015	Health	approx. 55,000m <sup>2</sup> GFA added	10	28,440m <sup>2</sup>	3.8*
Whitehorse Towers (850 Whitehorse Road)	2017	Hotel and Residential	42,420m <sup>2</sup>	36 and 29	3,315m <sup>2</sup>	12.8
SkyOne Box Hill (545 Station Street)	Late 2019	Residential	69,880m <sup>2</sup>	36	2,435m <sup>2</sup>	28.9
12-14 Nelson Street	Late 2019	Residential	24,300m <sup>2</sup>	20	3,315m <sup>2</sup>	15.1

Source: MGS Analysis of City of Whitehorse Data

\* Total site density including both new and old buildings



## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### Floor Area Ratio

**Table 3.11** Area Ratios and Heights of Proposed Development

Permit Status		Precinct A* Box Hill Transport and Retail Precinct	Precinct B Prospect Street Precinct	Precinct C* Civic and Eastern TAFE Precinct	Precinct D Hospital and Western TAFE Precinct	Precinct E Box Hill Gardens Precinct	Precinct F Southern and Eastern Precincts	Precinct H Residential Precincts	All Precincts
Average Floor Area Ratio	Constructed or Under Construction	24.4	12.8		4.5	3.6	2.9	1.8	3.9
	Approved Permit	18.0	17.5	0.6	9.0	4.6	6.0	0.5	8.2
	Under consideration		14.0		15.6	11.5			14.1
Maximum Floor Area Ratio	Constructed or Under Construction	28.9	12.8		15.1	6.4	3.5	2.9	28.9
	Approved Permit	18.0	19.7	0.6	18.5	5.3	7.3	1.1	19.7
	Under consideration		14.0		27.2	13.8			27.2
Average Height of Proposals	Constructed or Under Construction	28 storeys	36 storeys		8 storeys	7 storeys	4 storeys	3 storeys	7 storeys
	Approved Permit	23 storeys	28 storeys	3 storeys	15 storeys	7 storeys	10 storeys	4 storeys	13 storeys
	Under consideration		25 storeys		29 storeys	16 storeys			24 storeys
Maximum Height of Proposals	Constructed or Under Construction	36 storeys	36 storeys		20 storeys	10 storeys	5 storeys	6 storeys	36 storeys
	Approved Permit	23 storeys	30 storeys	3 storeys	37 storeys	9 storeys	18 storeys	5 storeys	37 storeys
	Under consideration		25 storeys		37 storeys	19 storeys			37 storeys
Number of cases analysed	Constructed or Under Construction	2	1		9	15	8	22	57
	Approved Permit	1	3	1	9	2	6	5	27
	Under consideration		1		5	3			9
Overall total cases		3	5	1	23	20	14	27	93

\* This analysis of Precinct A & C, and to a lesser extent Precinct B, is inherently limited by small sample sizes for each precinct.

Source: MGS Analysis of City of Whitehorse Data, PSMA Geoscape

Note: the lower number of applications identified here (93 out of 95) reflects gaps in the available data.

Note on methodology used to estimate FAR:

Unless otherwise noted, all Floor Area Ratio (FAR) calculations use the same broad approach as used in the Central City Built Form Guidelines (C270). Importantly, these gross figures include all built form above ground level, including for example car parking. The actual 'habitable' or 'saleable' gross floor area (GFA as defined by the Property Council of Australia) will be lower than this planning related figure.

Floor Area Ratio estimates were based on three separate datasets. Firstly, VicCLUE data from 2011 containing floor space and lot size were used to generate a baseline FAR for Box Hill in 2011. Secondly, planning approvals data from 2003 supplied by the City of Whitehorse was cross-checked with architectural plan drawings from planning permit applications to gather data on land use, Gross Floor Area (GFA), number of dwellings and car park spaces. This data was integrated to provide a base dataset on what has changed since 2011. Thirdly, Geoscape (PSMA) building dataset was used to partially validate both datasets to identify outliers and errors - however, this dataset has the following limitations: the capture date is 2016/2017 and GFA is calculated crudely from LiDAR-derived height data and building footprints. As a result, the FAR estimate has inherent limitations that rely on a degree of manual coding and analysis.

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**3.4.6 Sites available for future development**

A substantial degree of change has already occurred within Box Hill. Figure 3.13 illustrates the location of sites within Box Hill that remain available for future change, in comparison to sites that are less likely to change in the near future.

There are a range of reasons that future change might be constrained.

- Where there have been multi-residential developments constructed less than fifteen years ago it is unlikely that these will be redeveloped again within the next ten to fifteen years.
- Strata subdivisions, townhouse, unit and multi-parcel lots with shared common property are potentially constrained due to the fragmented ownership of these sites that slow down the process of lot consolidation. Some of these sites may already be in single ownership but many will be owned by multiple parties.
- While sites may appear to be available for development, they may not be developed due to preferences of owner-occupiers, such as long-term residents who desire to age in place and do not wish to relocate. This can slow the process of lot consolidation.
- Land held by larger institutions such as the Box Hill Institute (BHI), Box Hill Hospital, Epworth Eastern and City of Whitehorse is not explicitly encumbered and in some cases is likely to be further developed in the future. In addition, the redevelopment of these sites may be reliant on competitive government funding which may affect the expediency of redevelopment. However, the use of these sites is likely to remain for the purposes of the institution, while the existing uses may be intensified it is less likely that they will be redeveloped for a totally different use.

In general terms it is notable that the area south of Oxford Street and Harrow Street (to the south of the activity centre) and north of Thames Street (in the north of the centre) have a significant number of strata and subdivided parcels. The opportunities for significant change in these areas are modest and will proceed more slowly than on less encumbered sites.

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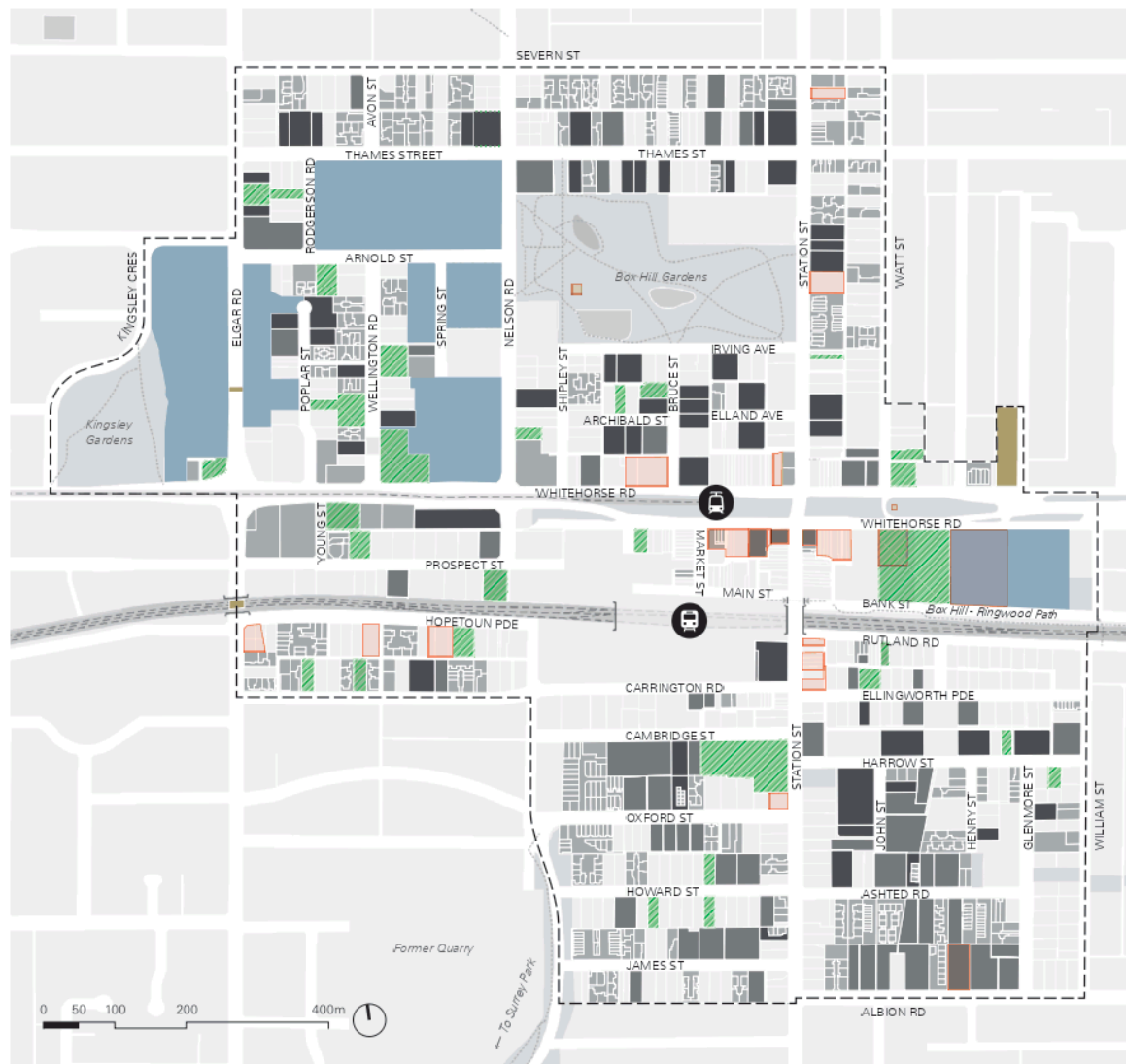


Figure 3.13 Development limitations

**Legend**

Structure Plan boundary

*Encumbrances & constraints*

- Developed < 15 years
- Strata parcels
- Subdivided & unit parcels
- Crown Land

*Other development considerations*

- Large institutional sites
- Approved permit
- Heritage overlay

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Figure 3.14 Estimated FAR of development of valid & pending permits.

3.4.7 Cumulative built form outcomes

Legend

Structure Plan boundary

Floor Area Ratio (FAR)

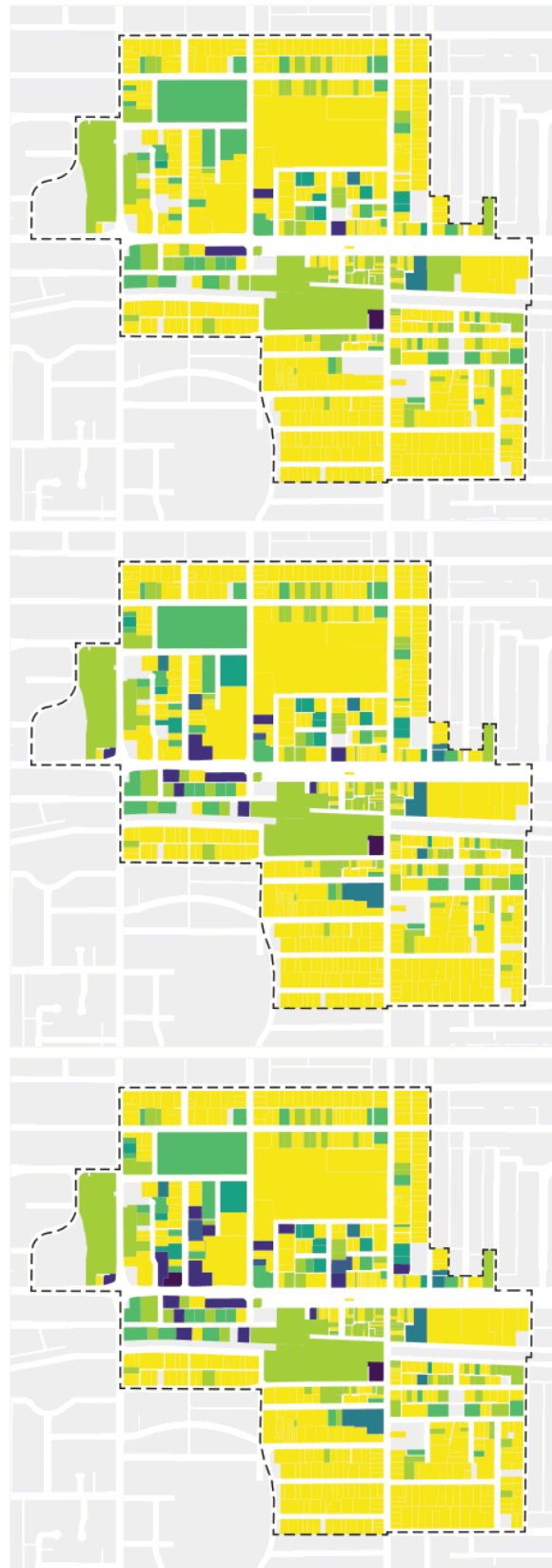
- 0 - 1
- 1 - 2
- 2 - 4
- 4 - 6
- 6 - 8
- 8 - 10
- 10 - 20
- > 20

2019

Constructed & permits under construction

Approved permits

Approved permits & permits under consideration





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Figure 3.15 View of cumulative impact of development of valid and pending permits.

**2019**  
Constructed &  
permits under  
construction

ATO | 913 Whitehorse Road 1  
SkyOne | 545 Station Street 2  
Whitehorse Towers | 850 Whitehorse Road 3



**Approved  
permits**

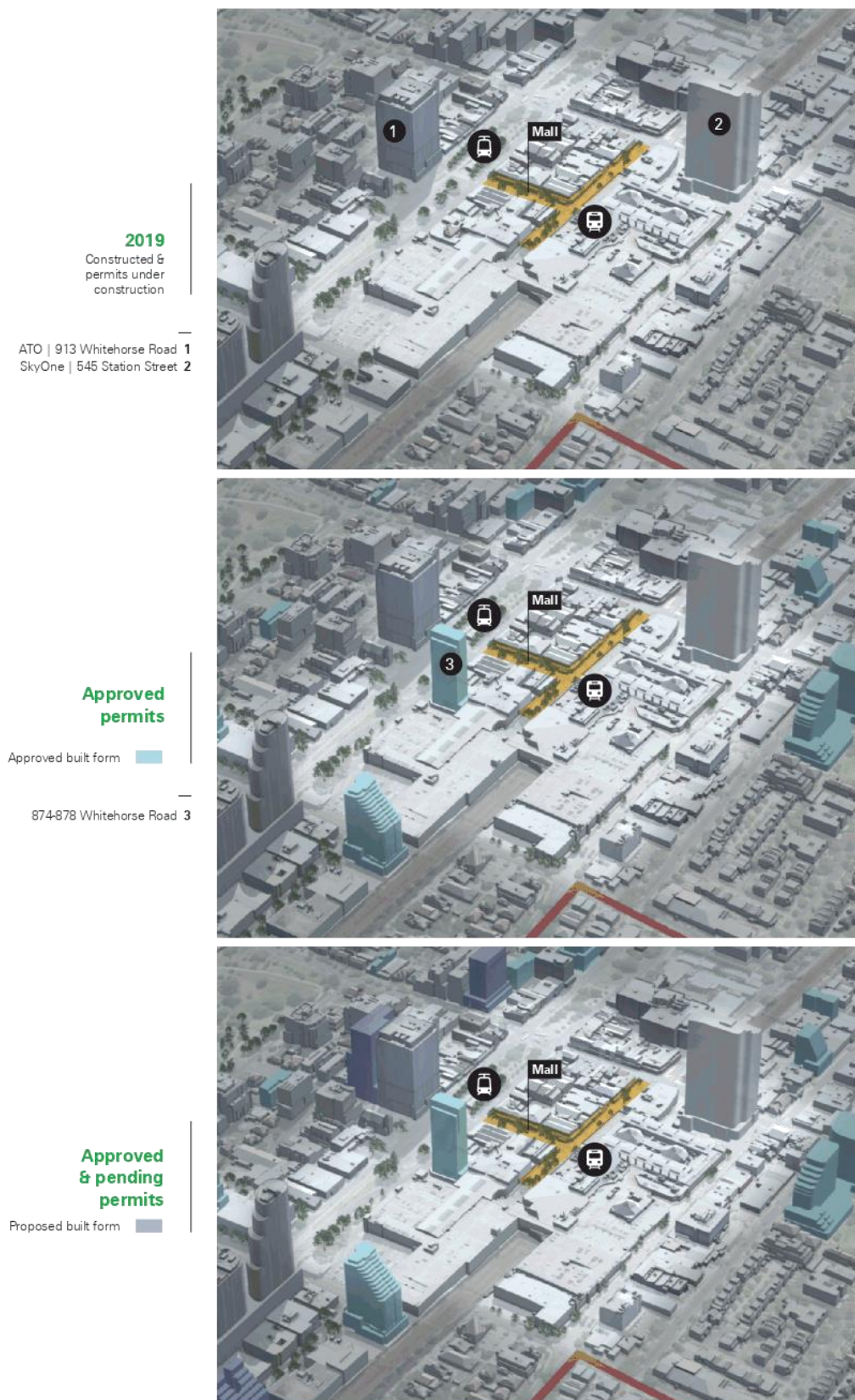


**Approved  
& pending  
permits**



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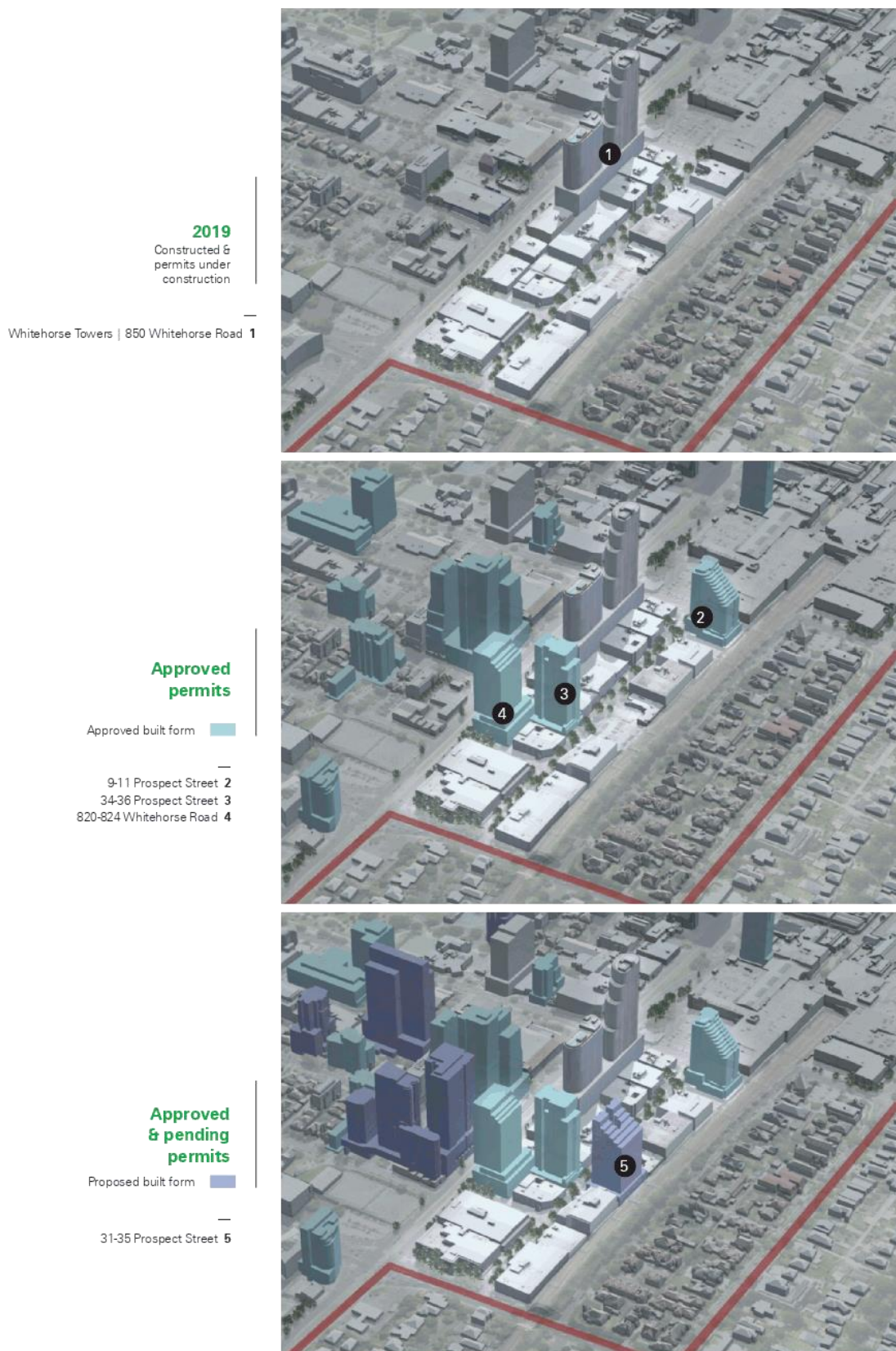
Figure 3.16 Cumulative impact of development in Precinct A: Box Hill Transport and Retail Precinct





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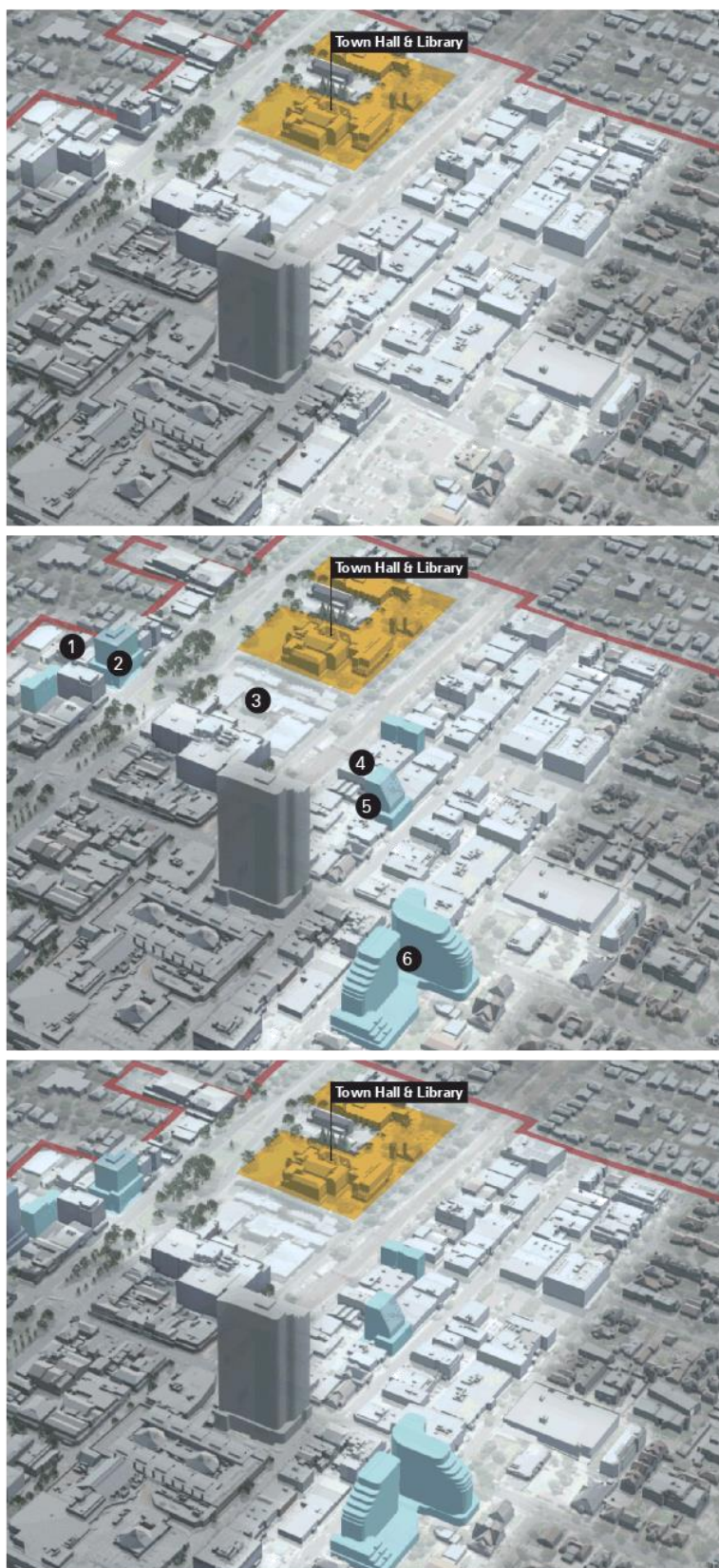
Figure 3.17 Cumulative impact of development in Precinct B: Prospect Street Precinct.



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**Figure 3.18** Cumulative impact of development in Precinct C: Civic and Eastern TAFE Precinct and Precinct F: Southern & Eastern Precinct

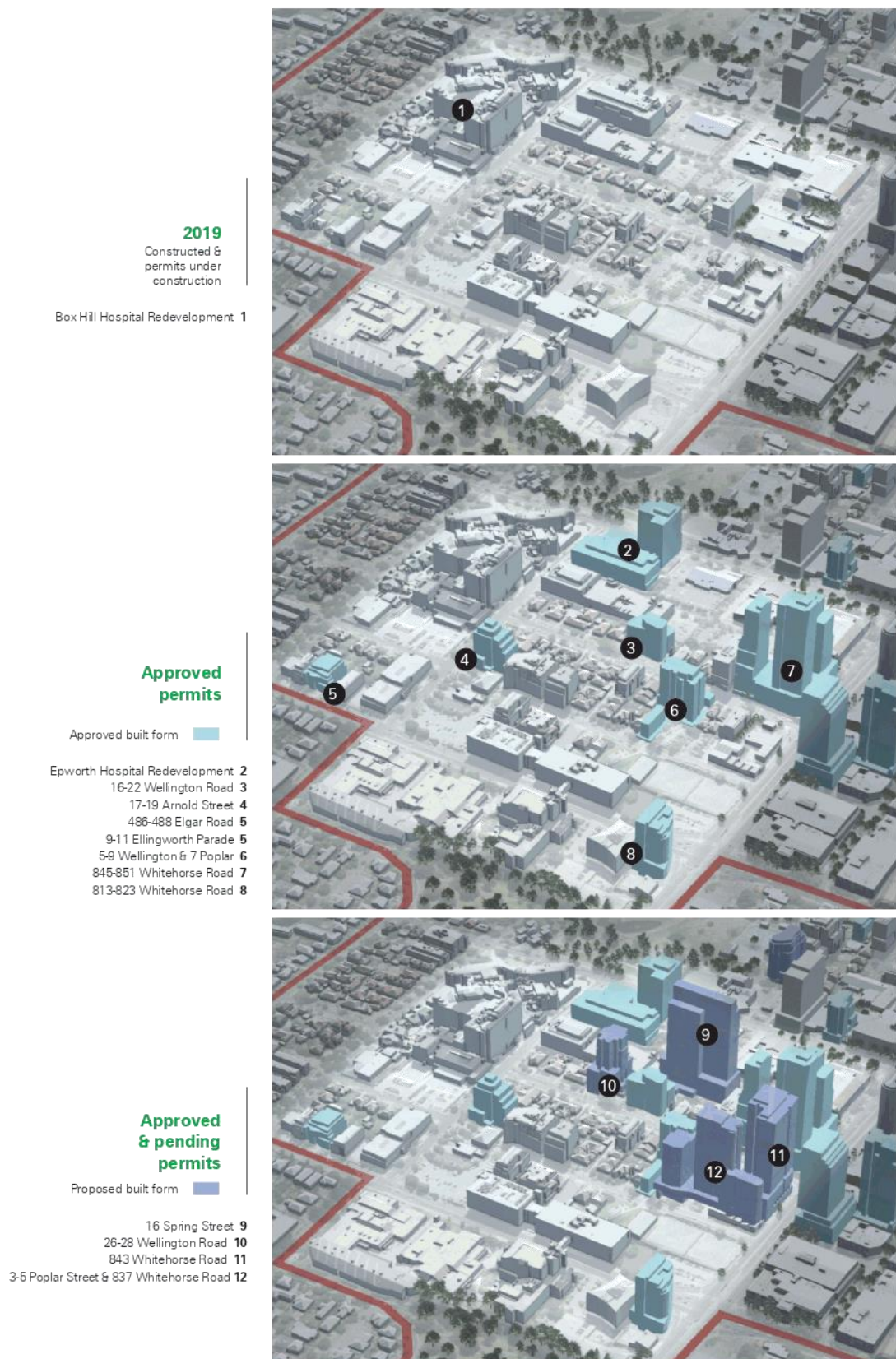
- 2019**  
Constructed & permits under construction
- Approved permits**
- Approved built form
- 4 Watts Street 1
  - 997-1003 Whitehorse Road 2
  - Salvos | 1000 Whitehorse Road 3
  - 22 Rutland Road 4
  - 9-11 Ellingworth Parade 5
  - 517 Station Street 6
- Approved & pending permits**
- Proposed built form





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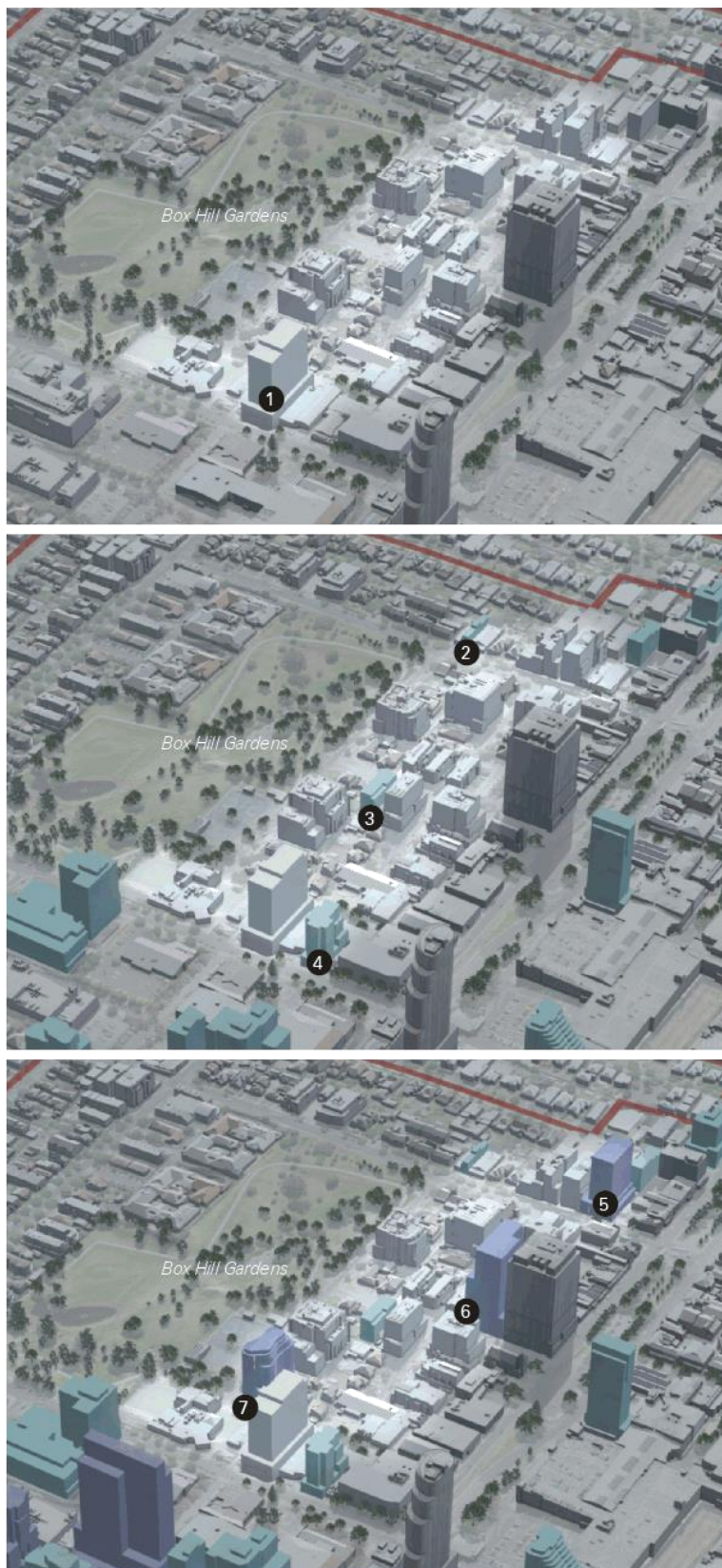
**Figure 3.19** Cumulative impact of development in Precinct D: Hospital and Western TAFE Precinct.



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Figure 3.20 Cumulative impact of development in Precinct E: Box Hill Gardens Precinct

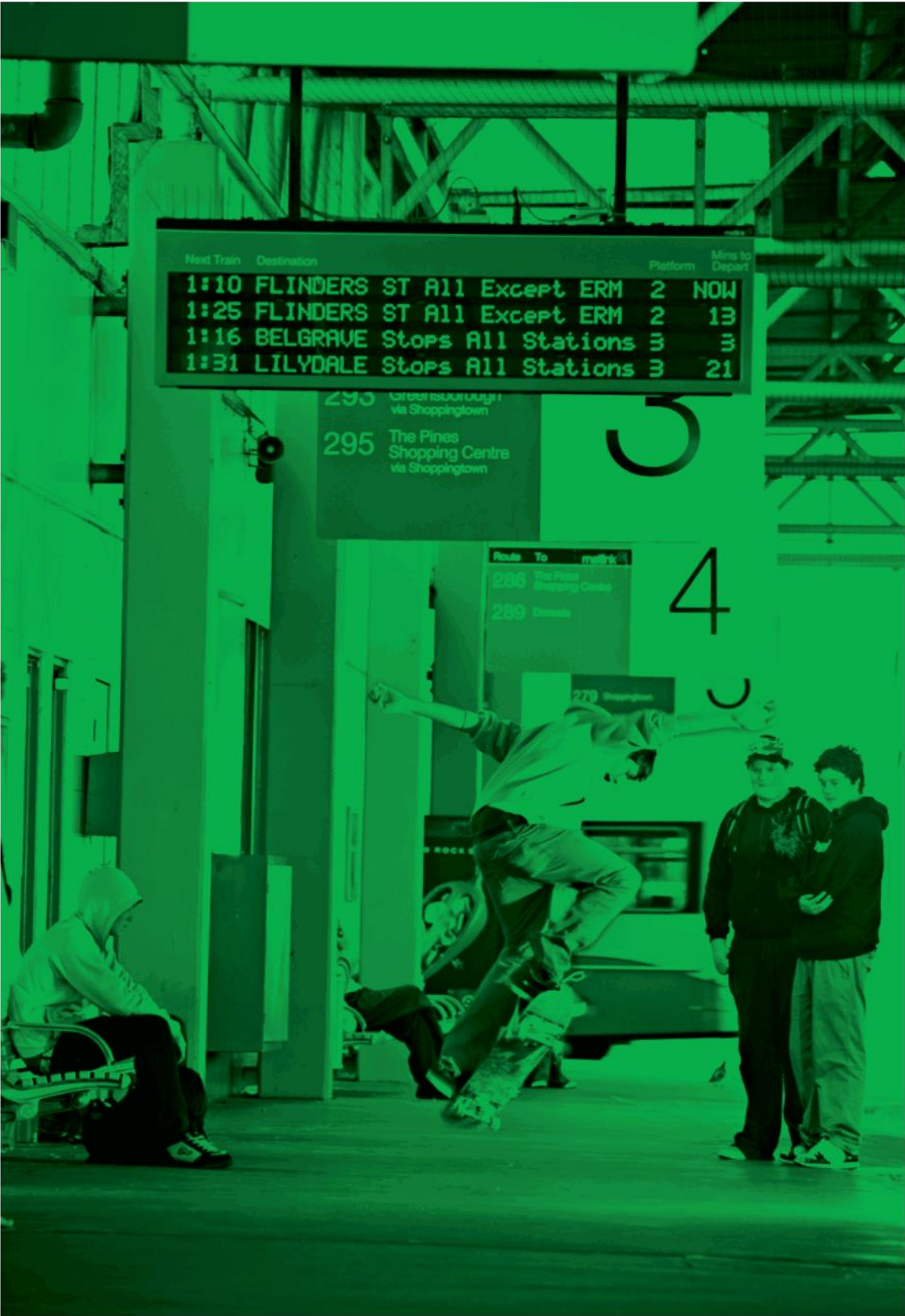
- 2019**  
Constructed & permits under construction
- 12-14 Nelson Road 1
- Approved permits**
- Approved built form
- 722 Station Street 2  
9-11 Bruce Street 3  
6 Nelson Road 4
- Approved & pending permits**
- Proposed built form
- 702-706 Station Street 5  
2-4 Bruce Street 6  
21-23 Irving Avenue 6





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Image: Skateboards at the Box Hill Transport Interchange | City of Whitehorse



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### 3.5 Key institutions and strategic sites

#### 3.5.1 Whitehorse City Council

Whitehorse City Council is the largest land owner within the activity centre, having responsibility for the local roads, public parking and public spaces. Council also controls multiple key sites across the centre, including:

- Box Hill Town Hall is the largest single council building and contains the primary civic presence in Box Hill. In addition to customer service, the Town Hall has meeting and function rooms, an art gallery, and provides space for community groups. The major heritage asset remains a key strategic site due to its civic purpose.
- Box Hill Library is a large two storey building located to the east of the Town Hall. This building provides library services and runs programs for the community.
- Council controls multiple car parks across the centre. Some have been redeveloped (see key changes below), others retain their car parking use for now.
- Ellingworth Parade Carpark (111 car park spaces) was identified within the 2007 structure plan as an opportunity for a new public park with activated public spaces but this has not occurred.
- Council retains an interest in the Prospect Street car park adjoining Nelson Road. The use of this site should be reconsidered as part of any redevelopment and masterplanning for the Box Hill Central site.
- Whitehorse City Council retains ownership of the former Box Hill Bowls Club land, at 835 Whitehorse Road. This site is not actively used at the moment.
- Box Hill Community Arts Centre is located outside of the activity centre boundary, approximately 150m to the south on Station Street. The well-used facility is housed in a single storey building with adjacent community gardens.
- Surrey Park and Aqualink Box Hill provide a major sports and recreation resource for the region. The Council-owned facility is located just to the south of the activity centre boundary.

Key changes since 2007 include:

- Cambridge Street Carpark and Children's Service Centre: Sold by Council in August 2016. There is a Ministerial issued permit for a 18 storey development at 517 and 519-521 Station Street (Golden Age). This outcome is consistent with the vision and objectives contained within the 2007 *Structure Plan* which resulted in the rezoning of previously PUZ6 land to MUZ.
- Harrow Street Carpark: Currently under development by Council to transform an old at-grade carpark to a multi-deck carpark comprising of 562 car spaces, bicycle parking, a cafe and an indoor community meeting space adjoining the existing Pioneer Park.
- Bruce Street Carpark (adjacent to ATO building to the north): Sold by Council in late 2017. A permit has been granted for the use and development of the land for a 10 & 19 storey development at 2-4 Bruce Street (WH/2018/193) incorporating an affordable housing component. Elland Avenue and the former Bruce Street is in an area identified as a "Priority Pedestrian Corridor". It is noted that the current application makes provision for a public pedestrian link, in its current form it is partially enclosed and has a width of 2.4 metres for the majority of its length.

#### 3.5.2 Box Hill Institute

Box Hill Institute has two of its largest campuses within Box Hill, on Elgar Road and Nelson Road. Each has had investment over recent years to enhance the facilities and increase the floor area available for the organisation.

Key recent changes include:

- The land at 1000 Whitehorse Road was sold by Box Hill Institute (BHI) to the Salvation Army for the use and construction of land for a 3 storey Salvation Army facility (Amendment C197). Presently, the heritage-listed Former Girls Technical School remains on the existing site fronting Whitehorse Road but the remainder of buildings on the site have been demolished. The future role of BHI at this remaining portion of land is still to be determined.



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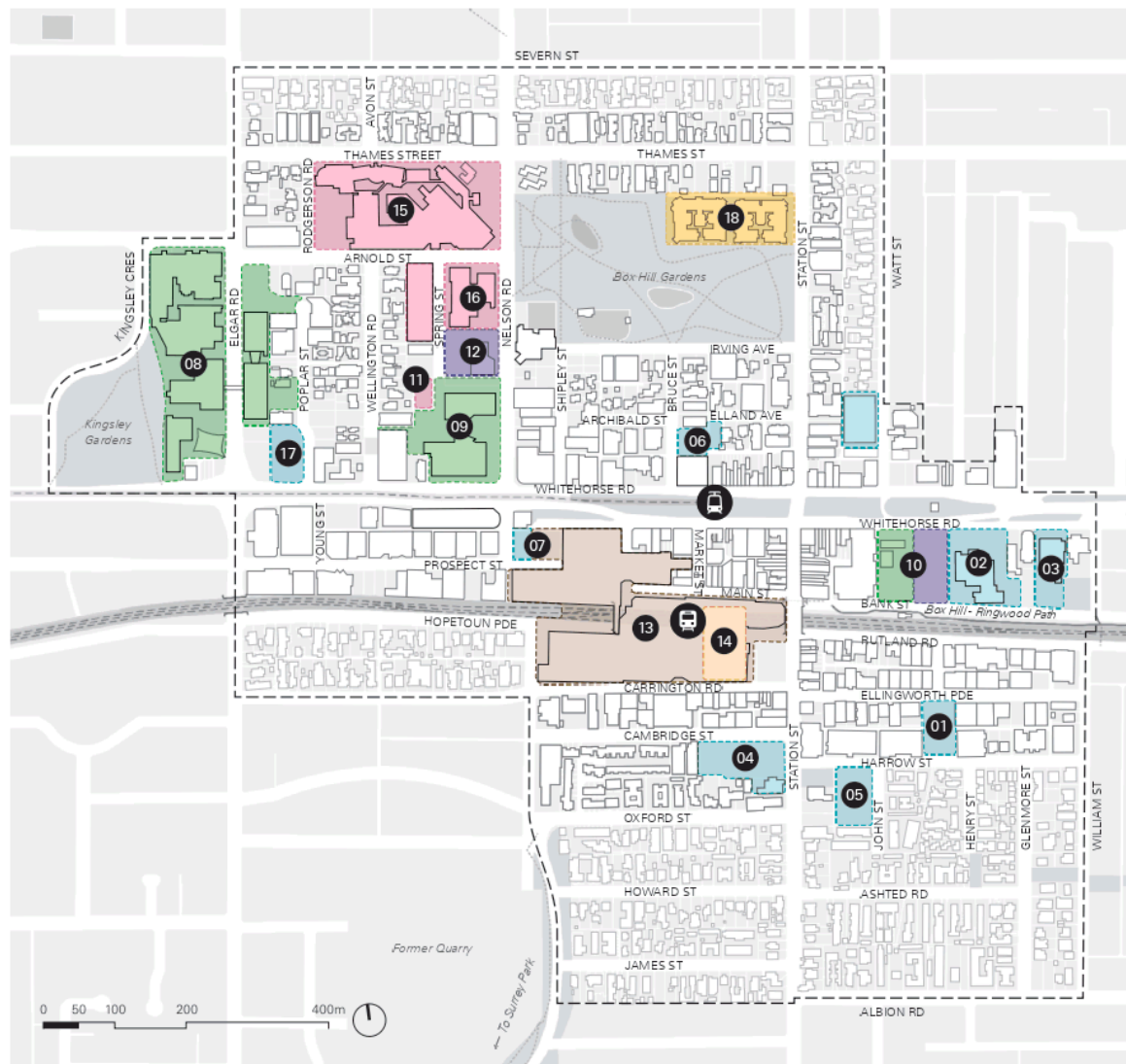


Figure 3.21 Strategic sites

Legend

Structure Plan boundary

Strategic sites

- Whitehorse City Council
- Box Hill Institute
- Vicinity Centres
- Box Hill Health Precinct
- Box Hill Transport Interchange
- 01 Ellingworth Parade Carpark
- 02 Box Hill Town Hall
- 03 Box Hill Library
- 04 Cambridge St Carpark | sold

- 06 Bruce St Carpark | sold
- 07 Ace Parking | 31-35 Prospect Street
- 08 BHI | Elgar Rd Campus
- 09 BHI | Nelson Campus
- 10 BHI | Former Whitehorse Campus
- 11 16 Spring Street
- 12 The Salvation Army Box Hill Corps
- 13 Box Hill Central
- 14 Box Hill Transport Interchange
- 15 Box Hill Hospital
- 16 Epworth Eastern
- 17 Box Hill Bowls Club
- 18 Uniting AgeWell Box Hill Community

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- In a land swap, land at 16-18 Spring Street was sold by Salvation Army to Epworth Eastern who now seek use and development of the land for a 29 & 24 storey building containing a nurse training facility and complementary land uses in partnership with BHL.
- Eastern Health, Epworth Eastern and Box Hill Institute signed a memorandum of understanding in 2016 to develop partnership projects, providing opportunities for growth in training and shared facilities within the precinct.

### 3.5.3 Box Hill Health Precinct

The Box Hill Health Precinct formally consists of Box Hill Hospital (part of Eastern Health) and Epworth Eastern, which collectively provides a very broad range of clinical and research health services including both publicly funded and private health providers. Collectively the Box Hill Precinct represents the largest grouping of tertiary health and research facilities in the City of Whitehorse and serves a very wide catchment extending far across the Eastern Metropolitan Region.

#### Key Changes:

- Box Hill Hospital underwent a major redevelopment in 2015, funded by the Victorian State Government (\$447.5m), which delivered a new ten-storey (52,000m<sup>2</sup> approx.) building with a two level basement carpark alongside the refurbishment of the existing adjoining building. This increased the number of beds from 400 to 621. The building was configured to allow for further extensions in the future.
- In addition, Eastern Health and Monash University is undertaking planning for a new Eastern Clinical Trials and Research Centre at Box Hill Hospital which would accommodate over 600 staff.
- Epworth Eastern has grown to provide 223 existing beds within its facilities in Arnold Street. In 2016 the hospital received planning approval for a 15 storey (32,000m<sup>2</sup> approx.) extension at 25 Nelson Road, providing at least another 52 beds plus new operating theatres and consulting suites.
- Epworth Eastern has indicated an interest in further expansions in the future. The operating model for all extensions is to ensure that new buildings are interconnected with existing facilities through bridge connections. There is a desire to allow for similar bridge connections with Box Hill Hospital.

### 3.5.4 Vicinity Centres

Box Hill Central was constructed in the early 1980s as part of the Box Hill Transport Interchange (discussed below). It performs particularly well in the fresh food sector and counts over 60-80,000 visitors per day, this figure includes 5,200 passengers accessing the station by foot per day according to 2013-2014 Transport for Victoria data. However, 56% of visitors come from over 10km away and relatively fewer come from between 2 to 10km away. The food court area, supermarket and other speciality stores form more of a supporting role to the fresh food market. Immediately to the north is a second retail mall, constructed in the 1990s but now in need of renewal. While functionally independent, both centres are now owned by a single landowner, Vicinity Centres

Vicinity Centres has publicly declared an interest in better leveraging the potential of its key sites in its portfolio in Victoria, which includes Box Hill as one of 3 identified for major redevelopment. Vicinity's mission is "enriching community experiences" and supports mixed-use redevelopment of its centres, but with a primary focus on supporting the performance of the core retail operations. The Glen (Glen Waverley) forms a precedent for this kind of redevelopment, integrating housing and accommodation while supporting the further growth of retail floor space.

The current built form arrangement of the Vicinity landholding represents a large low-rise "pancake" amongst emerging taller built form that surrounds it. Early investigations suggest there is an undersupply of retail floor area within the wider area. In the context of redevelopment, Vicinity Centres would look to substantially increase the current gross leasable retail floor area with space for further growth within the planning envelope available in the longer term. This would be complimented by substantial expansion of supporting uses in a mixed use precinct.

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The key issue to resolve is the complex land tenure arrangement with VicTrack in the southern site (currently leasehold). Additionally, the separation of the two existing shopping centre parcels and the topographic differences between the north and south of the rail line are major technical issues to resolve in an integrated masterplan. Clearly this would need to resolve the long term operations of the interchange at the same time.

The long term operations are constrained in the short term by uncertainty surrounding public transport arrangements and major changes such as the proposed Suburban Rail Loop. An opportunity exists to leverage uplift from the redevelopment of Box Hill Central and increase in jobs towards building the case for transport upgrades.

### 3.5.5 Box Hill Transport Interchange

Box Hill Transit Interchange (BHTI) was designed in the 1970's when parcel delivery by train was a key role for V/Line. Accordingly, there are four bays for V/Line parcel delivery vans. It is unlikely that all have been used at once. These have a direct elevator connection to platforms 2 and 3.

The interchange was designed with a clear emphasis on operational efficiency, as a result there was minimal attention to customer needs. It was then considered then the placement of the bus deck on top of the shopping centre would be better than other alternative options. There has been numerous complaints from passengers regarding the interchange since its opening in 1983. The BHTI quickly became dated and serves its purpose only in an utilitarian manner.

Over the past decade, there have been multiple reviews of the Box Hill Transit Interchange, most of which have recommended short term minor improvements while a longer-term full rebuild option can be developed. In May 2018, the Victorian Government established the Box Hill Transit Interchange Steering Committee which will continue the work on the Ministerial Advisory Group to improve the interchange.

On-going and continued growth in population and employment in Box Hill has raised questions on the suitability of a single interchange location for all transit routes into Box Hill. The first transit route

to depart from this notion of a singular interchange location was Tram Route 109 in 2003. The "Box Hill Transit Interchange" now technically spreads over a 250 metre distance from Whitehorse Road to Carrington Road. Bus Route 966 is the second route to move to the Whitehorse Road section of the interchange as it operates over night on weekends and Whitehorse Road is regarded as a safer place for people to wait at that time.

It should be noted that the current situation represents an improvement on how the interchange operated in 1980, with buses dominating the streetscape on both the northern and southern sides of the railway station and occupied large areas of premium space in Carrington Road and Main Street.

This Structure Plan update will not attempt to solve the Box Hill Transit Interchange situation, but it does recognise that with the development of the strategic role of the centre and the Suburban Rail Loop (SRL) there will be a need to rethink how buses operate through Box Hill to meet the needs of customers, particularly those whose destination is Box Hill (rather than the train station).

### 3.5.6 Uniting Church

The Uniting Church has a significant parcel of land (1.2 hectares) which is currently occupied by 120-bed aged care facility, Uniting AgeWell, contained in eight single-story buildings. The location of this site has particular interface sensitivities that require a carefully considered response for its redevelopment. The interface to the Box Hill Gardens requires sensitive consideration, allowing for an active address to the open space as well as ensuring new built form does not excessively overshadow the northern side of the park. The prominent frontage to Station Street, near the corner of Thames Street, warrants further strategic consideration as to interface with a key street within the activity centre and the 5 storey childcare centre under construction to the north at 757 Station Street. Furthermore, there is potential for future redevelopment to reconfigure public access to the park by providing new paths or laneways.

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### 3.6 Strategic Transport context and issues

The *2007 Structure Plan* access framework is focussed on the need to:

- Improve pedestrian amenity and safety
- Make riding a bicycle a viable transport option
- Prioritise public transport
- Manage traffic to minimise negative impacts
- Reduce parking and support walking as the primary means of access in and around Box Hill
- Encouraging most trips of 1km or less to be made on foot

It is notable that the *2007 Structure Plan* emphasises the importance of the shift to pedestrian priority and provides a plan to guide this shift. With respect to the dominance of private vehicles, through traffic and parking, the structure plan also states that this dominance needs to be reduced, but it does not provide a robust plan to manage the issues. There is reference to reducing parking requirements, and reducing lanes of traffic. However, the actions are relatively broad and are focused on encouragement and deferred action through a series of investigations.

For the most part the rhetoric, the objectives and strategies related to the transport network discussed in the *2007 Structure Plan* are commendable, but very little change has occurred over the past decade.

The future transport vision should therefore build on Box Hill's strengths and focus on a high-amenity centre with high quality pedestrian spaces, excellent active transport links and efficient public transport. Car parking will be required, but should be provided carefully so as to minimise the negative impacts that large parking areas have on centres (effectively creating large dead-zones of reduced or no economic activity).

There is a need to reallocate space to more efficient modes or suffer very significant increases in traffic and pedestrian congestion. In addition to this, projected growth in population and employment will place significant pressure on open spaces and raise the need for improved linkages to Box Hill Gardens, Kingsley Gardens, Surrey Park and new open space areas in the heart.

From a range of incomplete data sources it is roughly estimated\* that on each average weekday:

- There are around 100,000 people in Box Hill
- Around 13,000 people arrive in Box Hill by train
- Around 6,000 people arrive at Box Hill by bus
- Around 1,500 people arrive at Box Hill by tram
- Around 1,000 people ride a bicycle to Box Hill
- Around 30-35,000 people arrive at Box Hill by car
- Around 40-45,000 people walk to Box Hill

Of course, once inside the activity centre itself, all people are pedestrians when moving between various destinations within Box Hill. The pedestrian network needs to be proportioned to accommodate significant numbers at peak periods.

A total of 68,700 vehicles are driven into Box Hill each day (including buses, trams, cars and trucks). Whitehorse Road carries 20,000 vehicles per day. Elgar Road carries over 30,000 per day. Considering the number of people accessing the centre itself (set out above), this means that around half the cars on the road in Box Hill are through traffic. Through traffic makes no contribution to the economic vibrancy or function of the activity centre and would be better diverted elsewhere.

\* **Note:** These figures are rough estimates due to lack of data availability. For instance, data is available for total traffic volume, however, no data is available from VicRoads on through traffic. An accurate figure would require further data collection and it is recommended that this exercise is undertaken as part of any current or future transport study.



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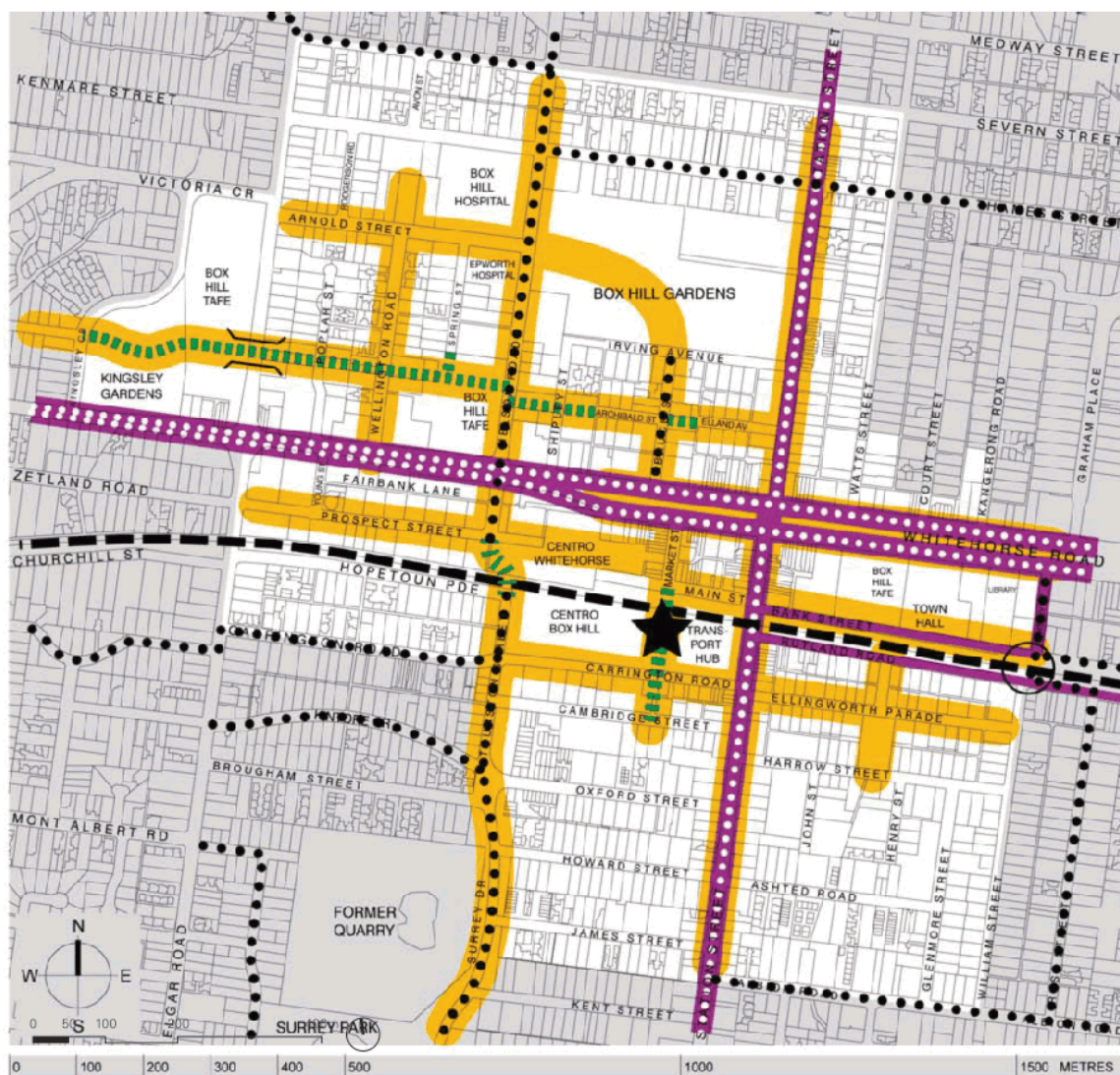


Figure 3.22 'Access Framework' |  
Reproduced from 2007 Structure Plan,  
pg.15

- Priority Pedestrian Corridors
- Proposed or significantly improved pedestrian and cycle links
- Proposed public Transit Priority streets (with peak-period bus lanes) + Principal Bicycle Network
- Existing local bicycle routes (on- and off-street)
- Railway
- Train / bus station and transit interchange
- Existing pedestrian overpass
- Existing pedestrian level crossing

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Box Hill MAC Analysis and Options Report

### 3.6.1 Transport Capacity

The transport network in Box Hill has limited capacity across all modes. The total capacity of the road network to provide for access to Box Hill is limited by the lane and intersection capacity around the centre. In total there are six road entry points to Box Hill (Whitehorse Road, Elgar Road and Station Street) each with a maximum peak period capacity of two lanes in either direction. As an initial estimate from first principles this road network cannot cater for more than 9,700 vehicle movements in any given hour.

In comparison, the bus network provides capacity for 5,000 passenger movements in the peak hour and the railway line provides capacity for up to 50,000 passenger movements in the peak hour into Box Hill.

Actual capacity of all modes depends on the ratio of visitors to through movements on each mode. For example, the trains are used by a high proportion of people travelling through Box Hill to reach Melbourne CBD, and these absorb capacity that could otherwise be used by people getting off (and other people getting on) at Box Hill. In a similar way, through movements on the road network take up capacity that could otherwise be used by people for whom Box Hill is their destination.

There is no scope for increasing road space to provide significant additional capacity for cars, as the road network is already maximising car throughput in the morning and afternoon peak periods. The Eastern Freeway widening will make getting to Box Hill by car even easier than it is today. Key to reducing traffic congestion levels will be encouraging future residents and visitors to arrive in Box Hill using space efficient modes such as walking, bicycle riding and public transport.

Active transport demand will increase as the population in Box Hill grows. There are two different factors that will cause this:

- Local residents (particularly those in apartments) will walk more.
- As traffic congestion increases, some local and regional residents will switch to bicycle riding for transport (as the travel time by bicycle is more reliable).

To achieve this transition and provide a safe environment for the additional pedestrians and bicycle riders, there will need to be a reallocation of road space – specifically wider footpaths and more protected bicycle lanes. This is very similar to what has occurred in the Melbourne CBD over the past two decades. As the population has grown, economic activity needs to be supported by increased space and infrastructure for active transport modes.

There is significant spare capacity in the public transport network in Box Hill, however, there is a need for greater priority for public transport through congestion and traffic signals to improve the effectiveness of the public transport network.

There is a need for the Council to ensure that efficient transport modes are given priority over through movement of private vehicles that do not stop at Box Hill. The State Government, and particularly VicRoads, has a key role with respect to providing greater priority to active and public transport modes on the arterial road network such as Whitehorse Road, Station Street and Elgar Road. In this context, Council has an important advocacy role to play. There is a risk that as more development occurs, traffic congestion will get progressively worse and the community could become less inclined to see changes occur.

While policies such as congestion pricing and broader PTV infrastructure are implemented at a State level (and under statutory authorities such as VicRoads and VicTrack), local councils have an important role in ensuring priority for pedestrian access within and between local neighbourhoods.

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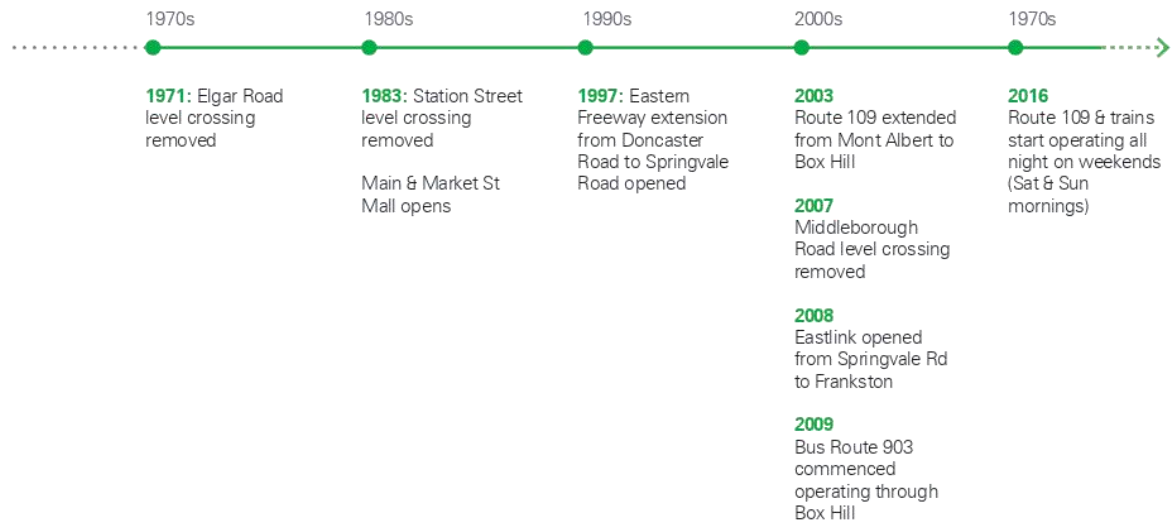


Image: Intersection of Main & Market Streets | 1970s



Image: Intersection of Main & Market Streets | Today



Images: Digging the trench for Box Hill Station (1982)



Images: Box Hill Transit Interchange





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### 3.6.2 Pedestrians

Currently, pedestrians in Box Hill are provided for well in some areas, whilst in other areas they are treated indifferently; there are minimal spaces to congregate and make connections within and between neighbourhoods. Only in the very core of the centre (Main and Market Streets) is the pedestrian space really dominant, and even then, it rapidly changes within a 100-metre walk in any direction.

The pedestrian spaces are either high quality (malls) or very low quality. The low quality areas have inadequate width for pedestrian movement, inappropriate surfaces, lack of pedestrian priority, minimal shade and a lack of intuitive wayfinding and directness.

Significant improvement is required to make Box Hill a nice place to visit and linger. The only public areas that any significant number of people linger in is the pedestrian mall at Main & Market Streets and Box Hill Gardens. As the population increases, a new set of more urbane public spaces will be required. This will need to include spaces in each neighbourhood and will also require strengthened links to green spaces that are a short distance from the activity centre.

Pedestrian connections into the hinterland are a mix of new high-quality shared paths and low quality, disconnected links that lack the amenity required to encourage walking for transport to Box Hill. Opportunities to link into green space have been explored but not acted upon with enough vigour.

Pedestrian links connecting the neighbourhoods within the activity centre also need significant improvement. This is partly due to the significant barriers that are presented by the railway line, Whitehorse Road and Station Street. Narrowing these barriers, through the provision of additional pedestrian crossings or physically reducing the width of the arterial road could significantly improve the potential for agglomeration to occur in the activity centre.

### 3.6.3 Cyclists

Bicycle riders tend to emerge when congestion and parking prices cause car drivers to consider alternative options. The conditions in Box Hill are perfect for more bicycle riders to emerge if appropriate infrastructure is provided for them and marketed appropriately.

Bicycle riding offers the greatest potential to reduce traffic congestion, because bicycle riders:

- Have a longer range than pedestrians
- Tend not get impeded by traffic congestion like buses do
- Cost less to establish than rail-based modes.

Less confident bicycle riders (those yet to switch from driving a car to Box Hill) need two key things to make the trip possible:

- Safe bicycle riding infrastructure (*such as bicycle priority traffic signals, on-street bicycle lanes, off-street dedicated paths and off-street shared user paths*)
- High quality end of trip facilities (*such as showers and lockers at offices, well-lit bicycle parking areas*)
- On-street bicycle parking (*such as adequate provision of bicycle hoops and bicycle commuter parking garage. Another consideration is the update of e-bikes and delivery bikes that are increasing the need for more dedicated bicycle parking infrastructure*)

Box Hill has some safe bicycle riding infrastructure including new paths along the railway line and bicycle lanes along Thurston Street. There is significant scope for more paths linking to key destinations.

Some buildings and institutions in Box Hill have end of trip facilities for bicycle riders, but few of them are high quality and many are restricted to specific institutional users.



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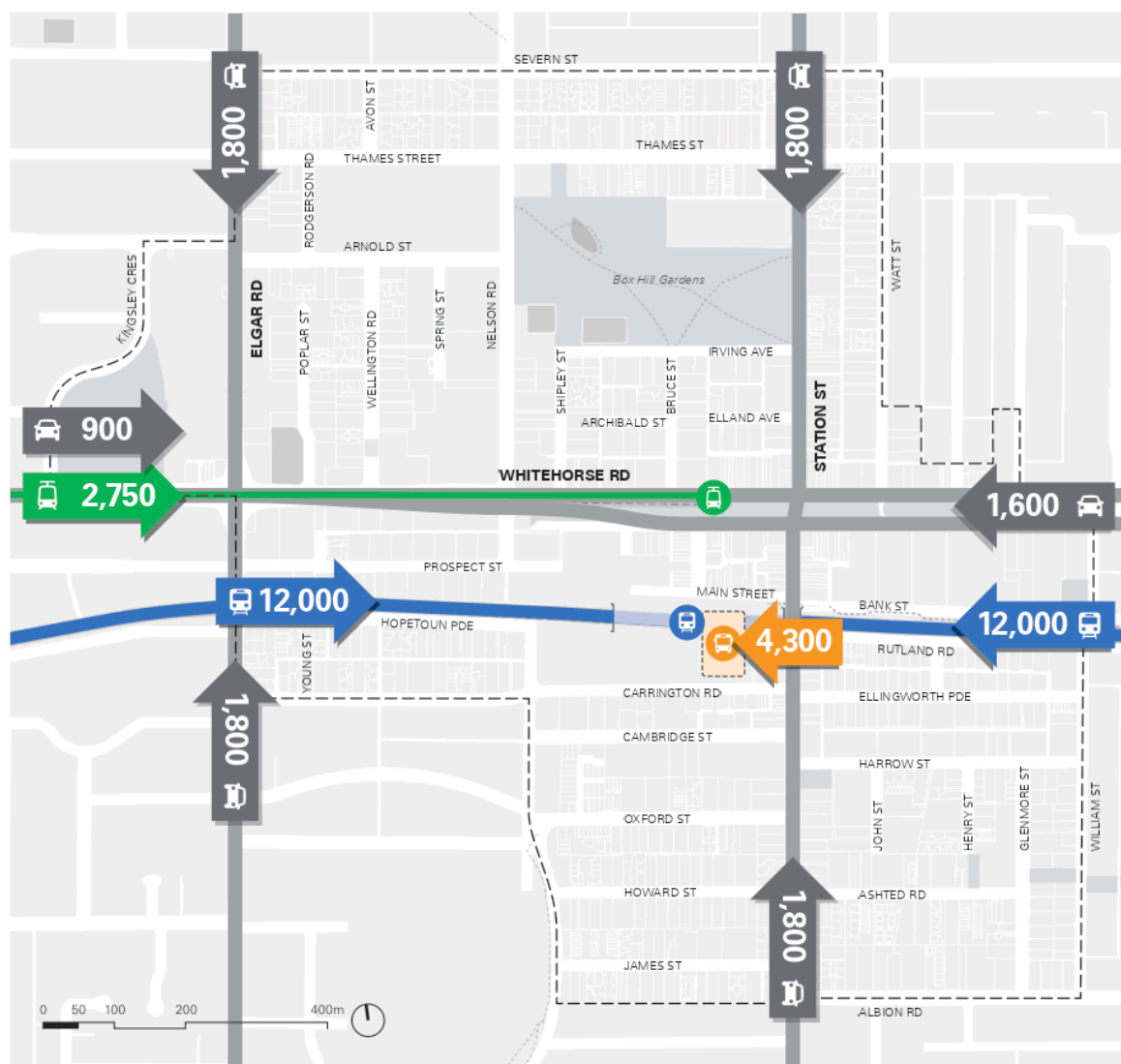


Figure 3.23 Peak Hour Network Capacity by mode

## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

The railway station is one particular destination with significant demand for bicycle parking. Improving bicycle parking facilities at the station could significantly reduce traffic congestion around the activity centre. Research shows that high quality bicycle parking facilities and separated bicycle paths both increase the likelihood of people riding a bicycle to the station. Across Melbourne, the Department of Transport (DOT) are planning for an increase in this mode of access to stations, also due in part to local congestion and car parking constraints. Box Hill should be planning for 8% of train passengers to arrive by bicycle by 2030. There are around 13,000 people using the station each weekday. At 8%, this would equate to a demand for over 1,000 bicycle parking spaces in proximity to the station. Even more bicycle parking will be required across the entire centre.

The Box Hill-Ringwood shared use path is a key piece of new infrastructure that will encourage more people to cycle to Box Hill. It will ease traffic congestion and make parking more available for other visitors. However, it needs to be supported with end of trip facilities for employees and the public.

Additional on & off-road lanes will also be required – a bike superhighway model should be explored. The first bicycle superhighway serving Box Hill utilises the railway corridor. This is currently part of the Box Hill-Ringwood Trail but the trail lacks connectivity through Box Hill, terminating at Station Street. A second bike superhighway link should be investigated between Bushy Creek Reserve Trail in Box Hill North and Gardiners Creek Trail in Box Hill South in addition to Whitehorse Road. The *Whitehorse Cycling Strategy 2016* (pg.8) present a compelling economic case on the value of cycling and the need to increase the uptake of cycling.

Key destinations should also be a focus of infrastructure links. These include Box Hill Institute, the Hospitals and major office and residential buildings.

### 3.6.4 Public Transport

The train line provides mass transit to and through Box Hill from three directions (Belgrave, Lilydale and Melbourne CBD). It provides the greatest potential capacity to bring visitors to Box Hill and it provides swift access for Box Hill residents to Melbourne CBD. In the weekday peak it takes just 16 minutes to travel between Box Hill and Melbourne CBD by express train. During the inter-peak and on weekends the travel time increases by 60% to 26 minutes each way (stopping all stations).

The train station is not compliant with the *Disability Discrimination Act 1992* (DDA), by virtue of a range of factors, but most significantly the access to Platform 4. The elevator to Platforms 2 and 3 is aging and has been known to fail on occasions. Access to the station needs to be made DDA compliant by 31 December 2022. It is not clear whether or not this milestone will be achieved.

Tram Route 109 provides a connection to Box Hill from the west (Balwyn and Kew) along Whitehorse Road. It takes around 45 minutes to travel between Box Hill and Melbourne CBD by tram. Most people on the tram are taking shorter journeys from suburbs close to Box Hill such as Balwyn (9 minutes away), Deepdene (14 minutes away) or Kew (24 minutes away).

Before the tram was extended to Box Hill there was no viable way to reach Box Hill by public transport from Kew or Balwyn. After 15 years of service the tram is carrying about 300 people in the peak hour from these locations, reducing the car parking demand and local congestion by around 250 vehicles (in the peak hour alone).

The tram was extended from Mont Albert to Box Hill in 2003 and reduced Whitehorse Road to one lane of through traffic past each set of tram stops. The reduction in lane capacity of Whitehorse Road between Elgar Road and Union Road was forecast to increase the average delay for each private vehicle by 7 seconds per trip. There are a significant number of commuters to Box Hill from Blackburn and only 14% of them take public transport which is much lower than Balwyn where 23% take public transport. Extending the tram to Box Hill High School or Blackburn is worth investigating, as it would further reduce car dependent travel in the corridor.

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Figure 3.24 Movement Network

Legend

Structure Plan boundary

Vehicular movement

- Arterial or key road
- One way road
- Signalised intersection
- Roundabout
- Above grade crossing | bridge

Pedestrian movement

- Pedestrian mall
- Pedestrian pathway
- Signalised crossing
- Proposed signalised crossing
- Zebra crossing
- Pedestrian underpass

Cycling movement

- Bicycle route

## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

The tram stops in this section of Whitehorse Road are amongst the best in Melbourne for passenger convenience, though access across Whitehorse Road is constrained by multiple road lanes on either side. However, the interchange could be further improved by locating the bus stops immediately adjacent to the tram platforms (as is the case in Queensbridge Street, Southbank).

There are 18 bus routes that serve Box Hill. Just two of these routes provide for travel through Box Hill, the other 16 terminate at Box Hill and do not provide seamless access across the activity centre. The table below shows all the public transport services in Box Hill and the number of services per hour, weekday and week.

The bus network design causes two significant issues for the activity centre:

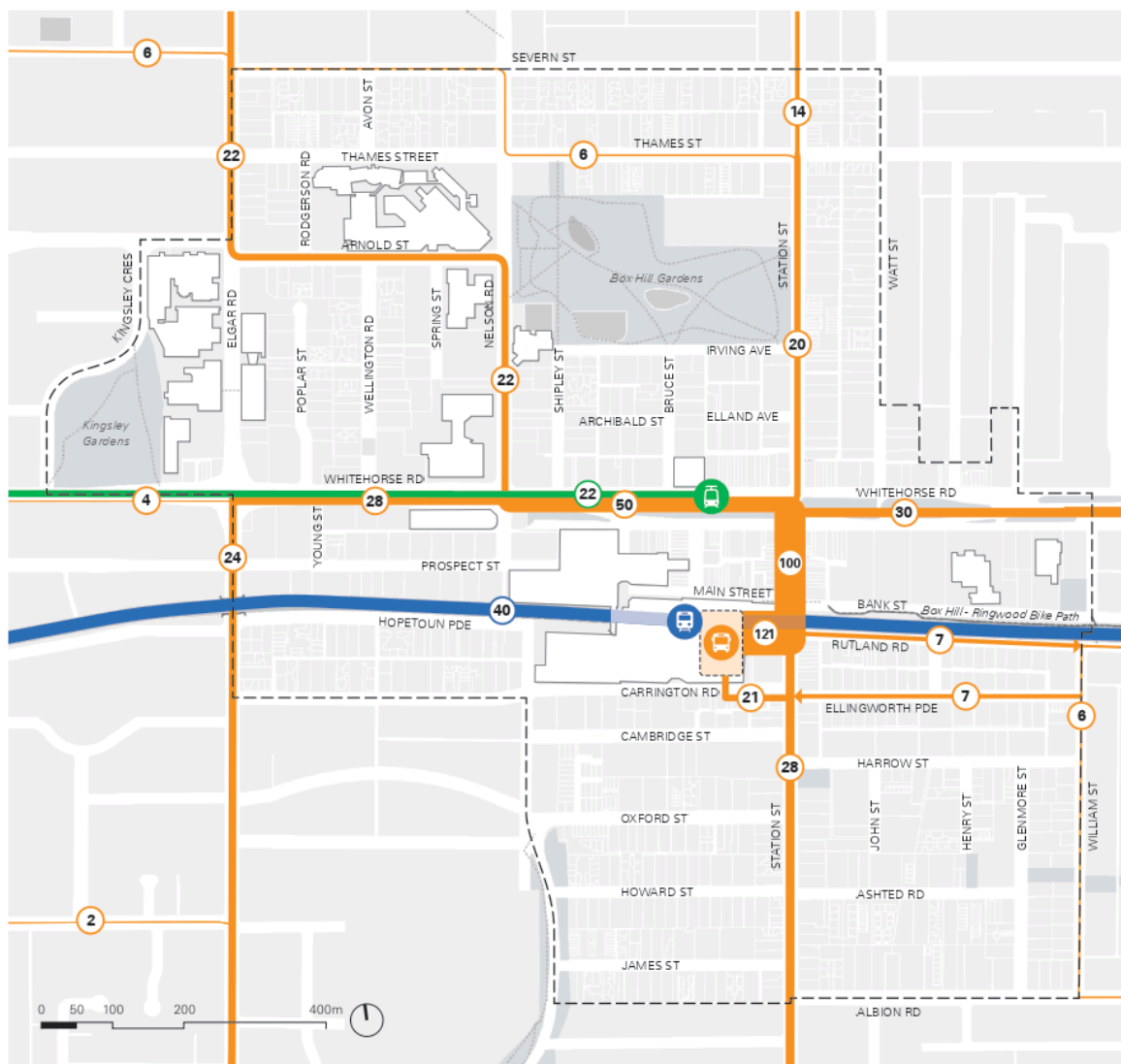
- Passengers cannot get to their destination easily
- Significant space within the activity centre is dedicated to laying over buses in the core

As the majority of local bus routes terminate on the bus deck in Box Hill, it is almost impossible to make local journeys to Box Hill by bus unless your destination is the very heart of the activity centre. A student trying to get from Mont Albert to Box Hill High School needs to take two 7 minute bus trips, but the total travel time is between 30-35 minutes due to the need to interchange at Box Hill between different routes. This interchange more than doubles the journey time for short trips and also creates a time delay during the journey. Similarly, people trying to get from the east of Box Hill to Box Hill Institute or the Hospital precinct either have to transfer between buses at the interchange or walk.

