SUBURBAN RAIL LOOP EAST

SRL East Draft Structure Plan | Box Hill

Community Infrastructure Needs Assessment

More Homes For Victorians

VICTORIA State Government

Suburban Rail Loop

PREPARED FOR SUBURBAN RAIL LOOP AUTHORITY

SRL EAST DRAFT STRUCTURE PLAN – COMMUNITY INFRASTRUCTURE NEEDS ASSESSMENT - BOX HILL

FEBRUARY 2025

REVISION 01

AJM
Joint Venture

Document Control Record

Joint Venture

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Document Control			
Project Title		**Suburban Rail Loop East**	
Document Title		**SRL East Draft Structure Plan - Community Infrastructure Needs Assessment – Box Hill**	
Document ID		**Technical Report E.6**	
Rev	**Date**	**Revision details/status**	**Author**
01	February 2025	For exhibition	Louise Strogen Rhiannon Saward
Current revision		01	

Contents

Appendix

Glossary

Term	Definition
The arts sector	The arts can be described as form of expression in one or more of the following art forms: • Arts and crafts (i.e., visual arts, public art, photography and sculpture) • Performing arts (i.e., theatre, dance and music) • Literature • New media arts (i.e., internet, video and electronic music) • Popular culture, films and fashion.
Benchmark / benchmarking	Benchmarking is a method of comparing provision of community infrastructure against evidence-based target levels of provision (that is, 'provision ratios' or 'benchmarks') at a given point in time. Applying benchmarks is by way of a numeric formula that express a specific level of a provision of a specific infrastructure type across a specific population size and geographic catchment. The terms 'benchmark' and 'provision ratio' (see also below) may be used interchangeably.
Community infrastructure	Community infrastructure refers to the facilities and services that serve a community. Well-planned community infrastructure provides equitable access to facilities, spaces and services that support health, wellbeing and inclusion. Community infrastructure is a major contributor to the liveability of a place, helping create amenity and vibrant safe spaces.
Community infrastructure needs assessment	A community infrastructure needs assessment identifies the infrastructure needed to support communities to grow from a wellbeing, social capital and resilience perspective. It involves an assessment of the adequacy of current and forecast infrastructure supply with regard to population-driven demand.
Development context - densities	• **Low-density** refers to stand-alone dwellings, not connected to any other dwelling. • **Medium-density** refers to attached dwellings like semi-detached houses, terraced houses, townhouses, detached units within a strata lot, and apartment buildings with one to two storeys. • **High-density** refers to flats and apartment buildings with three or more storeys.
Provision ratio / rate	The application of 'provision ratios' or 'benchmarks' is a method of comparing provision of community infrastructure against evidence-based target levels of provision at a given point in time. The application of provision ratios is by way of a numeric formula that express a specific level of a provision of a specific infrastructure type across a specific population size and geographic catchment. The terms 'provision ratio' and 'benchmark' (see also above) may be used interchangeably.

Executive summary

As part of the Suburban Rail Loop (SRL) East project, Draft Structure Plans (Structure Plans) are being prepared for the neighbourhoods surrounding the new underground stations at Cheltenham, Clayton, Monash, Glen Waverley, Burwood, and Box Hill.

The Structure Plans will set a vision and framework to guide growth and change in each neighbourhood, while protecting and preserving the character and features people love about them now.

This community infrastructure needs assessment will inform the development of the Structure Plan for Box Hill.

Purpose of the Box Hill Community Infrastructure Needs Assessment

This assessment evaluates the current condition, provision, and needs of Community Infrastructure, and uses qualitative and quantitative analysis to determine future needs due to population growth in the Structure Plan Area by 2041.

Recommendations to be considered in the Structure Plan are made to help ensure the right amount and type of community infrastructure is delivered to support the growing community and identifies candidate sites to accommodate them.

The recommendations have been developed to guide decisions to ensure the everyday needs for key community infrastructure is accessible from dwellings within a 20-minute walk, or a 20-minute cycle or public transport connection.

Community infrastructure

Community infrastructure refers to the facilities and services that serve a community. Well-planned community infrastructure provides equitable access to facilities, spaces and services that support health, wellbeing and inclusion. Community infrastructure is a major contributor to the liveability of a place, helping create amenity and vibrant safe spaces.

The significant population growth planned for the neighbourhoods surrounding the SRL station at Box Hill will increase demand on existing community facilities and services, and create demand for more community infrastructure.

This assessment evaluates the number, use and condition of community infrastructure currently serving the local population surrounding the SRL station. It considered the current and future service models adopted by the service provider, together with trends, case studies and best practice. The assessment evaluates current community infrastructure within the 1.6-kilometre local catchment from the SRL station and considers how future planned development will affect provision and needs within the Structure Plan Area.

Based on this evaluation and population projections for 2041, recommendations are made for improving existing community infrastructure, and for providing new community facilities.

The assessment is focused on local-level community infrastructure. This includes community hubs and neighbourhood houses, libraries, arts and creative spaces, maternal and child health services, and sport and recreation facilities. Local governments typically provide these facilities and services. The assessment does not assess infrastructure delivered by the state, the planning for which is being undertaken by the respective state government departments/ authorities.

