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Executive Summary

Ethos Urban is currently developing a Stonnington Housing Strategy in partnership with Stonnington City Council. To inform the development of the strategy, the project team has undertaken consultation with key stakeholders and the broader community.

Phase 1 of the engagement process and findings are summarised in this report.

The purpose of the engagement in Phase 1 is:

- Promote the project, and foster relationships with stakeholders and with the general community.
- Identify community values and a framework to guide the strategy.
- Understand community aspirations, wants, and needs for housing in the future.
- Build community members' understanding of key issues, opportunities, and challenges relevant to housing growth and community infrastructure.

A number of promotional and engagement activities were undertaken for this phase of the project from March to May 2019 and included the distribution of 13,500 postcards and newsletters, local media advertisements, information displays, roaming pop-up sessions, library drop-in sessions, focus group discussions, a community panel process and a 'Shaping our Neighbourhood' Symposium.

The Phase 1 components engaged with more than 2,000 people and the findings are summarised below.

Key Findings

The **Online Survey** was completed by predominantly homeowners over the age of 45, the key findings from the Survey include:

- Respondents value public transport and parks and gardens as the most important features to have near their homes.
- Just under half of the respondents rated the housing provision in Stonnington as 'Very Good'.
- Respondents rated housing provision as being less responsive to the needs of family and friends than to their own.
- The key motivations for residents to move to their current location were proximity to public transport and liking the street or neighbourhood.
- Almost a third of all respondents indicated that they are not likely to move to a new house in future, but among renters, two-thirds state they will likely move in the next 4 years.
- Residents are most likely to move to a new house in order to downsize or upsize, depending on their needs.
- When considering moving to a new house, almost a quarter of respondents said that they would move to a different municipality. The most likely reason for this was affordability.
- When considering locations for new housing in the future, respondents thought that council should prioritise protection of heritage and local character, sustainability (environmental design), and location (close to public transport). Access to community services and affordability were the two lowest priorities.
- Public transport, and parks and gardens are the most utilised services in Stonnington, nearly half of all respondents stated that they used these service and spaces daily.
- In the next 5-10 years respondents anticipated that they would require more parks and gardens and public transport services. Over the next 11-20 years respondents also anticipated that parks and gardens, and public transport would be the most needed services, followed closely by health services.

The key findings from the **Roaming Pop-ups and Drop-in Sessions** include the following:

- Respondents believed that, in terms of future housing stock, more environmentally (sustainably) designed homes and improved appearance of homes (in terms of design and landscape) were the best ways to improve housing stock. More housing options at different prices was the third most popular response.
- Thinking about the future in terms of infrastructure, respondents believed that more parks and gardens, and improved public transport were the best ways to make Stonnington an even better place to live. Additional kindergarten, childcare and family services was the lowest rated infrastructure priority.

A series of **Focus Group Discussions** were held with organisations across Stonnington, the key findings of these discussions are outlined below.

- *Ethnic Services Committee*: Improvements could be made to the heritage and character of the municipality, access to community services and housing affordability could also be improved. There was a strong sense of history and culture amongst the group and a need for continuing to support cultural celebration and events. Most participants didn't see themselves moving out of the municipality any time soon, but if they did, they still wanted space to be able to entertain but saw value in less gardens and lower maintenance properties.
- *Access Stonnington*: Housing in Stonnington does not currently meet the needs of Access Stonnington members due to affordability issues and the design of housing (accessibility, particularly with car parking and internal mobility). Body corporate rules are a barrier to retrofitting apartments for accessibility. Access Stonnington advocates for more local jobs so that members do not have to drive long distances to work, health and social services are considered unaffordable as many do not offer bulk billing. Accessibility surrounding parks and footpaths is also considered an issue.
- *Homelessness Round Table*: This group highlighted that the current state of housing in Stonnington for homeless people is in crisis. Significant increases in the number of rough sleepers have been recorded as there is a shortage of affordable housing in the municipality. Different affordable housing models are required to meet the needs of all at risk families. Access to basic services (showers, laundry, etc.) needs to be addressed as they are not adequate.
- *Renters' Focus Group*: This group was particularly focused on the need to improve the quality of the design of investment properties. There was a preference to rent heritage homes and buildings with character, light and space over newer properties that were often referred to as small and of lower quality. Providing homes that supported share households and family needs (more space and separation, larger kitchens) was desirable for the future. The price of rental was also a key factor in why people rented in Stonnington. Participants have varied experiences of renting from some finding it easy to others finding it more difficult. The longer-term renters feel vulnerable to rental increases and note that the quality of their home is low and that they do much of the maintenance to avoid the need to find a new home. The location and the need to maintain good access to regular public transport services and access to entertainment was supported. There was strong desire for Council to provide beyond "food and wine" offering and more arts and cultural experiences, to attract a more diverse population in the future.
- *Social Support Programme Participants*: This group was particularly focused on rental prices and the need for housing to accommodate their need for ageing in place. The group had much discussion about the barrier to finding suitable housing and their reliance on family and friends when navigating the rental system. There was a preference to rent single storey or ground level homes with enough space to entertain and have family and friends to stay. A smaller two-bedroom home was a preference. Feeling safe and the need for easy access to support services and community space was of high importance. All participants relied heavily on the community bus to move around the municipality and thought this was an important community service that provided them with much needed independence and socialisation. Being close to shops, parks and the community centre was a preference. There was a desire to increase the number of aged care services and potential mix the services with other age groups and cultures. Many liked feeling part of the broader community, seeing children and suggested more programs with schools and young people so they meet other people of different ages and interests.

1.0 Introduction

1.1 Project Context

The Stonnington Housing Strategy project aims to develop a comprehensive housing strategy for the City of Stonnington that provides clear direction for the provision of housing that will meet the needs of the residents in the short to long term.

The strategy will look at the number, type and location of housing as well as other issues, such as what infrastructure is needed to support population growth while still enhancing the City's character and liveability. Ultimately, the strategy will be implemented through the planning scheme as a tool for managing future housing growth in the municipality.

To inform the development of the strategy, Ethos Urban, in conjunction with the Council, has undertaken ongoing consultation with key stakeholders and the larger community. Phase 1 of Engagement is summarised in this report.

1.2 Project Objectives

The objectives of the project as outlined in the brief are to:

- Understand the policy context within which the City can manage and influence housing.
- Understand the City's demographic changes and their impact on housing needs over the next 5-15 years.
- Determine the mix of dwelling types required to meet the needs of the variety of Stonnington communities, including different size dwellings, aged care, short-term accommodation, social and student housing.
- Identify the extent and issues of affordability and housing stress.
- Identify areas or sites that are constrained for additional housing by heritage, recent redevelopment, environmental values, planning scheme controls or other documented reasons.
- Identify areas in the City that can accommodate housing growth, and the level and types of growth that might be expected or preferred.
- Identify the capacity and any constraints of community and utility infrastructure, and improvements required to meet the needs of future communities.
- Provide recommendations for zoning or other changes to the planning scheme to implement the recommendations of the Strategy.
- Develop an Infrastructure plan confirming the community and utility infrastructure required to support future Stonnington communities until 2036.

1.3 Engagement Objectives for the Project

Design and execution of community and stakeholder engagement for the Stonnington Housing Strategy is underpinned by the following objectives:

- Develop a clear community-led vision for the project;
- Build the community's understanding relating to managing proposed population and housing growth;
- Understand the community needs and wants regarding desired housing outcomes;
- Achieve partnership approach with Council and the community; and
- Empower a diverse representation of community members and stakeholders to contribute to local policy.

1.4 Purpose of This Report

This document reports on Phase 1 of Engagement, undertaken February-June 2019 following the Issues and Opportunities Stage of the project. Its purpose is to provide a summary of key feedback and insights received throughout this Phase.

1.5 Summary of Approach

A detailed stakeholder analysis and background document review were conducted and informed the Stonnington Housing Strategy Engagement Strategy, which organises the process into two Phases. Table 1 summarises the Phases of Engagement for this project, identifying timing, objectives, activities, and leads. Phase 1 comprises the following engagement activities:

- Online survey;
- Roaming pop-ups;
- Library drop-in sessions;
- Focus group discussions;
- Community panel; and
- Shaping our Neighbourhoods Symposium.

Table 1: Summary of Engagement Approach

Timing	Purpose	Promotion	Engagement Activities	Lead
Phase 1 (February – June 2019)	<ul style="list-style-type: none"> • Promote the project, and foster relationships with stakeholders and with the general community • Identify community values and a framework to guide the strategy • Understand community aspirations, wants, and needs for housing in the future • Build community members' understanding of key issues, opportunities, and challenges relevant to housing growth and community infrastructure. 	<ul style="list-style-type: none"> • Project website • Newsletter and postcard distribution • Local media advertisements • Informational displays • Correspondence with established local stakeholder groups 	Online survey	Council
			Roaming pop-ups	Ethos Urban
			Library drop-in sessions	Ethos Urban
			Focus group discussions	Ethos Urban and Council
			Community panel	Capire
			Shaping our Neighbourhoods Symposium	Ethos Urban
Phase 2 (October – November 2019)	<ul style="list-style-type: none"> • Promote and incorporate feedback received from the previous Phase • Progress conversations about community aspirations, wants, and needs • Exhibit the Draft Housing Strategy for additional feedback 	<ul style="list-style-type: none"> • Newsletters • Postcards 	Online exhibition of the Draft Strategy and survey	Council
			Drop-in sessions	Ethos Urban
			Community Agents meeting	Ethos Urban

Objectives for Phase 1 Engagement are as follows:

- Promote the project, and foster relationships with stakeholders and with the general community;
- Identify community values and a framework to guide the strategy;
- Understand community aspirations, wants, and needs for housing in the future; and
- Build community members' understanding of key issues, opportunities, and challenges relevant to housing growth and community infrastructure.

2.0 Phase 1 Promotion

The following sections report in more detail each promotional component undertaken. These included the distribution of print materials as well as online promotion and informational displays across the municipality. Table 2 summarises each promotional component of Phase 1.

Table 2: Phase 1 promotion

Engagement Technique	Number Undertaken
Project website	1 site, live August 2018 – now
Newsletters and postcards	13,500 distributed at community facilities/events and mailed out to the Stonnington community
Local media advertisements	17 releases/posts/publications, including a full-page feature article in <i>InStonnington</i> distributed to 61,500 properties
Informational displays	54 displays throughout the municipality – focusing on roads, tram stops, community facilities, and libraries
Correspondence with local stakeholder groups	Various groups contacted

2.1 Project Website

A project website was established in August 2018 on Council's 'Connect Stonnington' platform, and was regularly updated throughout the engagement period. Significant information was uploaded in February 2019 that provided project information, an indicative timeline, answers to FAQs, details on opportunities to become involved, a link to the newsletter developed for the project, and the link to complete the online survey. Figure 1 depicts the project web page at <https://www.connectstonnington.vic.gov.au/housing>.

Draft Housing Strategy



About the project

Stonnington City Council is preparing a new housing strategy. The aim of the strategy is to provide a framework to guide decisions and manage Stonnington's future housing. The strategy will look at:

- how many new dwellings are required
- what types of dwellings are needed
- where new housing should be located, and
- other issues such as what infrastructure is needed to support growth.

The housing strategy will influence the choice of housing available to current and future residents - to make sure that new housing is delivered in a way that enhances Stonnington's character and liveability.

It will also set out a plan to make sure housing meets the needs of everyone in our community, including young people, families, older people and vulnerable communities.

Developing the strategy

We are developing the strategy in stages, including two stages of community consultation:

- council identifies issues and opportunities drawing from an analysis of population forecasts, development trends, local and State Government policy, and feedback from council officers, Councillors and State Government service providers (2018)
- community engagement to inform drafting of strategy (early-mid 2019)
- draft housing strategy (mid-late 2019)
- community engagement on draft strategy (early 2020)
- final housing strategy (mid 2020)

Register [here](#) to receive news and updates on the Housing Strategy.

Life Cycle

- **Community Engagement**
March to May 2019
- **Draft Housing Strategy prepared**
Mid to late 2019
- **Draft Housing Strategy Public Exhibition and Comment**
Early 2020
- **Council endorsement of final Housing Strategy**
Mid 2020

Newsletter



Figure 1: Project website

2.2 Newsletter and Postcard Distribution

Newsletters and postcards were developed to be distributed with the intention of raising awareness of and promoting participation in the strategic process. Each contained content similar to that of the project website. A total of approximately 13,500 newsletters and postcards were distributed through the following means:

- Postcards mailed to planning applicants and objectors to planning applications since 2015;
- Digital newsletters emailed to community groups;
- Newsletters and postcards distributed to participants and passers-by at pop-up events and drop-in sessions;
- Newsletters and postcards displayed with advertising posters at 12 community venues; and
- Newsletters and postcards distributed to attendees of the Stonnington Citizenship Ceremony in April.

Figure 2 depicts the project postcard.

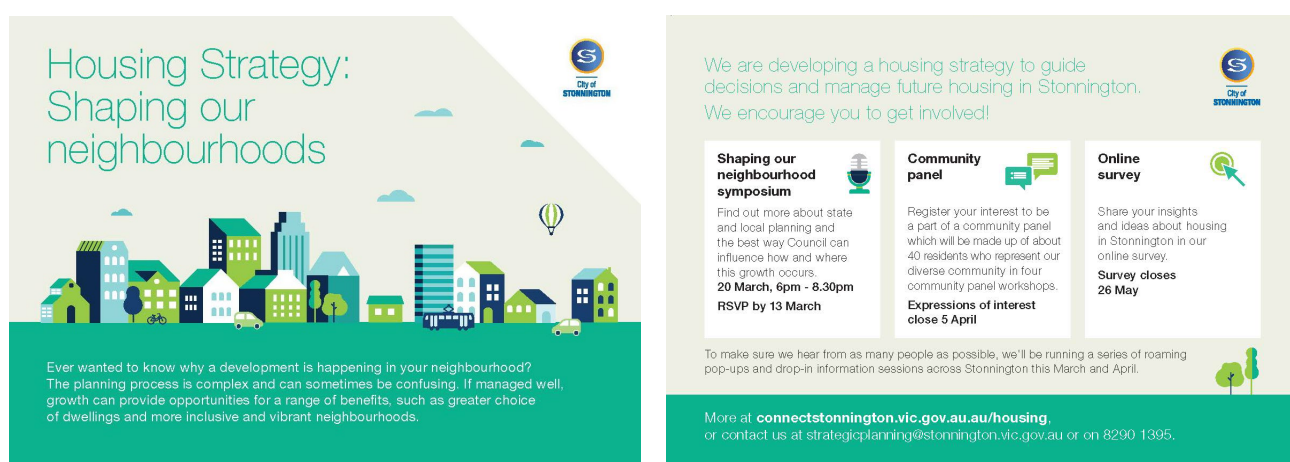


Figure 2: Postcard

2.3 Local Media Advertisements

Advertisements and feature articles were published/posted on both social media and in print media throughout Phase 1. These included:

- A full-page ad in the Autumn edition of *InStonnington*, which is distributed to every household and business within Stonnington across 61,500 properties;
- Advertorials in the 5 March and 2 April issues of *Stonnington Leader*;
- Quarter-page ads in the 12 March and 19 March issues of *Stonnington Leader*;
- Regular updates on the Council Facebook page;
- Advertisement footers on all external emails sent from Planning and Amenity; and
- Regular updates in the Council e-newsletters.

2.4 Informational Displays

Posters, newsletters and postcards placed at 12 key community venues such as community halls, libraries, and recreation centres provided an on-going public source of information throughout the project. Signs were displayed at 39 locations across the municipality, including 'tram-stop style' signs at intersections and in shopping precincts and activity centres. Banners were also erected in the Stonnington City Centre, Malvern Library, and the Toorak/South Yarra Library. These informational displays advertised the project at highly trafficked, central locations to promote awareness and involvement.