Route	Description	Services per		
		Weekday peak hour (one way)	Weekday (Both Ways)	Week
201	Box Hill – Deakin University (Express Shuttle)	3	91	455
270	Box Hill – Mitcham via Blackburn North	6	111	625
271	Box Hill – Ringwood via Park Orchards	3	77	435
279	Box Hill – Templestowe via Blackburn North	6	127	706
281	Templestowe – Deakin University via Box Hill	3	42	232
284	Box Hill – Doncaster P&R	2	40	222
293	Box Hill – Greensborough via Doncaster	3	64	356
302	Box Hill – Melbourne CBD	5	83	504
612	Box Hill – Chadstone via Camberwell	3	58	313
732	Box Hill – Upper Fern Tree Gully	3	85	493
733	Box Hill – Oakleigh via Monash Uni	4	88	518
735	Box Hill – Nunawading via Burwood East	2	59	349
765	Box Hill – Mitcham via Forest Hill	3	67	394
766	Box Hill – Burwood via Surrey Hills	2	47	265
767	Box Hill – Southland via Chadstone	4	79	483
768	Box Hill – Deakin University via Canterbury Rd	2	29	145
903	Altona – Mordialloc via Box Hill	7	184	1,073
966	Box Hill – Melbourne CBD (Night Bus)	0	0	32
<b>Tram 109</b>	Box Hill – Port Melbourne	11	229	1,489
<b>Train</b>	Belgrave & Lilydale – Melbourne via Box Hill	20	278	1,551
<b>Total</b>				<b>10,640</b>



9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report



**Figure 3.25** Public Transport services during on-peak times (*only inbound services are displayed for simplicity*)

**Legend**

--- Structure Plan boundary

*Public Transport*

⑩ Number of services / hr

— Route | thickness indicates services / hr

**9.1.2 – ATTACHMENT 1.      Box Hill MAC Analysis and Options Report**

In addition, people wanting to reach local destinations in Box Hill quickly may need to remain on the bus and walk back from the bus interchange to their final destination. This is the case for passengers on Routes 281 and 767 trying to access the new buildings on Whitehorse Road. Currently to access their destination they need to walk over 500 metres from the bus stop, despite the bus travelling straight past their building. An additional bus stop on Whitehorse Road level with Market Street would resolve this issue.

The current network and focus on train interchange above local access results in many local visitors to Box Hill opting to drive their car.

The bus network has not been simplified since well before 1980. The bus service reviews conducted in 2010 recommended a range of changes to the bus network, few of which have been implemented. Two that have been involve providing a greater level of service to Deakin University. Three new bus connections have been provided between Box Hill and Deakin University since 2010. Each of these routes are slightly different in terms of travel times and operating alignments. The differences create confusion for little benefit.

There needs to be a dramatic change to the bus network in order to achieve customer objectives in Box Hill. Simplification of the network will increase legibility of the network and lead to increased use and reduced traffic congestion.

High quality, fast connection to the station platforms is essential for some bus routes (that are serving as railway feeders) but other routes (operating as feeders to Box Hill activity centre) are less dependent on the connection to train services.

### **3.6.5    Vehicle Traffic**

The amount of space available for private vehicles to use getting to, and travelling through, Box Hill is not increasing. The number of car spaces is increasing and the amount of freight deliveries to Box Hill is also increasing. These two factors are the main reason why traffic congestion on the road network will rise in the future.

However, as the residential, student and employee populations all increase in Box Hill, there will also be greater need to increase the allocation of space to pedestrian areas. In particular, Station Street and Whitehorse Road do not have adequate space for pedestrians in the street. This is causing an unsafe situation with large groups of people waiting at pedestrian crossings regularly throughout the day.

Whitehorse Road is not a traffic priority route between Dorking Road and Elgar Road. The Movement & Place classification for general traffic is "Encourage local access only". As Whitehorse Road is a traffic route (not a priority traffic route) through a Metropolitan Activity Centre, this stretch of road should prioritise pedestrians, public transport, bicycle riders, local freight and local access.

The significant spare lane capacity in Whitehorse Road could be contributing to traffic congestion on nearby roads as people are attracted to use Whitehorse Road as a link between north-south arterials.

The speed zone in Whitehorse Road (60km/h) is currently inappropriate for the Movement & Place classification of the street, while in Station Street the speed zone is 40km/h from 8am-7pm Monday to Saturday. Consideration should be given to applying 40km/h speed zones across the entire activity centre during business hours including weekend business hours. This would make Box Hill more pedestrian centric and provide safer conditions for pedestrians and discourage through traffic.

Clearways and parking may need to be replaced with wider footpaths and bicycle lanes in some places. Temporary closures of lanes or carriageways should be tested on Sundays to gauge the reaction from all road users (including pedestrians walking around Box Hill). This could be trialled with events taking over the southern carriageway of Whitehorse Road such as an Ice Rink or Farmers Market.

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Many roads in Box Hill are severely restricted due to their narrow width (one-way operation is used in some of them). Carrington Road is almost perpetually congested due to the Vicinity car park and Station Street is regularly congested due to the complexity of the car park and bus deck traffic signals.

Improving the car movement within the centre could be achieved by providing parking areas on the outer edges of the activity centre, getting some cars out of the traffic stream before they reach the congested core of the network.

This approach would divert drivers to car parking located on the side of Box Hill that they are coming from – reducing the need for them to drive through the centre just to get to parking. This approach provides a better balance of parking demand by providing cheaper and higher quality parking for those drivers willing to accept the trade-off between lower cost parking and a slightly longer walk to their destination. This approach is routinely applied in CBD environments and already exists in Box Hill through informal provision of long-stay on-street car parking (storage) at no charge in locations distant from the core activity centre area.

### **3.6.6 Car Parking**

Car parking is abundant within Box Hill but it is not well distributed across the centre or utilised efficiently. Box Hill currently has over 13,000 car parking spaces including over 4,000 on-street spaces. The majority of these are used for car storage (meaning for longer than 4 hours). Importantly, only 3,000 are dedicated to short term parking supply, which provides for the needs of approximately 15,000 visitors each day.

A significant weakness in the overall parking supply results from 30% of the spaces being unavailable to the public. This is generally because these spaces are located on private property and hence locked away for private use. This is a highly inefficient use of land, given that very few people have a car in Box Hill 24 hours a day, seven days per week.

Car parking provision is a key factor that influences people's decision to own and use a car. The provision of more car parking in Box Hill will increase local congestion. Car parking is near fully occupied in some areas such as commuter storage spaces at the station, near hospitals and in key employment areas. However in other areas or at other times of the week, there is significant availability of parking – meaning that there is not enough demand in those locations and in those times. For example, car parking in Rutland Road, Bank Street, Watts Street car park, Cambridge Street, Whitehorse Road and many other areas of the CBD are not full for any significant part of the day. The ITS has indicated that mid-week peak utilisation of current off street car parking is currently 71% (p.50).

Parking around the hospital is a particular issue that impacts on irregular visitors' perception of Box Hill and also makes being employed at the hospital and Box Hill Institute difficult. Most people much prefer to pay money in return for certainty and ease of finding a car space. A small number of people prefer to pay by walking longer distances from free parking.

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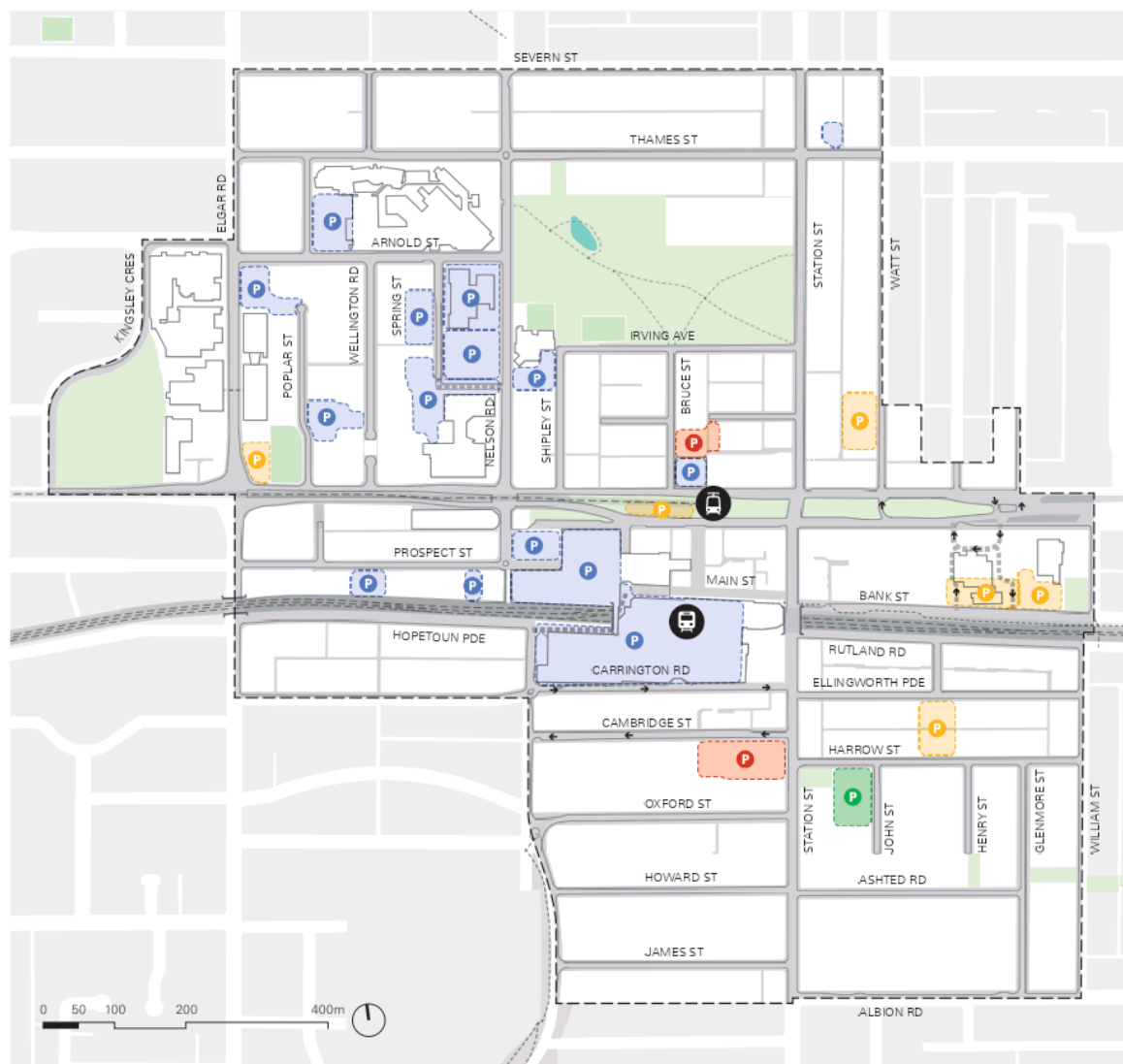


Figure 3.26 Major existing parking nodes

Legend

Structure Plan boundary

Major car parking nodes

- Council car park
- Council car park | sold
- Council car park | under construction
- Publicly accessible car park



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**9.1.2 – ATTACHMENT 1.      Box Hill MAC Analysis and Options Report**

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**3.6.7      Freight Deliveries and Waste**

Loading areas in Box Hill are relatively concealed but typically difficult to get to. There is a wide range of loading needs across the centre and these needs are further diversifying with the rapid growth of apartment buildings. There are currently at least six loading areas for the north and south Vicinity Centre Malls.

The existing loading areas are also being intruded upon due to increases in construction and pedestrian activity. Left in their current locations, the loading areas will cause increasing congestion and safety issues. Consolidation of deliveries and waste removal will be essential to reducing congestion and negative impacts of waste removal.

In each neighbourhood of the activity centre, consideration must be given to the types and amount of deliveries and waste that will be required to move to and from the neighbourhood each day. A series of consolidated delivery and waste collection locations should be established across the activity centre. This could apply best practice approaches used by the City of Melbourne in Caledonian Lane, where restaurant waste is consolidated and dried out prior to removal (resulting in many fewer truck movements to and from the site).

Electric cargo bicycles are already being used by some businesses such as food delivery services. Shared electric cargo bikes could make local businesses more competitive and productive. These should be investigated as part of a package to make it easier for businesses to deliver goods across the activity centre and the wider area.

Car share vehicles could also improve efficiency for some businesses, such as those sharing office space in one of the many serviced office premises. Council should support fixed-base shared transport service providers (cars and electric bicycles) by allocating on-street parking spaces for storing the vehicles.

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### 3.7 Public Realm

As cities increase in density, providing access to high quality and useable open space, safe and inviting streets and public spaces becomes increasingly important. However, strategies to support urban planning that is resilient to climate change and enhances comfort for people as well as increasing opportunities for biodiversity have become increasingly challenging for city leaders.

Increasingly, the public realm within Box Hill does not meet the needs of an emerging higher-density environment, due in part to the domination of private motor vehicles over everything else. The amenity and useability of the public realm is often directly impacted by buildings including by articulation, depth, separation, overshadowing, landscape treatments and pedestrian and vehicle access. Council has recently prepared an operational document, *'Box Hill Urban Realm Treatment Guidelines'* by Hansen Partnership, which contains the specification of an improved landscape and material palette throughout the activity centre. These guidelines, yet to be realised, are relevant and its implementation should be complimentary to future public realm enhancements outside its scope, for example, new public spaces and potential reconfiguration of streets.

Box Hill's centre comprises a number of existing public realm typologies as follows:

- Arterial road streetscapes including Whitehorse Road which (east of Nelson Road), features a wide, vegetated median, tram terminus and treed service lanes.
- Well used main streets on Whitehorse Road, Station and Carrington Streets featuring City of Whitehorse paving and furniture palette
- The Box Hill pedestrian mall with a bespoke landscape palette
- Residential streetscapes featuring predominantly established avenue plantings of both native and exotic tree species
- Public open space in the form of parks and gardens, road reserves and closures and linear open spaces

#### Public Realm Analysis

- 1 Traditional Residential Streets. Generally good quality, with mix of exotic and native canopy trees, some quite established. New developments are changing established rhythm of garden frontages.
- 2 Two 'disconnected' sides of Whitehorse Road. Limited pedestrian crossing opportunities.
- 3 Underutilised central median and garden space features established tree specimens. Can be better utilised for the creation of a new civic space.
- 4 Pedestrian shopping Mall lacks 'civic' presence. Link to Train Station is underplayed.
- 5 Inconsistent streetscape treatments and poor integration of Shopping Centre
- 6 Generous setbacks and established landscapes are currently underutilised.
- 7 Poor street interface with rail. Precinct would benefit from streetscape upgrade to improve pedestrian connectivity.
- 8 Public realm treatment of laneways used by pedestrians need improvement.
- 9 Existing public open space is a valuable passive space and needs improvement.
- 10 Traffic volumes and narrow footpaths make Station Street unattractive for pedestrians. Opportunities for improvement of presentation and removal of pedestrian underpass.
- 11 Valuable public open space at Kingsley Gardens, with established tree canopy and playground. Some intensification of use may be appropriate as well as improved pedestrian connectivity through to Elgar Road.
- 12 Valuable public open space at Box Hill Gardens, with established tree canopy, playground, multi-use ball court, pond and circuit path. Poor interface with rear of residences to north. This area would benefit from introduction of mid block connections and improved streetscapes to encourage north-south pedestrian circulation.
- 13 Established streets trees and good quality streetscape to Nelson Road.
- 14 'Institutional' uses with forecourts and gardens but little activation of street frontages.
- 15 Little mid-block connectivity between institutions and between buildings.
- 16 Traffic volumes and narrow footpaths result in constrained public realm to Elgar Road.
- 17 Poor landscape treatment to Whitehorse Road. Potential for streetscape improvement.

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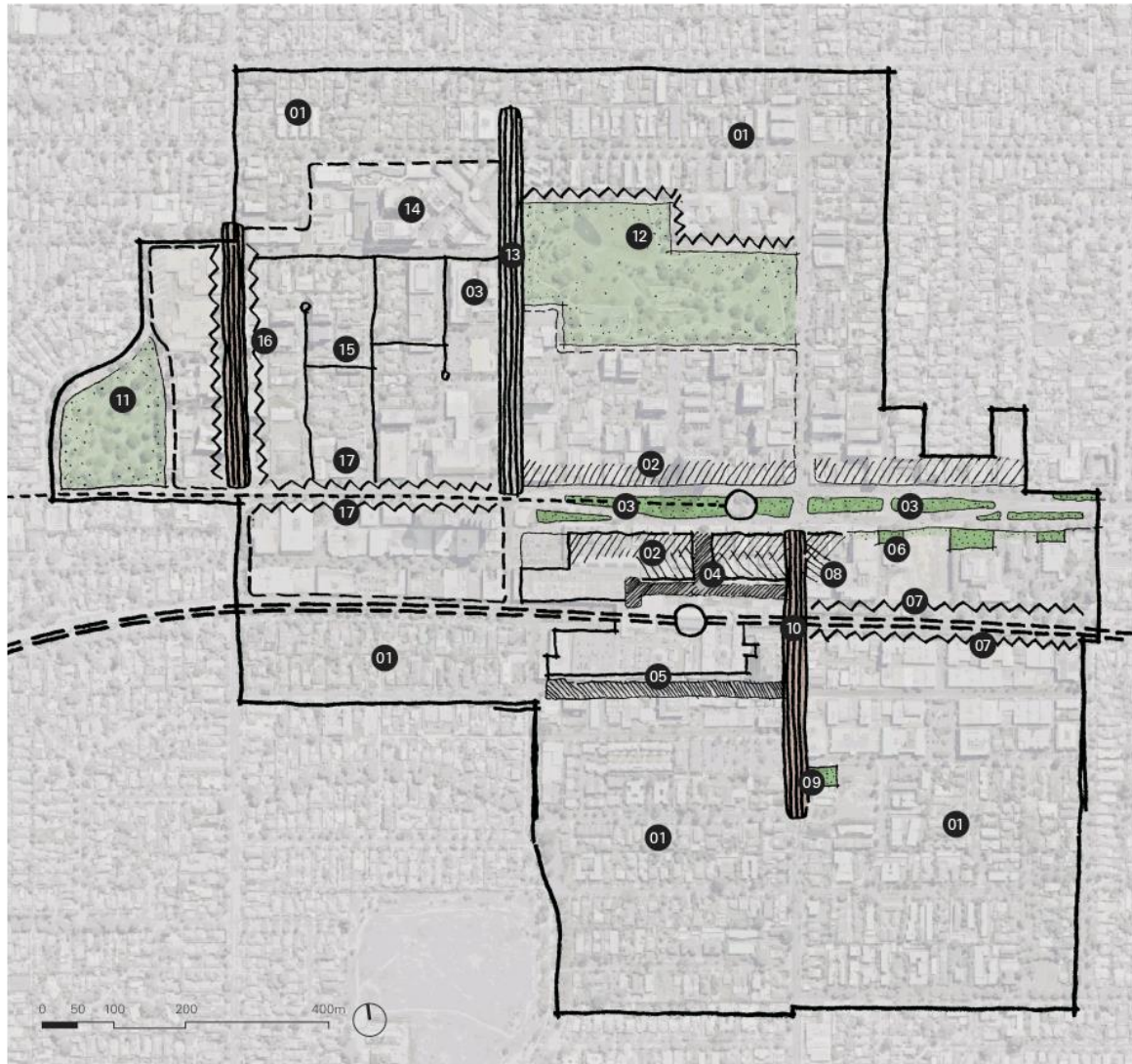


Figure 3.27 Existing Public Realm

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### 3.7.1 Key public open spaces

Box Hill's centre features a number of municipal, neighbourhood, local, small local and linear public open spaces as classified in the Whitehorse Open Space Strategy (WOSS) 2007.

**Box Hill Gardens:** a municipal open space asset featuring botanical style tree plantings. Tree species are native and exotic, evergreen and deciduous, with limited understorey vegetation. A small lake, a new regional children's playground and circuit path. Also recently completed is a multi-purpose hard court and barbecue area adjacent to the playground. Streets mark almost the full length of the Garden's edge. The rear of residential properties including a right of way access to garages forms the northern boundary. A single link through to Thames Street provides connection to residential streets to the north. Box Hill Gardens is a valuable public open space asset used for both passive and active recreation. The landscape uses could be intensified in pockets to support the varied needs of a growing population, without impacting its expansive landscape character.

**Kingsley Gardens:** a neighbourhood open space asset featuring botanical style tree plantings. Tree species are native and exotic, evergreen and deciduous, with limited understorey vegetation. A children's playground and barbecue area are present. To the north and west, Kingsley Crescent marks the edge of the Gardens. At the eastern boundary, the ground rises to interface with the Box Hill Institute from which there are a number of pedestrian connections. Whitehorse Road forms the southern edge. The landscape uses could be intensified in pockets to support the varied needs of a growing population, without impacting its expansive landscape character.

**Pioneer Park (Harrow Street Park):** a small local open space asset featuring established, exotic deciduous trees and ornamental garden beds. Seating and commemorative plaques recognising pioneering members of the Box Hill community are present. The Harrow Street multi level carpark currently under construction will enhance the Park's eastern frontage where a welcoming plaza including bike parking forms part of the new development.

**Ashted Road and Linsley Street Reserves:** small local reserves currently functioning as linking spaces. These reserves are informal and underdeveloped in character and could be more intensively programmed (landscape uses) to support the recreation needs of a growing population.

**Whitehorse Road Central Median:** classified as a small local open space asset, this significant road reserve comprises tram terminal, food and beverage tenancy and outdoor dining space and seating areas. It also incorporates the main pedestrian crossing point for north south movement over Whitehorse Road. Established native and exotic, deciduous and evergreen trees are a feature of the space. The presence of car parking undermines the integrity and purpose of the median Reserve. Developed over time, the landscape treatment is not cohesive and requires upgrade to provide a landmark space of appropriate quality, and useability.

**Street Closures:** A number of street closures including at Young Street, Zetland Road and Bruce Street have created linking spaces for improved pedestrian connectivity. These could be treated as small local spaces, cleverly designed to support the recreation needs of a growing population.

**Box Hill Mall:** Bespoke design and public realm palettes have been installed on Market and Main Streets to denote their significant shopping function and to identify the extent of the pedestrian area. As their street-like character has effectively been retained, a valuable opportunity to create a true civic space supporting community needs has been missed. Additionally, the space is compromised by activities at loading bay located at the western end of Market Street. The connection between the tram terminus within the Whitehorse Road median, and the train station could be amplified for better legibility.



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Box Hill Gardens



Whitehorse Road Central Median



Box Hill Mall | Market Street towards ATO Building



Box Hill Mall | Main Street towards the east



Pioneer Park



Kingsley Gardens



Improved shared pathway alongside partial closure of Bruce Street

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**3.7.2      Access to open space, including outside of the centre**

The WOSS identified 'gap' areas within Box Hill's centre — along Prospect Street at the southern end of Nelson Road, in the centre near Station Street, and south of the rail line between Rutland Road and Ellingworth Parade to the east of Station Street.

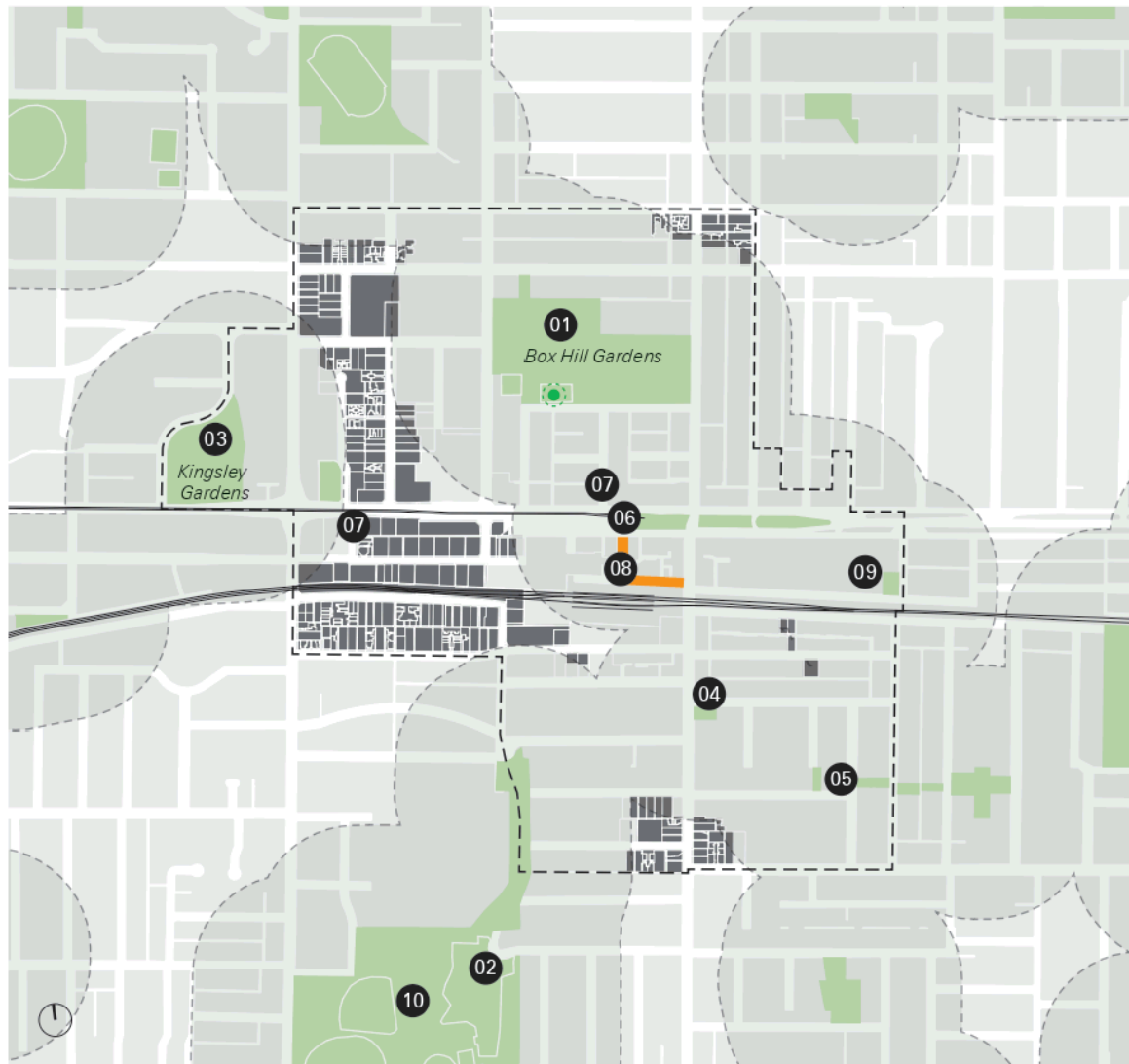
Surrey Park and the Aqualink Aquatic Centre are an important 'municipal' open space assets, located to the south of Box Hill's centre. Improving access to Surrey Park will help to address the 'gaps' in public open space access identified by the WOSS.

East-west connectivity and access to Surrey Park could be enhanced by the provision of safe crossing points for pedestrians and cyclists over Station Street at Ellingworth Parade and Harrow Street. Streetscape improvements to Carrington Road and Cambridge Streets could improve connection to Thurston Street linear reserve linking to Surrey Park. Improvements to Howard and Ashted Streets would further enhance pedestrian connection from the Victoria / Glenmore chain of parks to the east.

North-south connectivity and access to Surrey Park could be enhanced by streetscape improvements to Thurston Street and connections through the Thurston Street linear reserve. A crossing point for pedestrians and cyclists over the rail line at the southern end of Nelson Street should be considered.

Victoria / Glenmore Chain: a 'linear' public open space, Victoria / Glenmore chain of parks provides an open space connection across three street blocks. Streetscape improvements to Ashted Street, across Station Street and along Howard Street would provide improved access to public open space for pedestrians and cyclists, including to Surrey Park.

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**Figure 3.28** Public open space network within MAC and broader surrounding area (~1km)

**Legend**

Structure Plan boundary

*Public Transport*

Open space

Box Hill Mall

Active recreation

Lots without access to open space  
(Box Hill Bowls Club exempted due to limited public accessibility)

200m buffer

01 Box Hill Gardens

02 Aqualink Aquatic Centre

03 Kingsley Gardens

04 Pioneer Park (Harrow Street Park)

05 Ashted Road Reserve

06 Whitehorse Road Central Median

07 Street Closures

08 Box Hill Mall

09 Linsley Street Reserve

10 Surrey Park



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Whitehorse Road



Railway reserve (Bank Street)



Railway reserve (Rutland Road)



Elgar Road



Station Street (south)



Station Street (north)



Prospect Street



Carrington Road



## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### 3.7.3 Streetscape quality

Box Hill's centre comprises streetscapes that vary in character and quality.

**Residential streets:** Box Hill's centre features many good quality residential streetscapes. These are generally broad, linear streets with boulevard tree plantings and grassed nature strips. Both native and exotic trees are present, although there is a predominance of exotic, deciduous species.

**Whitehorse Road (general):** Established evergreen and deciduous median and edge plantings east of Nelson Road contrast with the weak visual impact made by immature plantings to the west where the public realm is constrained. The overall streetscape quality does not adequately embody the importance of Whitehorse Road as arrival threshold, transport interchange and people space. This streetscape could be redeveloped to create a significant new city space. Changes to vehicular movement, space allocation and speed will be key to this and should be explored.

**Whitehorse Road (east of Nelson):** Plantings of Oak (*Quercus*), Brush Box (*Lophostemon*) and Plane (*Platanus sp.*) characterise the central median with Plane (*Platanus sp.*) to the service roads. Between Nelson and Station streets, City of Whitehorse paving and street furniture have been used to denote this portion of Whitehorse Road as the centre's 'main street'. The same treatment also extends for a short distance to the east of the Station Street intersection.

**Whitehorse Road (west of Nelson Road)** Immature plantings of Oak (*Quercus sp.*) make a limited contribution to street presentation and quality of the pedestrian experience.

**Railway reserve:** Poor quality interface with rail reserve compromises Bank Street and Rutland Road. Upgrade to streetscape is required to improve these streets and create comfortable and attractive pedestrian spaces. At Hopetoun Parade a wider planting zone has allowed for the establishment of trees that improve the interface with rail.

**Elgar Road:** Overall poor quality with constrained public realm, particularly north of Whitehorse Road creating an uncomfortable street environment for pedestrians. A fastigate (narrow and vertical) tree form rather than a spreading canopy tree has been selected.

**Station Street (general):** Lack of consistency of treatment and overall poor quality of streetscape.

**Station Street (north of Whitehorse Road):** Paving materials vary and include concrete and asphalt sections. Tree species are a combination of native Brush Box (*Lophostemon sp.*) and exotic Plane (*Platanus sp.*). The interface with Box Hill Gardens could be highlighted and improved.

**Station Street (South of Whitehorse Road):** the City of Whitehorse paving palette has been installed immediately south of Whitehorse Road. Public realm is constrained here with narrow, cluttered footpaths. High traffic volumes and concerns about pedestrian safety have led to the installation of pedestrian safety barriers. A pedestrian underpass provides an east-west connection to Main Street. This part of Station Street is dominated by car traffic, and is a poor quality environment for pedestrians.

**Kintore Crescent:** features very established exotic Plane (*Platanus sp.*) street trees.

**Prospect Street:** features established exotic Plane (*Platanus Sp.*) street trees.

**John Street:** the carpark between John Street and Station Street features established native Eucalyptus (*Eucalyptus sp.*) trees.

**Nelson Road:** This streetscape is of good quality with consistent street tree planting of Oak (*Quercus sp.*) and presents a high quality approach to the hospital precinct. As a key connector, however, the footpaths could be wider.

**Carrington Road:** The streetscape treatment is not consistent across both sides of the street. The City of Whitehorse paving palette has been installed on the south side of the street only. The Box Hill central brick paving remains on the north side of the street and undermines the cohesiveness of this street and the centre more generally. It is noted that on the north side of Carrington Road, approximately 1.5 metres from the kerb is owned by the Council, whereas the rest to the north is owned by Vicinity Centres. To date, Vicinity has not considered it a priority to upgrade the streetscape as it will be considered as part of the master plan for the centre.

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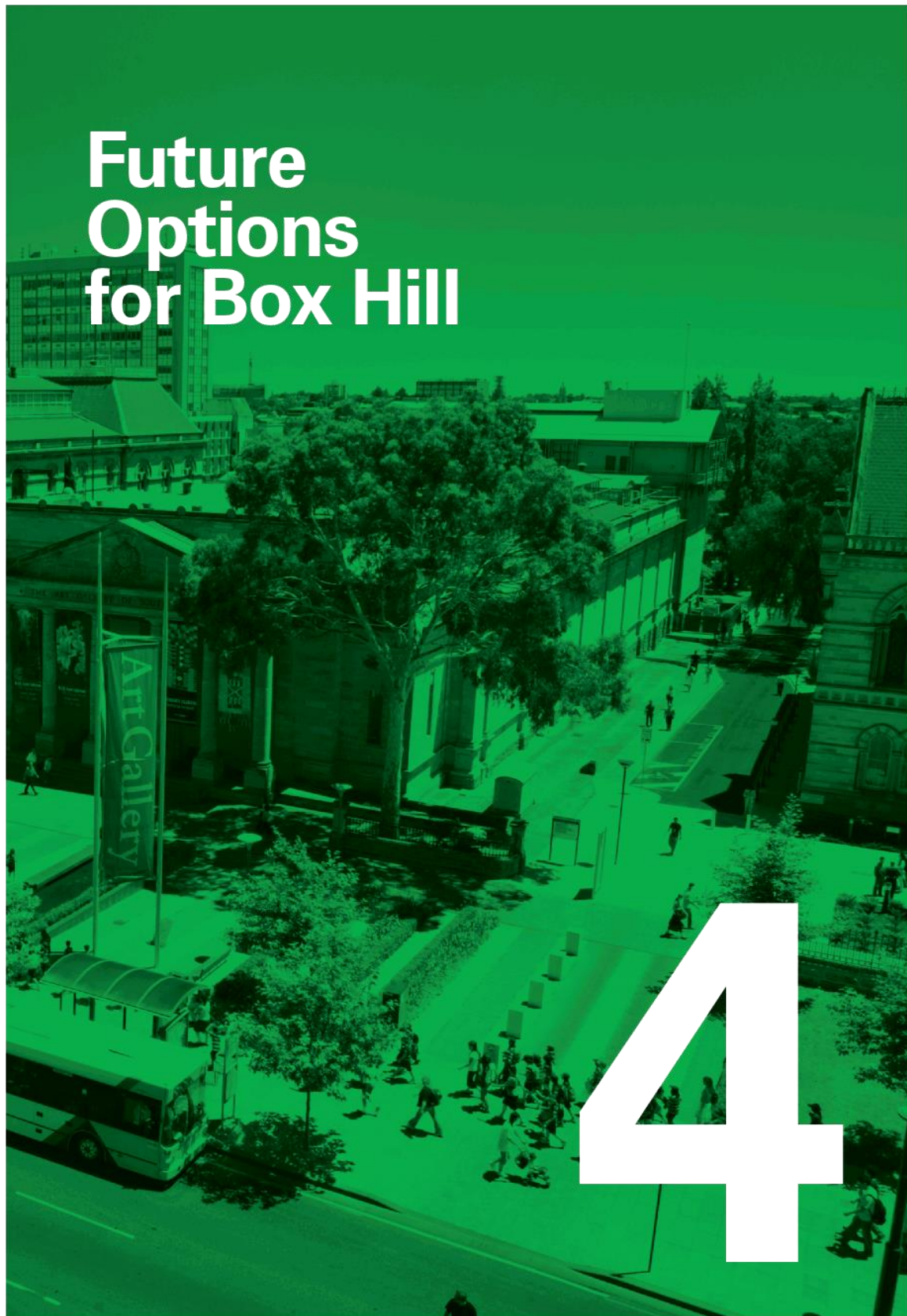




9.1.2 – ATTACHMENT 1.

Box Hill MAC Analysis and Options Report

Image: North Terrace, Adelaide | TCL



## 4.1 Opportunities and Constraints for Future Development

**The development trends and existing urban conditions examined in the previous section suggest a clear set of challenges to address as part of the strategic review of the Box Hill Metropolitan Activity Centre. The primary challenge is to address the issues of market-led development approaches focussed on the design of individual development sites, with relatively little consideration of the cumulative effect of this development. Higher quality design outcomes are necessary in order to support the significant future growth, which will deliver social, economic and community benefits at a local, regional and metropolitan scale.**

There is clear and unambiguous policy support for development intensification in Box Hill based on its existing strategic context and recognition with Plan Melbourne and other metropolitan planning strategies. Its trajectory of change and ongoing metropolitan role for services, employment and housing is supported by the accessibility afforded by the major transport hub. This will potentially increase in time with the addition of the proposed Suburban Rail Loop. This presents constraints and opportunities for strategic planning to coordinate and guide the process of delivering preferred built form outcomes and community dividends that will make Box Hill a great place that is open and welcoming to all.

### Constraints

- Inadequate guidance for preferred outcomes from the planning scheme.
- Adverse amenity impacts on the public realm, leading to diminished access and cohesiveness
- Risk of residential development crowding out of employment floorspace.
- Increased pressure on capacity of pedestrian and transport networks and managing car parking.
- Housing affordability and increasing competition for space as result of population and job growth
- The challenges of providing a cohesive public realm that is accessible and enriches the identity of Box Hill MAC.

### Opportunities

- Creating a network of distinctive neighbourhoods.
- Managing development density, built form and amenity.
- Creating an enriched and cohesive public realm that is accessible and welcoming to all
- Managing population and job growth through land use mix.
- Managing transport, traffic and car parking.
- Facilitating affordable housing and support delivery of public benefits.

**These constraints and opportunities set the context for the options set out over the remainder of this chapter.**



## 9.1.2 – ATTACHMENT 1. Box Hill MAC Analysis and Options Report

### 4.1.1 Summary of Key Planning Weaknesses Identified

The existing structure plan sets out an ambitious vision for change that requires strong guidance through the planning scheme. Drawing on the observations made above our analysis has indicated weaknesses that require further resolution. In summary, the key planning needs identified include:

- In the absence of specific height limits across much of the activity centre, policy direction is required around 'how tall?' and 'how dense?' is appropriate for development in the Major Development Precinct (known as the Built Form Precinct F).
- Further policy direction is required to guide decision making when considering applications for increased residential densities in 'limited' or 'natural' change and Garden Suburban, RGZ and MUZ areas, in the context of evolving character.
- Additional planning mechanisms or policy guidance are needed to ensure the underlying strategic role of individual precincts, as described in the Structure Plan (and as reviewed in this project), is implemented
- Further consideration is needed around how strategically important priority land use outcomes, such as office or health/ education related uses, can be incentivised in preferred locations.
- Significant additional planning work is required to address gaps in planning controls and provide the required policy guidance around appropriate built form outcomes relating to:
  - Locations for greatest height.
  - Approach to 'gateway' development.
  - Appropriate response to height in an evolving context.
  - Achieving a transition in height.
  - Considering overshadowing impacts.
  - Preferred built form typologies – i.e tower/ podium, campus-scale, institutional buildings, hybrids.
  - Street wall height and relationship to street function.
  - Appropriate upper level setbacks.
  - Appropriate side and rear setbacks and building separation.
  - Appropriate amenity at street level and key public places.
- A need to establish an appropriate planning policy framework for affordable housing within the scheme, underpinned by assessment of housing need in Box Hill, and supported by:
  - Establishment of an explicit policy position around incentives to development to negotiate an agreed outcome.
  - The need for a public benefit/development uplift regime to be unambiguous, transparent, and consistently applied.
- Consideration of mechanisms to deliver public benefits:
  - A clear policy position is required regarding development uplift for the provision of open space or pedestrian links as a public benefit.
  - List of eligible public benefits, which could include public art contributions and provision of space for community uses.
  - Any public benefit requirement needs to be strategically justified by the structure plan or other supporting policies.
  - Development uplift regime needs to be unambiguous, transparent, and consistently applied.
- There is a role for council to consider cumulative traffic impacts of development across the centre and plan for works accordingly. A development contribution mechanism, other than reliance on permit conditions on individual developments, is one possible approach.
- Implementation of parking rates more consistent with the Central City, to align with policy direction to support walking, cycling and public transport use in Box Hill. This approach could include the introduction of maximum, rather than minimum, car parking ratios for Box Hill via the Parking Overlay.
- Clear policy direction is required regarding off site provision of car parking. If this was a preferred approach, development incentives could be explored to facilitate this outcome and ensure car parking is delivered in optimal locations.

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#### 4.1.2 Creating a Network of Distinctive Neighbourhoods

In providing clearer guidance of the preferred future outcomes across private development, major institutions and the public realm, it is important that future planning guidance provides an integrated vision of distinctive neighbourhoods that are linked together in a network. Box Hill has always been composed of multiple different parts that each contribute towards the whole centre.

The differing boundaries of 'Activity Precincts' and 'Built Form Precincts' in the 2007 Structure Plan raise some confusion as preferred built-form outcomes appear disconnected from preferred land-use outcomes. This key issue is demonstrated by the broad scale application of 'Built Form Precinct F - Major Development Precinct' across parts of all 'Activity Precincts' where no height limit is specified. Another element contributing to its confusion is the use of letters A-F in the identification of boundaries across both diagrams. It is further exacerbated by the use of a standard regime of land use zones that provide little opportunity to provide a nuanced approach to guiding land use outcomes appropriate for activity centres.

An analysis of existing built form (Section 3.3) demonstrates how Box Hill has inherently distinctive urban 'parts' with each having distinctive strategic land use (such as BHI, Box Hill Central, Town Hall and Box Hill Hospital etc.) and built form characteristics (such as availability of developable land, street width, orientation and access etc.).

Together, they introduce particular opportunities and constraints with respect to future use and development which will be explored in detail on pages 129-137 of this report.

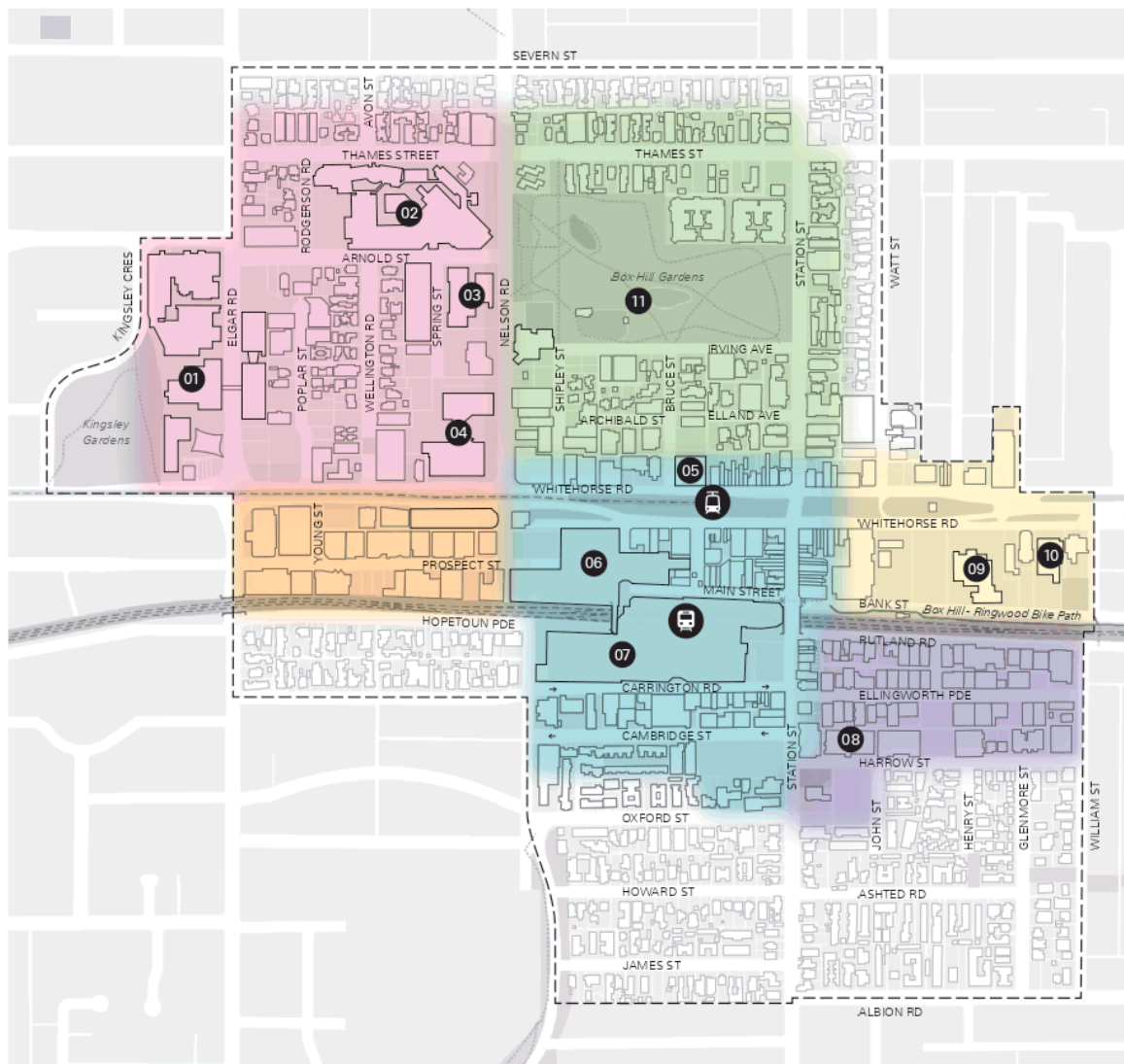
There is an opportunity to resolve this inconsistency, and provide greater clarity by delineating a consistent set of boundaries indicating a 'network of distinctive neighbourhoods'. Built form controls would then be introduced at a granular level of control in order to account for particular contexts within each neighbourhood. The use of a single set of boundaries across the structure plan would ensure that its operation and application is simpler and easier to understand for users.

Figure 4.1 proposes an option outlining a set of boundaries that provide a clear and legible vision of Box Hill as a network of coherent urban units with recognisable individual characteristics. For the purpose of clarify and ensuring a smooth transition, Table 4.1 outlines the transition from 'Activity Precincts' (as contained in the 2007 Structure Plan) to 'Neighbourhoods'.

**Table 4.1** 2007 Structure Plan Activity Precincts to Neighbourhoods conversion table

2007 Structure Plan 'Activity Precinct'	Proposed 'Neighbourhood'
Precinct A	Central Neighbourhood
Precinct B	Prospect Street Neighbourhood
Precinct C & F	Civic & Cultural Neighbourhood
Precinct D	Health & Education Neighbourhood
Precinct E & G	North Neighbourhood
Precinct F	Enterprise Neighbourhood
Precinct H	Residential Transition Areas

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**Figure 4.1** Creating a network of distinctive neighbourhoods

**Legend**

Structure Plan boundary

*DRAFT Neighbourhoods*

- Health & Education
- Prospect
- North
- Central
- Civic & Cultural
- Enterprise

Residential Transition Areas

*Key Places*

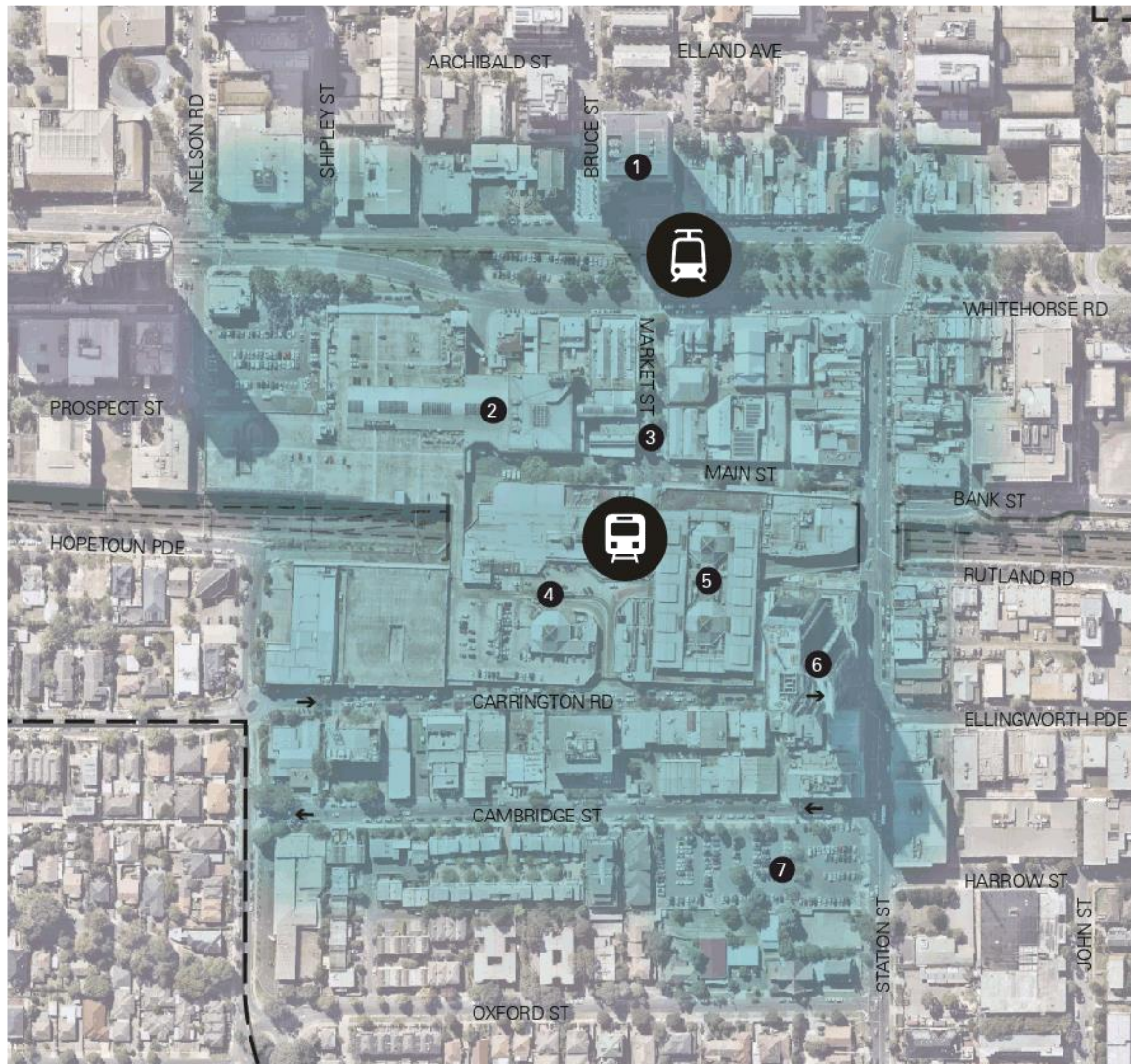
- 01 Box Hill Institute | Elgar campus
- 02 Box Hill Hospital
- 03 Epworth Hospital
- 04 Box Hill Institute | Nelson campus
- 05 Australian Tax Office
- 06 Box Hill Central North
- 07 Box Hill Central South
- 08 Centrelink & Medicare
- 09 Box Hill Town Hall
- 10 Box Hill Library
- 11 Box Hill Gardens



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Legend

- 1 ATO
- 2 Box Hill Central | North
- 3 Box Hill Mall
- 4 Box Hill Central | South
- 5 Box Hill Transit Interchange
- 6 SkyOne | 545 Station Street
- 7 517 Station Street (former council carpark)





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### 4.1.3 Central Neighbourhood

#### 2007 Statement:

*"Precinct A: Retail sustained throughout the area complemented by entertainment, hospitality, commercial and other uses with extended hours of activity creating a central focus for Box Hill."*

#### 2019 Challenges:

- The neighbourhood remains the retail core of the activity centre with increasing emphasis on entertainment (primarily restaurants and hospitality).
- The Vicinity site is the largest consolidated landholding but is currently relatively underdeveloped compared to some emerging development sites within the centre. The site has substantial capacity to accommodate a wide mix of uses (retail, entertainment, employment, residential and community uses) but needs to deliver commensurate public space and place making opportunities.
- The transport interchange role for the entire activity centre is concentrated in this neighbourhood. This maximises transport accessibility but means that all bus services must come into the core of the centre.
- Large concentration of car parking in the Central Neighbourhood is at odds with the preferred pedestrian-priority role, because roads are configured to deliver cars to the centre.
- North-south pedestrian and cyclist permeability is hampered by the train line and configuration of the shopping centre. Cyclists have no option but to travel directly on Station Street which does not have on-road bicycle lanes. East-west connections for cyclists is similarly challenging with Carrington Road (one-way towards west) constrained for those travelling towards the west.
- The traditional town centre area between Main Street and Whitehorse Road has largely retained its fine grain fabric and heritage buildings. This is similarly mirrored on the north edge of Whitehorse Road east of the ATO building.
- Emerging taller podium-tower built form is currently isolated to a few buildings, including the ATO and notably the 36 storey building under construction at 545-563 Station Street. New development is site focused and has developed in isolation from adjoining sites.
- Box Hill Mall (Market Street and Main Street) are relatively undersized for their important civic role as the main urban public space for the centre.
- The green public space in the centre of Whitehorse Road has poor accessibility due to the road lanes on either side and is configured more as a median than as a key open space resource. The 60m wide road reserve for Whitehorse Road presents a substantial barrier to north-south movement.
- The impact of overshadowing on Whitehorse Road and the mall needs to be considered. Height limits that protect the amenity of these spaces need to be investigated.
- The primary pedestrian focus of this area should be supported through encouraging the active use of laneways as public spaces, by encouraging active interfaces for development and managing parking and servicing access.
- Restrictive covenants relating to height and dwellings on some land in this neighbourhood (and North neighbourhood) is a constraint for future development. This is particularly relevant where change in use and built form is needed to achieve desired outcomes contained in the structure plan. It is noted that Council has directed land owners to undertake removal of covenants instead of Council undertaking this process.

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### Legend

1 Whitehorse Towers | The Chen Art Series Hotel



### 4.1.4 Prospect Neighbourhood

#### 2007 Statement:

*"Precinct B: Consolidation as the primary office precinct in the activity centre."*

#### 2019 Challenges:

- New development has not reflected this land use priority. Recently constructed major development has delivered predominately residential and hotel accommodation. Approved permits continue this pattern of use.
- Street level activation is relatively poor due to boxy existing built form, uneven building setbacks and level changes to building entries and facades. New development presents relatively inactive podium interfaces dominated by large car parks, resulting in a poor presentation to Whitehorse Road. Prospect Street contains established street trees within the road reserve but poor pedestrian space.
- Fairbank Lane is a narrow service lane generally less than 3.5 metres in width with a 1.5m carriageway easement on both sides, allowing it to become a two way road. It is taking an increasingly large traffic role due to the number and size of car parks serviced from this lane.
- This neighbourhood is constrained by the rail corridor and Box Hill Central with access currently via Whitehorse Road, Elgar and Nelson. This is a significant constraint with respect to providing car access to the area.
- Development of sites between Prospect Street and the rail line have no rear access, meaning that all car access and servicing must come from the front via crossovers to Prospect Street. This already makes a significant impact on the quality of the street and forms a major constraint on the developability and capacity of these lots.
- Overall, very poor quality of footpaths, spaces and streetscapes that is at odds with the need for high amenity to attract business.



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### Legend

- 1 Box Hill Town Hall
- 2 Salvation Army site
- 3 Box Hill Library
- 4 Box Hill Police Station
- 5 Box Hill Institute



### 4.1.5 Civic & Cultural Neighbourhood

#### 2007 Statement:

*"Precinct C: Consolidation as cultural, community and educational facilities."*

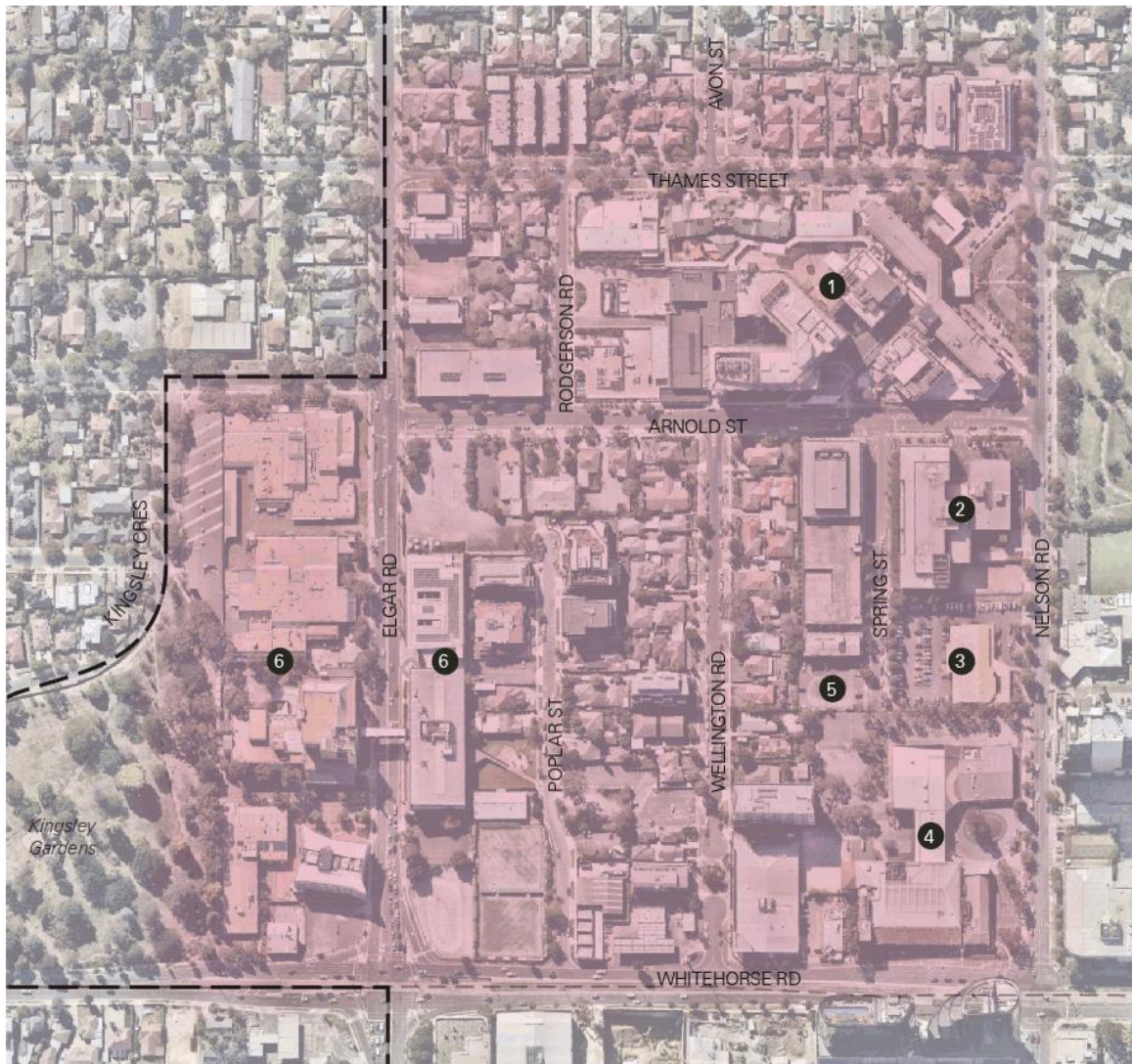
#### 2019 Challenges:

- Box Hill Town Hall remains the most prominent heritage feature of the neighbourhood, and Community Hub within the Town Hall, Arts Space, the Box Hill Library, neighbouring church, childcare and other services provide a distinct concentration of community uses.
- However the Box Hill Institute campus on Whitehorse Road is now substantially smaller and the future role of the institute within the neighbourhood is diminished.
- A key challenge is the perceived distance and disconnection of the community infrastructure from the 'natural' civic centre of Box Hill Central, the interchange and Market Street Mall.
- Constrained neighbourhood with poor pedestrian permeability due to large land parcels with single land uses without accessible north-south pedestrian thoroughfares provided
- Bank Street is treated as an access lane and is dominated by on-street car parking and access to off-street car parking to the rear of lots on Whitehorse Road. In addition, there is no activation facing the rail corridor towards Rutland Road. The proposed development at 1000 Whitehorse Road (Salvation Army) will reinforce this character with 128 car parks provided at grade and accessible via Bank Street.
- The northern edge of Whitehorse Road and the land near to Box Hill Police Station is currently disconnected from the rest of the activity centre.

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Legend

- 1 Box Hill Hospital
- 2 Epworth Eastern
- 3 Salvation Army
- 4 Box Hill Institute | Nelson Campus
- 5 16 Spring Street (Epworth Eastern)
- 6 Box Hill Institute | Elgar Campus





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### 4.1.6 Health & Education Neighbourhood

#### 2007 Statement:

*"Precinct D: Growth and enhancement of educational and medical institutions and support for related businesses and services, plus high density residential (including student housing)"*

#### 2019 Challenges:

- The health and education facilities and institutions (BHI, Eastern Health and Epworth Eastern) are a major feature of this precinct and all have expanded over recent years. Proposed major health and education developments in the short-term include the following;
  - A 14 storey redevelopment proposed at the Epworth Hospital.
  - A proposed Eastern Clinical Trials and Research Centre by Eastern Health in partnership with Monash University
- All constructed or approved health and educational buildings have been less than 15 storeys tall.
- Other approved development has predominately been for high density residential uses. There is currently a cluster of approved but not yet activated permits (mid to high rise), inviting the question as to whether they are speculative or real proposals.
- Increasing competition between residential and health & education land uses has resulted in a cumulative impact on policy directions for supporting growth of education and medical related uses. There is a real risk that health and education uses will be increasingly displaced from the precinct.
- Potential adverse amenity impacts on the public realm if valid permits are acted upon. The public space is still configured like a suburban street rather than an urban street that can support the densities possible in the future.
- Risk of priority east-west pedestrian corridor identified in *2007 Strategic Plan* becoming impeded by proposed development. In particular, there is an urgent need to co-ordinate a pedestrian link from Spring Street to Wellington Road. There is an opportunity to co-ordinate the proposed development applications at 16-18 Spring Street and 14-22 Wellington Road to ensure a pedestrian link is achieved between the two applications.
- Poor overall quality of public realm on key streets, particularly along Elgar Rd and the north side of Whitehorse Road. Poor streetscape treatment combined with dominance of vehicular movement results in a constrained and hostile environment for pedestrians and cyclists. This is a key challenge particularly given the importance of high pedestrian and cycling amenity for students, staff and visitors for BHI and health institutions.
- This is compounded by the lack of formal pedestrian permeability within the neighbourhood with Poplar Street constrained as a dead-end street and with Spring Street providing limited (informal) permeability through BHI's Nelson campus.
- The Box Hill Bowls Club is no longer an open space asset, this underscores the particular lack of linking open space within the neighbourhood, specifically in between Box Hill Gardens and Kingsley Gardens. There is an opportunity to co-ordinate future development towards addressing this shortfall.

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Legend

1 Box Hill RSL



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### 4.1.7 North Neighbourhood

#### 2007 Statement:

*"Precinct E: Provision for significant high to medium density residential growth with small scale offices, limited retail and community services and retail to activate ground level street frontages." (Area south of Irving Avenue)*

*"Precinct H: The areas' residential role and amenity protected but medium density residential development encouraged." (Area north of Irving Avenue)*

#### 2019 Challenges:

- This neighbourhood has been the location for many completed mid-rise residential projects, generally up to 3 storeys north of Box Hill Gardens and 6-7 storeys between the gardens and Whitehorse Road. This has largely established the new character for the neighbourhood.
- Limited development opportunities remain within this precinct. The sites that are currently undeveloped will create infill opportunities that should be constructed to a scale and character that is broadly consistent with the newly established character.
- Major challenge for future development is to ensure that the street interface provides appropriate engagement with the public realm. This might include more non-residential uses than currently provided, though changes of use are likely to be modest. This includes future development along the periphery of Box Hill Gardens, for example, the Box Hill RSL or Uniting AgeWell, appropriately engages with this significant community asset and that access is enhanced.
- Poor quality of streetscapes and pedestrian pathways, suburban in quality and design, have not been upgraded to provide higher levels of amenity and capacity for growing numbers of residents.
- Managing car parking for small sites is challenging where the scale of development grows larger. Lower car parking rates, basement car parking and consolidated parking nodes will be important to ensure the street interface is not dominated by parking.
- Restrictive covenants relating to height and dwellings apply to some land in this neighbourhood (and Central neighbourhood), particularly on Irving Avenue. These covenants will act as a constraint for future development for affected sites but will need to be removed from each site individually.



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Legend

- 1 Centrelink & Medicare
- 2 Harrow Street multi-deck carpark



#### 4.1.8 Enterprise Neighbourhood

**2007 Statement:**

*"Precinct F: Mix of office and retail uses responding to prominent Whitehorse Road and Station Street frontages, and mixed use (residential) as transition to purely residential precincts."*

**2019 Challenges:**

- The Enterprise Neighbourhood has seen less recent development than most other precincts. This may be related to the relatively small lot sizes and the relative flexibility of the existing built form in accommodating a range of employment uses without requiring redevelopment.
- The majority of completed redevelopment has been along Harrow Street. These new 4-5 storey predominately residential developments provide an appropriate increase in scale from existing residential areas.
- Council's Harrow Street car park is currently under construction and provides an appropriate consolidated parking node at the southern gateway to the activity centre.
- The street interfaces within the precinct are poor in many cases, with high fences, multiple crossovers and new buildings demonstrating an inconsistent ground floor height relationship with the street.
- Stronger and more consistent street frontages that provide continuous activation (or habitable uses in the case of residentially zone areas) will improve the street interface.
- Rutland Road is specifically constrained by the rail corridor with no footpaths on the north side of the road, resulting in a car dominated streetscape.
- All streets in this neighbourhood have very narrow footpath widths and limited street tree planting. Footpaths should be widened, more trees planted and no new crossovers permitted to the street, in order to generate a more positive pedestrian experience.



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- The existing east-west rear laneways are relatively narrow and will present more of a congestion challenge as they perform a larger role in providing access to individual lots. Their current configuration is relatively irregular with informal passing locations created where fences are missing or not aligned to the property boundary. Future development is likely to make this interface more regular, reducing the opportunities for passing. Widening opportunities into private land should be identified.
- The at-grade car park between Harrow Street and Ellingworth Parade was noted as a public open space opportunity in the 2007 structure plan but has not yet been implemented. This would still be a valuable open space resource for the neighbourhood, however it is noted this is highly utilised by the community for car parking.
- Development over the rail corridor is highly unlikely and unrealistic due to the complexity of resolving the level differences across the corridor. In order to deck the airspace the rail would need to be lowered or there will be substantial changes in levels from the adjoining streets, resulting in poor connections to the decked section of the corridor. This option may be theoretically possible in the very long term in the context of the Suburban Rail Loop which may significantly change the configuration of the rail infrastructure.

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## 4.2 Alternative Options to Consider

The 2007 Box Hill Structure Plan itself does not provide adequate statutory planning tools to manage the range of issues that have emerged within Box Hill. It will be necessary to introduce new planning approaches and mechanisms in order to guide appropriate outcomes. The approach to this work has involved a review of the best practice planning approaches and lessons for achieving key planning outcomes with specific focus on:

- Managing development density, built form and amenity
- Providing for employment outcomes
- Providing affordable housing
- Supporting delivery of infrastructure and public benefits

It has involved a review of:

International approaches to managing high density development and delivering affordable housing, including:

- **Churchill Fellowship Report: hyper-dense, high-rise residential environments** - USA, Canada, Hong Kong, Japan, South Korea, Leanne Hodyl 2014
- **Churchill Fellowship Report: Inclusionary Zoning requirements to support delivery of affordable housing**, USA, Canada, UK, Kate Breen, 2014

These reports offer useful insight into approaches being used to support wider social, environmental and economic outcomes consistent with high level planning objectives for Victoria, and an exploration of the factors underpinning successful use of different planning tools.

Interstate approaches to managing employment growth and using development density bonuses to incentivise specific land use outcomes, including:

- **Central Sydney Strategy City of Sydney 2016** – with a particular focus on planning approaches for supporting employment growth
- **City of Perth Bonus Plot Ratio Policy and Transfer of Plot Ratio Policy 2017** – which establish a regime for encouraging special uses or provision of public benefits/facilities that meet an identified strategic need.

These offer insights into use of particular planning tools (plot ratio, density bonuses, and transferable development rights) to achieve specific land use outcomes. These models operate within different legislative contexts to Victoria, however they demonstrate the potential of different planning tools in operation.

Local approaches recent planning scheme amendments and lessons learnt in responding to key planning challenges within a Victorian Planning context, including:

- **Activity Centres Pilot Program DEWLP 2018** – use of mandatory and discretionary height limits in conjunction with floor area controls and need for strategic justification and transparency to support delivery of public benefits
- **Central City Built Form Review (Melbourne Amendment C270)** – use of general floor area controls to manage built form, and floor area uplift to incentivise delivery of a range of public benefits
- **Fishermans Bend Framework 2018 (Melbourne and Port Phillip Amendment GC81)** – use of dwelling density and floor area controls to manage land use to achieve residential and employment targets and density bonus to incentivise delivery of affordable housing
- **Arden Macaulay Structure Plan 2012 and Arden Vision 2018 (Melbourne Amendment C190)** - strategic justification for population and job targets, delivery of residential and employment growth leveraging off major investment in rail to transform the area into a major transit oriented destination. Use of height limits to trigger delivery of public benefits.
- **West Melbourne Structure Plan 2018 (Melbourne Amendment C309)** - use of special use zone and floor area ratios to prescribe land use mix outcomes and manage residential pressure on employment outcomes. Proposed requirement for affordable housing without density uplift.
- **Moreland Employment Areas Local Policy 2017 (Moreland Amendment C158)** – use of local policy to support employment and mixed use development outcomes and support transition to knowledge based economy and avoid net loss of employment floor space.

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- **Chapel Revision Structure Plan 2015 (Stonnington C172)** - use of Activity Centre Zone include vertical zoning permit triggers to facilitate mixed use development outcomes. Provision for discretionary height limits to be exceeded where 'significant public benefits' are delivered in addition to meeting built form requirements.

The specific transferable lessons for Box Hill will be highlighted in each case.

### 4.2.1 Managing development density, built form and amenity

The Hodyl report, *"Churchill Fellowship Report: hyper-dense, high-rise residential environments"*, clearly articulated a role for density controls (in the form of floor area ratios), used in conjunction with built form controls, to ensure high density development in Melbourne delivered appropriate amenity outcomes for residents and the streets below.

Consistent with these findings, the Central City Built Form Review (Amendment C270) led to the implementation of mandatory maximum Floor Area Ratio (FAR) of 18:1 over most of the CBD. These controls were primarily a response to concern about emerging development trends the overall visual and amenity impact of the building itself, rather than as a population or dwelling density control. They were accompanied by a regime of predominantly discretionary height controls, with mandatory upper level setback, building separation, and overshadowing and wind impact controls. In special character areas, where mandatory heights were justified, floor areas were derived from built form capacity analysis.

A similar approach has been adopted in Fishermans Bend (Amendment GC81), which utilises a combination of density controls and built form controls to deliver appropriate built form outcomes. Similar to the approach adopted in Central City, upper level setbacks varied in relation to overall building heights.

In terms of providing appropriate street level amenity, both Amendment C270 and GC81 establish a relationship between street wall heights and street widths, with numeric measures in GC81 generally reflecting a 1:1 to 1:1.5 street wall to street width

ratio. This approach is also apparent in the Arden Structure Plan Area (Amendment C190).

Key findings of the Activity Centres Pilot Project (DEWLP 2018) included:

- Discretionary height controls – that is, preferred maximum height controls – are generally an effective tool for facilitating development and administering height in activity centres and should continue to be the preferred way in which height controls are applied in activity centres.
- Floor area ratios can guide preferred built form outcomes in activity centres. The coupling of floor area ratios and height controls is an approach that can allow flexibility in design while providing guidance on appropriate height within the site context.

The Hodyl Report also recommends exploring the introduction of two planning streams for large scale development approvals – an 'as-of-right' approval for meeting the density, height and other built form and amenity controls, or a negotiated outcome (with community review) if the controls are exceeded.

There is a clear transferability of learning from these amendments for Box Hill. Application of these learnings in Box Hill would suggest a role for a planning regime that includes:

- Discretionary height controls in conjunction with floor area controls to manage overall density of development, with mandatory height controls only used in exceptional circumstances.
- Clear development parameters for upper level setbacks (related to overall building height) and building/tower separation.
- Street Wall height controls that relate to street width and role to achieve an appropriate street level amenity and sense of enclosure that responds to the scale and function of the street.
- Mandatory overshadowing and wind impact controls to protect amenity of key public open spaces.
- Provision for a streamlined assessment approach for developments that comply with density, height, built form and amenity controls.

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### 4.2.2 Managing population and job growth

Notably, the Central City FAR controls did not distinguish between residential or commercial uses within the building and were not underpinned by population and job projections. These controls were primarily a response to concern about emerging development trends, the overall visual and amenity impact of the building itself, rather than to manage or support projected growth. To this extent, there has been recent call by the Property Council to review C270 amidst a growing concern about a lack of employment floor space in the CBD.<sup>1</sup>

In contrast, Fishermans Bend density controls were directly linked to a population target of 80,000 residents and 80,000 jobs – expressed as maximum dwelling density controls for residential and minimum floor area controls for ‘non-dwelling’ uses. Floor Area Ratios are also proposed for West Melbourne Structure Plan (Amendment C309) to meet population and job projections of 5,500 dwellings and 4,500 jobs. These approaches rely on demographic and economic projections to derive dwelling and commercial floor space demand and provide the strategic justification for density controls. In each case, the planning approach seeks to respond to the potential for residential crowding out of employment uses.

Other best practice planning approaches adopted in Sydney Central Strategy 2016, and Moreland Employment Areas Local Policy represent a ‘net loss’ of jobs approach – requiring a minimum amount of employment generating floor area as a 50% proportion of overall development (Sydney) or equal to the total ground and first floor area (Moreland). However, the Sydney approach has been criticised for prioritising employment uses across the entire central city area at the cost of other broader metropolitan strategic planning objectives to increase supply of residential dwellings in activity centres in locations with good access to jobs, transport and services.

The Stonnington C172 example establishes a ‘vertical zoning’ control to establish permit triggers for residential uses at lower levels of development. This approach sends clear signal to development about preferred outcomes, whilst also enabling

decision makers to balance planning objectives on a site by site basis, guided by policy, when determining planning applications.

The City of Perth has planning provisions in operation which allow bonus plot ratio (density bonus) to be granted where a development includes hotel use or special residential use (usual built form and amenity outcomes must still be met). Bonus plot ratio obtained may also be transferred to an alternate site to facilitate efficient use of land. The Central City (Amendment C270) also provides for a density bonus (Floor Area Uplift) where ‘Office (or desirable education or community related use as agreed with the responsible authority)’ is provided. In this example, the development rights are not transferable to other sites.

In Box Hill, the centre is expected to see population growth of around 10,000 people and an additional 9,000 jobs. This represents significant demand for additional residential and employment floor space, and potential planning challenges in managing competing demand for floor space between different uses. In Box Hill, there is a clear strategic role for density controls to be used as a tool to manage population and job growth, and to assist in directing appropriate land use and development outcomes.

Critically, the best practice examples reviewed are underpinned by strategic economic analysis and forecasts of future employment requirements, translated into job numbers and floor areas. Without this form of robust strategic work it would be difficult to strategically justify introduction of prescribed minimum floor areas for employment uses.

It is also important to highlight the potential for a dual purpose of density controls – be it primarily about managing population and dwelling numbers, or about built form and amenity impacts. The role of density bonuses in incentivising employment uses is also important, with potential for transfer of density bonuses a useful tool for facilitating both broader policy objectives and efficient use and development of individual sites.

