The Rowville Plan

Background Report
Part 2:
Community
Engagement

Knox City Council

November 2013

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Executive Summary

The Rowville Plan Background Report Part 2: Community Engagement serves as a key document to support the Rowville Plan, a strategic document to guide the future growth and development of Rowville.

In 2011, Knox Council decided to review the findings of the Stud Park Structure Plan. Whilst robust community consultation had occurred as part of the preparation of the Stud Park Structure Plan, it failed to garner broad community support.

To support the development of a new Rowville Plan, Knox Council conducted an extensive program of community engagement from March to May 2013. The goal of the program was to engage with a wide range of residents and other stakeholders through a variety of forums and media to conduct a community discussion on the needs and aspirations of residents for the future of Rowville.

Engagement Program

The main components of the program were the formation of a Community Reference Group and two Community Workshops designed to gather input and test ideas with the public. These major programs were supported by a multimedia campaign called "Rowville:NEXT" that used direct mail, local newspaper ads, postcard invitations, ward newsletters, notices on Council's website, social media, and word of mouth to build awareness of the project and encourage people to participate in the development of the Rowville Plan.

Engagement Framework

The engagement was structured around a six-step process for developing and applying a decision-making framework that could test a set of future land use options against a wide range of issues:

1. Develop a List of Issues to Address
2. Determine Community Priorities
3. Define Successful Outcomes
4. Develop a Set of Land Use Options
5. Evaluate Options Against the Issues
6. Select and Test a Preferred Option

Each of the six steps included distinct activities and questions for the community.

Key Themes

Several major themes emerged from the input provided by participants of the community engagement program. These themes were used to develop a set of Community Aspirations that will directly inform the Rowville Plan. The key themes were:

· No High-Rise or High-Density in Existing Neighbourhoods
· Preserve Existing Neighbourhood Character
· Reduce Traffic Congestion
· Bring the Rowville Rail
· Improve Choices for Transport

- Expand Parks & Open Space
- A 'Heart for Rowville'
- More Activities for Young People
- Improved Services and Facilities for Aged Residents
- Concerns Related to Social Housing
- Greater Voice for the Community

Input into the Rowville Plan

The Community Aspirations developed out of the key themes were combined with research conducted in the development of the Rowville Plan to create directions, objectives, and strategies in the Rowville Plan.

1 Introduction

The Rowville Plan is a strategic document that sets out a vision and direction for the Stud Park Shopping Centre and surrounding neighbourhoods over the next 20 years. Its purpose is to help guide decisions on a wide range of issues important to the future of Rowville, from housing and development to infrastructure and community services. The Rowville Plan addresses the area bounded by Wellington Road, Taylors Lane, Kelletts Road, and the Corhanwarrabul Creek, referred to in the Plan as the Study Area.

Figure 1: Rowville Plan Study Area

The Rowville Plan is supported by a three-part Background Report that provides detailed evidence to the support the directions in the Plan.

- Part 1 of the Background Report provides detail and supporting evidence about the existing context as well as the factors and trends driving future change in Rowville.

- This document forms Part 2 of the Background Report, which gives a summary of the process and results of an extensive community engagement program designed to develop a decision-making framework to help guide recommendations in the Rowville Plan.

- Part 3 of the Background Report applies the decision-making framework developed in consultation with the community in order to address questions about land use and development.

1.1 Context

The Rowville Plan is a strategic document that will set out a vision and direction for the Stud Park, Rowville Activity Centre over the next 20 years, including the Stud Park Shopping Centre, Community Precinct, and surrounding neighbourhoods. This Plan will provide guidance and direction to Council and the community about what type of development is expected in Rowville over the long term, with particular focus on the Activity Centre, and the infrastructure and services needed to support that development.

In order for the Rowville Plan to provide guidance that is both relevant and achievable, the local community must play a key role in the development of priorities and directions. Council asked the community to participate in the development and application of a framework that will help guide future decision-making in Rowville related to land use, infrastructure, and community services.

The major community engagement program for the development of the Rowville Plan ran from March to May 2013. This document is a summary of the events and activities undertaken, the information gathered from the community, and the ways in which it will inform the Rowville Plan.

1.2 Purpose

The information presented in this report is one important component of the background documents which serve as inputs into the Rowville Plan. The objectives developed from community feedback will be combined and balanced with objectives developed through Council's own research and policy to form a shared set of objectives for Rowville's future. These will be examined against the drivers of change affecting Rowville to develop directions that will guide future decision making in the area.

1.3 How to Read this Document

This document consists of three sections:

- **What We Did** – Section 2 provides a description of the engagement process, including the six-step process for developing and applying a decision-making framework that provided the structure for the engagement program as well as a summary of the activities and communications that undertaken.

- **What You Said** – Section 3 provides a detailed breakdown of the information and ideas that were collected throughout the engagement process. Some of this information is quantitative, such as the results of the Community Priorities Survey, reflecting the input from the process that can be measured using numbers. And much of the information is anecdotal, representing the ambitions, concerns, ideas, and emotions that reflect the community's thoughts and feelings about its own future.

- **What it Means for the Rowville Plan** – Section 4 provides an interpretation of the information collected that sorts the ideas into a number of themes, called 'Community Ambitions' that together with the responses to the drivers of change identified in Part 1 of the Background Report, directly inform the objectives and strategies in the Rowville Plan.

2 What We Did

2.1 Engagement Process

The challenges Rowville faces in the next 20 years are not easily separated. Each issue is related to other issues, so that making a decision on one affects the outcomes of another. In order to understand the full implications of decisions about what type of change is expected in Rowville, the Plan must consider how decisions on individual issues affects outcomes in other areas.

Council developed a process to help sort through all of the issues that the Rowville Plan needs to consider, and the community had input at each stage. The activities, events, and discussions were structured around a six-step process to develop and apply a decision-making framework.

2.1.1 Developing the Decision-Making Framework

The first three steps involved the development of the decision-making framework itself. During these steps, the community was asked to provide input on the following:

1. **Building the List of Issues** – The purpose of this step was to ensure the aspirations, issues, and concerns of the community are included in the decision-making process. While not every issue will be addressed to the same level of detail in the Rowville Plan, identifying them early helped ensure the decision-making process was comprehensive.

2. **Determining Community Priorities** – Input from a wide range of stakeholders was collected to identify which issues are most important. This will help to focus the Plan to ensure it responds to local needs and provides a reference point for making tough decisions and weighing up compromises later on.

3. **Defining Successful Outcomes** – In any community, there are many different ideas about what "excellent", "poor", and "acceptable" outcomes look like for each issue. Councillors and the community were asked to help define these measures of success along with input from Council staff in order to develop a shared understanding of success measures.

There is no single formula that will provide the community with an answer of which way to go, but applying a robust decision-making and evaluation framework can help ensure that the Rowville Plan takes a long-term view to balancing competing issues and provides an approach which has the best chance for broad support from the community.

2.1.2 Applying the Decision-Making Framework

Once the decision-making framework was established, the process moved to the development and evaluation of options to set a preferred way forward.

The next three steps involved applying the decision-making framework to a set of options for future land use that would provide a comprehensive platform for assessing land use options against a range of criteria:

4. **Developing Future Land-Use Options** – One of the key issues in Rowville and the focus of the review of the Stud Park Structure Plan centres on built form. Councillors and staff worked with the Rowville Community Reference Group to develop a range of options to test the impacts of different amounts of change in the residential neighbourhoods.

5. **Evaluating Options** – This step encouraged a comprehensive consideration of the many effects, benefits, and costs associated with each option. The community was asked to rate each option against one or more issue, using the definitions of outcomes as a reference point for comparison. Input was also sought from experts across Council staff.

6. **Selecting a Preferred Option** – The results of the evaluation process helped frame the many factors important in selecting a preferred option. Assessing the range of issues helped identify where each is similar and where they are different. Examining the strengths and weaknesses of each option against the shared priorities helped identify trade-offs and frame the important aspects that must be weighed when selecting a preferred option.

Council has developed a preferred option based on the input gathered in each of the first five stages throughout the community engagement process as well as input from technical studies and Council staff. This option forms the basis of the Draft Rowville Plan and associated planning scheme amendment, both of which will be further tested by the community during the public exhibition process.

The following sections describe the community engagement activities, input received, and implications for the development of the Draft Rowville Plan. A more detailed description of Step 5, Evaluating Options can be found in the separate document of the same name.

2.2 Engagement Activities

The program of engagement activities between March and May 2013 was designed to reach as many interested people as possible through a wide variety of events and media. There were three main components: **Rowville Community Reference Group (CRG), Rowville Plan Community Workshops, Rowville:NEXT Multimedia Awareness Campaign.**

2.2.1 Rowville Community Reference Group (CRG)

This dedicated advisory committee was formed to provide guidance to Council during the development of the Rowville Plan and help communicate with the wider community about the project. The CRG was composed of the Ward Councillors from Tirhatuan and Taylor along with 16 Rowville residents representing a range of interests and chosen through an open expression-of-interest process. The group met regularly between August 2012 and September 2013 to discuss the key issues in depth, test and refine engagement activities, and advise Council on communication for the project.

2.2.2 Rowville Plan Community Workshops

The major engagement events during the three-month program were a pair of Community Workshops held at the Stamford Hotel in Rowville. Workshop #1 in March was a three-hour facilitated session on a weekday evening that focused on building the decision-making framework. Workshop #2 in May was a four-hour open house on a weekend afternoon that introduced the three options and asked residents to evaluate each against the key issues. The variety of meeting times and formats was designed to reach people with different schedules and participation styles.

2.2.3 Rowville:NEXT Multimedia Awareness Campaign

Knox Council developed an multimedia campaign called "Rowville:NEXT" to raise awareness of the project and encourage people to participate in the development of the Rowville Plan. The program was designed to provide a single, simple piece of marketing collateral that could be used in many different ways to raise awareness of the Rowville Plan project in general and the Community Workshops specifically.

The centrepiece of the Rowville:NEXT campaign was a series of postcard invitations to the Community Workshops. The designs for these postcards included images of change over time related to living, working, and playing in Rowville. The last panel for 2030 had no image, implying an invitation for participants to help Council fill in the vision for Rowville's future.
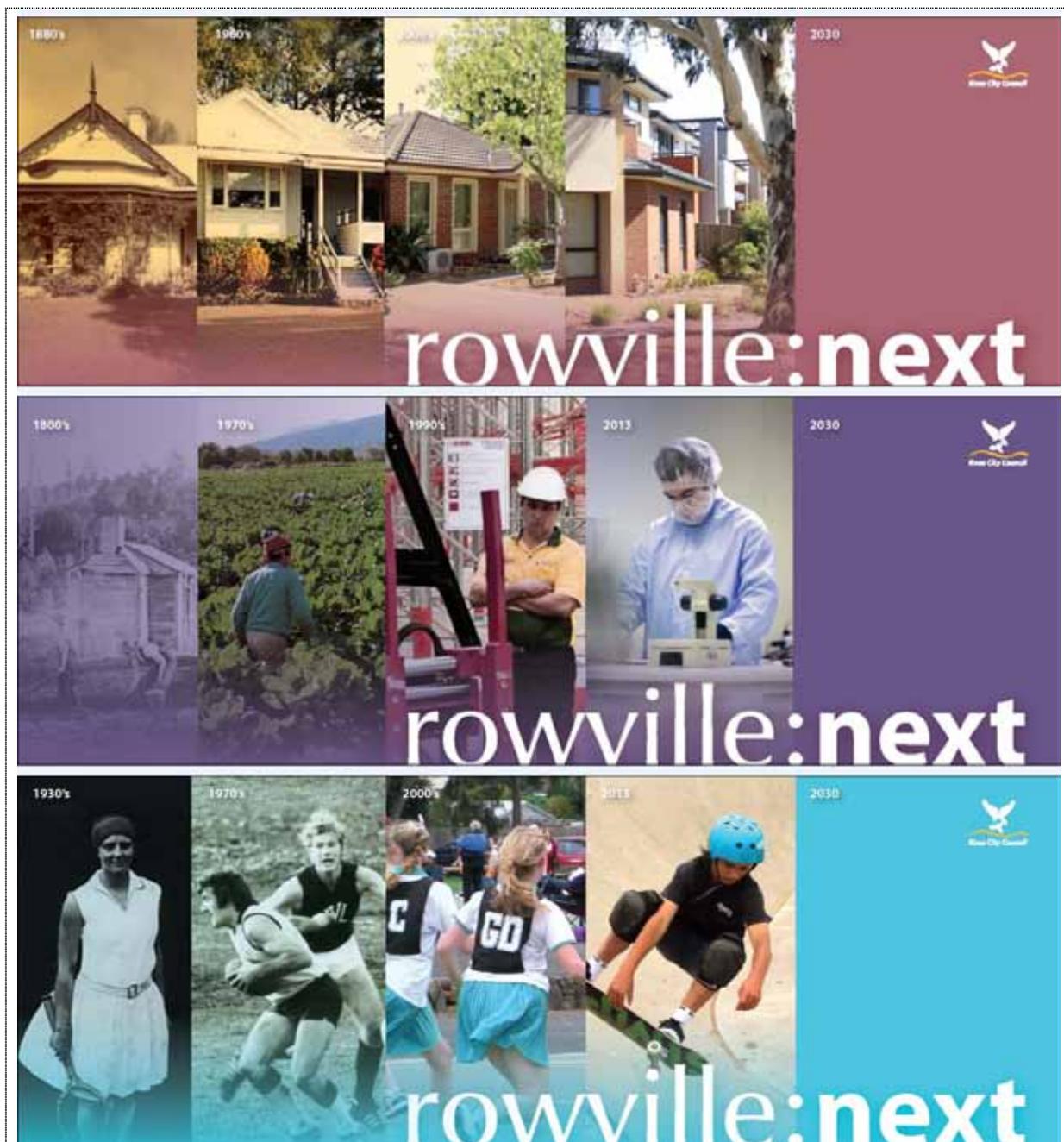
Figure 2: Rowville:NEXT Postcard Designs

These postcards were dropped in 4,070 post boxes in and around the Study Area; handed out at vox pops, festivals, and other events; distributed to Council committees and interest groups; given to members of the Rowville Community Reference Group to hand out to friends and neighbours; and made available at the customer counters at Knox Civic Centre, Rowville Library, the Rowville Customer Service Centre at Stud Park, and the Rowville District & Neighbourhood House at the Rowville Community Centre.