2.5 Correspondence with Local Stakeholder Groups

An email with project information, including the newsletter and a link to the project website, was sent on 1 March to contacts from local stakeholder groups, including:

- Access Stonnington;
- Ethnic Services Committee;
- Homelessness Round Table;
- All primary and secondary schools within Stonnington;
- All business associations in Stonnington; and
- Chadstone Shopping Centre employee group.

3.0 Phase 1 Activities

This section reports on rates of participation and respondent profiles, limitations/challenges, and other observations from the engagement activities undertaken in Phase 1. A total of approximately 2,025 participants contributed to this Phase. Participation is summarised below in Table 3. In addition to the activity participants, two written submissions were received via email.

Table 3: Summary of Phase 1 participation

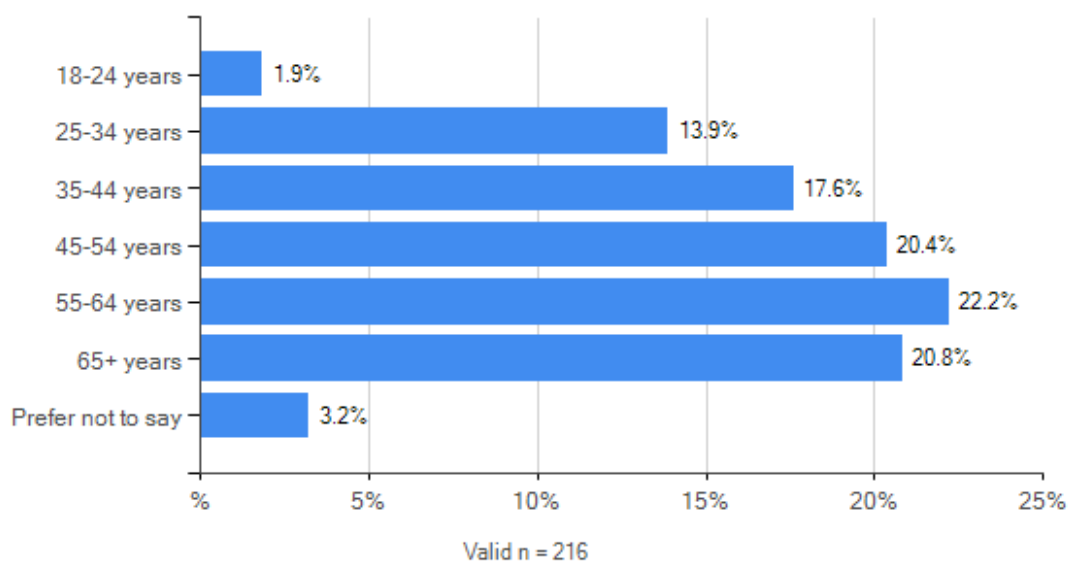
Engagement Technique	Level of Engagement
Project website	1,409 views
Online survey	216 responses
Roaming pop-ups	168 participants
Library drop-in sessions	51 participants
Focus group discussions	49 participants
Community panel	42 participants
Shaping our Neighbourhoods Symposium	88 participants
Additional submissions	2 email submissions
Total	2,025

3.1 Project Website and Online Survey

The online survey was live on the project website from 1 March to 26 May. The project website received a total of 1,409 views and the online survey received 216 responses. The survey's 23 questions sought to understand respondents' priorities, experiences, and opinions in regards to housing as well as gather demographic details.

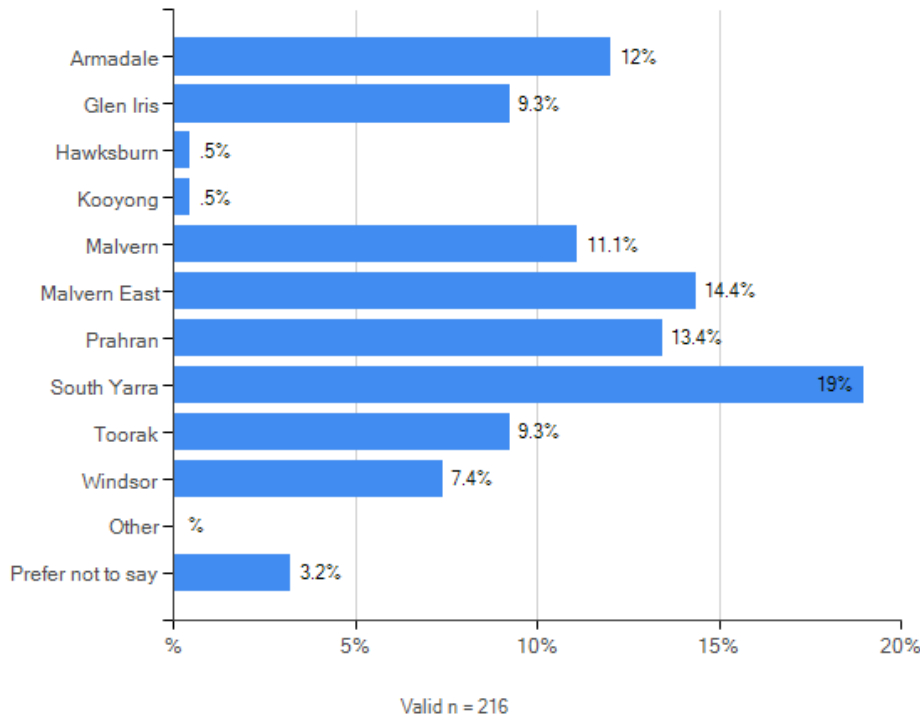
Overall, most respondents are over the age of 45, homeowners, employed full- or part-time, and living in a detached or semi-detached 2+ bedroom home with a partner. The respondent profile is detailed below.

Figure 3: Q: Which of the following age brackets do you fit into?



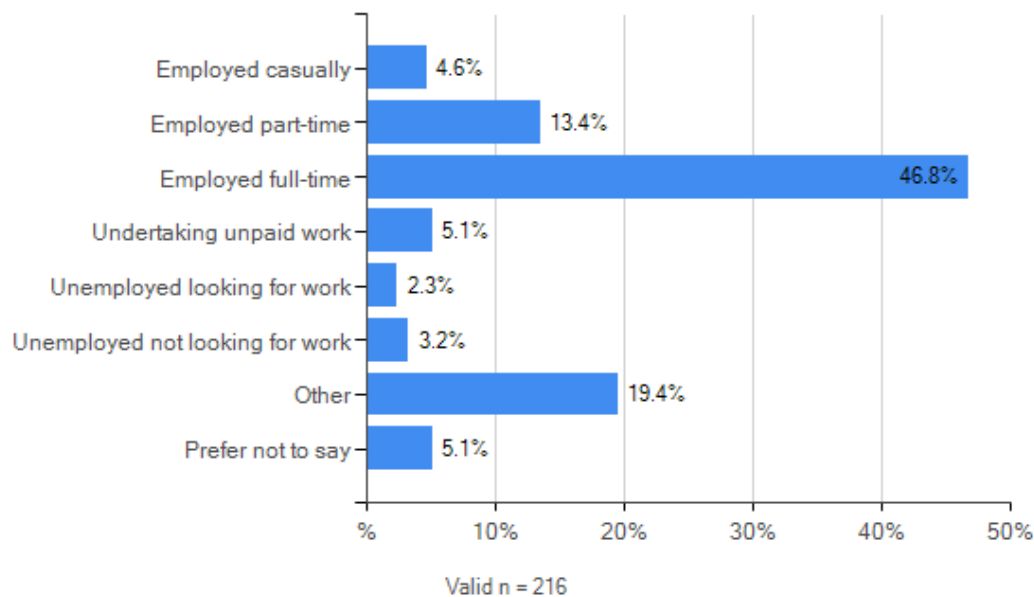
- The 55-64 age cohort makes up the largest proportion of respondents (22%), followed by the 65+ cohort (21%) and the 45-54 cohort (20%); only 1.9% of respondents belong to the 18-24 years group (Figure 3).

Figure 4: Q: Which suburb do you live in?



- Approximately one-fifth of respondents live in the South Yarra suburb. Malvern East, Prahran, Armadale, and Malvern are also represented by more than 10% respectively. Hawksburn and Kooyong are the suburbs with the least representation among respondents (Figure 4).

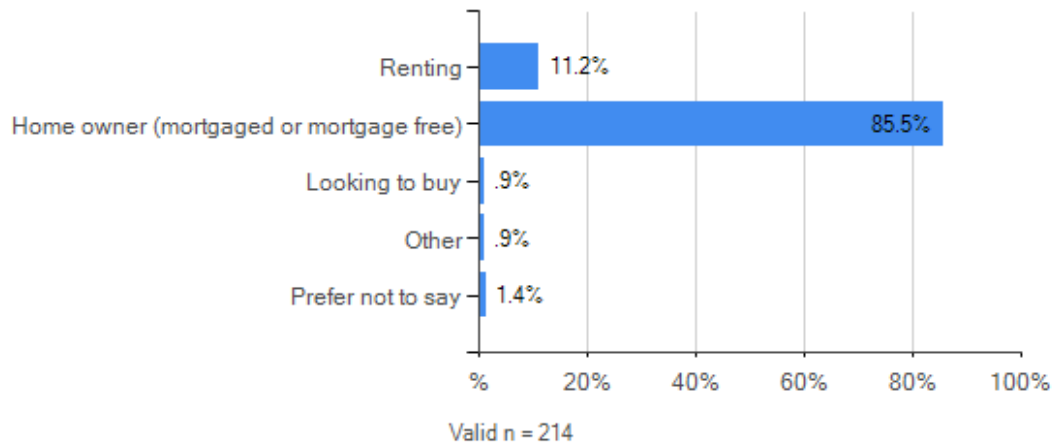
Figure 5: Q: Which best describes your employment type?



- Just under half of participants describe their employment as 'Employed full-time', and 13.4% are 'Employed part-time'. However, approximately one-fifth chose 'Other', despite the range of available employment types

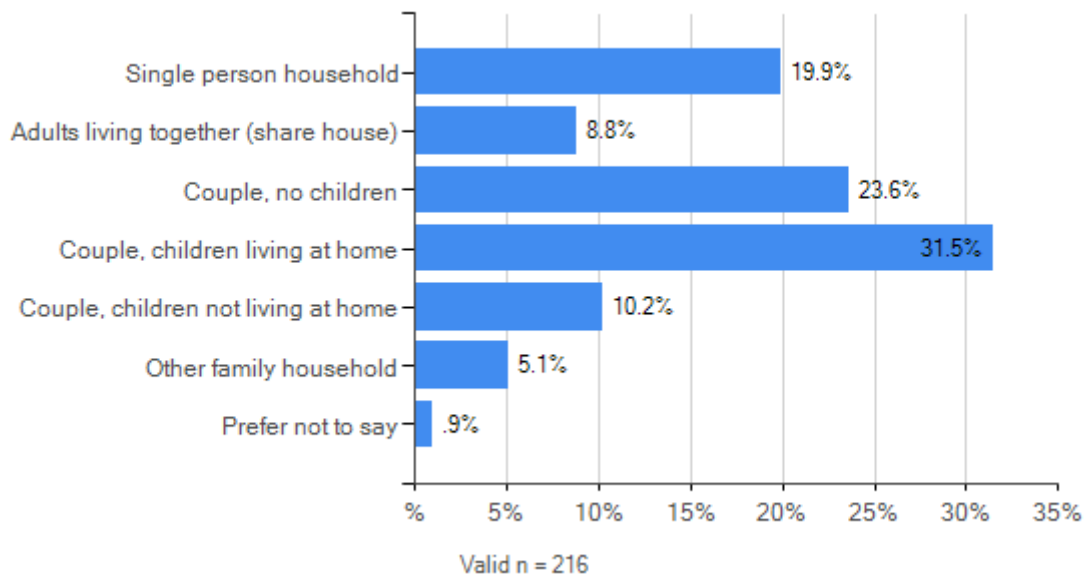
as options (Figure 5). This may indicate some survey fatigue among participants, as the demographic questions were at the end of the survey.

Figure 6: Q: Which of the following best describes your tenure type?

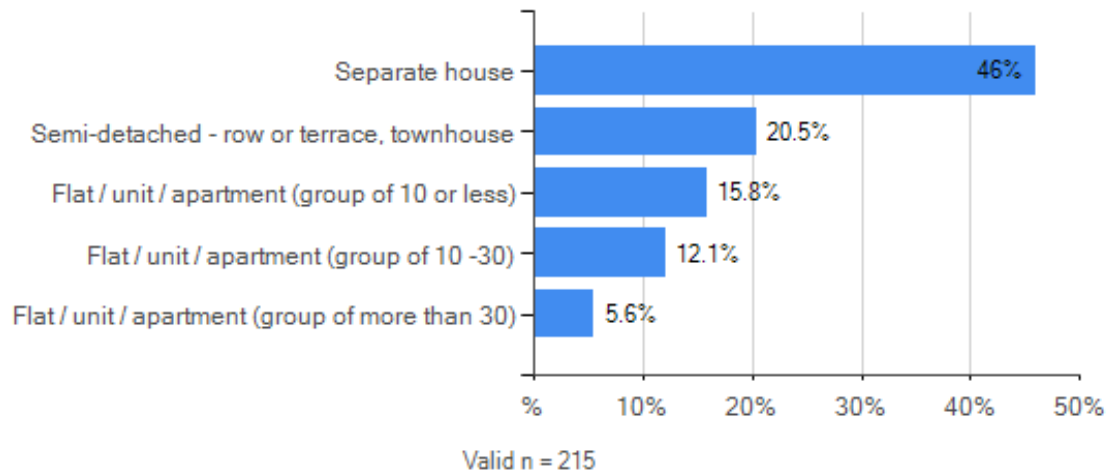


- Respondents are overwhelmingly homeowners (85.5%) (Figure 6). Among the 24 respondents (11.1%) who identify as renters, almost half are from the South Yarra suburb.

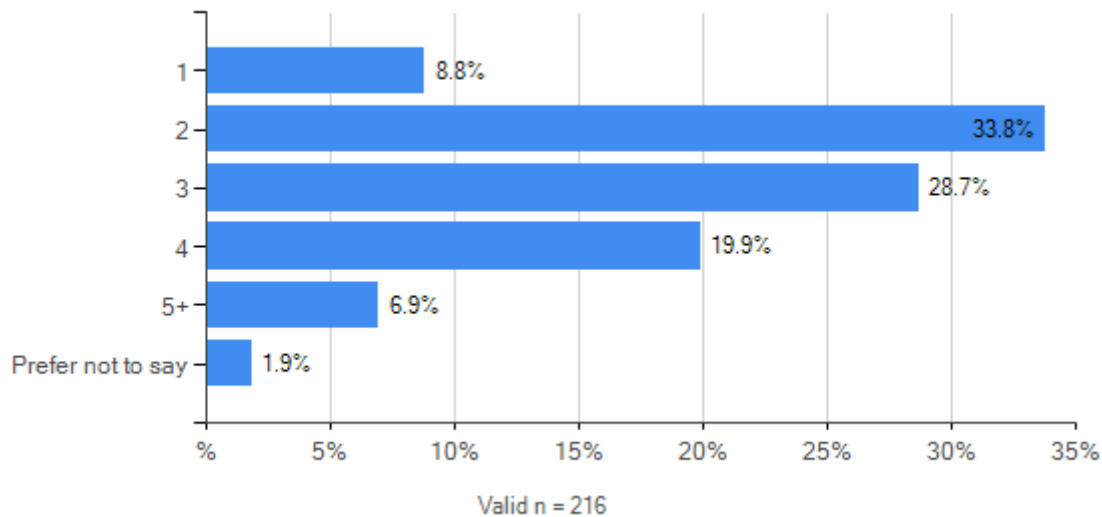
Figure 7: Q: Which of the following best describes your household?