However, density/floor area controls are not the only tool available for managing employment and residential development, and the potential role for

<sup>1</sup> [https://www.propertycouncil.com.au/Web/Content/Media\\_Release/VIC/2018/New\\_report\\_a\\_stark\\_warning\\_for\\_jobs\\_in\\_Melbourne\\_CBD\\_s\\_future.aspx](https://www.propertycouncil.com.au/Web/Content/Media_Release/VIC/2018/New_report_a_stark_warning_for_jobs_in_Melbourne_CBD_s_future.aspx)



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different permit triggers embedded within the land use zone also need to be recognised.

There is also a need to balance different, potentially competing planning objectives for achieving both residential and employment growth. This may require tailored responses in different precincts and use of both permit triggers and policy guidance to allow decision making to achieve a balanced outcome across the centre as a whole and on a site by site basis. Provision for transfer of density bonuses associated with different types of land uses may also be useful in achieving a balanced outcome across the centre.

Potential features of a planning regime that adopted a best practice approach to managing employment and residential growth in Box Hill could include:

- Use of Floor Area Controls, underpinned by robust strategic forecasts for residential and employment floor space demand.
- Density Bonuses to incentivise high priority land uses, potentially accompanied with provision for transfer of density bonuses to alternate sites, providing built form and amenity outcomes are not compromised.
- Land Use Zone permit triggers for residential and employment uses, which may be based on a threshold measure, tailored for different locations or precincts.
- Clear policy guidance about preferred and priority land use outcomes, to guide decision making on a site by site basis and in the context of achieving a balanced outcome across the centre as a whole.

### 4.2.3 Facilitating affordable housing

The Breen Report, *“Churchill Fellowship Report: Inclusionary Zoning requirements to support delivery of affordable housing”*, explored a range of planning approaches to facilitating delivery of affordable housing in international contexts. This included mandatory and voluntary land-use policies that require developers to deliver a percentage of affordable housing within their market development, commonly referred to as ‘inclusionary zoning’, and policies that require developers to provide a financial contribution towards affordable housing. The Breen Report makes a strong case for inclusionary zoning

provisions, noting that while they have not solved the affordability crisis in the international cities studied, they are important tools in supporting greater housing supply and affordable housing choice.

Recent changes to the Planning and Environment Act 1987 (P&E Act) have introduced a legislative framework to facilitate delivery of affordable housing in Victoria. The legislative framework emphasises the role of voluntary negotiated agreements via Section 173 of the P&E Act between a landowner and the responsible authority. There is currently inadequate legislative power in the Victorian context to mandate inclusionary zoning requirements.

To achieve affordable housing outcomes on privately owned land, the Breen Report specifically recommends ‘a voluntary, incentive base option across all designated areas where affordable housing is sought’. It also notes international experience demonstrates the need for ‘certainty, consistency and transparency, developing policies that are prescriptive to the degree that requirements are clear and equally applied, but offer a level of flexibility in how outcomes are delivered.’

Within this context, best practice approaches are those that will incentivise the delivery of affordable housing and facilitate negotiated agreements, and where incentives offered are unambiguous. Amendment C270 (Central City) and Amendment GC81 (Fishermans Bend) both introduced ‘uplift’ mechanisms which achieve this purpose, which specify prescribed ratios of development uplift to public benefit:

- In Central City, the agreed public benefit to be provided should be equal to or greater than the total value of Floor Area Uplift. The value of Floor Area Uplift is measured as 10% of the gross realisation value per square metre for all additional floor area above the 18:1 base level FAR. (i.e. a 10:1 ratio).
- In Fishermans Bend, a ‘social housing uplift’ applies that allows for eight additional private dwellings (e.g. market rate) to one social housing dwelling (e.g. a ratio of 8:1) where the dwelling density exceeds the base level dwelling density.

In both instances, the requirements are unambiguous. The extent to which the ratios vary is

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a result of analysis of land values and development feasibility testing. Such testing is imperative to the effective operation of any such ratios.

The scope for flexibility in delivery also varies between the two examples. In the Central City, the Affordable Housing units must be 'gifted' at no cost to a registered housing association or provider and there is limited scope for flexibility for delivery. By contrast, in Fishermans Bend there is greater scope for the terms of provision to be negotiated by agreement with the housing association/provider and responsible authority.

*The Breen Report* also highlighted the need to be clear about the affordable housing outcomes to be achieved, and that there are a range of policy options that also need to be considered in developing an inclusionary zoning response including:

- Whether to allow off-site delivery options, cash-in-lieu of delivery, of allowance for additional density to be utilised on another site (e.g. transferable density bonus) and what are the benefits and trade offs of each mechanism.
- What are the opportunities to utilise or leverage government owned land to support delivery of affordable housing? What should be the Council's policy in regards to requiring and supporting delivery of affordable housing outcomes as a condition of sale or redevelopment of Council assets?

Examples of different policy responses include:

- In Fishermans Bend, a policy direction has been set via Amendment GC81 that at least 6% of dwellings should be provided as Affordable Housing, (as broadly defined in the P&E Act). Any social housing uplift is provided in addition to this base level of affordable housing provision. This policy responds to the broad definition of affordable housing with flexibility to provide various housing models that meets the needs of very low, low and moderate income households.
- In West Melbourne Amendment C309 proposes, that 'at least 6%..should be provided as affordable housing...' gifted to an Affordable Housing provider. This policy response is expressed as a pre-condition of use of land for dwellings, and is prescriptive in stating a particular delivery model. It

potentially represents a shift in emphasis to being a 'requirement', rather than a voluntary negotiated agreement. The legal validity of this approach will no doubt be tested during the course of exhibition and panel hearing for this amendment.

Potential features of a planning regime that adopted a best practice approach to facilitating affordable housing in Box Hill should be:

- Legal - able to operate effectively within a legislative framework that provides for voluntary negotiated agreements, and does not yet provide a legislative head of power for mandatory inclusionary zoning requirements.
- Incentive based – with clear, certain, consistent and unambiguous parameters for determining affordable housing and development uplifts.
- Informed by analysis of land values and development feasibility testing.
- Flexibility in allowing different delivery models that can respond to local needs for affordable housing.
- Underpinned by clear policy direction about affordable housing outcomes to be achieved, including clear policy positions on:
  - Provision for off-site deliver, cash in lieu or transfer of density bonuses.
  - Affordable housing outcomes to be achieved on Council owned land.

### 4.2.4 Support Delivery of Public Benefits

*The Hodyl Report* identifies that incentivising developer to deliver public benefit through density bonuses is common practice in many international cities, and has effectively delivered parks, plazas, community facilities like childcare and cultural facilities such as cinemas or performing arts spaces. Hodyl recommends that Melbourne would benefit from the introduction of policies that:

- Establish appropriate density controls in central Melbourne.
- Establish density bonuses to link development to public benefit and incentivise the delivery of new open spaces, affordable housing and other community facilities.

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In the Central City, Amendment C270 requires public benefits to be provided when the floor area ratio (FAR) exceeds the base level, with prescribed ratios of public benefit to development uplift (equivalent to a 10:1 ratio). The Public benefits that could be provided as outlined in an accompanying guidelines document include:

- Public open space and laneways on site.
- Plazas, laneways, required setbacks and parks directly accessible from public street or public area.
- Office use (or desirable educational or community related use, agreed with the Responsible Authority).
- Publicly accessible space in the building suitable for community or not-for-profit use.
- Affordable housing within the building.
- Competitive design process for design of proposed building.

This prescriptive approach to extracting public benefits is more transparent and certain than the approaches used in Arden Macaulay and Stonnington. These amendments allowed for base level height controls to only be exceeded where the development delivers 'demonstrable' or 'significant' public benefits. This approach provides broader scope for negotiation and subjective decision making. This approach does not respond to the pilot project recommendations that requirements for public benefits need to be unambiguous and strategically justified.

The City of Perth Bonus Plot Ratio policy allows for density bonus of up to 20% for delivery of public benefits that respond to the city's Urban Design Framework, including:

- Public spaces, plazas, courts, public squares, pedestrian retreats and parks on private land that is accessible to the public.
- Pedestrian facilities that promote and enhance pedestrian movement and permeability within the city, including through block links, paths, walkways and laneways.
- Conservation of heritage facilities to encourage retention, enhancement and maintenance of places of cultural heritage significance.

- Provision of specific facilities that meet a significant or demonstrated community or public need such as public toilets, end of trip facilities, child care, public information or cultural facilities.

Potential features of a planning regime that adopted a best practice approach to facilitating delivery of public benefits in Box Hill could include:

- Density bonuses to incentivise delivery of priority public benefits.
- Potential for provision for transfer of density bonuses to alternate sites, providing built form and amenity outcomes are not compromised.
- Strategically identified and justified scope of eligible public benefits linked to analysis of community need and/or urban design frameworks.
- Clear, certain, consistent and unambiguous parameters for determining development uplifts.

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### 4.3 Specific Opportunities for Intervention

The preceding section outlined a series of tools that can be incorporated within the planning scheme to guide preferred development outcomes. This section outlines a range of complementary actions for consideration that deliver change responding to issues detailed in Chapter 3. They differ from the preceding section in that they require a mix of statutory and non-statutory approaches to achieving change, and would require additional actions by Council or other agencies that sits outside the powers of the planning scheme to effect change. Many of these options will require direct capital investment or the coordinated involvement of multiple agencies. These options set out specific opportunities for intervention that Council can undertake towards the success of Box Hill's transformation over time.

#### 4.3.1 Delivering Major Community Benefits

Box Hill is transitioning from a suburban centre to a metropolitan precinct, as Section 3 demonstrates, and the quality of places and infrastructure needs to match. The anticipated level of change in Box Hill would need to be supported by significant improvements to the public realm and community infrastructure.

There are many opportunities for interventions to deliver major community benefits. Some to consider include:

##### Whitehorse Road

An ambitious transformation of Whitehorse Road would help to create place for people rather than an arterial road with median landscape. Whitehorse Road could be reconfigured to reduce the number of lanes and provide a significantly enlarged public space along the southern side of the road reserve.

A similar idea was examined in the *2011 Boulevard Strategy*, but not implemented to date. This plan identified the opportunity for a major new public space extending from the Town Hall to Nelson Road which would nearly double the width of the existing median and significantly improve access between the existing interchange and the Tram Terminus. This would provide a place comparable in scale to Docklands Boulevard or North Terrace in Adelaide.

##### Station Street

A second major opportunity for transformation is the section of Station Street between Whitehorse Road and Harrow Street. The street could be transformed into a high quality place by significantly widening the footpath area available for pedestrians and improving the connections available for cyclists at the core of the activity centre. It forms a logical extension of the pedestrianisation of Market Street and Main Street in the 1980s.

##### Box Hill Mall

Box Hill Mall is another key opportunity for future improvements. The existing mall at Market Street is a key open space at the core of the Central Neighbourhood, however it still has the same dimensions as it did when the road reserve was closed to traffic in the 1980s. The space is already the focus for community events during festivals and major events. This space would benefit from widening and reconfiguration so that it is dimensioned more appropriately for a genuine public event square. This square would be activated by new development engaging directly with the space.

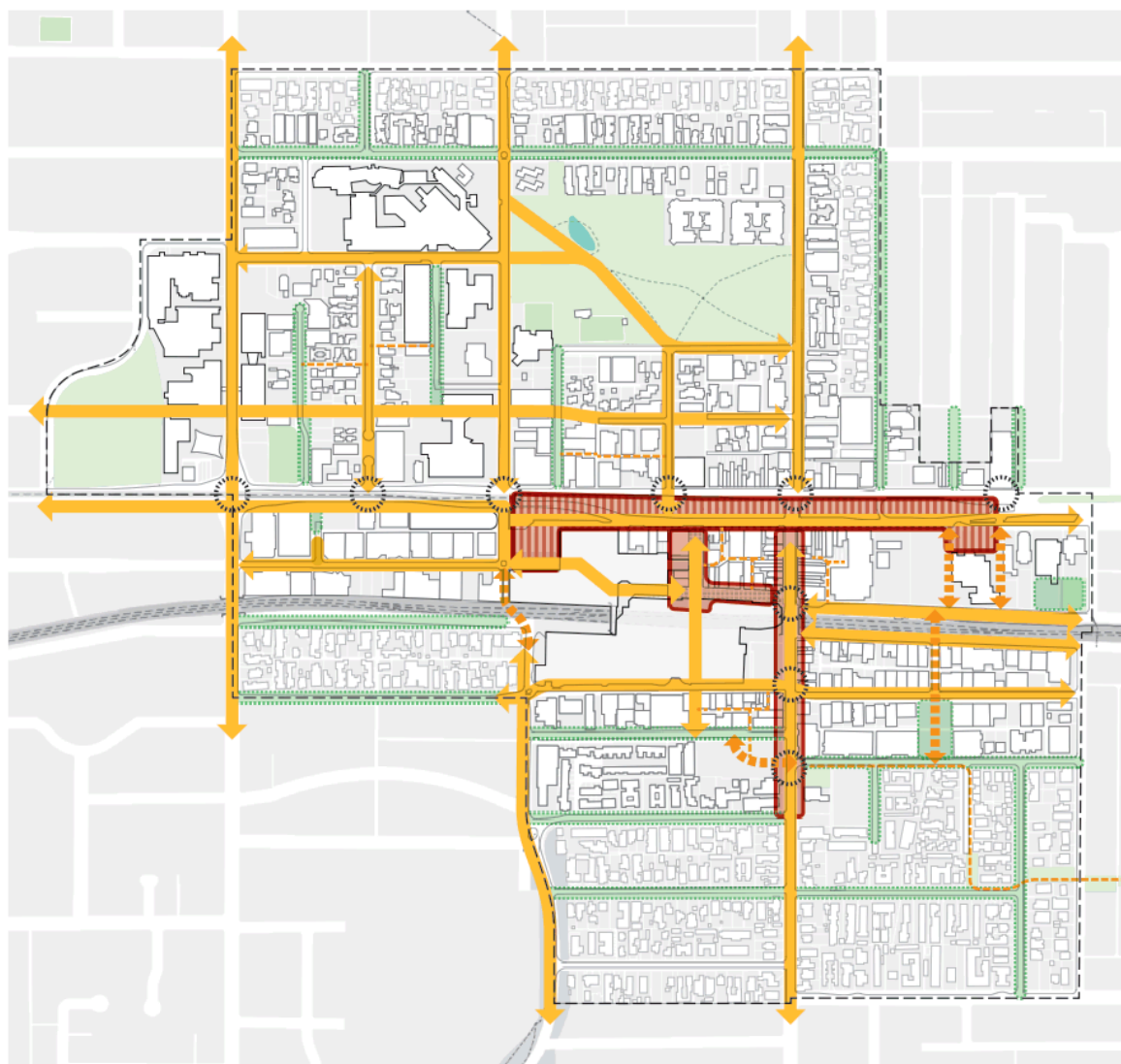
In addition, there is an opportunity to link together these key public spaces (Whitehorse Road, Station Street and Box Hill Mall) with neighbourhoods across the activity centre and to surrounding areas with a network of high quality links — a primary pedestrian network — extending across all the neighbourhoods of the centre (refer to Section 4.3.6 of this report). This network would in turn link up smaller pocket spaces and smaller urban squares distributed across the whole centre.

These propositions for change are consistent with change that have occurred in other comparable centres across Melbourne. Major upgrades have been delivered in places like Dandenong and Ringwood MACs, where significant reconfigurations of major roads have calmed traffic speeds and delivered significantly improved landscape treatments. Both centres have also received new community infrastructure such as town squares and new community library facilities. The Cato Square redevelopment currently underway within Chapel Street, Prahran will also significantly improve the amount and quality of open space available within this densifying activity centre context.



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**Figure 4.2** High-level overview of opportunities to create a primary pedestrian network, provide new and improved public spaces and green infrastructure.

**Legend**

[- - -] Structure Plan boundary

*Potential interventions*

→ Primary pedestrian network

- - - Potential links

■ Potential green infrastructure

■ Potential key urban spaces

⊙ Upgraded pedestrian priority crossing

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### 4.3.2 Major Transport Interventions

Box Hill is a distinctly regional destination and is more similar to Melbourne's Central Business District (CBD) than it is to other suburban activity centres. For instance, more than half the people in Box Hill on a given day have come from beyond 10km away. Box Hill has historically held this role as a central node in the eastern metropolitan region.

With Box Hill anticipated to nearly double in population and commercial floorspace over the next 20 years the pressure on the transit network will significantly increase. This presents a clear need for coordinated action across all levels of government, including statutory authorities such as VicRoads and Vic Track, to ensure the future prosperity, liveability and functionality of Box Hill (and Melbourne's east) is protected and enhanced.

The network could be reimaged to reflect key aspects of the Melbourne CBD transit network. In this example, routes are not directed to a single interchange, nor does the network rely on all routes terminating within the CBD and the provision of vehicle lay-over bays for each route. There is an opportunity to build on the successes of the train line and bus route 903 (the two routes that do not terminate in Box Hill) and create a grid-like network of routes that have high frequency on arterial corridors and provide seamless connections from one side of Box Hill to the other.

The recently announced Suburban Rail Loop (SRL) is a major government project that will support Box Hill's growth. However, it will take ten years to bring SRL into service and the project as announced will only link to suburbs south of Box Hill in its first stage.

Other possible major transport interventions to consider in addition to above might include:

- Preparing for a full rebuild of the train station and transit interchange.
- Implementing a 40km/h speed limit in the whole of Box Hill.
- Simplifying the bus network to provide more through connections.
- Extending the tram to Middleborough Road would provide enhanced accessibility to schools and existing recreation facilities.

- Extending the tram to Mitcham would support intensification and local connectivity along the entire Whitehorse Road / Maroondah Highway corridor.

It should be noted that trams typically serve a different catchment area and distance trip than rail. They are important for commuting shorter distances than rail i.e. between neighbouring suburbs. In this respect, they serve a complementary role to the rail line.

### 4.3.3 Rebalancing Transport Modes in Favour of Pedestrians and Cyclists

It is noted that a separate review of the Integrated Transport Strategy (ITS) is occurring concurrently with this Structure Plan review. The significant implications of transport on the urban form and the strategic vision for Box Hill mean that it critical that this transport review to consider options towards rebalance transport modes and manage car parking.

Over the past decade, studies have recognised the need to allocate more space to pedestrians in the core of Box Hill. However, little change has occurred with the allocation of space being nearly identical to 1983. This is likely to have contributed to increasing difficulties for businesses as footfall past their business is not what it should be. Observers have stated that on several occasions during peak commercial periods such as lunch and dinner time, several businesses on major roads close to the centre do not experience much foot traffic. These include businesses along Whitehorse Road on the North side, particularly in the Civic district and also those along streets such as Rutland, Ellingworth, and Harrow Streets. This underscores the need for a rebalancing of transport modes to release the potential economic activity that Box Hill has to offer and to cope with the additional residential population in Box Hill and keep pedestrians safe.

An example of such a change is a "road diet", which would see the capacity of arterial roads through the centre reduced to match the capacities of those roads as they approach the centre. For example, Whitehorse Road has only one lane in each direction as it passes tram stops near High Street, Mont Albert. It has only two lanes at 40km/h in each direction as it passes the schools to the east of Box Hill. Yet it currently has nine lanes in total, and a

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60km/h speed limit between the Box Hill Town Hall and Clisby Court.

A four lane road that transitions into a nine lane road and rapidly constricts into to a two lane road over a distance of 1.5km is going to experience safety and congestion issues as drivers accelerate, decelerate, change lanes and merge again. As a result, there is a specific opportunity to address this distinct issue on Whitehorse Road by reconfiguring the road space to reduce the overall width of the road, improve pedestrian safety and modulate the traffic flow through the area (which is chaotic as a result of having too many lanes).

#### 4.3.4 Managing Car Parking

Car parking in Box Hill is managed by a wide range of organisations and as a result, it is difficult to count how many car parking spaces there are in Box Hill and determine how they are used. Furthermore, the distribution of small parking areas and the access arrangements mean that often cars are being dragged into and through the activity centre just in order to get to the specific space that each particular driver has access to. There are opportunities to improve the management of car parking in Box Hill, they include the following:

A key option for Council to consider is the consolidation of car parking supply to reduce the number of car movements entering Box Hill in order to access car parking. A key element of this consolidation would be new parking facilities provided on the edge of the current core area. An example of this is the Council's new car park in Harrow Street. Additional parking nodes would be required in the Health and Education Neighbourhood (providing a logical gateway from the north) and within the Civic and Community Neighbourhood (providing for people entering from the east).

Council's parking supply should be managed with regard to core principles that Council is trying to achieve for the centre:

- Adequate supply of parking that suits all visitor's needs.
- Differentiation between car storage (> 4 hours) and parking (< 4 hours).

- Recognising that everybody "pays" for parking (for instance, through rates/general taxation regardless of whether they require car parking).
- Providing certainty about parking availability and clarity about pricing.

To support this outcome, Council could implement a planning requirement to restrict the construction of car parking areas with fewer than 100 car spaces within neighbourhoods where there will be significant intensification. This would seek to encourage consolidated parking nodes rather than the provision of parking on individual sites. This would result in improved pedestrian amenity as there would be fewer driveways to smaller car parking facilities, and the cumulative impact on traffic congestion and safety from such facilities would be improved. In addition, Council should ensure that these car parking areas are available for public use 24 hours per day.

Clauses such as 52.06 - Car Parking and 52.34 - Bicycle Facilities in the Planning Scheme discuss State averages and are not helpful in areas like Box Hill. Areas of intensity like Box Hill have:

- Lower demands for parking relative to the State average
- Higher requirements for bicycle storage relative to the average
- Demand for motorcycle parking also occurs in commercial centres that also have congestion on arterial roads or paid parking (the VPP does not include any motorcycle parking requirement)

To this end Council could consider a mix of the following options:

- In the immediate future, work with the State and Vicinity Centres to install smart gates at the Box Hill commuter car park so that only people using public transport can access free spaces.
- Over the longer-term, work with the State government to move the 500 commuter car parking bays at Box Hill Station to an alternative location such as Nunawading, Mitcham or Laburnum.
- Install parking sensors in all on-street car parking spaces within the activity centre to gather an accurate record of how the spaces are being used and to facilitate more appropriate time and fee-based restrictions.

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- Establish an internal position at Council which is responsible for parking provisions in Box Hill CBD with full control over restrictions and pricing of all parking including cars, motorcycles and bicycles with clear objectives related to increasing visitation (regardless of mode) and length of stay (regardless of mode).
- Review the actions in the Parking Strategy and continue implementation in light of the current ITS review and this document.
- Develop a new overarching parking strategy that covers all car parking, freight loading, bus layovers, bicycle and motorcycle parking needs for the CBD.
- No crossovers should be permitted on key road links (even local roads) – in order to preserve the amenity of the public realm and safety of footpaths.
- Appropriate use on the lower floors of all buildings is particularly important – to ensure there is adequate passive surveillance of the public realm. This will require all new parking to be located underground or completely sleeved on all sides by habitable uses at all public interfaces.
- Reduce the parking required per apartment to zero. There is public parking available in many locations throughout the centre, and each of these facilities will be safer if they are utilised 24 hours per day by a wider range of people.

A key way to make housing more affordable in Box Hill and reduce traffic congestion is to reduce the parking requirement for new apartment buildings to zero. Currently, more than 24% of households in Box Hill do not own a car. A further 47% of households in Box Hill own only one car. Only 25% of dwellings in Box Hill need more than one car space.

Owning a car space (as part of a dwelling) is known to be a key determinant of car ownership. Car ownership directly causes local congestion. Any new apartments within 400 metres of the Box Hill Train Station do not need a car space. It is considered appropriate for people to walk 400m from their house to access to a bus stop, tram stop or train station. A private vehicle provides a much better journey time and quality to those public

transport modes, so people can easily be expected to walk 400 metres to get to their car. There are over 3,000 car spaces right around the train station mostly unused at night. That is ample parking supply for the new apartments expected to be built within 400m of the station. There are already 13,000 car spaces within that area, many of which are vacant overnight.

Every car space that is required as part of an apartment adds between \$60-90,000 to the cost of the apartment (depending on how it is constructed and financing costs). Removing the requirement to provide any parking is a key way to improve housing affordability in Box Hill. Not requiring parking for every apartment does not mean that none will be provided just that only those occupiers who really need a car space will have to pay for one.

### 4.3.5 Improving Amenity within the Public Realm

Increasing the provision of public space and the quality of all public spaces should be a priority for Box Hill in order to help deliver the amenity benefits sought by the community and needed by the future residents, workers and visitors to the centre.

There is a need to identify new or expanded open space opportunities within each neighbourhood, as well as linear vegetated links back to other existing open space resources in the area surrounding the activity centre. In this way the open space within the centre forms part of a wider network, providing habitat opportunities and accessibility links for the wider community.

The provision of additional public space might take different forms for each neighbourhood. For example, within the North Neighbourhood the Box Hill Gardens already provides a significant open space resource that has been improved through investment by Council in implementing the Box Hill Gardens Masterplan. There is a limit to how intensively this space can be programmed within its existing boundaries.

Improvements to the quality and amenity of existing public space will help support more intensive future use. Protecting solar access to major open spaces through key times of the day would support the amenity of the space for users and ensure that the



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vegetation is verdant and reaches its full potential. For critically important spaces such as Market Street, Main Street and Box Hill Gardens this should include using the winter solstice as the benchmark day for measuring solar amenity. It might more appropriate to use an equinox control for protecting less sensitive public spaces, such as the southern footpath of priority pedestrian links and alfresco dining areas.

Increasing the amount of green infrastructure within the centre will help mitigate community concerns, improve local microclimates and heat island effects. Targets for canopy coverage have been implemented through planning scheme policy in the City of Melbourne and City of Moonee Ponds amongst other local government areas. The current Council urban forest strategy, *City of Whitehorse Urban Forest Strategy* sets tree planting and replacement targets for residential properties. The relatively limited space available within Box Hill means that an urban forest strategy would need to encourage green walls and vertical planting integrated into new development regardless of land use, in addition to street canopy trees as a key approach for increasing canopy provision within the centre.

There is potentially a role for the provision of Water Sensitive Urban Design (WSUD) in appropriate locations in Box Hill subject to suitability of local drainage requirements. Where suitable, WSUD measures would be a secondary and complimentary streetscape improvement consistent with BHURT Type F typology for transitional residential areas where there is less pedestrian traffic and competition for space.

Improvements to the public realm are essential to achieving an efficient transport network. This is because the public realm dictates how far people are willing to walk, explore and linger in the environment. The quality of the public realm influences how safe people feel and how far they are willing to walk through the CBD or from their mode of transport (parking or transit stop).

Key actions that Council could take to improve the public realm include rebalancing mode priorities in the core (improve pedestrian and cycle access) and simply providing wider footpaths on almost every street. Planting additional street trees is a

simple but potentially transformative initiative that will benefit the entire centre. A more ambitious approach would be to remove on-street parking in appropriate locations to provide additional planting opportunities. Within the core it would be beneficial to reconfigure key laneways (Birds Lane and Bamford Lane, for example) to prioritise pedestrian activation while managing service access at times with low utilisation. Across the majority of the other neighbourhoods it is important to maximise the use of rear laneways for access and services rather than main street crossings through the progressive increase in capacity of these networks in width and role.

### 4.3.6 Improved Pedestrian Connections

The neighbourhoods in Box Hill are relatively disconnected and it is difficult to move between due to major barriers including Elgar Road, Whitehorse Road, Station Street and the railway line. There is a variety of mechanisms that can be employed to reduce the scale and impact of these barriers or remove them altogether.

North-south pedestrian access is severely constrained, as there is only two pedestrian paths crossing the railway line in the core of the centre (Market Street and Station Street). The other two pedestrian connections across the railway line are at each edge of the activity centre (Elgar Road and Linsley Street). This concentrates pedestrian movements into Market Street and Station Street. Footpaths on Station Street would need to be widened to accommodate current pedestrian volumes. In the absence of widening Station Street greater emphasis is placed (by pedestrians) on Market Street. This results in greater emphasis (by pedestrians) on the crossing of Whitehorse Road at Market Street and the east-west movement along Whitehorse Road (particularly in the direction of Station Street).

It is reasonable to expect that the SRL project will increase the need to rethink how pedestrian access into the existing station could work in the future. The SRL planning team should be encouraged to examine rebuilding Box Hill Station (making it DDA compliant and facilitating the redevelopment of the Vicinity Shopping Centre).

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As part the redevelopment of the existing shopping centre it would be highly beneficial to introduce several new direct pedestrian links between Station Street, Carrington Road and Whitehorse Road. These laneways would provide further opportunities for pedestrian flow, economic interaction and exploration in the Box Hill activity centre.

The development of a primary walking network throughout the centre would encourage a transition for Box Hill from a car-focussed to a pedestrian-focussed activity centre. This would establish a legible network of pedestrian accessibility across the centre. This should include appropriately scaled footpaths for these walks (nominally 5-6m) and new and improved green infrastructure alongside treatments specified in BHURT guidelines.

Development abutting the primary walking network could contribute their open space contributions as part of meeting these objectives, instead of allowing contribution by cash-in-lieu. In these locations, the contribution would be non-transferable.

In addition to linking neighbourhoods together, it should be a priority for the primary walking network to increase the overall permeability within each neighbourhood. This is particularly important in neighbourhoods that are dominated by roads aligned in one direction. For example, where the existing roads are aligned predominately north-south (as in the Health and Education Neighbourhood) it is critical that high quality, legible and direct east-west links are delivered. Similarly, where existing roads are predominately east-west (as in the Enterprise Neighbourhood) it will be important to deliver north-south links. These networks should be achieved through a combination of linking up land already in Council ownership with links delivered through negotiation or through the rearrangement of development potential within the site to provide for the links. Direct acquisition of is another possible option.

There are a variety of smaller scale links to surrounding parkland, however, in each case the link is disjointed or difficult to navigate. For example,

links to the following green spaces should be improved:

- Whitehorse Reserve
- Box Hill City Oval
- Kingsley Gardens
- Hagenauer Reserve
- Bushy Creek
- Gardiners Creek
- Surrey Park

Several of these links can be improved with amenity and priority treatments along specific road corridors including Avon Street, Nelson Road, Saxton Street, Surrey Drive and Thurston Street (providing a north-south corridor from Bushy Creek to Gardiners Creek).

Specific pedestrian priority improvements include:

- An additional crossing for pedestrians across Whitehorse Road is necessary between Elgar Road and Nelson Road. Logically this should be located at either Wellington Road or Poplar Street as development intensifies.
- Rutland Road should be enhanced as a key cycle and pedestrian link, with the pedestrian role of Ellingworth Parade and Harrow Street enhanced. No vehicle crossovers to private car parks should be permitted on any of these streets.
- A new path across Kingsley Gardens from George Street to Box Hill Institute.
- A pedestrian operated signal across Station Street at Harrow Street.
- A shared zone on the Vicinity car park ramp from Hopetoun Parade to Main Street.
- A new pedestrian path on the east side of Thurston Street.
- A “wombat crossing” of Rutland Road at the Linsley Street – William Street railway crossing.
- A new “wombat crossing” across Bank Street at the western end of the Ringwood-Box Hill Shared Trail near Station Street.

There are a large number of signalised pedestrian crossings in Box Hill with the majority devised and operated to separate pedestrians from through traffic. Within the core of Box Hill, the priority given

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to through traffic is not reflecting the priorities of road users or the strategic intent espoused by VicRoads.

To appropriately reflect the VicRoads intent for pedestrian priority in the core of Box Hill and the dominant road user desires, the pedestrian crossings within Box Hill should be set to shorter cycle times (no greater than 60 seconds long). In particular this applies to the crossing of Whitehorse Road at Market Street which should be set to always provide swift movement for pedestrians rather than trying to work in with downstream traffic signals to benefit through traffic. This should be a key consideration for the current study of the ITS for Box Hill.

#### 4.3.7 Creating a more inclusive centre

The importance of creating a more open, inclusive and accessible centre has been repeatedly raised during stakeholder conversations. This is consistent with the current vision for the activity centre expressed in the *2007 Structure Plan*.

Creating an inclusive centre involves supporting and facilitating diversity in housing and employment outcomes. The application of affordable housing strategies and inclusionary zoning principles including transferable obligations or cash-in-lieu contributions has already been discussed.

Separately, the development of a community infrastructure strategy and associated contributions scheme with an initial focus on investment in developing the existing civic and community precinct will help provide the infrastructure necessary for a growing community to develop as a cohesive and integrated one.

Genuine and on-going community engagement and participation in Box Hill is an important factor towards an more inclusive centre. This should include place management and community engagement strategies to ensure the community is actively, and broadly represented and involved in placemaking, curation and events. This would further enrich the community life in Box Hill and facilitate a positive and cohesive sense of community ownership and identity of place in Box Hill.

An area of particular sensitivity for stakeholders is ensuring that Box Hill remain welcoming for all cultures and celebrates Box Hill's particular opportunities to support cultural diversity. This is a challenging area for a planning strategy to address, since many of the issues of cultural identity and expression of dominant cultures are not controlled by the planning system. One aspect raised by stakeholder and community respondents was the use of languages other than English in shop signage. Currently there are no statutory requirements or policy guidance on the use of languages in signage within the City of Whitehorse, nor in equivalent local government areas in Melbourne. Some local authorities in Sydney (such as Ryde and Strathmore) have attempted to regulate the use of English in public signage but received significant negative feedback from their communities and relevant experts in multicultural policy and multilingualism. This is not an approach that should be investigated for Box Hill.

The centre should be very accessible for a diverse range of people. This includes cultural diversity and people with disabilities. There are significant gaps in the accessible network and wayfinding. Some of these must be addressed in order to become compliant with Commonwealth legislation. A full accessibility audit of Box Hill will be required to determine the exact deficiencies and how to rectify them. Examples of improvements that Council could make include:

- Strict enforcement of clear footpath regulations (local laws) related to maintaining a clear building line for people with vision impairments.
- Clear guidance for building designers to improve the orientation of each new building to the street from a disability access perspective.
- Improved lighting and activation particularly within the central area and around the hospital and Box Hill Institute to create a greater perception of safety in the public realm.
- Use of CCTV may be considered as a complementary part of a broader strategy to improve safety and perceptions of safety, in consultation with key stakeholders such as Victoria Police.

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**4.3.8      Encouraging design excellence**

Whitehorse City Council regularly and repeatedly engages with developers and land owners to advocate for higher quality design outcomes in planning permit applications. *The Urban Design Guidelines for Victoria* and the provisions of the Whitehorse Planning Scheme allow for a level of discussion and enforcement that prevents poorly resolved development proposals from proceeding. At the moment, however like many Victorian councils, Council does not have an explicit design excellence policy or framework for formally reviewing design proposals that would promote more positive outcomes.

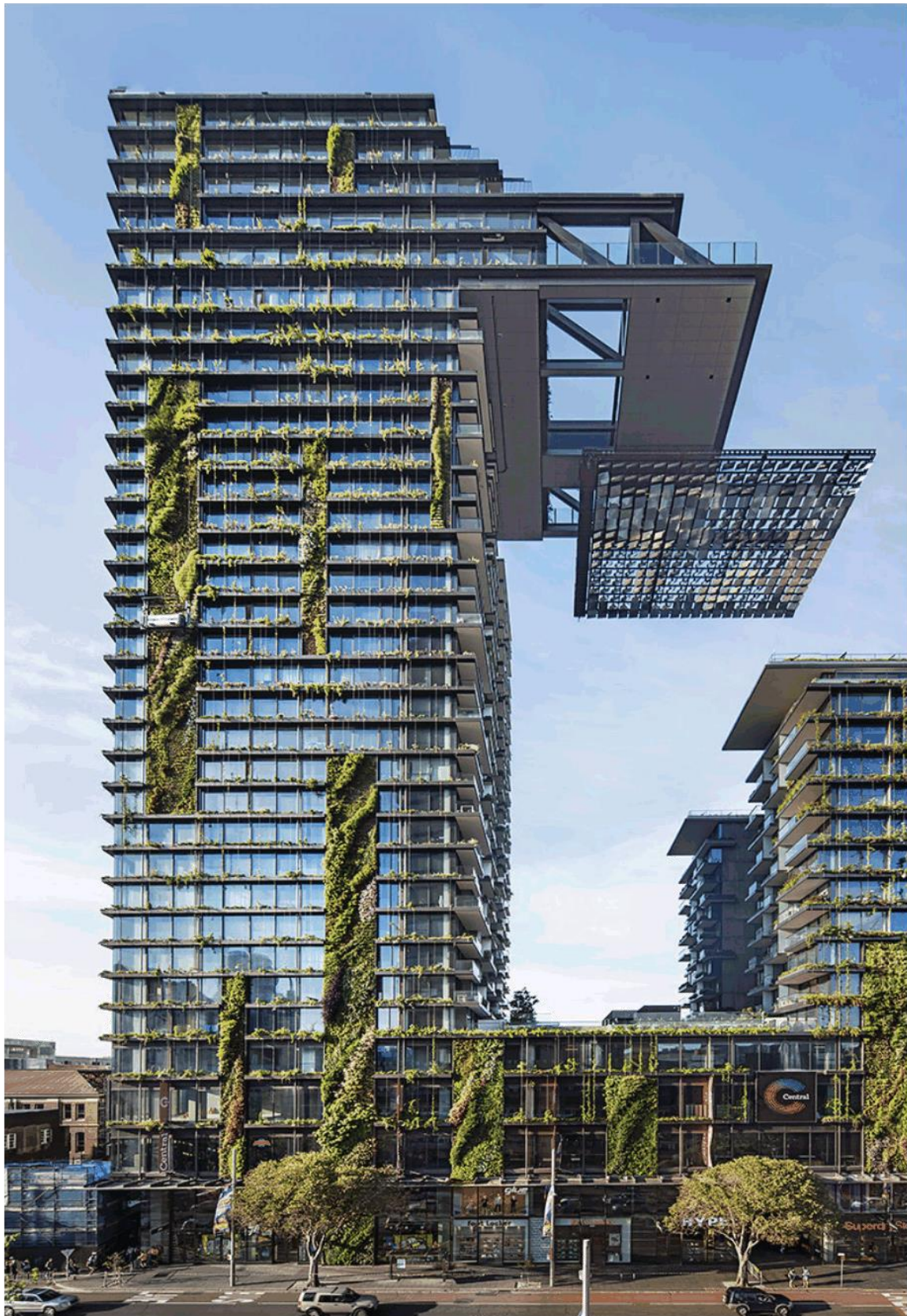
This is a common challenge for many local governments both in Victoria and interstate. There are precedents that could help inform the City of Whitehorse in creating a design excellence policy. For example, the City of Sydney and City of Parramatta have both implemented policies that require architectural design reviews and support the important role of design competitions in ensuring the most prominent and substantial buildings receive an appropriate level of design scrutiny and best practice. The City of Melbourne has long supported similar approaches, and is currently investigating improved design requirements and processes through the C308 Planning Scheme Amendment to implement the “Central City Design Guide” policy.

An important aspect of each of these policies (and similar ones from other jurisdictions) is that design excellence cannot be reduced to a checklist approach towards meeting individual standards. It requires processes that incentivise the use of experienced design teams and involve expert design review at key stages during the design process. This ensures that planning applications for substantial buildings receive detailed scrutiny long prior to lodgement of planning applications. This benefits all participants in the process through reducing contestation and ensuring that the design response more closely reflects the preferred strategic outcomes from the structure plan.



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Image: One Central Park, Sydney by AJN and ASPECT Studios | Source: Ateliers Jean Nouvel



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## 4.4 Benchmarking: Renewal Precincts and Activity Hubs

These precedents demonstrate best practices in urban renewal in activity centres and provide examples of possible intervention outcomes for Box Hill across different scales.

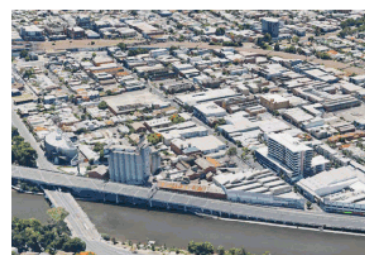
### 4.4.1 Urban Block Redevelopment



QV

The QV development in Melbourne delivered a full city block (2 hectares) of renewal incorporating a very wide mix of uses, typologies and spaces within a highly permeable urban form. The single site was divided into multiple parts with laneways providing 24-hour access between the major streets. Retail uses and hospitality opportunities activate the laneways and provide multiple fine grain frontages, with bulkier retail anchors such as supermarkets or department stores located below ground level or at first floor. A significant heritage building was retained and a public square provided at the core of the site. The towers provide a notably diverse range of uses, including a 30 storey commercial office tower, medium rise large floorplate offices, prestige residential, denser residential and community uses such as childcare and a women's health centre. The design of the precinct contains the work of multiple architects, providing visual and typological diversity within a masterplanned development.

### 4.4.2 Contemporary Mixed Use Precincts



Cremorne

Early this decade, market speculation in the Cremorne area emerged around the potential rezoning of commercial 2 zoned land to residential zoned land with an absence of height limits seeing proposals for alternative high density proposals developed on a number of older industrial land holdings. Carparking analysis provided to VCAT hearings indicated that this development would very quickly undermine access to the precinct for remaining employment related enterprises and impact on the amenity of the Yarra River Corridor as an environmental and recreation zone. Representations to the new Planning Minister resulted in clear direction that rezoning amendments would not be supported whilst Yarra River protection provisions curtailed heights of towers. The result of this has been significant refocus on Cremorne as an employment hub for innovation enterprises with top 200 organisations committing to new headquarters and emerging as a key area of jobs growth for Melbourne.



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**Lyon**

The Confluence in Lyon is located on the island peninsula between the old town of Lyon and the newer town. The redevelopment of a 150-hectare site will consist of 34% social housing out of 16,000 dwellings upon completion. The redevelopment is expected to support over 25,000 jobs with 860 enterprises already in place. Robust height controls are a key feature of the redevelopment with the aim of developing desired built form character while ensuring high levels of amenity and integration with surrounding districts.



**Rive Gauche Paris**

The Paris Rive Gauche project is a transit enriched urban regeneration project of a 130-hectare site located in the east of Paris, on the banks of the Seine including 10 hectares are open space. The aim is to create a mixed-use network of neighbourhoods around landmarks such as the national library and Paris Diderot University, through redevelopment of the industrial and rail located around the Austerlitz train station and with a high focus on employment and ensuring that Paris remained an accessible location for 21st jobs and workplace requirements.



This was achieved with the application of the concerted development zone, or ZAC (zone d'aménagement concertée), bought in 1991. This zone allows for a mix of uses (office, housing, local retail and services, green spaces). The project resulted in the accommodation of 15,000 residents, 30,000 students and staff along with 50,000 employees. This had exceeded both student and employment targets with over 40% of the development area providing diverse housing including affordable and key worker housing. Height controls established were consistent with Paris, typically set at 31 metres and scaling up to 100 metres at the freeway interface. The project includes Station F, the largest start-up facility in Europe containing 1800 micro and small enterprises.

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## 4.5 Benchmarking: Public Open Space and Infrastructure

### 4.5.1 Squares



**Dandenong Civic Centre Square, Melbourne** by Rush Wright Associates

This space is located adjacent to the Dandenong Municipal Building and serves as an important link between Dandenong's main street and the railway station and bus interchange. The space supports both through movement and occupation by Council and library staff and visitors. Richly detailed forms and varied materials reflect the vibrancy and variety of the local community. A program of events has established the Square as an important space for civic activities.



**The Plaza at Harvard University,** by STOSS

This project creates a new gathering space and heart for the university – located above a busy vehicular underpass. As well as a delivering new meeting spaces and a programmable event venue, the project is an exemplar of high performing public realm and delivers both social and hard infrastructure. The design integrates temperature management within the furniture elements and collects storm water through the articulated ground plane.

### 4.5.2 Boulevards



**North Terrace, Adelaide** by TCL

Through the delivery of a generous pedestrian spine on the North side of the street, the project provides a unifying and singular space linking a series of civic buildings. Within this bold gesture, the detailing allows for specific responses to each institution and also provides a series of new urban spaces for the public. Planting, paving, furniture and lighting combine to create a durable and iconic environment for this important space within the City of Adelaide.



#### 4.5.3 Malls



**Passeig De St Joan Boulevard, Barcelona** by Lola Domenech

This project provides valuable social spaces within one of Barcelona's established, historic boulevards. The wide street includes a separated cycle path within the centre median as well as a separated pedestrian path to the sides. Seating areas, children's play spaces and outdoor dining are accommodated in the generous buffer between traffic and footpath spaces. Double rows of deciduous trees provide shade in the summer and allow solar access during winter and understory planting breaks up the long, linear street edge.



**Rundle Mall, Adelaide** by Hassell and Arup

This project was a redevelopment of the existing pedestrian Mall designed to create a space that supports shared community experiences. The realised design encourages visitors to stay in the space longer, thereby contributing to the local economy. Event infrastructure supports a well-curated program of pop-up installations, festivals and events, performances and art installations - and will easily accommodate change, as the specific needs of the community change over time. The design includes re-profiling of the space to move away from its street-like character. A variety of bespoke seating types, the inclusion of canopy shade trees and the introduction of catenary lighting make it a comfortable place for lingering during the day as well as after dark.



**Pitt Street Mall, Sydney** by Tony Caro Architects

A restrained design featuring materials that are part of Sydney's established language and knit the space into its context. Generous amounts of seating, shade trees, and technology-enabled infrastructure make it a well-used space for incidental stopping by visitors, as well as a venue for planned events. The central drain, serves an obvious practical purpose and also artfully reveals the memory of Tank Stream which once ran under the space.

#### 4.5.4 Streetscapes



**Jellicoe Street, Auckland** by TCL + Meghan Wraight and Associates

Part of the North Wharf revitalisation project, the design of Jellicoe Street establishes a new public realm language for this grand boulevard. Incorporating a centrally located tram-line, the design breaks down the vast scale of the space through the use of textured paving materials and the integration of 'fingers' of vegetation which visually break up the linearity of the street, creating comfortable and human-scaled circulation routes. The elimination of kerbs facilitates the integration of water sensitive urban design (WSUD) initiatives through the creation of rain gardens, which capture and filter storm water.



**Greville Street, Melbourne** by City of Stonnington

The de-prioritisation of vehicles through this well-known busy street, has aided its transition to a shared space and popular outdoor dining destination. Finely crafted, façade to façade paving unifies the space and signals its function as more than merely a street for vehicle movement. New furniture and planting are designed to guide traffic, while catenary lighting and artwork marks the street's junction with Grattan Gardens. When closed to vehicular traffic, street and garden combine to create a flexible space for programmed events.



**Afghan Cultural Precinct, Melbourne** by Hassell

This project delivers a distinctive place that is emblematic of the local community. The design is informed by deep consultation with the traders and the community to ensure broad support. Adopted seating configuration supports established modes of socialising and the selected colours, materials and patterns are familiar and much loved. 'The Lantern', an integrated art piece by Afghan-Australian Aslam Akram heralds arrival to the space both day and night.

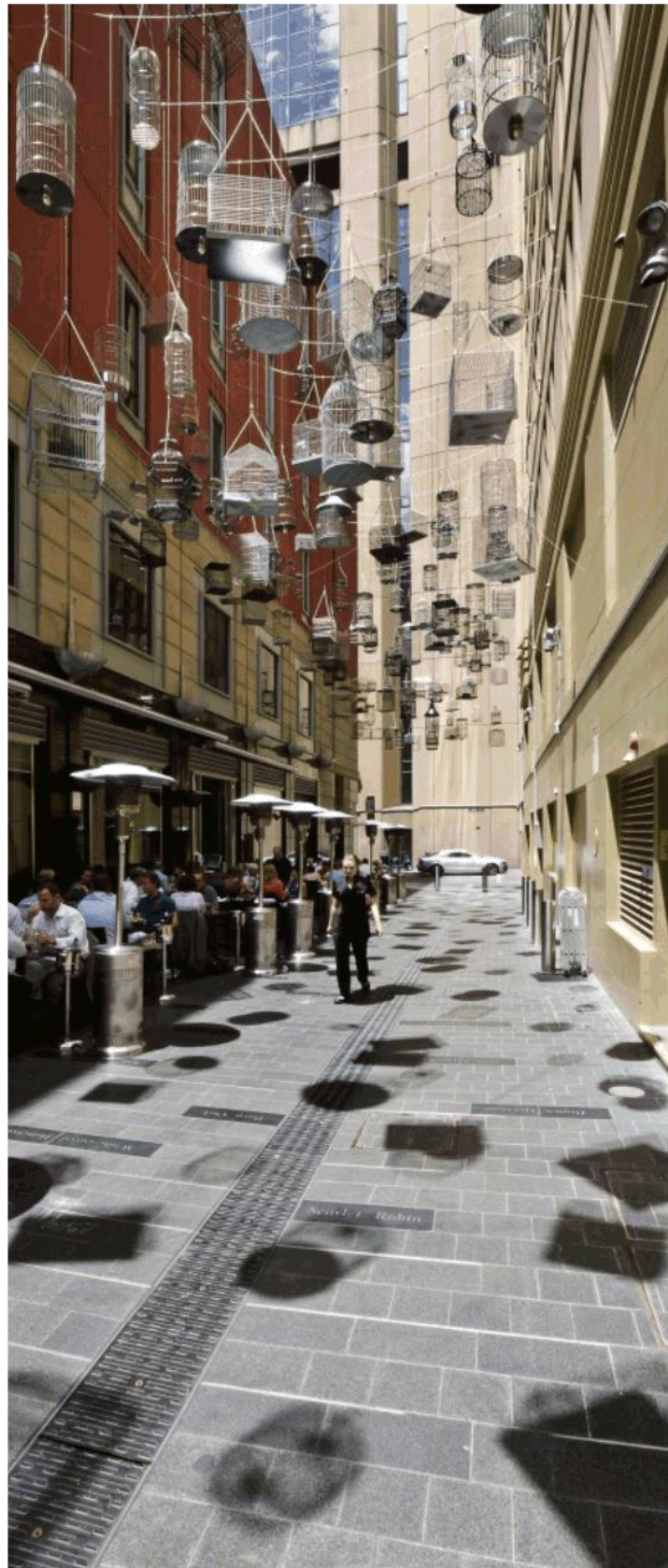
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Image: Angel Place, Sydney | Source: Aspect Studios

**Angel Place, Sydney** by Aspect Studios

The redevelopment of Angel Place has revitalised this historic laneway and transformed it from service access to comfortable and intriguing pedestrian space. A restrained palette of high quality paving introduced few other elements, in order to maintain the functionality of laneway. Paving and steel inlays are used to subtly reveal the subterranean Tank Stream. Integrated lighting and public artwork, 'Forgotten Songs' by Michael Hill, Dr Richard Major, Richard Wong and David Towey, adds further interpretation of the sites history and adds visual interest to the pedestrian experience.





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4.5.5 Small Open Spaces



**Holland Street, Adelaide** by JPE  
Design Studio + City of West Torrens

This project features a re-prioritisation of street 'real estate' to favour pedestrians and cyclists and includes a part street closure. Defined as a key meeting place, the design provides space for congregation and celebrates the location of Holland Street's meeting with the River Torrens. Integrated water sensitive urban design (WSUD) initiatives harvest and treat stormwater, which is reused for irrigation. Bespoke streetscape elements celebrate newly created community space.



**Richmond Terrace Park, Melbourne** by Hansen Partnership

Formed by closing a section of road at the intersection of Docker Street and Richmond Terrace, this new park has become a well-used passive recreation space as well as a green connector through the neighbourhood. High quality paving materials and bespoke seating elements differentiate the space from the surrounding street environment. Integrated lanterns illuminate the park and provide a comfortably lit link for both pedestrians and cyclists.



**Oxford Street, Melbourne** by  
**Urban Initiatives** City of Yarra and  
Leanne O'Shea

The closure of a short length of road allowed the creation of a new urban park. Visually distinctive detailing has been employed to give this small space an attractive and vibrant personality. Seating is integrated into platform edges, which support different modes of occupation by visitors. Water sensitive urban design (WSUD) and flood control measures are integrated, as is low energy lighting for after dark security.



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Image: Pedestrianisation of New Road in Brighton | Source: Gehl Architects



**9.1.2 – ATTACHMENT 1.**

**Box Hill MAC Analysis and Options Report**



# Review of Strategic Direction **Box Hill Metropolitan Activity Centre Analysis & Options —Appendices**

May 2019

Prepared by MGS Architects | TQ Planning  
Movement & Place Consulting | SGS Economics & Planning



9.1.2 – ATTACHMENT 2.

Box Hill MAC Analysis and Options Appendices

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Box Hill Metropolitan Activity Centre  
*Analysis & Options—Appendices*

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**Appendix 3** Stakeholder Reference Group Workshop Presentation

**Appendix 4** Amendment C175: Planning Panel Report—Executive Summary

**Appendix 5** List of planning permit applications 2013–2019

# **Appendix 1**

## **Box Hill Activity Centre – Demand Report**

9.1.2 – ATTACHMENT 2.

Box Hill MAC Analysis and Options Appendices



## BOX HILL ACTIVITY CENTRE – DEMAND REPORT

FINAL  
MAY 2019

Prepared for  
MGS and City of Whitehorse

Independent  
insight.

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## EXECUTIVE SUMMARY

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### Overview

MGS, in collaboration with Tania Quick, Movement & Place and SGS Economics and Planning, has been commissioned to review the planning framework for the Box Hill Activity Centre.

This report outlines population and employment forecasts for the Centre and the demand for additional floor space to accommodate this growth. These forecasts will inform the review of the current planning framework.

### Trends and drivers of growth

The Box Hill Activity Centre has the unique distinction of an ongoing designation as a metropolitan activity centre since 1954. The current structure plan for the Centre was adopted in 2007 and sought to encourage investment in the centre – both employment and housing – to underpin future economic growth in Whitehorse.

Over the last 10 years the Centre has experienced strong population growth, growing from 6,400 in 2006 to 8,500 in 2016 (an average growth rate of 2.9% per annum). Growth of the working age population and tertiary students has been particularly strong.

In the same period growth in employment has grown at a rate of 2.3% per annum. Growth in the health and education industry sectors was particularly strong. These sectors added an estimated 2,500 and 600 jobs respectively between 2006 and 2016 (average growth rates of 4.7% and 5.1%).

Future employment growth is likely to be influenced by the deepening of the knowledge economy, further strengthening of the health and education specialisation, and opportunities for retail growth. The muted suburban rail route would result in better connectivity between Box Hill to areas to the north and south and further increase the attractiveness of the Centre for firms and households.

### Population and housing forecasts

SGS have prepared population and employment forecasts for Box Hill drawing on the Victorian Government's Victoria in the Future (VIF) forecasts. The VIF forecasts are prepared at the SA2 level and then assigned to smaller geographies ('travel zones'). For population, this assignment process is based on recent trends in housing development and the capacity for dwellings, derived from a variety of sources (e.g. the Urban Development Program, VPA Precinct Structure Plans, renewal precinct specific information and state and local planning policy documents).

Two population forecasts have been provided. The first is based directly on the VIF forecasts, whilst the second assumes a slightly slower rate of population growth. This second scenario considered the possibility that the high number of recent residential approvals suggests a degree of speculative planning approval activity, which may not be an accurate reflection of the true extent of latent demand.

Taking these two scenarios as a range, the population of the Centre is forecast to grow by between 8,400 and 10,100 people between 2016 and 2036. This would translate to demand for 4,200 to 5,000 additional dwellings. Table 1 shows the population and dwelling forecasts under both scenarios in 2036.

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TABLE 1: POPULATION AND HOUSING FORECASTS

	2016	Base forecasts			Revised forecast (lower growth than base)		
		2036	2016-36 growth	Growth rate	2036	2016-36 growth	Growth rate
Population (ERP)	8,500	18,600	10,100	4.0%	16,900	8,400	3.5%
Dwellings (SPD)	3,900	8,900	5,000	4.2%	8,100	4,200	3.7%

Source: SGS Economics & Planning, derived using VIF 2016. ERP = Estimated Resident Population; SPD = Structural Private Dwellings.

### Employment forecasts

Employment forecasts for the Centre are derived from VIF total labour force growth estimates for the State and Greater Melbourne. This growth is assigned to smaller areas, by industry, using ABS Census Journey to Work data and the ABS Labour Force Survey.

Two employment scenarios were considered. The first is SGS's base employment forecasts for the Centre, whilst the second assumes slightly higher rate of growth in office, retail, health and education. This second scenario reflects the findings of early stakeholder consultations that have suggested significant appetite to grow employment in these sectors.

The resulting employment growth forecasts for the 20 year period to 2036 are in the order of 8,400 to 11,000 additional jobs. Table 2 outlines the employment forecasts by broad land use type for each scenario to 2036. The largest employment growth is forecast in the health sector, followed by office-based employment.

TABLE 2: EMPLOYMENT FORECASTS

	2016	Base forecasts			Revised forecast (higher growth than base)		
		2036	2016-36 Growth	Growth rate	2036	2016-36 Growth	Growth rate
Office	7,500	10,100	2,600	1.5%	11,100	3,600	2.0%
Retail	2,800	3,800	1,000	1.5%	4,100	1,300	1.9%
Industrial	100	100	-	0.0%	100	-	0.0%
Education	1,500	2,400	900	2.4%	2,700	1,200	3.0%
Health	6,200	9,900	3,700	2.4%	10,900	4,700	2.9%
Entertainment/Recreation	100	200	100	3.5%	200	100	3.5%
Construction	300	400	100	1.4%	400	100	1.4%
<b>Total</b>	<b>18,500</b>	<b>26,900</b>	<b>8,400</b>	<b>1.9%</b>	<b>29,500</b>	<b>11,000</b>	<b>2.4%</b>

Source: SGS Economics & Planning derived from VIF 2016.

### Floorspace demand

These forecasts for dwelling and employment growth have been converted into floorspace demand to understand the additional floor space required in the Centre. Employment floorspace requirements have been estimated using floorspace to job ratios by land use type. Residential floorspace requirements have been estimated using an average dwelling size assumption. These floor space estimates are for the gross floor area of new buildings, excluding areas for parking.

Demand for additional employment floor space is in the order of 266,000 to 346,000 square metres. Over half of this demand is for health floorspace. Demand for office and education



**9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices**

floorspace is also forecast to be significant. Demand for additional residential floor space is in the order of 417,000 to 498,000 square metres.

Combining the VIF forecasts and the revised forecasts (higher employment growth and lower residential growth than the base forecasts) suggests that the total demand for additional floor space could be between 763,000 and 764,000 square metres.

These floor space forecasts are intended to inform future planning for the Centre by providing an indication of the quantum of additional floor space required, the mix of employment and housing, and the mix of different types of employment floor space.

To facilitate the efficient development of the additional floor space required to satisfy forecast demand, future planning will need provide development opportunities that are in excess of the identified floor space requirements.

TABLE 3: FLOORSPACE DEMAND FORECASTS (SQUARE METRES)

	2016 Estimate	Base forecasts		Revised forecast (lower population; higher employment)	
		2036	2016-36 Growth	2036	2016-36 Growth
Office	187,000	253,000	66,000	278,000	91,000
Retail	84,000	113,000	29,000	123,000	39,000
Industrial	8,000	8,000	-	8,000	-
Education	92,000	146,000	54,000	161,000	69,000
Health	185,000	297,000	112,000	327,000	142,000
Entertainment / Recreation	8,000	13,000	5,000	13,000	5,000
<b>All Employment Floorspace</b>	<b>564,000</b>	<b>830,000</b>	<b>266,000</b>	<b>910,000</b>	<b>346,000</b>
<b>Residential Floorspace</b>	<b>391,000</b>	<b>889,000</b>	<b>498,000</b>	<b>808,000</b>	<b>417,000</b>
<b>Total Floorspace</b>	<b>955,000</b>	<b>1,719,000</b>	<b>764,000</b>	<b>1,718,000</b>	<b>763,000</b>

Source: SGS Economics & Planning, derived from VIF 2016.

Note: the 2016 floorspace estimate is based on job to floorspace ratios applied to employment estimates in 2016, due to data limitations on current floorspace within Box Hill.

**9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices**

# 1. INTRODUCTION

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## 1.1 Project background

MGS, in collaboration with Tania Quick, Movement & Place and SGS Economics and Planning, has been commissioned to review the planning framework for the Box Hill Activity Centre.

The project consists of three phases:

- Phase 1: Analysis and Options
- Phase 2: Box Hill refresh (update the vision, structure plan and urban design framework)
- Phase 3: Planning Scheme Amendment

This report includes background demographic and economic analysis for the Phase 1: Analysis and Options report. It addresses the following questions:

- What macro trends will affect the growth and development of the Box Hill Activity Centre?
- What is the likely population and employment growth that the centre might need to accommodate to 2036?
- How much additional floor space is required to accommodate forecast population and employment growth?

## 1.2 Report structure

This report is structured as follows:

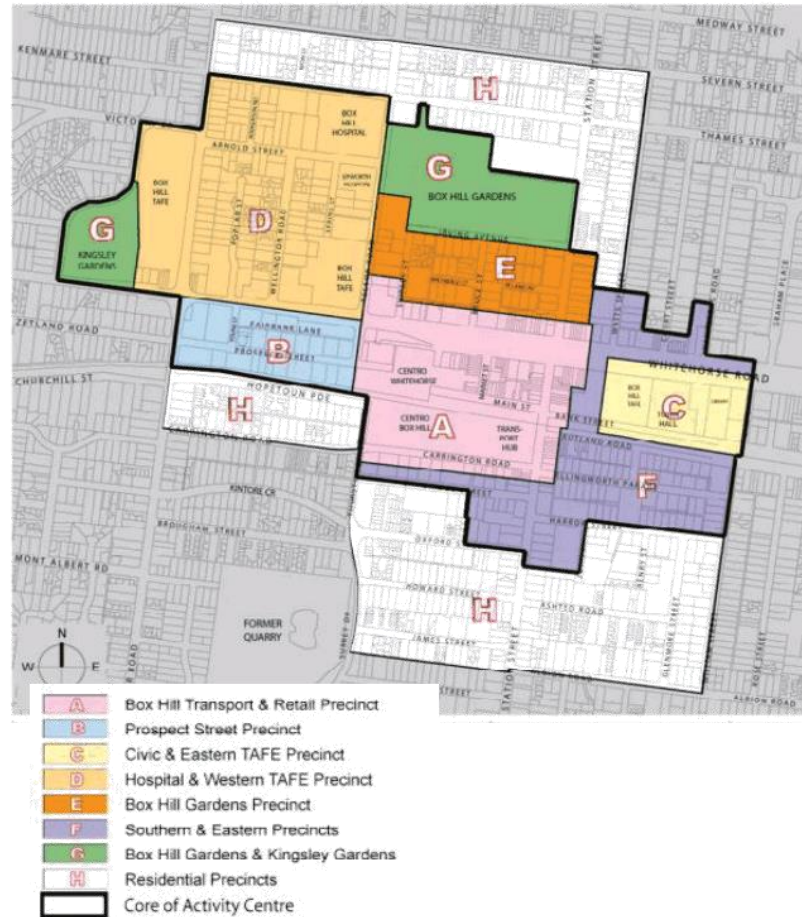
- Section 2 provides a background information including and current trends and macroeconomic drivers that are influencing the development of the Centre.
- Section 3 outlines the population, employment and floorspace forecasts for Box Hill Activity centre.
- Section 4 will discuss the implications of these forecasts for future planning and will include a discussion of development feasibility and, potentially, a discussion of the economic merits of planning mechanisms designed to influence the future land use mix.

## 1.3 Study area

The definition of the Box Hill Activity Centre used throughout this report aligns with the definition set out in the Whitehorse Planning Scheme shown in Figure 1. This includes the Core of Activity Centre (Areas A to G) and the adjacent residential precincts (Area H).

### 9.1.2 – ATTACHMENT 2.

FIGURE 1: BOX HILL ACTIVITY CENTRE



Source: City of Whitehorse Structure Plan 2007

## 9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

# 2. BACKGROUND

This section provides a background to recent development in Box Hill and current trends and macroeconomic drivers influencing the centre.

## 2.1 Context

Box Hill has developed into a successful and thriving centre as a result of coordinated local and state government investment in key industries of health, education and transport, in combination with private sector activity that has led to intensification in the centre.

A range of success factors helped in Box Hill's development, including a long-term designation as a major metropolitan activity centre, the availability of development-ready land, an innovative and proactive Council, and significant investment following deregulation of the banking system.

Planning policy and direction in Melbourne has shifted back and forth over the years, however key some principles have remained consistent throughout Melbourne's history. This includes limiting outward urban expansion, articulated through an urban growth boundary, and the desire to decentralise some activities to regional centres, later known as activity centres.

The most notable difference between Melbourne's various planning documents is the emphasis placed on the central city. Early Melbourne until the 1950s was heavily focused on central Melbourne. The 1950s saw a change in direction, with more intense decentralisation policy the preference, including a focus on Box Hill.

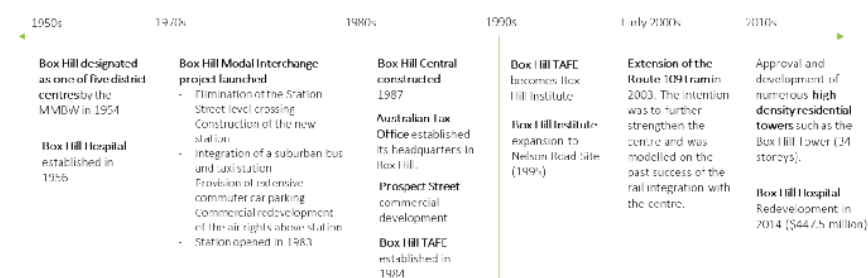
The success of Box Hill as an employment node was strengthened by the decision of the Australian Tax Office locate in the Centre in the late 1980s, coupled with higher frequency train services.

Much of the Centre's growth since 1990 is attributable to the nearby regional education and health facilities, and later in the early 2000s, the extension of the Route 109 tram.

Macroeconomic policy settings and the microeconomic reform agenda carried out by the Commonwealth and State Governments have greatly shaped the economy of broader Melbourne, and provided a fertile economic environment for Box Hill to successfully develop.

Recent planning policy returns the focus to major activity centres in targeted locations that have many opportunities to succeed, including a focus on Box Hill.

FIGURE 2: TIMELINE OF DEVELOPMENT IN BOX HILL





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### Transit City Structure Plan (2007)

The Box Hill Activity Centre Transit City Structure Plan was adopted in 2007. It identifies Box Hill as the main driver of socio-economic wealth in the City of Whitehorse and outlines the importance of growing key clusters of economic activity within the centre, including health and medical services, education and vocational training, community services and restaurant and cafes.

The Structure Plan suggested there was a need to increase the population of the region as Whitehorse's human capital would be constrained by low population growth. The Plan suggests that demand for medium to high density residential was likely to increase in the next decade and the population in the centre was forecast to more than double from 3,825 people in 2001 to 8,500 over a 10 year period. This total population figure was not realised until 2016. Demand for office space was forecast to increase by 55,000 to 75,000 square metres, which would be added to the estimated 117,251 square metres of existing office floorspace.

## 2.2 Current trends and issues

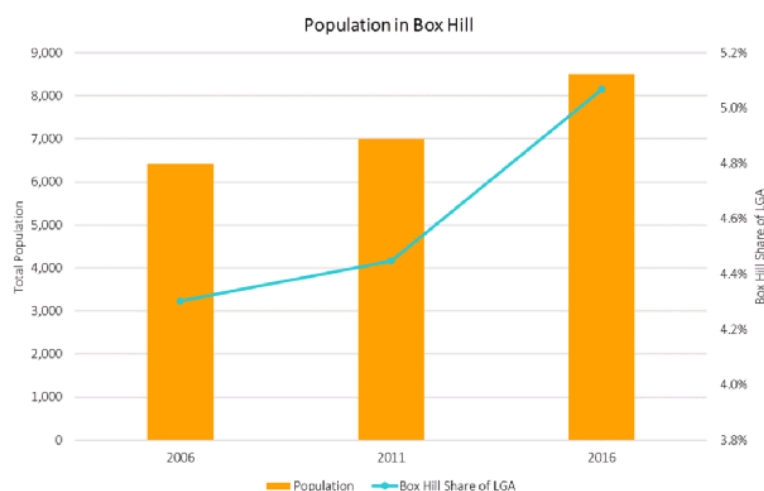
### Strong recent population growth

Over the last 10 years, population in the Box Hill Activity Centre has increased at a faster rate than the rest of the LGA, the Eastern region, and Metropolitan Melbourne. The average annual growth rate of population in Box Hill was 2.9%, higher than the Greater Melbourne average of 1.2% (2006-16).

In 2016 there were over 8,500 residents within the Box Hill Activity Centre, comprising 5.1% of the LGA's population. This share has risen from 4.1% in 2001. The Box Hill Activity Centre hosted 14% of the total population growth of Whitehorse LGA over the last 5 years.

Between 2006 and 2016, the Centre has experienced strong growth in working age population and school aged children. Residents aged 26 to 64 have increased at an average annual growth rate of 4.8%, and those aged between 0 to 17 have grown by 3.5% per annum. The 20-29 year age group contains a large share of the population in 2016, having increased since 2006 (see Figure 4).

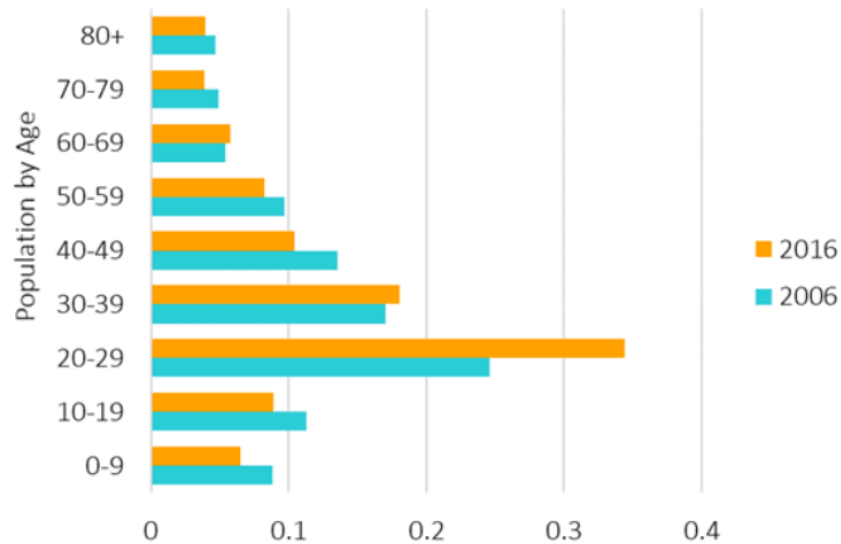
FIGURE 3: POPULATION IN BOX HILL



Source: ABS Census 2016

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FIGURE 4: POPULATION IN BOX HILL BY AGE GROUP

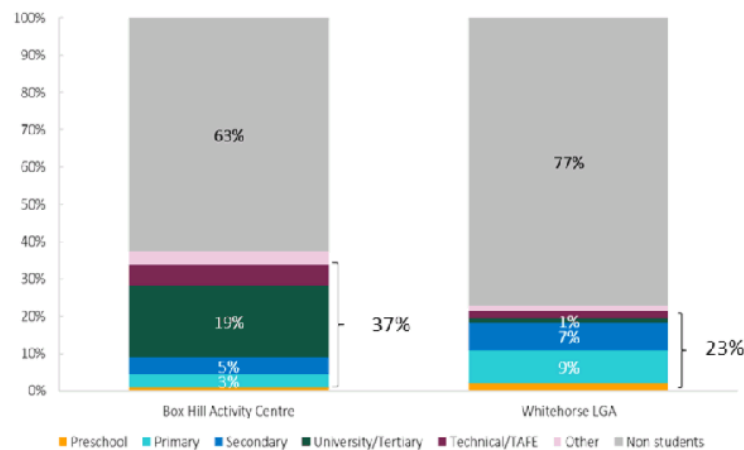


Source: ABS Census 2016

**A large student population**

The Box Hill Activity centre hosts a large number of students. Approximately 37% of the population living within the Box Hill Activity Centre are undertaking some form of education, and or those, around half are tertiary students (see Figure 5). The tertiary students would most likely be attending the Box Hill Institute (in Box Hill), Deakin University in Burwood and Swinburne University in Hawthorn. Both universities are well connected to Box Hill by bus and rail services. In contrast, the students in the wider Whitehorse LGA precinct are mostly primary and secondary school students living with their families.

FIGURE 5: TYPE OF EDUCATIONAL INSTITUTION ATTENDING, 2016



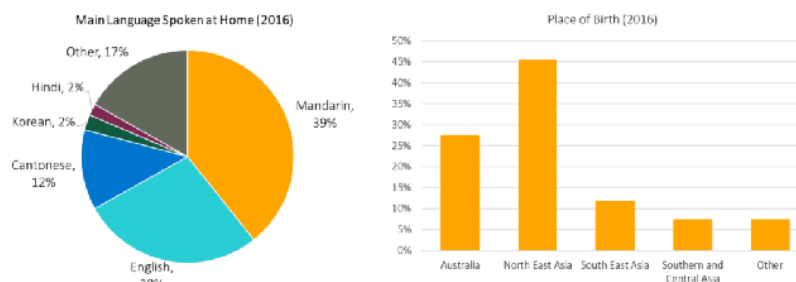
Source: ABS Census 2016

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### Diverse resident population

Box Hill has a culturally diverse resident population, as shown in Figure 6. 39% of the resident population in Box Hill speak Mandarin at home, 12% speak Cantonese and 28% speak English. Over 45% of the population were born in North East Asia (2016 Census).

FIGURE 6: BOX HILL RESIDENT DEMOGRAPHICS – LANGUAGE AND PLACE OF BIRTH (2016)



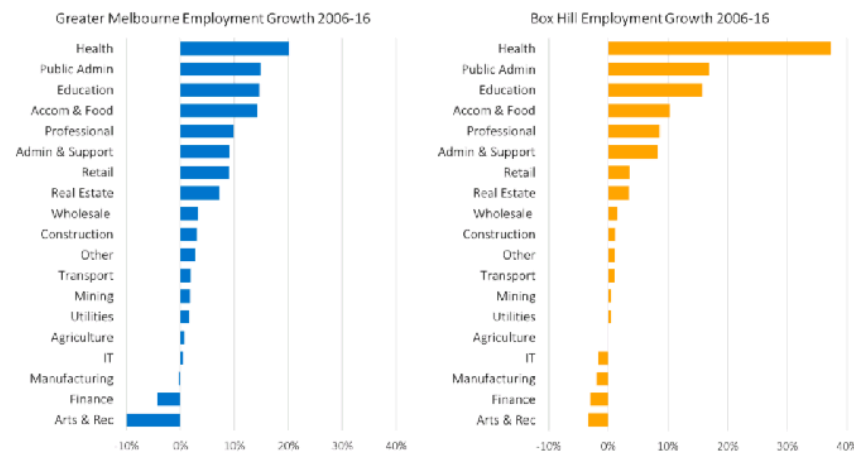
Source: SGS Economics & Planning

### Employment growth

Box Hill is the main economic centre within Whitehorse LGA. The Centre hosted 18,500 jobs in 2016 which is around 24% of the 80,000 jobs in Whitehorse. Box Hill has experienced strong employment growth over the last ten years, at 2.3% per year compared to 0.7% across Whitehorse LGA.

Health is a key industry in Box Hill, contributing almost 40% to total employment growth from 2006 to 2016 (see Figure 7). This is higher than the Melbourne average for Health jobs (20% contribution to growth). Other growing industries for Box Hill include Public Admin, Education, Accommodation & Food, Professional Services and Admin & Support.

FIGURE 7: BOX HILL VS GREATER MELBOURNE EMPLOYMENT GROWTH (2006-16)



Source: SGS Economics & Planning

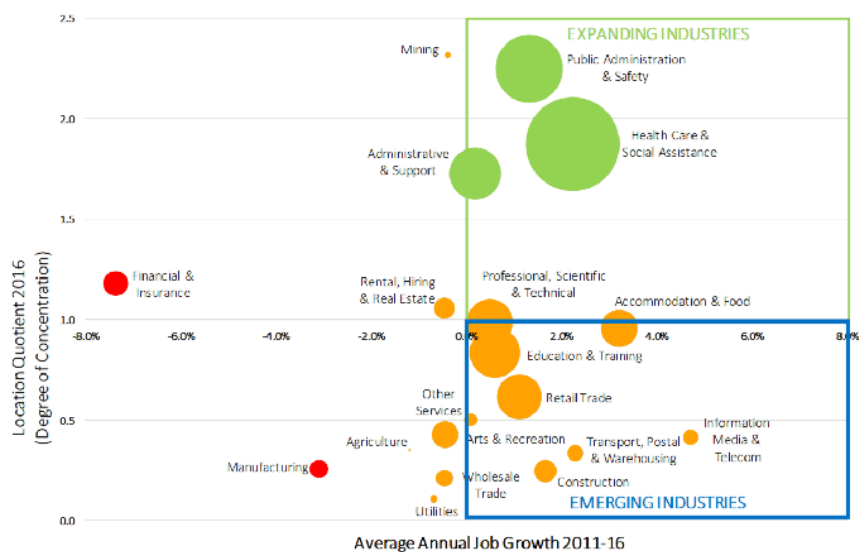
Figure 8 highlights those industries that are expanding and those that are emerging in by comparing three metrics key metrics. The 'location quotient' of each industry is shown on the vertical axis. This represents the level of specialisation of that industry in Box Hill as compared to the City of Whitehorse. The average annual growth rate of employment in each

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industry in Box Hill is shown on the horizontal axis. Finally, the size of the bubble represents the number of jobs in each industry.