The images in Figure 2 were also used in letter and bulletins, local newspaper ads, posters ward newsletter articles, notices on Council's website, and social media. Additional letters and bulletins were posted directly to 2,963 addresses in the Study Area.

2.3   Community Role in Developing the Framework

2.3.1   Building the List of Issues

The process of building the list of key issues for the Rowville Plan began by compiling the Principles identified in the Stud Park Structure Plan documents. These issues were supplemented with issues reflecting recent research by Council including input from the Knox@50 program, a citywide engagement that informed the new Knox Council Vision. These issues were then tested with the community through a variety of forums.

The Rowville Community Reference Group (CRG) provided feedback on how the issues were presented and suggestions about how they should be modified before they were presented to the rest of the community. Several activities at Community Workshop #1 were designed to collect input on the list of issues. Each one included a section for participants to add in issues that were missing from the list presented.

2.3.2   Determining Community Priorities

The centrepiece of the conversation on community priorities was a survey that asked participants to select their top five most important issues and bottom five least important issues from the list. A copy of the survey is attached as Appendix A.

This survey was run as a facilitated activity with the Rowville CRG, at Community Workshop #1, and with Rowville Secondary College Students at the Knox Innovation Opportunity & Sustainability Centre (KISOC). It was also mailed to every address in the Study Area and made available on-line on the project website. Links to the survey were provided on the main Knox City Council homepage at various times throughout the project.

A total of 603 surveys responses were collected.   The votes for high and low priority issues were totalled to develop a shared community ranking, which is discussed in Section 3.2 below.

2.3.3   Defining Successful Outcomes

The definitions of successful outcomes for the future of Rowville were compiled using input from the community and Council staff. For each issue, contributors were asked to describe what good and bad outcomes looked like for Rowville. The Rowville CRG piloted the exercise in advance of, and provided valuable feedback that helped shape the activities for Community Workshop #1. Besides providing ideas for definitions themselves, the CRG helped streamline the question from four categories (excellent, good, fair, poor) to three (excellent, acceptable, poor).

At the Community Workshop #1, the participants discussed and debated the issues and contributed to the definitions of successful outcomes for each. In the first activity, the list of issues was divided among ten tables of 8-10 people, who participated in a discussion facilitated by Council staff. Then, people were encouraged to move around the room to add their thoughts to the other issues that mattered most to them. The results were recorded in full and are included here as Appendix F. These informed a consolidated set of definitions, which included input from across Council, which were used in the evaluation of options.

Figure 3: Sample Output from Workshop #1 Exercise on Defining Successful Outcomes

2.4 Community Role in Applying the Framework

2.4.1 Developing Options

The Rowville CRG played an integral part in the development of land use options for testing using the decision-making framework. Rowville CRG members worked to generate potential options for designating 'change areas' in the residential neighbourhoods in the Rowville Plan Study Area. These change areas described not only the land use expected in these areas, but also spoke to density and built form.
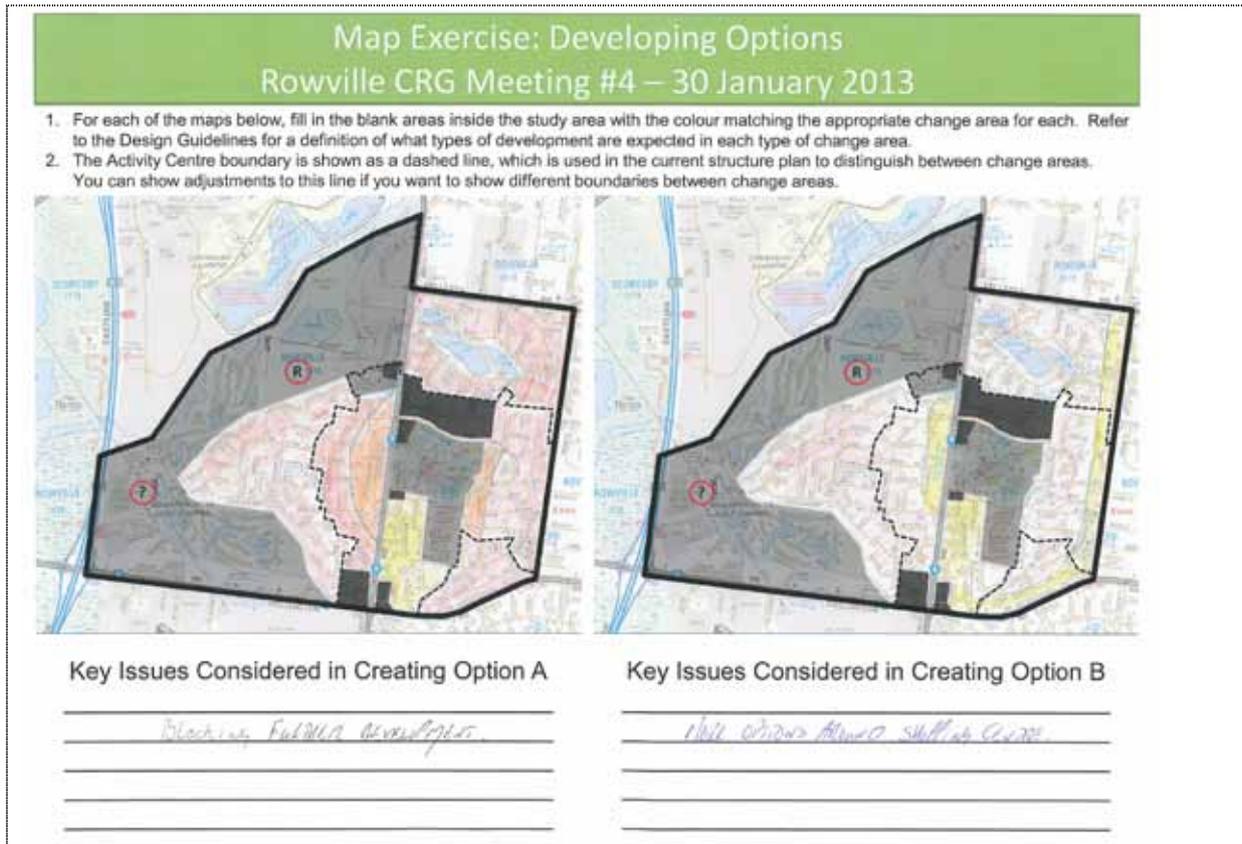

Figure 4: Sample Output from Rowville CRG Exercise on Developing Options

The project team consolidated this input to generate three options that represented a range of possible outcomes. These options were tested in the technical studies for transport and stormwater management and served as the basis for the activities at Community Workshop #2.

2.4.2 Evaluating Options

The process of evaluating options was a complex one that brought together information gathered in all of the previous steps. Rather than attempting to consider all of the possible effects and outcomes of a given option all at once, the decision-making framework allowed each issue to be broken out and considered separately against each option in a series of targeted assessments. The results were then assembled to build up a comprehensive picture of each option for comparison.

The program for the second community workshop in May was built around applying the decision-making tool issue by issue to build up the evaluation of the three land-use options. Community

participants were stepped through the process of developing the decision-making tool, and then asked to evaluate each option for one or more issues. People were free to choose the issues they wanted to address and had experts from across Council available to discuss the process and issues in greater detail.

Figure 5: Sample Output from Workshop #2 Exercise on Evaluating Options

2.4.3 Selecting a Preferred Option

Because none of the three options will provide excellent outcomes with relation to all issues, the selection of a preferred option requires balancing of competing issues to deliver as many of the excellent outcomes as possible on issues identified as high priorities by the community, and achieves a middle-ground in other areas.

 The preferred option presented in the Rowville Plan represents a compromise position between the findings of this community engagement program and the Evaluation of Land Use Options presented in Part 3 of the Background Report. The land use directions in the Draft Rowville Plan support an accompanying planning scheme amendment which seeks to implement the recommendations of the Rowville Plan related to land use and development.

3 What You Said

3.1 Issues to Address

The initial activities with the Rowivlle CRG and at the community workshops involved the list of key issues developed from prior plans, policy, engagement, and research. The list included the following items:

Table 1: Initial List of Key Issues

Stud Park
A diverse mix of retail, activities, and services at Stud Park
Main Street shopping, cafes, and restaurants
Town Square, "community hub", or other civic space at Stud Park
Housing
A variety of housing sizes and types
Housing affordability
Supply of social housing
Innovative and sustainable buildings (adaptable, flexible, accessible)
Infrastructure
Safe, high-quality transport choices (public transport)
Safe, high-quality transport choices (cycling, walking)
Traffic congestion and parking on residential streets
Flood protection and stormwater management
Amenity
Safe, high-quality parks, recreational facilities and open space
Native flora and fauna
Design of buildings / neighbourhood character
Leafy streetscapes and views to the Dandenong ranges
Privacy, overlooking and overshadowing
Community
Community connectedness, village feel, local living
Community capacity, partnerships and participation in decision making
Equal access to services, resources and technology
Social isolation and mental health
Services
Local employment, education, job skills for the future economy
Activities and services for aged residents and people with disabilities
Activities and services for young people

During the course of the engagement, the community suggested several additions to this list of key issues. These represent important community issues and will be included in the Rowville Plan.

High-Rise Buildings and High-Density Development

The issue of high-rise buildings and high-density development in particular is one that was raised many times in several different forums. Public opposition to the appearance of planning applications for apartment buildings in the area between Stamford Crescent and Stud Road west of the Stud Park Shopping Centre was a key factor in Council's decision to review the built-form outcomes of the previous Stud Park (Stage 2) Structure Plan. Because of this, one of the main goals of the community engagement process was to understand these concerns in greater detail.

Many people expressed a desire during the community engagement activities to prohibit high-rise buildings and apartments of any kind in the existing residential neighbourhoods. The reasons people gave for this view were many: concerns about increased traffic, reduced availability of on-street parking, poor design detracting from the amenity of the neighbourhood, loss of privacy due to overlooking and overshadowing of adjacent properties, and more general concerns about the potential occupants of apartments.

While several residents expressed concern that the high-rise and high-density did not appear on the list of issues, the reason is that Council was interested to understand the many different reasons given for these concerns. To reduce the complexity of residential density to a single issue would not provide the information about underlying reasoning and preferences that lead to those concerns. For the Rowville Plan to provide guidance on how to balance competing interests, it needs to reveal more about those underlying concerns and preferences.

Health Services and Aged Care

Issues related to health and health services were also identified by community members as important issues to add to the list. Other than high-rise buildings and high-rise development, nursing homes and aged care facilities were the most common listed under "Other High-Priority Issues" in the Community Priorities Survey. The need for a public hospital or 24-hour GP services were also identified in Community Workshop #1.