- Couple households comprise approximately two-thirds of households, with 'Couple, children living at home' the most common. 'Adults living together (share house)' is represented by less than 10% of participants (Figure 7).

Figure 8: Q: Which of the following best describes your accommodation?

- Respondents are more likely to live in a single-family home; with approximately half (46%) of participants describe their accommodation as 'Separate house', and another one-fifth as 'Semi-detached – row or terrace, townhouse' (Figure 8). Inhabitants of larger apartment/unit developments are the least common at 5.6%.

Figure 9: Q: How many bedrooms is your current accommodation?

- Participants are most likely to live in two-bedroom accommodation, followed by three-bedroom accommodation. Less than 10% live in one-bedroom accommodation (Figure 9).

A total of 140 respondents expressed interest in participating in further consultation and provided a contact email.

3.2 Roaming Pop-ups

A total of eight roaming pop-ups were undertaken at different locations around the Stonnington community, identified in Table 4. Two consultation team members attended each session, in which passers-by were asked to stop and select their top two priorities for housing stock, and top two priorities for other infrastructure improvements from a list of options. Participants were given colour-coded stickers corresponding with their identified age category and asked to identify their priorities as well as their household type (house or apartment/flat) by placing their stickers in the corresponding column. This activity is shown in Figure 10. In addition to the activity, team members displayed project information and distributed newsletters and postcards at all sessions.

Table 4: Summary of pop-up sessions

Session	Suburb	Date
1. Harold Holt Swim Centre	Glen Iris	Saturday, 2 March
2. Phoenix Park	Malvern East	Saturday, 2 March
3. Hawksburn shopping strip	Hawksburn	Saturday, 2 March
4. Forrest Hill shopping centre (670 Chapel Street)	South Yarra	Saturday, 2 March
5. Windsor Station	Windsor	Wednesday, 6 March
6. Glenferrie Road shopping strip	Hawthorn	Wednesday, 6 March
7. Toorak Village shopping strip	Toorak	Wednesday, 6 March
8. Pets in the Park	Malvern East	Sunday, 24 March

Two series of roaming pop-ups were held. The first was on Saturday, 2 March 10am-2pm, and included the following locations:

- Harold Holt Swim Centre
- Phoenix Park
- Hawksburn shopping strip
- Forrest Hill shopping centre (670 Chapel Street)

This day of roaming pop-ups was significantly affected by heat. Each location was afforded approximately 45 minutes, including set-up and take-down. The Harold Holt Swim Centre was the busiest venue, and received 28 contributions. Phoenix Park includes a large outdoor playground, but did not have any visitors at the time of the session. The team was able to speak to a few parents attending a private party in the adjoining community centre, but was otherwise without participants. At the Hawksburn shopping strip there was no indoor/sheltered area for set-up. As a result, the activity was not undertaken and the team only distributed newsletters and postcards about the project. The team found greater success inside the Forrest Hill shopping centre (670 Chapel Street).

The second series was held Wednesday, 6 March 8am-12pm, and included the following locations:

- Windsor Station
- Glenferrie shopping strip
- Toorak Village shopping strip

Unfortunately, this series was also impacted by poor weather conditions, this time in the form of rain. The team set-up early at Windsor station to intercept commuters just outside the station, but found that most passers-by were rushing to catch arriving trains and were not able to participate in the activity. This location received only 1

participant. Instead, newsletters and postcards were distributed. Both shopping strip pop-ups were affected by the rain and received a cumulative 7 participants.

An additional pop-up session was held as part of the **Pets in the Park** event at Central Park, Malvern East on Sunday, 24 March 11am-3pm. Pets in the Park is a free annual event with vendors, food, and competitions. Three members of the engagement team attended the event and set up the activity in the Council tent. The weather was warm and sunny and the event was busy. Many attendees were willing to stop and participate in the activity, and as a result, participation at this event accounts for over half of the responses recorded for this activity.

Among participants, 35% identified as 31-50 years and another 35% as 51-75 years. The under 18 cohort and the 18-30 cohort are each represented by approximately 13% of respondents, while those over 75 comprise just 3.0% of respondents. Respondents were more likely to live in a house (62%) than in a flat/apartment (38%).

Figure 10: Pop-up and drop-in activity

Stonnington City Council
Housing Strategy



Q1. Thinking about the future, what would make Stonnington an even better place to live in terms of housing stock (choose 2)?

	I live in a house	I live in a flat/apartment (other than a house)
a. More housing options at different prices		
b. More environmentally sustainably designed homes		
c. More housing for people of different abilities and ages		
d. Increased range of housing types - houses, townhouses/units, apartments		
e. Improved appearance - in terms of design and landscaping		
f. Something else?		

Q2. Thinking about the future, what would make Stonnington an even better place to live in terms of infrastructure improvements* (choose 2)?

	I live in a house	I live in a flat/apartment (other than a house)
a. Improved public transport		
b. More parks and gardens		
c. More schools		
d. More services for older people		
e. More activities and services for young people		
f. More local jobs		
g. More kindergartens, child care, and family services		
h. Something else?		

*Noting that some of these ideas require support and working with State Government, private partners, and others.

3.3 Library Drop-in Sessions

Two library drop-in sessions were held at the following locations and times:

- Thursday, 28 March, 4-7pm at Toorak/South Yarra Library
- Tuesday, 2 April, 10am-1pm at Malvern Library

The activity used at the pop-up session was repeated at the library drop-ins. Session participants were also invited to answer several open-response questions to provide additional feedback regarding considerations for the housing strategy.

Collectively, the two sessions had a total of 51 participants. The most common age group of respondents is 31-50 years. Respondents are more likely to live in a flat/apartment than in a house.

3.4 Focus Group Discussions

Five discussions were held between Council, the project's engagement team, and community interest groups:

- Ethnic Services Committee, 7 February (18 participants)
- Access Stonnington, 19 February (4 participants)
- Homelessness Round Table, 1 April (13 participants)
- Renters Focus Group, 11 June (8 participants)
- Social Support Programme Participants Group, 12 June (6 participants)

3.5 Community Panel

This activity has been undertaken by the specialist community engagement consultancy Capire, and will be reported on separately.

3.6 Shaping Our Neighbourhoods Symposium

The Shaping Our Neighbourhoods Symposium to support the Stonnington Housing Strategy project took place Wednesday 20 March, 2019 from 6:00pm to 8:30pm at the Malvern Town Hall. The event brought together representatives from state and local government as well as private sector experts to discuss the process around residential planning and development. The symposium aimed to help the community better understand drivers of population growth and change as well as local planning considerations.

A total of approximately 88 individuals attended the event, in addition to Councillors, members of the project team, and the guest speakers. Detailed findings from the Symposium can be found in the Housing Symposium Summary Report in Appendix A.

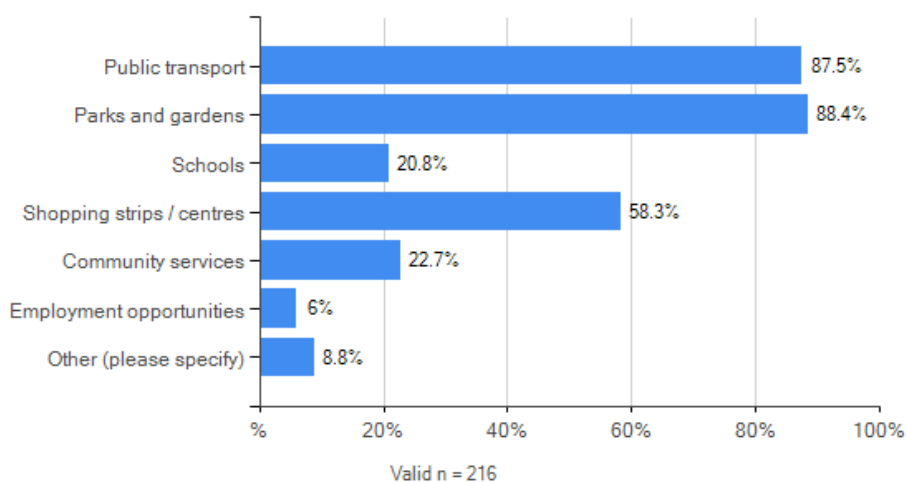
4.0 Analysis of Findings

The following chapter outlines the analysis of the findings.

4.1 Online Survey

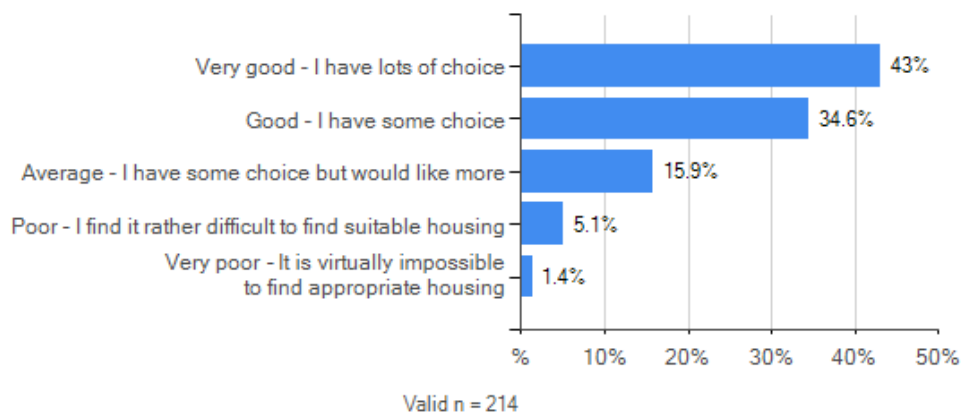
For each of the substantive (non-demographic) survey questions, responses are first summarised cumulatively. For some questions, responses are then cross-tabulated to identify trends across key demographic variables.

Figure 11: Q: Which three of the following features / services are the most important to have near your home?

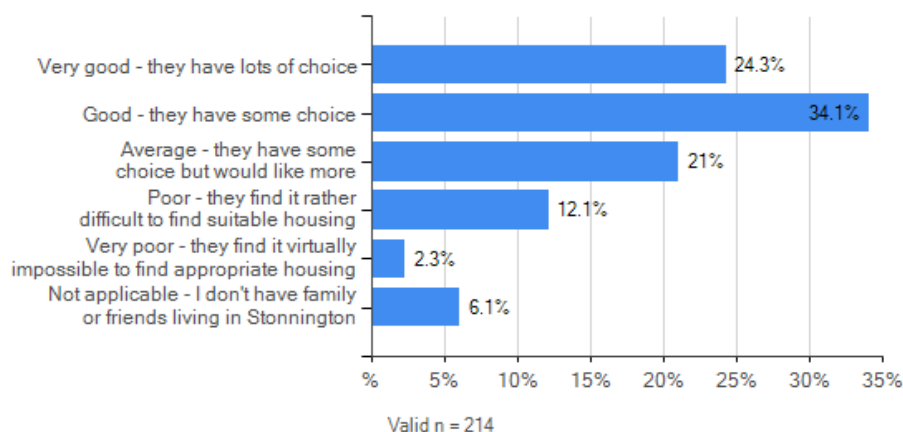


Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Public transport and parks and gardens are the most important features/services identified by participants, followed by shopping strips/centres. Employment opportunities were rated as the least important to have near the home. 'Other' responses include: <ul style="list-style-type: none"> Parking Noise management Shops and services
Age	<ul style="list-style-type: none"> Respondents aged 18-24 years old selected public transport and parks and as services important to have <i>near your home</i>. Respondents aged 25-34 years old selected employment opportunities are more important <i>near home</i> Community services are more important to the older age cohorts.

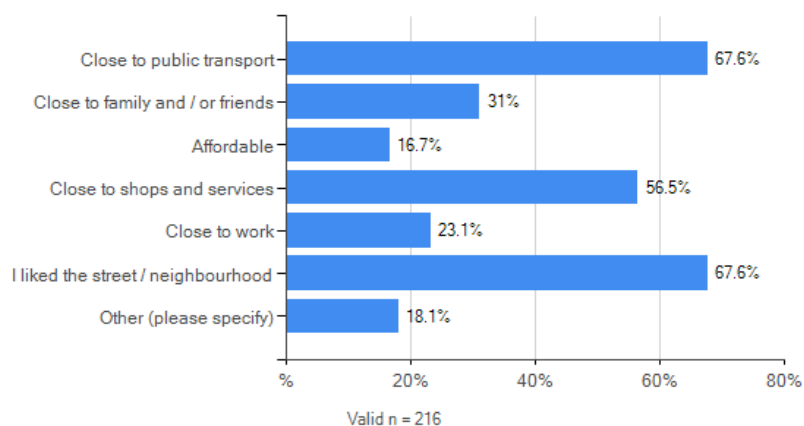
Figure 12: Q: Thinking about your own housing needs, how would you rate the current provision of housing in Stonnington?



Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Just under half (43%) of participants rated the housing provision as <i>Very good</i>, and another one-third rated it as <i>Good</i>. Approximately one-fifth rated it as less than <i>Good</i>. Among those that rated it as <i>Poor</i> or <i>Very Poor</i>, reasons include: <ul style="list-style-type: none"> Lack of protection of heritage Poor design of new developments Housing is not affordable Housing does not have adequate green/open space Lack of family-friendly units Choices limited to high-rises or detached homes
Tenure	<ul style="list-style-type: none"> A total of 14 respondents rated housing choice as <i>Poor</i> or <i>Very poor</i>; a larger proportion of these were renters rather than homeowners. Renters were approximately four times as likely than the average to rate housing choice as <i>Poor</i> or <i>Very poor</i>. A lower proportion of renters rated housing choice as <i>Good</i> or <i>Very good</i> when benchmarked with all responses.

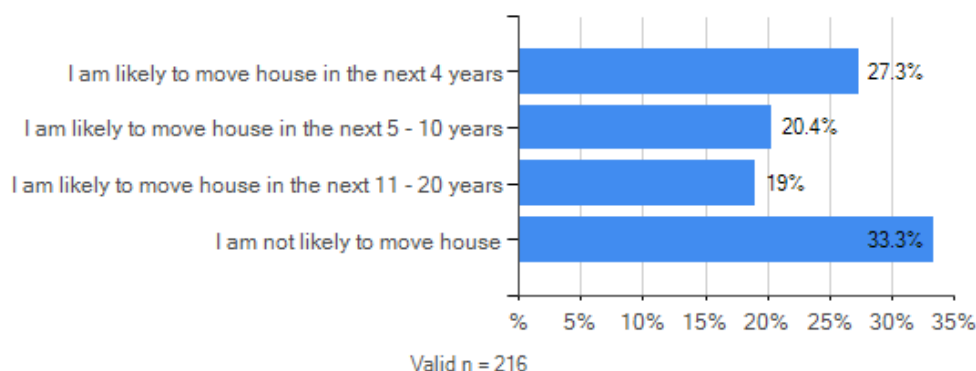
Figure 13: Q: Thinking about your family and friends housing needs, how would you rate the current provision of housing for them in Stonnington?

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • Respondents rate housing provision as less responsive to the needs of family and friends than to their own. • The largest proportion (34%) of respondents rated housing provision for family and friends as 'Good'. • Approximately 14% rate it as 'Poor' or 'Very poor' • Reasons listed for poor ratings include: <ul style="list-style-type: none"> – Affordability (this is the principal reason cited by approximately two-thirds that gave a 'Poor' or 'Very poor' rating) – Inadequate housing options for downsizing – Lack of diversity in housing stock – The process for the provision of new housing is overly regulated and impedes growth and development
Age	<ul style="list-style-type: none"> • Older age cohorts were significantly more likely to report that housing choice for friends and family is Good or Very good, and significantly less likely to report their choice as Poor or Very poor.