*Expanding industries* in Box Hill and their respective shares of all employment are: health care and social assistance (32%), public administration and safety (16%), administrative and support (10%), and education and training (9%). *Emerging industries* include: professional services, education & training, retail trade, accommodation & food services, information media & telecommunications and transport, postal & warehousing.

FIGURE 8: BOX HILL GROWTH SHARE MATRIX



Source: SGS Economics & Planning

### 2.3 Macroeconomic drivers

#### Melbourne's economic transition

Melbourne's economy has undergone significant change over the last 30 years. The recession of the late 1980s and early 1990s affected the Melbourne economy more extensively than the rest of Australia. The industrial heartland of the city contracted sharply as global demand for manufactured goods fell. This had a range of flow on economic effects on the metropolitan economy which has transitioned from an industrial focused economy to one that is rich in knowledge intensive services. In the 1970s and early 1980s Manufacturing produced between 21% and 22.5% of all income generated in Melbourne (see Figure 9). Since then it has been in steady decline and in 2016-17 manufacturing represented just 6.3% of Melbourne's income. Over the same period financial and insurance services increased from around 4% in 1974-75 to 11.8% in 2016-17. Professional services overtook manufacturing in 2010-11 as the second largest industry in Melbourne. It generated 9.3% of all income in Melbourne in 2016-17.

The population of Greater Melbourne has increased from 1.5 million in 1954, to 4.6 million in 2016. The last five years have seen significant population growth in Melbourne, due to increased interstate and international migration of skilled labour. This has seen strong population growth in most parts of Melbourne, particularly in growth areas and within established areas with increasing dwelling densities.

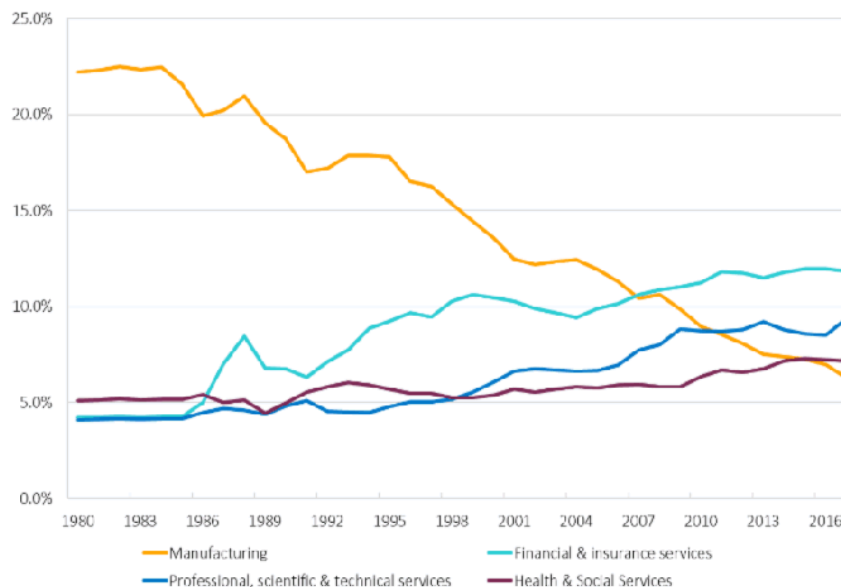
These broader structural changes in the economy have impacted Box Hill's development over the last 30 years, particularly the decline in Manufacturing and shift to knowledge intensive



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services. As an established migrant community, Box Hill has attracted a large migrant population of students and skilled labour, as it provides a mix of housing types, good transport connections and a retail offer that caters to the needs of these groups.

FIGURE 9: INDUSTRY SHARE OF MELBOURNE'S GDP, 1980 – 2017



Source: SGS Economics & Planning

### Health and education are likely to continue to be a strength of the centre

Demand for health services will be strong in the future, as the population ages and life expectancies increase.

As Figure 10 shows, the mix of jobs and economic activity in Box Hill features a larger share of knowledge, health and education employment than other metropolitan activity centres. In this context, Box Hill can consolidate on its strengths as a major hub for health services and attract health care jobs from elsewhere in the region. Demand for health services and therefore floorspace is likely to be high. Changes in service delivery models and technology will impact how health care services are delivered in the longer term and resulting floorspace requirements in the future may vary to what is required today.

The Epworth Hospital has expansion plans to add a 15-storey building adjacent to the existing hospital building. The development has an estimated construction value of \$49 million and will be completed by 2021.<sup>1</sup> It will add 32,000 sqm of floor space.<sup>2</sup>

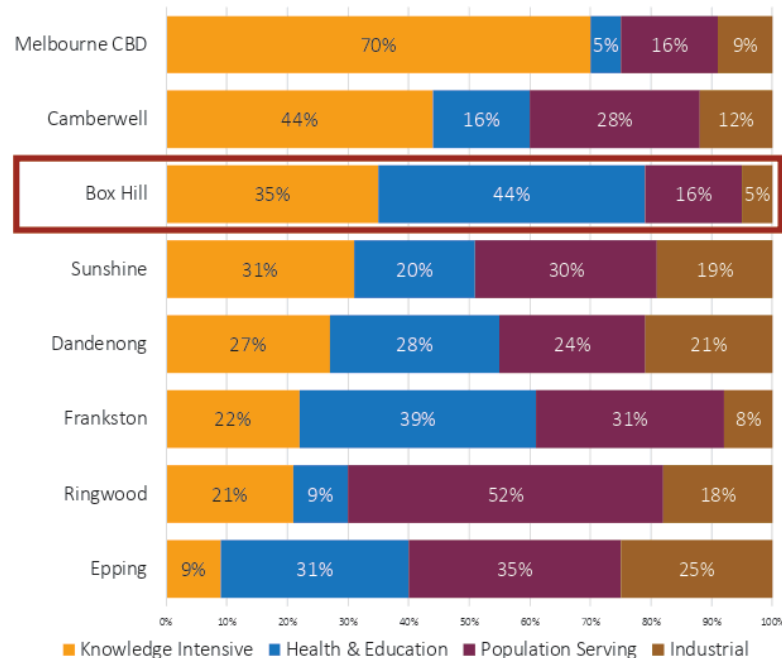
Education and training have been growing in Box Hill, with strong demand for education evident across Melbourne. The centre is also a hub for student accommodation, as previously identified. These existing strengths present opportunities to grow these industries in the future.

<sup>1</sup> Cordell Connect (2019)

<sup>2</sup> Figure from MGS discussions with Epworth.

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FIGURE 10: INDUSTRY COMPOSITION IN ACTIVITY CENTRES (2016)



Source: SGS Economics & Planning

### Significant opportunity for retail growth

Box Hill also has a large retail precinct, employing a large number of retail workers in the region. Future plans to redevelop Box Hill Central by Vicinity Centres will impact retail employment and floorspace, but has the potential to enhance the retail, recreation and lifestyle offering in the Centre. Vicinity have suggested they are considering doubling the retail floor space in their centre from the existing 36,000 sqm to at least 72,000 sqm.

### Transport improvements

The proposed Suburban Rail Loop (SRL) project seeks to transform Victoria's public transport system, providing an underground rail connection between Melbourne's major employment, health, education and activity precincts outside of the CBD. A station is proposed for Box Hill that will connect it to Burwood, Glen Waverley, Monash/Clayton and Cheltenham in the south east, and to Doncaster, Heidelberg and La Trobe in the north.

If the level of service provided by the Suburban Rail Loop offers comparable travel times to the private car, the South Eastern section from Cheltenham to Box Hill could generate high patronage and offer opportunities for more intensive urban development around each station. The South Eastern section appears to have the most potential, with the Monash – Clayton stations being the primary driver of demand and Box Hill anchoring the northern end.

This South Eastern section has roughly three quarters of the higher education enrolments, half the population, workers and jobs of the whole SRL corridor, but is only a quarter of the track length. The intent to start construction on this section of the SRL project makes sense based on these figures.

Box Hill already has a cluster of residents and workers in the eastern region, and the construction of the SRL will broaden its catchment of jobs, education, health and other services and housing. It will also provide opportunities for other economic hubs with similar

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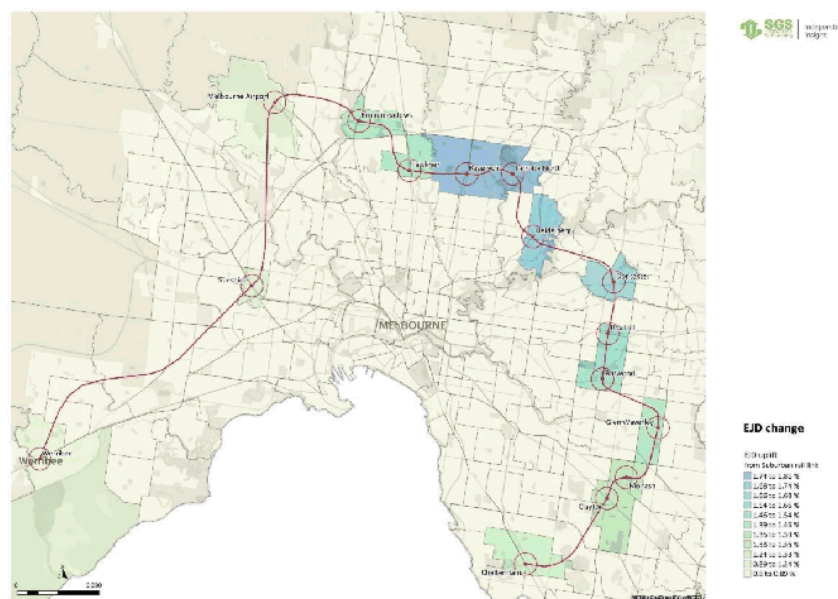
industries to connect to Box Hill, such as Burwood and Monash. This provides significant advantages in terms of:

- Residents having greater access to a variety of education and employment opportunities in the south east
- Industry sectors being able to agglomerate making them more efficient and creating a critical mass that makes smaller supplier businesses more viable
- Individual businesses being able to learn from each other and accelerate innovation
- Higher order and more efficient transport networks can be deployed to provide cost effective transport for people between the high intensity areas.

A high level assessment of change in accessibility to jobs (Effective Job Density or EJD), demonstrates that Box Hill and Burwood will have a large uplift in connectivity as a result of the SRL (see Figure 11).

If built, SRL will re-shape how Melbourne functions, redefining land markets, housing markets and labour markets. With further improved accessibility, Box Hill has the potential to become a major employment hub offering CBD-like functions. Firms locate in areas with high accessibility to gain the benefits of agglomeration. As a result, the SRL project could generate greater demand for commercial floorspace in Box Hill in the longer term.

FIGURE 11: ACCESSIBILITY CHANGES FROM SRL PROJECT



Source: SGS Economics & Planning

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## 3. FORECASTS

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This section outlines the population, employment and floorspace forecasts prepared for Box Hill Activity centre.

### 3.1 Population forecasts

SGS have prepared population and employment forecasts for Box Hill based on the Victorian Government's Victoria in the Future (VIF) forecasts. The VIF forecasts are prepared at the SA2 level and then assigned to smaller geographies ('travel zones') based on recent trends in housing development and the capacity for dwellings from a variety of sources (e.g. the Urban Development Program, VPA Precinct Structure Plans, renewal precinct specific information and state and local planning policy documents). They do not account for any influence of the Suburban Rail Loop (SRL) project on population or employment growth.

Two population forecasts have been provided. The first is based on a 'default' allocation of VIF forecasts, whilst the second assumes a slightly slower rate of population growth. This second scenario considered the possibility that the high number of recent residential approvals suggests a degree of speculative planning approval activity, which may not be an accurate reflection of the true extent of latent demand.

Taking these two scenarios as a range the population of the Centre is forecast to grow by between 8,400 and 10,100 people between 2016 and 2036. This would translate to demand for 4,200 to 5,000 additional dwellings. Table 4 shows the population and dwelling forecasts under both scenarios in 2036. Under the base forecasts scenario the population of Box Hill Activity Centre is projected to grow slightly faster than it did in the previous 10 years, at a rate of 4.0% per annum to 2036 vs 2.9% per annum from 2006 to 2016 (see Table 6).

As the main residential and commercial centre in the Whitehorse LGA, Box Hill has historically accommodated a significant proportion of new residents and this trend is likely to continue. Box Hill is forecast to have a greater share of the LGA's population in the future, increasing to 9.1% of Whitehorse LGA population in 2036.

Dwellings in Box Hill are forecast to grow at a slightly faster rate than population, resulting in a decreasing average household size. This trend is already evident, with more apartment living and small family sizes.

Over the next 20 years to 2036, there is likely to be significant growth in the elderly population aged 65+ years (5.0% per annum) and in the working age population aged 26 to 64 years (4.4% per annum). Strong growth is also forecast for school age children (0 to 17 years) at 4.2% per annum (see Table 5).



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TABLE 4: POPULATION AND HOUSING FORECASTS

	2016	Base forecasts			Revised forecast (lower growth than base)		
		2036	2016-36 growth	Growth rate	2036	2016-36 growth	Growth rate
Population (ERP)	8,500	18,600	10,100	4.0%	16,900	8,400	3.5%
Dwellings (SPD)	3,900	8,900	5,000	4.2%	8,100	4,200	3.7%

Source: SGS Economics & Planning, derived using VIF 2016. ERP = Estimated Resident Population; SPD = Structural Private Dwellings.

TABLE 5: POPULATION BY AGE FORECAST (VIF FORECAST SCENARIO), BOX HILL

Age Group	2011	2016	2036	AAGR 2016-36
0 – 17 years	1,000	1,200	2,900	4.2%
18 – 25 years	1,500	1,700	2,400	1.7%
26 – 64 years	3,500	4,400	10,300	4.4%
65+ years	1,000	1,200	3,000	5.0%
<b>Total</b>	<b>7,000</b>	<b>8,500</b>	<b>18,600</b>	<b>4.0%</b>

Source: SGS Economics & Planning

TABLE 6: HISTORICAL POPULATION AND DWELLING, BOX HILL AND WHITEHORSE LGA

	2006	2011	2016	AAGR 06-16
<b>Box Hill</b>				
Population	6,400	7,000	8,500	2.9%
Households (Occupied Private Dwellings)	2,700	3,000	3,600	2.9%
Average household size	2.4	2.4	2.4	
Box Hill Population Share of LGA	4.3%	4.4%	5.1%	
<b>Whitehorse LGA</b>				
Population	149,000	157,500	168,000	1.2%
Households	57,000	60,800	64,800	1.2%
Average household size	2.6	2.6	2.6	

Source: SGS Economics & Planning

Note: AAGR = average annual growth rate. Occupied Private Dwellings are a subset of Structural Private Dwellings, which also includes unoccupied private dwellings.

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### Comparison to ID Consulting forecasts

Population projections prepared by ID Consulting (2017) cover a smaller area than the SGS projections and have used different assumptions. As a result, there are difference between these two sets of projections. A comparison of the two is provided in Table 7.

The ID Consulting forecasts estimates an average annual growth rate of 5.7% to 2036 for Box Hill. This is high compared to SGS projections of 4.0%. Both forecasts estimate that there will be an additional 10,000 residents in Box Hill by 2036.

Both the VIF and ID forecasts indicate possible future growth scenarios are reasonable estimates for future planning purposes. The higher rate a residential growth suggested in the ID forecast could have implications for the 'crowding out' of the forecast growth in employment uses. This issue will be explored in the subsequent stage of the study.

TABLE 7: COMPARISON OF ID POPULATION FORECASTS

		2016	2036	2016-36	AAGR 2016 - 2036
ID forecasts	Population	4,728	14,379	9,651	5.7%
	Households	2,047	6,231	4,184	5.7%
SGS forecasts (base)	Population	8,500	18,600	10,100	4.0%
	Households	3,900	8,900	5,000	4.2%

Source: ID Consulting, 2017.

### 3.2 Employment forecasts

Employment forecasts for the Centre are derived from total labour force growth estimates for the State and Greater Melbourne. This growth is assigned to smaller areas, by industry, using ABS Census Journey to Work data and the ABS Labour Force Survey.

Two employment scenarios were considered. The first is SGS's base employment forecasts for the Centre, whilst the second assumes slightly higher rate of growth in office, retail, health and education. This second scenario reflects the findings of early stakeholder consultations that have suggested significant appetite to grow employment in these sectors.

The potential for employment growth to be impacted by the 'crowding out' effects of residential development has not been considered.

The resulting employment growth forecasts for the 20 year period to 2036 are in the order of 8,400 to 11,000 additional jobs.

Employment forecasts have been prepared for each industry as defined by the Australia and New Zealand Standard Industry Classification (ANZSIC 2006) from the ABS at the one digit level. Demand for employment floorspace by six floor space categories are estimated using the employment by industry forecasts. The types of floorspace required by firms varies by industry and location.

In Box Hill, an activity centre with predominantly retail and office floorspace, firms that are classified as being engaged in manufacturing and wholesale trade, are more likely to be found in office and/or retail floorspace instead of industrial floorspace.

To deal with this complexity, employment by industry has been converted to floor space categories using a matrix approach. Table 9 shows the conversion of employment industry to floorspace category used for Box Hill. For example, 95% of Manufacturing employment is allocated to office floorspace and 5% is allocated to industrial floorspace. This allocation in the matrix is based on a review of similar data from other activities centres and consideration of 2, 3, and 4 digit industry classifications.

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TABLE 8: BOX HILL EMPLOYMENT BY INDUSTRY

Industry of Employment (ANZSIC)	2006	2011	2016	2036	2016-36 Growth
Agriculture	0	0	0	0	0
Mining	0	20	0	0	0
Manufacturing	320	260	320	240	-80
Electricity, Gas, Water & Waste	10	20	10	20	10
Construction	160	170	300	450	150
Wholesale Trade	150	250	360	370	10
Retail Trade	1,330	1,250	1,140	1,600	460
Accommodation & Food	590	680	1,100	1,390	290
Transport, Postal & Warehousing	120	120	100	130	30
Information Media & Telecommunications	190	220	190	220	30
Financial & Insurance	610	500	610	780	170
Rental, Hiring & Real Estate	140	260	440	520	80
Professional, Scientific & Technical	1,160	1,430	1,410	2,360	950
Administrative & Support	1,060	1,230	1,180	1,790	610
Public Administration & Safety	2,860	2,750	2,410	2,990	580
Education & Training	940	1,770	1,530	2,440	910
Health Care & Social Assistance	4,350	5,660	6,870	10,990	4,120
Arts & Recreation	280	110	60	110	50
Other Services	420	400	450	480	30
<b>Total Employment</b>	<b>14,700</b>	<b>17,100</b>	<b>18,500</b>	<b>26,910</b>	<b>8,410</b>

Source: SGS Economics & Planning

TABLE 9: EMPLOYMENT BY INDUSTRY CONVERSION TO FLOORSACE CATEGORIES

		Floorspace Category						
		Office	Retail	Industrial	Education	Health	Entertainment / Recreation	Other
Industry of Employment (ANZSIC)	Agriculture	100%						
	Mining	100%						
	Manufacturing	95%		5%				
	Electricity, Gas, Water & Waste			100%				
	Construction							100%
	Wholesale Trade	60%	30%	10%				
	Retail Trade		100%					
	Accommodation & Food		95%				5%	
	Transport, Postal & Warehousing	80%	10%	10%				
	Information Media & Telecommunications	90%	10%					

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Financial & Insurance	90%	10%					
Rental, Hiring & Real Estate	80%	20%					
Professional, Scientific & Technical	85%	15%					
Administrative & Support	100%						
Public Administration & Safety	95%	5%					
Education & Training					100%		
Health Care & Social Assistance	10%					90%	
Arts & Recreation		10%					90%
Other Services	100%						

Source: SGS Economics & Planning

Table 10 outlines the employment forecasts by broad land use type after applying the matrix approach to the employment by industry forecasts shown in Table 8. The largest employment growth is forecast in health, followed by office-based employment (including professional services and administrative support services).

Box Hill is expected to increase its share of LGA employment to 26%, up from 24% in 2016. It is expected to be a key employment hub for the Eastern Region in the future with a broad base of employment services.

Table 11 presents estimates of employment in Box Hill in 2006, 2011 and 2016, highlighting that there has been strong employment growth in the past 10 years of 2.3% per annum. The two employment scenarios estimate an annual employment growth rate between 1.9 to 2.4% per annum, in line with the historical growth rate. Providing the necessary commercial development and opportunities for businesses to locate in Box Hill will be important to the future success of the centre.

TABLE 10: EMPLOYMENT FORECASTS FOR BOX HILL

	2016	Base forecasts			Revised forecast (higher employment growth)		
		2036	2016-36 Growth	Growth rate	2036	2016-36 Growth	Growth rate
Office	7,500	10,100	2,600	1.5%	11,100	3,600	2.0%
Retail	2,800	3,800	1,000	1.5%	4,100	1,300	1.9%
Industrial	100	100	-	0.0%	100	-	0.0%
Education	1,500	2,400	900	2.4%	2,700	1,200	3.0%
Health	6,200	9,900	3,700	2.4%	10,900	4,700	2.9%
Entertainment/Recreation	100	200	100	3.5%	200	100	3.5%
Construction	300	400	100	1.4%	400	100	1.4%
<b>Total</b>	<b>18,500</b>	<b>26,900</b>	<b>8,400</b>	<b>1.9%</b>	<b>29,500</b>	<b>11,000</b>	<b>2.4%</b>

Source: VIF 2016 and SGS Economics & Planning



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TABLE 11: HISTORICAL EMPLOYMENT IN BOX HILL

	2006	2011	2016	AAGR 2006-16
Office	7,000	7,400	7,500	0.7%
Retail	2,400	2,500	2,800	1.6%
Industrial	100	100	100	0.0%
Education	900	1,800	1,500	5.2%
Health	3,900	5,100	6,200	4.7%
Entertainment / Recreation	300	100	100	-10.4%
Construction	200	200	300	4.1%
<b>Total</b>	<b>14,700</b>	<b>17,100</b>	<b>18,500</b>	<b>2.3%</b>

Source: SGS Economics & Planning

### 3.3 Floorspace forecasts

#### Current floorspace estimates

The current floor space in the Centre has been estimated by multiplying current employment estimates by job to floor area ratios by broad land use industry.

Using this approach the total non-residential floorspace in Box Hill is estimated to be 647,000 square metres in 2016. This is comprised of commercial, retail, health, education and institutional floor space.

The Centre has an estimate 187,000 sqm of commercial office floorspace, spread across large commercial offices including the Australian Tax Office, 990 Whitehorse Road and the DHHS Office. There are also a number of small-scale commercial offices on Prospect Street and in the area surrounding Ellingworth Parade.

Health care floorspace in Box Hill is estimated at 185,000 sqm, with the majority of this at Box Hill Hospital and the Epworth Eastern Hospital. There are also several small-scale medical services and GPs surrounding the two hospitals.

Box Hill has a large amount of education floorspace, estimated at 92,000 sqm currently. The majority of this is made up by the Box Hill Institute across the three campuses on Elgar Rd, Nelson Rd and Whitehorse Rd.

Retail floorspace in Box Hill is estimated at 84,000 sqm, with most of this at Box Hill Central and the surrounding retail precinct.

TABLE 12: BOX HILL CURRENT FLOORSPACE BY LAND USE TYPE

Land use type	2016 Floorspace estimate (sqm)
Office	187,000
Retail	84,000
Industrial	8,000
Education	92,000
Health	185,000
Entertainment / Recreation	8,000
<b>Total Floorspace</b>	<b>564,000</b>

Source: Floorspace estimate - SGS Economics & Planning

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To cross check the accuracy of SGS's approach to estimate current floor space we have compared a 2011 estimate to data from the Census of Land Use and Employment (CLUE) survey undertaken in 2011. Table 13 shows the 2011 estimates of floorspace sourced from the 2011 CLUE survey along with the SGS estimates of 2011 floorspace, using the same method outline above.

Both sources suggest a similar total quantum of floor space however the composition does vary somewhat. This is likely to be the result of differences in data, methodologies and assumptions. The fact that the overall figures are closely aligned suggests that the SGS method provides a reasonably accurate estimate of the total employment floor space in the Centre.

These figures might be varied through analysis of historic Council rates data which will include floor space estimates for most properties. Although this approach would also have the limitation of not including the floor space on non-rateable properties which could be significant if education and health facilities fall into this category.

TABLE 13: BOX HILL 2011 FLOORSPEACE BY LAND USE TYPE – SGS AND CLUE

Land use type	2011 Floorspace (CLUE data) (sqm)	2011 Floorspace estimate (sqm)
Office	150,000	185,000
Retail	63,000	74,000
Industrial	11,000	8,000
Education	85,000	106,000
Health	51,000	153,000
Entertainment / Recreation	27,000	10,000
<b>Total Floorspace</b>	<b>478,000</b>	<b>536,000</b>

Source: CLUE Box Hill (2011), Floorspace estimate - SGS Economics & Planning

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### Forecast floor space demand

These forecasts for dwelling and employment growth have been converted into floorspace demand to understand the additional floor space required in the Centre. Employment floorspace requirements have been estimated using floorspace to job ratios by broad land use type (shown in Table 14). Residential floorspace requirements have been estimated using an average dwelling size assumption. These floor space estimates are for the gross floor area of new buildings, exclude areas for parking.

TABLE 14: BOX HILL EMPLOYMENT TO FLOORSACE RATIOS BY LAND USE TYPE

Land use type	2016	2036
Office	25	25
Retail	30	30
Industrial	100	100
Education	60	60
Health	30	30
Entertainment / Recreation	80	80

Source: SGS Economics & Planning

Demand for additional employment floor space is in the order of 266,000 to 346,000 square metres. Over half of this demand is for health floorspace. Demand for office and education floorspace is also forecast to be significant. Demand for additional residential floor space is in the order of 417,000 to 498,000 square metres. Combining the VIF vase forecasts and the revised forecasts suggests that the total demand for additional floor space could be between 763,000 and 764,000 square metres.

These floor space forecasts are intended to inform future planning for the Centre by providing an indication of the quantum of additional floor space required, the mix of employment and housing, and the mix of different types of employment floor space. They are not intended to be used as a target or absolute limit for growth in the Centre.

TABLE 15: FLOORSACE DEMAND FORECASTS (SQUARE METRES)

	2016 Estimate	Base forecasts		Revised forecast (lower population; higher employment)	
		2036	2016-36 Growth	2036	2016-36 Growth
Office	187,000	253,000	66,000	278,000	91,000
Retail	84,000	113,000	29,000	123,000	39,000
Industrial	8,000	8,000	-	8,000	-
Education	92,000	146,000	54,000	161,000	69,000
Health	185,000	297,000	112,000	327,000	142,000
Entertainment / Recreation	8,000	13,000	5,000	13,000	5,000
<b>All Employment Floorspace</b>	<b>564,000</b>	<b>830,000</b>	<b>266,000</b>	<b>910,000</b>	<b>346,000</b>
<b>Residential Floorspace</b>	<b>391,000</b>	<b>889,000</b>	<b>498,000</b>	<b>808,000</b>	<b>417,000</b>
<b>Total Floorspace</b>	<b>955,000</b>	<b>1,719,000</b>	<b>764,000</b>	<b>1,718,000</b>	<b>763,000</b>

Source: SGS Economics & Planning, derived from VIF 2016.

Note: the 2016 floorspace estimate is based on job to floorspace ratios applied to employment estimates in 2016, due to data limitations on current floorspace within Box Hill.

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## APPENDIX 1

This appendix provides more detail on the dwellings and population forecasting methodology.

### Population

First control totals by SA2 are established – Module 1 (M01). This is based on the Victoria in Future forecasts (VIF16).

Dwellings (i.e. occupied and unoccupied dwellings) is the first variable estimated at a travel zone level - Module 2 (M02).

Dwellings are then systematically disaggregated to occupied private dwellings, population, and age groups. People in non-private dwellings (i.e. nursing homes, jails, hotels, etc) are also estimated and incorporated into the population and population by age projections.

#### Module 1: SPD to ERP by Age by SA2

Structural Private Dwellings<sup>3</sup> (SPD) for each SA2 from VIF16 is used as the starting point. These were combined with historical data from the Housing Development Data<sup>4</sup> (HDD) and ABS Census data to generate a time series from 1996 out to 2046. Further adjustments are then made using Urban Development Program<sup>5</sup> (UDP) data and Victorian Planning Authority (VPA) and local government planning documents, particularly Precinct Structure Plans<sup>6</sup> (PSPs).

SPD is then broken down to Occupied and Unoccupied Private Dwellings (OPD/UOPD). OPD are translated to Population in OPD and Population in Non-Private Dwellings (NPD) (i.e. college dormitories, jails, nursing homes) and calculated separately. These are combined to represent total Estimated Residential Population (ERP). Data is sourced directly from VIF16 for projection years, ABS ERP and ABS Census data is then aligned to SPD to create a historical dataset.

#### Module 2: Structural Private Dwellings by Travel Zone

SA2 level projections are then apportioned to the Travel Zone (TZ) level over the entire state. Travel zones are small geographies allowing a detailed understanding of urban development. This apportionment is based on the trends in housing development and capacity for dwellings evident from a variety of sources captured in an *integrated capacity database* constructed by SGS. The datasets captured in this database are summarised in Figure 12. For the base year actual data is usually available. As projections reach further into the future, however, the certainty of the inputs declines. This interaction is depicted at the bottom of the graphic.

<sup>3</sup> A privately owned building or structure that people live in. This may include a house, an apartment, or it may be a mobile dwelling such as a caravan.

<sup>4</sup> Information on the number and location of existing dwellings, vacant residential land and resident residential development. Available for metropolitan Melbourne only

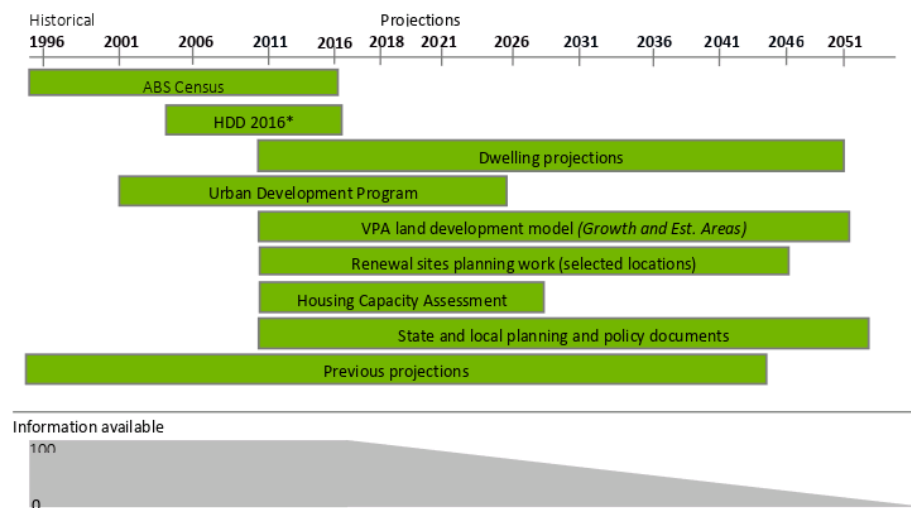
<sup>5</sup> Information on the pipeline of major residential projects in established areas and the supply of greenfield residential land in metropolitan Melbourne and selected regional areas

<sup>6</sup> Planning framework for development in greenfield areas



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FIGURE 12. INTEGRATED CAPACITY DATABASE



\* HDD data is available for Metropolitan Melbourne only.

^ Urban Development Program 2015 data is available for Metropolitan Melbourne only. 2014 data is used for the rest of Victoria.

# Available for established Melbourne only.

Timing and priority is also captured in the database and allocated into three broad capacity types:

- Priority Capacity by 5 year intervals – Includes more certain and localised development information such as the UDP or information on specific sites from Council engagement.
- Other Capacity by 5 year intervals – This includes other capacity information which has some timing component. This includes Precinct Structure Plan data and incremental infill data from the Housing Capacity Assessments.
- Ultimate Capacity – This includes other untimed capacity data sources and broad density limit assumptions.

Priority and timing is used to sequentially allocate down SA2projected dwelling growth for each 5 year period to TZs. This means various development inputs are effectively treated as a development opportunity (or capacity estimate) and each opportunity is only realised if there is sufficient demand within the LGA. This will result in some development inputs being pushed out or brought forward to ensure alignment with the SA2 control totals.

### Module 3: Structural Private Dwellings to Estimated Resident Population by Travel Zone

Upon synthesising SPD for each TZ in Victoria, SGS applied the housing unit method to estimate the number of occupied private dwellings, persons in occupied private dwellings, persons in non-private dwellings and estimated resident population by TZ. This stepped approach results in very robust results which capture a range of issues while still being closely aligned with estimated development patterns. Some issues which this approach will capture include:

- Holiday locations which will have lower occupancy rates
- Growth areas which will have larger household sizes, and
- Inner city areas which have smaller household sizes but are seeing a transition to more family household types.

The following table highlights the key steps and assumptions.

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Housing Unit Component	Description
Structural Private Dwelling (SPD)	Developed in Module 2
Occupied Private Dwelling (OPD) = SPD * Occupancy Rate	<p>A historical occupancy rate for each TZ is derived from 1996, 2001, 2006 and 2011 Census data. This is trended forward based on SA2 occupancy rates sourced from VIF16.</p> <p>Trend rates for individual TZs within an LGA are varied based on their life cycle and relationship with other TZs. For example, very new growth area zones with low occupancy rates will be trended back to the LGA average quickly to reflect new families moving in, while other TZs will remain stable.</p>
People in OPD (POPD) = OPD * Household Size	<p>A historical household size for each TZ is derived from 1996, 2001, 2006 and 2011 Census data. This is trended forward based on SA2 household size rates sourced from VIF16.</p> <p>Trend rates for individual TZs within an SA2 are varied based on their life cycle and relationship with other TZs. TZs with apartments and very low household size ratios will not continue to drop below 'unrealistic' rates.</p>
People in Non-Private Dwellings (PNPD)	<p>This includes persons in communal or transitory type accommodation (i.e. prisons, boarding school, hospital, defence establishments). The current distribution of PNPD for each TZ has been derived from the ABS Census.</p> <p>Given this is a small component of the total population, and minimal data on how it may change is available, LGA control totals have simply been allocated down based on the current distribution pattern on a pro-rata basis. Which implies no new facilities will be created and any growth in this population segment will go to existing facility locations.</p>
Estimated Resident Population (ERP) = PNPD + POPD	Total Estimated Resident population simply equals the combination of POPD and PNPD.

During each step results are aligned to VIF16 control totals and individual TZ trends are reviewed to ensure realistic results (i.e. if there is population there must be dwellings).

### Employment Forecasts

#### Melbourne Projections

Employment by industry projections have been developed for the Melbourne economy using a variety of different sources<sup>7</sup>. These projections were developed for the short (2021), long term (2036) and beyond (2046), in the context of the Victoria, Australia and Global economy. This ensures that the projected industry growth can be resourced with the finite level of resources at the disposal of Australia.

Employment growth was capped using future labour force constraints. The labour force was based on the VIF16 and projections for labour force participation for each five year age group. Labour force projections were made separately for men and women to account for observed differences in their participation by age profiles. The Intergenerational Report<sup>8</sup> was used as a guide to workforce participation amongst various age groups into the future. A projection of unemployment was also made to ensure a coherent picture of the future labour force.

<sup>7</sup> Including the Australian Bureau of Statistics (ABS), Australian Bureau of Agricultural & Resource Economics and the Joint Economic Forecasting Group.

<sup>8</sup> Treasury, Australian Government, 2015

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Table 16 is a summary of the employment trends and drivers for each industry.

TABLE 16. INDUSTRY SUMMARY

Industry	Trend/driver
Agriculture	Small industry which are projected to remain current level.
Mining	Small industry which are projected to remain current level.
Manufacturing	Will continue to decline for the next 15 years, but at a slower rate. This is due to a growing population of Melbourne required more locally Manufactured goods.
Utilities	Will grow as the population of Melbourne increases
Construction	Will grow as the population of Melbourne increases
Wholesale Trade	Will grow as the population of Melbourne increases
Retail Trade	Will grow as the population of Melbourne increases
Accom. & Food Services	Will grow as the population of Melbourne increases
Transport & Warehousing	Will grow as the population of Melbourne increases
Information Media & Telecom.	A very diverse industries will many different components (E.g. newspapers and telecommunications) which will remain fairly static in coming years
Financial & Insurance Services	Will grow in line with historical trends
Real Estate Services	Will grow as the population of Melbourne increases
Professional Services	Will grow in line with historical trends
Administrative & Support Services	Will grow in line with historical trends
Public Administration & Safety	Will grow as the population of Melbourne increases
Education & Training	Will grow as the population of Melbourne increases
Health Care & Social Assistance	Will grow as the population of Melbourne grows and ages
Arts & Recreation Services	Will grow as the population of Melbourne increases
Other Services	Will grow as the population of Melbourne increases

### SA3 Projections

This set of metropolitan projections were the cap to which the small area employment projections were limited. The Australian Bureau Statistics (ABS) Census Journey to Work data has been used to estimate employment in each SA3 for 1996, 2001, 2006 and 2011. However, due to the undercounting of this dataset, the estimates for Melbourne were benchmarked to annual average employment estimates for each industry from the Labour Force Survey for each year. An adjustment has been made to the Labour Force Survey to account for people who live in Regional Victoria but travel to Melbourne for work. Data from the City of Melbourne Census of Land Use and Employment (CLUE) has been used to adjust the Census Journey to Work data industries shares for the most recent years.

These employment figures were also split into blue collar and white collar employment using Census Journey to Work and Labour Force Survey data.

In projecting future industry employment by SA3 the following process was followed:

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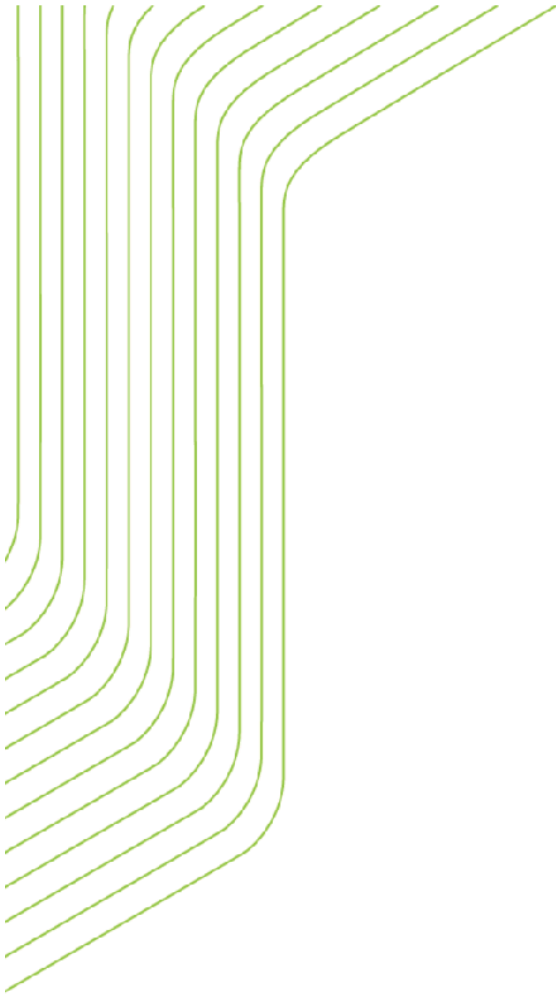
- Initially, the 2016-46 projections for each SA3's employment by industry was assumed to follow the growth pattern observed in Melbourne industry share between 1996 and 2011;
- In 2031 and 2046 adjustments were made to this industry to share to account for known information about the development of Melbourne;
- population projections for each SA3 were used to adjust the projections for population serving industries. This was done by observing the trends in population to industry employment between 2001 and 2016;
- A factor analysis of each of Melbourne's SA3 was utilised to appropriately cater for expected changes in employment distribution over time. This factor analysis included an assessment of each SA3s prospects and capacity for growth, transport connections, resident workforce characteristics, employment lands availability and Government spatial policy considerations. Importantly, this factor analysis was undertaken separately for each of major industry and to ensure that the level of granularity appropriately reflected their respective location drivers;
- For the years between 2016 and 2031, the projections were interpolated. That is, the assumed spatial changes at 2031 were progressively introduced; and
- For 2036, 2041 and 2046 the employment projections were extrapolated using the 2031 and 2051 SA3 industries employment shares.

#### **SA2 Projections**

The Place of Work estimates by industry and occupation at the SA2 were used to allocate each SA3's total employment to the SA2 in that SA3. Finally, a detailed review of SA2 employment by industry and occupation projections was undertaken and adjustments made as necessary. This included a review of the employment densities and a cross check against background conditions (including known structure plans and the scale of major redevelopments).



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# **Appendix 2**

## **Best Practice Review—Summary of Documents Reviewed**

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## Best practice review — summary of documents reviewed

### Churchill Fellowship Report: hyper-dense, high-rise residential environments - USA, Canada, Hong Kong, Japan, South Korea, Leanne HODYL 2014

In 2014, the Churchill Fellowship Trust provided Leanne Hodyl the opportunity to investigate planning policies that deliver positive social outcomes in hyper-dense, high-rise residential environments - USA, Canada, Hong Kong, Japan, South Korea

Her findings included that High-rise apartment towers are being built in central Melbourne at four times the maximum densities allowed in Hong Kong, New York and Tokyo – some of the highest density cities in the world.

This is possible because the policies used to regulate decision-making for high-rise developments in central Melbourne are weak, ineffective or non-existent. This enables the approval of tower developments that are very tall and that squeeze out the space between buildings, with little regard on the effect on the residents within, the impact on the streets below or on the value of neighbouring properties.

Increasing the supply of housing in the central city close to jobs and transport brings numerous benefits to the city and should be supported. The high-rise apartment tower plays an important role in delivering this supply. There is legitimate concern, however, that developing at these extreme densities will have negative, long-term impact for Melbourne, eroding away Melbourne's celebrated liveability. It will create a legacy of apartments that are of poor quality – homes that lack access to light, air and an outlook - and diminish the quality of the streets and parks below by blocking sunlight, increasing wind drafts and obstructing sky views. The quality of these public spaces is critical – even more so as these city residents retreat from their compact apartments to use the city's streets and parks as their 'living room'.

At the same time, the density of these developments is resulting in a rapid and unpredictable increase in the population living in the central city. These residents need adequate open space and community services to ensure that they can enjoy a good quality of life.

There are currently no policies in place that link the density of developments to the provision of this essential infrastructure, resulting in a significant funding opportunity being missed.

Incentivising developers to deliver public benefit through density bonuses is common practice in many cities and has effectively delivered parks, plazas, community facilities like childcare and cultural facilities such as cinemas or performing arts spaces. It also enables the delivery of affordable housing to ensure low-income earners are supported and have good access to their central-city jobs. This is good planning. Instead, Melbourne's planning controls offer 'cheap density' to developers as they are able to build unlimited density with limited need for a community contribution.

The evidence from these cities is clear. Melbourne would benefit from the introduction of policies that:

- Establish appropriate density controls in central Melbourne.
- Establish density bonuses to link development to public benefit and incentivise the delivery of new open spaces, affordable housing and other community facilities.
- Establish an enforceable tower separation rule.
- Establish apartment standards.

This report also recommends investigating the introduction of two planning streams for large-scale development approvals that developers can choose between – an 'as-of-right' approval for meeting these controls (that can provide certainty to developers and the community) or a negotiated outcome (with community review) if the controls are exceeded

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### Churchill Fellowship Report: Inclusionary Zoning requirements to support delivery of affordable housing, USA, Canada, UK, Kate Breen, 2014

Churchill Fellowship to investigate the use of inclusionary zoning requirements to support the delivery of affordable housing - USA, Canada, UK

Meeting the demand for a diversity of housing choice, and ensuring there is adequate supply of specifically targeted affordable housing options for lower income households is a major challenge in Australia and in other developed cities.

In London, New York, Washington D.C, Montgomery County, Toronto and Vancouver mandatory and voluntary land-use policies that require developers to deliver a percentage of affordable housing within their market development, commonly referred to as 'inclusionary zoning', and policies that require developers to provide a financial contribution towards affordable housing, are generally accepted. Governments, communities and the private and not-for-profit sectors acknowledge that these approaches are an important means of supporting a more sustainable community.

A range of inclusionary housing policies are also in place in these cities, that are both supporting improved housing supply, as well as integrated affordable housing outcomes, potentially at a greater scale and impact than specific inclusionary zoning requirements. Inclusionary housing and zoning policies have not solved the affordability crisis in these cities, however they are important tools in supporting greater housing supply and affordable housing choice.

In Victoria, Australia there are very few policies and programs in place to adequately respond to the growing affordability crisis facing cities and communities. If Victoria is to achieve the objectives of planning to support sustainable development outcomes, support individuals and communities to access social and economic opportunities, and support the private sector to deliver sustainable and affordable communities, a wide range of inclusionary housing programs are urgently needed, including but not limited to specific inclusionary zoning requirements.

Drawing on the experience and ideas of the cities I visited, I recommend:

- 1 A community-driven 'Priority Development and Infrastructure Program' linking infrastructure investment to new housing supply.
- 2 A policy structure for implementing inclusionary zoning requirements on surplus government owned land in Victoria.
- 3 Scenarios where inclusionary zoning requirements could be placed on privately owned land in Victoria.
- 4 A greater diversity of affordable housing programs to facilitate housing choice and inclusive communities, whilst also supporting development viability.

### Central Sydney Strategy, City of Sydney 2016–

The Central Sydney Strategy was adopted by the City of Sydney in July 2016, and was submitted to the Department of Planning and Environment for approval for consultation in August 2016.

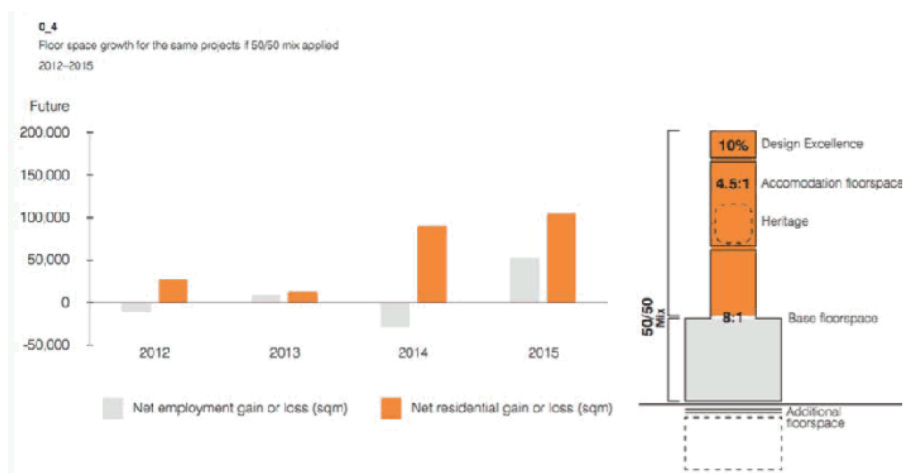
The Strategy seeks to build upon existing successful planning controls to ensure that Central Sydney can continue to growing the service of its workers, residents and visitors. It seeks to ensure that Central Sydney is well positioned to contribute to metropolitan Sydney being a globally competitive and innovative city that is recognised internationally for its social and cultural life, liveability and natural environment. It identifies 10 key moves to facilitate project growth to 2036:

- Prioritise employment growth and increase capacity
- Ensure development responds to context
- Consolidate and simplify planning controls
- Provide for employment growth in new tower clusters
- Ensure infrastructure keeps pace with growth
- Move towards a more sustainable city
- Protect, enhance and expand Central Sydney's heritage, public places and spaces
- Move people more easily
- Real commitment to design excellence
- Monitor outcomes and respond



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50/50 mix requirements | Source: Central Sydney Strategy 2016 Overview



Most relevantly, the first priority ‘prioritising employment growth and increasing capacity’ proposes short term actions to ensure the development of a genuine mixed-use centre and provide a solid foundation for the growth of employment floor space. It is intended to address concern regarding net loss of employment floor space over recent times. More specifically, it proposes to:

- Introduce a maximum 50 per cent residential and serviced apartment land use mix requirement for developments above 55 metres in height
- Increase heights along the Western Edge from 80 metres to 110 metres capitalise on the changing form and character of the area and the additional rail infrastructure commitment by the NSW Government

In addition, the priority to ‘provide for employment growth in new tower clusters’ proposed to introduce a new planning pathway for heights and densities above the established maximums limits will increase growth opportunities for employment floor space, promote the efficient use of land, and encourage innovative design. It will also unlock opportunities for the delivery of cultural, social and essential infrastructure and improved public spaces commensurate with growth. Specific actions include:

- Permit taller buildings with higher floor space ratios for income-earning uses in the right locations (and reduce floor space ratios for residential accommodation and serviced apartments in certain locations)
- Outline first principle environmental controls to shape growth sites (eg overshadowing)
- Create a streamlined planning proposal process through published guidelines

The strategy offers innovative approaches to managing pressure of residential development on commercial growth. However, the document has, to date, failed to obtain ‘gateway determination’ from the Greater Sydney Commission. Observations of media and industry coverage indicate concern that the proposed approach is inconsistent with broader metropolitan planning strategic objectives to facilitate increased supply of housing in and around activity centres, and in locations close to jobs. (For example see <https://www.millsoskley.com.au/thinking/the-central-sydney-planning-strategy-should-be-ringing-alarm-bells/>).

The Central Sydney Strategy has now been superseded by the Greater Sydney Commission Regional Plan and District Plans released in March 2018.

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**Activity Centres Pilot Program Key Findings  
Report DELWP 2018**

A key purpose of the Activity Centres Pilot Program (the pilot program) was to identify how planning controls could be used to provide greater clarity and certainty about development heights in activity centres and to ensure the community and developers have a clearer understanding of the form of new development expected in activity centres.

In particular, the pilot program was to investigate how planning controls could be improved to better reflect and support strategic work undertaken by councils, and lessen the instances of proposals far exceeding preferred maximum heights in place and being out of step with community expectations.

Three activity centres were identified for inclusion as part of the pilot program – Moonee Ponds in the City of Moonee Valley, Ivanhoe in the City of Banyule and Johnston Street in the City of Yarra

The pilot program has found that:

- discretionary height controls, that is – preferred maximum height controls – are generally an effective tool for facilitating development and administering height in activity centres and should continue to be the preferred way in which height controls are applied in activity centres.
- preferred heights are more commonly exceeded on larger sites, noting:

Larger sites, by their inherent size or location within an activity centre, may play a strategic role in fulfilling and implementing local and state policy objectives. Inevitably these sites will have different built form outcomes compared to smaller or more generic sites within a centre

- if set at appropriate levels that will deliver desired growth targets, mandatory controls do not necessarily inhibit development and can deliver clarity, certainty and consistency in outcomes regarding allowable building height.
- Floor area ratios can guide preferred built form outcomes in activity centres. The coupling of floor area ratios and height controls is an approach that can allow flexibility in design while providing guidance on appropriate height within the site context.

- Requirements for public benefits need to be unambiguous. Requirements should be included in the controls that directly relate additional height to the provision of a specified benefit that supports the objectives. Proposed public benefits should be strategically justified.

Based on the findings from the pilot program, relevant Planning Practice Notes (PPN) have been revised and updated.

PPN60 height and Setback Controls for Activity Centres has been revised to outline instances where mandatory building height controls can be considered in activity centres subject to the fulfillment of clear criteria which include:

- Council has undertaken comprehensive strategic work and is able to demonstrate that mandatory controls are appropriate in the context, and
- They are absolutely necessary to achieve the preferred built form outcomes and it can be demonstrated that exceeding these development parameters would result in unacceptable built form outcomes.

PPN 60 continues to state that mandatory building height controls will also be considered in 'exceptional circumstances'.

Minor changes have also been made to PPN58: Structure Planning for Activity Centres and PPN59: The Role of Mandatory Provision in Planning Schemes.

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### Melbourne C270 (Central City Built Form Review 2016)

Amendment C270 to the Melbourne Planning Scheme introduced a new suite of planning controls for the Melbourne Central City area including the Hoddle Grid and Southbank. The controls followed an extensive review of built form and amenity impacts in the area, and introduced mandatory building setback and separation distances, overshadowing controls, and floor area ratio controls and public benefit uplift mechanism to 'share added value'. This approach aligns with planning approaches used in cities across the world, such as New York, Singapore, Vancouver, and Sydney.

The C270 planning controls introduced base level FAR's of 18:1 across much of the Central City area, with other precincts varying from 4:1 to 14:1. The controls also required public benefits to be provided when the FAR exceeds the base level. The Public benefits that could be provided as include:

- Public open space and laneways on site
- Commercial use
- Public space in the building
- Affordable housing in the building
- Design competition.

A Guidelines document: 'How to calculate floor area uplifts and public benefits (DELWP 2016)' was released with the controls do not have statutory status but are used as guide by the responsible authority (Minister or Council) when negotiating agreement to provision of additional FAR in exchange for public benefits.

Importantly, the primary purpose of the FARs in this regime is to manage built form and amenity impacts within the CBD, in conjunction with setback and separation controls. It does not distinguish between commercial and residential land uses, other than to the extent that it includes uplift incentives specifically designed to encourage commercial floor areas and provision of affordable housing.

Public benefits are calculated based on 10% of the GRV of the additional floor area achieved above the base level. The GRV's for different precincts are established within the Guidelines and were intended to be reviewed annually, however these have not been updated since 2016.

Industry criticisms of the proposed approach relate primarily to the uncertainty created for developers about whether or not a bonus will be agreed, and therefore how to factor it in to land purchase prices, in addition to the rigidity of the GRV values not responding adequately to market shifts.

Source: Urban.com.au



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### Melbourne and Port Phillip GC81 (Fishermans Bend Framework 2018)

Fishermans Bend is a 480 hectare urban renewal area strategically located between the Melbourne CBD and Port of Melbourne. Currently dominated by low scale industrial and warehousing uses, 250ha was rezoned to Capital City Zone in 2012 to facilitate mixed use medium and high density redevelopment.

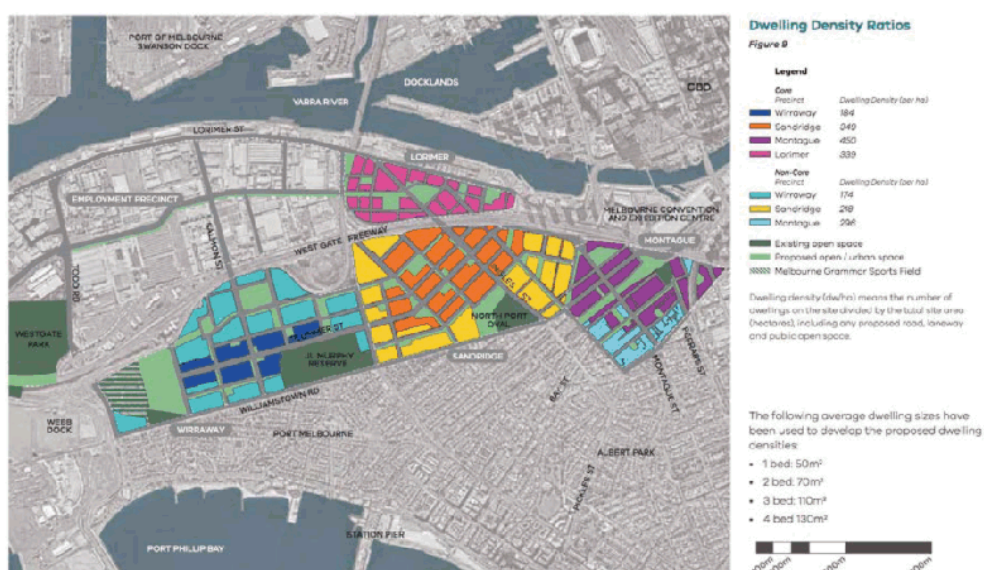
The Fishermans Bend Framework 2018 sets out the plan for the precinct to accommodate approximately 80,000 residents and provide employment for up to 80,000 people, by 2050.

Amendment GC81 to the Melbourne and Port Phillip Planning Schemes came into effect in October 2018 to introduce new planning controls for the four Capital City Zoned precincts to give effect to the Framework, following the outcomes of the review by the Planning Review Panel, July 2018. Relevantly, key features included:

- Identification of a future public transport network including options for two new Metro train stations and two new tram routes
- Introduction of mandatory dwelling density

controls four the four precincts ranging from 184 dw/ha to 450dw/ha for Core areas and 174dw/ha to 296dw/ha for non-core areas. This was based on an overall dwelling density of 323dw/ha established by the supporting Urban Design Strategy (Hodyl 2017). Density controls were originally proposed as FAR controls(ranging from 4.1:1 to 8:1 in core areas), reflective of the approach used for the Central City, however the use of dwelling densities rather than FARs was recommended by the Panel as the most appropriate mechanism for managing population.

- •Introduced an 'uplift mechanisms' to allow dwelling densities to be exceeded only where a 'Social Housing Uplift' is provided. Local Policy directs that a social housing uplift equivalent to eight additional private dwellings may be provided' (eg an ratio of 8:1 'market dwellings' to 'social housing units'. This provision is subject to voluntary agreement between the landowner and responsible authority. It applies in addition to policy direction that at least 6% of dwellings within the base dwelling density should be provided as affordable housing.





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- Also introduced a policy direction ‘encouraging’ development to include a minimum plot ratio not used for a dwelling, to support employment outcomes. The minimum plot ratios range from 1.6:1 to 3.7:1 and allows for most forms of employment generating uses as well as other forms of accommodation (hotel, residential village, retirement village, aged care). Discretion exists to reduce the minimum plot ratios, as guided by criteria established in policy.

The ‘uplift mechanism’ is similar to that used in the Central City (via C270), although it uses a simple ratio of public benefit to additional floor area, rather than relying on GRV’s. This was underpinned by feasibility testing and eliminates the need to accurately establish and regularly review the GRV calculations.

The Fishermans Bend density controls are also distinct from the Central City controls in that their primary purpose related to managing population, rather than built form. They also make a key distinction between floor area used for dwelling versus non-dwelling uses.

### Moonee Valley C183 (Moonee Ponds Activity Centre Pilot Project DELWP 2017)

As part of the Activity Centres Pilot Program (DELWP 2018) Moonee Valley Amendment C100 introduced interim mandatory height limits have been introduced across the centre (via. The controls were applied on an interim basis while Council undertook work to establish new permanent built form controls for the activity centre.

As detailed in Section 3.9 of this Report, the Pilot Project confirmed that:

- Discretionary preferred height controls are generally effective
- Preferred heights are more commonly exceeded on larger sites.
- Floor area ratios can guide preferred built form outcome in activity centres
- Requirements for public benefits need to be unambiguous

The work currently being undertaken by Council includes a review of building heights, and implementing a range of building form controls such as floor ratios, building setbacks and additional controls regarding overshadowing and wind effects. It will also include exploring the appropriateness of a mechanism to deliver public benefits in the activity centre.

It is anticipated that the permanent controls will be released for public feedback in early 2019 and the public benefits mechanism will be developed in mid-2019. As details of proposed FARs are not yet publicly available and it is not possible to provide a comparison of the Mason Square development against the proposed amended controls.

## 9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

### Melbourne C190 (Arden Macaulay Structure Plan 2012 and Arden Vision 2018)

The 130 ha Arden Macaulay urban renewal precinct is a important opportunity to accommodate residents and employment growth over the next 30 years. The Arden Macaulay Structure Plan 2012 identifies potential for 20,500 residents and 22,500 jobs by 2040. The 50ha Arden precinct sits within the broader structure plan area. The Vision for Arden, released in July 2018, states that Arden will:

- Accommodate more than 34,000 jobs and 15,000 residents by 2051, which equates to a dwelling density of 330 dw/ha for the Arden precinct.
- Deliver a major transport hub around the new North Melbourne Station
- Provide at least 6 per cent of all new housing in the precinct as affordable for low to moderate income households

The Metro Tunnel Project is crucial to Melbourne's future and to Arden's renewal. Work on the Metro Tunnel Project began in September 2016. The new North Melbourne Station in Arden, a focal point for the 16 ha Arden Central precinct, is due to open by 2025. The Metro Tunnel Project and new North Melbourne Station will transform this area into a major transit-oriented destination. Arden Central is mainly Victorian Government- owned land used for transport purposes, with a few privately owned parcels on the Arden Street frontage.

The VPA has commenced work on the Arden Structure Plan to implement the directions and objectives of the Arden Vision. Alongside the structure plan work, the VPA is preparing a comprehensive Value Creation and Capture Plan will bring together an evidence-based assessment of crucial development enablers for the Arden precinct, such as that flood mitigation, land remediation, community infrastructure and public realm. The plan will indicate the value that may be unlocked by targeted investment in enabling infrastructure over time. Equitable value capture funding mechanisms will be considered as part of the Value Creation and Capture Plan. Mechanisms could include infrastructure charges.

For the Macaulay Area, In 2015, Amendment C190 (DDO63) introduced land use and development

Arden and Macaulay precincts



controls, to give effect to Stage 1 of the Arden Macaulay Structure Plan area. These controls included preferred and mandatory height controls varying from 3 and 4 to 9 and 12 storeys respectively, and street wall heights which while expressed in metres, generally reflect a 1:1 street wall to street width ratio. The controls require all development that exceeds the preferred height limits to deliver 'demonstrable benefits to the broader community including amongst others':

- Exceptional quality of design.
- A positive contribution to the quality of the public realm.
- High quality pedestrian links where needed.
- Good solar access to the public realm.

The precinct has also had an interim DCPO applied (via C295) will require permit applicants to enter into a section 173 agreement with the council to make development contributions towards the provision of community facilities and infrastructure upgrades required to deliver the Macaulay Structure Plan.

## 9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

### Melbourne C309 (West Melbourne Structure Plan 2018)

The West Melbourne Structure Plan (2018) and proposed Melbourne Amendment C309 are currently on exhibition. The Structure Plan identifies that within West Melbourne, there is likely to be the need to provide an additional 5500 dwellings and between around 4500 (the base case) to 7000 new jobs (depending on employment type) by 2036, requiring between around 100,000 sqm and 200,000 sqm of employment floor space (C309 Clause 21.16)

Amendment C309 proposed to rezone areas of West Melbourne to a Special Use Zone. The SUZ controls

- Introduce New mandatory density controls. The proposed floor area ratios for West Melbourne vary from 3:1 to 6:1. The floor area ratios proposed in West Melbourne give a density range of around 150-350 dwellings per hectare. There are no provisions for uplift for public benefits, except where a 'special character' building is retained.
- Include preferred maximum building heights which vary from 4 to 16 storeys, with minimum floor to floor heights of 4.0m for ground floor and 3.3m for non-residential uses on other floors.
- Require a minimum proportion of floor area to be allocated to a use other than accommodation. The minimum proportions are proposed at 1:1 for Flagstaff, Spencer and Station precincts and 0.5:1 in Adderly. The proposed SUZ excludes all forms of accommodation from this provision, in contrast to Fishermans Bend which limits only 'dwelling' and allows for other forms of employment generating accommodation uses (eg hotel, aged care) to be provided within this floor space.
- Trigger a planning permit requirement for development of 10 or more dwellings and requires that at least 6% (one in 16 dwellings) should be provided as an affordable housing dwelling, unless otherwise agreed to by the responsible authority. It is intended that exemptions only apply where the affordable housing requirement would render the project 'economically un-viable'. The legal validity of this requirement will no doubt be tested in the context of the recently changes to the Planning and Environment Act 1987 which emphasise the provision of affordable housing by voluntary agreement via S173.



## 9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

### Moreland C158 (Employment areas local policy 2016 - prescribed ratios of employment floorspace)

In December 2017, Moreland Amendment C158 was approved to implement the Moreland Industrial Land Strategy 2016 which requires, in designated 'Employment Areas':

employment floor space to be provided equivalent to all proposed ground and first floor building floor space (inclusive of car parking, services, and circulation spaces), in any building proposing residential components.

Where a rezoning of a large site is proposed, It also requires an (unspecified) proportion of the site to be allocated to employment uses.

This approach preceded, and is similar to the approach now used in Fishermans Bend. In both instances, local policy is used to provide direction regarding these outcomes (Moreland Clause 21.03). The policy specifically supports a transitioning to a broader range of industry and office based uses and compatible employment uses, other than retail, which is directed to activity centres. Moreland Clause 21.02 directs that the 'Employment Areas' areas are predominantly located within or adjacent to activity centres and their transition will support and reinforce the economic and employment objectives of activity centres. The policy recommends use of C1Z, SUZ, or CDZ with tailored provisions to prioritise employment uses and establish permit triggers for residential and other uses as necessary.

A variation of this approach is to allow residential floor area to be developed only at a pro-rata rate to commercial floor area, within a development. This is the approach adopted by the City of Sydney which introduced a mandatory 50/50 ratio for commercial to residential development with the Sydney CBD.

### Stonnington C172 (Chapel revision Structure Plan 2015 – vertical zoning )

Vertical Zoning is a form of restriction on different land uses at different levels within a building, intended to facilitate mixed use development.

Amendment C172, approved in August 2017 implemented the directions from the Chapel reVision Structure Plan 2013- 2031 and associated background documents into the Stonnington Planning Scheme. It rezoned land in the centre to Activity Centre Zone and consolidated land use and built form controls into one zone. It seeks to manage the land use mix at lower levels (1-3) by providing for a range of employment based land uses 'as of right' at lower levels and only allowing 'dwelling' uses below level 4 subject to a permit.

Key elements included:

- Introducing a 'vertical zoning' permit trigger along main streets for:
- 'dwelling', if located below the third floor of a building (in most precincts)
- 'office' if located on the ground floor
- or if the frontage exceeded 2m for either use
- applying discretionary height controls to the majority of the centre with the mandatory controls applied only in 'exceptional circumstances'
- introducing mandatory street wall height requirements to select streets.
- Specific Provision for preferred heights to be exceeded where demonstrated that 'significant community benefits' are achieved in addition to meeting visual impact and overshadowing requirements.
- Introduced building adaptability requirements requiring a minimum floor to floor heights of 4.0m at ground floor and 3.8m at first and second floor



# **Appendix 3**

## **Stakeholder Reference Group Workshop Presentation**

9.1.2 – ATTACHMENT 2.      **Box Hill MAC Analysis and Options Appendices**

# Review of Strategic Direction **Box Hill Metropolitan Activity Centre**

Stakeholder Reference Group | Workshop 1  
MGS Architects / TQ Planning / Movement & Place Consulting / SGS Economics and Planning  
5 March 2019



## Today

- Introduction and purpose
- Key issues emerging from the background analysis
- Workshop discussion:  
Testing the Activity Centre Vision
- Key Consultation Questions

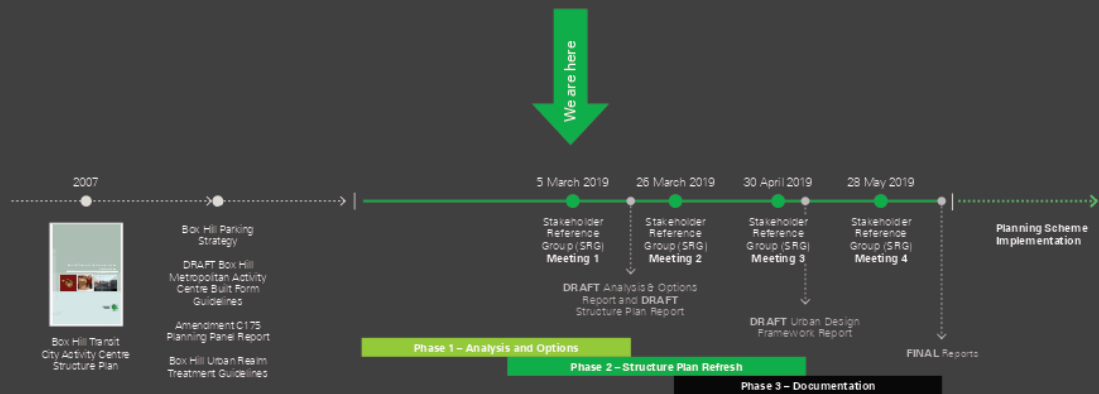
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# 1.0 Introductions & purpose

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## Project timeline



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## Workshop purpose

- To review the existing strategic vision for Box Hill; and
- To guide the prioritisation and distribution of uses  
(such as health, office, community, retail and housing)

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## What has changed since 2007?

Population: from 6,400 to 8,500 people  
Jobs: from 15,000 to 19,200  
Health: from 400 to 621 beds (+ Epworth)  
Students: ↑↑





## 2.0 Key Issues

- Economics and demographic findings
- Strategic transport
- Development trends and planning
- Community and stakeholder feedback

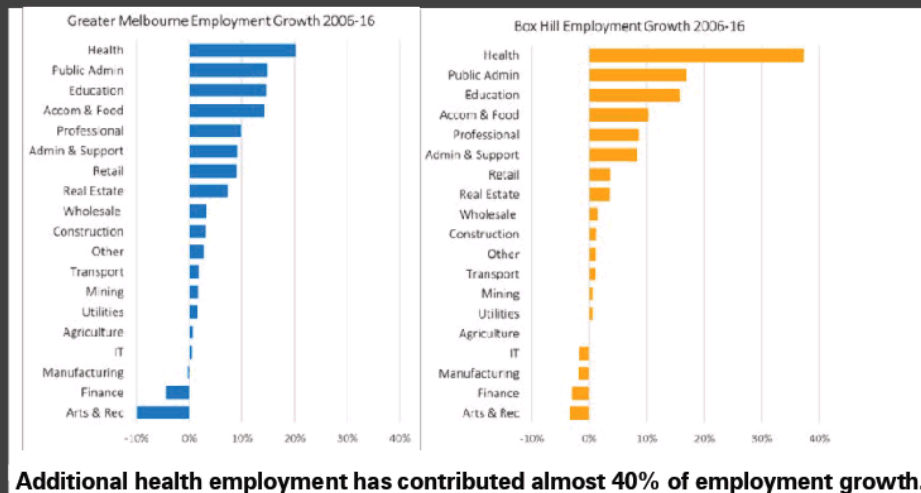
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## Future Box Hill Economics & Demographics

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## Employment growth

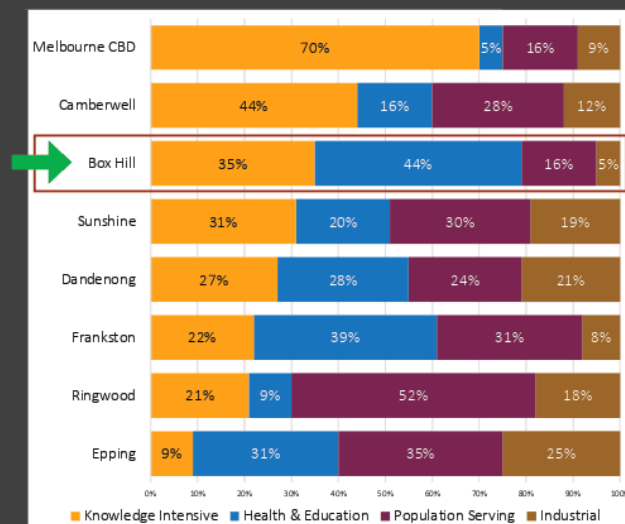


Source: SGS Economics & Planning

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## Labour markets

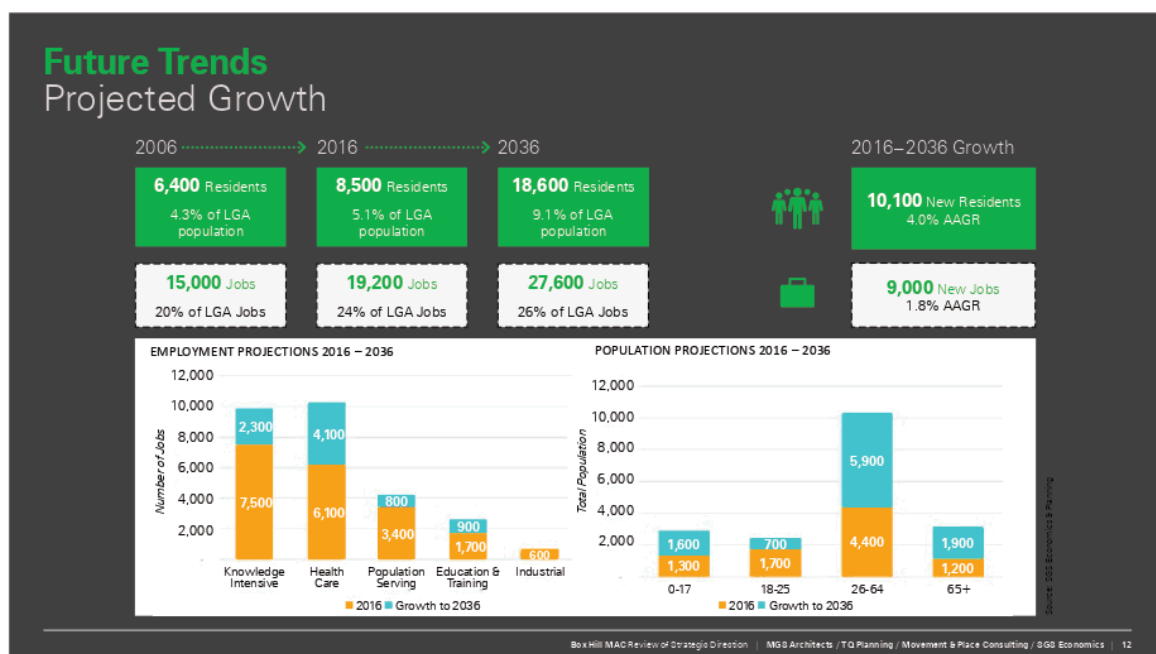
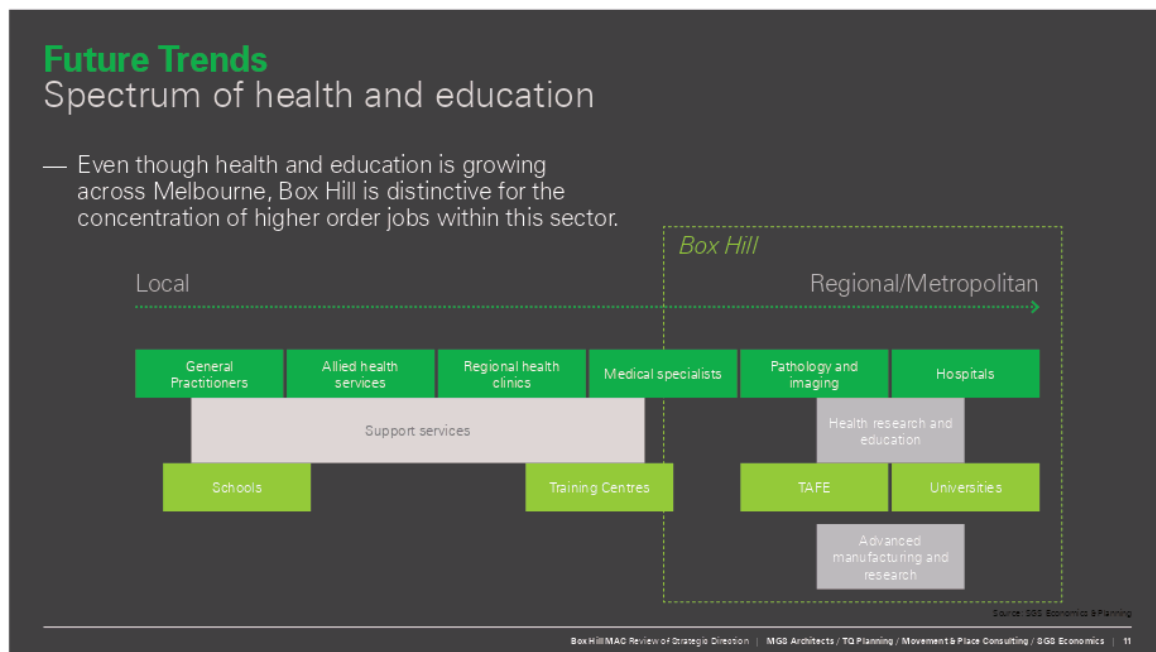
— The mix of jobs and economic activity is more like the CBD than other major centres.