Other Issues

One input related to the list of issues was the result of an activity with the Rowville CRG, which helped identify several specific areas of concern. The map created in CRG Meeting #2 includes the location of issues related to Economic Activity (shown as pink dot), Open Space (green), Community Activity (blue), as well as areas of concern for Transport (orange) and stormwater (brown). Areas related to transport and stormwater were used as inputs into the Technical Studies on these topics.

The community identified several other issues to be added to the initial list throughout the various engagement activities. These included: public safety and law enforcement; support for community arts; engagement with religious organisations, and more.
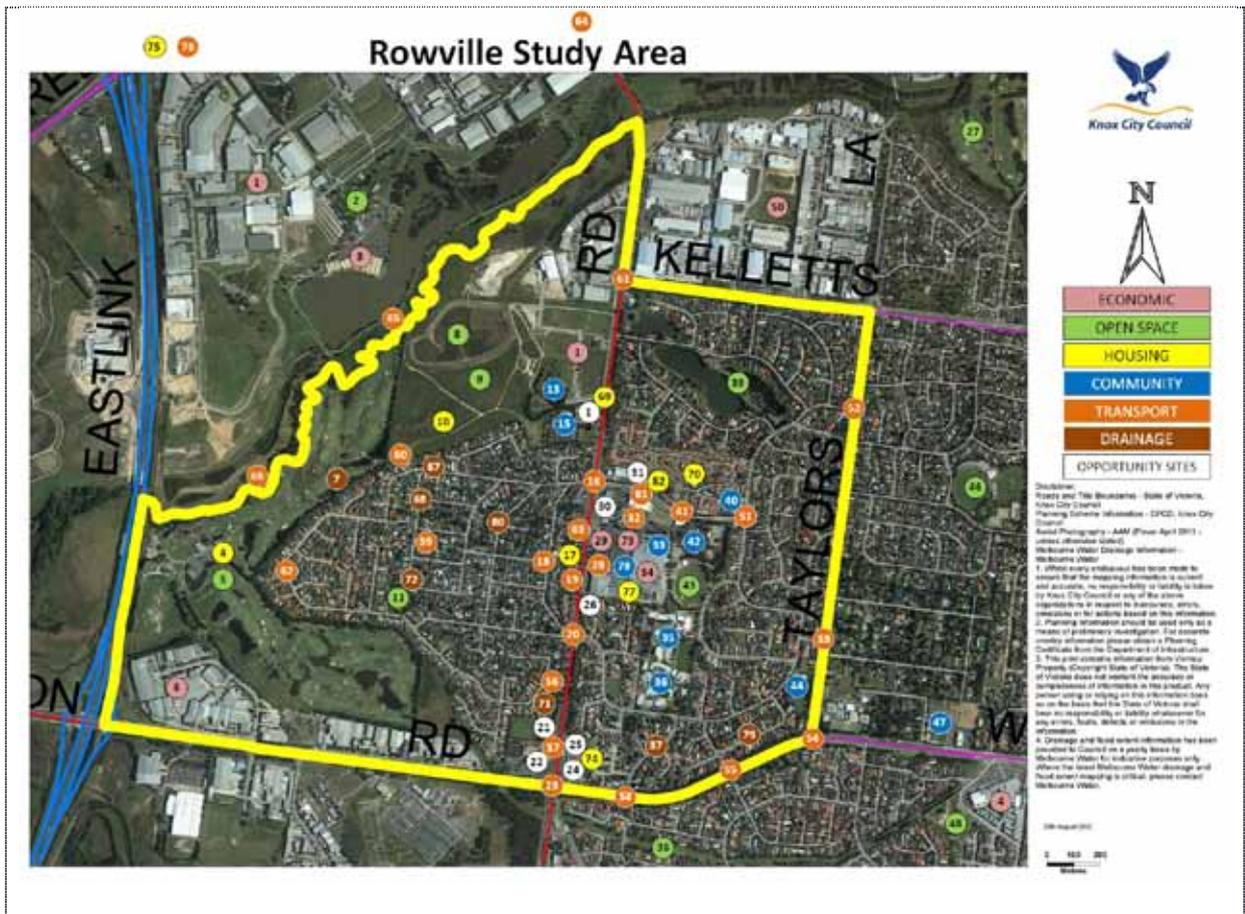
Figure 6: Map of Issues from Rowville CRG Meeting #2

A key for the list of issued identified can be found in Appendix C.

3.2 Community Priorities

Council received 603 responses to the Community Priorities Survey from residents and other community stakeholders. Figure 7 below shows the cumulative results. The green bars represent the number of votes for 'most important' issues and the red bars represent the number of votes for 'least important' issues.
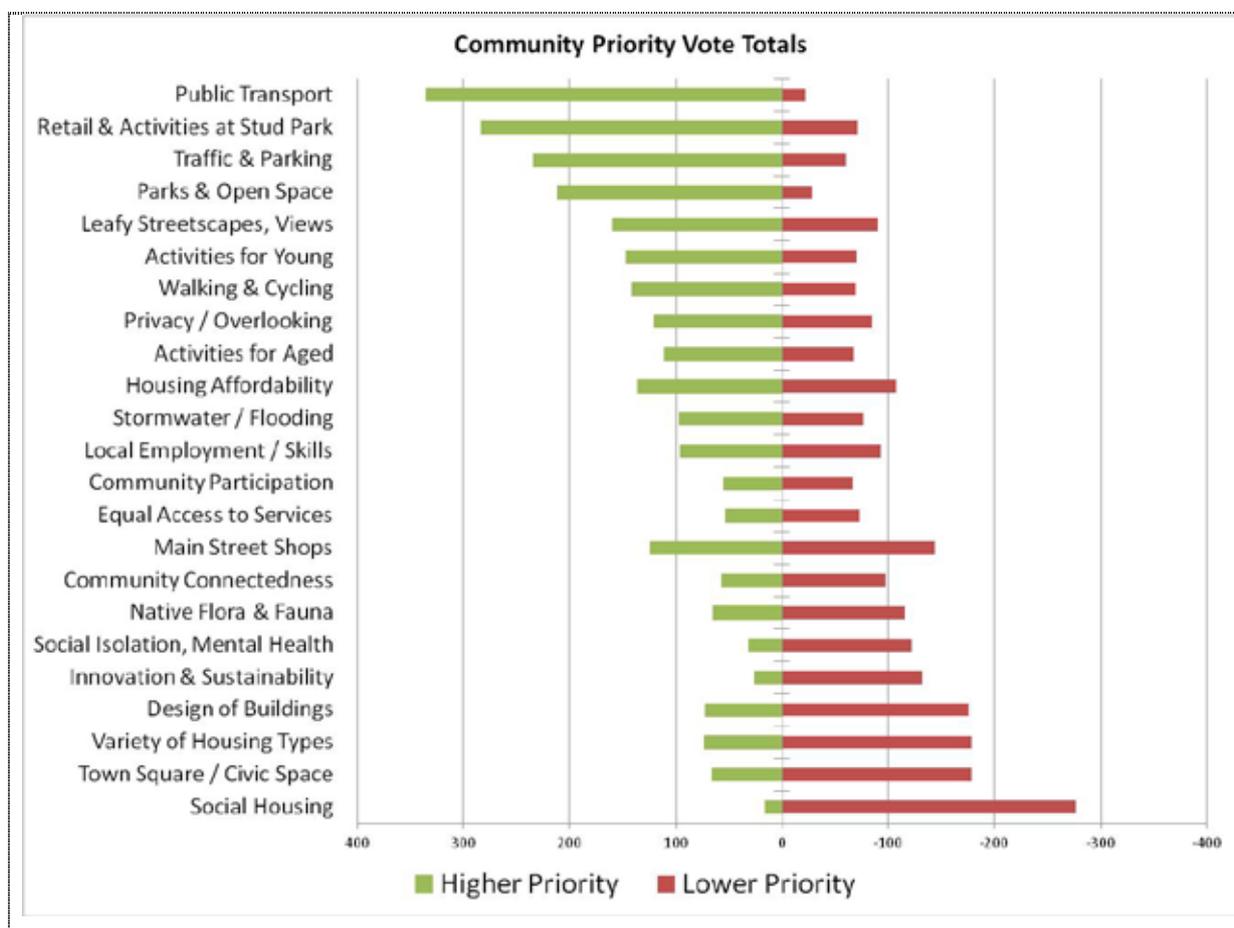
Figure 7: Community Priorities Survey Cumulative Results

Most people found it relatively easy to pick their top few most important issues, although many people wanted to tick more than just five. However, most people found it a much more challenging exercise to pick a bottom five least important issues. Some even resisted providing any low-priority items, as they believed that all were important. This tension spoke to the purpose of the exercise, which was to involve the community in making the tough decisions of what to prioritise. While all of these issues are considered important for Rowville's future, the exercise of sorting helps inform how they can best be addressed in the development and implementation of the Rowville Plan.

For the purposes of analysis, the issues can be grouped into four broad categories based on the votes they received. Each group has characteristics that suggest different approaches to how they can be best addressed. These groups are defined as: Majority Interest Issues, Minority Interest Issues, Controversial Issues, and Off-the Radar Issues.

3.2.1 Majority Interest Issues

These are the issues that received mostly votes for 'highest priority' and therefore appear near the top of the chart in Figure 7. There is a high degree of awareness of these issues within the local community. Although the community may disagree on how to address these issues in Rowville, most agree they are important. Majority Interest Issues often represent natural opportunities for Council and the community to work together in partnerships.

In Rowville these include: **Public Transport**, **Mix of Retail & Activities at Stud Park**, **Traffic Congestion & Parking**, and **Parks & Open Space**. The survey results were generally consistent with the issues that came up most often in the Community Workshops and in meetings of the Community Reference Group.

3.2.2 Minority Interest Issues

These are the issues that receive mostly votes for 'lowest priority'. There may be many reasons that a given issue is characterised as low priority. It may represent genuinely low levels of interest across the community, but it these issues may also involve social taboo, uncertainty around how they are defined, misperception of how common these issues are, or misunderstanding of how they impact the broader community and each individual. Stakeholders often see these issues as "someone else's problem," and not critical to their own everyday lives. Therefore it is often government and/or not-for-profit ("Third Sector") who will develop policies and programs to address these Minority Interest Issues.

In Rowville these include: **Supply of Social Housing**; **Innovative & Sustainable Buildings**; **Variety of Housing Sizes & Types**; **Town Square, 'Community Hub' or other Civic Space at Stud Park**; **Design of Buildings & Neighbourhood Character**; and **Social Isolation & Mental Health**.

Issues such as Social Housing, Sustainable Development, and Social Isolation & Mental Health, while important, are often underrepresented in broad surveys of public opinion. These issues were not common topics of discussion at the community Workshops or meetings of the Community Reference Group. The perceived costs and benefits of issues such as housing variety and sustainability are often spread widely and thinly over the entire community. Therefore it is not unexpected that they would be seen as lower in priority than issues where the perception of costs and benefits is felt very clearly by individuals, such as traffic congestion and privacy.

However the issues of Civic Spaces and Neighbourhood Character were of particular interest, as their relatively low priority in the survey results did not match the anecdotal evidence from conversations in the Community Workshops or with the Community Reference Group. Both of these issues were considered to be important in the previous Stud Park Structure Plan and were key topics of discussion in the Community Workshops and through the Knox@50 engagement program.

3.2.3 Controversial Issues

These are issues that receive a large number of votes for both 'highest priority' and 'lowest priority' and generally appear near the middle of the chart in Figure 7. These issues may represent disparity in peoples' views of the best use of time and resources or uncertainties defining characteristics and effects of the issue. Controversial Issues often require additional engagement between Council and the community to inform each other on the range of views people hold. They may be well-suited for

policies and programs that combine Council and community resources in creative ways to do more with less.

Some examples of this type of issues according to the survey results are **Housing Affordability**; **Main Street Shopping, Cafes & Restaurants**; and **Leafy Streetscapes & Views to the Dandenongs**. These issues all fit into the category of hard-to-define, and the invited a wide variety of definitions and interpretations in the Community Workshops.

3.2.4 Off-the Radar Issues

These are issues that receive few votes at all, of either 'highest priority' or 'lowest priority.' These issues also appear near the middle of the chart in Figure 7. These may be issues that the community does not think are problematic, or they may be ones for which people generally do not have strong opinions.

Some examples of this type of issues according to the survey results are **Community Participation in Decision-Making** and **Equal Access to Services & Resources**. At first glance, it is surprising that the issue of community participation elicited so few votes on either side of the question, since there has been a growing emphasis across Victoria for more local input in decision-making. However, this result also points to the difficulty of getting wide sections of the community interested and engaged in the process of working with Council on issues of long-term planning.