Findings

Community infrastructure currently located within the 1.6-kilometre local catchment surrounding the SRL station includes a library, creative spaces, a community hub, neighbourhood houses, maternal and child health services, sporting courts and fields. There are current and emerging needs for social and health infrastructure with significant need for a new library and community hub space, and additional maternal and child health services.

The significant population growth projected by 2041 means that if no new and/or expanded/upgraded community infrastructure is provided for, existing facilities will experience greater demand. This will likely negatively impact their condition, operation and management and other functional elements. The community will experience shortfalls in community facilities and services.

Recommendations

The assessment provides recommendations to enhance the existing community infrastructure to increase its capacity to meet the needs of the current and future local population. Recommendations for new community facilities are provided.

The recommendations are based on a model of co-locating and sharing facilities at central locations for multiple community activities and services where possible. Co-locating spaces and services in locations that are highly accessible by walking, cycling and public transport, such as community hubs, provide commercial and operating efficiencies that generate community value. They also help to activate spaces and promote social interaction.

Potential sites for new community infrastructure are identified, which were determined by applying a set of guiding principles and following consultation with the Whitehorse City Council.

This assessment makes the following recommendations:

- One **library** of approximately 3200 m^2 to service the 1.6-kilometre local catchment, centrally located in the Structure Plan Area and co-located with other community and or civic facilities
- One new multi-purpose **community hub** with a floorspace of approximately 4160 m^2, integrated with a library and centrally located to service the 1.6-kilometre local catchment
- Deliver **neighbourhood house** services through a centralised community hub model
- Three **maternal and child health** spaces within the Structure Plan Area ideally located centrally within a community hub
- Five room **creative space** facility, co-located with other cultural and civic services, to service the Structure Plan Area
- One new **indoor court** district-level facility accommodating five + courts of 465 to 781 m^2 each, (depending on the sporting codes) co-located close to other community facilities, and near the SRL station with good access from the neighbouring Burwood Structure Plan Area
- Integrate one **outdoor courts** into an indoor court facility, with no further provision for outdoor courts
- Integrate **tennis courts** into indoor court facility, with no further provision for outdoor facilities
- To help meet the need for **field facilities** implement planned upgrades and identify new opportunities for capacity and quality enhancements of facilities and associated infrastructure. Pursue shared use agreements with schools, sporting clubs and other private facilities in the 1.6-kilometre local catchment area. Consider exploring the need and opportunity for additional provision of regional scale facilities outside of the Structure Plan Area, particularly for competition standard fields into the future.

1 Introduction

Suburban Rail Loop (SRL) is a transformational project that will help shape Melbourne's growth in the decades ahead. It will better connect Victorians to jobs, retail, education, health services and each other – and help Melbourne evolve into a 'city of centres'.

SRL will deliver a 90-kilometre rail line linking every major train service from the Frankston Line to the Werribee Line via Melbourne Airport.

SRL East from Cheltenham to Box Hill will connect major employment, health, education and retail destinations in Melbourne's east and south-east. Twin 26-kilometre tunnels will link priority growth suburbs in the municipalities of Bayside, Kingston, Monash and Whitehorse.

SRL East Draft Structure Plan (Structure Plan) Areas will surround the six new underground stations at Cheltenham, Clayton, Monash, Glen Waverley, Burwood and Box Hill.

1.1 Purpose of this report

This technical report will inform the development of the Structure Plan to guide land use planning and development in the Box Hill Structure Plan Area of SRL East.

It sets out the assessment of the types, number, use and condition of community infrastructure currently serving the local population surrounding the SRL station at Box Hill. Based on the assessment and population projections for 2041, recommendations are made for improving existing community infrastructure, and for providing new community facilities.

The recommendations aim to achieve the elements of a 20-minute neighbourhood, where everyday needs are within a 20-minute walk, bicycle ride or public transport trip from home.

1.2 Community infrastructure

Community infrastructure refers to the facilities and services that serve a community. Well-planned community infrastructure provides equitable access to facilities, spaces and services that support health, wellbeing and inclusion. Community infrastructure is a major contributor to the liveability of a place, helping create amenity and vibrant safe spaces.

The assessment does not assess the need for community infrastructure that is privately delivered such as private pools and gyms. It also does not assess infrastructure delivered by the state, the planning for which is being undertaken by the respective state government departments/ authorities.

Community infrastructure has different service models designed to meet the needs of each type of service and asset. These are divided into local, district and regional-level facilities, with respective population and geographic catchments. For a list of community infrastructure included in this assessment, see Section 2.1.

1.3 Project context

Construction of the SRL East underground stations is underway at Cheltenham, Clayton, Monash, Glen Waverley, Burwood and Box Hill. This provides an opportunity to enhance the surrounding neighbourhoods.

SRL East will support thriving and sustainable neighbourhoods/communities that offer diverse and affordable housing options, with easy access to jobs, transport networks, open space, and community facilities and services.

Visions have been developed in consultation with the community and stakeholders for the Structure Plan Areas and surrounds. The visions set out the long-term aspirations for these areas so they are ready to meet the needs of Melbourne's growing population.