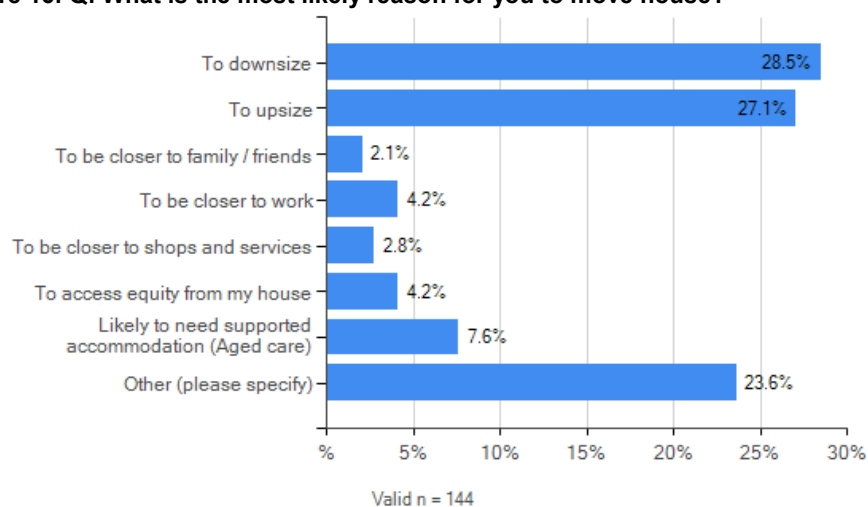
Figure 14: Q: Which of the following were motivators to moving to your current location? (Select all applicable)

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • 'Close to public transport' and 'I liked the street/neighbourhood' were chosen by two-thirds of respondents • More than half (56.5%) selected 'Close to shops and services' • Affordability was chosen by the fewest participants as a motivator • Among those that selected 'Other', responses include: <ul style="list-style-type: none"> – Lifestyle – Close to facilities and services (particularly schools) – Heritage and character of the area – Property investment/value – Proximity to CBD – Returning to where one was raised
Age	<ul style="list-style-type: none"> • All those aged 18-24 selected 'Close to public transport' as a motivator • Older age cohorts (55-64 and 65+) were less likely to select 'Close to family and/or friends' as a motivator

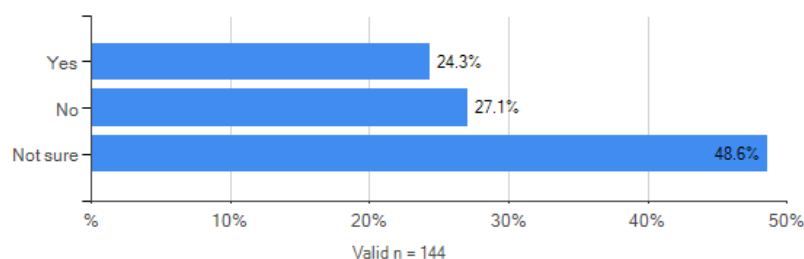
Figure 15: Q: Which of the following most represents your plans?



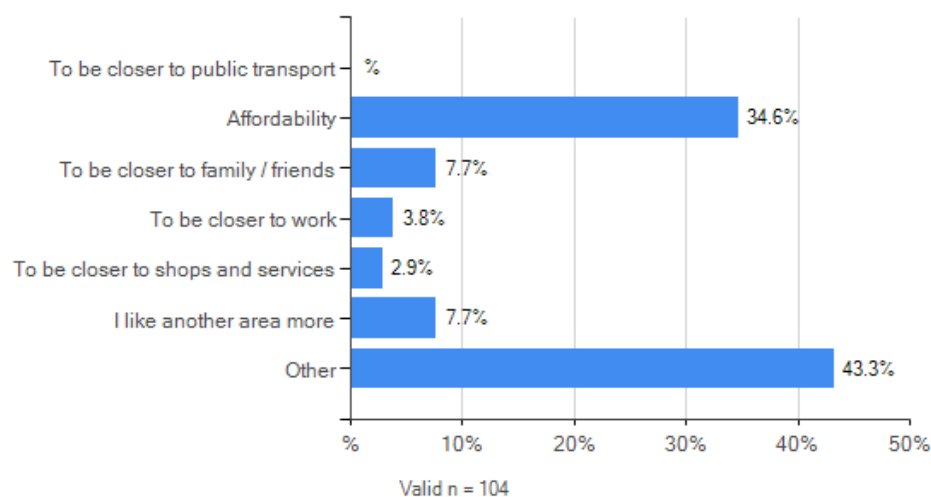
Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • The highest proportion of respondents stated that they are not likely to move house (33.3%). • More than one-quarter (27.3%) stated they are likely to move in the next 4 years, and another one-fifth are likely to move in the 5-10.
Tenure	<ul style="list-style-type: none"> • All but one respondent that indicated they are not likely to move house are homeowners. • Among renters, 66.7% indicated they are likely to move house in the next 4 years.
Age	<ul style="list-style-type: none"> • Among those aged 18-24 or 25-34, more than 50% indicated they will likely move house in the next 4 years. Less than 10% indicated they are not likely to move house in the next 20. • The 65+ cohort anticipates that they are somewhat more likely than average to remain in place, which indicates that many may not intend to downsize.

Figure 16: Q: What is the most likely reason for you to move house?

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Residents are most like to move house in order to downsize (28.5%) or upsize (27.1%) Residents are least likely to move house to be closer to family and friends (2.1%) or to be closer to shops and services (2.8%) Almost one-fifth reported they are likely to move house for another reason, including: <ul style="list-style-type: none"> Change in personal circumstances (e.g. going overseas, moving in with partner, financial issues) Moving to more affordable accommodation End of lease term Inappropriate growth and development Increased noise pollution First home buyer moving into new home
Age	<ul style="list-style-type: none"> To downsize or to move into supported accommodation are the most likely motivators for members of the 65+ age group to move. Among those aged 18-24 and 25-34, the most likely reason to move is to upsize.

Figure 17: Q: Are you likely to move to another municipality?

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Approximately one-quarter stated they are likely to move to another municipality. Nearly half are unsure. Among those that answered yes, municipalities listed more than once include: <ul style="list-style-type: none"> City of Port Phillip City of Yarra City of Melbourne/Melbourne CBD A number of respondents also listed overseas or 'unsure' as their destination
Age	<ul style="list-style-type: none"> Older age cohorts were less likely to anticipate moving to another municipality.

Figure 18: Q: What is the most likely reason for you to move out of Stonnington?

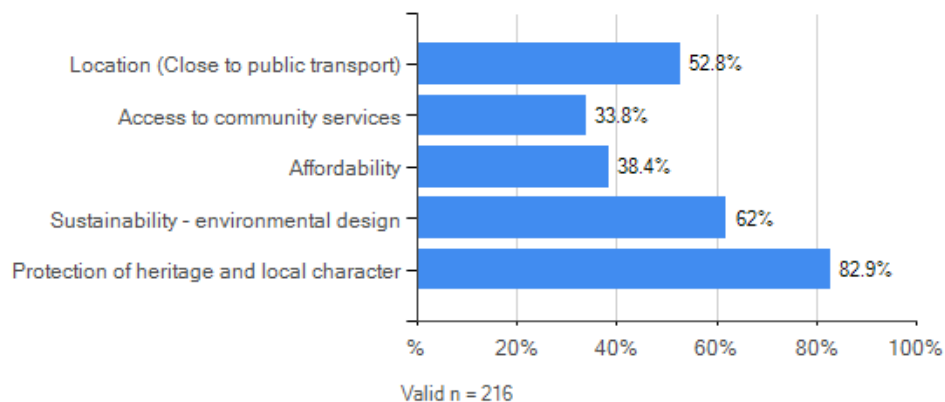
Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> More than one-third of respondents selected 'Affordability' as the most likely reason for a move out of the municipality. None indicated that they would move to be closer to public transport, and very few selected 'To be closer to shops and services' or 'To be closer to work'. A high volume of respondents selected 'Other'. Common reasons include: <ul style="list-style-type: none"> Change in personal circumstances Seeking a change of scenery (e.g. near the beach)

Variable	Trends and observations
	<ul style="list-style-type: none"> – Dissatisfaction with ongoing growth and development resulting in a perceived loss of amenity and character – Safety concerns – Moving to a retirement village or community – Increased traffic
Age	<ul style="list-style-type: none"> • Those that would move away to be closer to family and friends are more likely to belong to an older age cohort. • Half of 18-24 year-old participants stated that they would move out of the municipality due to affordability
Tenure	<ul style="list-style-type: none"> • Affordability is a motivator to move out of the municipality, even for homeowners.
Suburb	<ul style="list-style-type: none"> • Toorak residents are overrepresented among those that would move away because they like another area more.

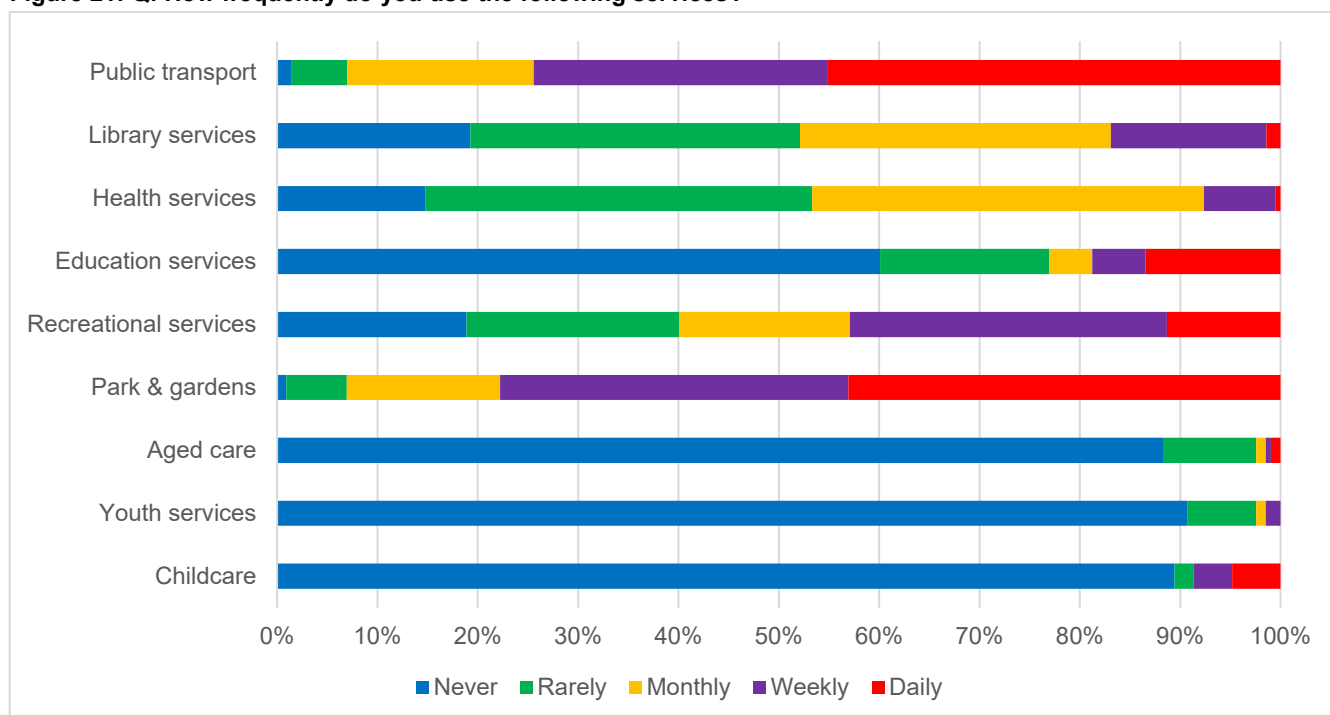
Figure 19: Q: How important is it that you live in Stonnington in the future?

Min	Max	Mean	Median
1.00 (Very important)	5.00 (Not important)	2.7	3.0

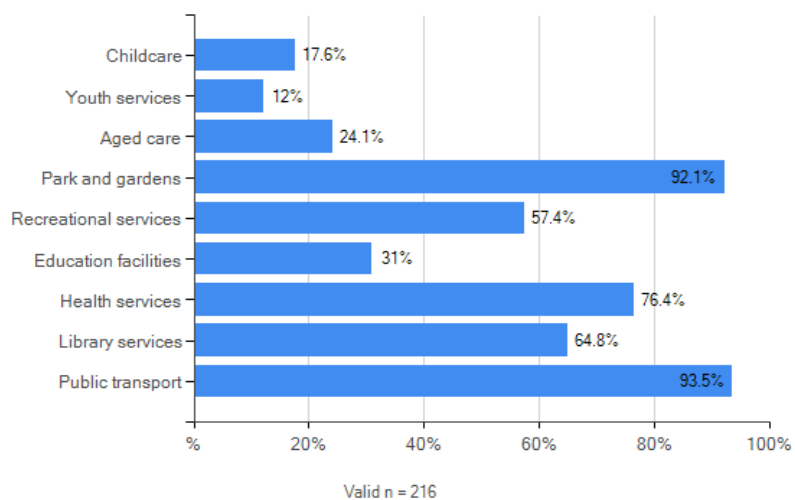
Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • Responses indicate that it is moderately important to participants that they live in Stonnington in the future.
Age	<ul style="list-style-type: none"> • Members of the younger age groups were significantly less likely to state that it is important they live in Stonnington in the future.

Figure 20: Q: What factors do you think Council should consider when identifying suitable locations for more housing in the future? (Select all applicable)

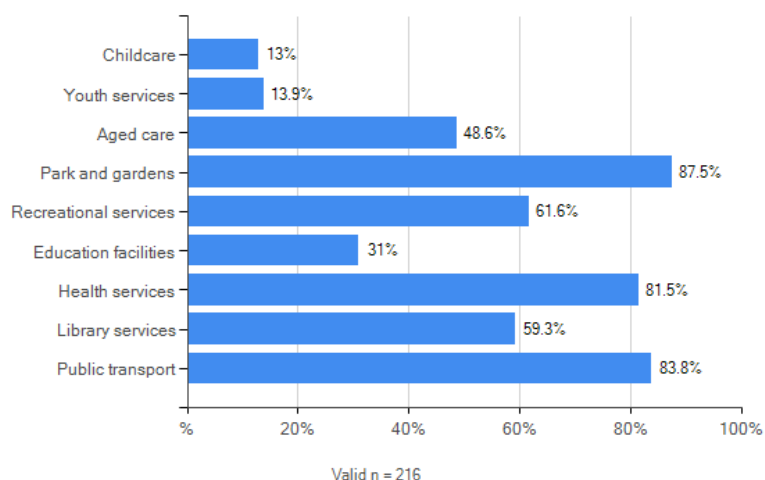
Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • Responses indicate that it is most important that Council consider heritage and local character when identifying suitable locations for more housing in future. • Sustainability and location are also key considerations. • Results suggest all of these are at least somewhat important, as none were selected by fewer than one-third of participants.
Tenure	<ul style="list-style-type: none"> • Renters were more likely to select Affordability as a key consideration for the location of new housing, and less likely to select protection of heritage and local character • Renters were less likely to select Protection of heritage and local character as a key consideration for the location of new housing
Age	<ul style="list-style-type: none"> • Older age cohorts were less likely to choose Affordability as a key consideration for the location of new housing

Figure 21: Q: How frequently do you use the following services?