Sample of Quotes from Participants

- *"All [issues] are important as they all contribute to a fully functional connected community"* - Community Priorities On-Line Survey

- *"All of the above are important issues to members of the community"* – Community Priorities On-Line Survey

- *"All are no less important than the other as they all contribute in one form or another to community amenity"* – Community Priorities On-Line Survey

3.3 Definitions of Successful Outcomes

Like the Community Priorities, the issues can be grouped into broad categories based on the responses they received in the definition of outcomes. Each grouping has characteristics that suggest different approaches to how they can be best addressed.

For the purposes of analysis, these groupings are defined as:

- *Issues where community was in **general agreement** about the definition of 'excellent' and 'poor' outcomes,*

- *Issues where there was **disagreement** about what constitutes 'excellent' and 'poor' outcomes,*

- *Issues where there was a **variety of interpretations** on what the issue means and how it should be assessed*

- *Issues where there were **few opinions given** by community participants.*

3.3.1 Areas of General Agreement

For these issues, the community's interpretation of the issue was relatively consistent and straightforward and the ideas presented to define excellent, acceptable, and poor outcomes were similar. This suggests that these are issues that the community is relatively united on, and whose solutions are well-understood even if they are not easy to implement.

Public Transport

The input from the community around public transport through the Knox@50 Vox Pops and Community Workshop #1 was fairly consistent: existing bus services were inadequate and improvements to the frequency, number of destinations, connectivity between routes, and accessibility and amenity of bus stops would represent a good outcome for the community.

The desire for the state government to commit to funding a heavy rail extension to Stud Park, Rowville was a common issue raised by the community throughout engagement. This was a particularly common answer to the question "What could make your community even better?" that was a major theme of the community engagement for Knox@50.

One of the only areas where there was a preference for reduced public transport service was the suggestion to remove bus lanes along Stud Road in order to increase capacity for private vehicles. However others suggested bus signal activators and other priority measures to improve bus service.

Traffic

There was also clear agreement among most contributors that traffic conditions in Rowville represented a significant problem for residents, and that congestion on main roads and local streets is getting worse. Of the people who registered objections to higher densities of residential development cited, increased traffic congestion and the overcapacity of the existing roadway network was one of the most common reasons cited.

Activities & Services for Aged

Contributors were quite consistent in their descriptions of excellent and poor outcomes related to aged care services and facilities in Rowville. There was a general consensus that additional facilities were needed, including more variety in the types of care and living arrangements provided. Many people suggested that the addition of a nursing home or other higher-care facility in Rowville would be an excellent complement to the facilities at Peppertree Hill and elsewhere. A high degree of connection between aged residents and the rest of the community was also seen as an important part of an excellent outcome in Rowville, and that increased isolation would be a poor outcome.

Other Issues

Other issues where there was general agreement include: **Activities & Services for Young People**; **Flood Protection & Stormwater Management**; and **Safe, High-Quality Walking & Cycling Facilities**. Participants generally agreed that more was better in these areas.

3.3.2 Areas of Disagreement

A number of issues generated opposing views among the community participants of what constituted excellent, acceptable, and poor outcomes. For these issues the community either

agreed on the problem and disagreed on the solution, or disagreed that there was a problem at all. Often the same ideas appeared in both the 'excellent' and 'poor' columns, which suggests opposing views among different stakeholders.

Parking

While the community generally agreed on the definition of excellent and poor outcomes related to traffic, there was a wider range of views on the related issue of parking. In general, community members valued both their ability to park on the street as well as the ability to drive along local streets without disruption. This leads to opposing viewpoints on what excellent and poor outcomes for parking might look like, depending on which issue was considered most critical.

People who cited a lack of parking or future loss of parking as their biggest concern suggested protection for and in some cases increases to on-street parking would represent an excellent outcome. While others who saw congestion on local roads as their biggest concern suggested that this type of outcome would be poor for Rowville, and suggested that further restrictions on street parking would represent an excellent outcome.

As with traffic congestion, poor outcomes related to on-street parking were often cited as one of the factors by those who opposed high-rise buildings and high-density development. Some suggested increasing minimum on-site parking requirements for multi-unit developments as a potential strategy to reduce the impacts to local streets.

Variety of Housing Sizes & Types

The issue of housing variety was one of the most contested issues with regard to the types of responses given and different definitions of excellent, acceptable, and poor outcomes. The opinions provided by community members can generally be put into two categories: those who favour a greater diversity of housing types and more small dwellings in Rowville, and those who favour maintaining the status quo of predominantly 3-5 bedroom detached houses.

Those who favoured an increase in housing diversity gave several reasons for listing the status quo as a poor outcome for Rowville. Some listed a desire to cater for ageing residents who wanted the ability to downsize to a smaller home within Rowville. Others listed concerns about their children's ability to afford to buy a home in Rowville, and suggested that smaller townhouses and units could provide more options for that group. Others said that a lack of variety would be a 'poor' outcome and that housing that supported a balanced community would be an 'excellent' outcome.

Those who opposed changes to the types and sizes of housing available in Rowville often cited concerns about changes to the existing feel and character of their neighbourhood. Many of these contributors felt that the existing mix of dwellings best matched the family-oriented character of the existing neighbourhoods, and thought losing that feel would represent a 'poor' outcome for Rowville. This view tended to accompany opposition to high-rise buildings over two storeys and high-density development.

Privacy, Overlooking, and Overshadowing

Concerns about loss of privacy from overlooking and negative impacts on adjacent properties from overshadowing were another common reason cited by those who opposed high-rise buildings and

higher-density residential development. A description of excellent outcomes that included minimum setbacks, screening requirements to restrict the ability to see into properties from adjacent properties represented the prevailing opinion on this issue. However, there was a minority opinion put forward at Community Workshop #1 that advocated for more openness and visibility within the neighbourhood. The idea behind this was that too much privacy with high fences and the like could lead to crime and other poor outcomes.

Other Issues

Other issues in this category include **Mix of Retail & Activities at Stud Park**; **Town Square or Other Civic Space**; and **Main Street Shopping, Cafes, and Restaurants**. In general, most people were in favour of additional activities, services, and amenity at Stud Park Shopping Centre – including new public spaces and dining options. Some also cited an expanded shopping centre and the additional demand it could create as a positive influence on the viability of the Rowville Rail. However there was a minority opinion that Stud Park was fine the way it is and that it should not be upgraded in any way if that contributed to greater pressure for increased residential development in the area.

3.3.3   Issues with a Variety of Interpretations

Other issues elicited a wide range of different but not necessarily opposing ideas around the definitions of successful outcomes. Generally this was a result of different interpretations about the definition of the issue itself. This means that there is not always consistency in how the issue is discussed in the community, nor were participants always answering the same question. These are areas where the Rowville Plan can help define the issue and promote common understanding about how it could be addressed in Rowville.

Housing Affordability

There were many different views among contributors about the definition of 'Affordable Housing,' and therefore differing views on successful outcomes as well. Many participants equated affordable housing with low-income, subsidised, or social housing and therefore were opposed to considering it in the Rowville Plan. Others equated affordable housing with apartments or other high-density dwellings and were therefore strongly opposed to Council's involvement in promoting those types of development.

Others took a broader view of affordability as a desirable goal for Council to advocate for and promote. Some contributors were parents who were concerned that their own children would not be able to afford a first home in Rowville, and would be forced to move away when they left home. Other parents whose children had recently left home or would be soon were concerned that there were few local options for them to downsize to a smaller dwelling in the area.

Several people did not believe affordability of housing was an issue in Rowville, where incomes tend to be higher than in other parts of Knox. And there was a view (expressed by both participants who saw affordability as an issue and those who did not) that housing prices were out of Council's area of influence and that local government could not or should not try and interfere in the local market for housing.

Design & Character of Buildings

The broad range of ideas and opinions related to this issue that were collected throughout the community engagement program revealed this to be a far-reaching and contentious issue. Neighbourhood character was an issue that was cited by many participants with a range of views. People used it as a descriptor for what they loved about Rowville and their neighbourhood. However, there was not a clear consensus view on what made up excellent outcomes for the design and character of buildings.

More often however, neighbourhood character and building design was used to support an argument against certain outcomes that people opposed, including high-rise buildings and high-density development. Indeed there were far more contributions made in the 'poor' outcome category reflecting issues including: size and orientation of a house on a block to building heights and car parking.

Community Participation in Decision-Making

The contributions for this issue tended to focus more on the actual outcomes that people wanted to see rather than the process for engagement they would like to participate in. As such, there was significant crossover with the ideas presented for other issues at the workshop.

However it was clear from the amount of response that people felt that the community did not have enough of a voice in the future of Rowville, particularly when it came to decisions about residential development. Many held a strong belief that Council and VCAT decisions were made independently of each other and with little regard to community wishes. This implications of this belief within the community and possible solutions for addressing this concern is discussed in greater detail in Section 4.2.11.

Other Issues

Other issues in this category include **Parks, Recreational Facilities, and Open Space**; **Community Connectedness**; **Leafy Streetscapes & Views to the Dandenongs**; and **Local Employment & Skills Training**. The range of ideas related to parks, recreational facilities, and open space was particularly broad, with many different ideas of what constituted excellent outcomes.

3.3.4 Issues with Little Response

A few of the issues in the list generated little response from the workshop participants with respect to defining successful outcomes. There may be many reasons that these issues did not generate many ideas at the workshop, but it is not immediately clear what those reasons may be for each.

Many of these issues represent clear priorities for Council, and have dedicated teams within the organisation addressing them. Much of the discussion of these issues in the Rowville Plan may therefore be driven by current Council policy and programs. Like the 'Off the Radar' issues in the Community Priorities Survey, these issues will require further engagement, education, and collaboration between Council and the community to understand how the community views successful outcomes in these areas.

Some issues that received little input during the community workshops include: **Equal Access to Services & Resources**; **Native Flora & Fauna**; **Social Isolation & Mental Health**; **Innovative & Sustainable Buildings**

3.3.5 Quotes

- "No variety of housing types to cater for different needs and affordability [could] lead to a one-dimensional residence" – Listed under 'poor' outcome for "Variety of Housing Sizes and Types"

- "Balanced community to accommodate families, singles and the elderly" – Listed under 'excellent' outcome for "Variety of Housing Sizes and Types"

- "Leave it as it is" – Listed under 'excellent' outcome for "Variety of Housing Sizes and Types"

- "Different types of housing, e.g. low density development to cater for different needs, ages, affordability, and socio/economic level" – Listed under 'excellent' outcome for "Variety of Housing Sizes and Types"

3.4 Development of Options

The Rowville CRG developed a range of possible land-use options at CRG Meeting #4. The exercise asked teams of 2-3 people to create two different options and list the key issues considered in creating each option. Four levels of change were available to be assigned to the map – 'lowest', 'lower', 'higher', and 'highest' – each with a description of the type of development expected over time in those areas.

Low Overall Change in Most Residential Areas

In general, the CRG members showed a strong preference for low levels of change across most of the residential neighbourhoods in the study area. Most neighbourhoods were designated for 'lowest' change, with smaller areas of 'lower' change allowed in pockets nearest to the commercial areas. Some options included 'higher' change in residential areas along main roads: Stud Road, Wellington Road, Taylors Lane, and Fulham Road. Only one of the options suggested by the Rowville CRG included 'highest' change option in existing residential areas, in the areas immediately adjacent to Stud Road.

Residential Density Accommodated in Commercial Areas

The CRG designated the commercially zoned land in and around the Stud Park Shopping Centre as areas of 'highest' change. The ensuing discussion revealed that this preference for change included the possibility of residential density in addition to changes to the shopping centre. There was a general comfort with apartments and buildings above three stories in the commercial areas, as long as issues such as potential increases in traffic and view corridors to the Dandenongs were adequately addressed.

Some Change along Stud Road and Stamford Crescent

The CRG members provided a range of possible solutions for addressing change in the residential areas along Stud Road. Some suggested treating the area between Stud Road and Stamford Crescent differently to other residential areas, identifying this area as the most favourable location

for change. One suggestion was to dividing the area further, suggesting 'higher' change in the lots fronting Stud Road and 'lower' change in the lots on the east side of Stamford Crescent, with controls that encouraged building heights that stepped down from Stud Road to achieve a gradual transition between building types and character.

Options Developed for Testing

Figure 8: Three Options Developed from Community Input: Stud Park Structure Plan, Option A, Option B

3.5 Evaluation of Options

There were a variety of opinions captured in the community's evaluation of the three land use options at Community Workshop #2 in May. The community was asked to rate each option against one or more specific issues, using the shared definition of outcomes. Most of the evaluations provided, however, were general in nature, with ratings that reflected more than one issue. While this makes it more difficult to gauge the community's views on specific issues, an examination of the overall ratings provided and the issues cited to support those ratings does provide some insight into how the community views the three options in relation to the key issues.