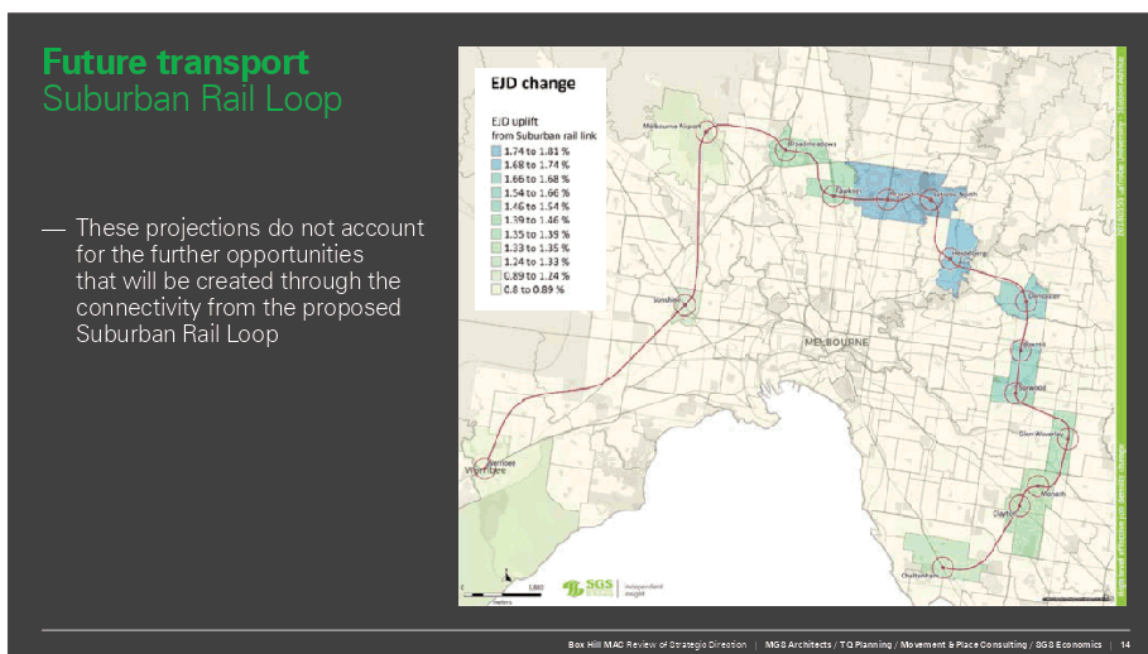
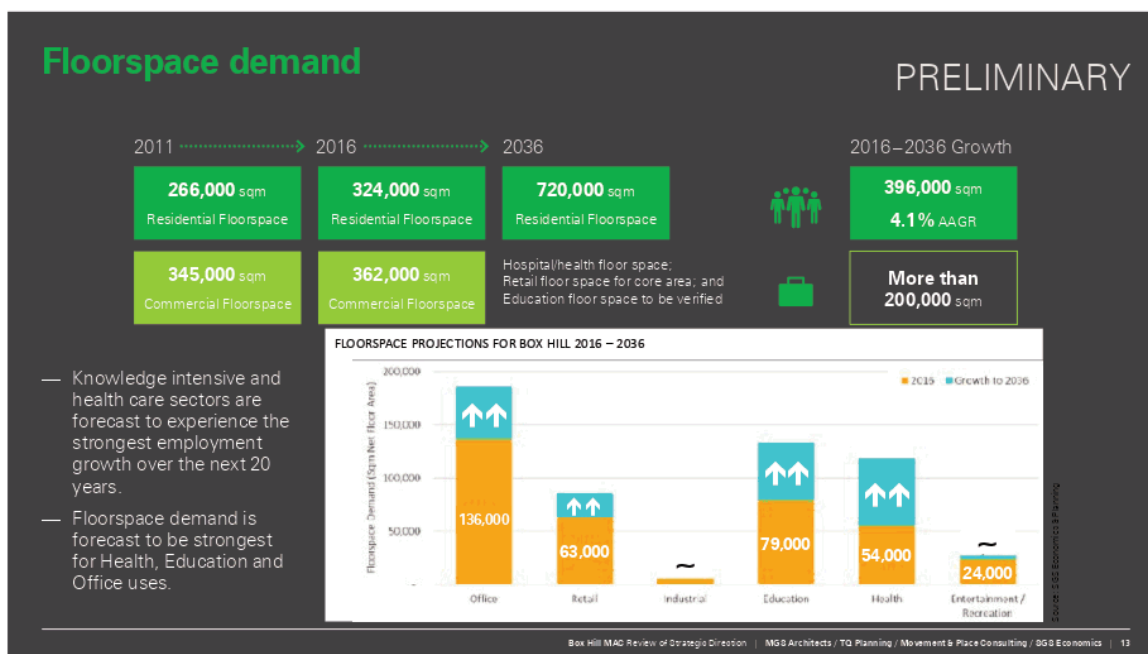
Source: SGS Economics & Planning

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## 9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices





9.1.2 – ATTACHMENT 2.

Box Hill MAC Analysis and Options Appendices

## Future Box Hill Strategic Transport

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### Box Hill has grown. The transport network needs to catch up.

#### Very few changes have been made to the road space allocation since 1983.

- Outdated bus network
- Large supply of car parking - more than Chadstone
- Pedestrian network: Strong at the core; poor connections between neighbourhoods and low amenity generally
- Road network close to capacity at times
- Tram patronage exceeded forecasts

#### Key to success will be balancing space and time allocated to modes



Pedestrians: more space and time



Cyclists: more space



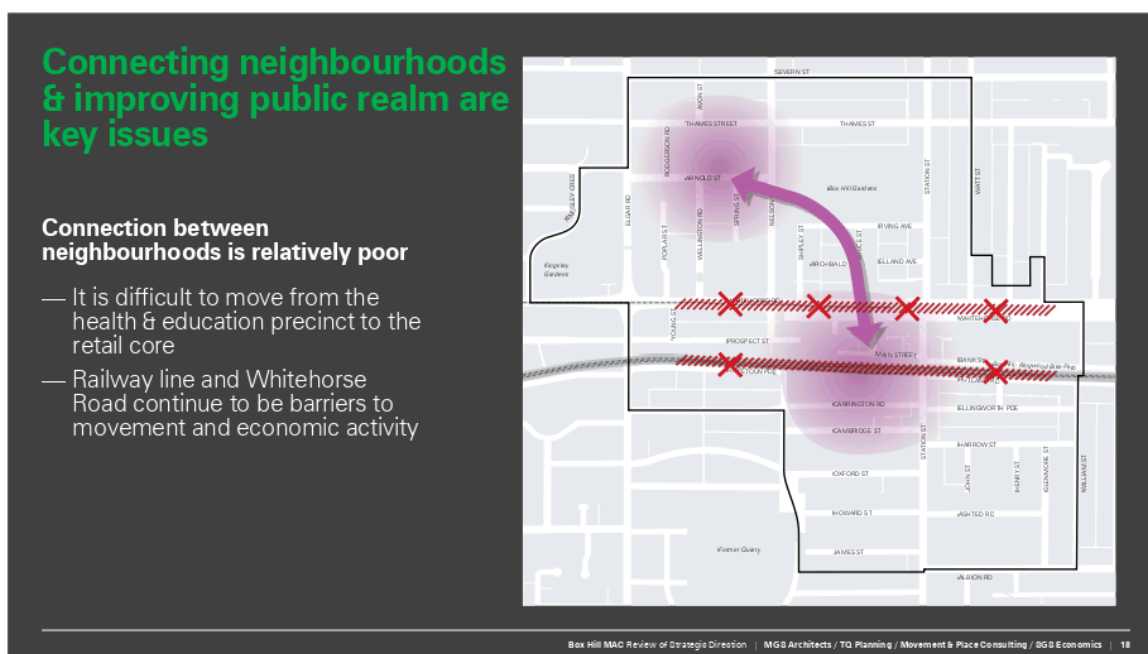
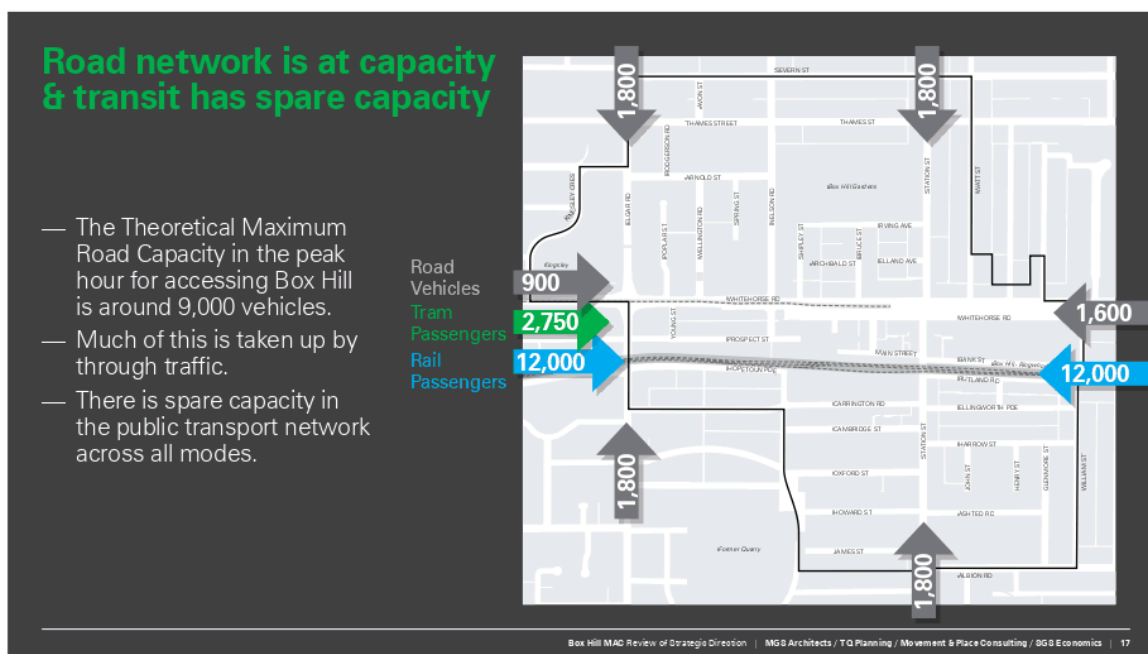
Buses: more space, time and priority



Cars: lower priority at the core

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# Future Box Hill Development Trends & Planning

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## Review of Development Trends

We analysed development approvals for Box Hill over last 15 years (20% sample)

### 4 different typologies of development:

- Low rise (3-6 storeys)
- Low-mid rise (7-16 storeys)
- Mid rise (17-23 storeys)
- High rise (24+ storeys)

### Matters considered:

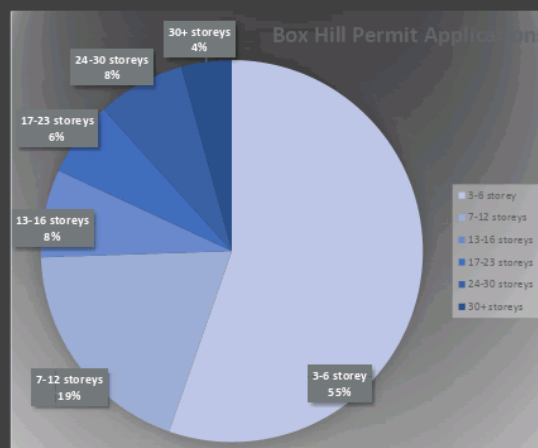
- Strategic directions of Box Hill Structure Plan
- Key planning considerations
- Any gaps in the planning framework

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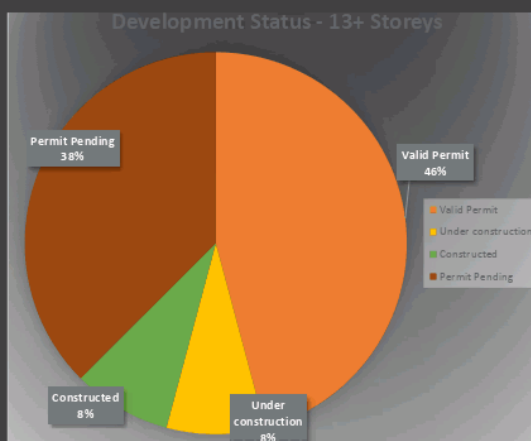
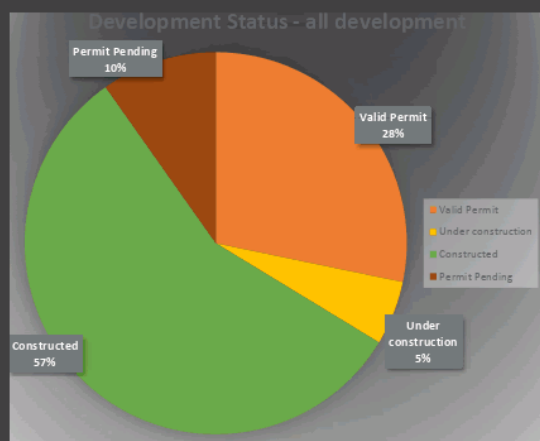
## Scale of development

- 75% were low or low-mid rise (<6 storeys or 7-12 storeys)
- 80% were 16 storeys or less
- 4% (1/20) were greater than 30 storeys



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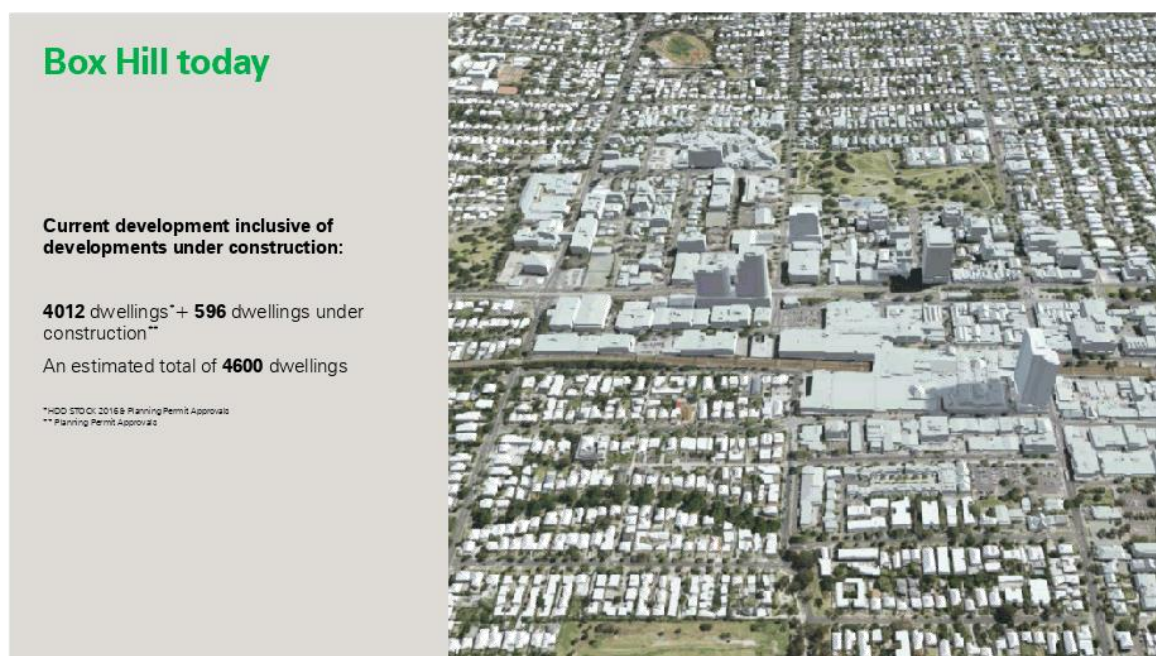
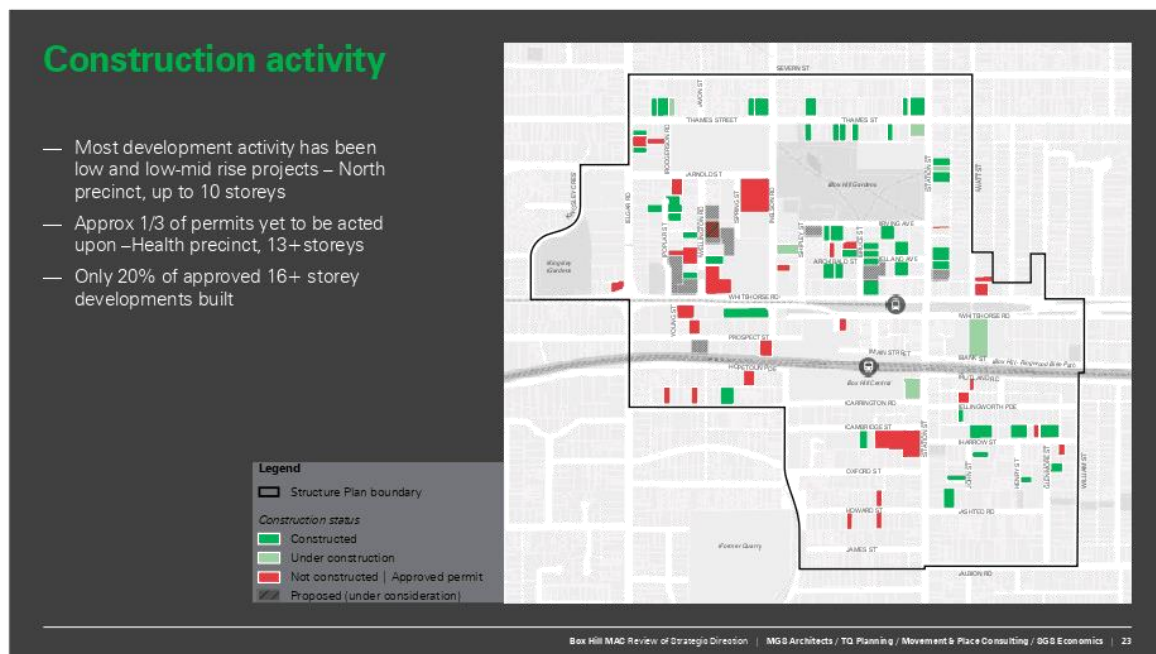
## Development status



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### Potential future change through approved development

If all valid permits were constructed, there would be:

**4600** dwellings  
+ **2453** apartment units



### Potential future change through approved and proposed development

If all permits under consideration were constructed along with valid permits, there would be:

**4600** dwellings  
+ **3948** apartment units



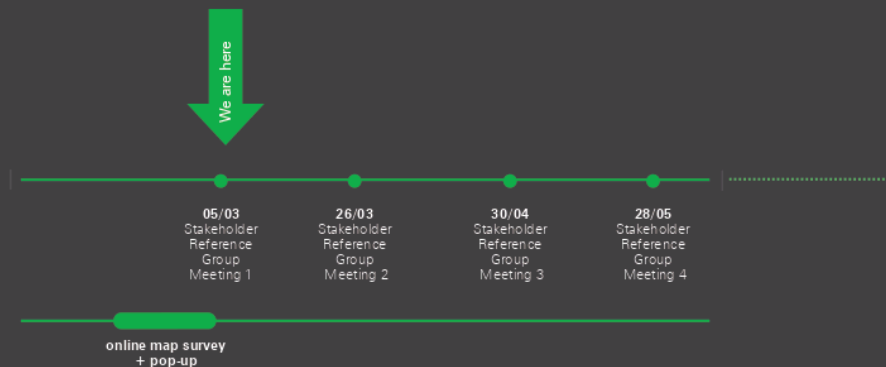
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# Future Box Hill Community & Stakeholder Feedback

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## Consultation Approach



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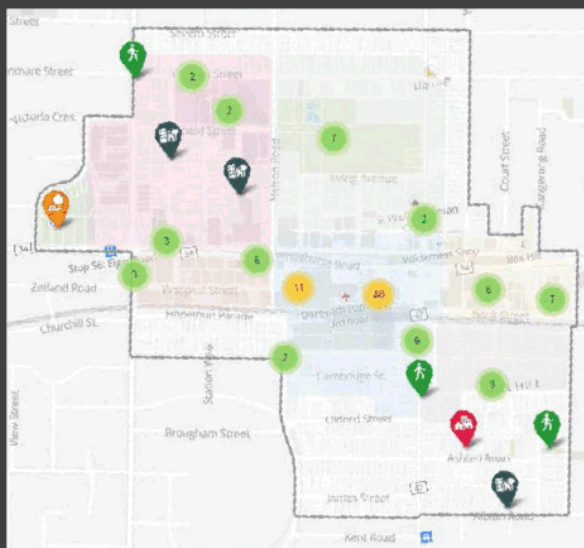
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### Initial Public Engagement

- 70+ Conversations at pop-up event
- 771 unique visitors to map survey
- 122 pins provided by 54 authors
- 63 votes provided by 13 voters

#### Top voted ideas:

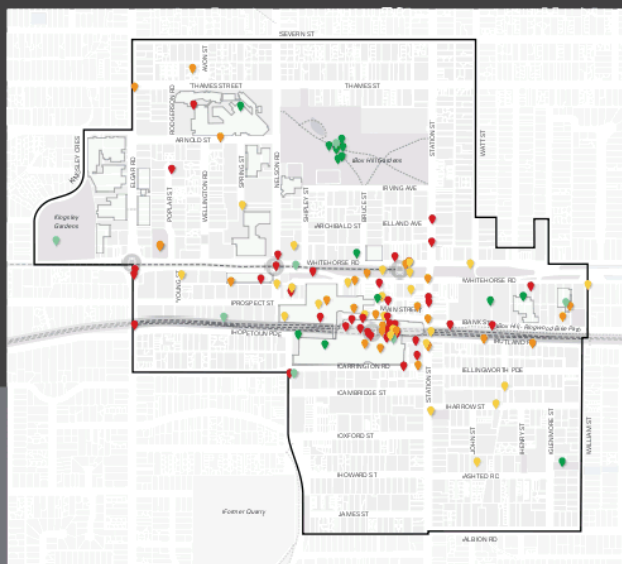
- “The Box Hill Bus Interchange is old, tired and desperately needs a wholesale upgrade”
- “Very dark in the evening in Main Street. Needs more lighting”
- “The Box Hill to Ringwood Trail ends here. It needs to continue all the way into the central area”



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### Preliminary analysis

More detailed sentiment analysis and key themes will be undertaken



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### 3.0 Workshop Discussion: Testing the Vision

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#### Testing the Vision

What does the existing vision say?



*"Box Hill will be sustainable, safe and accessible to all. It will be a distinctive, vibrant, diverse, inclusive, participatory, caring and healthy community where you live, work and enjoy – day and night."*

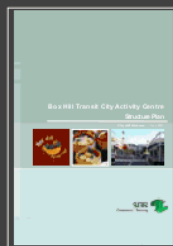
**Is this statement still valid and useful?**

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## Testing the Vision

...Doncaster  
Glen Waverley  
Ringwood...



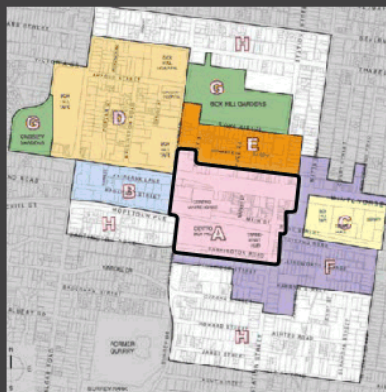
*"~~Box Hill~~ will be sustainable, safe and accessible to all. It will be a distinctive, vibrant, diverse, inclusive, participatory, caring and healthy community where you live, work and enjoy – day and night."*

**Does this statement capture the unique characteristics of Box Hill?**

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## Testing the Vision

### Precinct A: Box Hill Transport and Retail Precinct



#### 2007 Statement:

*"Retail sustained throughout the area complemented by entertainment, hospitality, commercial and other uses with extended hours of activity creating a central focus for Box Hill."*

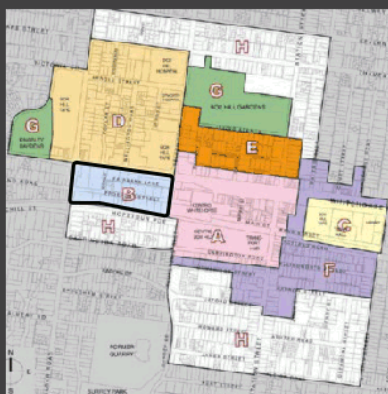
#### Today

- Largest single land holding and major investment opportunity.
- Current retail focus
- How to maximise opportunity for diversification and community 'heart' of Box Hill.

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## Testing the Vision Precinct B: Prospect Street Precinct



### 2007 Statement:

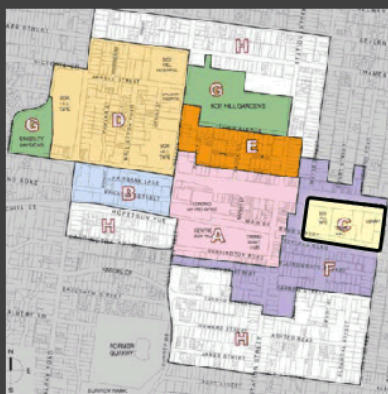
*"Consolidation as the primary office precinct in the activity centre."*

### Today

— Major residential and hotel developments approved/constructed.

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## Testing the Vision Precinct C: Civic and Eastern TAFE Precinct



### 2007 Statement:

*"Consolidation as cultural, community and educational facilities."*

### Today

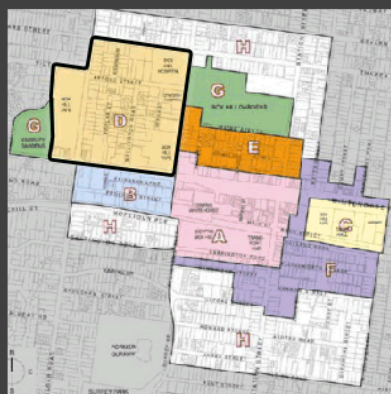
— Consolidation and enhancement of council, and community assets.  
— Focus for TAFE has shifted towards the west

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## Testing the Vision

### Precinct D: Hospital and Western TAFE Precinct



#### 2007 Statement:

*"Growth and enhancement of educational and medical institutions and support for related businesses and services, plus high density residential (including student housing)"*

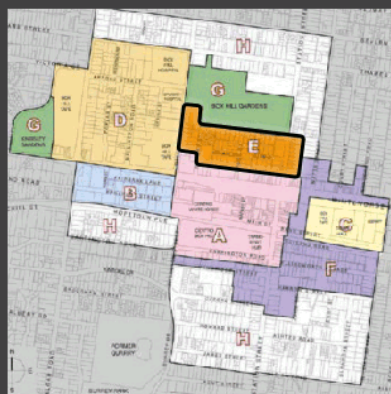
#### Today

- All construction to date has been less than 8 storeys
- A cluster of approved but not yet activated permits (mid to high rise) - are they speculative or 'real'?
- Mostly 'high density residential' permits – cumulative impact on policy directions for supporting growth of education and medical related uses.

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## Testing the Vision

### Precinct E: Box Hill Gardens Precincts



#### 2007 Statement:

*"Provision for significant high to medium density residential growth with small scale offices, limited retail and community services and retail to activate ground level street frontages."*

#### Today

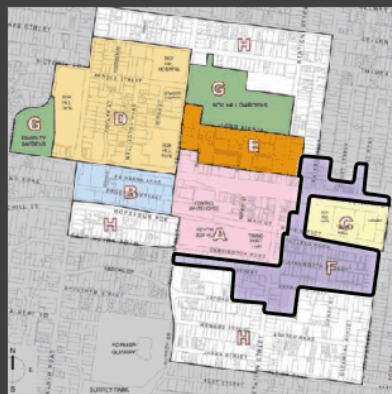
- Focus of development activity to date (low, and low-mid rise – up to 10 storeys).
- Character has changed
- Limited development opportunities remain.

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## Testing the Vision Precinct F: Southern and Eastern Precincts



### 2007 Statement:

*"Mix of office and retail uses responding to prominent Whitehorse Road and Station Street frontages, and mixed use (residential) as transition to purely residential precincts."*

### Today

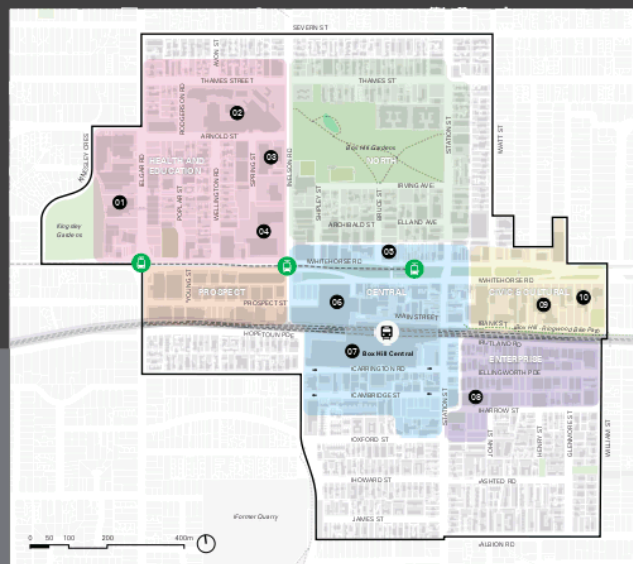
— Residential 'transition' (eg Harrow St) but pressure from residential development on mixed use role of precinct

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## Developing a Network of Distinctive Neighbourhoods

What role does each neighbourhood play in the overall vision?

Legend	
	Structure Plan boundary
Neighbourhoods	
	Health & Education
	Prospect
	North
	Central
	Civic & Cultural
	Enterprise
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



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## 4.0 Key Questions

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### Community Places and Spaces for People in Box Hill

*—As population grows, what new public  
places or spaces are needed?*

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### Living in Box Hill

- What parts of Box Hill could accommodate new apartment development or taller buildings; and*
- What parts should be townhouses or buildings of up to 3 or 4 storeys? Why?*

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### Working and learning in Box Hill

- What main opportunities for employment growth exist in Box Hill?*
- How can Box Hill be improved to attract employment?*

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#### Buildings, character, and image

—*What makes Box Hill 'special' or 'unique'?*  
—*What is needed to improve or enhance the character or image of Box Hill?*

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## 5.0 Next steps

- Addressing key planning gaps
- Managing car parking and integrated transport
- Clearer built form guidance linked to strategic vision
- Identifying key interventions
- Identifying funding approaches

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# **Appendix 4**

## **Whitehorse Planning Scheme Amendment C175: Planning Panel Report—Executive Summary**

9.1.2 – ATTACHMENT 2.      Box Hill MAC Analysis and Options Appendices

*Planning and Environment Act 1987*

Panel Report

Whitehorse Planning Scheme Amendment C175

Box Hill Metropolitan Activity Centre

6 October 2017

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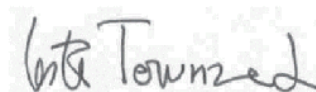
*Planning and Environment Act 1987*

Panel Report pursuant to section 25 of the Act

Whitehorse Planning Scheme Amendment C175

Box Hill Metropolitan Activity Centre

6 October 2017



Lester Townsend, Chair



Jennifer Fraser, Member



John Roney, Member

**9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices**

Whitehorse Planning Scheme Amendment C175 | Panel Report | 6 October 2017

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**List of Abbreviations**

ACZ	Activity Centre Zone
C1Z	Commercial 1 Zone
DDO	Design and Development Overlay
DELWP	Department of Environment, Land, Water and Planning
DTPLI	Department of Transport, Planning and Local Infrastructure (former)
EPA	Environment Protection Authority
GRZ	General Residential Zone
Guidelines	Box Hill Metropolitan Activity Centre Built Form Guidelines, Hansen Partnership, 2016
LPPF	Local Planning Policy Framework
MAC	Metropolitan Activity Centre
MSS	Municipal Strategic Statement
MUZ	Mixed Use Zone
NRZ	Neighbourhood Residential Zone
PDZ	Priority Development Zone
PUZ	Public Use Zone
RGZ	Residential Growth Zone
SPPF	State Planning Policy Framework
Structure Plan	Box Hill Transit City Activity Centre Structure Plan, June 2007
SUZ	Special Use Zone
VPP	Victoria Planning Provisions

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## Overview

Amendment summary	
<b>The Amendment</b>	Whitehorse Planning Scheme Amendment C175
<b>Brief description</b>	The Amendment proposes to give effect to the <i>Box Hill Metropolitan Activity Centre Built Form Guidelines</i> (2016)
<b>Subject site</b>	Box Hill Metropolitan Activity Centre
<b>Planning Authority</b>	Whitehorse City Council
<b>Authorisation</b>	On 3 November 2016, a delegate of the Minister for Planning authorised Council to prepare the Amendment. The authorisation was subject to a number of conditions
<b>Exhibition</b>	16 February to 17 March 2017
<b>Submissions</b>	117 submissions were received together with 84 proforma submissions – See Appendix A

Panel Process	
<b>The Panel</b>	Lester Townsend (Chair), Jennifer Fraser and John Roney
<b>Directions Hearing</b>	Box Hill, 16 June 2017
<b>Panel Hearing</b>	Box Hill, 24, 25, 27, 28 and 31 July and 1 and 2 August 2017
<b>Site Inspections</b>	Unaccompanied, various dates
<b>Appearances</b>	See Appendix B
<b>Date of this Report</b>	6 October 2017

**9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices**

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## **Executive Summary**

### **(i) The Amendment**

In June 2007, Council adopted the *Box Hill Transit City Activity Centre Structure Plan, June 2007* (the *Structure Plan*) to guide development in the Box Hill Metropolitan Activity Centre (the MAC). On 23 July 2009, Amendment C100 amended Clause 22.07 to implement the *Structure Plan*.

The strategic groundwork for Amendment C175 commenced in June 2016 when Council commissioned Hansen Partnership to prepare the *Box Hill Metropolitan Activity Centre Built Form Guidelines, Hansen Partnership, 2016* (the *Guidelines*).

Whitehorse Planning Scheme Amendment C175 (the Amendment) seeks to:

- update Clause 21.07 to reference the *Guidelines*
- update Clause 22.07 to reference the *Guidelines*
- rezone land
- apply a new DDO Schedule to parts of the activity centre to implement the *Guidelines*.

### **The rezonings**

The rezoning proposals were relatively uncontroversial and are supported by current policy in the scheme.

### **Conflict between the *Structure Plan* and the *Guidelines***

A number of conflicts were identified between the *Structure Plan* and the *Guidelines*; and because both will remain referenced by the scheme and there are no plans to update the *Structure Plan*, this will result in inconsistency in planning requirements for some aspects of development on some land.

### **The Design and Development Overlay**

The harshest critics saw the Design and Development Overlay (DDO) as an arbitrary imposition of controls; in their view it was a poorly drafted product of a deficient process that had no strategic justification.

Others saw it as permitting a level of development that had no community support and would transform Box Hill into a 'hill of boxes'.

As a designated Metropolitan Activity Centre, Box Hill's stakeholders range from individual users of the centre, local community groups, land owners and developers, a TAFE and a hospital, shopping centre operators and government agencies. As might be expected there were a range of views on what constituted appropriate development in the centre. In its closing submission Council said that it had sought to 'balance' the competing views about the future of the centre.

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**Strategic justification: the need for controls**

The justification for introducing built form controls rested on two claims: first that there was a ‘gap’ in the built form controls in the *Structure Plan* in relation to Precinct F and second, the *Structure Plan* called for a DDO.

The notion that there was a gap in the *Structure Plan* is misconceived – the *Structure Plan* did not omit to form a view on heights in Precinct F: it explicitly concluded no height limits were necessary.

The claim that there is a gap in the *Structure Plan* is really a claim that the built form approach in the *Structure Plan* is now out-dated, in particular, it was now seen as appropriate to impose a height limit in Precinct F where the *Structure Plan* explicitly stated that no height limit was to be imposed. As far as the Panel can tell, the issue with the lack of height controls was that applicants were applying for tall buildings.

It is of course open to Council to review the *Structure Plan* and to completely change its approach, but it is not helpful to anyone for the planning scheme to list an explicit strategy at 21.07-4 to “Facilitate development within the Box Hill MAC in accordance with the Box Hill Transit City Activity Centre Structure Plan, June 2007”, and then seek to introduce contradictory controls, in another part.

The Panel agrees that there is strategic support for application of a DDO with discretionary controls and that a well-crafted DDO may well assist in managing development in the centre. But no DDO is better than a flawed DDO; the central issue for the Panel is whether the specific controls in the DDO are justified and whether the DDO is a well-crafted implementation of that strategic justification.

**Strategic justification for the proposed controls**

In terms of the work to develop the height controls, there are clear failings in the justification of particular height limits and built form controls. This is particularly troubling for the major sites:

- the Box Hill centro shopping centre and transport exchange
- the Epworth Hospital
- the TAFE.

The *Guidelines* do not document why certain design choices have been made, and the Panel could find no identifiable rationale for the heights proposed in the *Guidelines*.

The Panel concludes:

- The proposed preferred heights are not based on a well-founded understanding of the future urban form for the centre and the needs of key stakeholders in the activity centre.
- The *Guidelines* lack strategic rigour.
- The *Guidelines* are not an appropriate basis for an amendment.

It was suggested that a permit to exceed the discretionary heights in the DDO could be issued in return for a public benefit. There are a number of issues that emerge from such an approach, including:



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- Ensuring any such requirement is clear and transparent in its meaning and outcome to be achieved.
- That the requirement is fair and equitable to all parties.
- That there is sound strategic justification for the requirement rather than as an arbitrary inclusion.
- There is a genuine nexus between the requirement and the objectives of the DDO.
- The implications for exercising discretion on sites not covered by such requirements are fully understood.

The Amendment did not address these issues.

**Drafting of the DDO**

Finally, the drafting of the Amendment is poor. Leaving aside the inconsistencies and ambiguities in the numbers in the controls that need to be fixed, there is the fundamental wisdom of applying a control with:

- 51 general objectives
- 80 precinct objectives across nine sub-precincts
- 51 general requirements
- 108 precinct requirements across nine sub-precincts.

The DDO has been drafted by 'translating' the *Guidelines* into a DDO. It is not clear to the Panel why anyone tasked with preparing a DDO would first prepare a set of *Guidelines* and not simply commence with drafting a DDO. Some of the drafting issues may stem from the fact that the text in the DDO did not begin as purposely written planning controls suitable for inclusion in a planning scheme, with due care taken in the choice of language.

For example, taken at face value some requirements such as "*incorporate landscaping elements within the building facade where possible*" show a lack of understanding as to what is 'possible' as opposed to 'practicable' or 'appropriate'.

The Panel has identified specific concerns with almost every aspect of the DDO that make it unsuitable for inclusion in the planning scheme without significant redrafting. These include:

- The four revised design objectives prepared by Council at the conclusion of the Hearing are inappropriate.
- The drafting of the buildings and works requirements do not make it clear whether a permit may be granted to construct a building or construct or carry out works that are not in accordance with any requirement of the schedule to the overlay.
- The general requirements in Clause 2 of the DDO schedule including Table 1 and Table 2 should not proceed in their current form.
- The Built Form Responses regarding Subdivision pattern should not proceed in their current form.
- Further work is required in order to explain any site coverage controls for the activity centre.
- Further work is required in order to justify and explain any plot ratio approach to development in the activity centre.
- The proposed preferred height controls should not proceed in their current form.

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- The proposed street walls and setback controls should not proceed in their current form.
- The Built Form Responses regarding Heritage should not proceed in their current form.
- The Built Form Responses regarding Key views should not proceed in their current form.
- The Built Form Responses regarding 'Additional street/laneway address' should not proceed in their current form.
- The Objective regarding 'Amenity/access to daylight' should not proceed in its current form.
- It is unclear whether the controls are meant to relate to access to daylight or shadowing.
- The Objectives and Built Form Responses regarding 'Landscape' should not proceed in their current form.
- The Decision *Guidelines* contained in Clause 4.0 of DDO6 should not proceed in their current form.
- The exhibited version of the Amendment is not in accordance with the Ministerial Direction on The Form and Content of Planning Schemes.

Any future controls need to be drafted with a greater degree of care and precision to ensure the intended outcomes are achieved.

**Process**

The process of developing the DDO did not engage with relevant stakeholders who control land uses that are specifically identified in metropolitan policy for change, and imposes height limits and other built form controls that would work against metropolitan policy.

The proposed controls were not subject to peer review though such a review had been suggested to Council before exhibition.

Council said that the Panel was the peer review. A Panel is not a 'peer review'. It is not an opportunity to massage poorly drafted controls: it is statutory process based around protecting peoples' rights.

In the absence of a clear rationale of what the DDO is trying to achieve, redrafting the Amendment as part of this Amendment process is simply not possible.

**(ii) Recommendations**

Based on the reasons set out in this Report, the Panel recommends that Whitehorse Planning Scheme Amendment C175 be adopted as exhibited subject to the following changes:

- 1. Abandon the changes to Clause 21.07 and Clause 22.07.**
- 2. Abandon the Design and Development Overlay.**

# **Appendix 5**

## **List of planning permit applications 2013–2019**

9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

APPLICATION NUMBER	ACTIVITY PRE	BUILT FORM PR	ADDRESS	HEIGHT	STATUS	VALID PERMIT	COND 1
<b>WHITEHORSE ROAD</b>							
WH/2016/1109	D	F	813-823 Whitehorse Road	16 storeys	VCAT issued permit (Refused by delegation)	Yes	No
WH/2016/68/A	B	F	820-824 Whitehorse Road	29 storeys	VCAT issued permit	Yes	Yes
WH/2014/763/F	B	F	836-850 Whitehorse Road	36 & 29 storeys	Council issued permit 16/03/2015	Constructed	Yes
WH/2017/313	D	F	3-5 Poplar Street & 837 Whitehorse Road	29 storeys	Under consideration		
WH/2017/819	D	F	843 Whitehorse Road	37 & 36 storeys	Under consideration		
WH/2014/1223/A	D	F	845-851 Whitehorse Road	37, 30 & 18 storeys	Council issued permit 19/09/2016	Yes, currently subject to a	No
WH/2016/1105/A	A	F	874-878 Whitehorse Road	23 storeys	VCAT issued permit (Refused by delegation)	Yes	No
WH/2011/688/C	A	F	913 Whitehorse Road	19 storeys	Council issued permit 28/05/2012	Constructed	Yes
WH/2015/405/B	F	B	997-1003 Whitehorse Road	12 storeys	VCAT issued permit	Yes	Yes
WH/2018/186	C	E	1000 Whitehorse Road	3 storeys	Delegation permit issued	Yes	No
<b>STATION STREET</b>							
WH/2016/1196	F	F	517-521 Station Street	18 storeys	Ministerial permit issued (With Amendment C15)	Yes	No
WH/2011/986/B	A	F	545-563 Station Street	36 storeys	VCAT issued permit	Under construction	Yes
WH/2018/1047	E	F	702-706 Station Street	15 storeys	Under consideration		
WH/2012/300	E	F	710 Station Street	10 storeys	VCAT issued permit (Mediated at VCAT)	Constructed	Yes
WH/2012/146/G	E	F	712-714 Station Street	9 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2014/1081	E	B	722 Station Street	5 storeys	Delegation permit issued	Yes	No
WH/2013/743/A	H	B	740 Station Street	4 storeys	VCAT issued permit (Mediated at VCAT - Failure	Constructed	Yes
WH/2013/230	H	B	744 Station Street	3 storeys	VCAT issued permit (Refused by delegation)	Under construction	Yes
WH/2011/195	H	B	746-750 Station Street	4 storeys	Council issued permit 19/09/2011	Constructed	Yes
WH/2015/1150	H	B	757 Station Street	5 & 3 storeys	Delegation permit issued	Under construction	Yes
WH/2012/699	H	A	761-771 Station Street	6 & 4 storeys	Delegation permit issued	Constructed	Yes
<b>PROSPECT STREET</b>							
WH/2015/1089/A	B	F	9-11 Prospect Street	25 storeys	Delegation permit issued	Yes	Yes
WH/2018/1996	B	F	31-35 Prospect Street	25 storeys	Under consideration		
WH/2016/1156/A	B	F	34-36 Prospect Street	30 storeys	VCAT issued permit	Yes	No
<b>WELLINGTON ROAD</b>							
WH/2007/202	D	F	1 Wellington Road	5 & 4 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2015/1116	D	F	5-9 Wellington & 7 Poplar	16, 14 & 6 storeys	VCAT issued permit	Yes	No
WH/2018/856	D	F	14-22 Wellington Road	28 & 26 storeys	Under consideration		
WH/2013/203	D	F	19 Wellington Road	6 & 5 storeys	Delegation permit issued	Constructed	Yes
WH/2018/743	D	F	26-28 Wellington	20 storeys	Under consideration		
WH/2012/683/A	D	F	6-8 Wellington Road	9 storeys	VCAT issued permit	Constructed	Yes
WH/2016/202	D	F	16-22 Wellington Road	14 storeys	Delegation permit issued	Yes - however there is a c	No
<b>POPLAR STREET</b>							
WH/2017/313	D	F	3-5 Poplar Street & 837 Whitehorse Road	29 storeys	Under consideration		
WH/2013/859/A	D	F	17 Poplar Street	7 storeys	Delegation permit issued	Constructed	No
WH/2013/495	D	F	19-21 Poplar Street	8 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2009/284	D	F	20 Poplar Street	7 & 6 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
<b>ARNOLD STREET</b>							
WH/2016/1163	D	F	1 Arnold Street & 25 Nelson Road	15 storeys (140m)	VCAT issued permit (Refused by delegation)	Yes	No
WH/2016/724	D	F	17-19 Arnold Street	14 storeys	VCAT issued permit	Yes	No



9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

APPLICATION NUMBER	ACTIVITY PRE	BUILT FORM PR	ADDRESS	HEIGHT	STATUS	VALID PERMIT	COND 1
<b>NELSON ROAD</b>							
WH/2016/1163	D	F	1 Arnold Street & 25 Nelson Road	15 storeys (140m)	VCAT issued permit (Refused by delegation)	Yes	No
WH/2016/991/A	D	F	6 Nelson Road	11 storeys	Delegation permit issued	Yes, currently subject to a	No
WH/2015/715/C	D	F	12-14 Nelson Road	20 & 19 storeys	Delegation permit issued	Under construction	Yes
<b>SPRING STREET</b>							
WH/2018/1009	D	F	16 Spring Street	29 & 25 storeys	Under consideration (fast track amendment)		
<b>ELGAR ROAD</b>							
WH/2008/503/A	D	F	484 Elgar Road	5 storeys	Delegation permit issued	Constructed	Yes
WH/2011/413	D	F	486-488 Elgar Road	6 storeys	VCAT issued permit	Yes	Yes
WH/2010/389	D	F	490 Elgar Road	6 storeys	VCAT issued permit	Constructed	Yes
<b>RODGERS ROAD</b>							
WH/2012/765	D	F	5 Rodgers Road	7 & 6 storeys	VCAT issued permit	Yes	Yes
<b>ARCHIBALD STREET</b>							
WH/2010/453	E	F	1 Archibald Street	10 & 9 storeys	VCAT issued permit (Mediated at VCAT)	Constructed	Yes
WH/2006/777	E	F	5 Archibald Street	5 storeys	Delegation permit issued	Constructed	Yes
WH/2003/13722/E	E	F	7-9 Archibald Street	4 storeys	Council issued permit 23/02/2004	Constructed	Yes
WH/2009/620	E	F	8 Archibald Street	4 storeys	Delegation permit issued	Constructed	Yes
<b>BRUCE STREET</b>							
WH/2018/193	E	F	2-4 Bruce Street	19 & 10 storeys	Under consideration		
WH/2011/1038	E	F	5-7 Bruce Street (2 Archibald Street)	9 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2003/14185	E	F	6 Bruce Street	5 storeys	VCAT issued permit	Constructed	Yes
WH/2007/99/A	E	F	8 Bruce Street	5 storeys	Delegation permit issued	Constructed	Yes
WH/2009/513	E	F	10 Bruce Street	4 storeys	VCAT issued permit	Constructed	Yes
WH/2014/1251	E	F	9-11 Bruce Street	9 storeys	VCAT issued permit (Refused by delegation)	Yes	No
<b>ELLAND AVENUE</b>							
WH/2011/895	E	F	1-3 Elland Avenue	9 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2013/685/A	E	F	2-4 Elland Avenue	10 & 9 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
<b>IRVING AVENUE</b>							
WH/2014/658/A	E	F	5-7 Irving Avenue	9 Storeys	VCAT issued permit (Failure to make a decision)	Constructed	Yes
WH/2014/439/A	E	F	15-17 Irving Avenue	9 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2013/563/A	E	F	19 Irving Avenue	7 storeys	Delegation permit issued	Constructed	Yes
WH/2017/686	E	F	21-23 Irving Avenue	15 storeys	Under consideration		
<b>ELLINGWORTH PARADE</b>							
WH/2011/128/A	F	D	8 Ellingworth Parade	5 & 4 storeys	Delegation permit issued	Constructed	Yes
WH/2014/43	F	F	9-11 Ellingworth Parade	12 storeys	VCAT issued permit (Refused by delegation)	Yes	Yes
<b>RUTLAND ROAD</b>							
WH/2013/559	F	F	22 Rutland Road	6 storeys	Delegation permit issued	Yes	Yes
<b>WATTS STREET</b>							
WH/2015/1005	F	B	4 Watts Street	9 storeys	Delegation permit issued	Yes	No
<b>CAMBRIDGE STREET</b>							
WH/2003/14214	F	D	21 Cambridge Street	4 storeys	Delegation permit issued	Constructed	Yes

9.1.2 – ATTACHMENT 2. Box Hill MAC Analysis and Options Appendices

APPLICATION NUMBER	ACTIVITY PRE	BUILT FORM PR	ADDRESS	HEIGHT	STATUS	VALID PERMIT	COND 1
<b>HARROW STREET</b>							
WH/2009/250/A	F	D	15-21 Harrow Street	5 storeys	Delegation permit issued	Constructed	Yes
WH/2011/566 (search #001 to	F	D	31-35 Harrow Street	5 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2014/648	H	B	36 Harrow Street	3 storeys	VCAT issued permit (Refused by delegation)	Yes	Yes
WH/2015/1148	F	D	39 Harrow Street	4 storeys	Delegation permit issued	Yes	No
WH/2003/14225	F	D	41 Harrow Street	4 storeys	Unclear who issued permit	Constructed	Yes
WH/2010/649	F	D	43-47 Harrow Street (Previously 43-47 William Str	3 storeys	Delegation permit issued	Constructed	Yes
<b>JOHN STREET</b>							
WH/2004/14815/A	H	B	1 John Street	3 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2008/309	F	D	6 John Street	4 storeys	Council issued permit 16/02/2009	Constructed	Yes
<b>THAMES STREET</b>							
WH/2012/700/B	H	A	66 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2014/995	H	B	71 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2011/1022	H	B	81 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2014/788/A	H	B	85 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2014/6	H	B	87 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2010/851/B	H	B	95 Thames Street	4 & 3 storeys	Delegation permit issued	Constructed	Yes
WH/2011/629/A	H	A	100-102 Thames Street	3 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2005/445/G	H	A	116-118 Thames Street	4 storeys	Council issued permit 18/04/2006	Constructed	Yes
WH/2013/279/B	H	A	120 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2016/564	H	A	140 Thames Street	3 storeys	Delegation permit issued	Under construction	Yes
WH/2015/340	H	A	142-144 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
WH/2011/1021/B	H	A	146 Thames Street	3 storeys	Delegation permit issued	Constructed	Yes
<b>HOPETOUN PARADE</b>							
WH/2016/138	H	A	11-13 Hopetoun Parade	5 storeys	Delegation permit issued	Yes	No
<b>CARRINGTON ROAD</b>							
WH/2008/424	H	A	98-100 Carrington Road	3 storeys	VCAT issued permit (Refused by delegation)	Constructed	Yes
WH/2008/160	H	A	108 Carrington Road	4 storeys	VCAT issued permit (Refused by delegation)	Yes	Yes
WH/2014/1117	H	A	116 Carrington Road	3 storeys	VCAT issued permit (Refused by delegation)	Yes	No
<b>ASHTED ROAD</b>							
WH/2011/174/A	H	A	1-3 Ashted Road	4 storeys	Delegation permit issued	Constructed	Yes
<b>HOWARD STREET</b>							
WH/2017/40	H	A	12 Howard Street	3 storeys	Delegation permit issued	Yes	No
<b>GLENMORE STREET</b>							
WH/2009/270/A	H	A	28 Glenmore Street	3 storeys	Delegation permit issued	Constructed	Yes
<b>HENRY STREET</b>							
WH/2010/571/B	H	A	5 Henry Street	3 storeys	Delegation permit issued	Constructed	Yes

**9.1.2 – ATTACHMENT 2.**

**Box Hill MAC Analysis and Options Appendices**



9.3.1 Measures of Success Half Year  
Report 2018/19: Year 2 Council  
Plan 2017-2021

Attachment 1 Council Plan 2017-2021 - Measures of  
Success - Half Year Report 2018-19





WHITEHORSE CITY COUNCIL  
COUNCIL PLAN 2017-2021  
MEASURES OF SUCCESS HALF YEAR REPORT  
JULY-DECEMBER 2018

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 1 SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNITY	
<b>GOAL 1.1</b> A SAFE, INCLUSIVE, RESILIENT AND DIVERSE COMMUNITY WHICH BENEFITS FROM GOOD HEALTH AND WELLBEING THROUGH THE DELIVERY OF SERVICES, FACILITIES AND INITIATIVES	
MEASURE OF SUCCESS	COMMENTS
1I Implementation and progress of actions in the Positive Ageing Strategy Intergenerational Projects undertaken and participation rates	<p>The Positive Ageing Strategy now sits within the Whitehorse Health &amp; Wellbeing Plan. Council has a Healthy Ageing Officer who oversees the coordination of actions associated with older people. Intergenerational Projects undertaken to date include:</p> <ul style="list-style-type: none"> <li>2019 Whitehorse Seniors Festival ran throughout October providing seniors with an opportunity to try new activities and become more involved in their local community. Over 40 free or low cost activities were offered across the municipality with various hosted events in conjunction with 14 partner organisations. Involvement departments ran events such as Arts and Cultural Services, Leisure and Recreation Services, Community Development and Engineering and Environmental Services Departments.</li> <li>Forest Hill Dementia Friendly Community are currently exploring two priority actions which involve assisting people with dementia and their carers to know where to get help and how to help businesses to have an understanding about people with dementia</li> <li>A Network has been established which is supported by the State funded Eastern Metropolitan Region (EMR) through a number of initiatives including Active Healthy Ageing Advisors. The group is researching options of a regional healthy ageing project in 2019 focusing on ageing or walking football using a \$20,000 of Department of Health and Human Services funding.</li> <li>Continued participation in the Eastern Elder Abuse Network (EEAN) and Committee which has a focus on developing primary prevention approaches and provides instant access to support, advice and referral for clients who are experiencing to at risk of elder abuse across the Eastern Metropolitan Region.</li> </ul>
1J The number of graffiti removals	Council's maintenance staff remove graffiti on Council's assets within 24-48 hours and reported 3,528 square metres of graffiti instances removed. Council has a computer software package called Vandaltrak, which is essentially an intelligence-gathering tool to store records and digital images of every reported incidence of graffiti.
1K Graffiti Program Education Attendance Rates	<p>While the City of Whitehorse does not have a widespread graffiti problem, graffiti does have a detrimental effect on the appearance of our neighbourhoods and businesses.</p> <p>No graffiti removal kits were requested by residents to remove graffiti from private property this period however, advice was provided on many occasions to residents on graffiti management. Council also offers to remove the graffiti with the approval of the property owner.</p>

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

MEASURE OF SUCCESS	COMMENTS
1M Investment in community groups and organisations (for example Community Grants)	Council invests in community groups through an annual Community Grants Program which includes minor and major cash grants, partnership grants and Discount Support (hall hire and free tipping). At its July 2018 meeting, Council endorsed the funding determined by the Councillor panel. Community grants for 2018/19 will be using the Smarty Grants Platform which is an electronic grants submission system used by many local governments and other funding bodies.
1N The number of participants at meetings and training events undertaken with the Whitehorse Volunteer Network	There were 34 attendees to the Whitehorse Volunteer Network meeting in August 2018. The meeting comprised of a networking component as well as professional development session titled <i>Dealing with the 'dodgy' stuff – volunteering screening deconstructed</i> , which focussed on Police checks, Working with Children checks and reference checks.
1O The number of registered volunteers participating in Council-run programs and the range of opportunities for participation	Council has 353 registered volunteers utilised across a diverse range of program areas.

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 2 MAINTAIN AND ENHANCE OUR BUILT ENVIRONMENT TO ENSURE A LIVEABLE AND SUSTAINABLE CITY	
GOAL 2.1 A WELL-CONNECTED CITY WITH A BALANCED APPROACH TO GROWTH SUPPORTED BY INFRASTRUCTURE AND DEVELOPMENT THAT RESPECTS OUR NEIGHBOURHOOD CHARACTER	
MEASURE OF SUCCESS	COMMENTS
2C Value of development invested in Whitehorse	An estimated \$500 million - \$1 billion of new development or refurbishment has occurred during the past 6 months. Ongoing development in planning and design phases are estimated to be in excess of \$3 Billion with the Victorian Government announcement of Suburban Rail Loop Project directly affecting Whitehorse.
2G The number of multi-purpose facilities available to the community	16 multipurpose facilities are available to the community including the Civic Centre, Box Hill Town Hall, seven Minor Halls and four Senior Citizens Centres.
2K Cleaning hours undertaken in Box Hill	There were 2,756 hours of cleaning undertaken in Box Hill this period. There have been two dedicated Cleansing Officers in Box Hill from the start of the 2017/18 financial year. A contractor or Council officers regularly sweep the footpaths in Box Hill. Further resources are allocated to Box Hill for specific tasks such as graffiti removal or dumped rubbish collection.
2M Audit results of the Road Management Plan (which is inclusive of active transport modes)	An audit on compliance with the Road Management Plan was undertaken by MAV Insurance and presented in a report dated 15 October 2018. The overall compliance rate for roads was 93.1%.
2N Number of Council-owned buildings retrofitted with environmentally-sustainable design principles	22 sites with existing solar panel installations were fitted with a remote monitoring system. Each site's information is now available online and provides fault status reports and real time usage and savings information. Additional water tanks were fitted at Councils Parkside Nursery site. The additional 27,000 litres of capacity added to the existing 81,000 litres on site which will mean that the water retention capacity will have increased from 70% to 100% of anticipated need.
2P Number of environmentally sustainable development assessments undertaken	There were 143 environmentally sustainable development assessments undertaken. These assessments are a critical component in Council's commitment to creating an environmentally sustainable city ensuring that development meets high environmental standards from the design stage through to construction and operation.

\*All statistics are 2017/18 December YTD unless otherwise specified



9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 3 PROTECT AND ENHANCE OUR OPEN SPACES AND NATURAL ENVIRONMENTS	
GOAL 3.1 A PLACE WHERE PASSIVE AND ACTIVE OPEN SPACE IS HIGHLY VALUED, SHARED AND ENHANCED	
MEASURE OF SUCCESS	COMMENTS
3B Number of trees planted annually in our streetscapes and parks	529 trees have been planted across the municipality.
3C Number of plants produced annually by the Whitehorse Nursery and planted on Council maintained land	22,778 plants were produced including groundcovers, shrubs and tube stock.
3D Number of plants produced by the Whitehorse Nursery that are indigenous to Whitehorse	16,767 indigenous plants were produced by the Whitehorse Nursery.
3E Number of open space inspections undertaken that support the local law education program within our parks supporting shared use	1307 inspections were conducted of open space areas
3F ParksWide Environment Education Program attendance rates	There were 2,903 participants across the 74 Environment Education Program sessions conducted for various education sectors during the July – December 2018 period. In addition to the school booked programs involving Early Childhood (37 sessions), Primary School (19 sessions), Secondary school (5 sessions) and adults (2 sessions), there were 7 School Holiday program sessions, 6 Nature Play sessions and 20 Bush Kinder sessions. Consistent attendance rates were seen across the 25 sessions conducted at Blackburn Lake Sanctuary (1105 participants), 11 sessions at Yarran Dheran (902 participants) and 11 sessions across various locations (916 participants).
3G Planning tree education programs and events attendance rates	There were eight events held receiving 623 participants. Programs included; Design a native Garden (95) in August, Native terrarium building (60) & Fill your garden with fruit (148) in October, Native plant propagation (32) & Hollows, nests and other animal homes in your backyard (33) during November.

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 4 STRATEGIC LEADERSHIP AND OPEN AND ACCESSIBLE GOVERNMENT		
<b>GOAL 4.1</b> GOOD GOVERNANCE AND RESOURCE MANAGEMENT <b>GOAL 4.2</b> A HIGH PERFORMING AND ENGAGED WORKFORCE <b>GOAL 4.3</b> A COUNCIL THAT COMMUNICATES EFFECTIVELY, ENGAGING WITH OUR COMMUNITY TO ENABLE THE DELIVERY OF SERVICES AND FACILITIES THAT MEET THE NEEDS OF OUR DIVERSE COMMUNITY		
MEASURE OF SUCCESS	COMMENTS	
<b>4F</b> Participation attendance rates in leadership programs	A Leadership Forum held in November 2018 had a focus on innovation and engagement of a futurist as the keynote speaker which saw 91 employees attend the event. Two programs were delivered for the Emerging Leaders seeing 32 attendees.	
<b>4G</b> Attendance rates for corporate training program	There were 2087 attendees across the 61 training sessions delivered this period.	
<b>4H</b> Staff retention rate/workforce turnover rates	Staff turnover was 9.42% for this calendar year, and a decrease from last year's turnover of 13.84%.	
<b>4T</b> Number of annual advocacy campaigns	Community Development have been involved in advocacy for more affordable and social housing through the Eastern Affordable Housing Alliance (EAHA) in the lead up to the Victorian state election.	

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

<b>STRATEGIC DIRECTION 5</b> <b>SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNITY</b>		
<b>GOAL 5.1</b> <b>WORK IN PARTNERSHIP TO SUPPORT A STRONG, ACTIVE, LOCAL ECONOMIC ENVIRONMENT THAT ATTRACTS INVESTMENT AND PROVIDES ECONOMIC OPPORTUNITIES FOR BUSINESSES AND EMPLOYMENT FOR PEOPLE</b>		
<b>MEASURE OF SUCCESS</b>		<b>COMMENTS</b>
<b>5A</b>	Business community satisfaction rating through biennial service survey	This survey Whitehorse Business Performance Survey is run biannually and is scheduled for March 2019.
<b>5B</b>	Number of partnerships with neighbourhood houses to promote Learn Local Programs that support home based businesses, business start-ups and local multicultural businesses and communities	As part of 2018 Whitehorse Business Week, local Neighbourhood Houses were offered 10 complimentary tickets to attend the Women in Business Lunch held 15 August 2018. Nine tickets were redeemed from the Mitcham, Box Hill South, Burwood, Vermont South, Koonung Cottage & Clota Cottage Neighbourhood Houses. Burwood Neighbourhood House/Knitted Knockers displayed a stall at the Women in Business Expo on 15 August 2018.
<b>5C</b>	Participation rates at business workshops, seminars and events	Whitehorse Business week attracted over 775 participants to 7 business events held throughout August 2018. Collaborative efforts saw a range of well utilised workshops including: <ul style="list-style-type: none"> <li>- How to Approach Performance Management in collaboration with Victorian Employers' Chamber of Commerce and Industry (VECCI) and Manningham City Council.</li> <li>- Three free 45 minutes sessions hosted on the Small Business Bus in collaboration with Small Business Victoria</li> <li>- Two sessions providing free and confidential mentoring service in collaboration with the Small Business Mentoring Service.</li> </ul>
<b>5D</b>	Visitation numbers to business website: 'WBiz'	Over 6,255 visitation sessions were actioned on Council's Wbiz business website with 89.4% of the sessions being new visitors and 10.6% returning visitors/users.
<b>5E</b>	Number of businesses supported to prepare for changes in technology including the National Broadband Network (NBN) rollout through workshop attendances	As a part of Whitehorse Business Week, an event called Future of Digital Marketing for your Business event was held in August which saw 102 registrations. Ongoing web link to NBN website located on WBiz website provides business to search an address and gain information on the status of the rollout.

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 5 SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNITY		
GOAL 5.1 WORK IN PARTNERSHIP TO SUPPORT A STRONG, ACTIVE, LOCAL ECONOMIC ENVIRONMENT THAT ATTRACTS INVESTMENT AND PROVIDES ECONOMIC OPPORTUNITIES FOR BUSINESSES AND EMPLOYMENT FOR PEOPLE		
MEASURE OF SUCCESS		COMMENTS
5F	Number of partnerships with stakeholders to develop training programs for young people to expand their skills	In collaboration with Deakin University, we continue to run the Whitehorse Tertiary Skills Program that saw 26 student/business placements. One business participant was located in the City of Knox with international students making up 80% of participants. The program received an award in the 2018 National Government Innovation Awards which also saw the 10 year anniversary of the program. Hosted by Deakin University, there was participation in an India Masterclass in October 2018 to explore how Indian students can contribute to Indian specific projects in Whitehorse then will contribute to Australia-India bilateral relationship.
5G	Number of investment and development facilitation enquiries	Approximately 5 new significant development / investment proposals were made with Council's Investment and Economic Development Unit.
5H	Number of initiatives that support partnership opportunities with tertiary education institutions to have stronger linkages with local business	Whitehorse Business Week 2018 was supported through sponsorship and in partnership with Box Hill Institute and Deakin University. Collaboration with Deakin University saw a continuation of the Whitehorse Tertiary Skills Program which also received an award in the 2018 National Government Innovation Awards. Regular phone call and meetings continue to be held with Box Hill Institute to further develop partnership opportunities.
5I	Number of investment and business growth enquiries	Approximately 20 enquiries were responded to through a range of methods including phones calls, enquiries at our events (i.e. Business Week) and Civic Centre Customer Service enquiries.

\*All statistics are 2017/18 December YTD unless otherwise specified



9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 5 SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNITY		
GOAL 5.1 WORK IN PARTNERSHIP TO SUPPORT A STRONG, ACTIVE, LOCAL ECONOMIC ENVIRONMENT THAT ATTRACTS INVESTMENT AND PROVIDES ECONOMIC OPPORTUNITIES FOR BUSINESSES AND EMPLOYMENT FOR PEOPLE		
MEASURE OF SUCCESS	COMMENTS	
5J Number of engagements with Melbourne's eastern stakeholders	Stakeholder engagement is steady with continuing cross promotion of events with Council's in Melbourne's east business workshops. A collaboration with Councils in the Melbourne East saw a video produced in August 2018 that showcases the benefits of Living, Working and Playing in the Melbourne East. The video featured Box Hill. Engagement involved various stakeholders including; Maroondah City Council, North East Link Project, Melbourne East Regional Economic Development Group (MEREDG), Box Hill Institute, Manningham Regional Libraries, Inner East Primary Care Partnerships, Deakin University and City of Knox. City of Whitehorse participated in various stakeholder events such as Melbourne East Regional Breakfast (part of Business Week), Melbourne Eastern Region Council Officers meeting and a City of Whitehorse Exhibit at the South East Melbourne Jobs Fair hosted by Kingston City Council.	
5K Number of engagements with local stakeholders	Local stakeholder engagement is steady with attendance at various meetings with Box Hill Retail Network, Whitehorse Business Group Board, Whitehorse Business Group Business Awards Dinner. Numerous engagement opportunities have been utilised through initiatives such as Festive Window Competitions, Think Local Buy Local walk around, community noticeboards, general Trader Association catch ups and urban streetscape work notifications.	
5L Number of retail precincts and businesses promoted on WBiz Website	Nine retail precincts are captured on Council's business website (WBiz).	
5M Number of businesses participating and/or sponsoring at events and festivals	There were 6 sponsors for the Festive Window Competition. Whitehorse Business Week saw 22 sponsors in total including Australia China Business Council who were a sponsor and event partner for Whitehorse Business Week 2018 China Ready Checklist event.	

\*All statistics are 2017/18 December YTD unless otherwise specified

9.3.1 – ATTACHMENT 1.

Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

APPENDIX A – MEASURES REPORTED IN OTHER CORPORATE PERFORMANCE REPORTS

STRATEGIC DIRECTION 1 SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNITY			
MEASURE OF SUCCESS		REPORT	FREQUENCY
1A	The implementation and progress of actions of the Municipal Public Health and Wellbeing Plan 2017-2021	Quarterly Performance Report	Quarterly
1B	Overall performance in the annual Community Satisfaction Survey	Community Satisfaction Survey	Annual
1C	Council's public childhood immunisation program rates	Quarterly Performance Report	Quarterly
1D	Percentage of participation in the Maternal and Child Health Services (Local Government Performance Reporting Framework (LGPRF) measure)	Local Government Performance Reporting Framework	Annual
1E	Percentage of participation in the Maternal and Child Health Services by Aboriginal Children (LGPRF)	Local Government Performance Reporting Framework	Annual
1F	Percentage of active library members (LGPRF)	Local Government Performance Reporting Framework	Annual
1G	Community satisfaction with Family Services	Community Satisfaction Survey	Annual
1H	Community satisfaction with Advocacy	Community Satisfaction Survey	Annual
1L	Participation and actions undertaken as part of the Resilient Melbourne Strategy	Quarterly Performance Report	Quarterly
1P	Program or service participation rates and number of visitors and users of facilities	Quarterly Performance Report	Quarterly
1Q	Community satisfaction with Council festivals and celebrations	Community Satisfaction Survey	Annual
1R	Community satisfaction with Recreation Facilities	Community Satisfaction Survey	Annual
1S	Level of attendance at Council festivals and celebrations	Quarterly Performance Report	Quarterly
1T	Community satisfaction with Community & Cultural services	Community Satisfaction Survey	Annual

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Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 2 MAINTAIN AND ENHANCE OUR BUILT ENVIRONMENT TO ENSURE A LIVEABLE AND SUSTAINABLE CITY			
MEASURE OF SUCCESS		REPORT	FREQUENCY
2A	Percentage of planning application decisions made within 60 days (LGPRF)	Local Government Performance Reporting Framework	Annual
2B	Number of Vic Smart applications processed (LGPRF)	Local Government Performance Reporting Framework	Annual
2D	Council's participation on the Eastern Affordable Housing Alliance	Quarterly Performance Report	Quarterly
2E	Community Satisfaction with Transport	Community Satisfaction Survey	Quarterly
2F	Number of transport advocacy programs	Quarterly Performance Report	Quarterly
2H	Capital Works Invested into maintenance, upgrades and development of community infrastructure	Quarterly Performance Report	Quarterly
2I	Community satisfaction with the Aqualink sports facilities	Community Satisfaction Survey	Annual
2J	Number of actions or activities that protect neighbourhood character	Quarterly Performance Report	Quarterly
2L	Community events or celebrations attendance rates	Quarterly Performance Report	Quarterly
2O	Number of initiatives that provide sustainable and quality infrastructure	Quarterly Performance Report	Quarterly

STRATEGIC DIRECTION 3 PROTECT AND ENHANCE OUR OPEN SPACES AND NATURAL ENVIRONMENTS			
MEASURE OF SUCCESS		REPORT	FREQUENCY
3A	Community satisfaction with appearance of public areas	Community Satisfaction Survey	Annual

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Council Plan 2017-2021 - Measures of Success - Half Year Report 2018-19

STRATEGIC DIRECTION 4 STRATEGIC LEADERSHIP AND OPEN AND ACCESSIBLE GOVERNMENT			MEASURE OF SUCCESS	REPORT	FREQUENCY
4A	Financial performance and sustainable capacity indicators (LGPRF)			Local Government Performance Reporting Framework	Annual
4B	The number of business improvement initiatives undertaken and benefits achieved			Quarterly Performance Report	Quarterly
4C	Percentage of Council decisions made at meetings closed to the public (LGPRF)			Local Government Performance Reporting Framework	Annual
4D	Compliance with the annual Governance and Management Checklist under the Local Government Act (LGPRF)			Local Government Performance Reporting Framework	Annual
4E	Legislated required changes are made across Council to meet the requirements of the new Local Government Act			Quarterly Performance Report	Quarterly
4I	Staff satisfaction survey results			Staff Satisfaction Survey	Biennial
4J	Maintain 'Councils for Gender Equity' program national accreditation			N/A – Program no longer in operation	N/A
4K	Number of actions undertaken as part of the Resilient Melbourne Strategy			Quarterly Performance Report	Quarterly
4L	Customer service levels of activity across all channels and response rates			Quarterly Performance Report	Quarterly
4M	Community satisfaction with Customer Service			Community Satisfaction Survey	Annual
4N	The number of business improvement initiatives undertaken and benefits achieved with the Customer Service Improvement Project			Quarterly Performance Report	Quarterly
4O	Number of communication channels and reach used to promote/inform services, facilities and initiatives			Quarterly Performance Report	Quarterly
4P	Digital Transformation Strategy Implementation reported progress and benefits			Quarterly Performance Report	Quarterly
4Q	Satisfaction with community consultation and engagement (LGPRF)			Community Satisfaction Survey	Annual
4R	Number of participants engaged in community engagement activities in the development of policies, strategies and major projects			Quarterly Performance Report	Quarterly
4S	Community satisfaction with advocacy			Community Satisfaction Survey	Annual

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STRATEGIC DIRECTION 5 SUPPORT A HEALTHY, VIBRANT, INCLUSIVE AND DIVERSE COMMUNIT		
MEASURE OF SUCCESS	REPORT	FREQUENCY
All performance measures relating to Strategic Direction 5 are captured in the Measures of Success – Half Year Report		

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### 9.3.2 Quarterly Performance for quarter ending 31 March 2019

Attachment 1 Quarterly Performance Report - Q3  
January - March 2019



CITY OF WHITEHORSE

# Quarterly Performance Report

JANUARY – MARCH 2019



**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

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**9.3.2 – ATTACHMENT 1.      Quarterly Performance Report - Q3 January - March 2019**

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Introduction

The Quarterly Performance Report for the third quarter ended 31 March 2019 provides a detailed report of performance against the major initiatives and initiatives identified in the *Adopted Budget 2018/19*. This report also provides a high-level summary of Council's services, including highlights and challenges for the quarter. These major initiatives, initiatives, and services contribute to the achievement of the *Council Plan 2017-21*.

The Quarterly Performance Report contains the following sections:

- Section 1 – Chief Executive Officer's Overview
- Section 2 – Performance against *Council Plan 2017-21*
- Section 3 – Performance against Customer Service Targets
- Section 4 – Business Improvement
- Section 5 – Capital Works Report
- Section 6 – Financial Report
- Section 7 – Audit Advisory Committee Minutes

**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

## **Section 1 – Chief Executive Officer’s Overview**

I am pleased to present the Quarterly Performance Report for the third quarter ending 31 March 2019.

For this third quarter of the 2018/19 financial year we have carried out many activities from all areas of Council, including the following key highlights:

- *Nunawading Community Hub Development* – Construction is well underway on site with floor slabs, retaining walls and columns in places. Wall rendering and broken windows in the heritage building have been removed with the building cleaned up and preparation underway for construction of upper ground floors.
- *Heritage Assistance Fund (HAF) program* – Nineteen of the 22 successful applicants for the 2018/19 program grants have completed their approved heritage projects and claimed funding.
- *“Cooking for One or Two” program* – Interest continues in this program which assists clients in developing or regaining basic cooking skills and nutritional knowledge, reducing social isolation and maximising their opportunity to self-manage health and nutritional needs.
- *Chaucer Street, Box Hill* – Excavation works at Chaucer Street have commenced in preparation for the new park as part of the Open Space Development Program. Terracing works have taken place to allow for a level play space and passive lawn area for informal recreation – maximising the usable space for the community.
- *Residential Corridors Built Form Study* – Council adopted the recommendations on 29 January 2019, which provides built form guidelines for those areas in the municipality along key road corridors which will better manage outcomes consistent with the land use and the impact on adjoining areas.

The activities above, as well as many other activities outlined in this report, align directly with the strategic directions and goals (strategic objectives) of the *Council Plan 2017-21*. Of the 23 major initiatives and initiatives in the *Adopted Budget 2018/19*, three are completed, 17 are on track, two are below target and one has been deferred (see graph overleaf).

These are some of the activities that improve the municipality and contribute to the community’s vision of the City of Whitehorse as a healthy, vibrant, prosperous and sustainable city, supported by strong leadership and community partnerships.

Further details about all major initiatives and initiatives, including services provided by Council, can be found in Section 2 – Performance against *Council Plan 2017-21*.