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Public transport and parks and gardens are the most often utilised services, with nearly half of respondents stating they use them daily. Childcare, youth services, and aged care services are used regularly by approximately 10% of respondents. Health services and library services are somewhat regularly accessed (daily, weekly, or monthly) by approximately half of respondents.
Age	<ul style="list-style-type: none"> Those aged 35-44 are almost exclusively those that use childcare daily There are higher rates of daily public transport use among the 18-24 and 25-34 years cohorts, and lower rates of daily use among the older cohorts (55-64 and 65+)

Figure 22: Q: In the next 5-10 years are you likely to need any of the following services?

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> Over 90% of respondents state they are likely to need parks and gardens and public transport in the next 5-10 years. Health, library, and recreational services are also identified as likely to be needed by more than half of respondents. Fewer respondents anticipate needed youth services or childcare.
Age	<ul style="list-style-type: none"> Younger cohorts see themselves as less likely to need aged care services, but slightly more likely to need health services.

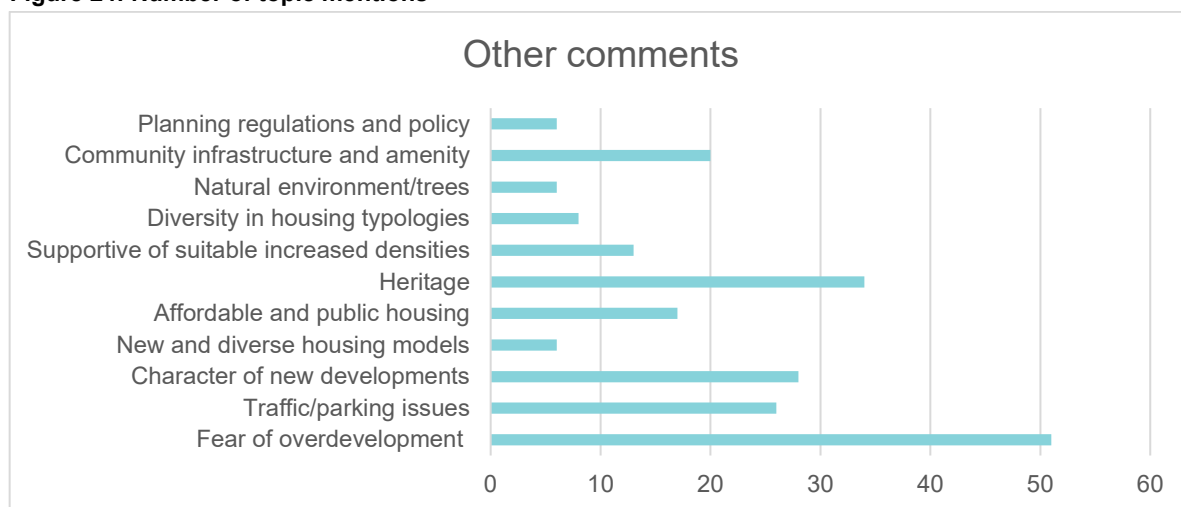
Figure 23: Q: In the next 11-20 years are you likely to need any of the following services? (Select all applicable)

Variable	Trends and observations
All respondents	<ul style="list-style-type: none"> • Respondents see themselves as doubly likely to need aged care in the next 11-20 years than in the next 5-10. • Parks and gardens and public transport are still seen as significantly needed, though slightly less so. • Anticipated need for all other facilities is comparable to that of the previous question.
Age	<ul style="list-style-type: none"> • Older respondents are more likely than the average to anticipate needing aged care services in the next 11-20 years, and less likely to need education facilities. None indicated that they would need childcare or youth services. They also see themselves as less likely than average to need parks and gardens and public transport.

Q: Do you have any other comments about planning for housing in Stonnington in the future?

The final survey question was in open-response format to allow participants to add any additional comments for consideration in the development of the strategy. The high volume of responses (168) indicates that most participants still felt they had ideas and concerns that had not come through simply by answering the survey questions. Responses have been summarised into themes below and are depicted in Figure 24.

- Fear of overdevelopment
- Traffic/parking issues
- Character of new developments
- New and diverse housing models
- Affordable and public housing
- Heritage
- Supportive of suitable increased densities
- Diversity in housing typologies
- Natural environment/trees
- Community infrastructure and amenity
- Planning regulations and policy

Figure 24: Number of topic mentions**Fear of overdevelopment**

This was the most common theme to emerge from the open response question, with many concerned at the rate of medium and high-density developments occurring within the municipality. Many participants were worried at the implications this will have for existing and long-term Stonnington residents, and if this existing amenity is being considered when new developments are being investigated.

Example comments:

- *“Stonnington Council should stop allowing these massive apartment ‘gateways’ to be built. They are ugly and destroying the area.”*
- *“Less high density developments that are not human scale and impose themselves on the neighbourhood over shadowing and reducing the tree coverage and green feel of the area.”*
- *“Would like to see less multi storey developments - especially in the smaller streets.”*

Heritage

Heritage was another common theme among participants, with many wanting to protect the remaining heritage in certain areas, as it retains what residents feel is important or unique neighbourhood character. Some comments also mentioned that some sites don’t require a heritage overlay and shouldn’t be protected.

Example comments:

- *“It is essential that the heritage and character of the area, particularly Malvern, is retained. Once it’s gone, it’s gone forever.”*
- *“In heritage areas any second-storey addition should not visually intrude on the streetscape and in particular second-storey additions to corner properties in these areas must be designed so as to blend with the heritage architecture and be gable roofed.”*

Character of new developments

Many participants are concerned by the character of new developments due to the perception that they are different to the existing residential character types that are currently in these areas. Many want the character to be prioritised when Council is considering new developments, particularly those that are medium and higher-densities.

Example comments:

- *“Select certain residential areas to apply strict development controls in order to retain their heritage and residential character.”*
- *“Protection of heritage & local character is vital to ensure Stonnington remains a spectacular place to live and visit. It is heartbreaking that so many gorgeous period homes have been sacrificed to development at the expense of local character and history.”*

Traffic and parking issues

Traffic and parking issues were frequently mentioned, in the context of increasing dwelling densities around activity centres. Comments vary from indicating overdevelopment is a cause for excessive amount of on-street car parking that add to the existing parking struggles throughout Stonnington, to other comments which ask for reductions in parking requirements around activity centres where people have access to public transport.

Example comments:

- *“Stop the huge number of apartments along main roads that have little parking facilities, the streets are jammed now and will get worse.”*
- *“Very large developments on major roads impacting traffic flow.”*
- *“Council should adopt a similar strategy to that of the City of Moreland which proposes to allow new developments in Neighbourhood Centres and Activity Centres to provide less parking, including no longer specifying a minimum parking requirement for Activity Centres.”*

Community infrastructure and amenity

Comments which were included under this theme were mostly related to suggestions for parks, rubbish removal, local public transport infrastructure, footpaths, activity centres and bike paths, and how these relate to other concerns and issues identified. Many participants mentioned how these can improve lifestyles within higher density living, and should be considered particularly in areas where these developments are likely to be developed.

Example comments:

- *“I believe housing planning should centre around public transport hubs to help alleviate any worsening of congestion.”*
- *“Mindful of keeping the landscape green despite the increase in density and forward thinking to better systems for energy provision (eg solar and batteries), waste management (recycling and composting), efficient transport (public transport, bicycle routes and storage spaces).”*

Affordable and public housing

Many participants are concerned at the low availability of affordable and public housing that is available to residents within the community and would like to see Council take a leading role in addressing issues such as housing affordability and homelessness.

Example comments:

- *“I think Council should do more to provide social and affordable housing in Stonnington. Developers could be obliged to either pay a development levy or provide a portion of each new apartment project as affordable or social housing.”*
- *“I understand that homelessness is a State issue but I would like to see Stonnington take a leading role in finding a workable solution in this area. The council could include a condition in building permits for large apartment blocks that encouraging developers to include housing for homeless.”*

Supportive of suitable increased densities

Comments under this theme were participants who were supportive of increased density dwellings being made available, on the condition that these were allocated in areas that were suitable to these buildings (i.e. activity centres and train stations).

Example comments:

- *“We need to utilise the area around Chadstone Shopping Centre to create higher density living. The convenience of shops, parkland and transport within the immediate vicinity will create an important hub for Stonnington and attract downsizers, young families and investors.”*
- *“New developments need to be peppered throughout the community where appropriate but they must be supported by an increase in greenspace that has utility for all residents.”*

Diversity in housing typologies

These comments referred to the requirement of different housing types to meet community needs, such as different affordability, household sizes, and amenity requirements. These comments were generally supportive of medium and higher-density dwellings, in order to cater for different groups within the community of Stonnington, and future potential residents.

Example comments:

- *“Smarter housing options that look at best practice globally. Small footprint. Sustainable. Aesthetically pleasing. It is time to change attitudes, and think and live for a future of high density with clever planning.”*
- *“Important to have a range of types of housing - more affordable housing for small families.”*

New and diverse housing models

Comments under this theme were recommending housing model alternatives that Stonnington could consider catering for different housing typologies and needs required by the community. This included overseas housing models, as well as those seen around Melbourne such as Nightingale developments.

Example comments:

- *“I would like to see Stonnington looking at more innovative housing models found in the UK/Europe and USA including build to rent models, mixed tenure, or co-housing and explore public and private partnerships where government incentivises developers to build housing that's not just mass market or luxury, but addresses social connection and cohesion, diversity, affordability. Nightingale and Assemble as developers, or even other new upcoming socially minded developers.”*

Natural environment/trees

Most of these comments related to the retention or maintenance of street trees and the character within the natural environment and gardens of Stonnington dwellings.

Example comments:

- *“The Quality of the built environment is very dependent on the development and maintenance of the Council's Urban Forest scheme and street planting. It is very disappointing to see beautiful young trees planted, then see them die for lack of water. Our city needs greenery for health, the environment and aesthetic reasons. Perhaps residents and business owners could be encouraged to water young trees?”*

Planning regulations and policy

These comments generally asked for certain changes or additions in planning policy as part of the housing strategy and vision for the future of housing within Stonnington. These mostly related to building heights and car parking requirement changes.

Example comments:

- *“Rethink zoning and planning provisions where more density may be suitable, i.e. near public transport. Enable homeowners to redevelop their single houses with neighbours to provide good, denser but appropriate housing, in which they can continue to live.”*

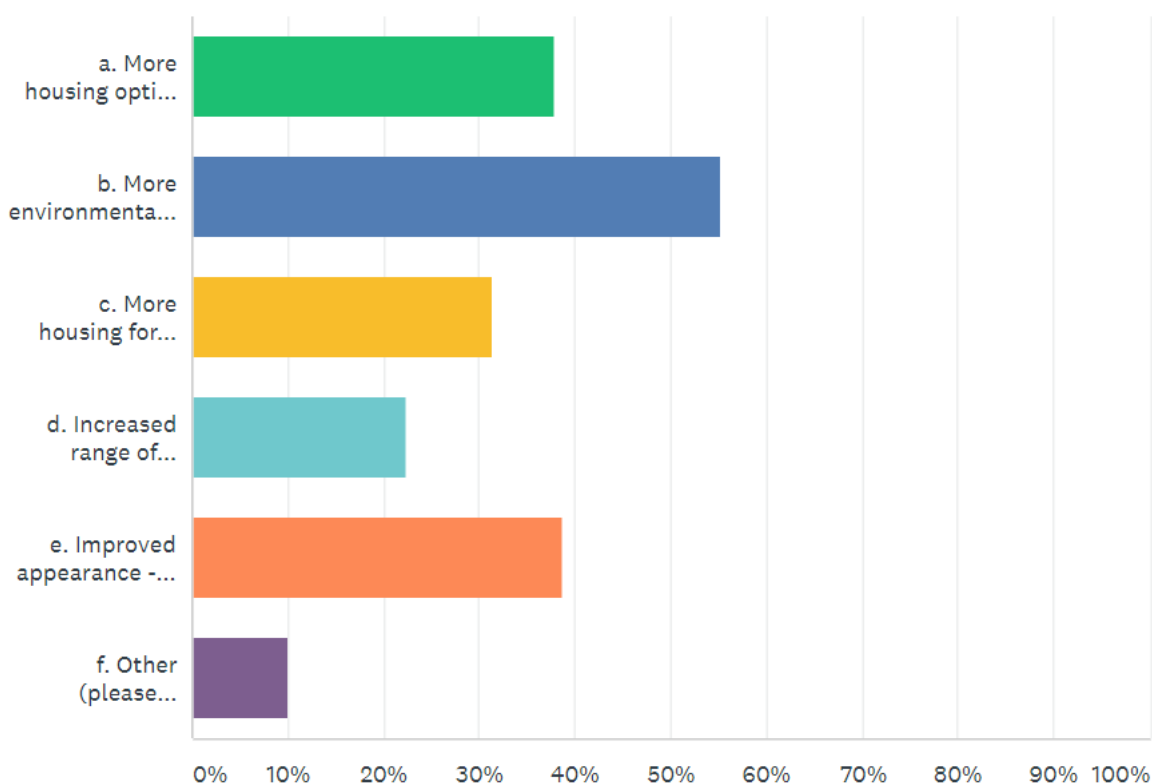
4.2 Roaming Pop-ups and Library Drop-in Sessions

Feedback from the priorities activity at drop-in sessions and pop-up events has been collated. The same methodology as that of the survey has also been applied.

Q1: Thinking about the future, what would make Stonnington an even better place to live in terms of housing stock (choose 2)?

- a. More housing options at different prices
- b. More environmentally sustainably designed homes
- c. More housing for people of different ages and abilities
- d. Increased range of housing types – houses, townhouses/units, apartments
- e. Improved appearance – in terms of design and landscaping
- f. Other (please specify)

Figure 25: Housing stock priorities, summary of responses



Responses to Q1 (Figure 25) are characterised by the following:

- More than half of participants (55.2%) nominated 'More environmentally sustainably designed homes' as one of their housing stock priorities.
- Other top priorities include 'Improved appearance – in terms of design and landscaping' (38.8%) and 'More housing options at different prices' (37.8%).
- The priority selected by the fewest respondents (excluding 'Other') is 'Increased range of housing types – houses, townhouses/units, apartments'.
- Among those that selected 'Other' (9.9%), responses focus on the protection of heritage, the importance of appropriately located and scaled development, the need for improved design standards, and the provision of social and affordable housing.