Overall Rating

In general, the participants of Community Workshop #2 showed a strong preference for Option B, the lowest change, lowest investment option. However each option of the three options received at least one rating in each category, highlighting at least some diversity of views among the participants. However some participants did not provided a rating for each option, and others rated all three options as 'poor.' The most common response was to rate Option B as 'excellent', Option A as 'acceptable', and the Stud Park Structure Plan option as 'poor.'

Issues Cited

The most common issues cited in respondents' ratings of the three options were **Traffic & Parking**; **Public Transport**; **Privacy, Overlooking, and Overshadowing**; and **Design of Buildings & Neighbourhood Character**. Those community members who rated Option B as good as or better than the other two scenarios tended to cite these issues as key factors. Many of these same contributors stated a view opposed to high-rise buildings and high-density development.

Other issues that received multiple mention in overall ratings included **Parks, Recreation and Open Space** and **Public Safety & Enforcement**. Most of the contributors who cited these issues rated Option B as 'excellent' and Option A as 'acceptable.'

The issues of **Retail and Activities at Stud Park**; **Housing Affordability**; **Variety of Housing Sizes & Types**; and **Activities & Services for Young People** were not commonly cited as key issues by the respondents at Workshop #2. Notably, however, those who did cite these issues tended to rate the Stud Park Structure Plan or Option A as good as or better than Option B.

Sample of Quotes from Participants

- "We do not want to live next to high-rise buildings. We moved here because of its neighbourhood character and low density appeal." – Community Evaluations from Workshop #2 rating Option A as 'poor'

- "Keeps this area as a family community, would have less impact on current infrastructure." – Community Evaluation from Workshop #2 rating Option B as 'excellent'

- "Might help to bring some investment such as better roads, buses, possibly a train line." – Community Evaluation from Workshop #2 rating Option A 'acceptable'

- "Let's bring more money, shops, transport to Rowville" – Community Evaluation from Workshop #2 rating Option A as 'excellent'

- "Increased development creates increased demands for transport options. However walking/cycling infrastructure would need to be prioritised" – Community Evaluation from Workshop #2 rating Stud Park Structure Plan as 'acceptable'

- "People's inability to change can impact everyone's future." – Community Evaluation from Workshop #2 rating Option B as 'poor'

- "Increased development around commercial areas creates increased demand I need for more public transport options." – Community Evaluation from Workshop #2 rating Option A as 'excellent'

- "Without an increase in demand there will be little opportunity to increase public transport options." – Community Evaluation from Workshop #2 rating Option B as 'poor'

- "I don't think low change is an option given increased housing pressures – unrealistic" – Community Evaluation from Workshop #2 rating Option B as 'poor'

- "Leaves residential area largely untouched. Concentrates on commercial areas. Provides option for development around affordable housing options." – Community Evaluation from Workshop #2 rating Option A as 'excellent'

- "Up to three-storey not suitable in this family estate." – Community Evaluation from Workshop #2 rating Stud Park Structure Plan as 'poor'

- "Three-storey apartments cause too much congestion in parking, traffic, and overshadowing." – Community Evaluation from Workshop #2 rating Stud Park Structure Plan as 'poor'

- "Boring – Rowville needs to grow" – Community Evaluation from Workshop #2 rating Option B as 'poor'

4   What it Means for the Rowville Plan

4.1   Community Participation

The community engagement program for the Rowville Plan between March and May 2013 was designed to capture the input of a wide range of stakeholders with a variety of opinions and views in order to support a broad discussion of all of the issues related to land use and planning decisions. The Terms of Reference of the Rowville CRG and the Rowville:NEXT awareness campaign were both designed to reach, current residents, potential future residents, students, shoppers, users of parks and recreation facilities, community organisations, and business owners and employees.

However in practice it can be difficult to achieve such broad balance in a process that relies on self-selection of contributors and volunteers. While the participants of the community workshops did represent a range of different backgrounds and interests, the overall number of community members who contributed during the engagement process tended to be small relative to the total population of Rowville, and current residents made up the largest share of the different stakeholder groups that were targeted.

One of the most pressing reasons for Council's decision to review the findings of the Stud Park Structure Plan was concern among the community that the built-form outcomes of that plan were not producing appropriate outcomes for Rowville. These issues continued to drive much of the dialogue among the community during the engagement program. In general, much of the conversation at the community workshops and other events was related to concerns about changes to residential development.

The Rowville Plan must carefully balance the questions and concerns represented by community participants with the outcomes of research, Council policy, and the input of subject matter experts from across Council in the development of a shared set of objectives and subsequent directions and strategies.

4.2   Themes Emerging from Community Engagement

Several common themes emerged out of the community's responses to questions about Rowville's future. Using these themes, a set of Community Aspirations has been developed that will inform the Rowville Plan. Council has also developed a set of objectives based on current Council policy and new research related to the Rowville Plan. These are described in the Background Report. The Rowville Plan will need to combine the objectives from both sources and balance them against the drivers of change that Rowville will need to address in order to develop directions and strategies for a more resilient future.

The following list of Community Aspirations contains a short summary of the community's input that informs the development of the Rowville Plan.

4.2.1 No High-Rise or High-Density in Existing Neighbourhoods

One of the most common and most passionately-held views expressed by many participants was that high-rise buildings and high-density development would be inappropriate in Rowville's existing neighbourhoods.

Discussion

Most of the opposition to changes in residential development related to apartments, but there was a similar but less common view that townhouses would also be inappropriate. Concerns related to previous planning applications for apartment buildings of four stories and higher were one of the key factors in Council's 2011 decision to review built form outcomes, and the results of community engagement show that it remains a concern. There is widespread concern among many residents that lack of clear guidance in the current planning system has lead to uncertainty in decision-making by Council and VCAT and poor development outcomes for the community.

There were are variety of potential impacts that people cited to support their opposition: loss of privacy from overlooking of houses and gardens, overshadowing of houses and gardens, poor building design contributing to a reduction in amenity, traffic congestion and parking on neighbourhood streets, changing character of neighbourhood, strain on stormwater infrastructure, and loss of trees and landscaping.

While many participants were opposed to apartments in any form, some residents felt apartments would be acceptable in some neighbourhood areas if one or more key issues could be adequately addressed. For example, some participants said that apartments would be acceptable if they were of high-quality design. Other said that apartments could be acceptable if impacts to the availability of on-street parking could be solved, for example by requiring adequate levels of on-site parking.

Community Aspirations

- Encourage apartments and other higher-density residential development outside existing residential areas – for example, in the Opportunity Sites and in the commercially zoned land in and around the shopping centre/commercial core

- Limit the areas in existing residential neighbourhood where apartments are encouraged/allowed

4.2.2 Preserve Existing Neighbourhood Character

There was a strong desire among many of the participants to protect and preserve existing neighbourhood character, based on an affinity for the existing look and feel of their suburb.

Discussion

This often took the form of opposition to new residential development, including the introduction of apartments. However this view generally came from a real affinity for the local area, and a desire to maintain those aspects of Rowville that make it an attractive place to live.

There were several factors that people discussed with regard to neighbourhood character. Many people were drawn to Rowville as a family-oriented area, and believed that preserving the existing mix of detached houses was the best way to ensure that it remained a friendly place for families. Others enjoyed the quiet suburban feel that Rowville provided, and did not want to see an increase

in activity and people in the area. Others liked the green and leafy environment and proximity to the Dandenong Ranges, and were not interested in seeing Rowville become more like middle and inner suburbs.

Community Aspirations

· Encourage housing types that can continually support Rowville as a place that accommodates families and households with children

· Protect street trees and other vegetation in public spaces and canopy trees on private lands

· Preserve views to the Dandenong Ranges from key locations in Rowville, including neighbourhood streets, public open spaces, and the Stud Park Shopping Centre

· Develop planning controls that strike a balance between promoting open and friendly streets at the front of houses and private open spaces in back gardens

4.2.3 Reduce Traffic Congestion

There was a strong and consistent view that traffic congestion on local streets and main roads was already a key problem for Rowville, and concern that changes to land use could make this problem worse in the future.

Discussion

Many residents expressed frustration with delays along main roads, particularly at the intersection of Stud Road and Wellington Road. Many residents also described difficulty getting in and out of local neighbourhoods at intersections with main roads, especially Stud Road.

Concern about congestion on local streets was generally attributed to:

o Large numbers of cars parking on the street combined with narrow streets making passage slow and difficult

o Construction activity from development sites disrupting traffic flow and creating safety concerns

These concerns were particularly acute along Stamford Crescent and other areas west of Stud Road. Some were concerned that congestion along local streets from these two sources could endanger public safety by impeding emergency vehicles. There was a desire by some for greater enforcement of local laws related to construction activities and on-street parking.

Community Aspirations

· Set strict requirements for new developments to accommodate a substantial portion of parking on site in order to reduce the demand for parking on local streets

· Apply on-street parking restrictions in residential areas with narrow streets and high traffic volumes to promote easier access and safety in the neighbourhoods

· Improve the configuration and signal control along main roads to promote easier entry and exit into and out of local neighbourhoods at key intersections

- Increase the regulation of construction activity and enforcement of local laws to reduce disruptions to local streets and damage to the public streetscape

4.2.4 Bring the Rowville Rail

There was a widely-held view that a new heavy rail service would benefit Rowville, and that Council should work with state government authorities and the community to help secure this service. However, the reasons people gave for supporting the Rowville Rail were less clear.

Discussion

Many people who supported the Rowville Rail also reported that they did not make regular trips into the Melbourne CBD, Monash University, or other destinations along the proposed rail service. While there was a strong sense that a lack of transport choices contributed to high levels of traffic congestion in Rowville, securing the Rowville Rail was often seen as a matter of local identity and pride for Rowville residents as it was about adding a functional, much-needed transport option. However, several participants scepticism expressed that the rail would not be completed any time soon, if at all, despite the community's and Council's support for it.

There was an alternate view offered by a few contributors who opposed a train station at Stud Park. Many who held this view were generally not in favour of the amount of change a rail station might bring, and were inclined to keep Rowville the way it is now. One reason was concern that a large amount of cars drawn to an end-of-the line station would add to congestion in the area and make parking more difficult to find. Another was concern that a rail station would attract crime and other undesirable activity to the area.

Community Aspirations

- Support the planning and delivery of the Rowville Rail (by the state government)

4.2.5 Improved Choices for Transport

While there was broad support for improved bus services in Rowville, there were diverging opinions on how this could be achieved and what it would require to secure investment in transport infrastructure.

Discussion

Many participants acknowledged a lack of useful transport options to the private car, and most were generally in favour of improved bus services. People were in favour of increasing the number of destinations that could be reached from Rowville by bus – including the train stations at Glen Waverly and Ferntree Gully – as well as improved connections between bus lines. There was a view that the aged, young people, and others who do not have easy access to cars were at risk of isolation from the community, and could benefit from improved transport options.

However, there was also a strong sentiment expressed by many that bus lanes on Stud Road should be removed to provide more space for cars. This was often linked to a perception that the buses were not frequent enough or well utilised enough to justify an exclusive lane, as well as safety concerns about drivers weaving between lanes at the start and end of the intermittent bus lanes.

Some participants made a link between increased development at Stud Park and in the residential neighbourhoods and increased opportunities for transport investment and improvement. Others who were in favour of improved bus services were opposed to increased development, particularly high-rise and high-density in residential neighbourhoods.

Community Aspirations

- A new bus interchange at Stud Park shopping centre

- Improvements to SmartBus and local bus service (increased bus frequencies, improved connections, and safer bus stops)

4.2.6 Expand Parks & Open Space

It was clear that the Rowville community places high value on their parks, recreational facilities, and open space. This issue rated as a very high priority for the community, and the ideas presented to describe successful outcomes showed a wide range of ambitions for expanding what already works well and improving what does not.

Discussion

Many community members enjoy the active uses of their parks, and provided ideas for new facilities that would promote those activities. These included suggestions large and small, from a new community pool to new bbqs, public seating, and toilets. Other contributors spoke about the importance of natural spaces and habitats, and placed a high value on protecting and increasing native and indigenous plants. Other suggestions ranged from heritage trails to leash-free dog areas. Public safety was another key factor in the description of successful outcomes for public open spaces, with suggestions related to lighting, maintenance, and local law enforcement.

The wide variety of ideas suggests many opportunities for Council to support community initiatives and form partnerships with community organisations to deliver new services and facilities.