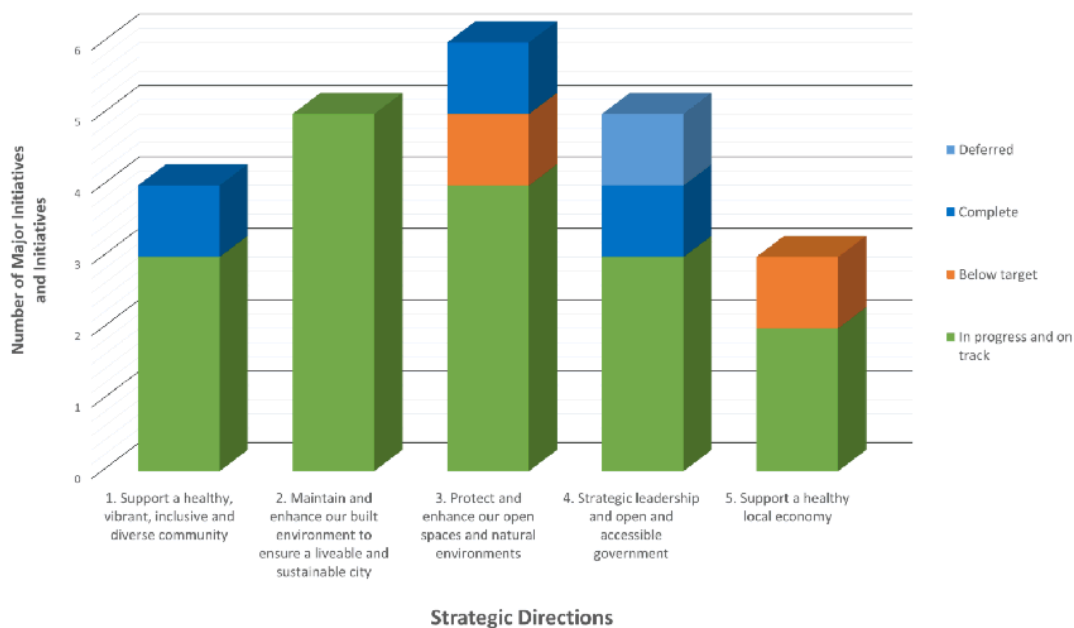
Noelene Duff  
Chief Executive Officer  
Whitehorse City Council

9.3.2 – ATTACHMENT 1.

Quarterly Performance Report - Q3 January - March 2019

Performance against Major Initiatives and Initiatives in the *Adopted Budget 2018/19*

January to March 2019



Quarterly Performance Report for the quarter ended 31 March 2019

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9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

## Section 2 – Performance against Council Plan 2017-21

This section provides a quarterly report against major initiatives, initiatives, and services, all of which are aligned to the strategic directions of the *Council Plan 2017-21*.

To assist the reader, each strategic direction is colour coded as follows:

1. Support a healthy, vibrant, inclusive and diverse community
2. Maintain and enhance our built environment to ensure a liveable and sustainable city
3. Protect and enhance our open spaces and natural environments
4. Strategic leadership and open and accessible government
5. Support a healthy local economy

Each strategic direction section is structured as follows:

- **Major initiatives** – identified in the Annual Plan, which is part of the *Adopted Budget 2018/19*, these are significant projects that will directly contribute to the achievement of the *Council Plan 2017-21* and have a major focus in the budget.
- **Initiatives** – identified in the Annual Plan, which is part of the *Adopted Budget 2018/19*, these are actions that are once-off in nature and/or lead to improvements in services.
- **Services** – Council delivers more than 100 services to the community and this report provides a snapshot of service highlights and challenges for the quarter.

For each major initiative and initiative, a 'traffic light' system is used to indicate trend against planned targets:



Activity tracking within planned target or complete.



Activity tracking at less than the planned target, but expected to be complete by the end of the financial year.



Activity deferred.

Not started    Activity not yet due to commence.





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Quarterly Performance Report - Q3 January - March 2019



Strategic Direction 1: Support a healthy, vibrant, inclusive and diverse community

Annual Plan Major Initiatives and Initiatives Update

Major Initiative/ Initiative	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Major Initiatives</b>						
<b>Nunawading Community Hub Development</b>	Develop the Nunawading Community Hub and engage with stakeholders to develop an inviting, highly accessible place with a range of flexible internal and external spaces for active and passive activities, providing for a broad range of groups and individuals now and into the future.	Head of Major Projects and Buildings	June 2019	In Progress		Floor slab, lift pit, retaining walls, and columns in lower ground floor completed. Floor slab and retaining walls in stadium completed. Preparation is underway for construction of upper ground floor slab and slab over lower ground floor. Internal wall rendering and broken windows in heritage building removed and building cleaned up. External underground storm water and electrical services in progress. Project on schedule for completion early 2020.
<b>Whitehorse Centre</b>	Commence redevelopment of the Whitehorse Centre to upgrade and expand facilities to meet current and future community needs for performing arts, exhibitions and functions activities. This will include an increase in audience capacity and stage size, an additional smaller theatre, increase in foyer space and improved disability access.	Head of Major Projects and Buildings	June 2019	In Progress		Stage 2 of the Design Competition commenced with 5 shortlisted design firms. Final submissions are due early April 2019.  The appointment of a Quantity Surveyor and Cost Planner has been finalised and the EOI for the Communications Consultant is currently being evaluated. The appointment of a Building Surveyor is underway.

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Quarterly Performance Report - Q3 January - March 2019

Major Initiative/ Initiative	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Initiatives</b>						
<b>Initiative - Sports and Planning Development</b>	Manage sports club growth and demand in Whitehorse proactively with employment of a Sports Planning and Development Officer	Manager Leisure and Recreational Services	June 2019	<b>Complete</b>		Sports Development and Participation Officer employed and commenced in role November 2018. This position is responsible for proactively planning and managing current and future utilisation of key Council recreation and sport facilities from a policy development and club development perspective, with an emphasis on participation, physical activity and health-focused outcomes.
<b>Strathdon House</b>	Commence redevelopment for the future of the Strathdon homestead and precinct	Buildings Project Management Coordinator	June 2019	<b>In Progress</b>		Conditions report due for completion end of March 2019. This quarter has included research and tours of similar facilities to inform best practice and future planning opportunities.

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Quarterly Performance Report - Q3 January - March 2019

Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
<b>Libraries</b>	This service represents Council's contribution to the Whitehorse Manningham Regional Library Corporation which provides public library services at four locations within the municipality. It provides a customer focused service that caters for the cultural, educational and recreational needs of residents and provides a focal point for the community where they can meet, relax and enjoy the facilities and services offered.	<ul style="list-style-type: none"> <li>Positive feedback received from library patrons in relation to the launch of Your Reading Shelf, an online reader development service that matches borrowers to books.</li> <li>The inaugural Chinese Reading and Writing Festival was launched in February 2019. The two week festival was a huge success, with nineteen events being held across a two week period. The exciting mix of program events attracted 493 attendees. Speakers included Benjamin Law, Alice Pung and Elizabeth Chong.</li> <li>David Astle, crossword extraordinaire, shared his Desert Island Reads with 90 library patrons at Nunawading Library.</li> <li>A successful Summer Reading Club for children saw an increase in participants from the previous year. It concluded with a wrap up party at Nunawading Library that drew a crowd of 130 attendees.</li> <li>The following policies were reviewed; Records and Information Management Policy, Recruitment and Selection Policy and Workplace and Occupational Violence Policy.</li> </ul>
<b>Community Development</b>	This service focuses on the development of policies and strategies and providing support to the Whitehorse community, in particular relating to areas of social health and wellbeing, ageing population, people with disabilities, diversity, volunteering, and provides community grants to local not-for-profit groups and organisations. Council also offers support with community festivals, including Chinese New Year and Moon Festival.	<ul style="list-style-type: none"> <li>The second Women's Forum for 2018 was held in October with 170 plus participants on the topic of Inspirational Stories – From Addiction to Recovery.</li> <li>A collaborative, bi-language signage project titled "Theft from Motor Vehicles" was completed with Victoria Police. 206 signs were installed in ten Council car parks and community education sessions conducted. The evaluation indicates an increased community awareness of the need to remove valuables from parked cars to reduce theft.</li> <li>A Free from Violence grant was given from the DHHS of \$90,000 over 12 months. This grant is to work within Council and the community to prevent family violence and to promote gender equality in diverse settings. A key outcome will be the development and implementation of an action plan.</li> <li>Whitehorse City Council is participating in the East Interfaith Unite for Safety and Respect project, in collaboration with Manningham, Monash, and Boroondara Councils. At a recent meeting, fifteen participants from diverse faith communities contributed to a shared understanding about the prevention of family violence and future activities to promote safety and respect.</li> <li>150 Senior Whitehorse Residents met at the Whitehorse Centre in September to celebrate the commencement of the 2018 Whitehorse Seniors Festival. The event was opened by the Mayor and involved a stage show by Wendy Stapleton followed by a high tea.</li> <li>Council is participating on the Regional Family Violence Partnership – Prevention of Violence against Women with Disability working group, which recognises that women with a disability are more likely to experience violence but also face barriers accessing services and supports.</li> <li>Council in partnership with the National Disability Coordinating Office (NDCO), Gateway and Outer East LLEN, and Monash and Knox City Councils hosted the "Back to Basics" forum which introduced students and their families to strengths based approaches and providing an opportunity for young people with a disability to have conversations with education, training</li> </ul>

Quarterly Performance Report for the quarter ended 31 March 2019

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Service	Description	Quarterly Service Highlights
Arts and Cultural Services	<p>This service provides a diverse and ongoing program of arts, cultural and heritage events as well as access to the Whitehorse Art Collection, meeting room hire and function services. Cultural facilities include the Whitehorse Centre, Box Hill Town Hall and other minor halls, Box Hill Community Arts Centre, Whitehorse Artspace, Schwerkolt Cottage and Museum Complex. A range of Council events are also offered including the Australia Day Concert, Carols Concert, Spring Festival, Heritage Week and Swing Pop, Boom! Music Series. Council also offers support with community festivals including Chinese New Year and Moon Festival.</p>	<p>and employment providers to explore choices, supports and possible pathways. As part of this project the Strengths Based Career Planning Guide was developed in partnership with young people attending disability services and members of Councils Youth Representative Committee.</p> <ul style="list-style-type: none"> <li>The Disability and Reconciliation Advisory Committees met during the last quarter.</li> <li>The Eastern Affordable Housing Alliance met and further developed their advocacy campaign around an increase in social housing across the Eastern region</li> <li>The Whitehorse Community Grants program opened for 2019. This year Council is trialling an online application process called "Smarty Grants". Information and training sessions have taken place as well as ongoing support to the local community.</li> </ul> <p>Box Hill Community Arts Centre</p> <ul style="list-style-type: none"> <li>Courses and Workshops</li> <li>Experienced excellent attendance for art and craft programs. Overall there has been a 30% increase from the same time last year in bookings for courses and workshops, particularly for the adult and children programs.</li> <li>Holiday Programs</li> <li>There was a great attendance rate of 80% for the holiday programs on offer in January 2019. One parent commented 'how wonderful the program was and how great the range of programs were'.</li> <li>Exhibitions</li> <li>There have been a wide range of exhibitions on display in the Exhibition Foyer. Two local artists - <i>Tasmina Majles</i> and <i>Ash Khiani</i> - exhibited their work to good responses. Works by Women from the Whitehorse Art Collection, featured during the week of International Women's Day, and attracted steady visitation.</li> </ul> <p>Ondru: Walking in My Shoes has also attracted positive reviews from visitors. This exhibition portrays poetic images and words by culturally diverse residents.</p> <p>Heritage</p> <ul style="list-style-type: none"> <li>Heritage Week – Planning has commenced for Councils annual Heritage Week Program scheduled from the 13-19 September, 2019. In collaboration with the local historical societies and Whitehorse Manningham Library the program will be delivered on the theme of 'Healthy Heritage' as we remember and showcase the history of health and wellbeing in the community.</li> <li>Schwerkolt Cottage and Museum Complex - our prime heritage facility continues to enjoy good visitation and positive feedback from the community. Visitor statistics are tracking well, including private group tours of the Cottage and Museum.</li> </ul> <p>Box Hill Town Hall</p> <ul style="list-style-type: none"> <li>The Town Hall continues to provide a variety of services and host an array of events including the recent Mummycon Expo which aimed at assisting expectant and new mums. The Red Cross also returned for its regular mobile Blood Bank and will be on site again twice more this year.</li> <li>Community Halls continue to be used by a wide range of groups including a culturally diverse range of Senior's groups, as well as a vast array of special interest groups including Discobility, Eastern Photography, and the Eastern District Budgeterig Society.</li> </ul>

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Service	Description	Quarterly Service Highlights
		Festivals
		<ul style="list-style-type: none"> <li>Whitehorse Australia Day Concert &amp; Fireworks was successfully delivered on Saturday 26 January. The concert and fireworks were very popular with the crowd with an attendance of approximately 15,000 people.</li> <li>Swing Pop Boom <ul style="list-style-type: none"> <li>Moonlight Cinema – Morack Golf Course</li> </ul> </li> </ul> <p>This outdoor cinema event was held at the Morack Golf Course with approximately 350 people in attendance. The film, The Greatest Showman was chosen by the community in an online poll, and was thoroughly enjoyed by the families in attendance.</p> <ul style="list-style-type: none"> <li>Town Hall Tunes – Box Hill Town Hall</li> </ul> <p>This indoor concert was well received and attended by many senior citizens. With approximately 350 in attendance, the great orchestral classics performed by a 15 piece orchestra were a highlight, with most of the crowd visiting the Whitehorse Artspace next door.</p> <ul style="list-style-type: none"> <li>Shake at the Lake – Blackburn Lake</li> </ul> <p>The final Swing Pop Boom event of the season was successfully delivered with approximately 750 people in attendance. Attendees enjoyed a dance-filled program of music, including swing, jazz, and classic British rock tunes.</p> <ul style="list-style-type: none"> <li>Global Fiesta 2019 held at Box Hill Gardens saw the biggest crowd to date with approximately 4,800 people in attendance. The weather was a perfect, and families were out in force to enjoy the vibrant stage performances, rides, character meet and greets and wonderful community driven programming.</li> </ul> <p>Whitehorse Artspace (Art Collection &amp; Programs)</p> <ul style="list-style-type: none"> <li>Exhibitions</li> </ul> <p>To coincide with Chinese New Year celebrations the gallery opened with the exhibition, Ink Rhythm – Mon Yun. Many Asian-Australians visited the exhibition to enjoy the traditional Chinese ink-paintings on scrolls and canvas. The second exhibition Things of Clay, Stone &amp; Wood has been an excellent opportunity to display treasured ceramics, timber and stoneworks from the Whitehorse Art Collection. Four contemporary artists were also invited to display their new ceramics created in 2018 and 2019.</p> <ul style="list-style-type: none"> <li>Public Art</li> </ul> <p>Maintenance including conservation, was completed on ceramic and metal seating at the Box Hill Community Arts Centre early this year.</p> <p>Whitehorse Centre</p> <ul style="list-style-type: none"> <li>A very successful start to both the Main Season and Midweek Matinee program with all shows sold out. Audience favourites included Rhonda Burchmore in ABBA-solutely Fabulous and the extraordinary acrobatic talents of the internationally touring company Circa in Peepshow.</li> <li>The Centre hosted a number of community and Not for Profit clients' events including a joint Council and Women's Health East workshop for girls to learn programming and coding skills. Students were also in attendance at the Gateway LLEN event where the keynote speaker was Paralympic gold medalist, radio host and motivational speaker, Dylan Alcott OAM.</li> </ul>

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Service	Description	Quarterly Service Highlights
<b>Parks Planning and Recreation</b>	This service manages the utilisation of community recreation facilities such as sporting grounds and pavilions, provides support to community groups and provides planning and strategy development for parks and recreation facilities and infrastructure.	<p><b>Sporting Facilities Guide</b> The Sporting Facilities Guide (SFG) provides the operational framework for the use and development of Council's seasonally allocated sport facilities. Council endorsed the release of the draft SFG with proposed changes for consultation with the community. Community feedback is currently being considered.</p> <p><b>Pavilion Redevelopments</b> Council has appointed a contractor to undertake the redevelopment of Walker Park Pavilion in Mitcham and Morton Park Pavilion in Blackburn. These pavilion redevelopments will provide modern facilities that are well-designed, flexible and accessible. These community assets will allow increasing participation in local sports and strengthen the local community. Temporary site facilities are now in place and construction works will begin shortly.</p> <p><b>Sports Ground Lighting Upgrade</b> The sports ground lighting at Vermont Reserve is being upgraded with construction works currently underway as part of Council's Floodlighting Renewal Program. The lighting upgrade involves new light towers and light fittings and will provide a higher standard of lighting for the sporting users of this reserve.</p> <p><b>Mont Albert Reserve Safety Netting</b> Construction has commenced on the safety netting improvement project at Mont Albert Reserve. The main purpose of this project is to mitigate the risk of errant balls leaving the site and potentially causing injury to other park users, residents and to damage to property.</p> <p><b>Winter Seasonal Bookings finalised</b> Seasonal booking allocations for the 2019 Winter Season were completed which involved allocating 32 Clubs, 50 sports fields and 34 Pavilions.</p> <p><b>Whitehorse Sport and Recreation Australia Day Trophy</b> On Australia Day each year, the Mayor of the City of Whitehorse presents a number of Awards to community members and groups including the Whitehorse Sport and Recreation Australia Day Trophy. The trophy is awarded to a sporting club, recreation club or community group based in the City of Whitehorse that has either run a project that benefits the broader Whitehorse community or provided opportunities that benefit the broader Whitehorse community. The 2019 winner was Emmaus St Leos Old Collegians Football Club. This is in recognition of the club's contribution to the Whitehorse community which provides a variety of benefits to the club's 130 members and the wider Whitehorse community including numerous initiatives such as mental health awareness raising and support, fundraising for the Breast Cancer Foundation, Deakin University student partnerships, professional mentoring and financial assistance programs.</p>

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Service	Description	Quarterly Service Highlights
<b>Leisure Facilities</b>	This service provides the Whitehorse community with a range of leisure facilities including Morack Golf Course, aquatic facilities including Aqualink Box Hill and Aqualink Nunawading, Sportlink and Nunawading Community Centre.	<p>Through January (AOBH) and March (AQN) the Watch Around Water (WAW) program was highlighted to all patrons. An education water safe week was held at Aqualink Box Hill which involved staff interacting with parents and children. Information on the importance of remaining actively supervising children around water as well as general water safety education was the focus.</p> <p>The Aqualink conducted a 1/2 Price member joining fee promotion which ran from 25 January - 5 February 2019. The offer was promoted at the City of Whitehorse Australia Day Festival, around the Centre's and through local and social media channels. A total of 150 new members took up the offer and are commencing their exercise and health journeys.</p> <p>Aqualink Box Hill's externally run school holiday program through Team Kids was a hit in January with an increase in bookings through the month and a full day multi activity service for children on offer. In addition, Aqualink Box Hill hosted programs for Netfit, Tiptenn Tennis Academy, Soccajoys and No Limits Basketball providing a plethora of choice for patrons. Kelly Mini Sports ran their first School Holiday program over January and it was a huge success with high participation. This is a welcome addition to the school holiday offerings as the first program to cater for a younger demographic, 1 to 5 year olds.</p> <p>Member retention events held:</p> <ul style="list-style-type: none"> <li>February - 744 members participated in a body composition scan to understand more about their health and bodies and many members followed up with gym staff to modify their programs.</li> <li>March - excitement built with over 100 members and friends sign up to participate in the Aqualink Footy Tipping competition and follow up discussions about the games on the gym floor after each weekend.</li> <li>Seminars were also held for interested members on 'setting yourself up for success' with an external presenter taking the members through tips and tools for strategies to overcome mental blocks, increase resilience and raise individual expectations for high performance. The members who attended provided feedback the sessions were very valuable.</li> </ul> <p>The Whitehorse Netball Association (WNA) season at Sportlink commenced in February. WNA have a number of competitions running throughout the week including Saturdays, Mid-Week Ladies, a domestic comp on Thursday evenings targeting mixed and women's teams, and a GO program on Monday afternoons catering for young beginner participants. The All Abilities Netball competition started up in 2019 with two of the teams recently winning both section 1 &amp; 2 of the Doncaster Regional Netball Tournament.</p> <p>The hot and dry conditions experienced over summer did not deter golfers at Morack Public Golf Course with 15,783 golf rounds played and over 1,000,000 balls hit on the driving range.</p> <p>A new all-weather shelter was installed on the 4th tee at Morack Public Golf Course as part of the 2019/20 capital works program. The new shelter has been well received by golfers. Also, AFL goal posts were installed on the driving range providing golfers with a new target to test their accuracy which has been a great hit with golfers.</p> <p><b>Sports Fields</b></p> <ul style="list-style-type: none"> <li>Completion of Mahoney's Reserve Middle Oval reconstruction under our Sportsfield Ground Renewal including new drainage, irrigation systems &amp; new playing surface</li> <li>Completion of Sportsfield Irrigation Renewal to Mahoney's soccer pitch.</li> <li>Completion of our summer sports, including hosting many cricket finals at various sports fields.</li> <li>Construction of new cricket nets at Forest Hill Reserve is 70% completed</li> </ul>

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Service	Description	Quarterly Service Highlights	
	responsible for the design, installation, maintenance and renewal of sports field infrastructure and the supervision and project management of sports field capital projects.	<ul style="list-style-type: none"><li>Preparation and transition from Summer to winter sports including ground renovations, installing of goal posts and winter cricket covers</li><li>Ballyshanassy ovals reopened to the public in December after being re-laid. The turf establishment has gone well and the playing surface is a significant upgrade.</li><li>Regular ongoing maintenance has included scarifying of Mont Albert reserve and Springfield ovals with significant improvement to the playing surfaces resulting.</li></ul>	
Whitehorse Home and Community Services	This service provides a range of home and community care services, supporting people who are elderly, frail or with disabilities and their carers to stay active, independent and living at home as long as possible. Services include home delivered and community based meals, personal and respite care, transport, domestic and home maintenance, planned activities and social support, and social housing at two residential housing facilities.	The following services have been delivered by WHACS:	
		Regional Assessment Service (RAS)	532 assessments (2,711 hours)
		Service referrals received	674 consumers
		Occupational Therapy	252 hours
		Domestic Assistance	18,003 hours
		Personal Care	5,448 hours
		Respite Care	985 hours
		Home Modifications & Home Maintenance	1,447 hours
		Food Services	19,989 meals
		Assistance with food preparation	542 hours
		Social Support Groups	6,549 hours
		Assisted Transport	1,026 hours
		Escorted Activities (e.g. shopping, appointment, etc)	2,976 hours
		Transport (community)	10,318 trips
			The increase of consumers choosing Whitehorse City Council as the provider of their Home Care Package has been sustained, with 105 clients with complex needs continuing to choose Council services to support their independent living. We also:
	<ul style="list-style-type: none"><li>Received 674 referrals for consumers via My Aged Care with 991 services commenced within allocated key performance indicators.</li><li>Continued collaboration with Eastern Region Local Government Aged Services Managers on regional sector issues driven by ongoing aged care and disability reforms.</li><li>Continued advocacy to the Australian and Victorian Governments for appropriate levels of needs-based funding to support vulnerable residents of any age to live independently in their local Whitehorse community. Federal Budget announcement of the block funding extension for the Commonwealth Home Support Programme (CHSP) for an additional two years until 2022 is seen as a positive advocacy outcome for the community to continue accessing in-home support services without disruptions.</li></ul>		

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Service	Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> <li>Undertook effective and successful management of the Listeriosis outbreak caused by the meals supplier. Emergency response and recovery resulted in timely information to all meal's recipients, withdrawal and destruction of potentially contaminated food, sourcing of a new meals supplier and timely meals delivery supporting nutritional needs of the consumers.</li> <li>Regional Assessment Service (RAS) has assessed needs of 532 older people (2,711 hours) seeking home and community services to support independent community living and referred them to the most appropriate support services. A total of 178 assessment and care coordination hours provided for people under 65 years to support their testing for NDIS, facilitate their connections with the most appropriate support and transition to NDIS for eligible consumers.</li> <li>Growing interest in accessing "Cooking for One or Two" Program assisting clients with developing or regaining basic cooking skills and nutritional knowledge, reducing social isolation and maximising their opportunity to self-manage health and nutritional needs with 126 hours of services delivered for this quarter.</li> <li>Continued Intergenerational Partnership Project between Mountainview Cottage &amp; Star Fish Child Care Centre. Consumers and children participated in a St Patrick's Craft Activity day where consumers had an opportunity to share their craft skills with children 4-5 years of age.</li> </ul>
<b>Family Services</b>	This service area provides family oriented support services including centre based childcare (Whitehorse Early Learning Service), integrated kindergarten, inclusion support, maternal and child health and youth support services.	<p><b>Early Childhood Service Highlights</b></p> <ul style="list-style-type: none"> <li>Successful application of the Whitehorse Continuous Improvement methodology, to achieve efficiencies with the enrolment placement process for WELS resulting in an improved customer experience and a 1.6% increase in average utilisation for the period Jan – Feb 2019.</li> <li>Successful transition of families over to an electronic sign in and out system for the WELS centres.</li> </ul> <p><b>MCH Highlights</b></p> <ul style="list-style-type: none"> <li>Birth Notifications for the quarter: 447 providing a total of 1,264 birth notifications for the 9 month period to the end of March 2019.</li> <li>Total MCH consultations with mothers with children 0-4 years for the quarter equated to 3,740. This provides a total of 13,580 consultations provided to families for the nine month period to the end of March 2019.</li> <li>The Mother Goose Program which is a supported playgroup for highly vulnerable families, commenced in conjunction with Eastern Health and has been very successful</li> <li>All MCH nursing staff are undertaking training in the new Family Violence Information Sharing Scheme and the Child Information Sharing Scheme</li> <li>The MCH team leader is now attending the Intensive Infant Risk Panel which is convened by DHHS and provides the opportunity for all service providers to meet and collaborate regarding client care.</li> </ul> <p><b>Youth Service Highlights</b></p> <ul style="list-style-type: none"> <li>Recruitment of young people to Whitehorse youth volunteer committees (FReeZA Committee - 10 young people and Whitehorse Youth Representative Committee – 12 young people) finalised. Both Committees to undertake appropriate training and to commence looking at appropriate events and activities.</li> <li>Work towards young people being integrally involved in the facilitation / posting of Youth Services social media in line with appropriate guidelines.</li> </ul>

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Service	Description	Quarterly Service Highlights
<b>Environmental Health</b>	This service area provides health education and protection services such as immunisations, food safety management, communicable disease surveillance, tobacco control and environmental protection.	<ul style="list-style-type: none"> <li>Planning for Victorian Youth Week events and renovation at Youth Connexions to ensure the needs of young people are appropriately met.</li> <li>Meeting Council's statutory requirements under the Food Act and Public Health &amp; Wellbeing Act: -               <ul style="list-style-type: none"> <li>223 (1,090 YTD) Mandatory Assessments/Inspections</li> <li>62 (149 YTD) Complaint Inspections</li> <li>109 (269 YTD) Routine Inspections</li> <li>37 (224 YTD) Non Compliance/Follow Up inspections</li> <li>8 (42 YTD) Formal Orders/Notices issued which includes PINs and Seizures</li> </ul> </li> <li>A total of 2,344 (6,707 YTD) vaccinations were administered to 1081 (3,074 YTD) children for the quarter as part of Council's public childhood immunisation program</li> <li>A total of 2,923 (5,469 YTD) vaccinations were administered as part of Council's school immunisation program</li> <li>Met targets under MAV Service Agreement for Tobacco control activities under the Tobacco Act including education visits and assessments and responding to complaints.</li> </ul>
<b>Compliance</b>	This program includes a range of Council's regulatory functions to ensure the safety and wellbeing of the community including domestic animal management, school crossing supervision, Council's local law framework and managing parking controls across the municipality to ensure fair and equitable access to on-street parking for the community, and to ensure that streets are safe for pedestrians and other road users.	<ul style="list-style-type: none"> <li>7,854 Service Requests actioned in total in this quarter with 86% of them completed on time.</li> <li>Implemented an initial rollout of a waste management bin permit for laneways within Box Hill that has removed rubbish, nuisance and other environmental issues, along with remove an impeding blockage on the roadway. Rollout will continue until there are no bins on Council land without a permit.</li> <li>Working closely with the Waste Management Department to find a solution for the dramatic increase in customer service requests relating to dumped waste.</li> <li>Issued 11,773 parking infringements with vehicle detection unit infringements continually exceed monthly contractual requirements with inspection programs proving to be effective.</li> <li>Infringement Review Team completed 90% of appeals within 10 business days.</li> <li>The Final Notice process for infringements has reduced the volume of fines being referred to Fines Victoria and the associated costs by 28%.</li> </ul>

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Strategic Direction 2: Maintain and enhance our built environment to ensure a liveable and sustainable city

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Major Initiatives</b>						
<b>Harrow Street Carpark Redevelopment</b>	Complete the design stage of a multi-deck car park.	Head of Major Projects and Buildings	June 2019	In Progress		Works are progressing well and car park is scheduled for opening in early July 2019. Structural steel erection and concrete slab construction in progress with level 5 concrete slab programmed in mid-April. Façade and canopy cladding due to commence in late April 2019.
<b>Initiatives</b>						
<b>Pavilion Redevelopment</b>	Commence the redevelopments of the Morton Park Reserve Pavilion, Walker Park Reserve Pavilion, Elgar Park South Pavilion and Terrara Park Pavilion.	Head of Major Projects and Buildings	June 2019	In Progress		Moreton and Walker Park Pavilions The construction of Moreton and Walker Park Pavilions have been awarded to 2 Construct PL. Currently the site compounds are being established. Commencement has been delayed due a nationwide shortage of temporary facilities for club use. The anticipated commencement date for construction for Walker Park Pavilion is mid-April and Moreton Park Pavilion redevelopment will commence shortly after this date. Anticipated completion date for Walker Park remains in mid- December 2019. Moreton Park Pavilion scheduled for completion early 2020. Elgar South Pavilion The appointment of a head contractor is currently underway with the tender being released to shortlist contractors early April. Evaluation is scheduled for mid-May 2019. Anticipated completion is mid-May 2020. Terrara Park Pavilion Katz Architects PL has been awarded the project and stakeholder consultation is currently in progress including a review of concept design submission for the pavilion. Completion of tender documentation anticipated September/October 2019.
<b>Morack Golf Course</b>	Design development for Morack Golf Course	Manager Leisure &	June 2019	In Progress		Planning on the Morack Golf Course Redevelopment project is progressing well. The masterplan site concept plan has been



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Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
	Pavilion, Driving Range and Mini Golf Facility Construction.	Recreation Services				updated to accommodate a number of high retention trees as recommended by the project arborist. Centrum Architects have been appointed as Lead Architect and will prepare a concept plan to consider and meet the masterplan concept plan and project brief. Future Foods have also been appointed to as an expert consultant for the café/kitchen proposal and operational aspects. Centrum will present draft concept plan to the Project Control Group mid-April 2019.
<b>Transport Strategy for Box Hill Metropolitan Activity Centre (MAC)</b>	Commence development of an integrated transport strategy for the Box Hill MAC and surrounds to address current and future transport and traffic issues.	Manager Engineering and Environmental Services	June 2019	In Progress		The background study for the Transport Strategy is well underway and mainly includes transport data for how people travel to and from Box Hill. As part of the study, officers have engaged key stakeholders including Department of Transport, VicRoads, and Vicinity Centres. AECOM submitted the draft report for Council review in late March 2019. The final report is expected to be completed by early June 2019.
<b>Residential Corridors Study</b>	Implementation of guidelines from the Residential Corridors Study to address design of new development in the Residential Growth Zone along major road corridors.	Manager Planning and Building	June 2019	In Progress		The Built Form Guidelines were adopted by Council on 29 January 2019. Council also resolved to seek authorisation for a planning scheme amendment to implement the guidelines

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Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
<b>Strategic Planning</b>	Strategic planning functions include development and implementation of structure plans and Urban Design Framework development; review and updating of the Whitehorse Planning Scheme, as well as local planning policy projects. The program also includes a Heritage Adviser and provides for the department's additional role of implementing Structure Plans and managing Council's Place Making Program in Box Hill.	<ul style="list-style-type: none"> <li>Further work on tree protection controls (SLO9) completed and adopted by Council 18 March 2019.</li> <li>Residential Corridors Built Form Study adopted by Council 29 January 2019.</li> <li>Progress on the Box Hill Vision Project with initial community consultation in February, two Stakeholder Reference Group meetings, officer workshop, Council briefing and preparation of Draft Analysis and Options report including 3D modelling framework.</li> <li>Review of Development Plan for 16-18 Spring Street, Box Hill following the Fast Track Government Land Service process last year (Amendment C197) to rezone the site to Mixed Use and apply a Development Plan Overlay.</li> <li>Input from Strategic Planning Unit on Affordable Housing Project (having successfully applied for a State government grant of \$50,000), Box Hill Community Infrastructure Assessment, Box Hill Integrated Transport Study (in progress), Box Hill Open Space Strategy review, North East Link, Burwood Brickworks implementation and other projects</li> <li>Amendment C215 and C216 – Application for interim Heritage Overlay (HO) and sought authorisation for permanent HO on the site under threat of demolition.</li> <li>Consultants appointed and commenced review of the Commercial 1 Zone in the Tally Ho Activity Centre</li> <li>Nineteen of the 22 successful applicants for the Heritage Assistance Fund have completed their projects and claimed the funding</li> <li>Built Environment Awards nominations closed in March and are being reviewed.</li> <li>Responding to major changes to the Whitehorse Planning Scheme via the State government's Smart Planning program</li> </ul>
<b>Statutory Planning</b>	Statutory land use planning including processing applications, amendments and subdivisions, together with ensuring compliance of land uses and developments with Whitehorse's planning controls.	<ul style="list-style-type: none"> <li>Received an increasing number of new applications over this quarter, with 99 new applications in January, increasing to 142 in March. This is a significant increase when compared to the same quarter last financial year. The number of VicSmart applications, whilst reducing towards the end of last year, have increased again this quarter.</li> <li>Planning officers continue to determine comparable application numbers as newly lodged applications for February and March; January decisions were low, however this is typical of this time of the year. Six consultation forums were held through February and March (none were held in January) however, VCAT hearings continued throughout this period.</li> <li>Extension of the SLO9 overlay controls ensured that phone and counter enquires remained high throughout this period.</li> <li>Applications determined within 60 days has dropped to 30% however this is more a reflection of the time of year when industry closes over Christmas and January, however the statutory processing of applications by Councils continues (as does the stat clock). This causes statutory decision times to increase.</li> </ul>

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Service	Description	Quarterly Service Highlights
<b>Building Services</b>	The principal focus of this program is to enhance the health, safety and amenity of the built environment through administration of Council's responsibilities under the <i>Building Act 1993</i> and <i>Building Regulations 2006</i> . The program includes the administration, education and enforcement of various public and community safety aspects, provision of a community focused building permit service, maintenance of various registers and records required by the <i>Building Act 1993</i> , provision of information and investigation of building related matters.	<ul style="list-style-type: none"> <li>In collaboration with the Victorian Building Authority (VBA) we are auditing a number of buildings with combustible cladding and making them fire safe. The VBA as part of state-wide cladding audit have presented council with a new list of buildings of interest and we are working through the list to identify further buildings that may require a building audit. The building types vary from residential towers through to assembly buildings and schools. As for all Municipal councils this will be a challenge for all building professionals engaged in the process of making the buildings safe.</li> <li>Now 100% lap-top reliant for a mobile working office and receiving continued support from the digital team in order to meet the every changing regulatory demands of Local and State government. Council is working with the VBA in order to meet the new reporting provisions in the Building Regulations 2018 in relation to issuance of building permits and relevant permit information to be reported upon.</li> <li>Continuing to work with other council departments on delivering building permits and certification for a number of council building projects, regular clients and ratepayers.</li> </ul>
<b>Engineering Services</b>	This includes provision of transport engineering services including strategic traffic and sustainable transport planning and traffic investigations and reports; capital works project scoping, design and construction supervision; civil asset protection, and the strategic management of Council roads and drainage assets.	<p>Design and Construction Completed:</p> <ul style="list-style-type: none"> <li>Road reconstruction works for Victoria Crecent, Mont Albert.</li> <li>Road pavement reconstruction works at South Parade, Blackburn.</li> <li>Play space upgrades at R.E Gray Reserve, Nicoll Park and Jean Lake Reserve.</li> </ul> <p>Continued:</p> <ul style="list-style-type: none"> <li>Works for the Linum Laurel Boongarry Road Improvement Special Charge Scheme.</li> <li>Local Road Resurfacing Program.</li> <li>Detail design of future road reconstruction projects.</li> <li>Sports Field Lighting upgrade design for Bill Stewart (Athletics Track) and infield which is being used for soccer.</li> <li>Preliminary design for future stages of streetscape improvement works at Mitcham Shopping Centre.</li> <li>Detail design works for streetscape improvement works at Blackburn Village and Vermont Village Shops.</li> </ul> <p>Commenced sports field lighting upgrade works at Vermont Recreation Reserve; and play space upgrade works at Gardiners Creek and Eley Road Reserve.</p> <ul style="list-style-type: none"> <li>Sought quotations for sports field lighting detail design for Morton Park (West and East) Ovals.</li> <li>Tendered car park improvement works for Morton Park (eastern gravel car park).</li> <li>Tendered sports field lighting upgrade works at East Burwood Reserve.</li> <li>Tendered Mitcham Shopping Centre streetscape improvement works - Stage 4.</li> <li>Awarded and commenced drainage improvements and upgrade works at two locations in Collina Glen.</li> <li>Awarded and commenced sports field lighting detail design for Springfield Park (West Oval) and Walker Park.</li> </ul>

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Service	Description	Quarterly Service Highlights
		Transport
		<ul style="list-style-type: none"> <li>Continued to advocate to the State Government for positive outcomes for the Whitehorse community from the North East Link project</li> <li>Hosted <ul style="list-style-type: none"> <li>1 x 'Wiser Driver' program for older road users</li> <li>1 x Child Restraint Fitting Clinic in March.</li> <li>2 x adult bike skills courses in March</li> </ul> </li> <li>Promoted National Ride to School Day with Whitehorse Schools</li> <li>Attended the Smart Urban Futures conference, hosted by Victoria Walks and the Municipal Association of Victoria.</li> <li>Collaborated with graphic design students at Box Hill Institute, to assist in the development of a road safety campaign targeting mobile phone distraction while driving.</li> <li>Placed Council's speed observation trailers in 69 local streets to remind drivers to slow down and be aware of other road users</li> <li>Continued delivery of the 'L2P' learner driver mentor program</li> </ul>
City Works	This service is responsible for ensuring the ongoing cleanliness and maintenance of Council's roads, footpaths, kerb and channel, stormwater drainage pits and pipes, roadside furniture, bridges, path structures and shopping centres within the municipality including street sweeping, litter bin collection, removal of dumped rubbish and the provision of an afterhours emergency response service.	<ul style="list-style-type: none"> <li>Attended to 3,479 requests.</li> <li>Made safe 210 footpath slabs.</li> <li>Replaced 1,918 square metres of footpath slabs.</li> <li>Repaired or replaced 386 signs.</li> <li>Cleaned 649 stormwater drainage pits.</li> <li>Cleared 1,604 lineal meters of stormwater drainage pipe.</li> <li>Removed 55 tonnes of rubbish from Gross Pollutant Traps.</li> <li>Responded to 612 requests to collect dumped rubbish.</li> <li>Collected 52 tonnes of dumped rubbish.</li> <li>Collected 54 dumped mattresses.</li> <li>Collected 90 tonnes of waste from Council's street litter bins.</li> <li>Attended to 260 sites to remove graffiti vandalism.</li> <li>Removed 2,148 square metres of graffiti from Council and private property.</li> <li>Responded to 201 after-hours emergency requests.</li> <li>Swept 794 tonnes of rubbish and debris from Council roads and car parks.</li> <li>Continued BBQ cleaning, township cleansing and cleaning of conventional and automated public toilets.</li> <li>Continued the pavement crack sealing program and linemarking maintenance program.</li> <li>Continued capital renewal program for kerb and channel, footpaths and drainage pit lids.</li> <li>Replaced the deck and painted the bridge in Kalang Park. Continued the design to replace the road bridge in Main Street, Blackburn.</li> </ul>

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Service	Description	Quarterly Service Highlights
<b>Fleet and Workshop</b>	This service provides for the operation of Council's Operations Centre and the replacement, maintenance, insurance and registration costs of Council's plant and vehicle fleet.	<ul style="list-style-type: none"> <li>Continued to service and maintain fleet of vehicles and plant in Council's Workshop.</li> <li>Received delivery of: <ul style="list-style-type: none"> <li>12 replacement passenger vehicles</li> <li>Track loader for the Recycling and Waste Centre;</li> <li>Mobile lift for the Whitehorse Centre;</li> <li>Electric cart and compact utility tractor for the Nursery; and</li> <li>Four utility vehicles for City Works and ParksWide.</li> </ul> </li> </ul>
<b>Major Projects and Buildings</b>	This service is responsible for the planning and delivery of major projects.	<p>Major projects include the Nunawading Community Hub development, Whitehorse Centre redevelopment and Harrow Street Carpark redevelopment.</p> <p>Other initiatives include Strathdon House redevelopment, various pavilion redevelopments and the Morack Golf Course redevelopment.</p>
<b>Assets and Capital Works</b>	This service is responsible for the development, monitoring and performance reporting of Council's Capital Works Program and the planning and implementation of asset management improvement initiatives across the organisation including the continuing implementation of Council's corporate Asset Management System.	<p>Capital Works Achievements</p> <ul style="list-style-type: none"> <li>Total expenditure for the quarter was \$13.8m, accounting for just over half of annual expenditure to date at \$26.1m.</li> <li>The areas with the most expenditure over the quarter were Buildings at \$6.5m, Roads at \$2.3m and Plant, Machinery &amp; Equipment at \$1.4m.</li> <li>Outstanding orders at the end of the quarter were at \$18.4m, progressing towards the forecasted budget of \$60.1m. There are \$15.7m in uncommitted funds available to be expended in the final quarter in the Capital Program.</li> </ul> <p>Asset Management Strategy Update</p> <ul style="list-style-type: none"> <li>Commenced the rollout of a mobile computing solution for Councils asset management system. Currently Phase 2 is underway supporting City Works and Facilities Maintenance.</li> <li>Commenced a review of Councils Asset Management Pages on the Website and Intranet.</li> <li>Finalised the review of Councils Asset Data Inventory.</li> <li>Completed stage 1 of the asset data auditing regime.</li> <li>Completed a review of Asset Data Structures to assist with the Digital Strategy.</li> <li>Completed an Asset Management Skills Gap Analysis with training programs scheduled.</li> <li>Completed a review of the IT Asset Management Plan.</li> <li>Guided the hazard inspection and condition assessment regime for Open Space assets.</li> <li>80% of the review for the roads and drainage asset management plans has been completed.</li> <li>50% of the review for the open space and fleet asset management plans has been completed.</li> </ul>
<b>Public Street Lighting</b>	This service provides street lighting throughout Whitehorse.	<p>Ongoing provision of services for requests regarding public lighting. Council investigates additional lighting if required, and undertake community consultation prior to installation.</p>

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Service	Description	Quarterly Service Highlights
<b>Facilities Maintenance</b>	This service provides reactive and preventative maintenance and minor capital renewal of Council's many buildings and structures. Includes scheduled inspections and maintenance to satisfy Building Code and Essential Safety Measures Regulations and defined level of service standards to ensure the facilities present in a safe, secure and fully operational state for use by Council staff and the public.	<ul style="list-style-type: none"> <li>A total of 1619 work orders were raised with 645 various reactive maintenance request visits, 947 programmed / preventative maintenance visits and 27 for capital renewal works.</li> <li>Regular Essential Safety Measure (ESM) inspections were carried out at 200 buildings (1040 ESM inspections) and completed all remedial works which were identified during ESM routine inspections.</li> <li>Fire Engineer from Irwin Consult conducted peer review to Fire Engineering Assessment report for Aqualink Box Hill to determine combustibility (Façade)</li> <li>Testing and tagging of 7 facilities (514 tags)</li> </ul> <p>Various capital works projects were completed, which included:</p> <ul style="list-style-type: none"> <li>Progress payment for the Operations Centre Switchboard/ Standby Generator upgrade</li> <li>Horticultural Centre Solar upgrade and battery installation</li> <li>Asbestos removal at Heatherdale Tennis club</li> <li>Heat exchanger for Civic Centre HVAC system</li> <li>Replaced PAC unit at Box Hill Community Arts Centre</li> <li>Box Hill South Neighbourhood House – Accessibility Ramp to building.</li> <li>Ongoing document preparation for Box Hill Town Hall Accessibility.</li> <li>Operations Centre transfer tank installation and live monitoring system for water tank;</li> <li>Asbestos removal and fitout at Koonung Park Pavilion Kiosk</li> <li>Flooring replacement at Burwood East South Pavilion</li> <li>Billabong reserve pumps</li> <li>Storm water replacement at Surrey Park Exeloo</li> <li>Security access to IT server Room – Civic centre</li> <li>Vermont South Children's Centre installation of access controls and swipe cards.</li> </ul>

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Strategic Direction 3: Protect and enhance our open spaces and natural environments

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Major Initiatives</b>						
<b>Implement Municipal Wide Tree Study Recommendations</b>	Maintain and protect valued residential areas in Whitehorse, through implementation of the <i>Municipal Wide Tree Study</i> recommendations.	Manager Planning and Building	June 2019	In Progress		Council adopted the further strategic work to support permanent tree protection controls at its meeting on 18 March 2019. Proposed Amendment C219 to implement the controls has been lodged with the Minister for Planning for authorisation.
<b>Review of Waste Management Strategy</b>	Development of Council's new Waste Management Strategy and commence implementation of priority actions.	Manager Engineering and Environmental Services	June 2019	Complete		Community members who provided submissions or formal comment about Council's new Waste Management Strategy were sent a link to the adopted Strategy for their information. The broader community was informed that the new Waste Management Strategy had been adopted by Council and that work was in progress to implement the various measures covered by the Strategy.
<b>Initiatives</b>						
<b>Review of Potential Waste Services Charge</b>	Preparation for the potential introduction of a waste services charge that allows for the cost of all kerbside waste and recycling services to be covered by waste	Manager Engineering and Environmental Services	June 2019	In Progress		Information gathering to address gaps in Council's bin database is continuing and good progress is being made. A consolidated, central database has been created. A bin stocktake or bin audit is planned for later in 2019 to capture more accurate data on the number and mix of bin types at residential, commercial and community properties, and to fill-in the final gaps in the database.  Council's bin-related corporate systems are progressively being updated and streamlined to improve efficiency and the customer experience. The entire waste and recycling bin arrangements, from the time residents order new bins or change their bins, the bin delivery arrangements, through to accurate recording of bin details and invoicing are all being reviewed.

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Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
						<p>The review has already resulted in the identification of a number of optional chargeable bins being used at properties but not being paid for, so action has been taken to correct this situation.</p> <p>Several other Councils are undertaking a similar review of bin databases and bin processes, so Whitehorse Council is liaising with these Councils to ensure that new arrangements are robust and reflect best practice.</p>
<b>Tree Education Program</b>	Work in an ongoing partnership with developers, residents and homeowners to increase the number of trees and to improve the health of existing trees on private properties.	Manager Planning and Building	June 2019	In Progress		<p>Council's new Tree Education Officer commenced in January 2019. Work has commenced on new methods to interact with different residents; a project to ensure landscaping is being maintained and planning for the remainder of the year with a focus on changing the program to deliver topics and interactions across a range of new topics.</p> <p>The events component of the program is not delivered over January to late February due to the holiday period. One event was run in this quarter, 'Small birds', with 65 people attending. Gardens for Wildlife also slowed down in this quarter due to holidays, with 2 visits occurring in this quarter. There is a great uptake in registrations for garden visits and new guides are being inducted into the program.</p>
<b>Tree canopy cover assessment tool</b>	Progress the Urban Forest Strategy through research and implementation of a tree canopy cover assessment tool.	Manager Parkwide	June 2019	In Progress		<p>Late 2018, the State Government released its own canopy model for all of metro Melbourne. The software is more sophisticated and more accurate than what Council intended to purchase and may be made free of charge to Council.</p>
<b>Sustainability Strategy Implementation</b>	Continue to deliver the key actions outlined in the Sustainability Strategy Action Plan as well as priority new actions including working towards achieving net zero carbon emissions through carbon offsets.	Assistant Manager Sustainability	June 2019	In Progress		<p>Council has joined and commenced promotion of the Moreland Energy Foundation's 'Positive Charge' program that provides independent and reliable advice on energy efficiency for residents and businesses, including the purchase of solar panels and batteries. The program offers telephone and online advice, backed by an informative website.</p> <p>Partnered with United Energy on its Summer Savers program to encourage targeted energy users to save energy on peak electricity demand days, in return for a financial reward.</p>

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Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
						<p>Completed participation in the Eastern Alliance for Greenhouse Action (EAGA) Scaling Up Solar project that identified possible solar panel upgrades at a range of Council's smaller buildings such as child care centres, libraries, neighbourhood houses etc</p> <p>Promoted small scale community grants to undertake sustainability projects or activities, as part of Councils 2019 Community Grants program. Grants of up to \$1,000 are available.</p> <p>Finalised Detailed Feasibility Study energy audits at 9 Council buildings to identify possible energy efficient measures that could be implemented over the coming years. The audits were conducted by suitably experienced energy experts as part of a regional program through Council's membership of the Eastern Alliance for Greenhouse Action (EAGA). The recommended energy efficiency measures identified from the audits will be used as the basis for future capital works upgrades of the highest energy consuming buildings at Council.</p> <p>The 2019 Sustainable Living Week program of events has been finalised and promotion of the events has commenced.</p> <p>Sustainable Living Week will run 29 May to 6 June 2019. The community-focussed events will include practical advice on how to live more sustainably, to save money on energy and food bills, the importance of urban agriculture, gardening workshops and nature play activities for kids.</p> <p>Sustainable projects commenced at local schools and educational organisations that were awarded small grants from Council to get children and the local community involved in sustainable activities at the school or organisation.</p> <p>Council's Utilities Management project continued with a review of utility bills at all Council buildings and facilities, checking electricity, gas &amp; water tariffs for accuracy, errors and possible savings.</p>

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Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
<b>Sustainability, Waste and Recycling</b>	This service facilitates the implementation of actions from the Sustainability Strategy particularly in the planning for energy and water reduction programs and waste management strategic planning. This service also includes contracts for waste collection including domestic garbage collection, kerbside recycling, and hard and green waste collection. Waste services are provided through external contractors.	<ul style="list-style-type: none"> <li>Completed 769,318 kerbside garbage bin collections, resulting in 6,870 tonnes of garbage being taken to landfill.</li> <li>Completed 487,655 kerbside recycling bin collections, resulting in 3,971 tonnes of recyclables being processed for recycling.</li> <li>Completed 174,079 kerbside garden bin collections, resulting in 2,981 tonnes of garden organics being processed for compost.</li> <li>Collected 9,191 hard waste bookings from across the City.</li> <li>Promoted the pending Victorian Government ban on electronic waste (e-waste) items from going into landfill, which is due to commence from 1 July 2019. Promotions outlined 3 key options for recycling and disposal of e-waste available to the Whitehorse community – at the Whitehorse Recycling and Waste Centre, the Renew program for unwanted household goods, and as part of Council's booked hard waste service.</li> <li>Developed the 2019 Smarter Living program of workshops and held the first workshop with Erin Rhoads, Secrets to low waste celebrations</li> <li>Continued Council's random bin inspection program to observe the contents of a sample of kerbside bins across the City, and provide feedback to residents accordingly.</li> <li>Continued with Council's Gold Star recycling recognition program, for residents observed to be recycling correctly.</li> <li>Increased community participation in Council's GreenMoney online rewards program, rewarding community actions that reduced waste to landfill, increased recycling or improved the sustainability of households or businesses.</li> <li>Promoted the upcoming Renew recycling program in April and May, for a kerbside day-after recycling bin collection, a Second Hand Saturday drop-off event, and a booked collection option for 1 month.</li> </ul>
<b>Whitehorse Recycling and Waste Centre</b>	This service provides Council's Recycling and Waste Centre for the disposal of general or bulky non-hazardous waste, including building and demolition materials. The centre incorporates the latest technologies and follows best practice industry guidelines to ensure safety, minimum waste contamination and efficient traffic management.	<p>The Whitehorse Recycling and Waste Centre performed 36,515 transactions and received a total of 14,564 tonnes of material to the site including:</p> <ul style="list-style-type: none"> <li>10,817 tonnes of waste and the recycling of 3,236 tonnes of green/timber waste,</li> <li>261 tonnes of cardboard and paper,</li> <li>474 tonnes of steel,</li> <li>510 tonnes of concrete,</li> <li>753 tyres,</li> <li>882 mattresses.</li> </ul> <p>A total of 31% percent of material was diverted and recycled.</p>

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Service	Description	Quarterly Service Highlights
<b>Open Space Maintenance</b>	ParksWide maintains and enhances open space sites for residents to enjoy the natural environment, to contribute to the visual attractiveness of the municipality and to ensure the safety of park users and visitors. It is responsible for the management of Council's bushland, open space and parklands including developing plant stock, landscaping, pruning, grass cutting and fire management. Council also provides an education program on ecological and environmental issues largely centred on Blackburn Lake Sanctuary.	<ul style="list-style-type: none"> <li>Upgrades to park furniture and infrastructure have occurred at Ballantyne reserve, Bellbird Dell, Antonio Park and Wandonong Sanctuary. A memorial bench was installed at the request of the Lions Club at Hannover reserve.</li> <li>Renovation of the Schwerkolt Cottage picnic area including gravel hardstand, rockworks, and new furniture is in the planning stage to be undertaken in quarter 4.</li> <li>Outer separators (traffic management devices) are being improved for line of sight and vehicle clearance at Whitehorse Road from Deep Creek Road to East Doncaster Road, Mitcham.</li> </ul>
<b>Tree Management</b>	This service is responsible for the strategic and operational management of Council's street and park trees to meet community expectations as well as statutory and safety obligations. It includes planning for increasing the quantity and quality of trees within Whitehorse as well as maintaining the health and amenity of existing trees through inspections, pruning and removals in line with Council policy.	<p>The unusually dry weather has continued to impact tree management. Watering is ongoing with good results showing for newly planted and established trees. Reactive works have increased by approximately 35% over two years with 1,063 customer requests having been fulfilled for the quarter - an increase of 15% for the same period in 2018.</p> <p>Planning community consultation is underway for the upcoming tree planting season and proactive pruning has been completed in Blackburn North and Vermont South.</p>

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Strategic Direction 4: Strategic leadership and open and accessible government

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Major Initiatives</b>						
<b>Digital Transformation Strategy</b>	Implementation of year two of the <i>Digital Strategy 2017</i> .	Head of Digital and Business Technology	June 2019	In Progress		March has seen the successful launch of the new Morack Golf Course website, a site identified in the strategy and ultimately used as a pilot for the larger and more complex corporate and other sites to follow.
<b>Strategic Land Management Program</b>	Complete due diligence on identified Council landholdings.	Manager Property and Rates	June 2019	In progress		Obtained certified plans of subdivision for the 2009 compulsory acquisition of Council owned land at Silver Grove and completed extensive due diligence on Council landholdings.
<b>Initiatives</b>						
<b>Implementation of requirements of the Local Government Act Review</b>	Implementation of requirements of the <i>Local Government Act Review</i> .	Executive Manager Governance & Customer Service	June 2019	Deferred pending Victorian Government actions.		Procedurally, the <i>Local Government Bill 2018</i> has now lapsed. It is now up to the new State Labour Government and the Minister for Local Government to recommence the process. It is unclear at this stage, when this is likely to be initiated.
<b>Business Improvement Program</b>	Continue to implement an organisation wide business improvement program focusing on benefits such as improving effectiveness, responsiveness, and systems and reporting.	Head of Finance and Corporate Performance	June 2019	In progress		Eleven staff completed the Continuous Improvement Training increasing our capacity for continuous improvement within the business and diversity of service through a total of 24 champions enhancing a culture of Continuous Improvement. In addition 3 staff graduated our Continuous Improvement Training Program delivering their first project through the DMAIC model. Three improvement projects were implemented this quarter with ongoing improvement to service delivery for our community continued to see positive benefits as it relates to our three types of efficiencies: improved customer experience; making the process easier and faster; and financial savings.

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Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Live streaming of Council and Committee meetings</b>	To implement the live streaming of Council and Committee meetings to assist the community in being informed of Council decision making, and ensuring transparency and accountability in Council proceedings and processes.	Executive Manager Governance & Customer Service	June 2019	<b>Complete</b>	 GREEN	<p>The benefits achieved include an improved customer experience with a focus on increasing our online services and payments for our community, increased capacity through 1,946 hours saved and financial benefits of \$198,465.</p> <p>Please refer to Section 4, Business Improvement of the Quarterly Report for further information.</p> <p>Streaming and Publishing Recordings of Council Meetings Policy was adopted by Council at its meeting held 15 October 2018.</p> <p>Live stream of Council meetings commenced on 12 November 2018.</p> <p>Website page with information and archive access of meetings is fully operational.</p> <p>Figures provided by Live Streaming Service Provider has confirmed that there is good usage of this new initiative.</p>

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Quarterly Service Highlights

Service	Service Description	Quarterly Service Highlights
<b>Council Support</b>	Provision of services involved with the conduct of citizenship ceremonies, legal expenses, Council receptions and functions, general office expenses, Councillor development and training and the conduct of Council elections.	All operational requirements and obligations for the Council Support area have been efficiently and professionally managed and delivered as per the organisation standards and requirements for this reporting period.
<b>Civic Services</b>	Includes the provision of customer service at Council's three service centres; governance services including coordination of Council meeting documents, managing Freedom of Information applications and maintaining Council's statutory records; fostering international relations particularly with Council's Sister City Matsudo, and cleaning and maintaining the municipal offices.	<p>The nature of activities and services provided have continued to be delivered in line with organisational requirements and standards:</p> <p>Governance</p> <ul style="list-style-type: none"> <li>▪ Successful conduct of Australia Day 2019 Civic Awards and Citizenship Ceremony</li> <li>▪ Continued participation, oversight, advice provided in relation to statutory compliance matters such as Freedom of Information, Registers of Interest - including 100% compliance in relation to Register of Interest returns, Delegations and Authorisations - including a review and update of Delegations, street naming/renaming and suburb boundary queries.</li> <li>▪ Continued support and advice provided to staff on Infocouncil electronic agenda management system and to Councillors and senior staff on the Councillor Information hub - Councillor Dashboard.</li> </ul> <p>Customer Service</p> <ul style="list-style-type: none"> <li>▪ A total of 35,858 calls were presented to Council's Customer Service department, 98% of which were answered. Service level targets were again exceeded with 84.41% of callers connected to a customer service officer within 20 seconds.</li> <li>▪ A total of 11,434 customers attended Council's Customer Service Centres for general queries and assistance and over 11,500 further customers presented in person to facilitate payments. Cashiers processed an additional 76,808 additional transactions received via alternate payment methods such as internet, BPAY and Australia Post.</li> </ul>
<b>Communications</b>	This service manages Council's communications activities including the production of Council publications such as the Whitehorse News and Annual Council Calendar. The service also produces all publications, brochures, speeches, media responses and enquiries, and all communication for the community, Councillors and the organisation.	<ul style="list-style-type: none"> <li>▪ Responded to 21 media enquiries, wrote and distributed 22 media releases</li> <li>▪ Coordinated, wrote, edited and designed three editions of the Whitehorse News.</li> <li>▪ Designed and produced 65 publications including Whitehorse Leader ads, postcards, banners, brochures, online collateral and posters.</li> <li>▪ Liaised with various internal and external stakeholders and completed 14 communications plans.</li> <li>▪ Provided content to Digital Department for intranet promoting individual and organisational good news stories.</li> <li>▪ Wrote 13 speeches.</li> <li>▪ Increased electronic Whitehorse News subscriptions to 350 subscribers with a current open rate of 51.2 per cent.</li> <li>▪ Supported multiple departments and units throughout the organisation to promote their services and activities.</li> </ul>

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Service	Service Description	Quarterly Service Highlights
<b>Organisation Development</b>	Provides human resource management services including staff recruitment, corporate training and development, industrial relations and volunteer advisory services.	<ul style="list-style-type: none"> <li>There has been 35 new employees commenced in the organisation. Eighteen of these employees attended the Corporate Induction program with the remainder completing local inductions.</li> <li>A total of 60 programs were run in Learning and Development with 522 attendees at these programs. Due to the large number of holidays taken in January this quarter has had fewer offerings than previous quarters.</li> <li>A new contract has been signed with a provider of an E-Performance system to automate the Performance Appraisal system.</li> <li>Developments continue to be implemented for the upgrade of the recruitment and on-boarding module of Mercury.</li> <li>Negotiations continue with the Collective Agreement aiming for resolution by end of the financial year.</li> <li>Analysis is continuing for the results of the Employee Survey with Action planning addressing issues raised by our employees.</li> <li>Workforce planning metrics have been completed for the whole organisation with further work on segmenting the workforce for comparison with ANZSCO codes and ABS data for macro planning for our workforce needs.</li> <li>A review of the structure and activities of the team have indicated the team name will change from Organisation Development to People and Culture from quarter 4.</li> </ul>
<b>Risk, Health and Safety</b>	This service administers Council's occupational health and safety program, ensures compliance with occupational health and safety legislation, manages Council's insurance program and implements the risk management framework.	<ul style="list-style-type: none"> <li>Conducted a Risk Management Strategy workshop with the Executive who comprise the Risk Management Committee of Council.</li> <li>Provided 30 targeted OHS training programs to comply with OHS legislation and address specific risks.</li> <li>Continue to provide wellness and injury prevention initiatives to target demographic and workforce specific health, wellbeing and injury concerns.</li> <li>Continue to meet benchmarks provided within the Victorian Governments Healthy Workplaces Achievement Program in Smoking, Mental Health and Physical Activity - this has also extended to Alcohol and other drugs.</li> <li>Conducted an evaluation of Insurance placement for Council with our brokers</li> <li>Council continues to improve in its claims performance for WorkCover and this is impacting on a reduced projected premium for the next financial year.</li> <li>Upgrade to the automation of public liability and motor vehicle claims process.</li> </ul>
<b>Finance and Corporate Performance</b>	This service manages Council's corporate performance & planning, continuous improvement program, financial management and associated reporting, internal control and audit co-ordination, payroll, procurement and contract administration.	<ul style="list-style-type: none"> <li>Preparation of 2019/20 Council Budget.</li> <li>Corporate Credit Card Policy and User Manual Endorsed and Corporate Credit Card Program expanded.</li> <li>10 Tenders, 8 Major Quotations and 1 Expressions of Interest have gone to the market</li> <li>The IT Security &amp; Access Controls internal audit report, Asset Management (Infrastructure) internal audit report, and Procurement (Tendering) memorandum of audit planning scope document were presented to the Audit Advisory Committee.</li> <li>Eleven staff completed the Continuous Improvement Training Program increasing our capacity for continuous improvement within our business enhancing our network of Improvement Champion alumni to 24 trained staff</li> </ul>

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Service	Service Description	Quarterly Service Highlights
<b>Corporate Information</b>	This service manages and maintains Council's corporate record system and information across the organisation.	<ul style="list-style-type: none"> <li>Responded to internal RM system/Information Management enquiries and privacy enquiries on a daily basis.</li> <li>Processed incoming correspondence in a timely manner.</li> <li>Lodged Private Building Surveyor's documentation in a timely manner.</li> <li>Provided archiving and retrieval services in a timely manner.</li> <li>Provision of appropriate levels of training for RM system.</li> <li>Monitored &amp; maintained the Business Functional Classification Scheme in RM to ensure it serves its purpose and that it does not get out of date or fall into disuse.</li> <li>Continued transfer of Council's Archives to an offsite storage project. A total of 5,590 boxes have been transferred under stage one of the project.</li> </ul>
<b>Information Technology</b>	This service manages and maintains Council's computer systems and networks.	<ul style="list-style-type: none"> <li>Continued with the rollout of end user devices resulting in improved staff and customer experiences.</li> <li>Assisted with the rollout of automated processes to reduce the amount of manual paper handling during monthly invoicing.</li> <li>Increased server storage capacity within the dual data centres to satisfy demand management and capacity management requirements.</li> <li>Enabled the foundation for Single Sign On across the Council.</li> <li>Upgraded hardware and software versions of server, storage and backup infrastructure within the dual data centres to enhance security and stability of the systems.</li> <li>Streamlined internal IT systems and processes gaining improved awareness of end user device configuration resulting in productivity increases and better customer experiences.</li> <li>Continued a remote site communications improvement project.</li> <li>Completed audit and security tests to highlight areas of risks to the business.</li> <li>Continued to support the organisations IT applications support and business requirements.</li> <li>Continued to strengthen the configuration of a solution for the management of mobile devices across the council that will result in more effective mobile security standards.</li> <li>Processed over 2400 Service desk requests in the quarter.</li> </ul>
<b>Property</b>	This service manages Council properties, conducts property valuations, and maintains the Geographic Information System.	<ul style="list-style-type: none"> <li>Harrow Street Car Park operation tender process completed</li> <li>Commenced obtaining a Town Planning Permit</li> <li>Negotiated Council becoming the Crown Land Committee of Management for the land known as the 18th tee at Morack Golf Course</li> <li>Provided advice on the Crown Land known as City Oval, Whitehorse Reserve and Bennettswood Reserve</li> <li>Completed Deed of Easement for Yarra valley Water in Burwood East</li> <li>Completed leases for various Council owned property</li> <li>Commenced Land Tax valuation objections notices in accordance with the Valuation of Land Act 1960</li> <li>Commenced insurance valuations</li> <li>Completed open space valuation and supplementary valuations</li> <li>Provided valuation and rate information for draft Council budget and Essential Services Commission</li> <li>Bin customer service requests (CSR) and Property Services (bins) data views available through Weave</li> </ul>

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Service	Service Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> <li>New aerial imagery (2019) added to Weave and Whitehorse Maps</li> <li>Started capture of Waste Management Plans and publication through Weave</li> <li>Enterprise Agreement with ESRI Australia</li> <li>Asset IPS-GIS Data Audit (match rate)</li> </ul>
<b>Rates</b>	<p>This service undertakes rate revenues and fire services property levy collection.</p>	<ul style="list-style-type: none"> <li>Processed lump sum payments and third instalment payments</li> <li>Sent Reminder Notices to ratepayers who elected to pay their rates by lump sum and Overdue Notices to lump sum ratepayers who had not paid by the due date</li> </ul>
<b>Watts Street Parking Service</b>	<p>This service provides multi-level car parking facilities in Watts Street, Box Hill.</p>	<p>Occupancy and income received are in line with budget projections.</p>
<b>Emergency Management and Business Continuity</b>	<p>This service implements Council's responsibilities as detailed in the <i>Emergency Management Act 1986</i>, the <i>Municipal Emergency Management Plan</i> and <i>Business Continuity Policy</i>.</p>	<ul style="list-style-type: none"> <li>The Business Continuity Steering Committee has not met since August 2018 however, two meetings have been scheduled for 2019.</li> <li>Four Business Continuity events occurred during the period and were managed within the department response arrangements</li> <li>One Municipal Emergency Management planning Committee meeting was held and one requested for Council assistance was received and acted on during the period and Whitehorse was also represented at a series of regional committees and forums including:               <ul style="list-style-type: none"> <li>Eastern Metropolitan Council Emergency Management Partnership Advisory working Group;</li> <li>Eastern Metropolitan Council Emergency Management Partnership Committee;</li> <li>Eastern Metropolitan Regional Strategic Fire Management Planning Steering Committee;</li> <li>Eastern Metropolitan Regional Emergency Management Planning Committee.</li> </ul> </li> </ul>
<b>Digital Transformation</b>	<p>This service provides the transition to digital platforms across the organisation aimed to deliver improved customer experience and operational benefits.</p>	<ul style="list-style-type: none"> <li>Departmental Content Champions progressed their review of existing web assets and content and commenced preparing and prioritising content for the new corporate site. In some instances, this activity was also conducted through the lens of what might be required for the new intranet. Similarly, the Digital team assisted Social Media Champions with advice and best practise to maximise campaign effectiveness in social channels. Demand for Digital Production of video and photographic assets for both business as usual campaigns and the new websites remained high.</li> <li>The second and well subscribed community engagement panel survey, with a focus on menu navigation, was conducted. Participants were tasked with locating specific information on 2 x test sites and testing software timed and mapped the paths taken by participants. The test and feedback information acquired has helped inform the structure of the new websites. Three vendors presented their capability to assist council with the first phase, 'Data Quality Audit', of the Single View of the Customer project.</li> </ul>

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Strategic Direction 5: Support a healthy and local economy

Annual Plan Major Initiatives and Initiatives Update

Major Initiatives/ Initiatives	Description	Responsible Officer	Target completion date	Current Status	Progress Against Target	Progress Comments
<b>Major Initiatives</b>						
<b>Review Vision of Box Hill Metropolitan Activity Centre</b>	Review the Vision for the Box Hill Metropolitan Activity Centre; Stage 1 – project planning, appointment of consultant and key stakeholder consultation	Manager Planning and Building	June 2019	In Progress		Initial community consultation was undertaken in February 2019, a Councillor Briefing and two Stakeholder Reference Group meetings have been held. The consultant team has been undertaking background work and a Draft Analysis and Options paper including set up of 3D model has been prepared.
<b>Initiatives</b>						
<b>Nunawading Structure Plan Review</b>	Progress the Nunawading Structure Plan review, which will form the basis of a future Planning Scheme Amendment for the centre.	Manager Planning and Building	June 2019	In Progress		Preparation of a project brief is in progress. This project has been delayed due to the potential need to seek further funding in the 2019/2020 financial year to complete the review of the structure plan.
<b>Parking Meter replacement in Box Hill</b>	Replacement and modernisation of all parking meters in the Box Hill area, providing enhanced flexibility and availability of payment options for customers.	Manager Compliance	June 2019	In Progress		Meters arrived 27 March 2019 with commissioning / installation to take place in April. Training in back of house applications and fault rectification will follow. Paystay and various other payment methods will be introduced with the roll out of these machines providing motorists with ease of use and compliance. Data scrutiny of faults prior and post introduction of new machines is expected to provide efficiency gains for Compliance staff also allowing officers to concentrate on their core responsibilities. Access to real time monitoring of financial transactions and meter performance will provide Council with a more accurate financial position and identify and rectify problems as they arise. This will allow for more accurate reporting and financial planning.

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Quarterly Service Highlights

Service	Description	Quarterly Service Highlights
Investment and Economic Development	This service is responsible for the delivery of specific activities and programs outlined in the <i>Whitehorse Economic Development Strategy 2014-2019</i> .	<ul style="list-style-type: none"> <li>Commenced the special rate renewal process for Burwood Heights Shopping Centre. This was a result of a trader survey received from the Burwood Heights Traders Association in January 2019 which indicated in-principal support for scheme renewal. Consultation sessions were scheduled for April 2019.</li> <li>A Council supported Federal Government funding application submitted by the Brentford Square Shopping Centre Traders Association was successful in February 2019. \$160,686 for the installation of two additional car park light poles and CCTV security installations.</li> <li>Assisted Engineering department to communicate streetscape works via trader walk arounds - Blackburn Station Shopping Precinct (second visit due to drainage issue), Laburnum Village, Hawthorn &amp; Robinlee shops and Megamile.</li> <li>Business Performance Survey commenced in 4 March 2019</li> <li>Box Hill Logo Competition commenced 18 March 2019</li> <li>Confirmation received that Council will be hosting the Main Street Victorian Conference 2019 event at Whitehorse Business Week, August 2019.</li> <li>Think Local Buy Local campaign framed around economic benefit gained for every \$100 spent locally concluded in February 2019. Each month the community were encouraged to submit their favourite Whitehorse business based on a monthly theme. January was <i>Dining</i> and received 121 nominations with February focusing on <i>Services</i> and received 51 nominations.</li> </ul> <p>Workshops and Programs</p> <ul style="list-style-type: none"> <li>Registrations for the 18 – 22 March BOOST Program saw registration numbers of: <ul style="list-style-type: none"> <li>Marketing Your Business - 15</li> <li>Taking Your Business Online - 20 (full capacity)</li> <li>Business Planning Essentials - 11</li> <li>Effective Business Networking - 15</li> <li>Record Keeping for Small Business (presented by ATO) - 35 (full capacity)</li> </ul> </li> <li>In collaboration with Knox, Manningham, Maroondah, Monash and Yarra Ranges Council's commenced the Digital Solutions Program in February 2019. A low cost digital advisory services for small to medium businesses that includes workshops, monitoring and an information portals and webinars. <ul style="list-style-type: none"> <li>February 26: Profile Building on LinkedIn – 13 registrations</li> <li>March 22: Taking Your Business Online – 13 registrations</li> </ul> </li> </ul>

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Service	Description	Quarterly Service Highlights
		<ul style="list-style-type: none"> <li>Interns in Industry program has been rebranded (formerly the Whitehorse Tertiary Skills Program), refreshed and extended to formally include City of Knox. Whitehorse information session held 13 March and Knox information session scheduled for 3 April 2019.</li> <li>Small Business Mentoring – session held 21 February 2019 - 5 registrations (full capacity)</li> <li>Small Business Bus – February 2019 : 5 registrations (full capacity)</li> </ul>
		Advocacy
		<ul style="list-style-type: none"> <li>Continued to provide advice and contribute to various Council and regional advocacy campaigns and initiatives for identified priority projects and action. This included Direct Advocacy – correspondence and advocacy material to Federal Members and Candidates in the lead up to the Federal Election in May 2019; Group Advocacy through regional partnership groups and interest groups e.g. Eastern Transport Coalition; Media Advocacy; and Project-specific Advocacy e.g. advocacy for City of Whitehorse in North East Link Project.</li> <li>Investment and Development Facilitation continued to provide advice and assistance to potential investors and businesses (10 minor &amp; 3 major).</li> </ul>
		Advisory
		<ul style="list-style-type: none"> <li>Providing advice and information to internal departments and divisions across Council, and business stakeholder groups and regional partnership groups and Victorian Government agencies, in relation to review and development of strategy, stakeholder relations, advocacy, infrastructure planning and operational matters.</li> <li>Review of Box Hill Vision and Structure Plan; Box Hill Demographic Forecasting; Box Hill Community Infrastructure Review; Box Hill Open Space Strategy Review; Box Hill Integrated Transport Strategy; North East Link Project; Suburban Rail Loop; Box Hill Central Redevelopment and Box Hill Transport Interchange.</li> <li>Ongoing discussions with Vicinity Centres and Victorian Government agencies.</li> <li>"Down to Business" - Council's Business Newsletter was distributed in hard copy to over 4000 businesses across Whitehorse and in digital format through the WBiz Website – February 2019.</li> </ul>





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### Section 3 – Performance against Customer Service Targets

The performance indicators against the Customer Service Targets are measured across the organisation and are captured through our 14 contact centres. Calls to Council's Customer Service department decreased when compared to the previous quarter, however was a slight increase on the same period last year.

Performance Indicator	Target	Actual	Status	Progress Comments
Percentage of calls answered within 20 seconds	80%	87.13%	 GREEN	Council's call centre groups continue to deliver an efficient customer experience by exceeded target for Grade of Service (volume of calls answered within 20 seconds). Over 87.13% of customers were connected to an officer inside 20 seconds, with an average speed to answer of 15 seconds.
Percentage of total calls answered	95%	95.59%	 GREEN	A total of 98,450 calls were offered to Councils queue groups, a slight increase on the previous quarter. In excess 95% of calls were handled, with less than 5% abandoning prior to connection.
Enquiries resolved at first call	70%	67.10%	 AMBER	67.1% of calls answered were managed to conclusion at the initial contact point, with the remaining queries requiring transfer to a either a specialised officer or department. Council remains focused increasing First Call Resolution through leveraging technologies and skilling of staff.
Records management actions completed within allocated timeframes* (Records Manager)	95%	95.51%	 GREEN	Total number of record management actions: 21,485. Overdue record management actions: 946.

\* Although Council's standard written correspondence response timeframe is seven working days, there are a number of processes which require longer response timeframes such as Freedom of Information requests. These timeframes have been built into the calculation.

The data is an indicator of system actions performed on correspondence during this time. Not all correspondence generates an action while other correspondence generates multiple actions. As some correspondence could require more than one action, actions recorded against each department may not reflect the actual amount of correspondence dealt with. Another exception in relation to this report is if correspondence goes directly to an officer or no action is attached but the action officer responds to the incoming enquiry.