Table 5: Housing stock priorities, analysis of responses

Variable	Group	Top 2 housing stock priorities	Lowest housing stock priority
Age	Under 18	<ul style="list-style-type: none"> More environmentally sustainably designed homes (76.0%) More housing for people of different ages and abilities (48.0%) 	<ul style="list-style-type: none"> Increased range of housing types (8.0%)
	18-30 years	<ul style="list-style-type: none"> More environmentally sustainably designed homes (51.9%) More housing options at different prices (40.74%) 	<ul style="list-style-type: none"> More housing for people of different ages and abilities (25.9%)
	31-50 years	<ul style="list-style-type: none"> More environmentally sustainably designed homes (57.5%) More housing options at different prices (52.1%) 	<ul style="list-style-type: none"> More housing for people of different ages and abilities (17.8%)
	51-75 years	<ul style="list-style-type: none"> More environmentally sustainably designed homes (48.6%) Improved appearance (48.6%) 	<ul style="list-style-type: none"> More housing options at different prices (25.7%)
	Over 75	<ul style="list-style-type: none"> More housing for people of different ages and abilities (50.0%) Improved appearance (50.0%) 	<ul style="list-style-type: none"> Increased range of housing types (16.7%)
Accommodation	Flat/ Apartment	<ul style="list-style-type: none"> More environmentally sustainably designed homes (51.2%) More housing options at different prices (45.2%) 	<ul style="list-style-type: none"> More housing for people of different ages and abilities (29.8%)
	House	<ul style="list-style-type: none"> More environmentally sustainably designed homes (58.1%) Improved appearance (42.7%) 	<ul style="list-style-type: none"> Increased range of housing types (15.4%)
ALL		<ul style="list-style-type: none"> More environmentally sustainably designed homes (55.2%) Improved appearance (38.8%) 	<ul style="list-style-type: none"> Increased range of housing types (22.4%)

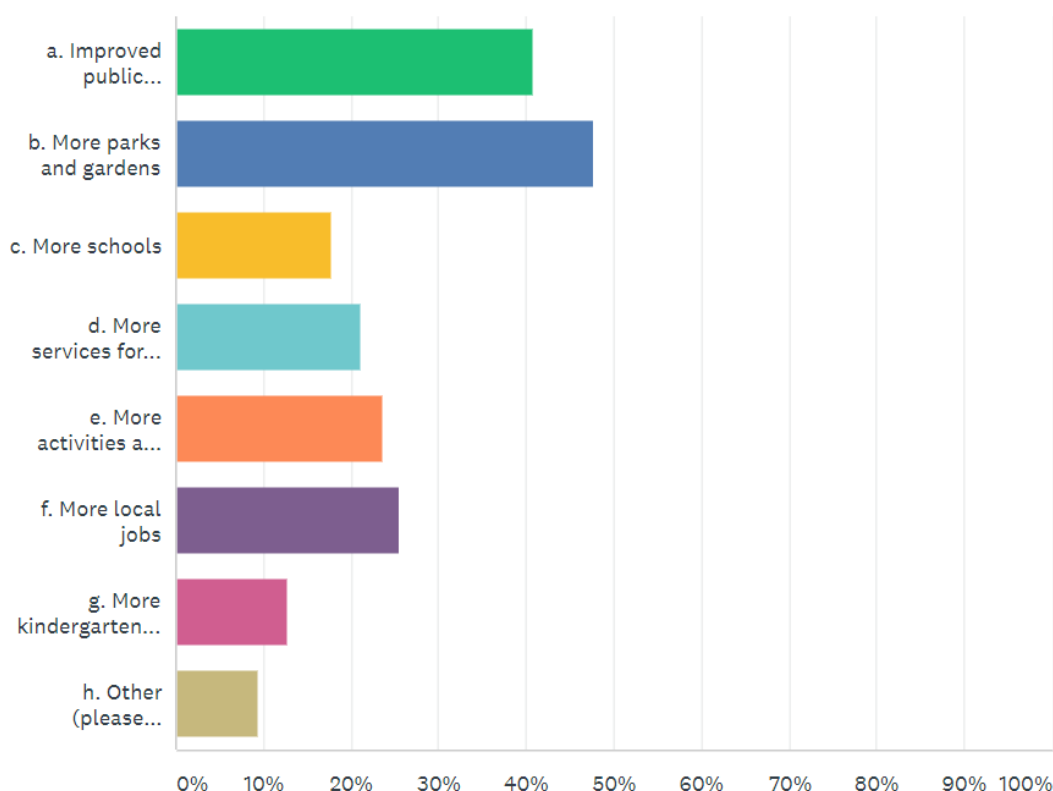
Table 5 identifies trends within the different respondent groups, including:

- 'More environmentally sustainably designed homes' is a top priority for all groups with the exception of the Over 75 age cohort.
- 'More housing options at different prices' is a top priority to those living in a flat/apartment and to those aged 18-50; it is the lowest priority for those aged 51-75 years.
- 'More housing for people of different ages and abilities' is a top priority shared between those under 18 years and those over 75 years, but it is the lowest priority among those living in a flat/apartment and those aged 18-50.
- 'Improved appearance – in terms of design and landscaping' is of particular importance to those that live in a house and those that are aged 51+.

Q2: Thinking about the future, what would make Stonnington an even better place to live in terms of infrastructure improvements (choose 2)?

- a. Improved public transport
- b. More parks and gardens
- c. More schools
- d. More services for older people
- e. More activities and services for young people
- f. More local jobs
- g. More Kindergarten, childcare, and family services
- h. Other (please specify)

Figure 26: Infrastructure improvements priorities, summary of responses



Responses to Q2 (Figure 26) are characterised by the following:

- Just under half of respondents (47.8%) identified 'More parks and gardens' as a top priority, and approximately 40.9% identified 'Improved public transport' as a top priority. These were the most popular answer choices.
- The priority selected by the fewest respondents (excluding 'Other') is 'More Kindergarten, childcare, and family services' (12.8%).
- Respondents who selected 'Other' suggested a range of other priorities for infrastructure, including:
 - Community support and social activities
 - Cycling and pedestrian infrastructure
 - More relaxed heritage controls
 - More car parking
 - Improvement of public order and cleanliness
 - Capitalise on existing resources through improvements and promotion
 - More opportunities for public art

Table 6: Infrastructure improvements priorities, analysis of responses

Variable	Group	Top 2 infrastructure improvements priorities	Lowest infrastructure improvements priority
Age	Under 18	<ul style="list-style-type: none"> • More parks and gardens (50.0%) • More services for older people (33.3%) and More local jobs (33.3%) 	<ul style="list-style-type: none"> • More Kindergarten, childcare, and family services (12.5%)
	18-30 years	<ul style="list-style-type: none"> • Improved public transport (57.1%) • More parks and gardens (53.6%) 	<ul style="list-style-type: none"> • More services for older people (0.0%)
	31-50 years	<ul style="list-style-type: none"> • More parks and gardens (54.6%) • Improved public transport (40.3%) 	<ul style="list-style-type: none"> • More services for older people (6.5%)
	51-75 years	<ul style="list-style-type: none"> • Improved public transport (41.8%) • More services for older people (37.3%) 	<ul style="list-style-type: none"> • More Kindergarten, childcare, and family services (10.5%)
	Over 75	<ul style="list-style-type: none"> • More services for older people (71.4%) • More parks and gardens (57.1%) 	<ul style="list-style-type: none"> • More schools (0.0%) and More local jobs (0.0%)
Accommodation	Flat/ Apartment	<ul style="list-style-type: none"> • More parks and gardens (47.1%) • Improved public transport (36.8%) 	<ul style="list-style-type: none"> • More Kindergarten, childcare, and family services (14.9%)
	House	<ul style="list-style-type: none"> • More parks and gardens (48.3%) • Improved public transport (44.0%) 	<ul style="list-style-type: none"> • More Kindergarten, childcare, and family services (11.2%)
ALL		<ul style="list-style-type: none"> • More parks and gardens (47.8%) • Improved public transport (40.9%) 	<ul style="list-style-type: none"> • More Kindergarten, childcare, and family services (12.8%)

Table 6 identifies trends within the different respondent groups, including:

- 'More parks and gardens' is a top priority for all groups with the exception of those aged 51-75 years.
- 'Improved public transport' is a top priority for all groups with the exception of the under 18 and over 75 age cohorts.
- 'More services for older people' is the lowest priority for young and middle-aged people (18-50 years).
- 'More local jobs' is a top priority for those under 18, but one of the lowest priorities for those over 75.

Additional feedback

Participants at the drop-in session were also invited to answer several open-response questions to provide additional feedback. Responses are summarised below by each question.

Q: What factors do you think Council should consider when identifying suitable locations for *limited* housing growth? How and why?

- Public transport: New housing should have access to public transport to limit car use. In addition, more public transport options are needed.
- Heritage and character: Housing growth and development should not adversely impact existing heritage embodied by many buildings. Appropriate scale and setbacks are key means to achieving this.
- Open spaces and vegetation: While new development should have proximity to public open spaces, it is important that it not come at the expense of these spaces as well as existing vegetation.

Q: What factors do you think Council should consider when identifying suitable locations for *intensive* housing growth? And why?

- Jobs and services: Homes should have access to jobs so that residents do not have long commutes to work. Proximity to general services and facilities is also important, such as schools and parks.
- Public transport: Respondents re-emphasised that new housing should have access to public transport to limit car use. Rail corridors in particular present opportunities for more intensive growth.
- Community spaces: Intensive growth should not occur at the expense of a sense of community. Residents need spaces to gather in to promote socialising and recreation.
- Affordability: This is an issue that should be considered across all growth areas, so that those with lower socioeconomic advantage are still able to live in the municipality.

Q: Do you have any general comments about the Housing Strategy?

- Loss of character: There is concern that new development will result in a loss of existing character. If newer buildings are of a scale that dwarfs others around them and are not setback, and are of poor design, this contributes to the perception that heritage and local character is being lost.
- Setbacks and siting: It is important that setbacks are not lost in housing growth and that buildings are properly sited to allow for open spaces and landscaping.
- Homelessness and housing affordability: This is a major concern among respondents; approximately one-third of comments focussed on this theme. Respondents note that Stonnington is a privileged community and could do more to address an increase in rough sleeping and housing prices. There is a major lack of both short-term and long-term solutions to homelessness and affordability issues.
- Services: The strategy should consider how to improve local infrastructure and services as well as how to locate it in close proximity to housing. Growth can activate some areas, such as retail strips.

Q: Council is in the process of preparing a FAQ sheet about the housing strategy. Do you have any questions that you'd like to ask of Council about any of the information presented at this session?

- What is the future of Chapel Street?
- What is Council doing about homelessness?

4.3 Focus Group Discussions

Feedback from the focus group discussions are summarised below by group.

Ethnic Services Committee

Q: What do you like about housing in Stonnington?

Residents appreciate the heritage and character of the area. Stonnington offers safety as well as convenience and access to most necessary and desirable services and facilities. Members of the group are generally happy with their current housing arrangement and lifestyle and do not have any intention to move.

Q: What could be improved?

- Character and heritage protection: Residents are concerned about potential loss of heritage and character in the area, primarily the fact that some heritage homes are being replaced by apartments and townhomes that are perceived as 'ugly'. A better outcome would be to see quality design and heritage preserved in new developments.
- Access to some community services: Although the discussions noted that Stonnington offers access to most services and facilities, there are some purposes for which group members or their family members must travel outside the municipality. These include, government services (e.g. MyCare), space to conduct ethnic group activities, and public secondary schooling.
- Affordability: Group members also expressed a desire for greater ability of family members to live close to them; this is currently being restricted by affordability within Stonnington. Ideally, more family members would be able to live nearby in separate houses or in a granny flat rather than all within the same house.

Access Stonnington

Q: Does current housing meet your needs?

- Affordability: Access Stonnington group members reported that those on a disability support pension cannot afford to buy a house in Stonnington. This is likely to be exacerbated by the lack of public housing in the area. According to participants, public housing is necessary for those that are unable to buy/rent in the private market for various reasons and who need an affordable home with stable tenure. Affordable dwellings should also be a range of types to cater to different household sizes and needs.
- Accessible design: Members suggested that there are a number of issues with aspects of the design of new accommodation. Car parking in particular may not consider diverse access needs with car stacking and narrow bay design. Single-storey is preferred, and dwellings must be spacious enough for ease of internal mobility. Older buildings may be retrofitted to improve their accessible design, but body corporate rules are currently acting as a barrier to accomplishing this.
- Quality and amenity: Amenity within a building is also important to the comfort and wellbeing of inhabitants from this group. In particular, the absence of noise mitigation measures and climate control can lead to excessive heat and noise which can be detrimental to mental and physical health.

Q: Do the current services meet your needs?

- Local jobs: Currently, some local residents report having to travel long distances to work due to a lack of local employment which is accessible to people with different needs.
- Health and education services: There is a noted lack of diversity in local shops; many do not offer disability services or are NDIS providers. Health services are good quality, but many are unaffordable (do not offer bulk billing) or do not offer specialist services, forcing people to travel outside the municipality. There is also a lack of public secondary schools in the municipality.
- Green/open spaces: As with other services, it is important that green/open spaces are accessible. Some currently have a lack of shade or resting benches/spaces near footpaths which decreases their accessibility to some community members.

- Local mobility: According to participants, some pedestrian footpaths are too narrow, or not flat, limiting their accessibility. It is important that pedestrian crossings be raised to match the curb level. Shops and cafes can also be inaccessible if they have a raised entry, stairs, or not enough internal space to move around in. Public transport in the area is quite good, but there is a need for more accessible tram stops and buses. When public transport is not an option, some with mobility issues are unable to take an Uber and must take a taxi, which will likely be expensive and may feel unsafe. The Council bus service is being increasingly relied upon for transportation around the area, but some may still be unaware it is an option.

Homelessness Round Table

Q: Does current housing meet your needs?

- Housing crisis: Discussion highlighted that the current state of housing is in crisis. The number of people sleeping rough has increased significantly over the last 10 years. There is a shortage of units to accommodate those that are unable to buy/rent on the private market. Boarding houses are not meeting the needs of everyone; these units often only have a bed and are perceived as unsafe. Different housing models are required to meet different families/needs to address the crisis.

Q: Do the current services meet your needs?

- Basic services: Access to basic services are necessary for those experiencing homelessness. Showers, laundry, and social spaces are needed in the area. Currently, it is common for those experiencing homelessness to need to travel outside the municipality for services, then return to stay the night.

Renters Round Table Group

Q: Why did you choose to rent in Stonnington?

- Access to work
- Access to public transport
- Live in a heritage building
- Affordability
- Convenience
- Close to food, bars and entertainment
- Close to CBD but not in the CBD
- Close to parks, river, gardens and green spaces

Q: How difficult or easy is it to rent in Stonnington?

- Can be difficult for some
- Getting more difficult, more competitive and more expensive
- Easier when you are a couple. harder when you are a share house or family
- Affordable properties in high demand
- Concerns among long-term renters about eventually being forced to move (elderly landlords)

Q: What is most in need of improvement to improve rental housing stock—type of rentals, price, or location?

- Improved design - quality of design and larger kitchen and living spaces, and adequate storage space
- Improved character
- More properties at an affordable price
- Street trees important
- Don't always need car parks - provide more diversity - not every property needs a car park and this could bring rental prices down
- Design contributes to loneliness - more social spaces and shared spaces to avoid loneliness.
- More outdoor share spaces for BBQ, composting, BBQs
- Design more focused on natural light and fresh air!
- Improved privacy - new towers are considered to be too close to each other

Q: What factors will encourage you to stay or leave the area?

- Improve diversity of local retail; everyday retail is going, replaced by food and entertainment offerings, need more markets, arts and cultural, and everyday shopping needs such as K-Mart, Target
- Price of rent needs to stabilise
- Prahran difficult for elderly / limited mobility - trouble finding disabled parking and single level living
- Lack of affordable 2-3 bedroom properties for share houses and families
- More activities to cater people in the middle age range - not just things for elderly and children

Q: Does current community infrastructure and/or services meet your needs? What community facilities do you use locally or what do you travel for? Library childcare, health, recreation, etc.

- Provide more than just eating/shopping
- North side offers more cultural and art options such as activities/classes/free events
- Library activities for elderly and young adults not just families
- More events for cultural groups/from abroad - celebrate/feel included
- Outdoor gyms, bike paths, jogging tracks/trails
- Community gardens (e.g. Veg out)
- Nature refuge - quieter space within the busier spaces of Stonnington

Q: Any other comments?

Keep:

- Excellent public transport options
- Nature strips/trees
- Heritage - craftsmanship that makes Stonnington unique
- Lots of cut-throughs, walkways, laneways - walkability. Don't need to walk length of street block to get places.

Social Support Programme Participants

Q: Does current housing meet your needs?

This group was particularly focused on rental prices and the need for housing to accommodate their need for ageing in place. The group had much discussion about the barrier to finding suitable housing and their reliance on family and friends when navigating the rental system. There was a preference to rent single storey or ground level homes with enough space to entertain and have family and friends to stay. A smaller two-bedroom home was a preference. Feeling safe and the need for easy access to support services and community space was of high importance.

Q: Do the current services meet your needs?