Community Aspirations

- Make the best use of existing parks, reserves, and recreational facilities by increasing the number of activities available

- Develop new open spaces and facilities Rowville to cater for a greater range of activities and reduce travel distances for local residents

4.2.7 A 'Heart for Rowville'

There was a sense from many members of the community that Rowville lacked a central area for people to gather – a "heart for Rowville" as one community member described it.

Discussion

The Stud Park Shopping Centre serves as a *de facto* central meeting place for many people in Rowville. However, there was a sense from the community people were using places not specifically designed as public gathering spaces – car parks for example – to serve this purpose, because there were few other alternatives. Many contributors were in favour of expanded retail, entertainment, and activities that would provide reasons for people to be at Stud Park during more parts of the day,

particularly evenings. Others spoke about developing spaces that do not rely on shopping as the primary activity to bring people together, but that provide a range of services for many ages and interests to encourage people to meet and interact.

However, the issues of a Town Square or other civic space and Main Street shopping and dining was rated as a low priority overall. This suggests that there may be a lack of consensus on what type of space, facility, or area could fill this need.

Community Aspirations

- Improve public spaces at Stud Park

- Encourage the development of new public and/or private spaces in Rowville that combine multiple attractions (shopping, recreation, sport, cultural activities) for multiple user groups (parents, children, youth, elderly, residents, visitors, students)

4.2.8 More Activities for Young People

There was a sense among many in the community that Rowville lacked activities for and engagement with young people.

Discussion

There was a general perception among the participants that other than organised sports, young people have few activities to involve themselves in Rowville. However young people were underrepresented as a group at these forums, as is common in traditional community engagement activities. Council currently has a several policies and programs that respond to the needs of youth across Knox. In addition, the program of community engagement for the Rowville Plan included meeting with the Knox Youth Council and Youth Issues Advisory Committee, as well as short sessions with Year 9 and Year 10 students of Rowville Secondary College at the Knox Innovation Opportunity & Sustainability Centre (KISOC), a joint venture of Knox City Council and Swinburne University.

Many of the other objectives in the Rowville Plan will address issues important to young people, such as activities at Stud Park and in parks and recreation facilities. However, a dedicated program that builds on existing Council programs, the engagement done for the Rowville Plan to date, and community organisations with a youth focus is also needed to help empower young people.

Community Aspirations

- Improve engagement with young people in Council processes and programs

- More constructive activities for young people that can help act as a deterrent to crime, hooning, and other anti-social behaviour

4.2.9 Improved Services and Facilities for Aged Residents

Increasing opportunities for healthy ageing was seen as an important and growing issue by many in the community, including those who currently use aged care services, family of aged residents, and those who will use these services in the near future.

Many contributors placed a high value on providing a high quality of life for aged residents both now and into the future. There was also a common view among many contributors that Rowville lacks a variety of options for aged care and retirement living. There were several suggestions that a nursing home or 3-stage care facility was needed in the area to supplement the services offered by existing local providers such as Peppertree Hill Retirement Village.

There was also a strong desire among contributors to ensure that aged residents are not only well looked-after but also remain an integral and well-connected part of the community in Rowville. Many people believed that activities and facilities where people of all ages could mix and interact would be a positive way to address this goal.

Community Aspirations

· Encourage the construction of a new high-care or 3-stage aged care facility in Rowville

· Encourage shared use of facilities and joint activities and events to appeal to a wide range of age groups

· Co-locate facilities and services for aged residents near facilities that serve other age groups

4.2.10 Concerns Related to Social Housing

The predominant view among participants was that social housing was not a high priority in Rowville, and many were opposed to locating social housing in existing neighbourhoods.

Discussion

Much of this view seemed to arise from a desire to keep social housing and the perceived problems associated with it away from current residents and out of the neighbourhoods (i.e. crime, noise and disruption, lack of upkeep and reduced amenity).

There was an alternate view expressed by some that more social housing was needed in Rowville. These contributors cited a lack of available low-cost as well as social hosing options in Rowville. Among those voices there was a general view that it would be most appropriate to mixed in social hosing with market-rate across the city and rather than cluster it in centralised locations.

Community Aspirations

· Prohibit large apartments blocks of social housing in local neighbourhoods

4.2.11 Greater Voice for the Community

There was a clear frustration from several participants that the voices and opinions of the community were not being heard by decision makers in Council and VCAT, particularly when it came to the types of residential development happening in their neighbourhoods.

Discussion

Several participants expressed a lack of trust in many different aspects of the planning process. Some did not believe that Council listened to or considered the concerns of local residents when making planning decisions. Others had the view that it did not matter what Council decided if their

decisions were so often overturned at VCAT. The Rowville Plan must provide clear representation of the full range of community views and provide mechanisms for continued participation in decisions related to long-term planning directions.

It was clear that not everyone shared these views, and among those that did there were many degrees of mistrust and frustration. But it was clear from the commentary that there were real shortcomings in the community's understanding of the planning system and faith that their voice had sway in what happened in their community. This may go part of the way to explaining the lack of interest in participating in the process of long-term planning.

There is a real need for the Rowville Plan to help address these issues by providing greater certainty and guidance in the planning system and by setting up and encouraging multiple forums and ways for the community to be involved in decision-making in the future.

Community Aspirations

- Provide clear explanation of how the planning system works and how the Rowville Plan can help provide additional guidance to decision-makers and certainty to stakeholders, particularly in relation to the planning system

Appendix A: Summary of Community Engagement Activities

Number	Activity	Detail	Participants
8	Rowville Community Reference Group Meetings		16 community members
2	Community Workshops		126
2	Rowville Plan Vox Pops at Stud Park Shopping Centre		Approx. 250
2	Direct Letters Mailed		2,963
2	Postcard Invitation Letterbox Drops	Two drops of 4,070 postcards over 5 days in February and April	8,140
	Postcards Handed Out (estimated)	Rowville Library, Rowville Community Centre, Rowville Neighbourhood Centre, Rowville Branch Office, Knox Civic Centre, Reference Group Members, Eildon Parade Cricket Club, Peppertree Village, Rowville Physio Centre, Knox Festival, Wellington Village Community Fun Day	1360
	Posters	Rowville Library, Rowville Community Centre, Rowville Branch Office, Stud Park Shopping Centre	
	Community Surveys Completed	Hard Copy On Line Workshop #1 Workshop #2 Rowville CRG TOTAL	277 242 64 4 16 603
	Project Website	total page views unique visitors	1,409 942
	Stakeholder Meetings	Peppertree Hill Retirement Village, Opportunity Sites	
	Newspaper Advertisements	Rowville Lysterfield Community News, Knox Leader, Knox Weekly	
2	Ward Newsletters	Tirhatuan & Taylor	5,600 Tirhatuan & 6,700 Taylor
	Facebook and Twitter Updates		
1	Knox Economic Development E-Bulletin	Email list filtered for Rowville businesses	483

Appendix B: Rowville Community Priorities Survey

Over to **you** for **your** thoughts

Your input will help set priorities that will guide the future of Rowville.

Can I do this survey online? Yes! Simply go to www.knox.vic.gov.au/rowvilleplan/ and follow the link for 'community survey'

What type of house do you live in now?
(tick one)

- [ ] Single house
- [ ] Multi-unit/Townhouse
- [ ] Other_____

What are the reasons most important to you when choosing somewhere to live?
(write 1 to 6)

- [ ] Type of housing
- [ ] Cost
- [ ] Location/Suburb/Street
- [ ] Proximity to family, friends
- [ ] Proximity to shops, transport
- [ ] Proximity to schools, facilities
- [ ] Other _____

How many people live in your household?
(give number for each)

- [ ] Adults
- [ ] Children

Please return completed form to:

Knox City Council
511 Burwood Hwy, Wantirna South Vic 3152

Questions?

If you have any questions or comments about the Rowville Plan please use contact details below.

rowville:next

What are your 5 **MOST** IMPORTANT issues in Rowville? *(tick 5 ✓)* and your 5 **LEAST** IMPORTANT issues *(cross 5 ✗)*

— Mix of shops, activities, services at Stud Park
— Main Street shopping, eateries, cafes
— Town Square, community hub, a place to meet
— Variety of housing sizes, types
— Housing affordability
— Supply of social housing
— Innovative, sustainable buildings
— Safe, convenient public transport
— Safe, high-quality walking and cycling facilities
— Traffic congestion, parking
— Flood, stormwater protection
— Parks, open space, recreation
— Native flora and fauna
— Design and character of buildings
— Leafy streetscapes and views
— Privacy, overlooking and overshadowing
— Community connectedness
— Participation in decision making
— Equal access to services and resources
— Social isolation and mental health
— Local employment and job skills training
— Activities and services for aged residents
— Activities and services for young people
— Other_____
_____

Please fill in your details if you would like to receive email updates about the Rowville Plan *

Name: _____
Email:_____

* We will only use the personal information provided by you for communicating about the Rowville Plan. We will not disclose your personal information without consent to a third party, state institution or authority except if required by law or other regulation. The Knox City Council Privacy Statement can be found at www.knox.vic.gov.au

INFO 9298 8000 rowvilleplan@knox.vic.gov.au NRS 133 677 (quote '03 9298 8000') www.knox.vic.gov.au/rowvilleplan @knoxcc facebook.com/knoxcouncil

Appendix C: Key of Issues Identified by Rowville CRG

Rowville Issues Map

Colour Code

Economic/Open Space/Housing/Community/Transport/Drainage/Potential Opportunity Sites(white)

No.	Description	
1	Economic	Caribbean Business Estate
2	Open Space	Caribbean Gardens
3	Economic	Caribbean Gardens Market
4	Housing	Kingston Links Golf Course
5	Open Space	Kingston Links Golf Course
6	Economic	Wellington Road Businesses
7	Drainage	Lakeview Ave
8	Open Space	Stamford Wetlands – Existing
9	Open Space	Stamford Wetlands – Proposed
10	Housing	New Stamford Residential Estate
11	Open Space	Row Reserve
12	Economic	Stamford Industrial Estate
13	Community	Stamford House
14	Potential Opportunity Site	Australia for Christ Fellowship Church
15	Community	Australia for Christ Fellowship Church
16	Transport	Intersection of Stud with Lakeview/Fulham Rd
17	Housing	Housing Stamford Crescent
18	Transport	Street parking along Stamford Crescent
19	Transport	Service Road along west side of Stud Road
20	Transport	Intersection of Stud with Avalon/Turramurra Drive
21	Potential Opportunity Site	Opportunity Site – Petrol Station, 1180 Stud Rd
22	Potential Opportunity Site	Opportunity Site – Stamford Hotel
23	Transport	Intersection of Stud and Wellington Roads
24	Potential Opportunity Site	Petrol Station corner Wellington and Stud Roads
25	Potential Opportunity Site	Restaurant & Takeaways 1165, 1171 & 1175 Stud Rd
26	Potential Opportunity Site	Rowville Vet
27	Open Space	Golf Course – Waterford Valley
28	Transport	Potential Rowville Rail Station
29	Economic	New Business Opening – 1091 Stud Road
30	Potential Opportunity Site	Restaurants
31	Potential Opportunity Site	Businesses
32	Transport	Proposed Bus Interchange
33	Community	Rowville Library
34	Economic	Stud Park Shopping Centre
35	Community	Rowville Primary School
36	Community	Rowville Secondary College
37	Drainage	Drainage concerns Tirhatuan Dve
38	Open Space	Bike Path in Heany Park Estate
39	Open Space	Rowville Lakes

40	Community	Rowville Uniting Church
41	Transport	Pedestrian Crossing for Peppertree Hill Fulham Rd
42	Community	Rowville Community Centre
43	Open Space	Stud Park Reserve
44	Community	Rowville Scout Hall
45	Community	St Simon Primary School
46	Open Space	Eildon Parade Reserve
47	Community	Rowville Baptist Church
48	Open Space	Emerson Drive Reserve
49	Economic	Wellington Village Shopping Centre
50	Economic	Scoresby/Rowville Employment Precinct
51	Transport	Intersection of Fulham Rd & Bridgewater Way
52	Transport	Intersection of Bridgewater Way & Taylors Lane
53	Transport	Intersection of Taylors Lane & Bernard Hamilton Way
54	Transport	Peak hour Intersection of Taylors Lane & Wellington Rd
55	Transport	Intersection of Wellington Rd & Westminster Ave
56	Transport	Access point into Waradgery Drive
57	Transport	Entrance into Service Station & Stamford Hotel
58	Transport	Intersection of Tirhatuan Ave & Wellington Rd
59	Transport	No bus service into Stamford estate
60	Transport	Concerns of traffic through Lakeview Ave
61	Transport	Intersection Kelletts Rd & Stud Rd
62	Transport	Waradgery Ave is too narrow
63	Transport	Need more pedestrian crossings from western side over Stud Rd to Stud Park
64	Transport	Intersection on Stud Rd & Caribbean Gardens
65	Transport	Bridge over creek into Caribbean Gardens
66	Transport	Trail – Linking into the Eastlink trail
67	Drainage	Lakeview Ave
68	Drainage	Second Ave
69	Housing	Housing on 1060 Stud Rd would be ok
70	Housing	High development housing on Peppertree Hill
71	Drainage	Gilligans
72	Drainage	Drummond
73	Economic	Down grade to Neighbourhood Activity Centre
74	Housing	Housing at 1175 Stud Rd
75	Housing	Different housing types need to be discussed
76	Transport	Walkability issues: accessibility for more walking & bush boulevards
77	Housing	Housing on shops at Stud Park
78	Economic	Community Hub needed
79	Drainage	Ling Drive
80	Drainage	Deschamp Cres
81	Transport	Traffic Fulham Rd intersection into Stud Park
82	Housing	Housing above Fulham Rd shops