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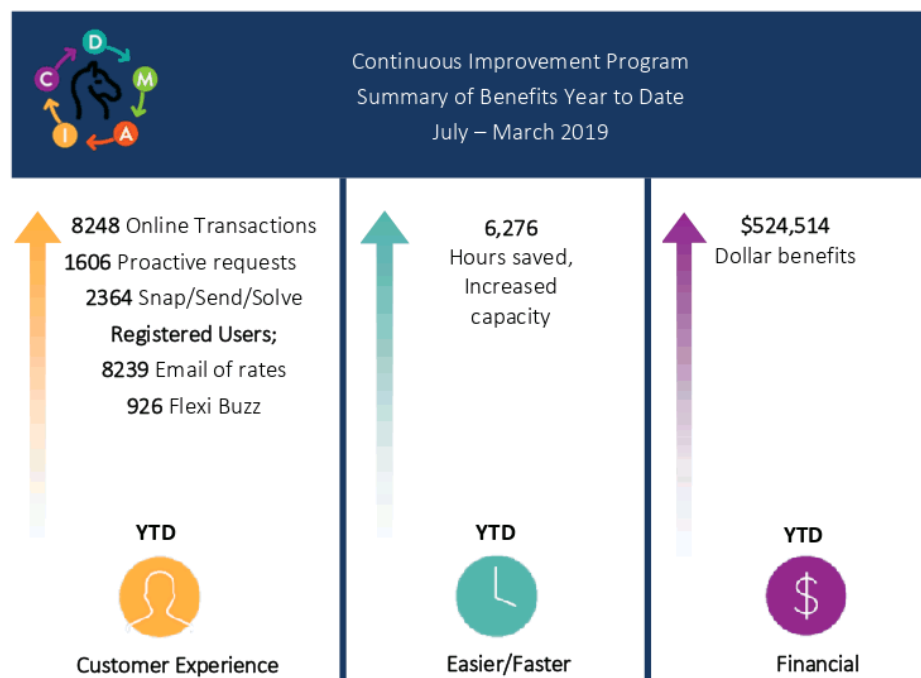
## Section 4 – Business Improvement

Our Continuous Improvement Program aims to provide a consistent customised methodology to support an engaged organisational culture of continuous improvement with reportable benefits for our Community.

During the quarter January to March 2019, 3 staff graduated from our Continuous Improvement Training Program delivering a project each with the requirement to apply the learning of the Whitehorse methodology, a highlight of one of these projects is provided in this report.

In addition, 11 staff completed the Continuous Improvement Training Program increasing our capacity for continuous improvement within our business and the diversity of services through a total of 24 champions enhancing a culture of Continuous Improvement.

Three improvement projects were implemented this quarter with ongoing improvement to service delivery for our community continued to see positive benefits as it relates to our three types of efficiencies: improving customer experience; making the process easier and faster; and financial savings. Resulting improvement benefits for the 2018/19 year to date period are shown in the summary diagram.



Continuous Improvement Projects by Status 2018/19	
Projects in progress	6
Planned projects pending approval	23
Projects completed in 2018/19 and reporting benefits	15
Prior years' completed projects being monitored with reported benefits	8



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Continuous Improvement Projects

Projects by status are outlined in the following table:

CONTINUOUS IMPROVEMENT PROJECTS STATUS				
6 PROJECTS IN PROGRESS 2018/19				
1. Apply and Pay Online (14 Services) ★				Digital
2. Performance and Development Plans (PADP) ★				
3. Credit Cards				
4. Accounts Payable process				
5. Merchant Fees				
6. Infringement Final Notice ★				
15 COMPLETED PROJECTS 2018/19– BENEFITS REPORTED				
1. Early Childhood Services – Continuity ★				
2. Customer Service Facilitations Team ★				
3. Engineering Statement of Compliance ★				
4. Apply and Pay Online (35 Services) ★				Digital
5. Invoices – Facilities Maintenance ★				
6. Customer Communication Effectiveness ★				
7. Intelligent Invoice Processing				
8. Skip Bin Process				
9. Customer Service – Missed Bins ★				
10. Indigenous vegetation harvesting ★				
11. Workshop maintenance ★				
12. Utilities Invoice ★				
13. Dispensation lodgment ★				Digital
14. Compliance – First Call Resolution ★				
15. Fringe Benefit Tax ★				
PENDING APPROVAL				
23 Projects Proposed for commencement in April 2019 at approval stage				
8 PRIOR COMPLETED PROJECTS BEING MONITORED WITH REPORTED BENEFITS				
1. Land Information Certificate				Digital
2. Building Certificate				Digital
3. Parking Infringement Review				
4. Customer Service CARES stream				
5. Customer Service Systems Mobility				
6. Electronic email Rates Notice				
7. Management Vehicle Detection Unit Mobility				
8. Skip Bin Process				

★ Continuous Improvement Champion Projects

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Business Improvement Project Highlight – January to March 2019

Early Childhood Services Placement Process

Council's Whitehorse Early Childhood Services (WELS) consists of four child care centres (long day care) and kindergarten services offering full time and part time care for children between the ages of zero and six years in Blackburn, Mitcham and Vermont South.

WELS has a long standing reputation within the community for providing quality education and care programs designed for children to learn through a play based curriculum established on recognised early childhood frameworks.

The Continuous Improvement project aims to improve the customer experience for families in placement for child care vacancies through Early Childhood Services.

Council's four WELS children's services achieve high occupancy rates reaching 90.3 per cent during the 2017/18 year however, during the January to March period utilization rates drop to 80-84%.

The placement process was reviewed and through the application of the Whitehorse Continuous Improvement methodology the WELS team worked to address the root cause, identified to be the wait time between contacting a family about a vacancy through to completion of orientation and placement.

Implemented efficiencies to the placement process has resulted in an improved customer experience for our families, enabling them to commence care more quickly without reducing the quality of their child's orientation process. The average utilization rate for 15 weeks between January and March 2019 (the peak for enrolments), increased by 1.6% (or an increased income of \$65,622).



Increased utilisation  
rate of  
  
1.6%

Increased income  
  
\$65,622



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**Apply and Pay Online Functionality**

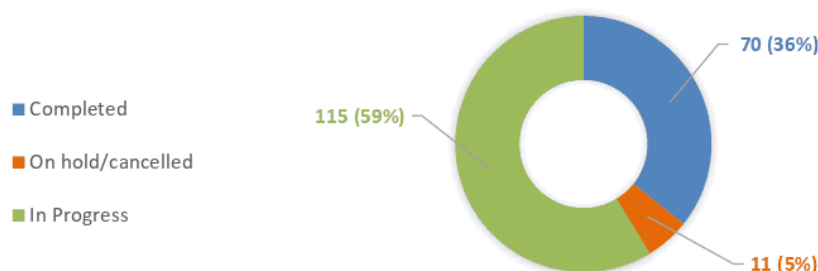
Collaborative effort between the Digital Team and Building, Engineering & Planning resulted in the implementation of thirty five apply and pay services online to date. Of the 2489 online transactions in this quarter, 892 of these were through Apply and Pay online functionality. This has contributed to an increased capability of 221 hours and demonstrated interest from our community for this online channel of communication with Council. A summary of completed and in progress Apply & Pay projects is provided in the following table:

Apply & Pay	
Completed - 35 Services	
1.	Stormwater Legal Point of Discharge application
2.	Stormwater Report Electronic Delivery (EDD)
3.	Build over Easement application
4.	Flood Levels application
5.	Proposed Demolition – Report & Consent (29A)
6.	Building Siting Report & Consent
7.	Property Building Certificate /Property Information Report
8.	Electronic Copy of Building Approval documents
9.	Electronic Copy of Planning Permit
10.	Confirmation Planning Permit is required
11.	Planning Permit "Pre-Application" Meeting
12.	Vic Smart - Remove, Destroy or Lop One Tree
13.	VicSmart - General Application
14.	Amended Planning Permit (Section 50/57)
15.	Amended Planning Permit (Section 72)
16.	Submission Secondary Consent
17.	Submission Condition 1 Plans
18.	Extension of Time - Section 69
19.	Construction Management Plan
20.	Advertising Fees (Payment Facility)
21.	Certification of Lots & Subdivision Fees (Payment Facility)
22.	Payment - Planning Permit - Subdivision
23.	Payment - Planning Permit – Recertification
24-35.	Planning Permits Online (12 x application types)
In Progress – 7 Services	
1.	Registered Users – Online Applications
2.	Vehicle Crossing Permit
3.	Private Building Surveyor Permits - Section 30
4.	Private Building Surveyor Permits - Section 80
5.	Building Permits - Additions & Alterations
6.	Building Permits - (Multiple Others)
7.	Amend ASITE Application
In Planning – 7 Services	
1.	Drainage Connection Road Reserve Permit
2.	Drainage Works in Easement Permit
3.	Authority Works Permit
4.	Outfall Drainage Construction Permit
5.	Application for Various Inspections
6.	Asset Protection Permits – Reactive Lodgements
7.	Asset Protection Permits – Proactive Lodgements

## Section 5 – Capital Works Report

### Capital Projects

There are 196 capital projects and programs to be delivered over the financial year with a budget of \$64.35m.



Highlights during the third quarter of the 2018/19 Capital Works Program include:

Excavation works at Chaucer Street have commenced in preparation for the new park as part of the Open Space Development Program. The site had a 6m slope from one side of the site to the other. Terracing works have taken place to allow for a level play space and passive lawn area for informal recreation – maximising the usable space for the community.



Chaucer Street, Box Hill South



Kalang Park Bridge, Blackburn

Out with the old and installation of the new footbridge along Gardiners Creek beside Kalang Park. A variety of bridge renewal works have also taken place in the following locations this year:

- Yarran Dheran Reserve, Mitcham
- Joseph Street Reserve, Blackburn North
- Heatherdale Reserve, Mitcham

Works for the Iris Street road reconstruction included renewal of road asphalt, pram and pedestrian crossings, kerb and channel, new pits and lids, drainage and footpath works. Other road reconstructions across the municipality this financial year include:

- Parkside Street, Blackburn
- Grace Street, Mont Albert
- Victoria Crescent, Mont Albert
- South Parade, Blackburn



Iris Street, Burwood

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### Capital Expenditure

As at 31 March 2019, year to date capital expenditure has reached \$26.08m, or 43% of the annual forecast budget of \$60.1m. The project categories that have seen the most of this capital expenditure are buildings, roads, and plant, machinery and equipment.

While the Capital Program is behind budget by \$10.74m, at March end there are \$18.18m in outstanding orders.

	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000	2018/19 Budget \$'000	2018/19 Forecast \$'000
Buildings	9,793	18,788	8,995	35,855	30,426
Buildings Improvements	2,372	2,410	38	3,365	3,344
Land	2	-	(2)	1,680	1,680
<b>Total Property</b>	<b>12,166</b>	<b>21,198</b>	<b>9,032</b>	<b>40,900</b>	<b>35,450</b>
Bridges	143	100	(43)	200	200
Drainage	1,303	1,248	(55)	1,855	1,837
Footpaths and Cycleways	1,873	2,128	255	3,148	3,143
Off Street Car Parks	182	795	613	975	973
Parks, Open Space & Streetscapes	1,715	2,613	897	4,456	4,188
Recreational, Leisure & Community Facilities	631	1,919	1,288	2,379	2,435
Roads	3,302	3,111	(191)	4,686	5,399
Waste Management	326	40	(286)	80	506
<b>Total Infrastructure</b>	<b>9,475</b>	<b>11,954</b>	<b>2,478</b>	<b>17,779</b>	<b>18,680</b>
Computers and Telecommunications	662	772	110	1,084	1,041
Fixtures, Fittings and Furniture	572	485	(87)	577	617
Plant Machinery and Equipment	3,202	2,405	(797)	4,005	4,285
<b>Total Plant and Equipment</b>	<b>4,436</b>	<b>3,662</b>	<b>(774)</b>	<b>5,666</b>	<b>5,944</b>
<b>GRAND TOTAL</b>	<b>26,077</b>	<b>36,814</b>	<b>10,736</b>	<b>64,345</b>	<b>60,074</b>

**Buildings** expenditure is currently \$9m behind the YTD budget mainly due to expenditure delays with major projects Nunawading Community Hub (-\$4.3m), Harrow Street Car Park Development (-\$2.3m) and Whitehorse Centre Redevelopment (-\$1.2m).

**Off Street Car Parks** are currently \$613,000 behind budget as a result of Morton Park East Car Park and Brentford Square Car Park Improvement projects behind schedule but on track for completion in June 2019.

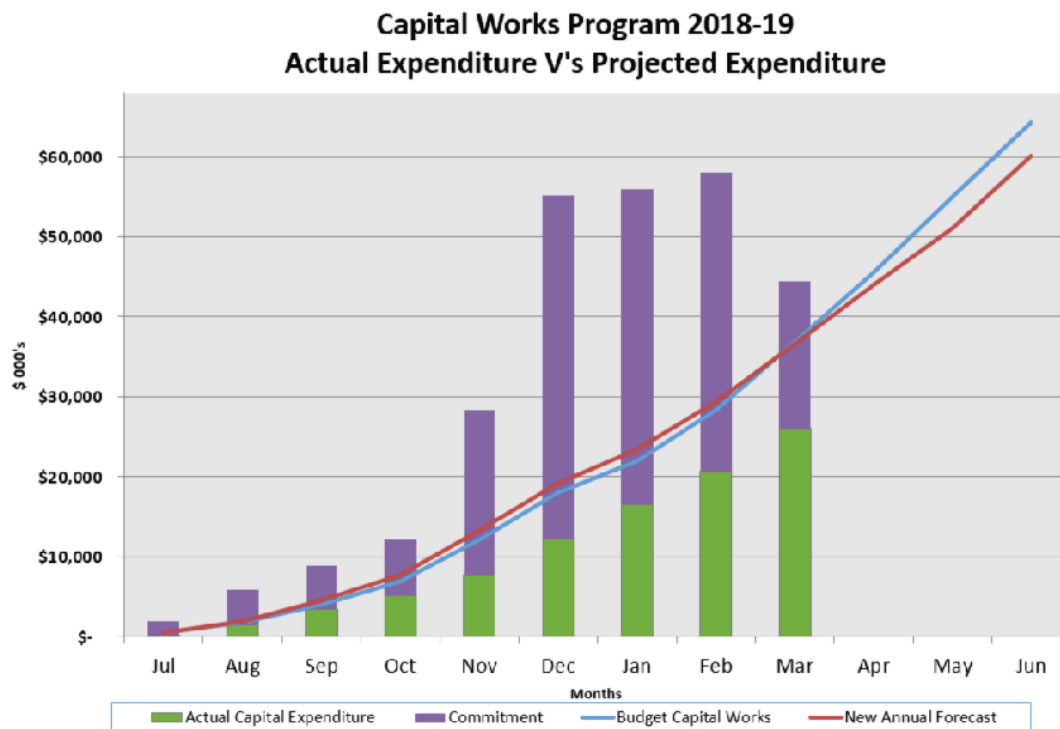
**Recreation, Leisure and Community Facilities** expenditure is currently \$1.3m behind YTD budget. This is mainly due to delays in the projects of Forest Hill Reserve cricket nets relocation, Sports field floodlighting renewal, Sports field ground renewal and Morack Golf Course improvements.

**Plant, Machinery and Equipment** is currently \$797,000 unfavourable YTD due to fleet purchases made earlier than budgeted.



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Outstanding Orders have significantly decreased since February. This is due to orders being converted to actual expenditure as well as a large purchase order being closed and reopened to reflect the 2018/19 financial year amount only.

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## Section 6 – Financial Report

### Executive Summary

The year to date financial result at 31 March was \$3.00m favourable to budget. This primarily reflects favourable variances in operating grants (\$1.17m), employee costs (\$1.08m), statutory fees and fines (\$892k), and other income (\$886k), partly offset by a \$2.21m unfavourable variance in public open space contributions.

The year-end result is forecast to be a surplus of \$67.01m, \$2.90m more than budget and \$3.66m more than the February forecast. This forecast change mainly reflects \$2.34 million of Council's 2019/20 funding from the Victoria Grants Commission which will be received in June 2019, and favourable adjustments in employee costs (\$480k) and materials and services expenses (\$335k).

### Year-to-date Result

As outlined in the Executive Summary above, the year to date result at 31 March reflects a favourable variance of \$3.00m. The significant variances to budget were:

- 1) **Statutory fees and fines** were \$892k higher than budget primarily relating to a \$659k favourable variance on parking infringements income due to an increase in the number of tickets issued, and a \$229k favourable variance in planning permit application fees.
- 2) **User fees** were \$322k unfavourable to budget mainly reflecting a \$751k decrease in child care fees, which is offset by an increase in operating grants due to change in the mix of childcare income under the new funding structure commenced from 1 July 2018. This is partly offset by
  - a \$226k increase in tree amenity valuation fees, which includes \$153k relating to the Burwood Brickworks site, and
  - a \$166k increase in Engineering and Environmental Services income, including an additional \$78k from work zone permits and \$67k due to an increase in garden and garbage bin volumes.
- 3) **Grants - operating** were \$1.17m favourable to budget predominantly reflecting:
  - a \$864k favourable variance on Child Care subsidies, which is mostly offset by a \$751k decrease in user fees due to change in the mix of childcare income as noted above,
  - a \$144k favourable difference in Home and Community Services funding, including \$129k of additional Home Care Program subsidies and a \$57k increase in funding for Community Transport services, and
  - \$121k of unbudgeted Community Development grants including \$81k for the free from family violence program and \$40k for the development of an affordable housing policy.
- 4) **Contributions - monetary** were \$2.21m lower than budget primarily reflecting \$2.29m lower than anticipated public open space contributions, which were \$2.55m lower than the same time last year.
- 5) **Interest income** was \$482k favourable to budget due to a combination of higher than budgeted interest rates on invested funds and a higher than budgeted cash and investments balance due to the favourable financial result in the prior year and lower than budgeted capital works expenditure YTD.

**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

- 6) **Other income** was \$886k favourable to budget primarily relating to:
- \$281k net recycling income from Visy for the outstanding rebates for the period March to June 2018
  - an additional \$143k from the sale of recycled metal and cardboard collected at the Recycling and Waste Centre
  - \$109k of contributions from Eastern Metropolitan Councils towards a joint review of the Regional Assessment Service and Commonwealth Home Support Program, and
  - \$109k reimbursements from the North East Link Authority.
- 7) **Employee costs** were \$1.08m favourable to budget mainly relating to the following significant variances:
- Planning and Building was \$617k less than budget due to a number of vacant positions including unfilled positions budgeted for the implementation of Municipal Tree Study recommendations,
  - Digital Transformation Strategy was \$303k favourable to budget mainly reflecting unspent backfill, project support and contingency budgets, and
  - Aqualink Leisure Facilities were \$283k favourable to budget reflecting a mix of savings and timing differences,
  - Partly offset by Engineering and Environmental Services which was \$400k unfavourable to budget reflecting increased resources to undertake project work and meet increased demand, and \$262k less salaries capitalised YTD than budget.
- 8) **Materials and services** were \$56k favourable to budget overall and included the following significant variances:
- Parkswide was \$579k unfavourable to budget primarily reflecting an increase in reactive tree pruning costs (\$619k),
  - a \$380k accounting adjustment to expense six prior year capital projects which will not be proceeding, and
  - City Works was \$371k higher than budget mainly due to a mix of permanent and timing differences in road and pathway and drainage maintenance costs, particularly asphalt repair (\$119k), concrete works (\$87k), line marking works (\$68k), and drainage improvement costs (\$56k),
  - Partly offset by favourable variance in Engineering Services by \$507k, mainly due to decreases in garbage service (\$240k), garden green waste collection (\$83k) and recycling (\$55k) as a result of lower than expected tonnage collected, and
  - Leisure Facilities, which were \$209k favourable to budget mainly reflecting timing differences in contracts and services (\$125k), promotions (\$34k) and materials and supplies (\$33k).
- 9) **Depreciation** was \$529k less than budget mainly due to lower fixed asset capitalisation and a number of asset write-offs resulting from stocktakes at the end of the 2017/18 financial year.

**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**Projected Year-end Result**

The year-end result is forecast to be a surplus of \$67.01m, \$2.90m more than budget and \$3.66m more than the February forecast. The significant forecast changes were:

- 10) **User fees** were increased by \$157k mainly reflecting a \$150k increase in tree amenity valuation income to reflect fees relating to the Burwood Brickworks site.
- 11) **Grants – operating** were increased by \$2.43 million primarily reflecting \$2.34 million of 2019/20 funding expected to be brought forward to June 2019.
- 12) **Interest income** was increased by \$250k to reflect the actual interest earned due to a combination of higher than budgeted interest rates on invested funds and a higher than budgeted cash and investments balance resulting from the favourable financial result in the prior year and lower than budget YTD capital works expenditure.
- 13) **Other income** was increased by \$181k mainly reflecting increases in cardboard sales (\$60k) and metal sales (\$35k) for the Recycling and Waste Centre based on the YTD trend, as well as \$57k of additional reimbursements anticipated from the North East Link Authority (\$57k).
- 14) **Employee costs** were decreased by \$480k primarily reflecting revised forecast in salary costs across a large number of departments as a result of unfilled vacancies across a number of departments, the most significant being in ParksWide (\$124k), Planning and Building (\$93k), Home and Community Services (\$60k), Arts and Cultural services (\$56k) and Infrastructure Management (\$56k).
- 15) **Materials and services** were decreased by \$335k mainly reflecting the following significant changes:
  - a \$598k decrease in Digital Strategy, including website development costs (\$330k), contracts and services (\$164k), and consultant costs (\$96k),
  - a \$129k decrease in Planning and Building, mainly reflecting a \$93k decrease in planning scheme amendment panel costs due to no panels now expected to take place in the current financial year,
  - partly offset by a \$168k unfavourable variance in City Works mainly reflecting \$85k of drainage costs relating to storm damage in November and December and a \$32k increase in plant maintenance costs, and
  - a \$148k increase in Parkswide, primarily relating to the higher than expected contracts and services costs (\$140k), mainly in Sports Fields (\$65k) and Open Space and Park Assets (\$50k) programs. This is due to an increased use of contractors to backfill vacancies and is mostly offset by a \$124k decrease in employee costs.

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**9.3.2 – ATTACHMENT 1.      Quarterly Performance Report - Q3 January - March 2019**

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### **Cash Position**

Total cash and investments (including other financial assets) totalled \$251.70m at the end of March, representing a \$77.38m increase since the beginning of the year. This largely reflects the proceeds on sale of 517-521 Station Street, Box Hill, which settled on 8 October. \$9.85m was held in cash and short-term investments at 31 March.

### **Debtors**

Council has collected \$95.25m or 84.3% of 2018/19 rate debtors as at 31 March 2019.

Other debtors (net of doubtful debt provisions) outstanding at 31 March amounted to \$2.22m of which \$110k has been outstanding for more than 90 days.



**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**Income Statement for the period ending 31 March 2019**

	Year-to-Date				Full Year					
	Actual \$'000	Budget \$'000	Variance \$'000	Notes	Mar Forecast \$'000	Feb Forecast \$'000	Budget \$'000	Variance Mar v Feb	Variance Mar FCT v	Notes
								FCT \$'000	BUD \$'000	
<b>Income</b>										
Rates	115,708	115,910	(202)		115,788	115,898	115,946	(110)	(158)	
Statutory fees and fines	6,626	5,734	892	1	9,093	9,167	7,610	(74)	1,483	
User fees	30,245	30,567	(322)	2	39,271	39,114	40,012	157	(741)	10
Grants - operating	13,662	12,491	1,171	3	20,748	18,314	16,822	2,434	3,926	11
Grants - capital	165	-	165		165	165	-	-	165	
Contributions - monetary	5,166	7,375	(2,209)	4	7,670	7,670	10,000	-	(2,330)	
Interest income	4,289	3,807	482	5	5,725	5,475	5,120	250	605	12
Other income	2,972	2,086	886	6	3,974	3,793	2,933	181	1,041	13
Net gain / (loss) on disposal of assets	35,867	35,509	358		35,109	35,134	35,046	(25)	63	
<b>Total income</b>	<b>214,700</b>	<b>213,479</b>	<b>1,221</b>		<b>237,543</b>	<b>234,730</b>	<b>233,489</b>	<b>2,813</b>	<b>4,054</b>	
<b>Expenditure</b>										
Employee costs	54,888	55,970	1,082	7	75,160	75,640	75,502	480	342	14
Materials and services	41,304	41,360	56	8	62,651	62,986	60,454	335	(2,197)	15
Depreciation	18,761	19,290	529	9	25,042	25,042	25,720	-	678	
Interest expense	106	107	1		212	212	212	-	-	
Other expenses	6,923	7,029	106		7,471	7,502	7,492	31	21	
<b>Total expenditure</b>	<b>121,982</b>	<b>123,756</b>	<b>1,774</b>		<b>170,536</b>	<b>171,382</b>	<b>169,380</b>	<b>846</b>	<b>(1,156)</b>	
<b>Net surplus / (deficit)</b>	<b>92,718</b>	<b>89,723</b>	<b>2,995</b>		<b>67,007</b>	<b>63,348</b>	<b>64,109</b>	<b>3,659</b>	<b>2,898</b>	

9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Balance Sheet as at 31 March 2019

	2018/19 31-Mar-19 \$'000	2017/18 30-Jun-18 \$'000
<b>ASSETS</b>		
<b>Current assets</b>		
Cash and cash equivalents	9,854	10,999
Trade and other receivables	30,878	11,083
Other financial assets	241,849	163,326
Other assets	139	1,285
Non-current assets held for sale	1,800	18,774
<b>Total current assets</b>	<b>284,520</b>	<b>205,467</b>
<b>Non-current assets</b>		
Trade and other receivables	40	41
Investments in associates	5,737	5,737
Property, infrastructure, plant & equipment	3,616,217	3,609,360
Intangible assets	813	1,092
<b>Total non-current assets</b>	<b>3,622,807</b>	<b>3,616,230</b>
<b>Total assets</b>	<b>3,907,327</b>	<b>3,821,697</b>
<b>LIABILITIES</b>		
<b>Current liabilities</b>		
Trade and other payables	9,522	16,781
Trust funds and deposits	9,536	9,308
Provisions	15,538	15,468
Interest bearing loans and borrowings	57	57
<b>Total current liabilities</b>	<b>34,653</b>	<b>41,614</b>
<b>Non-current liabilities</b>		
Provisions	1,414	1,500
Interest bearing loans and borrowings	5,003	5,042
Other liabilities	903	903
<b>Total non-current liabilities</b>	<b>7,320</b>	<b>7,445</b>
<b>Total liabilities</b>	<b>41,973</b>	<b>49,059</b>
<b>Net assets</b>	<b>3,865,354</b>	<b>3,772,638</b>
<b>EQUITY</b>		
Accumulated surplus	1,402,918	1,454,895
Surplus (deficit) for period	92,718	-
Asset revaluation reserve	2,232,819	2,232,819
Reserves	136,899	84,924
<b>Total equity</b>	<b>3,865,354</b>	<b>3,772,638</b>

9.3.2 – ATTACHMENT 1.

Quarterly Performance Report - Q3 January - March 2019

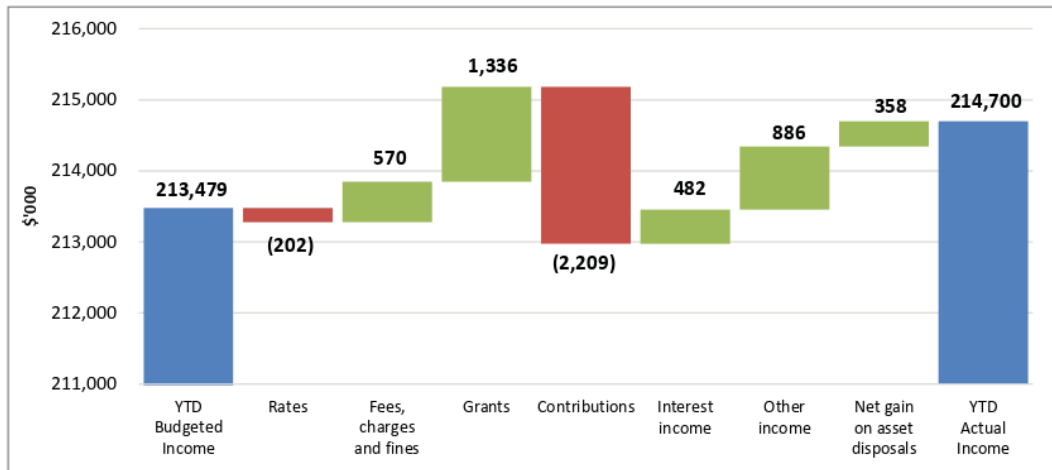
Cash Flow Statement for the period ending 31 March 2019

	2018/19 31-Mar-19 Inflows/ (Outflows) \$'000	2017/18 31-Mar-18 Inflows/ (Outflows) \$'000
<b>Cash Flows from Operating Activities:</b>		
Rates	98,105	95,041
Statutory fees and fines	6,626	5,843
User fees	30,267	31,761
Grants - operating	13,662	12,957
Grants - capital	-	834
Contributions - monetary	5,166	8,584
Interest received	4,289	3,005
Other receipts	2,972	3,293
Fire Services Property Levy collected	13,229	12,760
Employee benefits	(56,094)	(52,944)
Materials and services	(48,149)	(46,574)
Other payments	(6,923)	(6,866)
Fire Services Property Levy paid	(12,774)	(12,396)
<b>Net cash from operating activities</b>	<b>50,376</b>	<b>55,298</b>
<b>Cash Flows from Investing Activities:</b>		
Payment for property, infrastructure, plant and equipment	(26,077)	(22,648)
Proceeds from sale of property, infrastructure, plant and equipment	53,200	2,864
(Purchases)/sales of financial assets	(78,523)	(44,103)
Repayment of loans and advances from community organisations	24	6
<b>Net cash used in investing activities</b>	<b>(51,376)</b>	<b>(63,881)</b>
<b>Cash Flows from Financing Activities</b>		
Repayment of interest bearing loans and borrowings	(39)	(360)
Interest paid	(106)	(126)
<b>Net cash used in financing activities</b>	<b>(145)</b>	<b>(486)</b>
<b>Net Increase/(decrease) in cash and cash equivalents</b>	<b>(1,145)</b>	<b>(9,069)</b>
Cash and cash equivalents at 1 July	10,999	18,205
<b>Cash and cash equivalents as at end of period</b>	<b>9,854</b>	<b>9,136</b>

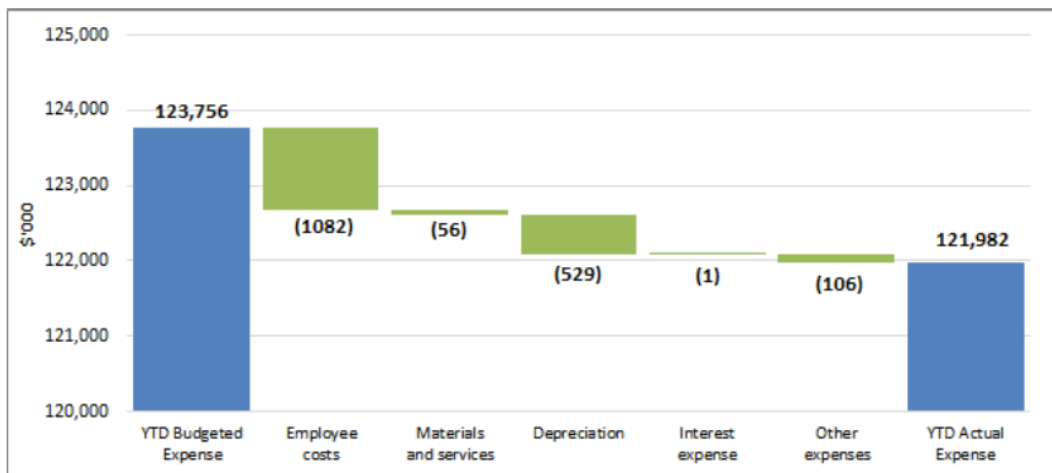
9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Operating Income and Expenditure

Graph 1.1: Year-to-date Operating Income Variance



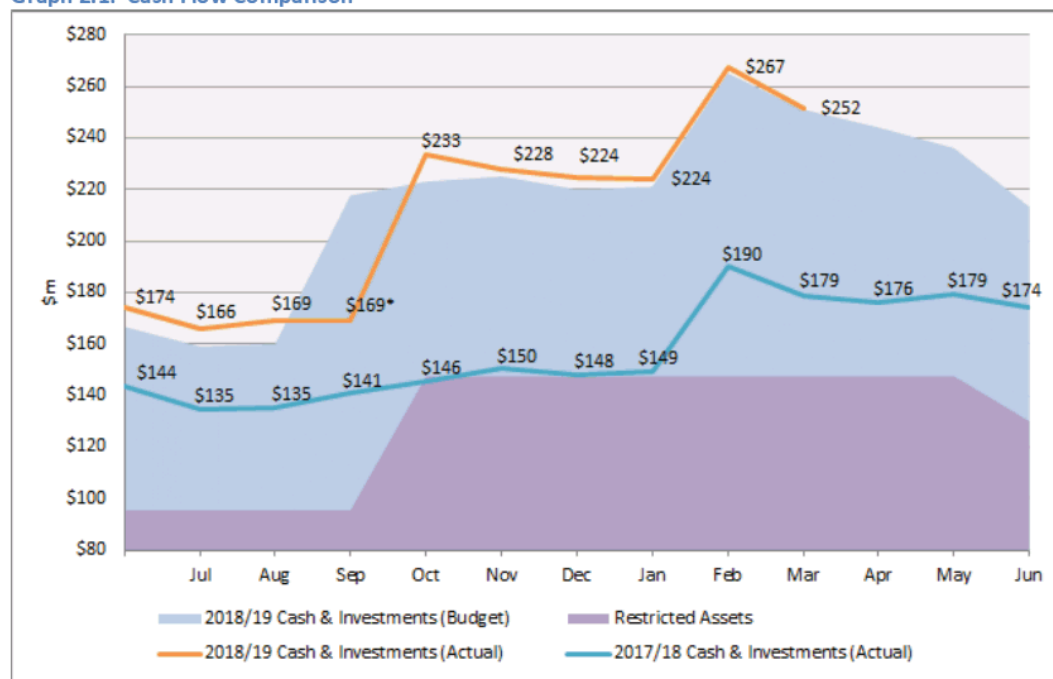
Graph 1.2: Year to Date Operating Expenditure Variance



9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Cash and Investments

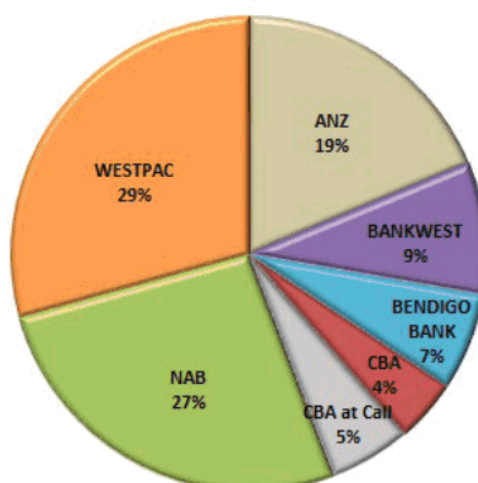
Graph 2.1: Cash Flow Comparison



Note: Restricted Funds includes cash that is subject to external restrictions such as trust funds and deposits, Public Open Space Reserve and the Car Parking Reserve. It also includes funds allocated for specific future purposes such as the Aged and Disability Reserve, Community Development Reserve, Waste Management Reserve and the Art Collection Reserve.

\*Sale of 517-521 Station Street Box Hill settled on 8 October instead of 30 September as was budgeted.

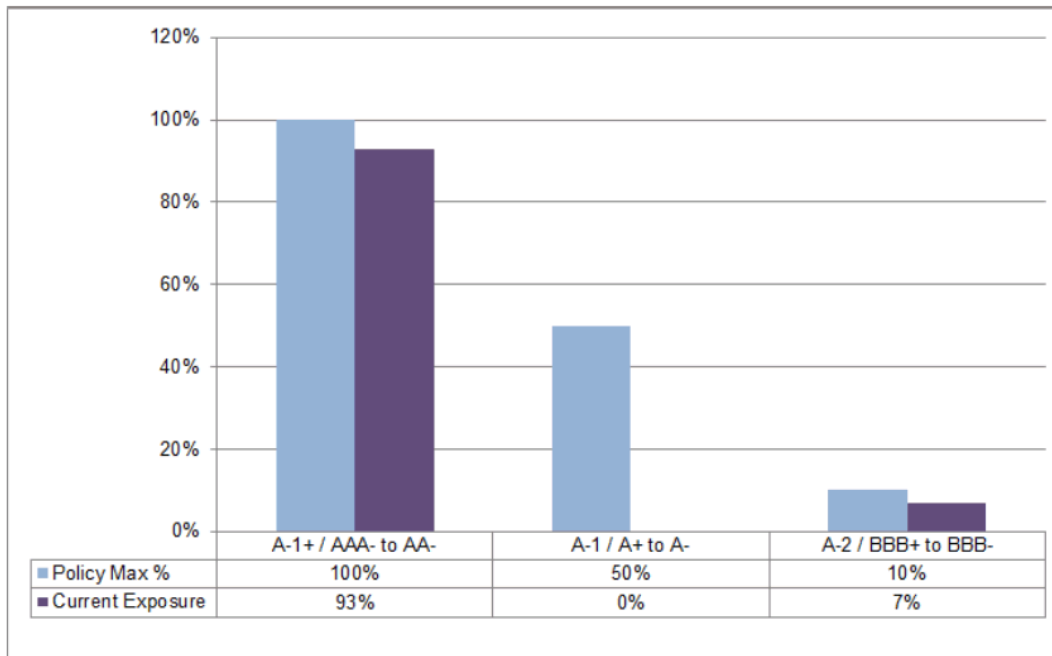
Graph 2.2: Investment by Institution



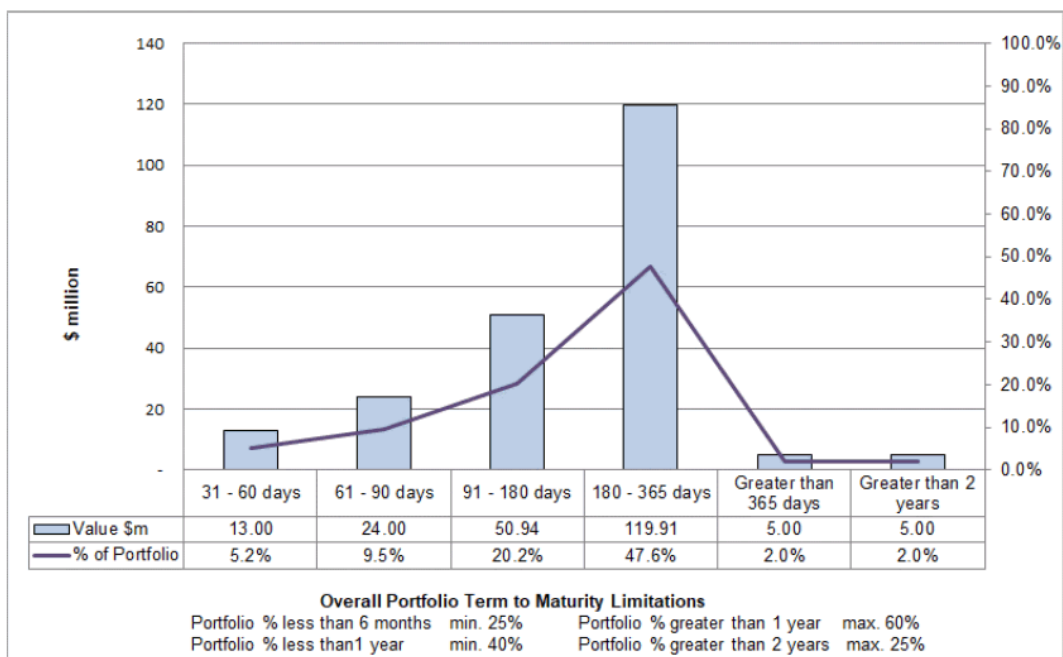


9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Graph 2.3: Cash and Investment Credit Ratings

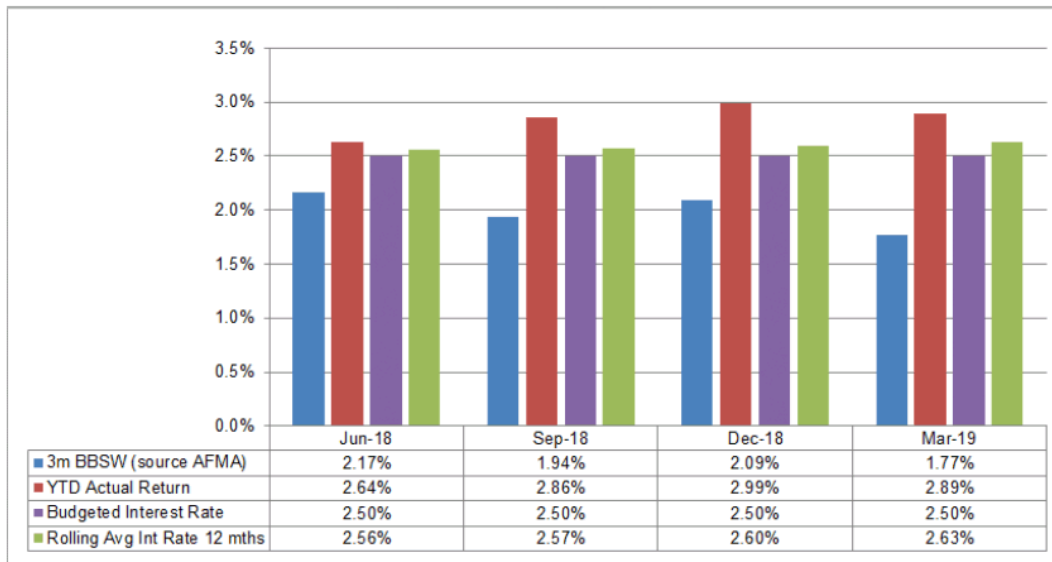


Graph 2.4: Cash and Investment Portfolio Term to Maturity



9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Graph 2.5: Investment Benchmark Indicator



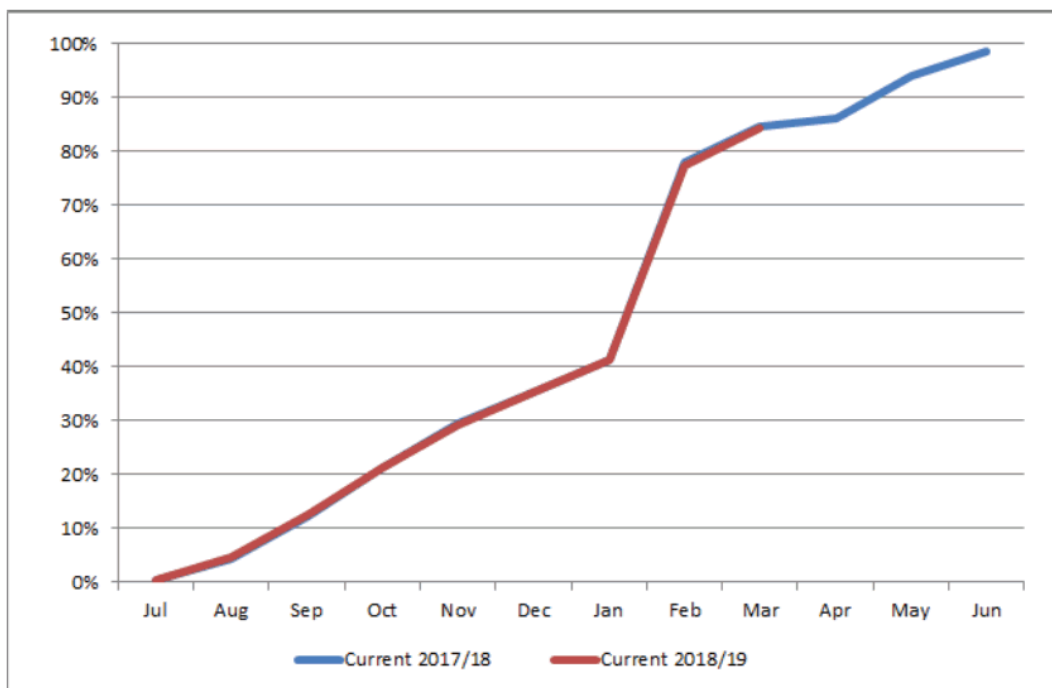
9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Rate and Other Debtors

Table 3.1: Current Rates Collected

	31-Mar-19 \$'000	31-Mar-18 \$'000	28-Feb-19 \$'000
YTD Current Rates Collected	95,246	92,459	87,688
% Current Rates Collected	84.3%	84.7%	77.5%

Graph 3.1: Percentage of Current Rates Collected

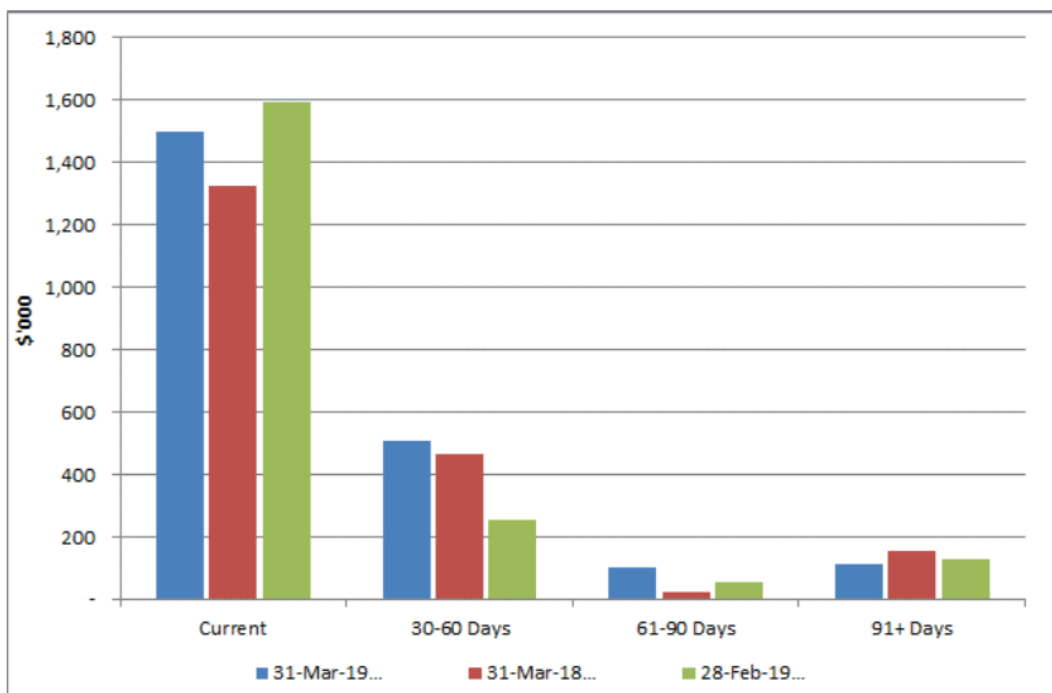


9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Table 3.2: General and Sundry Debtors

	31-Mar-19 \$'000	31-Mar-18 \$'000	28-Feb-19 \$'000
<b>Current</b>	1,501	1,322	1,595
<b>30-60 Days</b>	505	463	253
<b>61-90 Days</b>	102	25	57
<b>91+ Days</b>	110	157	128
<b>Total Owing</b>	<b>2,218</b>	<b>1,967</b>	<b>2,033</b>
<b>Total over 60 days</b>	212	182	185
<b>% over 60 days</b>	9.6%	9.3%	9.1%
<b>Total over 90 days</b>	110	157	128
<b>% over 90 days</b>	5.0%	8.0%	6.3%

Graph 3.2: General and Sundry Debtors – Aged Comparison



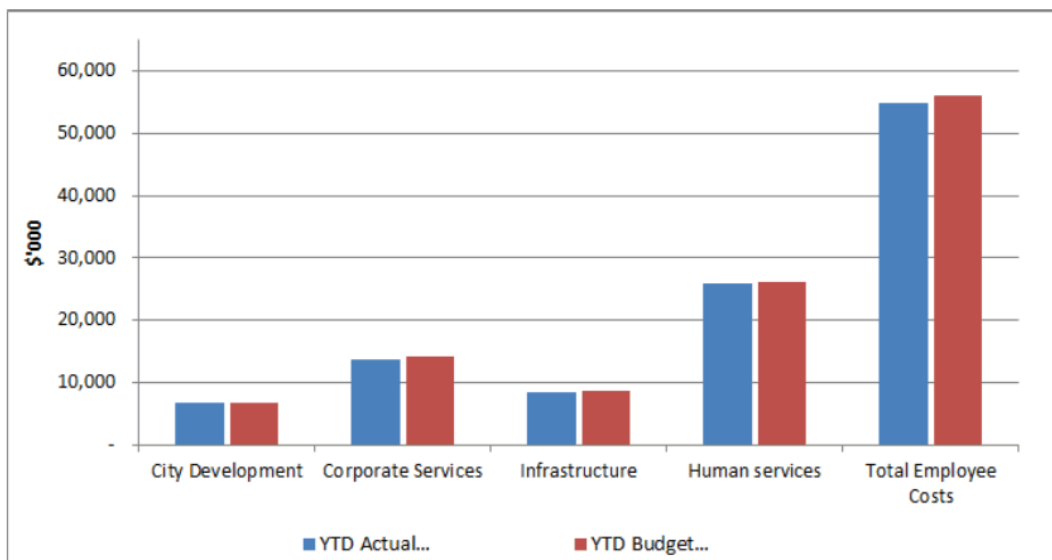
9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Employee Costs

Table 4.1: Employee Costs by Division

Division	YTD Actual \$'000	YTD Budget \$'000	YTD Variance \$'000
City Development	6,671	6,902	232
Corporate Services	13,839	14,195	355
Infrastructure	8,420	8,594	175
Human services	25,958	26,279	321
<b>Total Employee Costs</b>	<b>54,888</b>	<b>55,970</b>	<b>1,082</b>

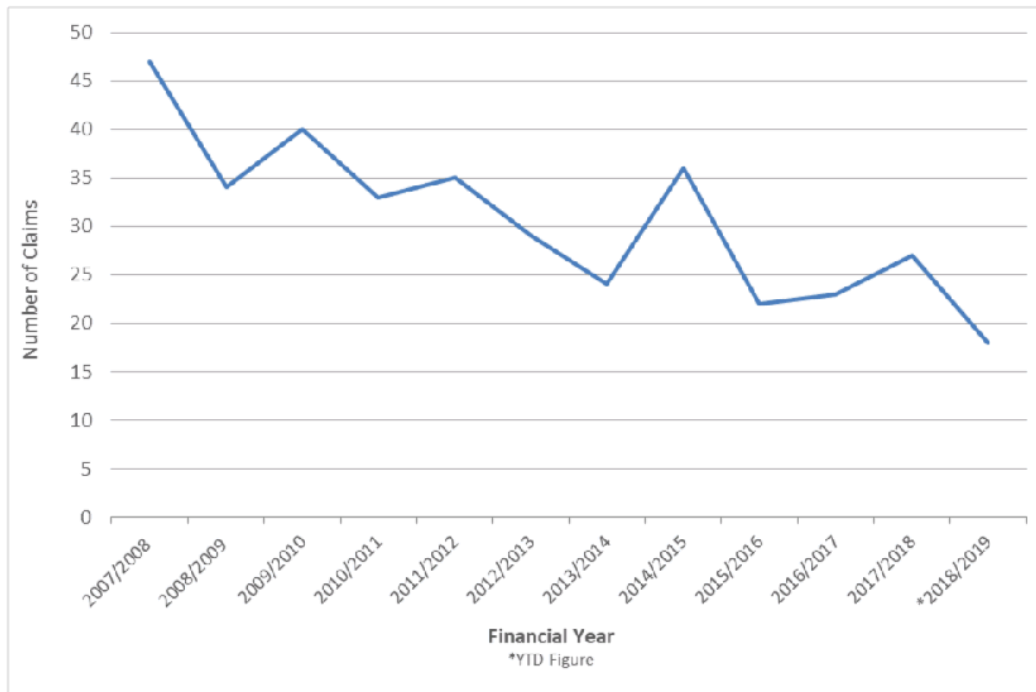
Graph 4.1: Employee Costs – Actual to Budget Comparison



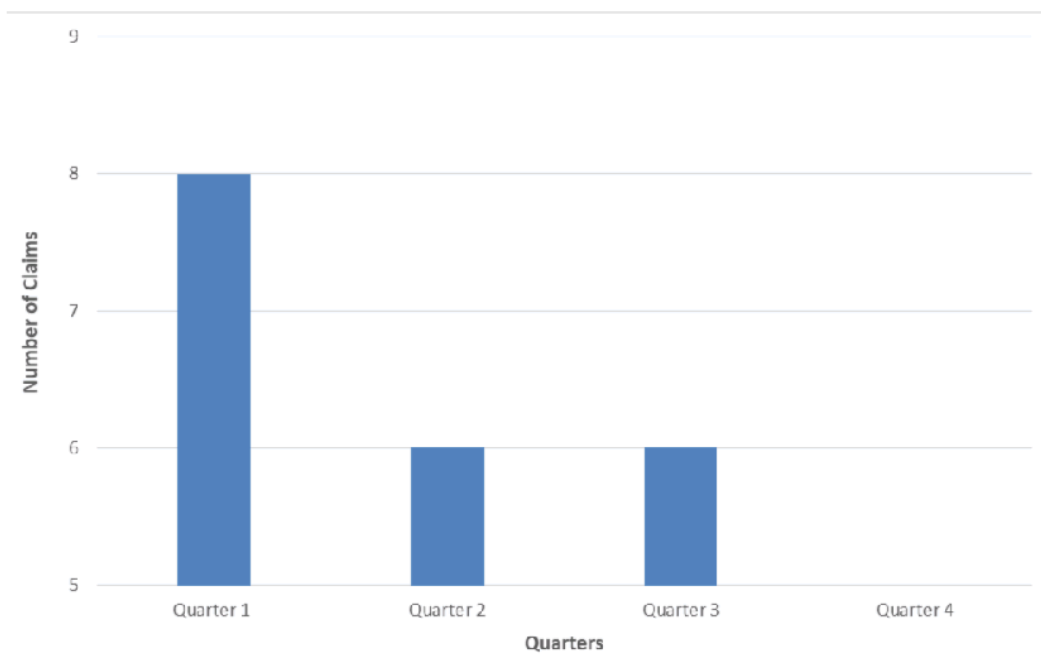


**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**Graph 4.2: Employee Costs – Workers Compensation Claims 10-year trend**



**Graph 4.3: Employee Costs – Workers Compensation Claims 2018/19 FY**



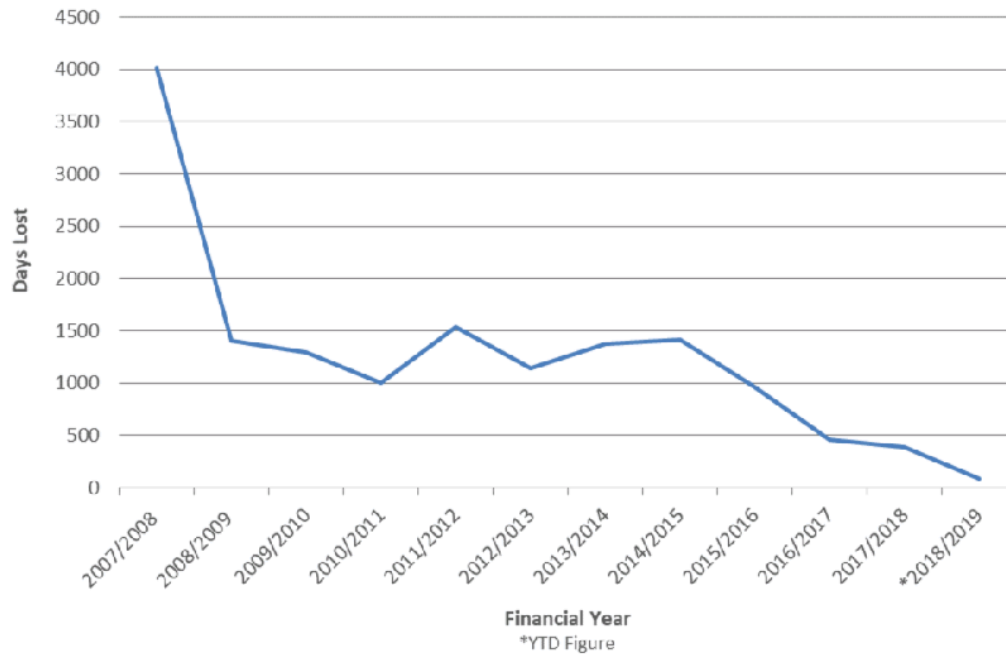
*Quarterly Performance Report for the quarter ended 31 March 2019*

HP Records Manager – Record Number: 19/70382 (19/89169 PDF)

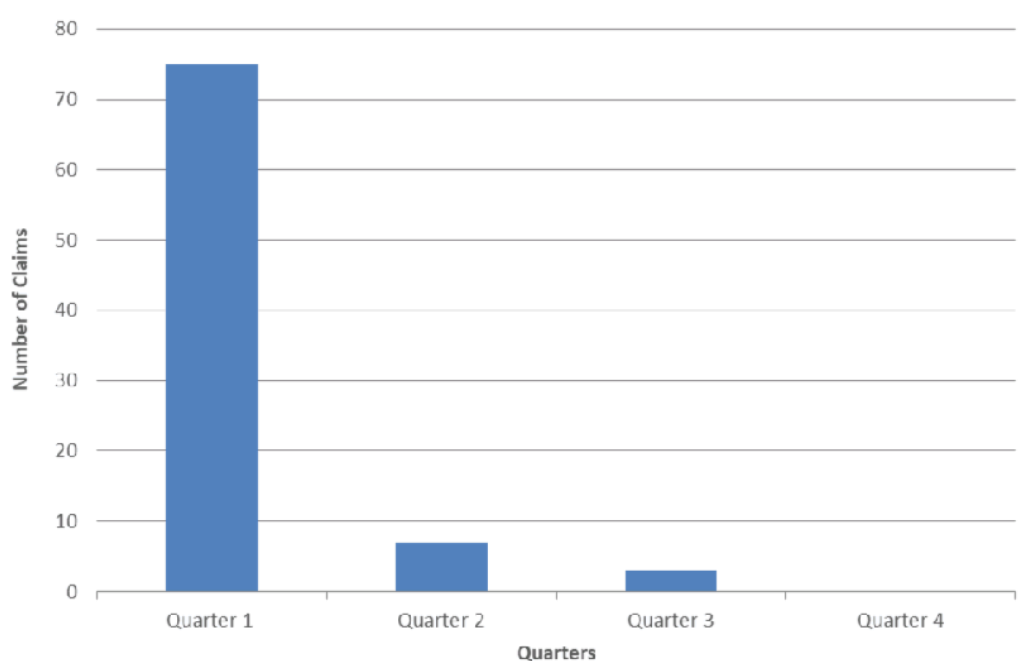
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9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019

Graph 4.4: Employee Costs – Total Days Lost 10-year trend



Graph 4.5: Employee Costs – Total Days Lost 2018/19 FY\*



Quarterly Performance Report for the quarter ended 31 March 2019

HP Records Manager – Record Number: 19/70382 (19/89169 PDF)

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**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

## Section 7 – Audit Advisory Committee Minutes

This section contains the Audit Advisory Committee Minutes for the third quarter of the financial year – 1 January – 31 March 2019.

### AUDIT ADVISORY COMMITTEE MINUTES

19 November 2018

#### 1 OPENING OF THE MEETING

The meeting commenced at 10.35 am in Meeting Room 9.

#### 2 PRESENT

Mr Michael Said  
Ms Lisa Woolmer  
Cr Denise Massoud  
Cr Ben Stennett

#### IN ATTENDANCE

Ms Noelene Duff – Chief Executive Officer  
Mr Peter Smith – General Manager Corporate Services  
Mr Stuart Cann – Head Finance & Corporate Performance  
Mr Tony De Fazio – Executive Manager Governance & Customer Service (Item 8 only)  
Ms Jenny Russell – Team Leader Governance (Item 8 only)  
Mr David Kerwin – Workplace Risk Health & Safety Coordinator (Item 12.1 only)  
Ms Melinda Federico – Risk Management Consultant (Item 12.1 only)  
Mr Andrew Zavitsanos – Crowe Horwath

#### 3 APOLOGIES – Nil

Ms Pauline Bennett – Manager Organisation Development

#### 4 CONFIRMATION OF MINUTES – 17 September 2018

##### Committee Resolution

That the Minutes of the Meeting of 17 September 2018 be confirmed  
Moved Cr Massoud, Seconded Ms Woolmer

**CARRIED**

#### 5 MATTERS ARISING FROM PREVIOUS MEETING – Nil

#### 6 AUDIT COMMITTEE PLAN

Requested that the minutes of the quarterly Major Projects Councillor Reference Group be included in the AAC agenda papers as an attachment.

Mr Smith outlined the proposal for review of corporate policies over the next two years. A list of potential policies for AAC review to be put forward at the March AAC meeting.

#### 7 DISCLOSURE OF ANY CONFLICTS OF INTEREST – Nil

**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**8 CEO DECLARATION OF LEGAL COMPLIANCE**

The CEO declared that she was not aware of any breach of legislative compliance.

**Legislative Non-Compliance Correspondence Management**

Ms Duff provided the Committee with an update of policy completed for management of Councillor correspondence. Further update to be provided at the March AAC meeting.

**9 INTERNAL AUDIT**

**9.1 Status Report**

**IA Progress Report November**

Mr Zavitsanos presented the Progress Report.

**Committee Resolution**

That the Committee note the report.

Moved Ms Woolmer, Seconded Cr Massoud

**CARRIED**

**Reports & Publications Quarterly Update**

Mr Zavitsanos presented the quarterly update and highlighted key items of interest.

**Committee Resolution**

That the Committee note the report.

Moved Ms Woolmer, Seconded Cr Massoud

**CARRIED**

**9.2 Audit Reports**

**Credit Cards Review**

Mr Zavitsanos presented the internal audit report. There were no high risk issues noted. Management to consider updating corporate policy to ensure purpose of credit card explicitly states excluded items and considers consequences for misuse.

**Committee Resolution**

That the Committee note the report.

Moved Cr Stennett, Seconded Ms Woolmer

**CARRIED**

**9.3 Audit Scopes**

**Asset Management (Infrastructure) MAP**

Mr Zavitsanos presented the scope document. Crowe Horwath to make reference to any VAGO report on this topic.

**Committee Resolution**

That the Committee endorse the MAP.

Moved Cr Massoud, Seconded Cr Stennett

**CARRIED**

**Privacy & Data Protection Act Management MAP**

Mr Zavitsanos presented the scope document. Management to review scope with Crowe Horwath and make any recommendations should further resting be required upon completion of review involving privacy cloud-based solutions.

**Committee Resolution**

That the Committee endorse the MAP.

Moved Cr Massoud, Seconded Cr Stennett

**CARRIED**

**9.4 Other (including matters scheduled from Audit Committee Plan) – Nil**

**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**10 EXTERNAL AUDIT**

**10.1 Reports – Nil**

**10.2 Other (including matters scheduled from Audit Committee Plan) – Nil**

**11 STATUS/FOLLOW UP OUTSTANDING**

**11.1 Audit Report Items**

**Progress on Internal Audit Report Recommendations**

The progress report on outstanding Internal Audit Report actions for the period was presented.

The Committee noted that the completed items be removed from outstanding items subject to Crowe Horwath recommendation. AAC accepts recommendation for removal of items noted as complete. AAC and Management recommended four items for Crowe Horwath to schedule follow-up review.

**Committee Resolution**

That the Committee endorse the progress report recommendations.  
Moved Cr Stennett, Seconded Ms Woolmer

**CARRIED**

**11.2 Audit Committee Matters**

**Self-Assessment AAC Performance 2017-18**

The consolidated assessment results were noted. Management to develop a draft IA charter for consideration at the May AAC meeting.

**Committee Resolution**

That the Committee note the report.  
Moved Cr Massoud, Seconded Cr Stennett

**CARRIED**

**12 OFFICERS REPORTS**

**12.1 Risk Management**

**November Bi-Annual Report**

Mr Kerwin spoke to the progress report on risk management activities within Council including an update on the risk management action plan, emerging risks and business continuity activities.

**Committee Resolution**

That the Committee note the comprehensive progress report.  
Moved Ms Woolmer, Seconded Cr Massoud

**CARRIED**

**12.2 Financial & Performance Reports**

**September Quarterly Performance Report**

Mr Cann spoke to the circulated report.

**Committee Resolution**

That the Committee note the performance report.  
Moved Cr Stennett, Seconded Ms Woolmer

**CARRIED**

**12.3 Fraud Control & Special Investigations – Nil**

**12.4 Other (including matters scheduled from Audit Committee Plan)**

**External Vulnerability Testing Update**

Mr Smith provided an update to the circulated report – the re-testing results for the low risk items have now been remediated so all items are now resolved. Vulnerability testing to be included in the AAC plan for future reporting.



**9.3.2 – ATTACHMENT 1. Quarterly Performance Report - Q3 January - March 2019**

**Committee Resolution**

That the Committee note the update report.  
Moved Cr Stennett, Seconded Ms Woolmer

**CARRIED**

**13 CORRESPONDENCE**

**13.1 VAGO**

**Delivering Local Government Services**

The recently released summary report was noted.

**13.2 DELWP – Nil**

**13.3 MAV – Nil**

**14 OTHER BUSINESS – Nil**

**15 CONFIRMATION OF DATE OF NEXT MEETING**

**Audit Advisory Committee Meeting Schedule 2019**

The schedule of meeting dates for 2019 was circulated.

**Committee Resolution**

That the Committee note the schedule of meetings for 2019.  
Moved Cr Massoud, Seconded Cr Stennett

**CARRIED**

**16 CLOSURE OF MEETING**

The meeting closed at 11.55 am.

9.3.6            Review of Council Delegations to  
Council Staff: (Planning Related)  
and (Non-Planning Related)

Attachment 1    S6 - Instrument of Delegation by Council  
to Members of Council Staff - Planning

Attachment 2    S6 - Instrument of Delegation by Council  
to Members of Council Staff - Various  
Acts

**9.3.6 – ATTACHMENT 1.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Planning**

**ATTACHMENT 1**

***S6. Instrument of Delegation – Members of Staff***

**Whitehorse City Council**

**Instrument of Delegation**

**to**

**Members of Council Staff**

**Under the Planning and Environment Act 1987  
and Regulations**

**9.3.6 – ATTACHMENT 1.**

**S6 - Instrument of Delegation by Council to Members of Council Staff - Planning**

## Instrument of Delegation

In exercise of the power conferred by section 98(1) of the *Local Government Act 1989* and the other legislation referred to in the attached Schedule, the Council:

1. delegates each duty and/or function and/or power described in column 1 of the Schedule (and summarised in column 2 of the Schedule) to the member of Council staff holding, acting in or performing the duties of the office or position described opposite each such duty and/or function and/or power in column 3 of the Schedule;
2. records that a reference in the Schedule to:

Abbreviation	means	Position Title
AMSTP		Assistant Manager Statutory Planning
CEO		Chief Executive Officer
CSTRP		Coordinator Strategic Planning
DP		Development Planner
GMCD		General Manager City Development
GMI		General Manager Infrastructure
MP&B		Manager Planning and Building
P&BAO		Planning and Building Administration Officer
PEO		Planning Enforcement Officer
POs		Planning Officers which includes TLSTP, PP, DP, UP and SPO
PP		Principal Planner
STRP		Strategic Planner
SPO		Subdivision Planning Officer
SSTRP		Senior Strategic Planner
TLSTP		Team Leader Statutory Planning
TLSTPE		Team Leader Statutory Planning Enforcement
UP		Urban Planner

**9.3.6 – ATTACHMENT 1.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Planning**

3. declares that:
- 3.1 this Instrument of Delegation is authorised by a resolution of Council passed on May 2019; and
- 3.2 the delegation:
- 3.2.1 comes into force immediately the common seal of Council is affixed to this Instrument of Delegation;
- 3.2.2 remains in force until varied or revoked;
- 3.2.3 is subject to any conditions and limitations set out in sub-paragraph 3.3, and the Schedule; and
- 3.2.4 must be exercised in accordance with any guidelines or policies which Council from time to time adopts; and
- 3.3 the delegate must not determine the issue, take the action or do the act or thing:
- 3.3.1 if the issue, action, act or thing is an issue, action or thing which Council has previously designated as an issue, action, act or thing which must be the subject of a Resolution of Council; or
- 3.3.2 if the determining of the issue, taking of the action or doing of the act or thing would or would be likely to involve a decision which is inconsistent with a
- (a) policy; or
- (b) strategy
- adopted by Council; or
- 3.3.3 if the determining of the issue, the taking of the action or the doing of the act or thing cannot be the subject of a lawful delegation, whether on account of section 98(1)(a) - (f) (inclusive) of the Act or otherwise; or
- 3.3.4 the determining of the issue, the taking of the action or the doing of the act or thing is already the subject of an exclusive delegation to another member of Council staff.

**THE COMMON SEAL OF THE** )  
**WHITEHORSE CITY COUNCIL** )  
was hereunto affixed this day )  
of May 2019 in the presence of: )

..... **Councillor**

..... **Chief Executive Officer**



**9.3.6 – ATTACHMENT 1.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Planning**

**SCHEDULE**

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 4B	Power to prepare an amendment to the Victorian Planning Provisions.	GMCD and MP&B.	If authorised by the Minister.
s 4G	Function of receiving prescribed documents and a copy of the Victorian Planning Provisions from the Minister.	GMCD, MP&B, CSTRP, SSTRP and STRP.	
s 4H	Duty to make amendment to Victorian Planning Provisions available.	GMCD, MP&B, CSTRP, SSTRP and STRP.	
s 4I	Duty to keep Victorian Planning Provisions and other documents available.	GMCD, MP&B, CSTRP, SSTRP, STRP and P&BAO.	
s 8A(2)	Power to prepare amendment to the planning scheme where the Minister has given consent under s 8A.	GMCD and MP&B.	
s 8A(3)	Power to apply to Minister to prepare an amendment to the planning scheme.	GMCD and MP&B.	
s 8A(5)	Function of receiving notice of the Minister's decision.	GMCD, MP&B, SSTRP and STRP.	
s 8A(7)	Power to prepare the amendment specified in the application without the Minister's authorisation if no response received after 10 business days.	GMCD, MP&B, SSTRP and STRP.	

Whitehorse City Council – Delegation from Council to Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 8B(2)	Power to apply to the Minister for authorisation to prepare an amendment to the planning scheme of an adjoining municipal district.	Not delegated.	
s 12(3)	Power to carry out studies and do things to ensure proper use of land and consult with other persons to ensure co-ordination of planning scheme with these persons.	CEO, GMCD, MP&B, AMSTP and CSTRP.	
s 12A(1)	Duty to prepare a municipal strategic statement (including power to prepare a municipal strategic statement under s 19 of the <i>Planning and Environment (Planning Schemes) Act 1996</i> ).	GMCD and MP&B.	
s 12B(1)	Duty to review planning scheme.	GMCD and MP&B.	
s 12B(2)	Duty to review planning scheme at direction of Minister.	GMCD and MP&B.	
s 12B(5)	Duty to report findings of review of planning scheme to Minister without delay.	GMCD and MP&B.	
s 14	Duties of a Responsible Authority as set out in s 14(a) to (d).	CEO, GMCD, MP&B, AMSTP and CSTRP.	
s 17(1)	Duty of giving copy amendment to the planning scheme.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 17(2)	Duty of giving copy s 173 agreement.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 17(3)	Duty of giving copy amendment, explanatory report and relevant documents to the Minister within 10 business days.	GMCD and MP&B.	
s 18	Duty to make amendment etc. available.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 19	Power to give notice, to decide not to give notice, to publish notice of amendment to a planning scheme and to exercise any other power under s 19 to a planning scheme.	CEO and GMCD. MP&B, SSTRP and STRP.	May give notice to the Minister. May give notice to a public authority or a Council.
s 19	Function of receiving notice of preparation of an amendment to a planning scheme.	GMCD, MP&B, CSTRP, SSTRP and STRP.	Where Council is not the planning authority and the amendment affects land within Council's municipal district; or Where the amendment will amend the planning scheme to designate Council as an acquiring authority.
s 20(1)	Power to apply to Minister for exemption from the requirements of s 19.	CEO, GMCD and MP&B.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 21(2)	Duty to make submissions available.	GMCD, MP&B, CSTRP, SSTRP and STRP.	
s 21A(4)	Duty to publish notice.	GMCD, MP&B and CSTRP.	
s 22	Duty to consider all submissions.	CEO, GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	Except submissions which request a change to the items in s 22(5)(a) and (b).
s 23(1)(b)	Duty to refer submissions which request a change to the amendment to a panel.	GMCD, MP&B and CSTRP.	
s 23(2)	Power to refer to a panel submissions which do not require a change to the amendment.	GMCD, MP&B, AMSTP and CSTRP.	
s 24	Function to represent Council and present a submission at a panel hearing (including a hearing referred to in s 96D).	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 26(1)	Power to make report available for inspection.	GMCD, MP&B, CSTRP, SSTRP and STRP.	
s 26(2)	Duty to keep report of panel available for inspection.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 27(2)	Power to apply for exemption if panel's report not received.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 28	Duty to notify the Minister if abandoning an amendment.	CEO and GMCD.	Note: The power to make a decision to abandon an amendment cannot be delegated.
s 30(4)(a)	Duty to say if amendment has lapsed.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 30(4)(b)	Duty to provide information in writing upon request.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 32(2)	Duty to give more notice if required.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 33(1)	Duty to give more notice of changes to an amendment.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 36(2)	Duty to give notice of approval of amendment.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	

9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 38(5)	Duty to give notice of revocation of an amendment.	CEO, GMCD, MP&B AMSTP, CSTRP, SSTRP and STRP.	
s 39	Function of being a party to a proceeding commenced under s 39 and duty to comply with determination by VCAT.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 40(1)	Function of lodging copy of approved amendment.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 41	Duty to make approved amendment available.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 42	Duty to make copy of planning scheme available.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46AAA	Duty to prepare an amendment to a planning scheme that relates to Yarra River land that is not inconsistent with anything in a Yarra Strategic Plan which is expressed to be binding on the responsible public entity.	Not applicable.	Whitehorse is not within the Yarra River land area.
s 46AW	Function of being consulted by the Minister.	Not applicable.	Where Council is a responsible public entity.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46AX	Function of receiving a draft Statement of Planning Policy and written direction in relation to the endorsement of the draft Statement of Planning Policy. Power to endorse the draft Statement of Planning Policy.	Not applicable.	Where Council is a responsible public entity.
s 46AZC(2)	Duty not to prepare an amendment to a declared area planning scheme that is inconsistent with a Statement of Planning Policy for the declared area that is expressed to be binding on the responsible public entity.	Not applicable.	Where Council is a responsible public entity.
s 46AZK	Duty not to act inconsistently with any provision of the Statement of Planning Policy that is expressed to be binding on the public entity when performing a function or duty or exercising a power in relation to the declared area.	Not applicable.	Where Council is a responsible public entity.
s 46GI(2)(b)(i)	Power to agree to a lower rate of standard levy for a class of development of a particular type of land than the rate specified in a Minister's direction.	Not applicable.	Where Council is the planning authority, the municipal Council of the municipal district in which the land is located and/or the development agency.
s 46GJ(1)	Function of receiving written directions from the Minister in relation to the preparation and content of infrastructure contributions plans.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GK	Duty to comply with a Minister's direction that applies to Council as the planning authority.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GN(1)	Duty to arrange for estimates of values of inner public purpose land.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GO(1)	Duty to give notice to owners of certain inner public purpose land.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GP	Function of receiving a notice under s 46GO.	Not applicable.	Where Council is the collecting agency.
s 46GQ	Function of receiving a submission from an affected owner who objects to the estimated value per hectare (or other appropriate unit of measurement) of the inner public purpose land.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GR(1)	Duty to consider every submission that is made by the closing date for submissions included in the notice under s 46GO.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GR(2)	Power to consider a late submission. Duty to consider a late submission if directed to do so by the Minister.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GS(1)	Power to accept or reject the estimate of the value of the inner public purpose land in a submission made under s 46GQ.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GS(2)	Duty, if Council rejects the estimate of the value of the inner public purpose land in the submission, to refer the matter to the valuer-general, and notify the affected owner of the rejection and that the matter has been referred to the valuer-general.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GT(2)	Duty to pay half of the fee fixed by the valuer-general for arranging and attending the conference.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GT(4)	Function of receiving, from valuer-general, written confirmation of agreement between the planning authority's valuer and affected owner's valuer as to estimated value of the inner public purpose land.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GT(6)	Function of receiving, from the valuer-general, written notice of a determination under s 46GT(5).	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	

9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GU	Duty not to adopt an amendment under s 29 to an infrastructure contributions plan that specifies a land credit amount or a land equalisation amount that relates to a parcel of land in the ICP plan area of the plan unless the criteria in s 46GU(1)(a) and (b) are met.	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46GV(3)	Function of receiving the monetary component and any land equalisation amount of the infrastructure contribution. Power to specify the manner in which the payment is to be made.	Not applicable.	Where Council is the collecting agency.
s 46GV(3)(b)	Power to enter into an agreement with the applicant.	Not applicable.	Where Council is the collecting agency.
s 46GV(4)(a)	Function of receiving the inner public purpose land in accordance with s 46GV(5) and (6).	Not applicable.	Where Council is the development agency.
s 46GV(4)(b)	Function of receiving the inner public purpose land in accordance with s 46GV(5) and (6).	Not applicable.	Where Council is the collecting agency.
s 46GV(7)	Duty to impose the requirements set out in s 46GV(3) and (4) as conditions on the permit applied for by the applicant to develop the land in the ICP plan area.	GMCD, MP&B, AMSTP, CSTRP, SSTRP, STRP and POs.	