All participants relied heavily on the community bus to move around the municipality and thought this was an important community service that provided them with much needed independence and socialisation. Being close to shops, parks and community centre was a preference. There was a desire to increase the number of aged care services and potential mix the services with other age groups and cultures. Many liked feeling part of the broader community, seeing children and suggested more programs with schools and young people so they meet other people of different ages and interests.

4.4 Community Panel

This activity has been undertaken by the specialist community engagement consultancy Capire, and will be reported on separately.

4.5 Shaping Our Neighbourhoods Symposium

Detailed analysis of feedback from the symposium can be found in Appendix A.

4.6 Additional Submissions

Two additional submissions were received via email which were outside the scope of the engagement activities for Phase 1.

One submission emphasises the importance of protecting neighbourhood character, noting that new development should be sensitive to existing surround areas and located appropriately. It also notes that these considerations should factor into discussions around reviews of residential zoning.

The second communicated concerns regarding 4-storey development along Malvern Road. According to the author, residents in 1- and 2- storey dwellings are being negatively impacted by the development of larger scale abutting their properties. The submission suggests that development along Malvern Road and Glenferrie Road be limited to 3 storeys to result in a more appropriate interface between the Neighbourhood Residential Zone and the General Residential Zone.

5.0 Key Messages for the Housing Strategy

The engagement activities have identified the following key messages for the Housing Strategy.

Housing is a popular topic, and the community want to be a part of shaping the future of how and where new housing occurs.

There is also interest in learning about population growth, alternative, innovative housing models and how planning policy can be shaped to respond to environmental design, heritage, and to deliver high-quality outcomes.

Public transport, parks and gardens continue to be the most valued types of community infrastructure.

Residents highly value proximity to public transport, parks and gardens and anticipate this will remain important to them in the future. These features are particularly important to young people. Access to these existing assets should be a key consideration when determining the location for residential development and the Housing Strategy should identify additional requirements to ensure future access is maintained and improved across the municipality.

Protect what's there.

The heritage and neighbourhood character of Stonnington is highly valued by the community. There is some concern that “poor” quality development is not consistent with surrounding higher quality heritage streetscapes. There is some understanding that focusing growth in particular areas of the city will provide opportunities to protect more heritage value in other areas. The Housing Strategy plays an important role in guiding where development occurs, and this message needs to be continually promoted to the community.

Design, appearance and the sustainability features of housing matter.

Across all resident groups there is a desire for future housing stock to be constructed to a higher quality standard and to include more environmentally sustainable design features. The aesthetic appeal of new stock is important; in addition to being constructed sustainably, new development should respect the existing heritage and character of the area and cater to a range of household sizes and needs.

Encourage housing that meets different community needs and supports group housing, families and ageing in place.

Those with additional accessibility needs are experiencing difficulties finding adequate housing. This extends to both access to the dwellings and the internal design of dwellings. Single-storey (or lifts) and low-maintenance dwellings with one and two bedrooms to facilitate ageing in place, and larger homes to support group houses and families are also needed. It's also important that this accommodation is near to local shops and community facilities, family, aged care and support services. There is a strong desire to have local access to more community spaces and activities that build community involvement and connection. The community bus and public transport was highly valued and directly linked to a person's ability to participate in community life.

Renters face limited choice.

Overall renting in Stonnington is difficult. Renters are attracted to the heritage homes and buildings - with many participants suggesting that homes with heritage value are of better design and quality, than newer investment properties. This group identified that choice is limited by affordability, with some young people attracted to Melbourne's inner north locations, considered to have more choice for group or family households and better access to family, arts and cultural programs. There was some concern that the location of rental stock is too concentrated around food and entertainment offerings and that higher density developments need to support more of a village feel for everyday needs. Access to public transport, jobs, local parks, supermarkets and smaller scale retail is desired.

Affordability and homelessness issues must be addressed.

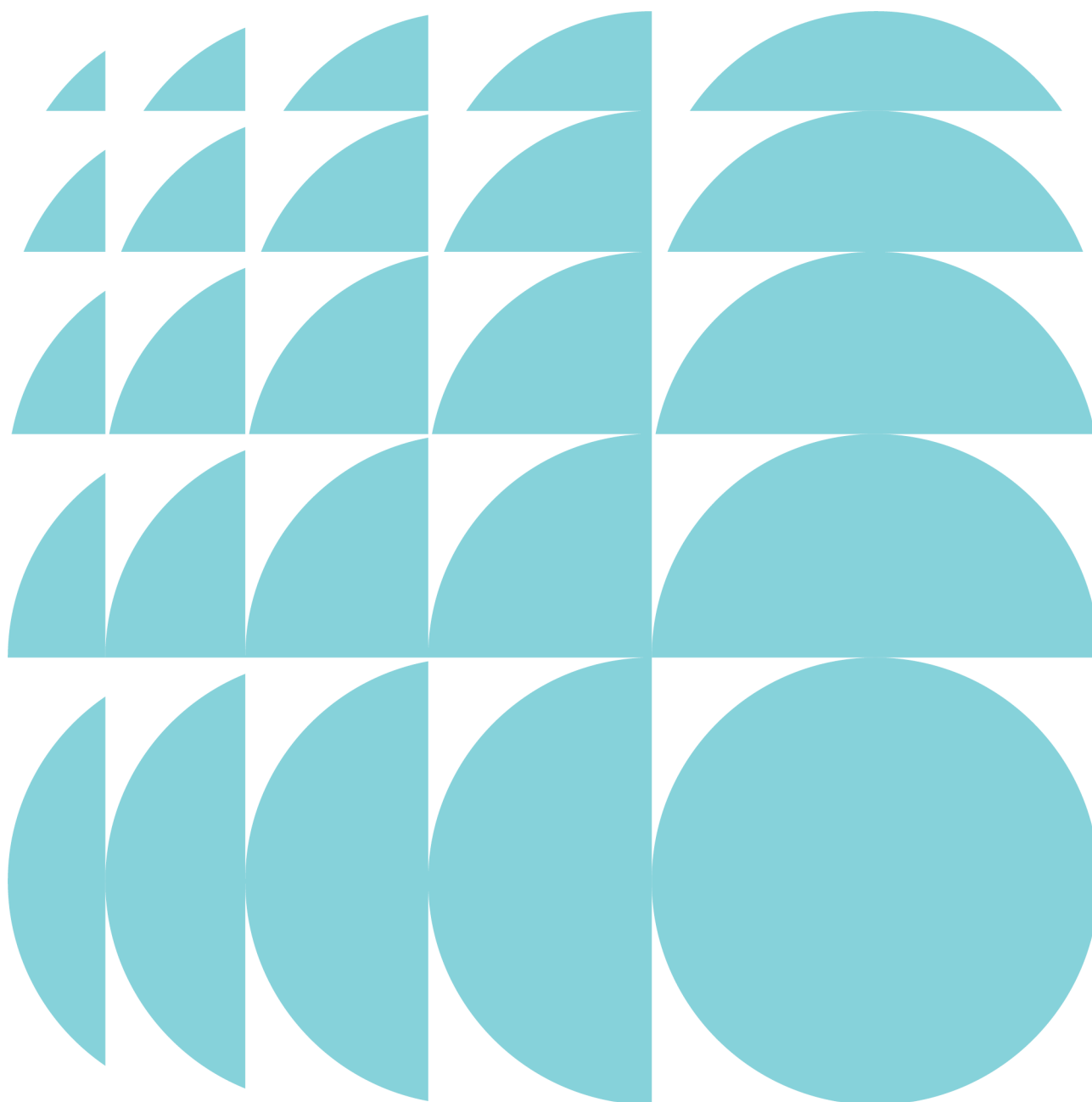
Many participants identified rough sleeping had significantly increased in recent years and that a “wealthy” municipality like Stonnington, should be doing more in addressing this issue. Some respondents noted the lack of access to basic, low-cost services and supported accommodation. While responding to homelessness is outside the scope of this project, it is important for the Housing Strategy to articulate the community concern in relation to this issue.

6.0 Next Steps

The next steps include:

- Circulate the Phase 1 Summary to the community as a background report;
- Incorporate community feedback into a Draft Stonnington Housing Strategy document; and
- Undertake Phase 2 engagement by seeking feedback on a draft Stonnington Housing Strategy document.

Appendix A. Stonnington Housing Strategy Symposium Report



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Executive Summary

The Shaping Our Neighbourhoods Symposium took place Wednesday 20 March 2019 from 6:00pm to 8:30pm at the Malvern Town Hall. The event brought together representatives from state and local government as well as private sector experts to discuss the process around residential planning and development. The symposium aimed to help the community better understand drivers of population growth and change as well as local planning considerations. A total of approximately 88 individuals attended the event, in addition to Councillors, members of the project team, and the guest speakers.

Upon arrival, attendees were invited to answer the question, 'What have you come here to learn about?' The 33 recorded responses are characterised by the following themes:

- Council's approach to housing growth
- Growth in infrastructure
- Regulations and protection of heritage and character
- Other matters: Some attendees noted that they hoped to have questions related to more specific local issues answered at the event, including questions related to level crossing removals and proposals for the Angel Tavern site.

The event included four presentations:

- Conversation #1: Population growth and demographic change, Lailani Burra – CEO, .id consulting
- Conversation #2: Planning for housing and community, Steve Dunn – former Executive Director, Victorian Planning Authority
- Conversation # 3: Planning Panels and the planning process, Kathy Mitchell – Chief Panel Member, Planning Panels Victoria
- Conversation #4: New housing markets, Jeremy McLeod – founding architect, Nightingale Housing Model

Key questions for the panel related to the following themes:

- Planning policy and regulations
- Population growth and community infrastructure
- Parking and public transport
- Impact on existing character and heritage
- Innovation and design
- Social and affordable housing

Key findings from participant questions are summarised below.

- There is appetite to learn more about population change, policy, and how Council is managing that anticipated change.
- There is also interest in learning about alternative, innovative housing models and how planning policy can be shaped to respond to environmental design, heritage, and to deliver high-quality outcomes.
- Heritage preservation, neighbourhood design and quality streetscapes (especially vegetation) remain important issues for the Stonnington community.

Overall, Symposium participants were very satisfied with the event. In particular, the quality of the information presented was highly rated. From those that provided feedback, everyone had learnt at least something from the night and no-one stated that they had not learnt anything at the event. The presentation from Jeremy McLeod was especially highly praised.

1.0 Introduction

1.1 Project background

Ethos Urban is assisting Stonnington City Council with the preparation of a new housing strategy for the municipality. The strategy will provide a framework to direct the availability, location, and type of new housing to protect existing character and promote liveability in Stonnington.

A key piece of this process is the consideration of the needs of all community members, including young people, families, older people, and vulnerable people. Accordingly, two phases of community consultation are embedded in the project to understand key community concerns and aspirations related to housing and to gather feedback to guide project outcomes.

1.2 Purpose of this report

The purpose of this document is to report on the Shaping Our Neighbourhoods Housing Symposium, a key event which formed a part of Phase 1 of the community engagement process for the project.

The report summarises the overall participation and feedback from the event, as well as providing a detailed analysis of feedback received from each activity at the event.

2.0 Symposium Overview

2.1 Participants

A total of 88 individuals attended the event.

2.2 Agenda

The agenda for the evening is detailed in Table 1 below. The four conversations, led by the expert guest speakers, formed the main activity of the evening. The event ran over the scheduled time, and the opportunity to debrief as a table following Conversations #3 and #4 was removed to allow enough time for the panel discussion before the conclusion of the evening.

Table 1: Event agenda

	Time	Item
1	6:00 - 6:10	Welcome & Introductions / Setting the scene
2	6:10 - 6:25	Conversation #1: Population growth and demographic change <i>Lailani Burra – CEO, .id – The Population Experts</i>
3	6:25 - 6:40	Conversation #2: Planning for housing and community <i>Steve Dunn – former Executive Director, Victorian Planning Authority</i>
4	6:40 - 6:55	Table debrief and prepare questions for the panel
5	6:55 - 7:10	Conversation # 3: Planning Panels and the planning process <i>Kathy Mitchell – Chief Panel Member, Planning Panels Victoria</i>
6	7:10 - 7:25	Conversation #4: New housing markets <i>Jeremy McLeod – founding architect, Nightingale Housing Model</i>
7	7:25 - 7:40	Table debrief and prepare questions for the panel
8	7:40 - 8:25	Panel discussion
9	8:25 - 8:30	Next steps, meeting close and thank you

2.3 Activities

The event comprised three parts, each with a corresponding activity which offered participants an opportunity to provide questions or feedback. Each part/activity is described below.

- Welcome/introduction: What have you come here to learn about?**
 As attendees arrived and checked-in, they were invited to make note on one of three identical posters what they hoped to learn from the event. Approximately 33 individuals participated in this activity. Project leaders then gave a brief introduction to the project and the symposium.
- Conversations & panel discussion**
 Participants were invited to individually record questions during the four guest speakers and during the discussions that followed. At each table, participants then decided on up to three questions to put forward to the panel for discussion as a group. This was the main portion of the evening. A total of 14 questions were collated to be put forward to the panel; attendees generated 83 questions and 15 comments in total on their individual sheets.

- **Conclusion & evaluation**

The project team thanked everyone for their participation, discussed the next steps in the project, and invited attendees to complete the evaluation sheet. A total of 29 evaluation sheets were received.

2.4 Key findings

Why people attended

According to participants, the primary reason for attending the symposium was to learn more about Council's role and approach in population growth and housing policy. Attendees were curious to learn more about housing and infrastructure delivery, and how this would be achieved through planning regulations and without negatively impacting existing heritage and character.

Some participants also turned up hoping to discuss specific projects in Stonnington, such as level crossing removals.

Further questions

Table 2 below summarises the questions that arose from the presentations and table discussions further to Conversations #1 and #2 (due to time constraints, questions asked directly to the panel in a Q&A format following Conversations #3 and #4). Questions from each table were collated and classified by the themes listed in the table. Some questions were put forward to the panel by more than one table.

Table 2: Collated questions for the panel

Theme	Question	Table(s)													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Infrastructure	How is infrastructure provided to meet the needs of the population, e.g. schools?	X				X		X					X		
	How are better transport options provided - Both traffic management and public transport - to meet the needs of growth?	X						X						X	
Population	Do planning approvals drive population growth or vice versa?									X					
	What drove the substantial increase in dwellings and apartments after 2010?														X
	What population does Stonnington have to accommodate?				X								X		
	Why do young families leave Stonnington?						X								
	How do we know the population projections are accurate?												X		
Planning Policy	How is housing growth managed? How can growth be directed to some areas and not others?			X		X									X
	How and why is land rezoned from commercial to residential and vice versa?									X					
	Is the 20-minute neighbourhood concept really feasible given our reliance on cars?									X					

Theme	Question	Table(s)													
		1	2	3	4	5	6	7	8	9	10	11	12	13	14
Accessibility	How can we better meet the needs of people with disabilities or other special needs?							X							
Neighbourhood Character	How can neighbourhood character be better maintained in the face of this projected growth? e.g. trees, space, heritage.													X	
Design	How can better quality development be achieved? e.g. materials, ESD, appearance					X								X	
Affordability	How can housing be made affordable?					X									

Key findings from participant questions are summarised below.

- There is appetite to learn more about population change, policy, and how Council is managing that anticipated change.
- There is also interest in learning about alternative, innovative housing models and how planning policy can be shaped to respond to environmental design, heritage, and to deliver high-quality outcomes.
- Heritage preservation, neighbourhood design and quality streetscapes (especially vegetation) remain important issues for the Stonnington community.

Event satisfaction

Overall, Symposium participants were very satisfied with the event. In particular, the quality of the information presented was highly rated. From those that provided feedback, everyone had learnt at least something from the night and no-one stated that they had not learnt anything at the event.

The presentation from Jeremy McLeod was especially highly praised.