Appendix D: Community Priorities Survey Vote Totals

Issue	High Priority (Votes)	Low Priority (Votes)	Overall Priority Ranking
Safe, high-quality transport choices (public transport)	337	22	1
A diverse mix of retail, activities, and services at Stud Park	283	74	2
Traffic congestion and parking on residential streets	238	60	3
Safe, high-quality parks, recreational facilities and open space	215	28	4
Leafy streetscapes and views to the Dandenong ranges	161	90	5
Activities and services for young people	147	70	6
Safe, high-quality transport choices (cycling, walking)	141	69	7
Activities and services for aged residents and people with disabilities	112	68	8
Privacy, overlooking and overshadowing	122	85	9
Housing affordability	136	108	10
Flood protection and stormwater management	97	76	11
Local employment, education, job skills for the future economy	96	93	12
Community capacity, partnerships and participation in decision making	55	67	13
Inequality and access to services, resources and technology	53	73	14
Main Street shopping, cafes, and restaurants	124	147	15
Community connectedness, village feel, local living	57	98	16
Native flora and fauna	66	116	17
Social isolation and mental health	32	124	18
Innovative and sustainable buildings (adaptable, flexible, accessible)	27	133	19
Design of buildings / neighbourhood character	74	177	20
A variety of housing sizes and types	75	181	21
Town Square, "community hub", or other civic space at Stud Park	66	182	22
Supply of social housing	16	281	23
Other	68	9	

Appendix E: Input from Community Workshop #1

These tables represent the raw outputs from the Definition of Successful Outcomes exercise from Community Workshop #1. The ideas provided on the large paper for each issue (example below) were transcribed directly into the tables presented here. This input was later combined with input from across Council in order to develop a consolidated set of definitions for each issue that was used in the Evaluation of Land Use Options. These consolidated definitions appear in Appendix B of the Part 3 of the Background Report.

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
A diverse mix of retail, activities, and services	Would be extending Stud Park. Already have Knox and Waverly Gardens and Chadstone close by, would create more traffic (x 2) Empty shops high rent Over development Another Knox City	No need to go to Knox for everyday purchases or clothing Stud Park as it is now Activity Centres to cater for all different interests – sports, family, church, interest groups etc. Upgrade of shop fronts	Shop keepers know you have a relationship Good services to meet needs of local neighbourhood, i.e. pools, tennis courts Essential, residents must be able to buy all products locally More people at Stud Park – high rising development Excellent, leave Stud Park the same size, allow shops to change with the times Retail – good basic services/shops i.e. banks, post office, supermarkets upgraded regularly More sporting activities, i.e. basketball courts & parks (x2). More shops, bigger, better.
Main Street shopping, cafes, and restaurants	Developing main street shopping strip OR a town square waste of $'s Same as anywhere	Low key Independent coffee shop	A decent coffee shop at Stud Park No main street shopping, keep Stud Park format as is Town Square at Stud Park "Village Square" concept
Town Square, community hub, or other civic space	A car park as a meeting spot Millions wasted on publicity stunt	Relaxed spot to meet. No need to buy anything, encourage social activities NO (x 2)	Successful communities have a "hub" so must ROWVILLE Places for busking Keep town square and community hub @ Knox City Good maintained park and recreation so kids have safe place to play

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
A variety of housing sizes and types	Housing sizes and types – growth for empty nesters Inclusion of high density housing (x 2) Too many dwellings on a block Apartment living Housing too close to footpaths Multi storey apartments (x2) Multiple multi level buildings in some areas (x2) High rise, high density (x5) No variety of housing types to cater for different needs and affordability and lead to one dimensional residence	Housing sizes acceptable, increased provision of smaller dwellings 2 storey dwellings, not apartment blocks 2 storey town houses and single storey dwellings (x 2) Granny flats, dual occupancy Limit number of dwellings Low density housing, dual occupancy, subsidised flats	Residential development required to have adequate off street parking Single storey dwellings only (x 2) Town houses or strata titles No multi level buildings Single storey home on single house block, designed appropriate to area Limit number of dwellings per block Single or double storey no higher Restrict height of flats/units, no need for cheap housing More development, more customers at Stud Park Excellent outcome leave as is (x3) No over-developing and high rise buildings. Balanced community to accommodate families, singles and the elderly Not higher than 2 storey, parking inside property for owners/occupiers Variety of housing provided by low-density housing e.g. 2 or 3 single storey units on 1 block or granny flats No apartment blocks Different types of housing, e.g. low density development to cater for different needs, ages, affordability and socio/eco level Have discrete areas of development, no 'slum' areas. Have high density buildings near shops. Have single dwelling areas.

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Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Housing affordability	Cheap high rise apartments – NO WAY Multi level apartment blocks (x3) High rise dwellings Multi level low cost housing Most people priced out of market High rise, high density will devalue homes (x2) Different people age, socio-eco and occupation cannot afford to buy into area	No social housing or high rise in Rowville Mix of units and 2 storey town houses Live where you can afford not necessarily where you want to live Housing sizes – excellent, increase number of housing types Increased density, reduce lot size Different types of housing and lot sizes to provide for variety of affordability	Lower rates Dispersed quantities of units and town houses Granny flats and smaller units Council to help subsidise Attract variety of different people to area by providing for higher and lower housing affordability to community No high rise, no high density will retain value and increase its value and only have well to do people in area Range of dwellings to cater for families 'down size' young couples and affordable for these

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Supply of social housing	Will devalue neighbourhood. NO social housing Not needed for Rowville A cluster of social housing (x2) Large apartment type structures Ghetto areas of Rowville (x2) High rise blocks of flats Catering for large numbers in the one place	Single storey social housing dispersed widely throughout Knox area Single storey units spread around Knox, not clumped together (x2)	Well monitored and well maintained No social housing in Rowville (x6) Mix as present, single storey dwelling around the areas. Not in clusters. Supply = demand of Social Housing. Community education on the need for Social Housing Use normal housing Would be a village like Peppertree in rezoned land rather than factories Social housing spread throughout community and not concentrated in pockets especially apartments (x2) Single storey houses dotted around as is the case now A reasonable number of people accommodated throughout the community Integrate social housing

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Safe, convenient public transport	What have we got now – not safe, not convenient Buses do not connect with others and other modes of public transport People move away because they cannot access public transport, people very isolated All buses in one place at Stud Park Safe transport is a Government issue Look at Adelaide bus system	PSO's in Rowville Safety cameras in isolated areas (bike paths, main bus stops)	Safe transport is driven by service operator Express busses to FTG & Glen Waverley stations from Stud Park Reasonable walking distance (10 mins) everyone has access to the network

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Safe, high-quality walking and cycling facilities	No areas to walk dogs Paths that do not link, having to share with cars Lack of maintenance, including footpaths Bike maps to all households Better bike parking facilities, safety and storage	Cyclists use paths – law against not using roads where there is bike paths Emergency phones along bike paths Same dedicated attractive off leash areas for dogs	Linking Rowville to Eastlink. Bike paths off road and safe recreational More off road safe bike paths that link shared footpaths Registration of bikes Cyclists are safe and cars etc have full lane to drive in, lessens injury and road rage Lots of off-leash areas for dogs More visual surveillance bike path Cameras to improve safety, particularly around schools Patrols by Local Laws in random patterns

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Traffic congestion and parking	No parking available at shopping centre Fire hazard due to excess development opposite Stud Park Lack of enforcement Being fined for parking on nature strip, when parking on street is not safe Too many buildings in one place Cars unable to get out onto Stud Road to escape bushfires	Bus activator for bus lanes Reduced speed limit for buses Traffic parking on one side only Roundabout at Taylors Lane and Bridgewater intersection Lobby for more car spaces for residents in high rise buildings, 1 car space not enough	No need for on-street parking (as is current) Traffic lights at intersection of Bridgewater & Taylors Lane (to control traffic flow) Everyone able to exit/escape bushfire hazard Streets are built wider to cater for parking and being able to pass Stop tolls on Eastlink

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Parks, recreational facilities, and open space	Parks and open space planted with invasive and exotic species No Open Space close to home Parks not maintained, not safe perception Highly formalised, European style small parks Unsafe playgrounds No variety of recreational facilities for young people	Considered design of future housing at golf course Most parks incorporating indigenous vegetation to provide wildlife habitat No loss of open space Open space and parks that attract people to increase feeling of safety Lighting at night Dedicated bike paths to reduce risk of collision with pedestrians Potential fee for service to raise funds for school	A good community area with a pool Proper lighting, cameras, safety should be a priority All parks and open space incorporating locally sourced indigenous plants Majority of planting to be native plants to encourage wildlife Well maintained, i.e. weeded and replanted when needed Large amounts and diversity of open space for all community members, regardless of age Infrastructure (bb rings, toilets and seating, bbq's Schools and other facilities available for use outside ours, in addition to pools, other centres, Aquatic centre More recreational and sporting facilities e.g. basketball, netball swimming pool, table tennis Take care of future development of Kingston Links Golf Course Good accessible safe open space for kids, teenagers and families Heritage trails throughout Leash free parks Protect parks and recreational open space from development Community pool in Rowville

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Native flora and fauna	Native trees removed and replaced by buildings and exotics No animals, butterflies, frogs, birds (native) Increase in exotic flora and fauna Street trees replaced by small exotic trees which can become weedy and provide no habitat for indigenous fauna Complete loss of indigenous vegetation No native birds or wildlife in our neighbourhood	Prioritise indigenous plants Allow exotics that are ornamental or aesthetic Education campaign about what is acceptable in regard to indigenous plants All street trees being either indigenous or native Large percentage houses with gardens for wildlife Providing Wildlife corridors	All trees indigenous to the area Removal of all exotic plants Council programs that discount and provide vouchers for indigenous plants Program to eliminate Indian Minas as was done in Canberra To provide for corridor planting to enable native wildlife to move through the area Discourage exotic wildlife with appropriate planting Education campaign for nurseries on banning week sales Every street tree being indigenous More emphasis on indigenous flora rather than native No more loss of indigenous vegetation and fauna All houses and schools being part of the Gardens for Wildlife Program

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Flood protection and stormwater management	8 feet underwater Debris left after flooding Bad stench Poor drainage Pedestrians cannot use the underpass after it has been raining	Water just under floor boards Joint management and ongoing with other authorities such as Melbourne Water, particularly down stream Storm water management embedded into the design phase, not retro filled Need to look at flooding around farm land on Blackwood Park Road More Water Sensitive Urban Design incorporated into landscape Keep the underpass clear with regular clean up	Never flood Good drainage for flood prone and low lying areas Regular cleaning of drains and pits before they become blocked Make sure storm water issue is fixed 100% before development

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Design and character of buildings	Having no parking facilities or car spaces on properties and on the street Building that do not take advantage of 'aspect' and design bedrooms that do not receive sunlight (e.g. multidwelling buildings that do not provide lifts for a variety of tenants House taking up whole block, multi storey housing, no car parking provided Designs that are not sympathetic to the surrounding area in terms of parking provisions, open space and overlooking / overshadowing Higher than 2 storey No car parking Ugly unsustainable buildings	Single car park developments Must have off street parking Not more than 3 storey buildings Off street parking per house site	Modern environment friendly, energy efficient, sustainable homes No more than 2 storeys one home per block Modern 21st century buildings Disabled facilities for disabled Some environmental sustainable features Some land around building for gardens All incorporating sustainable designs e.g. solar, use of trees for shade

