

Amendment C125

Summary of Community Consultation

Community Consultation Round 1: June to August 2015

Formal consultation on the Amendment commenced on 22 June 2015 and concluded on 31 August 2015. Prior to consultation commencing, a public meeting was held at the Civic Centre on 30 April 2015, where an overview of the Amendment and the consultation process was presented. Approximately 120 people attended the session.

Round 1 consultation included:

- Direct mail to all affected properties – A total of approximately 133,000 letters were sent to the 65,000 dwellings and all other land owners in Monash. There were 9 letters tailored to the 9 different zone/schedule categories, so each property owner and occupier received a letter advising of some key elements proposed for their property, and directing them about where they can find out more information;
- 15 Community Drop-In information sessions during July and early August across Monash. The sessions provided detailed information on the Amendment and provided the community the opportunity to discuss the proposed amendment one on one with officers. (Interpreters were available at each of the sessions);
- A dedicated, interactive website that allowed residents to easily access their property information on the current and proposed planning controls;
- Articles and notices in the Monash Bulletin and the Chinese language newspaper;
- Hard copies of all details available to be viewed at each Council library, the Oakleigh Service Centre and the Glen Waverley Civic Centre; and
- An information brochure providing a summary of the amendment and a full colour map of the proposed changes. (Available in eight different languages.)

Outcomes of Round 1 community consultation

Monash New Residential zones - website traffic

The dedicated website was live from 15 June 2015. The figures below are the website traffic to the close of exhibition on 31 August, 2015. (The website will remain operational until the conclusion of the amendment process.)

- Total visits: 7,895 (may include multiple visits per person)
- Unique visitors: 5,121 (individual IP address gives an indication of how many individual people visited the website)
- Page Views: 22,541

Drop in information sessions

During the consultation period more than 700 people attended one of the 15 “drop in” information sessions held across Monash.

The attendance break down was approximately:

- 270 Glen Waverley
- 110 Mt Waverley
- 100 Clayton

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- 60 Wheelers Hill
- 200 Oakleigh
- 29 Mulgrave

Phone and counter enquiries

Officers spoke directly with more than 700 people through direct phone or counter enquiries during the first round consultation period.

Other languages

- 155 requests for translated brochures were received, predominantly for Chinese and Greek.
- Chinese, Italian and Greek interpreters were available at all drop in sessions

Submissions received

At the close of the consultation period on 31 August 2015, 986 submissions or written queries had been received. This represented a response rate of 1.5% of households in Monash.

On initial analysis, the submissions are roughly broken into 32% support for the amendment and 59% oppose or suggest changes to the amendment.

The following table sets out the number of owners and occupiers notified, the number submissions received and the overall position on the amendment by proposed zone.

Proposed zone	No. of letters sent	No. submissions	Position on amendment		
			support	object	other
Residential Growth 3	3,251	43	11	28	4
General Residential 3	22,488	126	31	78	17
General Residential 4	56,136	354	130	199	25
General Residential 5	718	1		1	
General Residential 6	4,410	36	5	28	3
Neighbourhood Residential 1	1,590	26	3	22	1
Neighbourhood Residential 2	2,349	44	22	21	1
Neighbourhood Residential 3	5,172	96	43	50	3
Neighbourhood Residential 4	23,429	206	63	136	7
Other land in Monash	13,054	54	17	23	14

Note: Submissions listed in the "other" column make a range of comments that are not directly related to the content of the Amendment but development in Monash general including traffic, property ownership, or general comment on development.

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Community Consultation Round 2: February to March 2016

In accordance with the October 2015 Motion, Council conducted a second round of community consultation, contracting OurSay to undertake community workshops and the preparation of printed information including mail outs.

The Round 2 consultation included:

- A tailored direct letter and zone brochure to each property owner and occupier in Monash. Approximately 90,000 letters were sent.
- OurSay online web forum – where users could register to post and vote on comments and questions. (Each registered user was allocated 7 votes to cast on posted questions.)
- Two community workshops:
 - Workshop 1- Wednesday 10 February, 7-9pm
Oakleigh Hall
 - Workshop 2 - Thursday 11 February, 7-9pm
Monash Civic Centre
- A Response Event - Thursday 3 March, 7-9pm Monash Civic Centre
This event answered the top 12 questions as voted for on the online forum.

Outcomes of Round 2 community consultation

The following results were received from the Round 2 consultation program.

Our Say - Online web forum

- 380 registered users
- 540 questions, 1002 comments

Community Workshops & Response Event

- Approximately 350 people attended each event (Oakleigh and Glen Waverley).
- Many comments were about specific developments, perceived personal impact of amendment or tree planting requirements.
- Response event – attended by approximately 325 people.

Community submissions

- There is divided opinion on the online forum and in written submissions
- In addition to the comments on the OurSay website Council also received an additional 450 written submissions:
 - 146 in the form of a pro-forma objection to planning controls and trees
 - 304 written submissions* with opinions at 50/50
 - (*some people made more than one written submission.)
- Many vocal objections, primarily around personal development aspirations for their property and the perceived reduction in development potential
- Many of these submissions also oppose planning controls and landscaping requirements in principle; and

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- In many submissions, particularly the pro-forma, there appears to be limited understanding about the planning system, current planning requirements and property rights/limitations under planning and building regulations.

Issues raised

The second round of consultation did not raise any issues that were not raised in the first round of consultation. The emphasis in some of the submissions has changed, with many submissions (particularly the pro-forma) objecting to landscaping, setbacks, including the existing front setback provision and existing open space requirement of 75m2.

The submissions fell into four main types:

- Those that oppose planning provisions in principle, including the existing planning provisions.
- Those that support both the thrust of the amendment and the zone and schedule changes proposed. These submissions often make reference to the neighbourhoods of Monash, including what they see as the poor quality of development. There is support for providing greater direction about where development is located. In some cases, they make suggestions to further strengthen the amendment or make it more effective.
- The third type of submissions primarily objects to elements of the proposed schedules. In many cases, this relates to concerns from submitters about the effect of the proposed changes on opportunities to develop their land. A number of these submissions also propose changes to address their concerns.
- Several submissions have been received that oppose the amendment due to an incorrect belief that the planning standards proposed under the new zones apply as mandatory requirements and there is no ability to vary the standards depending on neighbourhood character, lot size or lot shape.

Community Consultation Round 3: April to May 2016

This third round of community consultation was on the in-principle position for the Amendment adopted by Council at the meeting of 29 March 2016.

This consultation period also included the Special Council Meeting of 3 May, 2016, where community members presented verbal submissions to Councillors.

Special Council meeting

The Special Council meeting was attended by approximately 50 people. Of those in attendance, 30 people made a verbal submission to the Council meeting. As with the other consultation processes there was divided opinion about the amendment, the role of planning controls and residential development in general. Of the 30 presenters, 17 spoke in

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favour of the Amendment, particularly the exhibited version, whilst 13 spoke against the amendment or elements of it.

Additional written submissions

In response to the in-principle position an additional 534 written submissions have been received. (Some of these are second or third submissions.)

Many of the submissions express disappointment with the changes contained in the in-principle position, as going too far to accommodate development and feel that they have been misled by Council given the significant changes between the exhibited amendment and the in-principle position.

Some submissions object to the in-principle position as they consider that it does not go far enough in allowing development and continues to require canopy tree planting in multi-unit development.

A substantial proportion of the submissions objecting to the amendment are in the form of a pro-forma submission. Additional pro-forma submissions in support of strengthening development provisions in Monash have also been received.