Timing and pacing was an issue at the event, with participants noting that speakers ran over the scheduled time and this did not allow adequate time for the panel discussion.

In addition, some expressed that they would have preferred a more open forum with more opportunity for a broader range of issues and perspectives.

3.0 Detailed feedback

Feedback from the event is drawn from the three activities described in the above section. In addition to feedback from the three activities, some more general comments or questions were recorded on Council's general feedback forms.

3.1 Welcome/introduction: What have you come here to learn about?

Upon arrival, attendees were invited to answer the question, 'What have you come here to learn about?' The 33 recorded responses are characterised by the following themes:

- **Council's approach to housing growth:** Many of those who attended the symposium stated that they had come to learn more about Council's approach to housing growth, i.e. what the future of housing looked like for the Stonnington community.
- **Growth in infrastructure:** In addition to housing growth, participants came to learn about how parks and open spaces, transit, and other community infrastructure would cater to a growing population, and how Council would ensure that growth of local facilities would keep pace with growth in housing stock.
- **Regulations:** Attendees also wondered what sorts of regulations would guide housing growth and development, including noise mitigation, height restrictions, parking and traffic management, and overlooking/overshadowing.
- **Protection of heritage and character:** Several of the questions relate to the existing character and heritage of some areas/buildings, and how this would be preserved and protected in conjunction with growth and development.
- **Other matters:** Some attendees noted that they hoped to have questions related to more specific local issues answered at the event, including questions related to level crossing removals and proposals for the Angel Tavern site.

3.2 Questions for the panel

Individuals recorded a total of 83 questions and 15 comments for table discussions and to be forwarded on to Council. Questions and comments have been classified into themes, detailed below.

- **Planning policy and regulations:** Some participants questioned exactly how development can be regulated, and how great an influence the planning system can have on developers and the kind of housing that is delivered in the future. Questions also related to the decision-making process and what range of factors Council considers when assessing applications and undertaking strategic plan-making. Comments related to this theme suggest a lack of trust in the process and an appetite for more opportunities for the public to be involved.

Examples:

- *'What strategies could be developed to change developer motivation, at present it is greed. What can we offer them to teach them that altruism is good?'*
- *'Does council have strategies to persuade developers that the inclusion of canopy trees is a positive? That solar panels are a plus?'*
- *'Development is supposed to see the manager of building approvals but developers just head to VCAT and get approval. Planning schemes are to be respected, council should be the responsible authority not VCAT'*
- *'How can council support and resource residents and community point of view?'*

- **Population growth:** There are a number of further questions related to the facts and figures presented around population growth and change. Participants question if housing stock influences the community profile, or the other way around. Participants also wonder about specific drivers of population change.

Examples:

- *'What happened in 2011-12 to cause the large jump in population?'*
- *'Movement out of Stonnington of <45 year olds could be controlled if there are more family oriented dwellings, is this true?'*
- *'Are young people attracted to Stonnington due to its close proximity to the city'*

- **Community infrastructure:** Participants suggest that an increase in housing must be accompanied by an increase in community infrastructure. Questions relate to how Council will ensure timely and appropriate provision of infrastructure, including recreation and open spaces, health and family services, etc.

Examples:

- *'Some of the facilities that are needed as the number of children increases are sporting facilities.'*
- *'What can council do to manage water, waste, energy outputs? What about cemeteries, hospitals, schools, transport infrastructure?'*

- **Parking and public transport:** Related to infrastructure, questions particularly focus on the provision of parking and the public transport network, with many voicing support for policies that would encourage transit-oriented development and expansion of the transit network rather than investment in roads and car parks.

Examples:

- *'Transport on trains is too full'*
- *'Why are we improving roads when public transport will remove the traffic problem?'*
- *'Why do we make developments provide car spaces? We need to make people use public transport'*

- **Impact on existing character and heritage:** Questions and comments suggest concern regarding the impact that population growth and housing development will have on current residents, as well as how heritage will be protected into the future.

Examples:

- *'There needs to be adequate consideration given to minimising the impact of apartment development on families choosing to live in one or two storey houses.'*
- *'How to protect our houses in these areas when inappropriate redevelopment is proposed?'*
- *'Heritage - remember its not just about Victorian terrace houses'*

- **Innovation and design:** A number of questions relate to how Stonnington can potentially attract or encourage housing development that is of environmentally sustainable design and of a high quality, perhaps like the Nightingale model. Comments also suggest a dissatisfaction regarding recent larger-scale apartment developments of a 'boxy', 'poor-quality' design.

Examples:

- *'Need to address the demand for alternative forms of housing including but not limited to smaller dwellings and multi-generational homes.'*
- *'How do we get people to build a worthwhile standard of housing?'*
- *'How can we encourage models for sustainable, environmentally responsible and socially supportive development?'*

- **Social and affordable housing:** Several comments and questions further the discussion around housing affordability, and suggest that this should be a key consideration for the project.

Examples:

- *'We need to seriously rethink the amount of public housing'*
 - *'What affordable/social housing? - For single households?'*
 - *'What can council do to increase social and affordable housing?'*
-
- **Other questions:** A number of questions related to more specific matters or targeted a specific area.
 - *'What are the plans for Kooyong north ward given predicted growth?'*
 - *'How will Bundoora development opposite Kooyong effect any proposed plans for Kooyong area?'*
 - *'Where are nightingale buildings going up, how do you get on the waiting list?'*
 - *'How does Council encourage residents' groups?'*
 - *'The attendance at tonight's event does not represent the demographic mix shown in the i.d presentation, How can this be addressed so there is a better spread of experience and needs and is more representative of the population?'*
 - *'Why isn't there more development around Malvern Station?'*
 - *'How did the forest hill area come about?'*
 - *'Why aren't you planning to connect the Sandringham line to the suburban rail link?'*
 - *'How are people meant to access a variety of shops if we keep allowing coffee shops to open?'*

3.3 Symposium evaluation feedback

Upon the conclusion of the event, attendees were invited to complete an evaluation of the symposium. Twenty-nine evaluations were received.

The following scale was used to rate aspects of the event.

1 = Poor

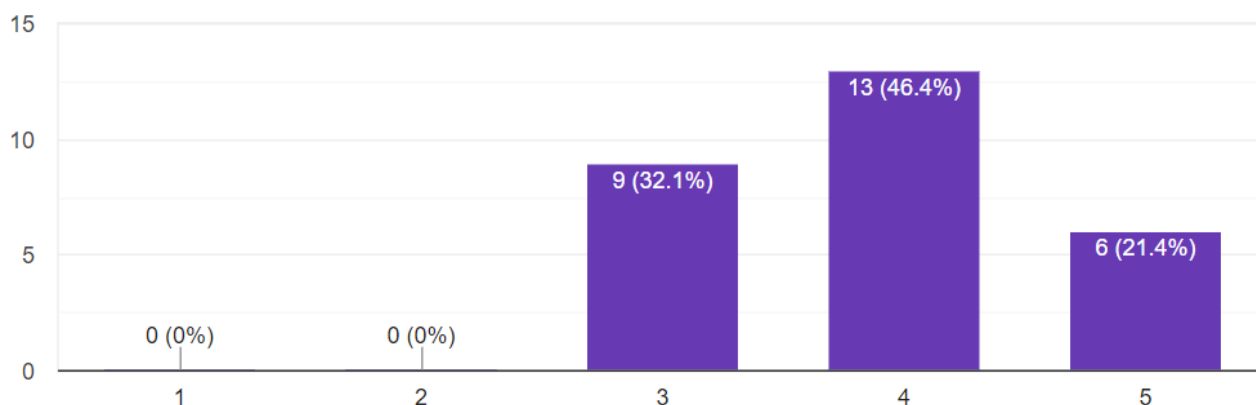
2 = Fair

3 = Satisfactory

4 = Good

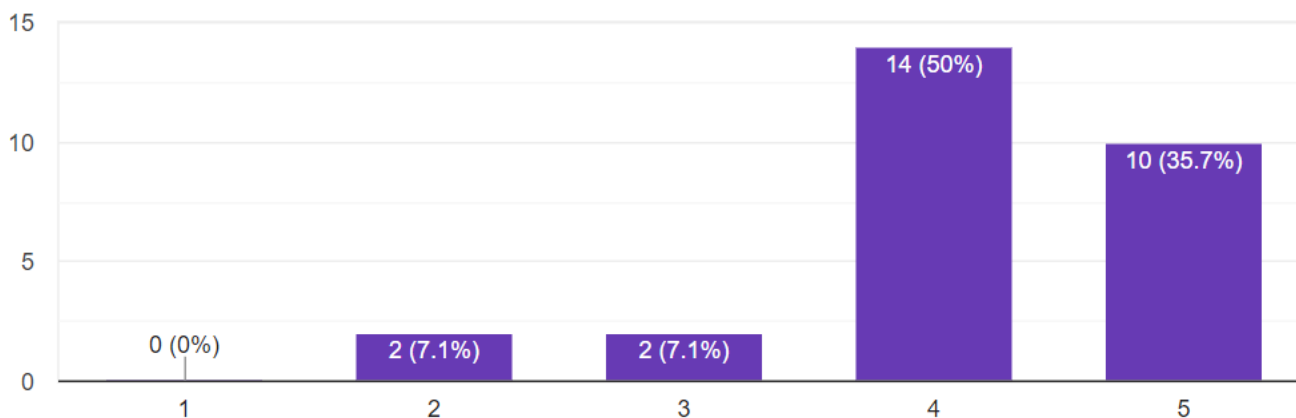
5 = Excellent

Figure 1: Overall event ratings

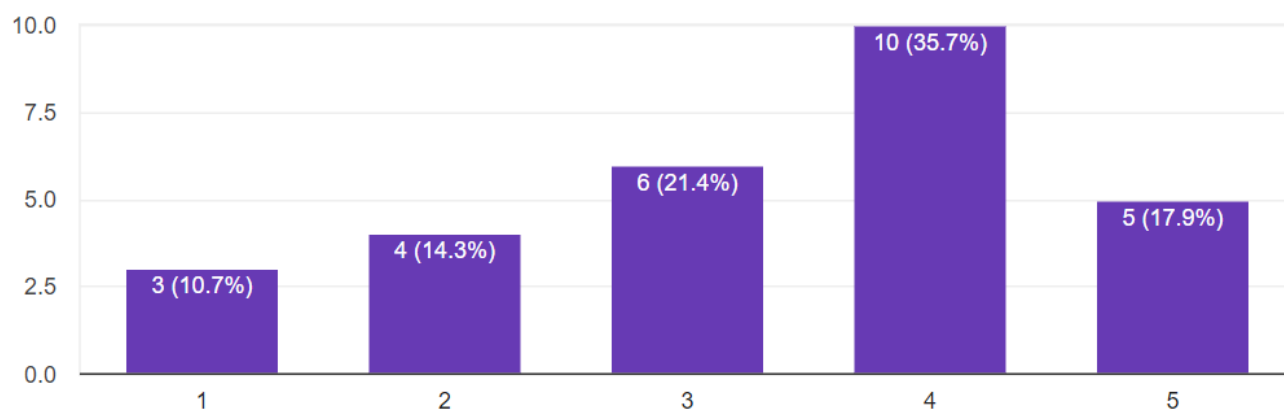


Overall, the feedback for the event itself was positive (Figure 1). Approximately two-third of participants rated the event as either 'Excellent' or 'Good', and one-third rated it 'Satisfactory'.

Figure 2: Quality of information presented ratings



Attendees highly rated the quality of information presented at the symposium (Figure 2). One-third rated it as 'Excellent' and half rated it as 'Good'.

Figure 3: Use of time ratings

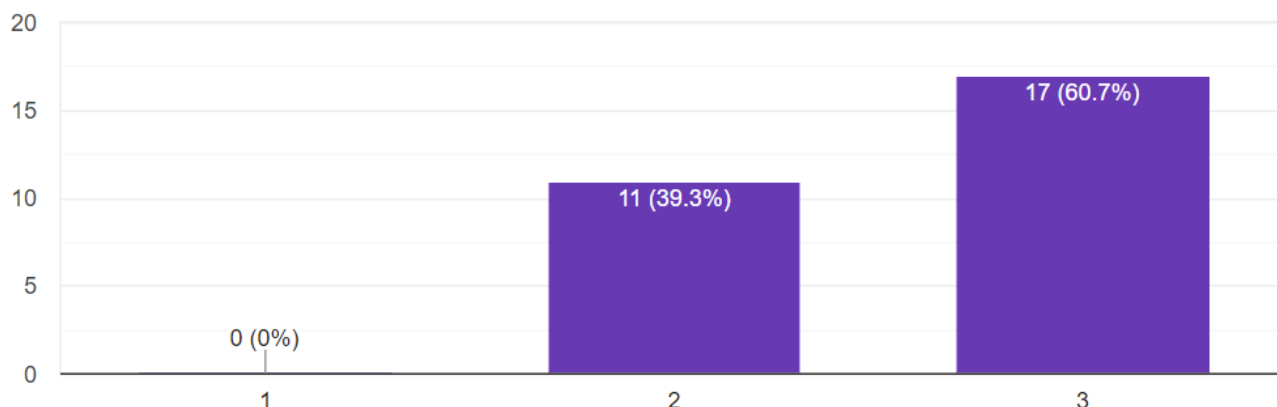
The use of time was not as highly rated (Figure 3). The event did start later than advertised to accommodate late arrivals with the majority of participants arriving 15 minutes late, and two presentations ran longer than their allotted time.

A fourth question asked participants to indicate if they had learnt something about the process:

1 = No

2 = A little

3 = A lot

Figure 4: 'Have you learnt something?' results

The majority of participants indicated that they learnt 'A lot' from the process (Figure 4). None indicated that they had learnt nothing.

The evaluation form then provided space for additional comments. 24 individuals provided additional comments, which are characterised by the following themes:

- **Support for Nightingale-style development:** approximately 7 individuals voiced support for Jeremy McLeod's presentation and the Nightingale model, many suggesting that they would like to live in such a development themselves, and that this style of development should be an option in Stonnington.
- **Timing/Pacing:** Several participants commented on the timing and quality of the speakers. Some speakers perhaps spoke too broadly or to ideas/information that was already well-known or repeated throughout the evening.
- **Informative:** That the event was very informative was noted in several of the evaluation forms. Many people stated that they learnt a great deal about the planning process and the drivers of population growth and changes to the built environment. The quality of the slides for some presenters was not supported.
- **Too prescriptive:** Some participants felt that the event did not provide adequate opportunity for new ideas or directions outside of government and expert perspectives. It was suggested by one that rate-payers should

have more of a say instead of simply being told what will happen to their suburbs in the future, and that events like this should be more of an open forum to discuss a broad range of issues or perspectives.

3.4 Additional feedback

Three additional General Feedback Forms were submitted from participants at the symposium. Two were from one individual and questioned whether public housing estates would be kept as public assets, and how much open space Council has in the East Ward. The third requested copies of the slides from the guest speakers' presentations. These forms were forwarded to Council.

3.5 Consultant observations

The consultant team offer the following insights.

What worked well

- The event was a success and achieved the overall objective of building the community knowledge about the issues.
- There was a positive overall atmosphere in the room.
- The room and table set-up and overall organisation for the night was professional and high quality.
- There was a good variety of speakers.
- Table hosts did a great job of managing people at the table.
- Escalation process worked well with no disruptions to the evening.
- The Nightingale presentation brought the future opportunities alive and the quality of the presentation was excellent and very well received.

Improvements

- The late arrivals pushed the start time back by 15 minutes - promoting that the event started at 5:45 for a 6pm start may have helped.
- Technically issues with microphone and technology was unsatisfactory and we were unable to do the interactive online activity or have microphones for each speaker.
- Reducing speakers to three to reduce risk of overrun may have assisted in providing more time for questions and discussions.