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Leafy streetscapes and views to the Dandenong Ranges	Don't cut down the gum trees Removal of trees for parking bays We can no longer see the Dandenong's Street trees are weedy or exotic Street trees are deciduous, creating messy streets and looking ugly in winter	If trees need to be replaced (replacement program do it in staggered stages so streetscape stays green. Use native trees Planned nature strip planting guides More trees to filter the increasing pollution Too much privacy with high fences, etc blocking view from neighbour can lead to too much crime. Create a more friendly neighbourhood instead All street trees to be either indigenous or native	Use natives to replace problem trees, not Chinese trees Only cut down problem trees, not all of them Enhancement of landscape to highlight Dandenong ranges Combination parking bays and street landscaping Use appropriately native trees and shrubs More flexibility on nature strip planting, group planting etc No view to Dandenong's due to trees Knox's Green Leafy Image is owned by the Shire of Yarra Ranges Trees providing habitat for wildlife (especially possums so they don't live in our roof)

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Privacy, overlooking, and overshadowing	Setbacks that do not allow reasonable space for screening options (i.e. built form to the boundary) Building over 2 storey and building high density buildings Buildings greater than 2 storey other than commercial areas Gardens and private open space is negatively impacted to the point where persons do not feel safe and secure in their own home Having neighbours property shadow and block solar panels on own property Having someone being able to look into your back yard	Higher fencing than 2.1 metres Maximum 2 storey buildings (x 2) No high rise No one to see into your back yard No overshadowing or overlooking	No overshadowing Protection against development that overshadows neighbouring houses Enough distance for high plants, screens At least 3 metres set back between properties and plant high narrow plants for screening using opaque glass for windows on that side No one can see into your property No buildings over–shadow your property Reduction of high density so there is no overlooking and overshadowing

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Community connectedness, village feel, local living	Nowhere for residents to eat, chat and sit Don't know your neighbours No-one nearby to help you in a crisis No local shops or too many shops	Travel for 5 minutes for shops and services Neighbours know each other Do not disturb each other Live peacefully Recreation within 5 minutes drive More street lighting	Shop locally for most shops Maintain low key developments Community performance spaces Spaces for 'not for profit' club promotion Safe parks and recreation facilities in the area Aged care and services Neighbourhood and community services Police and video surveillance in the area Neighbours know and greet each other In a crisis neighbours help each other – storm, Flood, health crisis Neighbours look out for each other's safety, fire, theft, children etc

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Community participation in decision making and partnerships	High-rise buildings and social housing Too many industrial buildings in the area Traffic congestion on Stud Road No easy access to public transport Neighbours are aloof to each other Have disputes and fights No social harmony Do not respect each other's privacy Rowville/Lysterfield news folds No community consultation when decisions are being made When resident emotions are given greater place than logic Autocratic decision making by Council Nil consultation Waste money on useless projects – remodelling poorly designed speed humps When politics and developers given greater importance and sway than local's views	Community groups and interested residents are actively sought for their opinions Community facilities, club rooms, function centres etc. Excellent if close Community services and organisations to assist the community Adequate shopping and services (but not too busy shopping centres) Adequate recreational facilities and parking in the neighbourhood Some community consultation when decision making is occurring Make plans known to community prior to decision Councillors consider decisions carefully Voices should be heard but laws and guidelines regulate the action on hand. If the communities values change, it should not affect the current issue but the Council should look at including these issues for future	Rowville/Lysterfield Community News continues to run. Volunteers line up to help Recreation facilities within walking distance Good mix of estate distinctions to suit different household values (aged, family, low income) High level of community input when decisions are being made Better outcomes for the wider community Planning decisions according to guidelines and planning schemes, not political or vocal self interest Information letter box dropped to all Rowville residents re changes Knowing Councillors vote for you Consultation of the community prior to any changes to Rowville plans (e.g. high-rise buildings in the area) and road humps) Know candidates for Council election before voting Community consultation forums Consult community prior to building and approving high rise.

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Local employment and job skills training	It is a bit late now, most of Rowville is built up with housing etc Long distance travel Public transport problem to access employment and training More 'hands on' training in apprenticeships High percentage of local residents working more than 30 minutes from home. Very unsustainable and bad for local business A major transport problem for our youth	Extend Stud Park, more shops = more employment Reasonable access to local employment balanced with limited expansion of service type industries that is not over-represented in the area Have local training facilities close by Moderate percentage of local residents employment opportunities Moderate percentage of local residents working within 30 minutes from home	People should be able to work in the Municipality Life/work balance More local employment for school kids and young adults All people that want to be employed are High percentage of local residents working within 30 mins drive from home (x 2) Adequate transport to the 'Headspace' Office for young people for skills and employment help Global learning centre with Universities for potential students to study at the centre
Equal access to services, resources, and technology	No access to services e.g. lack of bus routes along Wellington Road (Wellington Village area) People discriminated from access to services, resources and technology	Without rail we need a direct bus route to the city Public local transport that runs in a timely fashion Interconnected cycle and pedestrian access to service hubs	Rowville rail Knox tram to FTG Frequent 901 service every 5 mins All services accessible by all people regardless of age, gender disability race etc More local business opening NBN to all homes at affordable price Disabled access footpaths, facilities and services Create a team of people to market what services are available and advertise Supply = demand of Social Housing

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Innovative and sustainable buildings	No change and innovating in building practices Building waste energy and resources not good for the environment	Mix of innovative buildings in non-residential areas Toned down innovation in residential area 80% houses/buildings with solar panels	A mix of innovative buildings in more public areas leaving residential areas sedate, no huge high rise over 4 storeys All buildings with underground parking Sustainable building permits fast tracked (high priority) All houses using solar power, water tanks Use of indigenous plants in landscaping to provide habitat for wildlife. Gardens for Wildlife Buildings that are sustainable use renewable resources, provide minimal impact on the environment
Social isolation and mental health	Increased visibility of homelessness Sufferers visible in public places Social isolation – nothing ever planned Off street parking on suburban roads should be restricted. Dedicated cut out from footpaths. More handicapped parking. Get rid of bus lanes.	Organise activities and transport Educate family members of dementia sufferers Encourage social activities in neighbourhood streets e.g. host a 'neighbourhood' party/bbq/coffee and chat. Referral services are available. Partial funding for aged activity centre 'shed'. Provide facilities with no back up support.	Make community aware of where they can go to get help e.g. churches and places of worship. Adequate access to the 'headspace' service via public transport. Try to facilitate the building of aged car services by private enterprise. Areas planned or reserved for health services. Sufficient facilities to cope with demand. Build a 'shed' for aged activities, social inclusion, combat depression.

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Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Activities and services for aged residents and people with disabilities	No provision of planning for ongoing or existing residential care. Isolation of this part of the community. No aged care facility built in Rowville for locals to remain in area. Elderly people not being able to stay connected to Rowville and loved ones.	Connecting all ages – through the Arts, activities from knitting groups to choirs and acting. Communities or estates for aged care. Specifically cater to their needs. Spend money then leave them to fend for themselves. Knox City Council reconsiders building an Aged Care facility. Provision of community and government funding for facilities.	Access to open space and parks Rowville needs 3 stage aged care including nursing home. Mini Montsalvat with elements of CERES (maybe at Stamford Park). Put interest about Wellington skate park on face book, got 133 like hits in first week. Facilities, training, activities, community help to give them something to focus on Basketball stadium, swimming pool. Well managed services correctly monitored. Provide a cost effective quality of life. Aged care – provision of facilities for the 3 stages, high, intermediate and low. Not for profit aged care facility built in Rowville. Provide a cost effective quality of life.

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Activities and services for young people	All reserves diminished for diverse activities. No services or activities for young people. No engagement with young people. Very poor. Costly activities, lack of promotion of activities. Nothing for them to do so they spill on to the streets, parks and centres.	Youth have somewhere to go. Provide facilities etc. with no supervision.	Police statistics for crime decrease remarkably. Drug and alcohol statistics go down. Activities for the aged and the young people are important. Rowville is a wasteland for young people. Too many main stream sports. Advocate for Wellington Village skate park. Youth see the Rowville/Lysterfield Community News as an avenue for youth communication. Large parklands reserved for unknown/future event/sports.
Other: - Enforcement Police/Safety	Lack of Local Law patrols Enforcement need to follow through	Acknowledge that different life stages affect the perception of safety Police presence 24 hours over weekend Police presence and approach needs to be improved Better enforcement for home based business e.g. paint down the road 24 hour police presence in Rowville is required	Improved enforcement (Local Laws)

Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Other: Disability – Services/Access	Disabled parking not enforced	More disabled parking and that it is enforced. Why do disabled residents become so isolated – cannot park at shopping centres. Need hydro pool in Rowville	Better designed access for disabled so it does not stand out. Would like hydro facilities. Houses that are being built in estates (not pre planned by owners of land) should have easy access for wheel chair, impaired people etc. Instead of owners having to add these features themselves
Other: Hospital			Rowville need a public hospital. A need for 24 hour medical GP in Rowville. Better awareness of medical services that are available. Doctors in the home service

|	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Other: Appropriate Land Uses	No heavy industry Wildlife Management e.g. possums and foxes No low density development e.g. Villa Units/Town Houses Rigid and inflexible Council restrictions Expensive and lengthy process to this type of development Not allowing as many subdivisions, town houses etc. Ageing populations and household size decreasing. Maintaining low density housing will impact on school system already showing a decline in school numbers Apartment blocks built in existing residential areas Wellington Village skate park for our youth Rowville does not have a swimming pool, public picture theatre for youth aged 10-17	Ensure zoning is correct so residents don't have to go through stress of inappropriate developments such as a metals recycling plant being erected less than 70 metres from homes Medium density – 2 lots only Low/medium density housing development in the area – apartments, dual occupancy, villa units and town houses More different types of housing development and affordability to inject more vitality, energy and colour in community	No businesses in residential estates New subdivisions required to accommodate community centres e.g. church, child care, afterschool, property covenants Low density housing e.g. 2-3 units on a block Council help to build granny flats Not filling our streets with cars (used as car park) More variety in housing development, villa units, town houses, subdivisions of lots, dual occupancy, and 2 storey apartments Public swimming pool for Rowville
Other: Religious Organisations	Isolation of religious organisations when ABS suggests individual connections	Religious and spiritual affiliation ameliorates anti-social activities. Police, security and Council agencies need to use more of their contribution	Council facilitation to establish interfaith group. Among the objectives: Religious groups to facilitate social interaction

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Output from "Defining Successful Outcomes" activity at Rowville Plan Community Workshop #1, 13 March 2013

	Description of a 'poor' outcome	Description of an 'acceptable' outcome	Description of an 'excellent' outcome
Other: Community & Arts	No clear identification of the arts as point of difference with other wards Basis of inclusion of this item. - Demographics suggest residents of upper-middle social-economic amenities and interests. Provision of arts could ameliorate negative pursuits of the youth Lack of interest in the arts in the Community or places of gathering for art activities	Community hubs galleries, activity clubs for all ages to encourage creativity and imagination as part of well-being	More facilities to promote Arts, Drama and music for all ages Identification of Rowville as 'arts centre' of Knox 1. Develop arts centre with regular performance of performing arts 2. Centre for static and audio/visual arts Basis to assist Rowville as arts centre Draw on Monash Uni arts faculty to be strategic partner, Knox and Rowville being feeder for uni enrolments

Appendix F: Definitions of Change Used during Engagement

Lowest Change	Lower Change	Higher Change	Highest Change	Opportunity Sites
Low-intensity development to preserve existing neighbourhood character. Only one- and two-storey detached dwellings and dual-occupancies are supported in these areas.	Generally preserve and enhance the existing neighbourhood character while allowing for some gradual change over time. One and two storey detached dwellings and dual occupancies are preferred, some villa units and townhouses may occur on larger sites. Apartments will not be supported in these areas	Allows for a mix of housing types. Detached dwellings are replaced in the long-term, with two or three two-storey villa units. Two storey villa units and dual occupancies are preferred. Some townhouses and apartments of up to three stories may occur on larger sites.	Allows for higher density dwellings and mixed-use buildings with on-site car parking. Detached dwellings and dual occupancies are expected to be replaced over the long-term with a mix of villa units, townhouses and apartments. Taller buildings over 3 storeys may be allowed on specific sties	Sites where a mix of uses is encouraged, which may include a residential component. Larger sites, typically with direct access to major roads and public transport, which can support the highest intensity of uses.

Appendix G: Land Use Options Developed for Testing

Stud Park Structure Plan

| Lowest Change | Lower Change | Higher Change | Highest Change | Opportunity Sites |

Option A

| Lowest Change | Lower Change | Higher Change | Highest Change | Opportunity Sites |

Option B

| Lowest Change | Lower Change | Higher Change | Highest Change | Opportunity Sites |