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GV(9)	Power to require the payment of a monetary component or the provision of the land component of an infrastructure contribution to be secured to Council's satisfaction.	Not applicable.	Where Council is the collecting agency.
s 46GX(1)	Power to accept works, services or facilities in part or full satisfaction of the monetary component of an infrastructure contribution payable.	Not applicable.	Where Council is the collecting agency.
s 46GX(2)	Duty, before accepting the provision of works, services or facilities by an applicant under s 46GX(1), to obtain the agreement of the development agency or agencies specified in the approved infrastructure contributions plan.	Not applicable.	Where Council is the collecting agency.
s 46GY(1)	Duty to keep proper and separate accounts and records.	Not applicable.	Where Council is the collecting agency.
s 46GY(2)	Duty to keep the accounts and records in accordance with <i>Local Government Act 1989</i> .	Not applicable.	Where Council is the collecting agency.
s 46GZ(2)(a)	Duty to forward any part of the monetary component that is imposed for plan preparation costs to the planning authority that incurred those costs.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan. This duty does not apply where Council is that planning authority.
s 46GZ(2)(a)	Function of receiving the monetary component.	Not applicable.	Where the Council is the planning authority. This duty does not apply where Council is also the collecting agency.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GZ(2)(b)	Duty to forward any part of the monetary component that is imposed for the provision of works, services or facilities to the development agency that is specified in the plan as responsible for those works, services or facilities.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan. This provision does not apply where Council is also the relevant development agency.
s 46GZ(2)(b)	Function of receiving the monetary component.	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan. This provision does not apply where Council is also the collecting agency.
s 46GZ(4)	Duty to use any land equalisation amounts to pay land credit amounts under s 46GZ(7), except any part of those amounts that are to be forwarded to a development agency under s 46GZ(5).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZ(5)	Duty to forward any part of a land equalisation amount required for the acquisition of outer public purpose land by a development agency specified in the approved infrastructure contributions plan to that development agency.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan. This provision does not apply where Council is also the relevant development agency.
s 46GZ(5)	Function of receiving any part of a land equalisation amount required for the acquisition of outer public purpose land.	Not applicable.	Where Council is the development agency specified in the approved infrastructure contributions plan. This provision does not apply where Council is also the collecting agency.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GZ(7)	Duty to pay to each person who must provide an infrastructure contribution under the approved infrastructure contributions plan any land credit amount to which the person is entitled under s 46GW.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZ(9)	Duty to transfer the estate in fee simple in the land to the development agency specified in the approved infrastructure contributions plan as responsible for the use and development of that land.	Not applicable.	If any inner public purpose land is vested in Council under the <i>Subdivision Act 1988</i> or acquired by Council before the time it is required to be provided to Council under s 46GV(4). Where Council is the collecting agency under an approved infrastructure contributions plan. This duty does not apply where Council is also the development agency.
s 46GZ(9)	Function of receiving the fee simple in the land.	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan. This duty does not apply where Council is also the collecting agency.
s 46GZA(1)	Duty to keep proper and separate accounts and records.	Not applicable.	Where Council is a development agency under an approved infrastructure contributions plan.
s 46GZA(2)	Duty to keep the accounts and records in accordance with the <i>Local Government Act 1989</i> .	Not applicable.	Where Council is a development agency under an approved infrastructure contributions plan.
s 46GZB(3)	Duty to follow the steps set out in s 46GZB(3)(a) - (c).	Not applicable.	Where Council is a development agency under an approved infrastructure contributions plan.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Planning**

<b>PLANNING AND ENVIRONMENT ACT 1987</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 46GZB(4)	Duty, in accordance with requirements of the VPA, to report on the use of the infrastructure contribution in the development agency's annual report and provide reports on the use of the infrastructure contribution to the VPA.	Not applicable.	If the VPA is the collecting agency under an approved infrastructure contributions plan. Where Council is a development agency under an approved infrastructure contributions plan.
s 46GZD(2)	Duty, within 6 months after the date on which the approved infrastructure contributions plan expires, to follow the steps set out in s 46GZD(2)(a) and (b).	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan.
s 46GZD(3)	Duty to follow the steps set out in s 46GZD(3)(a) and (b).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZD(5)	Duty to make payments under s 46GZD(3) in accordance with ss 46GZD(5)(a) and 46GZD(5)(b).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZE(2)	Duty to forward the land equalisation amount back to the collecting agency within 6 months after the expiry date if any part of a land equalisation amount paid or forwarded to a development agency for acquiring outer public purpose land has not been expended by the development agency to acquire that land at the date on which the approved infrastructure contributions plan expires.	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan. This duty does not apply where Council is also the collecting agency.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GZE(2)	Function of receiving the unexpended land equalisation amount.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan. This duty does not apply where Council is also the development agency.
s 46GZE(3)	Duty, within 12 months after the date on which the approved infrastructure contributions plan expires, to follow the steps set out in s 46GZE(3)(a) and (b).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZF(2)	Duty, within 12 months after date on which the approved infrastructure contributions plan expires, to use public purpose land for a public purpose approved by Minister or sell public purpose land.	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan.
s 46GZF(3)	Duty, if land is sold under s 46GZF(2)(b), to follow the steps in s 46GZF(3)(a) and (b).	Not applicable.	Where Council is the development agency under an approved infrastructure contributions plan.
s 46GZF(3)	Function of receiving proceeds of sale.	Not applicable.	Where Council is the collection agency under an approved infrastructure contributions plan. This provision does not apply where Council is also the development agency.
s 46GZF(4)	Duty to divide the proceeds of the public purpose land among the current owners of each parcel of land in the ICP plan area and pay each current owner a portion of the proceeds in accordance with s 46GZF(5).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.

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Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46GZF(6)	Duty to make the payments under s 46GZF(4) in accordance with s 46GZF(6)(a) and (b).	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZH	Power to recover monetary component, or any land equalisation amount of the land component, payable under Part 3AB as a debt in any court of competent jurisdiction.	Not applicable.	Where Council is the collecting agency under an approved infrastructure contributions plan.
s 46GZI	Duty to prepare and give a report to the Minister at the times required by the Minister.	Not applicable.	Where Council is a collecting agency or development agency.
s 46GZK	Power to deal with public purpose land which has vested in, been acquired by, or transferred to, Council.	Not applicable.	Where Council is a collecting agency or development agency.
s 46LB(3)	Duty to publish, on Council's Internet site, the payable dwelling amount for a financial year on or before 1 July of each financial year for which the amount is adjusted under s 46LB(2).	GMCD, MP&B, AMSTP, CSTRP, SSTRP and STRP.	
s 46N(1)	Duty to include condition in permit regarding payment of development infrastructure levy.	GMCD, MP&B, AMSTP, CSTRP, SSTRP, STRP and POs.	
s 46N(2)(c)	Function of determining time and manner for receipt of development contributions levy.	GMCD, MP&B, AMSTP and CSTRP.	

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S6 - Instrument of Delegation by Council to Members of Council Staff -  
Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46N(2)(d)	Power to enter into an agreement with the applicant regarding payment of development infrastructure levy.	GMCD, MP&B, AMSTP and CSTRP.	
s 46O(1)(a) & (2)(a)	Power to ensure that community infrastructure levy is paid, or agreement is in place, prior to issuing building permit.	GMCD, MP&B, AMSTP and CSTRP.	
s 46O(1)(d) & (2)(d)	Power to enter into agreement with the applicant regarding payment of community infrastructure levy.	GMCD, MP&B, AMSTP and CSTRP.	
s 46P(1)	Power to require payment of amount of levy under s 46N or 46O to be satisfactorily secured.	GMCD, MP&B, AMSTP and CSTRP.	
s 46P(2)	Power to accept provision of land, works, services or facilities in part or full payment of levy payable.	GMCD and MP&B.	
s 46Q(1)	Duty to keep proper accounts of levies paid.	GMCD and MP&B.	
s 46Q(1A)	Duty to forward to development agency part of levy imposed for carrying out works, services, or facilities on behalf of development agency or plan preparation costs incurred by a development agency.	GMCD, MP&B, AMSTP and CSTRP.	

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**S6 - Instrument of Delegation by Council to Members of Council Staff - Planning**

<b>PLANNING AND ENVIRONMENT ACT 1987</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 46Q(2)	Duty to apply levy only for a purpose relating to the provision of plan preparation costs or the works, services and facilities in respect of which the levy was paid etc.	GMCD and MP&B.	
s 46Q(3)	Power to refund any amount of levy paid if it is satisfied the development is not to proceed.	GMCD and MP&B.	Only applies when levy is paid to Council as a 'development agency'.
s 46Q(4)(c)	Duty to pay amount to current owners of land in the area if an amount of levy has been paid to a municipal Council as a development agency for plan preparation costs incurred by the Council or for the provision by Council of works, services or facilities in an area under s 46Q(4)(a).	CEO, GMCD and MP&B.	Must be done within six months of the end of the period required by the development contributions plan and with the consent of, and in the manner approved by, the Minister.
s 46Q(4)(d)	Duty to submit to the Minister an amendment to the approved development contributions plan.	GMCD and MP&B.	Must be done in accordance with Part 3.
s 46Q(4)(e)	Duty to expend that amount on other works etc.	GMCD and MP&B.	With the consent of, and in the manner approved by, the Minister.
s 46QC	Power to recover any amount of levy payable under Part 3B.	GMCD and MP&B.	
s 46QD	Duty to prepare report and give a report to the Minister.	GMCD.	Where Council is a collecting agency or development agency.

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Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 46V(3)	Duty to make a copy of the approved strategy plan (being the Melbourne Airport Environs Strategy Plan) and any documents lodged with it available.	Not delegated.	Not applicable for Whitehorse.
s 46Y	Duty to carry out works in conformity with the approved strategy plan.	Not delegated.	Not applicable for Whitehorse.
s 47	Power to decide that an application for a planning permit does not comply with that Act.	GMCD, MP&B, AMSTP, TLSTP and PP.	
s 49(1)	Duty to keep a register of all applications for permits and determinations relating to permits.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 49(2)	Duty to make register available for inspection.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	
s 50(4)	Duty to amend application.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 50(5)	Power to refuse to amend application.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 50(6)	Duty to make note of amendment to application in register.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	
s 50A(1)	Power to make amendment to application.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs, P&BAO and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 50A(3)	Power to require applicant to notify owner and make a declaration that notice has been given.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs, P&BAO and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 50A(4)	Duty to note amendment to application in register.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs, P&BAO and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 51	Duty to make copy of application available for inspection.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	

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<b>PLANNING AND ENVIRONMENT ACT 1987</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 52(1)(a)	Duty to give notice of the application to owners/occupiers of adjoining allotments unless satisfied that the grant of permit would not cause material detriment to any person.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP, DP and SPO.	The SPO is authorised to exercise this for subdivision applications only. In case of a decision not to give notice of an application, this delegation must only be exercised by the GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.
s 52(1)(b)	Duty to give notice of the application to other municipal Council where appropriate.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 52(1)(c)	Duty to give notice of the application to all persons required by the planning scheme.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 52(1)(ca)	Duty to give notice of application to owners and occupiers of land benefited by registered restrictive covenant if may result in breach of covenant.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 52(1)(cb)	Duty to give notice of the application to owners and occupiers of land benefited by a registered restrictive covenant if application is to remove or vary the covenant.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 52(1)(d)	Duty to give notice of the application to other persons who may be detrimentally effected.	GMCD, MP&B, AMSTP, CSTRP and POs.	

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S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 52(1AA)	Duty to give notice of an application to remove or vary a registered restrictive covenant.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 52(3)	Power to give any further notice of an application where appropriate.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 53(1)	Power to require the applicant to give notice under s 52(1) to persons specified by it.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP and DP.	
s 53(1A)	Power to require the applicant to give the notice under s 52(1AA).	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP and DP.	
s 54(1)	Power to require the applicant to provide more information.	GMCD, MP&B, AMSTP, CSTRP and POs.	Must be in accordance with the Delegation Policy.
s 54(1A)	Duty to give notice in writing of information required under s 54(1).	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 54(1B)	Duty to specify the lapse date for an application.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.

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S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 54A(3)	Power to decide to extend time or refuse to extend time to give required information.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only. A decision to refuse to extend time in response to any request pursuant to Section 54A(1) must only be exercised by the GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.
s 54A(4)	Duty to give written notice of decision to extend or refuse to extend time under s 54A(3).	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 55(1)	Duty to give copy application, together with the prescribed information, to every referral authority specified in the planning scheme.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 57(2A)	Power to reject objections considered made primarily for commercial advantage for the objector.	CEO, GMCD and MP&B.	
s 57(3)	Function of receiving name and address of persons to whom notice of decision is to go.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 57(5)	Duty to make available for inspection copy of all objections.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	



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Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 57A(4)	Duty to amend application in accordance with applicant's request, subject to s 57A(5).	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 57A(5)	Power to refuse to amend application.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 57A(6)	Duty to note amendments to application in register.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 57B(1)	Duty to determine whether and to whom notice should be given.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 57B(2)	Duty to consider certain matters in determining whether notice should be given.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 57C(1)	Duty to give copy of amended application to referral authority.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 58	Duty to consider every application for a permit.	GMCD, MP&B, AMSTP, CSTRP and POs.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 58A	Power to request advice from the Planning Application Committee.	CEO and GMCD.	
s 60	Duty to consider certain matters.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 60(1A)	Duty to consider certain matters.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 60(1B)	Duty to consider number of objectors in considering whether use or development may have significant social effect.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 61(1)	Power to determine permit application, either to decide to grant a permit, to decide to grant a permit with conditions or to refuse a permit application.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP, DP and SPO.	The permit must not be inconsistent with a cultural heritage management plan under the Aboriginal Heritage Act 2006. The SPO is authorised to exercise this for subdivision applications only. A decision to reuse a permit application must only be exercised by GMCD, MP&B, CSTRP, TLSTP AND PP, except any application "called in" by a Councillor.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			<p>The decision to grant a permit with or without conditions or a Notice of Decision with or without conditions, This power cannot be exercised in relation to:</p> <ul style="list-style-type: none"> <li>a) any application "called in" by a Councillor, whereby a Councillor advises the General Manager City Development, Manager Planning and Building, Assistant Manager Statutory Planning, Coordinator Strategic Planning, Team Leader Statutory Planning or Principal Planner that the planning application must be reported to Council for determination;</li> <li>b) any major development proposal or any other application where considered to be warranted by the delegate;</li> <li>c) an application where there is considered by the delegate to be significant non-compliance with the relevant Council Policy, the Whitehorse Planning Scheme and/or any incorporated document to the planning scheme;</li> <li>d) an application for a single dwelling or dwelling addition where there are 12 or more objector properties;</li> <li>e) an application for multiple dwellings where there are 12 or more objector properties;</li> </ul>

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			<p>f) an application for accommodation where there are 12 or more objector properties;</p> <p>g) an application for non-residential use and/or development outside a residential zone where there are 20 or more objector properties; or</p> <p>h) an application for non-residential use and/or development within a residential zone where there are 12 or more objector properties.</p> <p>The decision must be dual signed by the responsible officer and delegate and must be in accordance with the delegation policy.</p>
s 61(2)	Duty to decide to refuse to grant a permit if a relevant determining referral authority objects to grant of permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.	
s 61(2A)	Power to decide to refuse to grant a permit if a relevant recommending referral authority objects to the grant of permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.	
s 61(3)(a)	Duty not to decide to grant a permit to use coastal Crown land without Minister's consent.	Not delegated.	Not applicable for Whitehorse.
s 61(3)(b)	Duty to refuse to grant the permit without the Minister's consent.	GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.	

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Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 62(1)	Duty to include certain conditions in deciding to grant a permit.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(2)	Power to include other conditions.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(4)	Duty to ensure conditions are consistent with paragraphs (a), (b) and (c).	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(5)(a)	Power to include a permit condition to implement an approved development contributions plan or an approved infrastructure contributions plan.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(5)(b)	Power to include a permit condition that specified works be provided on or to the land or paid for in accordance with s 173 agreement.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(5)(c)	Power to include a permit condition that specified works be provided or paid for by the applicant.	GMCD, MP&B, AMSTP, CSTRP, POs and SPO.	The SPO is authorised to exercise this for subdivision applications only.
s 62(6)(a)	Duty not to include a permit condition requiring a person to pay an amount for or provide works except in accordance with ss 46N(1), 46GV(7) or 62(5).	GMCD, MP&B, AMSTP, CSTRP and POs.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 62(6)(b)	Duty not to include a permit condition requiring a person to pay an amount for or provide works except a condition that a planning scheme requires to be included as referred to in s 62(1)(a).	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 63	Duty to issue the permit where made a decision in favour of the application (if no one has objected).	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 64(1)	Duty to give notice of decision to grant a permit to applicant and objectors.	GMCD, MP&B, AMSTP, CSTRP and POs.	This provision applies also to a decision to grant an amendment to a permit - see s 75.
s 64(3)	Duty not to issue a permit until after the specified period.	GMCD, MP&B, AMSTP, CSTRP and POs.	This provision applies also to a decision to grant an amendment to a permit - see s 75.
s 64(5)	Duty to give each objector a copy of an exempt decision.	GMCD, MP&B, AMSTP, CSTRP, TLSTP and POs.	This provision applies also to a decision to grant an amendment to a permit - see s 75.
s 64A	Duty not to issue permit until the end of a period when an application for review may be lodged with VCAT or until VCAT has determined the application, if a relevant recommending referral authority has objected to the grant of a permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP and POs.	This provision applies also to a decision to grant an amendment to a permit - see s 75A.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 65(1)	Duty to give notice of refusal to grant permit to applicant and person who objected under s 57.	GMCD, MP&B, AMSTP, CSTRP and POs.	
s 66(1)	Duty to give notice under s 64 or s 65 and copy permit to relevant determining referral authorities.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP, POs and P&BAO.	
s 66(2)	Duty to give a recommending referral authority notice of its decision to grant a permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	If the recommending referral authority objected to the grant of the permit or the responsible authority decided not to include a condition on the permit recommended by the recommending referral authority.
s 66(4)	Duty to give a recommending referral authority notice of its decision to refuse a permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	If the recommending referral authority objected to the grant of the permit or the recommending referral authority recommended that a permit condition be included on the permit.
s 66(6)	Duty to give a recommending referral authority a copy of any permit which Council decides to grant and a copy of any notice given under s 64 or 65.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, POs and P&BAO.	If the recommending referral authority did not object to the grant of the permit or the recommending referral authority did not recommend a condition be included on the permit.
s 69(1)	Function of receiving application for extension of time of permit.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP and P&BAO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 69(1A)	Function of receiving application for extension of time to complete development.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP and P&BAO.	
s 69(2)	Power to extend time.	GMCD, MP&B, AMSTP, CSTRP, TLSTP, PP, DP and SPO.	The power to refuse to extend time must only be exercised by GMCD, MP&B, AMSTP, CSTRP, TLSTP and PP.  The SPO is authorised to exercise this for subdivision applications only.  All decisions must be dual signed by the responsible officer and delegate and be in accordance with Delegation Policy.
s 70	Duty to make copy permit available for inspection.	GMCD, MP&B, AMSTP, TLSTP, POs and P&BAO.	
s 71(1)	Power to correct certain mistakes.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and DP.	All decisions must be dual signed by the responsible officer and Delegate and be in accordance with Delegation Policy.
s 71(2)	Duty to note corrections in register.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	Note – "Register" means a register of Applications pursuant to s 49 of the Act.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 73	Power to decide to grant amendment subject to conditions.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, PP, DP and SPO.	<p>A decision to refuse to grant an amendment to a permit must only be exercised by GMCD, MP&amp;B, AMSTP, TLSTP, CSTRP and PP, except any application "called in" by a Councillor. The SPO is authorised to exercise this for subdivision applications only. The decision to grant with or without conditions or a Notice of Decision with or without conditions. This power cannot be exercised in relation to:</p> <p>a) any application "called in" by a Councillor, whereby a Councillor advises the GMCD, MP&amp;B, AMSTP, CSTRP, TLSTP or PP that the planning application must be reported to Council for determination;</p> <p>b) any major development proposal or any other application where considered to be warranted by the Delegate;</p> <p>c) any application where there is considered by the Delegate to be significant non-compliance with the relevant Council Policy, the Whitehorse Planning Scheme and/or any incorporated document to the Planning Scheme;</p> <p>d) an application for a single dwelling or dwelling addition where there are 12 or more objector properties;</p> <p>e) an application for multiple dwellings where there are 12 or more objector properties;</p> <p>f) an application for accommodation where there are 12 or more objector properties;</p>

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			<p>g) an application for non-residential use and/or development outside a residential zone where there are 20 or more objector properties; or</p> <p>h) an application for non-residential use and/or development within a residential zone where there are 12 or more objector properties.</p> <p>The decision must be dual signed by the responsible officer and delegate and be in accordance with Delegation Policy.</p>
s 74	Duty to issue amended permit to applicant if no objectors.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 76	Duty to give applicant and objectors notice of decision to refuse to grant amendment to permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 76A(1)	Duty to give relevant determining referral authorities copy of amended permit and copy of notice.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 76A(2)	Duty to give a recommending referral authority notice of its decision to grant an amendment to a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	If the recommending referral authority objected to the amendment of the permit or the responsible authority decided not to include a condition on the amended permit recommended by the recommending referral authority.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 76A(4)	Duty to give a recommending referral authority notice of its decision to refuse a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	If the recommending referral authority objected to the amendment of the permit or the recommending referral authority recommended that a permit condition be included on the amended permit.
s 76A(6)	Duty to give a recommending referral authority a copy of any amended permit which Council decides to grant and a copy of any notice given under s 64 or 76.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	If the recommending referral authority did not object to the amendment of the permit or the recommending referral authority did not recommend a condition be included on the amended permit.
s 76D	Duty to comply with direction of Minister to issue amended permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 83	Function of being respondent to an appeal.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 83B	Duty to give or publish notice of application for review.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 84(1)	Power to decide on an application at any time after an appeal is lodged against failure to grant a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and SPO.	For approvals, this power cannot be exercised in relation to: a) any application "called in" by a Councillor, whereby a Councillor advises the GMCD, MP&B, AMSTP, CSTRP, TLSTP or PP that the planning application must be reported to Council for determination;

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S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			<p>b) any major development proposal or any other application where considered to be warranted by the Delegate;</p> <p>c) any application where there is considered by the Delegate to be significant non-compliance with the relevant Council Policy, the Whitehorse Planning Scheme and/or any incorporated document to the Planning Scheme;</p> <p>d) an application for a single dwelling or dwelling addition where there are 12 or more objector properties;</p> <p>e) an application for multiple dwellings where there are 12 or more objector properties;</p> <p>f) an application for accommodation where there are 12 or more objector properties;</p> <p>g) an application for non-residential use and/or development outside a residential zone where there are 20 or more objector properties; or</p> <p>h) an application for non-residential use and/or development within a residential zone where there are 12 or more objector properties.</p> <p>In addition, the decision to refuse in this instance can be exercised over all applications despite the exemptions above, with the exception of any application "called in" by a Councillor.</p> <p>This does not apply if there is insufficient time for the matter to be reported to Council whereby the</p>

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S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			decision will be discussed with the ward Councillors prior to it being made, The decision must be dual signed by the responsible officer and delegate and must be in accordance with the Delegation Policy. The SPO is authorised to exercise this for subdivision applications only.
s 84(2)	Duty not to issue a permit or notice of decision or refusal after an application is made for review of a failure to grant a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 84(3)	Duty to tell principal registrar if decide to grant a permit after an application is made for review of its failure to grant a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 84(6)	Duty to issue permit on receipt of advice within 3 working days.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 84AB	Power to agree to confining a review by the Tribunal.	GMCD and MP&B.	
s 86	Duty to issue a permit at order of Tribunal within 3 working days.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 87(3)	Power to apply to VCAT for the cancellation or amendment of a permit.	GMCD and MP&B.	

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Planning

PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 90(1)	Function of being heard at hearing of request for cancellation or amendment of a permit.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 91(2)	Duty to comply with the directions of VCAT.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 91(2A)	Duty to issue amended permit to owner if Tribunal so directs.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 92	Duty to give notice of cancellation/amendment of permit by VCAT to persons entitled to be heard under s 90.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 93(2)	Duty to give notice of VCAT order to stop development.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	
s 95(3)	Function of referring certain applications to the Minister.	CEO, GMCD and MP&B.	
s 95(4)	Duty to comply with an order or direction.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 96(1)	Duty to obtain a permit from the Minister to use and develop its land.	GMCD and MP&B.	
s 96(2)	Function of giving consent to other persons to apply to the Minister for a permit to use and develop Council land.	CEO.	
s 96A(2)	Power to agree to consider an application for permit concurrently with preparation of proposed amendment.	CEO, GMCD and MP&B.	
s 96C	Power to give notice, to decide not to give notice, to publish notice and to exercise any other power under s 96C.	CEO, GMCD and MP&B.	
s 96F	Duty to consider the panel's report under s 96E.	GMCD, MP&B, AMSTP and CSTRP.	
s 96G(1)	Power to determine to recommend that a permit be granted or to refuse to recommend that a permit be granted and power to notify applicant of the determination (including power to give notice under s 23 of the <i>Planning and Environment (Planning Schemes) Act 1996</i> ).	GMCD, MP&B, AMSTP and CSTRP.	For approvals, this power cannot be exercised in relation to: a) any application "called in" by a Councillor, whereby a Councillor advises the GMCD, MP&B, AMSTP, STRP, TLSTP or PP that the planning application must be reported to Council for determination; b) any major development proposal or any other application where considered to be warranted by the Delegate; c) any application where there is considered by the Delegate to be significant non-compliance with

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
			<p>the relevant Council Policy, the Whitehorse Planning Scheme and/or any incorporated document to the Planning Scheme;</p> <p>d) an application for a single dwelling or dwelling addition where there are 12 or more objector properties;</p> <p>e) an application for multiple dwellings where there are 12 or more objector properties;</p> <p>f) an application for accommodation where there are 12 or more objector properties;</p> <p>g) an application for non-residential use and/or development outside a residential zone where there are 20 or more objector properties; or</p> <p>h) an application for non-residential use and/or development within a residential zone where there are 12 or more objector properties.</p> <p>In addition:</p> <p>a) in deciding an amendment, the Delegate must not exercise his or her delegation without first conferring with his or her immediate superior; and</p> <p>b) the decision to refuse in this instance can be exercised over all applications despite the exemptions above, with the exception of any application "called in" by a Councillor. This does not apply if there is insufficient time for the matter to be reported to Council whereby the decision will be discussed with the Ward Councillors prior to it being made.</p>

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 96H(3)	Power to give notice in compliance with Minister's direction.	GMCD, MP&B, AMSTP and CSTRP.	
s 96J	Power to issue permit as directed by the Minister.	GMCD, MP&B, AMSTP and CSTRP.	
s 96K	Duty to comply with direction of the Minister to give notice of refusal.	GMCD, MP&B, AMSTP and CSTRP.	
s 96Z	Duty to keep levy certificates given to it under ss 47 or 96A for no less than 5 years from receipt of the certificate.	POs.	
s 97C	Power to request Minister to decide the application.	Not delegated.	
s 97D(1)	Duty to comply with directions of Minister to supply any document or assistance relating to application.	GMCD, MP&B, AMSTP and CSTRP.	
s 97G(3)	Function of receiving from Minister copy of notice of refusal to grant permit or copy of any permit granted by the Minister.	GMCD, MP&B, AMSTP and CSTRP.	
s 97G(6)	Duty to make a copy of permits issued under s 97F available for inspection.	GMCD, MP&B, AMSTP, POs and P&BAO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 97L	Duty to include Ministerial decisions in a register kept under s 49.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	
s 97MH	Duty to provide information or assistance to the Planning Application Committee.	GMCD and MP&B.	
s 97MI	Duty to contribute to the costs of the Planning Application Committee or subcommittee.	GMCD and MP&B.	
s 97O	Duty to consider application and issue or refuse to issue certificate of compliance.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and PP.	
s 97P(3)	Duty to comply with directions of VCAT following an application for review of a failure or refusal to issue a certificate.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 97Q(2)	Function of being heard by VCAT at hearing of request for amendment or cancellation of certificate.	CEO, GMCD, MP&B, AMSTP, TLSTP, CSTRP and PP.	
s 97Q(4)	Duty to comply with directions of VCAT.	CEO, GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 97R	Duty to keep register of all applications for certificate of compliance and related decisions.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 98(1)&(2)	Function of receiving claim for compensation in certain circumstances.	CEO and GMCD.	
s 98(4)	Duty to inform any person of the name of the person from whom compensation can be claimed.	CEO and GMCD.	
s 101	Function of receiving claim for expenses in conjunction with claim.	GMCD, MP&B and AMSTP.	
s 103	Power to reject a claim for compensation in certain circumstances.	CEO and GMCD.	
s 107(1)	Function of receiving claim for compensation.	CEO and GMCD.	
s 107(3)	Power to agree to extend time for making claim.	CEO and GMCD.	
s 114(1)	Power to apply to the VCAT for an enforcement order.	CEO, GMCD, MP&B, AMSTP and TLSTPE.	
s 117(1)(a)	Function of making a submission to the VCAT where objections are received.	GMCD, MP&B, AMSTP, CSTRP, POs and PEO.	
s 120(1)	Power to apply for an interim enforcement order where s 114 application has been made.	CEO, GMCD, MP&B, AMSTP and TLSTPE.	
s 123(1)	Power to carry out work required by enforcement order and recover costs.	GMCD, MP&B, AMSTP, CSTRP, POs and PEO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 123(2)	Power to sell buildings, materials, etc salvaged in carrying out work under s 123(1).	CEO.	Except Crown land.
s 129	Function of recovering penalties.	GMCD, MP&B, AMSTP and TLSTPE.	
s 130(5)	Power to allow person served with an infringement notice further time.	GMCD, MP&B, AMSTP and TLSTPE.	
s 149A(1)	Power to refer a matter to the VCAT for determination.	CEO, GMCD, MP&B, AMSTP and CSTRP.	
s 149A(1A)	Power to apply to VCAT for the determination of a matter relating to the interpretation of a s 173 agreement.	CEO, GMCD, MP&B, AMSTP and CSTRP.	
s 156	Duty to pay fees and allowances (including a payment to the Crown under s 156(2A)), and payment or reimbursement for reasonable costs and expenses incurred by the panel in carrying out its functions unless the Minister directs otherwise under s 156(2B) power to ask for contribution under s 156(3) and power to abandon amendment or part of it under s 156 (4).	GMCD, MP&B, AMSTP and CSTRP.	Where Council is the relevant planning authority.
s 171(2)(f)	Power to carry out studies and commission reports.	CEO, GMCD, MP&B, AMSTP and CSTRP.	
s 171(2)(g)	Power to grant and reserve easements.	CEO, GMCD and MP&B.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 172C	Power to compulsorily acquire any outer public purpose land that is specified in the approved infrastructure contributions plan.	Not applicable.	Where Council is a development agency specified in an approved infrastructure contributions plan.
s 172D(1)	Power to compulsorily acquire any inner public purpose land that is specified in the plan before the time that the land is required to be provided to Council under s 46GV(4).	Not applicable.	Where Council is a collecting agency specified in an approved infrastructure contributions plan.
s 172D(2)	Power to compulsorily acquire any inner public purpose land, the use and development of which is to be the responsibility of Council under the plan, before the time that the land is required to be provided under s 46GV(4).	Not applicable.	Where Council is the development agency specified in an approved infrastructure contributions plan.
s 173(1)	Power to enter into agreement covering matters set out in s 174.	CEO and GMCD.	
s 173(1A)	Power to enter into an agreement with an owner of land for the development or provision of land in relation to affordable housing.	CEO and GMCD.	Where Council is the relevant responsible authority.
---	Power to decide whether something is to the satisfaction of Council, where an agreement made under s 173 of the Planning and Environment Act 1987 requires something to be to the satisfaction of Council or Responsible Authority.	CEO, GMCD, MP&B, AMSTP, TLSTP, CSTRP, POS, TLSTPE and PEO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
---	Power to give consent on behalf of Council, where an agreement made under s 173 of the Planning and Environment Act 1987 requires that something may not be done without the consent of Council or Responsible Authority.	CEO, GMCD, MP&B, AMSTP, CSTRP and POs.	
s 177(2)	Power to end a s 173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9.	CEO.	
s 178	Power to amend a s 173 agreement with the agreement of all those bound by any covenant in the agreement or otherwise in accordance with Division 2 of Part 9.	CEO, GMCD and MP&B.	
s 178A(1)	Function of receiving application to amend or end an agreement.	CEO, GMCD, MP&B, AMSTP, TLSTP, POs and P&BAO.	
s 178A(3)	Function of notifying the owner as to whether it agrees in principle to the proposal under s 178A(1).	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 178A(4)	Function of notifying the applicant and the owner as to whether it agrees in principle to the proposal.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 178A(5)	Power to propose to amend or end an agreement.	CEO, GMCD and MP&B.	
s 178B(1)	Duty to consider certain matters when considering proposal to amend an agreement.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 178B(2)	Duty to consider certain matters when considering proposal to end an agreement.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 178C(2)	Duty to give notice of the proposal to all parties to the agreement and other persons who may be detrimentally affected by decision to amend or end.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 178C(4)	Function of determining how to give notice under s 178C(2).	GMCD, MP&B, AMSTP, TLSTP, CSTRP, PP and DP.	
s 178E(1)	Duty not to make decision until after 14 days after notice has been given.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 178E(2)(a)	Power to amend or end the agreement in accordance with the proposal.	CEO, GMCD, MP&B, AMSTP and TLSTP.	If no objections are made under s 178D. Must consider matters in s 178B.

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 178E(2)(b)	Power to amend or end the agreement in a manner that is not substantively different from the proposal.	CEO, GMCD, MP&B, AMSTP and TLSTP.	If no objections are made under s 178D. Must consider matters in s 178B.
s 178E(2)(c)	Power to refuse to amend or end the agreement.	CEO, GMCD, MP&B, AMSTP and TLSTP.	If no objections are made under s 178D. Must consider matters in s 178B.
s 178E(3)(a)	Power to amend or end the agreement in accordance with the proposal.	CEO, GMCD, MP&B, AMSTP and TLSTP.	After considering objections, submissions and matters in s 178B.
s 178E(3)(b)	Power to amend or end the agreement in a manner that is not substantively different from the proposal.	CEO, GMCD, MP&B, AMSTP and TLSTP.	After considering objections, submissions and matters in s 178B.
s 178E(3)(c)	Power to amend or end the agreement in a manner that is substantively different from the proposal.	CEO, GMCD, MP&B, AMSTP and TLSTP.	After considering objections, submissions and matters in s 178B.
s 178E(3)(d)	Power to refuse to amend or end the agreement.	CEO, GMCD, MP&B, AMSTP and TLSTP.	After considering objections, submissions and matters in s 178B.
s 178F(1)	Duty to give notice of its decision under s 178E(3)(a) or (b).	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 178F(2)	Duty to give notice of its decision under s 178E(2)(c) or (3)(d).	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	
s 178F(4)	Duty not to proceed to amend or end an agreement under s 178E until at least 21 days after notice has been given or until an application for review to the Tribunal has been determined or withdrawn.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	
s 178G	Duty to sign amended agreement and give copy to each other party to the agreement.	CEO.	
s 178H	Power to require a person who applies to amend or end an agreement to pay the costs of giving notices and preparing the amended agreement.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 178I(3)	Duty to notify, in writing, each party to the agreement of the ending of the agreement relating to Crown land.	GMCD, MP&B, AMSTP, TLSTP, CSTRP, POs and P&BAO.	
s 179(2)	Duty to make available for inspection copy agreement.	MP&B, AMSTP, TLSTP and POs.	
s 181	Duty to apply to the Registrar of Titles to record the agreement and to deliver a memorial to Registrar-General.	GMCD, MP&B, AMSTP, CSTRP, POs and P&BAO.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 181(1A)(a)	Power to apply to the Registrar of Titles to record the agreement.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 181(1A)(b)	Duty to apply to the Registrar of Titles, without delay, to record the agreement.	GMCD, MP&B, AMSTP, TLSTP, CSTRP and POs.	
s 182	Power to enforce an agreement.	GMCD, MP&B, AMSTP, TLSTP, POs, TLSTPE and PEO.	
s 183	Duty to tell Registrar of Titles of ending/ amendment of agreement.	GMCD, MP&B, AMSTP, TLSTP and POs.	
s 184F(1)	Power to decide to amend or end an agreement at any time after an application for review of the failure of Council to make a decision.	CEO, GMCD and MP&B.	
s 184F(2)	Duty not to amend or end the agreement or give notice of the decision after an application is made to VCAT for review of a failure to amend or end an agreement.	CEO, GMCD and MP&B.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 184F(3)	Duty to inform the principal registrar if the responsible authority decides to amend or end an agreement after an application is made for the review of its failure to end or amend the agreement.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 184F(5)	Function of receiving advice from the principal registrar that the agreement may be amended or ended in accordance with Council's decision.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 184G(2)	Duty to comply with a direction of the Tribunal.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 184G(3)	Duty to give notice as directed by the Tribunal.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 198(1)	Function to receive application for planning certificate.	Not delegated.	Not applicable for Whitehorse.
s 199(1)	Duty to give planning certificate to applicant.	Not delegated.	Not applicable for Whitehorse.
s 201(1)	Function of receiving application for declaration of underlying zoning.	CEO and GMCD.	
s 201(3)	Duty to make declaration.	GMCD, MP&B, AMSTP, CSTRP and POs.	

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PLANNING AND ENVIRONMENT ACT 1987			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
Whitehorse Planning Scheme	Power to decide, in relation to any planning scheme or permit that a specified thing has or has not been done to the satisfaction of Council.	GMCD, MP&B, AMSTP, CSTRP, POs, SPO, TLSTPE and PEO.	The SPO is authorised to exercise this for subdivision applications only.
Whitehorse Planning Scheme	Power, in relation to any planning scheme or permit, to consent or refuse to consent to any matter which requires the consent or approval of Council.	GMCD, MP&B, AMSTP, CSTRP and POs.	
Whitehorse Planning Scheme	Power to approve any plan or any amendment to a plan or other document in accordance with a provision of a planning scheme or condition in a permit.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
Whitehorse Planning Scheme	Power to give written authorisation in accordance with a provision of a planning scheme.	GMCD, MP&B, AMSTP, TLSTP and CSTRP.	
s 201UAB(1)	Function of providing the Victoria Planning Authority with information relating to any land within municipal district.	Not applicable.	Whitehorse is not in a growth area (as defined).
s 201UAB(2)	Duty to provide the Victoria Planning Authority with information requested under s 201UAB(1) as soon as possible.	Not applicable.	Whitehorse is not in a growth area (as defined).

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT REGULATIONS 2015			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
r 6	Function of receiving notice, under s 19(1)(c) of the Act, from a planning authority of its preparation of an amendment to a planning scheme.	GMCD, MP&B, AMSTP and CSTRP.	Where Council is not the planning authority and the amendment affects land within its municipal district; or where the amendment will amend the planning scheme to designate Council as an acquiring authority.
r 21	Power of responsible authority to require a permit applicant to verify information (by statutory declaration or other written confirmation satisfactory to the responsible authority) in an application for a permit or to amend a permit or any information provided under s 54 of the Act.	GMCD, MP&B, AMSTP, CSTRP and POs.	
r 25(a)	Duty to make copy of matter considered under s 60(1A)(g) available for inspection free of charge.	GMCD, MP&B, AMSTP, CSTRP and POs.	Where Council is the responsible authority.
r 25(b)	Function of receiving a copy of any document considered under s 60(1A)(g) by the responsible authority and duty to make the document available for inspection free of charge.	GMCD, MP&B, AMSTP, CSTRP and POs.	Where Council is not the responsible authority but the relevant land is within Council's municipal district.
r 42	Function of receiving notice under s 96C(1)(c) of the Act from a planning authority of its preparation of a combined application for an amendment to a planning scheme and notice of a permit application.	GMCD, MP&B, AMSTP and CSTRP.	Where Council is not the planning authority and the amendment affects land within Council's municipal district; or where the amendment will amend the planning scheme to designate Council as an acquiring authority.

Whitehorse City Council – Delegation from Council to Council Staff – under Planning & Environment Act 1987 and Regulations

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9.3.6 – ATTACHMENT 1.

S6 - Instrument of Delegation by Council to Members of Council Staff - Planning

PLANNING AND ENVIRONMENT (FEES) REGULATIONS 2016			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS AND LIMITATIONS
r 19	Power to waive or rebate a fee relating to an amendment of a planning scheme.	GMCD, MP&B and CSTRP.	
r 20	Power to waive or rebate a fee other than a fee relating to an amendment to a planning scheme.	GMCD, MP&B and AMSTP.	
r 21	Duty to record matters taken into account and which formed the basis of a decision to waive or rebate a fee under r 19 or 20.	POs.	



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**9.3.6 – ATTACHMENT 2.      S6 - Instrument of Delegation by Council to Members of Council Staff -  
Various Acts**

**ATTACHMENT 2**

***S6. Instrument of Delegation – Members of Staff***

**Whitehorse City Council**

**Instrument of Delegation**

**to**

**Members of Council Staff**

**Under various Acts and Regulations  
(Excludes Planning and Environment Act 1987  
and Regulations which is covered by a separate  
Instrument of Delegation from Council to staff)**

**9.3.6 – ATTACHMENT 2.**

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

## Instrument of Delegation

In exercise of the power conferred by section 98(1) of the *Local Government Act 1989* and the other legislation referred to in the attached Schedule, the Council:

1. delegates each duty and/or function and/or power described in column 1 of the Schedule (and summarised in column 2 of the Schedule) to the member of Council staff holding, acting in or performing the duties of the office or position described opposite each such duty and/or function and/or power in column 3 of the Schedule;
2. records that a reference in the Schedule to:

Abbreviation	means	Position Title
CC		Coordinator Compliance
CEA		Coordinator Engineering Assets
CLC		Community Laws Coordinator
CLO		Community Laws Officer
CPS		Coordinator Parking Services
CWI		Civil Works Inspector
EHO		Environmental Health Officer appointed pursuant to the Public Health and Wellbeing Act 2008
EMG&CS		Executive Manager Governance and Customer Service
EWC		Engineering Works Coordinator
GISC		GIS Coordinator
GMCD		General Manager City Development
GMCS		General Manager Corporate Services
GMHS		General Manager Human Services
GMI		General Manager Infrastructure
HF&CP		Head of Finance and Corporate Performance
MC		Manager Compliance
MCW		Manager City Works
ME&ES		Manager Engineering and Environmental Services

**9.3.6 – ATTACHMENT 2.**

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>Abbreviation</b>	<b>means</b>	<b>Position Title</b>
MH&CS		Manager Home and Community Services
MH&FS		Manager Health and Family Services
MOD		Manager Organisation Development
PSO		Parking Services Officer
SPSO		Senior Parking Services Officer
TLEH		Team Leader Environmental Health
TLG		Team Leader Governance

3. declares that:
- 3.1 this Instrument of Delegation is authorised by a resolution of Council passed on May 2019; and
- 3.2 the delegation:
- 3.2.1 comes into force immediately the common seal of Council is affixed to this Instrument of Delegation;
- 3.2.2 remains in force until varied or revoked;
- 3.2.3 is subject to any conditions and limitations set out in sub-paragraph 3.3, and the Schedule; and
- 3.2.4 must be exercised in accordance with any guidelines or policies which Council from time to time adopts; and
- 3.3 the delegate must not determine the issue, take the action or do the act or thing:
- 3.3.1 if the issue, action, act or thing is an issue, action or thing which Council has previously designated as an issue, action, act or thing which must be the subject of a Resolution of Council; or
- 3.3.2 if the determining of the issue, taking of the action or doing of the act or thing would or would be likely to involve a decision which is inconsistent with a
- (a) policy; or
- (b) strategy
- adopted by Council; or
- 3.3.3 if the determining of the issue, the taking of the action or the doing of the act or thing cannot be the subject of a lawful delegation, whether on account of section 98(1)(a) - (f) (inclusive) of the Act or otherwise; or
- 3.3.4 the determining of the issue, the taking of the action or the doing of the act or thing is already the subject of an exclusive delegation to another member of Council staff.

**9.3.6 – ATTACHMENT 2.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Various Acts**

**THE COMMON SEAL OF THE** )  
**WHITEHORSE CITY COUNCIL** )  
was hereunto affixed this    day of )  
May 2019 in the presence of:       )

..... **Councillor**

..... **Chief Executive Officer**

**9.3.6 – ATTACHMENT 2.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Various Acts**

**SCHEDULE**



**9.3.6 – ATTACHMENT 2.**

**S6 - Instrument of Delegation by Council to Members of Council Staff -  
Various Acts**

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9.3.6 – ATTACHMENT 2.

S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts

<b>CEMETERIES AND CREMATORIA ACT 2003</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 8(1)(a)(ii)	Power to manage one or more public cemeteries.	Not applicable.	Council does not manage any cemeteries.

<b>DOMESTIC ANIMALS ACT 1994</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS AND LIMITATIONS</b>
s 41A(1)	Power to declare a dog to be a menacing dog.	MC.	Council may delegate this power to a Council authorised officer.

9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ENVIRONMENT PROTECTION ACT 1970</b>				
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>	
s 53M(3)	Power to require further information.	MH&FS and TLEH.		
s 53M(4)	Duty to advise applicant that application is not to be dealt with.	MH&FS and TLEH.		
s 53M(5)	Duty to approve plans, issue permit or refuse permit.	MH&FS and TLEH.	Refusal must be ratified by Council or it is of no effect.	
s 53M(6)	Power to refuse to issue septic tank permit.	MH&FS and TLEH.	Refusal must be ratified by Council or it is of no effect.	
s 53M(7)	Duty to refuse to issue a permit in circumstances in (a) - (c).	MH&FS and TLEH.	Refusal must be ratified by Council or it is of no effect.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts

FOOD ACT 1984			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 19(2)(a)	Power to direct by written order that the food premises be put into a clean and sanitary condition.	TLEH and EHO.	If s 19(1) applies.
s 19(2)(b)	Power to direct by written order that specified steps be taken to ensure that food prepared, sold or handled is safe and suitable.	TLEH and EHO.	If s 19(1) applies.
s 19(3)	Power to direct by written order that the food premises not be kept or used for the sale, or handling for sale, of any food, or for the preparation of any food, or for any other specified purpose, or for the use of any specified equipment or a specified process.	TLEH and EHO.	If s 19(1) applies. Only in relation to temporary food premises or mobile food premises.
s 19(4)(a)	Power to direct that an order made under s 19(3)(a) or (b), (i) be affixed to a conspicuous part of the premises, and (ii) inform the public by notice in a published newspaper or otherwise.	CEO, GMHS, MH&FS and TLEH.	If s 19(1) applies.
s 19(6)(a)	Duty to revoke any order under s 19 if satisfied that an order has been complied with.	TLEH and EHO.	If s 19(1) applies.
s 19(6)(b)	Duty to give written notice of revocation under s 19(6)(a) if satisfied that an order has been complied with.	TLEH and EHO.	If s 19(1) applies.
s 19AA(2)	Power to direct, by written order, that a person must take any of the actions described in (a) - (c).	Not applicable.	Where Council is the registration authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>FOOD ACT 1984</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 19AA(4)(c)	Power to direct, in an order made under s 19AA(2) or a subsequent written order, that a person must ensure that any food or class of food is not removed from the premises.	Not delegated.	Note: The power to direct the matters under s 19AA(4)(a) and (b) not capable of delegation and so such directions must be made by a Council resolution.
s 19AA(7)	Duty to revoke order issued under s 19AA and give written notice of revocation, if satisfied that that order has been complied with.	Not delegated.	Where Council is the registration authority.
s 19CB(4)(b)	Power to request copy of records.	TLEH and EHO.	Where Council is the registration authority.
s 19E(1)(d)	Power to request a copy of the food safety program.	TLEH and EHO.	Where Council is the registration authority.
s 19GB	Power to request proprietor to provide written details of the name, qualification or experience of the current food safety supervisor.	TLEH and EHO.	Where Council is the registration authority.
s 19M(4)(a) & (5)	Power to conduct a food safety audit and take actions where deficiencies are identified.	Not applicable.	Where Council is the registration authority. Council does not currently conduct food safety audits.
s 19NA(1)	Power to request food safety audit reports.	TLEH and EHO.	Where Council is the registration authority.
s 19U(3)	Power to waive and vary the costs of a food safety audit if there are special circumstances.	Not applicable.	Council does not currently conduct food safety audits. This may be considered in future once a business case has been developed.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>FOOD ACT 1984</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 19UA	Power to charge fees for conducting a food safety assessment or inspection.	Not delegated.	Except for an assessment required by a declaration under s 19C or an inspection under ss 38B(1)(c) or 39.
s 19W	Power to direct a proprietor of a food premises to comply with any requirement under Part IIIB.	TLEH and EHO.	Where Council is the registration authority.
s 19W(3)(a)	Power to direct a proprietor of a food premises to have staff at the premises undertake training or instruction.	TLEH and EHO.	Where Council is the registration authority.
s 19W(3)(b)	Power to direct a proprietor of a food premises to have details of any staff training incorporated into the minimum records required to be kept or food safety program of the premises.	TLEH and EHO.	Where Council is the registration authority.
---	Power to register, renew or transfer registration.	TLEH and EHO.	Where Council is the registration authority. Refusal to grant/renew/transfer registration must be ratified by Council or the CEO (see s 58A(2)).
s 38AA(5)	Power to (a) request further information; or (b) advise the proprietor that the premises must be registered if the premises are not exempt.	TLEH and EHO.	Where Council is the registration authority.
s 38AB(4)	Power to fix a fee for the receipt of a notification under s 38AA in accordance with a declaration under s 38AB(1).	Not delegated.	Where Council is the registration authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>FOOD ACT 1984</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 38A(4)	Power to request a copy of a completed food safety program template.	TLEH and EHO.	Where Council is the registration authority.
s 38B(1)(a)	Duty to assess the application and determine which class of food premises under s 19C the food premises belongs.	TLEH and EHO.	Where Council is the registration authority.
s 38B(1)(b)	Duty to ensure proprietor has complied with requirements of s 38A.	TLEH and EHO.	Where Council is the registration authority.
s 38B(2)	Duty to be satisfied of the matters in s 38B(2)(a) - (b).	TLEH and EHO.	Where Council is the registration authority.
s 38D(1)	Duty to ensure compliance with the applicable provisions of s 38C and inspect the premises if required by s 39.	TLEH and EHO.	Where Council is the registration authority.
s 38D(2)	Duty to be satisfied of the matters in s 38D(2)(a) - (d).	TLEH and EHO.	Where Council is the registration authority.
s 38D(3)	Power to request copies of any audit reports.	TLEH and EHO.	Where Council is the registration authority.
s 38E(2)	Power to register the food premises on a conditional basis.	TLEH and EHO.	Where Council is the registration authority. Not exceeding the prescribed time limit defined under s 38E(5).
s 38E(4)	Duty to register the food premises when conditions are satisfied.	TLEH and EHO.	Where Council is the registration authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>FOOD ACT 1984</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 38F(3)(b)	Power to require proprietor to comply with requirements of this Act.	TLEH and EHO.	Where Council is the registration authority.
s 39A	Power to register, renew or transfer food premises despite minor defects.	TLEH and EHO.	Where Council is the registration authority. Only if satisfied of matters in s 39A(2)(a)-(c).
s 40(2)	Power to incorporate the certificate of registration in one document with any certificate of registration under Part 6 of the <i>Public Health and Wellbeing Act 2008</i> .	CEO.	
s 40C(2)	Power to grant or renew the registration of food premises for a period of less than 1 year.	TLEH.	Where Council is the registration authority.
s 40D(1)	Power to suspend or revoke the registration of food premises.	MH&FS.	Where Council is the registration authority.
s 43F(6)	Duty to be satisfied that registration requirements under Division 3 have been met prior to registering, transferring or renewing registration of a component of a food business.	TLEH and EHO.	Where Council is the registration authority.
s 43F(7)	Power to register the components of the food business that meet requirements in Division 3 and power to refuse to register the components that do not meet the requirements.	TLEH and EHO.	Where Council is the registration authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>FOOD ACT 1984</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 46(5)	Power to institute proceedings against another person where the offence was due to an act or default by that other person and where the first person charged could successfully defend a prosecution, without proceedings first being instituted against the person first charged.	TLEH and EHO.	Where Council is the registration authority.

<b>HERITAGE ACT 2017</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 116	Power to sub-delegate Executive Director's functions, duties or powers.	GMCD.	Must first obtain Executive Director's written consent. Council can only sub-delegate if the Instrument of Delegation from the Executive Director authorises sub-delegation.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

LOCAL GOVERNMENT ACT 1989			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 181H	Power to enter into an environmental upgrade agreement on behalf of Council and declare and levy an environmental upgrade charge.	CEO. <sup>1</sup>	

<sup>1</sup> The only member of staff who can be a delegate in Column 3 is the CEO.



9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>RAIL SAFETY (LOCAL OPERATIONS) ACT 2006</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS AND LIMITATIONS</b>
s 33	Duty to comply with a direction of the Safety Director under this section.	CEO, GMCD, GMI, ME&ES and MCW.	Where Council is a utility under s 3.
s 33A	Duty to comply with a direction of the Safety Director to give effect to arrangements under s 33A.	CEO, GMCD, GMI, ME&ES and MCW.	Duty of Council as a road authority under the <i>Road Management Act 2004</i> .
s 34	Duty to comply with a direction of the Safety Director to alter, demolish or take away works carried out contrary to a direction under s 33(1).	CEO, GMCD, GMI, ME&ES and MCW.	Where Council is a utility under s 3.
s 34C(2)	Function of entering into safety interface agreements with rail infrastructure manager.	CEO.	Where Council is the relevant road authority.
s 34D(1)	Function of working in conjunction with rail infrastructure manager in determining whether risks to safety need to be managed.	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34D(2)	Function of receiving written notice of opinion.	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34D(4)	Function of entering into safety interface agreement with infrastructure manager.	CEO.	Where Council is the relevant road authority.
s 34E(1)(a)	Duty to identify and assess risks to safety.	GMCD and ME&ES.	Where Council is the relevant road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>RAIL SAFETY (LOCAL OPERATIONS) ACT 2006</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS AND LIMITATIONS</b>
s 34E(1)(b)	Duty to determine measures to manage any risks identified and assessed having regard to items set out in s 34E(2)(a) - (c).	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34E(3)	Duty to seek to enter into a safety interface agreement with rail infrastructure manager.	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34F(1)(a)	Duty to identify and assess risks to safety, if written notice has been received under s 34D(2)(a).	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34F(1)(b)	Duty to determine measures to manage any risks identified and assessed, if written notice has been received under section 34D(2)(a).	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34F(2)	Duty to seek to enter into a safety interface agreement with rail infrastructure manager.	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34H	Power to identify and assess risks to safety as required under ss 34B, 34C, 34D, 34E or 34F in accordance with s 34H(a) - (c).	GMCD and ME&ES.	Where Council is the relevant road authority.
s 34I	Function of entering into safety interface agreements.	CEO.	Where Council is the relevant road authority.
s 34J(2)	Function of receiving notice from Safety Director.	CEO.	Where Council is the relevant road authority.
s 34J(7)	Duty to comply with a direction of the Safety Director given under s 34J(5).	GMCD and ME&ES.	Where Council is the relevant road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>RAIL SAFETY (LOCAL OPERATIONS) ACT 2006</b>				
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS AND LIMITATIONS</b>	
s 34K(2)	Duty to maintain a register of items set out in s 34K(a) - (b).	GMCD and ME&ES.	Where Council is the relevant road authority.	

<b>RESIDENTIAL TENANCIES ACT 1997</b>				
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>RESIDENTIAL TENANCIES ACT 1997</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 142D	Function of receiving notice regarding an unregistered rooming house.	TLEH and EHO.	
s 142G(1)	Duty to enter required information in Rooming House Register for each rooming house in municipal district.	TLEH and EHO.	
s 142G(2)	Power to enter certain information in the Rooming House Register.	TLEH and EHO.	
s 142I(2)	Power to amend or revoke an entry in the Rooming House Register if necessary to maintain the accuracy of the entry.	TLEH and EHO.	
s 252	Power to give tenant a notice to vacate rented premises if s 252(1) applies.	GMHS and MH&CS.	Where Council is the landlord.
s 262(1)	Power to give tenant a notice to vacate rented premises.	GMHS and MH&CS.	Where Council is the landlord.
s 262(3)	Power to publish its criteria for eligibility for the provision of housing by Council.	MH&CS.	
s 518F	Power to issue notice to caravan park regarding emergency management plan if determined that the plan does not comply with the requirements.	Not applicable.	There are no caravan parks within the City of Whitehorse.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>RESIDENTIAL TENANCIES ACT 1997</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 522(1)	Power to give a compliance notice to a person.	No delegation required.	Note: The legislation relates to caravan parks (none in Whitehorse), rooming houses and hotels and other prescribed accommodation.  Staff exercise the necessary powers pursuant to the Public Health and Wellbeing Act 2008 and associated Regulations, therefore no delegations are required under the Residential Tenancies Act 1997.
s 525(2)	Power to authorise an officer to exercise powers in s 526 (either generally or in a particular case).	No delegation required.	As above.
s 525(4)	Duty to issue identity card to authorised officers.	Not delegated.	
s 526(5)	Duty to keep record of entry by authorised officer under s 526.	No delegation required.	As above.
s 526A(3)	Function of receiving report of inspection.	GMHS and MH&CS.	
s 527	Power to authorise a person to institute proceedings (either generally or in a particular case).	No delegation required.	As above.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 11(1)	Power to declare a road by publishing a notice in the Government Gazette.	GMCD and ME&ES.	Obtain consent in circumstances specified in s 11(2).
s 11(8)	Power to name a road or change the name of a road by publishing notice in Government Gazette.	Not delegated.	
s 11(9)(b)	Duty to advise Registrar.	TLG.	
s 11(10)	Duty to inform Secretary to Department of Environment, Land, Water and Planning of declaration etc.	GMCD, ME&ES and EMG&CS.	Clause subject to s 11(10A).
s 11(10A)	Duty to inform Secretary to Department of Environment, Land, Water and Planning or nominated person.	TLG and GISC.	Where Council is the coordinating road authority.
s 12(2)	Power to discontinue road or part of a road.	Not applicable.	Where Council is the coordinating road authority.
s 12(4)	Power to publish, and provide copy, notice of proposed discontinuance.	Not applicable.	Power of coordinating road authority where it is the discontinuing body. Unless s 12(11) applies.
s 12(5)	Duty to consider written submissions received within 28 days of notice.	Not applicable.	Duty of coordinating road authority where it is the discontinuing body. Unless s 12(11) applies.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 12(6)	Function of hearing a person in support of their written submission.	Not applicable.	Function of coordinating road authority where it is the discontinuing body. Unless s 12(11) applies.
s 12(7)	Duty to fix day, time and place of meeting under s 12(6) and to give notice.	Not applicable.	Duty of coordinating road authority where it is the discontinuing body. Unless s 12(11) applies.
s 12(10)	Duty to notify of decision made.	Not applicable.	Duty of coordinating road authority where it is the discontinuing body. Does not apply where an exemption is specified by the regulations or given by the Minister.
s 13(1)	Power to fix a boundary of a road by publishing notice in Government Gazette.	Not delegated.	Power of coordinating road authority and obtain consent under s 13(3) and s 13(4) as appropriate.
s 14(4)	Function of receiving notice from VicRoads.	ME&ES.	
s 14(7)	Power to appeal against decision of VicRoads.	Not delegated.	
s 15(1)	Power to enter into arrangement with another road authority, utility or a provider of public transport to transfer a road management function of the road authority to the other road authority, utility or provider of public transport.	Not delegated.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 15(1A)	Power to enter into arrangement with a utility to transfer a road management function of the utility to the road authority.	Not delegated.	
s 15(2)	Duty to include details of arrangement in public roads register.	GMCD and ME&ES.	
s 16(7)	Power to enter into an arrangement under s 15.	Not delegated.	
s 16(8)	Duty to enter details of determination in public roads register.	GMCD and ME&ES.	
s 17(2)	Duty to register public road in public roads register.	GMCD and ME&ES.	Where Council is the coordinating road authority.
s 17(3)	Power to decide that a road is reasonably required for general public use.	GMCD and ME&ES.	Where Council is the coordinating road authority.
s 17(3)	Duty to register a road reasonably required for general public use in public roads register.	GMCD and ME&ES.	Where Council is the coordinating road authority.
s 17(4)	Power to decide that a road is no longer reasonably required for general public use.	GMCD and ME&ES.	Where Council is the coordinating road authority.
s 17(4)	Duty to remove road no longer reasonably required for general public use from public roads register.	GMCD and ME&ES.	Where Council is the coordinating road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 18(1)	Power to designate ancillary area.	GMCD and ME&ES.	Where Council is the coordinating road authority, and obtain consent in circumstances specified in s 18(2).
s 18(3)	Duty to record designation in public roads register.	GMCD and ME&ES.	Where Council is the coordinating road authority.
s 19(1)	Duty to keep register of public roads in respect of which it is the coordinating road authority.	GMCD and ME&ES.	
s 19(4)	Duty to specify details of discontinuance in public roads register.	GMCD and ME&ES.	
s 19(5)	Duty to ensure public roads register is available for public inspection.	GMCD and ME&ES.	
s 21	Function of replying to request for information or advice.	Not delegated.	Obtain consent in circumstances specified in s 11(2).
s 22(2)	Function of commenting on proposed direction.	Not delegated.	
s 22(4)	Duty to publish a copy or summary of any direction made under s 22 by the Minister in its annual report.	GMCS, GMCD, HF&CP and ME&ES.	
s 22(5)	Duty to give effect to a direction under s 22.	GMCD and ME&ES.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 40(1)	Duty to inspect, maintain and repair a public road.	GMCD and ME&ES.	
s 40(5)	Power to inspect, maintain and repair a road which is not a public road.	GMI and GMCD.	
s 41(1)	Power to determine the standard of construction, inspection, maintenance and repair.	GMCD and ME&ES.	
s 42(1)	Power to declare a public road as a controlled access road.	Not delegated.	Power of coordinating road authority and sch 2 also applies.
s 42(2)	Power to amend or revoke declaration by notice published in Government Gazette.	Not delegated.	Power of coordinating road authority and sch 2 also applies.
s 42A(3)	Duty to consult with VicRoads before road is specified.	Not delegated.	Where Council is the coordinating road authority. If road is a municipal road or part thereof.
s 42A(4)	Power to approve Minister's decision to specify a road as a specified freight road.	Not delegated.	Where Council is the coordinating road authority. If road is a municipal road or part thereof and where road is to be specified a freight road.
s 48EA	Duty to notify the owner or occupier of land and provider of public transport on which rail infrastructure or rolling stock is located (and any relevant provider of public transport).	GMCD, GMI, ME&ES and MCW.	Where Council is the responsible road authority, infrastructure manager or works manager.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts

ROAD MANAGEMENT ACT 2004			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
s 48M(3)	Function of consulting with the relevant authority for purposes of developing guidelines under s 48M.	ME&ES.	
s 49	Power to develop and publish a road management plan.	Not delegated.	
s 51	Power to determine standards by incorporating the standards in a road management plan.	Not delegated.	
s 53(2)	Power to cause notice to be published in Government Gazette of amendment etc of document in road management plan.	CEO.	
s 54(2)	Duty to give notice of proposal to make a road management plan.	Not delegated.	
s 54(5)	Duty to conduct a review of road management plan at prescribed intervals.	CEO.	
s 54(6)	Power to amend road management plan.	Not delegated.	
s 54(7)	Duty to incorporate the amendments into the road management plan.	ME&ES.	
s 55(1)	Duty to cause notice of road management plan to be published in Government Gazette and newspaper.	CEO.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 63(1)	Power to consent to conduct of works on road.	GMCD, GMI, ME&ES, CEA, MCW, CWI and EWC.	Where Council is the coordinating road authority.
s 63(2)(e)	Power to conduct or to authorise the conduct of works in, on, under or over a road in an emergency.	GMCD, GMI, ME&ES, CEA, MCW, CWI and EWC.	Where Council is the infrastructure manager.
s 64(1)	Duty to comply with cl 13 of sch 7.	GMCD, GMI, ME&ES and MCW.	Where Council is the infrastructure manager or works manager.
s 66(1)	Power to consent to structure etc.	GMCD, GMCS, GMI, ME&ES, MCW and MC.	Where Council is the coordinating road authority.
s 67(2)	Function of receiving the name & address of the person responsible for distributing the sign or bill.	MC.	Where Council is the coordinating road authority.
s 67(3)	Power to request information.	GMCD, GMCS, GMI, ME&ES, MCW, MC, CLO, PSO, CLC, CPS and SPSO.	Where Council is the coordinating road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 68(2)	Power to request information.	GMCD, GMCS, GMI, ME&ES, MCW, MC, CLO, PSO, CLC, CPS and SPSO.	Where Council is the coordinating road authority.
s 71(3)	Power to appoint an authorised officer.	Not delegated.	
s 72	Duty to issue an identity card to each authorised officer.	TLEH.	
s 85	Function of receiving report from authorised officer.	MC and ME&ES.	
s 86	Duty to keep register re s 85 matters.	MC.	
s 87(1)	Function of receiving complaints.	CEO.	
s 87(2)	Duty to investigate complaint and provide report.	GMCD, GMCS, ME&ES, MC, CLO, PSO, CLC, CPS and SPSO.	
s 112(2)	Power to recover damages in court.	MC.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
s 116	Power to cause or carry out inspection.	GMCD, ME&ES, MCW, CLO, PSO, CLC, CPS and SPSO.	
s 119(2)	Function of consulting with VicRoads.	CEO.	
s 120(1)	Power to exercise road management functions on an arterial road (with the consent of VicRoads).	GMCD, GMI, ME&ES, MCW and EWC.	
s 120(2)	Duty to seek consent of VicRoads to exercise road management functions before exercising power in s 120(1).	GMCD, GMI, ME&ES and MCW.	
s 121(1)	Power to enter into an agreement in respect of works.	GMCD, GMI, ME&ES and MCW.	
s 122(1)	Power to charge and recover fees.	MC and ME&ES.	
s 123(1)	Power to charge for any service.	MC and ME&ES.	
sch 2 cl 2(1)	Power to make a decision in respect of controlled access roads.	GMCD, GMI and ME&ES.	

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
sch 2 cl 3(1)	Duty to make policy about controlled access roads.	Not delegated.	
sch 2 cl 3(2)	Power to amend, revoke or substitute policy about controlled access roads.	Not delegated.	
sch 2 cl 4	Function of receiving details of proposal from VicRoads.	CEO.	
sch 2 cl 5	Duty to publish notice of declaration.	Not delegated.	
sch 7 cl 7(1)	Duty to give notice to relevant coordinating road authority of proposed installation of non-road infrastructure or related works on a road reserve.	GMCD, GMI, MCW and ME&ES.	Where Council is the infrastructure manager or works manager.
sch 7 cl 8(1)	Duty to give notice to any other infrastructure manager or works manager responsible for any non-road infrastructure in the area, that could be affected by any proposed installation of infrastructure or related works on a road or road reserve of any road.	GMCD, GMI, MCW and ME&ES.	Where Council is the infrastructure manager or works manager.
sch 7 cl 9(1)	Duty to comply with request for information from a coordinating road authority, an infrastructure manager or a works manager responsible for existing or proposed infrastructure in relation to the location of any non-road infrastructure and technical advice or assistance in conduct of works.	GMCD and ME&ES.	Where Council is the infrastructure manager or works manager responsible for non-road infrastructure.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
sch 7 cl 9(2)	Duty to give information to another infrastructure manager or works manager where becomes aware any infrastructure or works are not in the location shown on records, appear to be in an unsafe condition or appear to need maintenance.	GMCD, GMI, ME&ES and MCW.	Where Council is the infrastructure manager or works manager.
sch 7 cl 10(2)	Where s 7 cl 10(1) applies, duty to, where possible, conduct appropriate consultation with persons likely to be significantly affected.	GMCD, GMI, ME&ES and MCW.	Where Council is the infrastructure manager or works manager.
sch 7 cl 12(2)	Power to direct infrastructure manager or works manager to conduct reinstatement works.	GMCD, GMCS, GMI, ME&ES, MC, MCW and CEA.	Where Council is the coordinating road authority.
sch 7 cl 12(3)	Power to take measures to ensure reinstatement works are completed.	GMCD, GMCS, GMI, ME&ES, MC, MCW and CEA.	Where Council is the coordinating road authority.
sch 7 cl 12(4)	Duty to ensure that works are conducted by an appropriately qualified person.	GMCD, GMCS, GMI, ME&ES, MC, MCW, CEA and EWC.	Where Council is the coordinating road authority.
sch 7 cl 12(5)	Power to recover costs.	GMCD, GMCS, ME&ES, MC and CEA.	Where Council is the coordinating road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
sch 7 cl 13(1)	Duty to notify relevant coordinating road authority within 7 days that works have been completed, subject to sch 7 cl 13(2).	GMCD, GMI, ME&ES, MCW and EWC.	Where Council is the works manager.
sch 7 cl 13(2)	Power to vary notice period.	GMCD, GMI, ME&ES and MCW.	Where Council is the coordinating road authority.
sch 7 cl 13(3)	Duty to ensure works manager has complied with obligation to give notice under sch 7 cl 13(1).	GMCD, GMI, ME&ES and MCW.	Where Council is the infrastructure manager.
sch 7 cl 16(1)	Power to consent to proposed works.	GMCD, GMI, ME&ES, MCW, CEA and CWI.	Where Council is the coordinating road authority.
sch 7 cl 16(4)	Duty to consult.	ME&ES.	Where Council is the coordinating road authority, responsible authority or infrastructure manager.
sch 7 cl 16(5)	Power to consent to proposed works.	ME&ES and CEA.	Where Council is the coordinating road authority.
sch 7 cl 16(6)	Power to set reasonable conditions on consent.	ME&ES and CEA.	Where Council is the coordinating road authority.
sch 7 cl 16(8)	Power to include consents and conditions.	ME&ES and CEA.	Where Council is the coordinating road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
sch 7 cl 17(2)	Power to refuse to give consent and duty to give reasons for refusal.	GMCD, GMI, ME&ES, MCW, CEA and CWI.	Where Council is the coordinating road authority.
sch 7 cl 18(1)	Power to enter into an agreement.	GMCD, GMI, ME&ES, MCW, CEA and CWI.	Where Council is the coordinating road authority.
sch 7 cl 19(1)	Power to give notice requiring rectification of works.	GMCD, GMI, ME&ES, MCW, CEA and CWI.	Where Council is the coordinating road authority.
sch 7 cl 19(2) & (3)	Power to conduct the rectification works or engage a person to conduct the rectification works and power to recover costs incurred.	ME&ES and CEA.	Where Council is the coordinating road authority.
sch 7 cl 20(1)	Power to require removal, relocation, replacement or upgrade of existing non-road infrastructure.	GMCD, GMI, ME&ES, MCW, CEA and CWI.	Where Council is the coordinating road authority.
sch 7A cl 2	Power to cause street lights to be installed on roads.	GMCD, ME&ES and CEA.	Power of responsible road authority where it is the coordinating road authority or responsible road authority in respect of the road.
sch 7A cl 3(1)(d)	Duty to pay installation and operation costs of street lighting - where road is not an arterial road.	GMCD, ME&ES and CEA.	Where Council is the responsible road authority.

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT ACT 2004</b>				
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>	
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>	
sch 7A cl 3(1)(e)	Duty to pay installation and operation costs of street lighting – where road is a service road on an arterial road and adjacent areas.	GMCD, ME&ES and CEA.	Where Council is the responsible road authority.	
sch 7A cl 3(1)(f)	Duty to pay installation and percentage of operation costs of street lighting – for arterial roads in accordance with clauses 3(2) and 4.	GMCD, ME&ES and CEA.	Duty of Council as responsible road authority that installed the light (re: installation costs) and where Council is relevant municipal Council (re: operating costs).	

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9.3.6 – ATTACHMENT 2.

S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts

CEMETERIES AND CREMATORIA REGULATIONS 2015			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
	These regulations are not relevant to the City of Whitehorse, as Council does not manage a cemetery.	Not applicable.	

RESIDENTIAL TENANCIES (CARAVAN PARKS AND MOVABLE DWELLINGS REGISTRATION AND STANDARDS) REGULATIONS 2010			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
	These regulations are not relevant to the City of Whitehorse, as the municipality has no caravan parks.	Not applicable.	



9.3.6 – ATTACHMENT 2.

S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts

ROAD MANAGEMENT (GENERAL) REGULATIONS 2016			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r 8(1)	Duty to conduct reviews of road management plan.	CEO.	
r 9(2)	Duty to produce written report of review of road management plan and make report available.	ME&ES.	
r 9(3)	Duty to give notice where road management review is completed and no amendments will be made (or no amendments for which notice is required).	Not delegated.	Where Council is the coordinating road authority.
r 10	Duty to give notice of amendment which relates to standard of construction, inspection, maintenance or repair under s 41 of the Act.	Not delegated.	
r 13(1)	Duty to publish notice of amendments to road management plan.	Not delegated.	Where Council is the coordinating road authority.
r 13(3)	Duty to record on road management plan the substance and date of effect of amendment.	Not delegated.	
r 16(3)	Power to issue permit.	GMCD, ME&ES, MC and CEA.	Where Council is the coordinating road authority.
r 18(1)	Power to give written consent re damage to road.	GMCD and ME&ES.	Where Council is the coordinating road authority.

Whitehorse City Council – Delegation from Council to Staff – under Various Acts and Regulations (not Planning related)

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

<b>ROAD MANAGEMENT (GENERAL) REGULATIONS 2016</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>
r 23(2)	Power to make submission to Tribunal.	GMCD and ME&ES.	Where Council is the coordinating road authority.
r 23(4)	Power to charge a fee for application under s 66(1) Road Management Act.	Not delegated.	Where Council is the coordinating road authority.
r 25(1)	Power to remove objects, refuse, rubbish or other material deposited or left on road.	MC, CLC, CPS, CC, PSO and CLO.	Where Council is the responsible road authority.
r 25(2)	Power to sell or dispose of things removed from road or part of road (after first complying with r 25(3).	MC, CLC, CPS, and CC.	Where Council is the responsible road authority.
r 25(5)	Power to recover in the Magistrates' Court, expenses from person responsible.	MC, CLC, CPS and CC.	

<b>ROAD MANAGEMENT (WORKS AND INFRASTRUCTURE) REGULATIONS 2015</b>			
<b>Column 1</b>	<b>Column 2</b>	<b>Column 3</b>	<b>Column 4</b>
<b>PROVISION</b>	<b>THING DELEGATED</b>	<b>DELEGATE</b>	<b>CONDITIONS &amp; LIMITATIONS</b>

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9.3.6 – ATTACHMENT 2.

**S6 - Instrument of Delegation by Council to Members of Council Staff - Various Acts**

ROAD MANAGEMENT (WORKS AND INFRASTRUCTURE) REGULATIONS 2015			
Column 1	Column 2	Column 3	Column 4
PROVISION	THING DELEGATED	DELEGATE	CONDITIONS & LIMITATIONS
r 15	Power to exempt a person from requirement under cl 13(1) of sch 7 of the Act to give notice as to the completion of those works.	GMCD and ME&ES.	Where Council is the coordinating road authority and where consent given under s 63(1) of the Act.
r 22(2)	Power to waive whole or part of fee in certain circumstances.	GMCD and ME&ES.	Where Council is the coordinating road authority.

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