Figure 1.1 shows SRL East in the context of the entire SRL project and Melbourne's rail network.

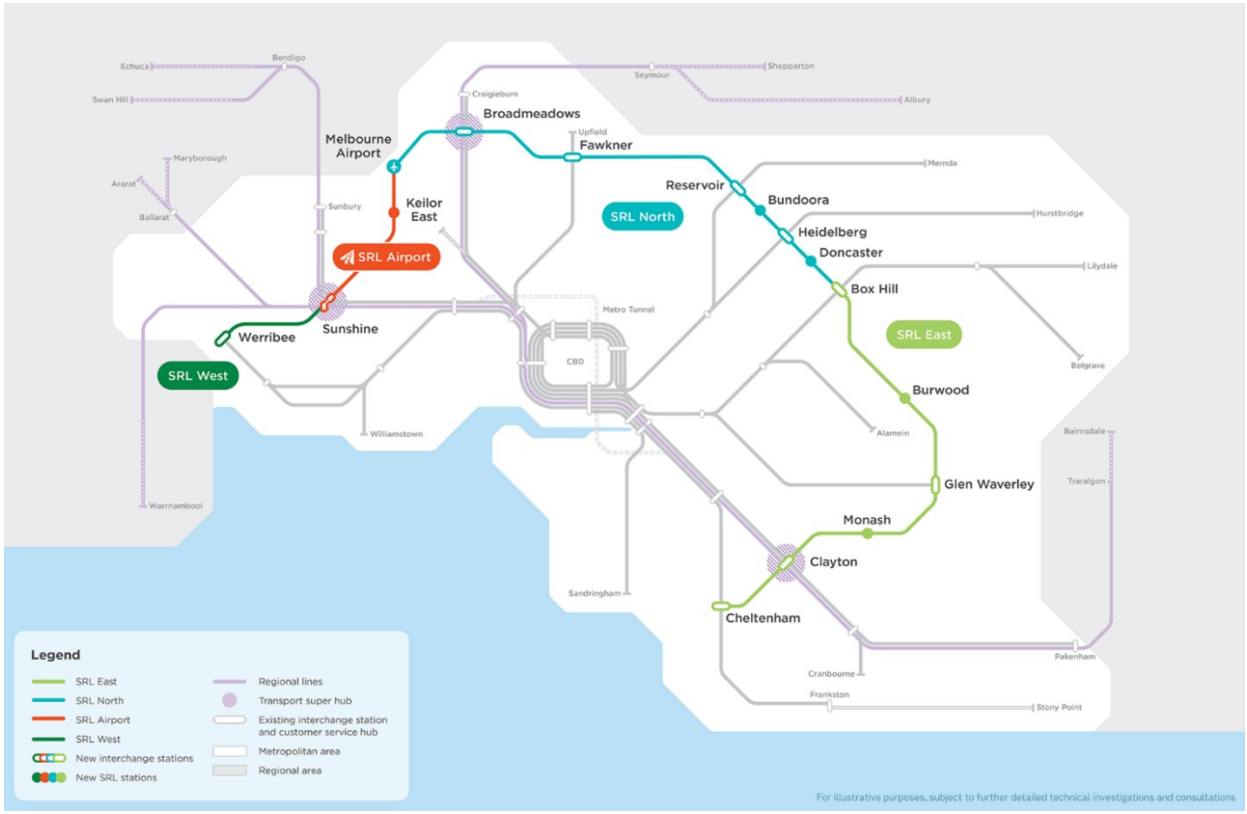

FIGURE 1.1 SRL EAST CONTEXT IN MELBOURNE'S RAIL NETWORK

1.4 Structure planning

Structure Plans are being prepared to help develop the vision for each SRL East neighbourhood.

The Structure Plans cover defined Structure Plan Areas that can support the most growth and change. These areas cover a walkable catchment that extends from the SRL station entrances. Additional places are included within each defined area as required to make planning guidance more robust and effective, and to align with each community's aspirations and current and future needs.

A Structure Plan is a blueprint to guide how an area develops and changes over a period of time. Structure Plans describe how future growth within the area will be managed in an appropriate and sustainable way to achieve social, economic and environmental objectives. The Structure Plans cover a wide range of matters, such as transport connections and car parking, housing and commercial development, community infrastructure, urban design, open space, water and energy management, climate resilience and sustainability.

By tailoring planning decisions to reflect the needs of a defined area, Structure Plans give effect to the policies and objectives set for these areas and cater for changing community needs. They also provide certainty for residents, businesses and developers by identifying the preferred locations and timing of future land uses, development and infrastructure provision.

Structure Plans take a flexible and responsive approach that enables places to evolve over time.

Planning scheme amendments will be required to implement the Structure Plans into the planning schemes of the cities of Bayside, Kingston, Monash and Whitehorse.

The locations of the SRL East stations, Structure Plan Areas and corresponding Study Areas are shown in Figure 1.2. The green icon shows the location of the SRL station. The purple line shows the Structure Plan Area boundary. The red broken line shows the Study Area for the community infrastructure assessment, which is the 1.6-kilometre local catchment from the SRL station.

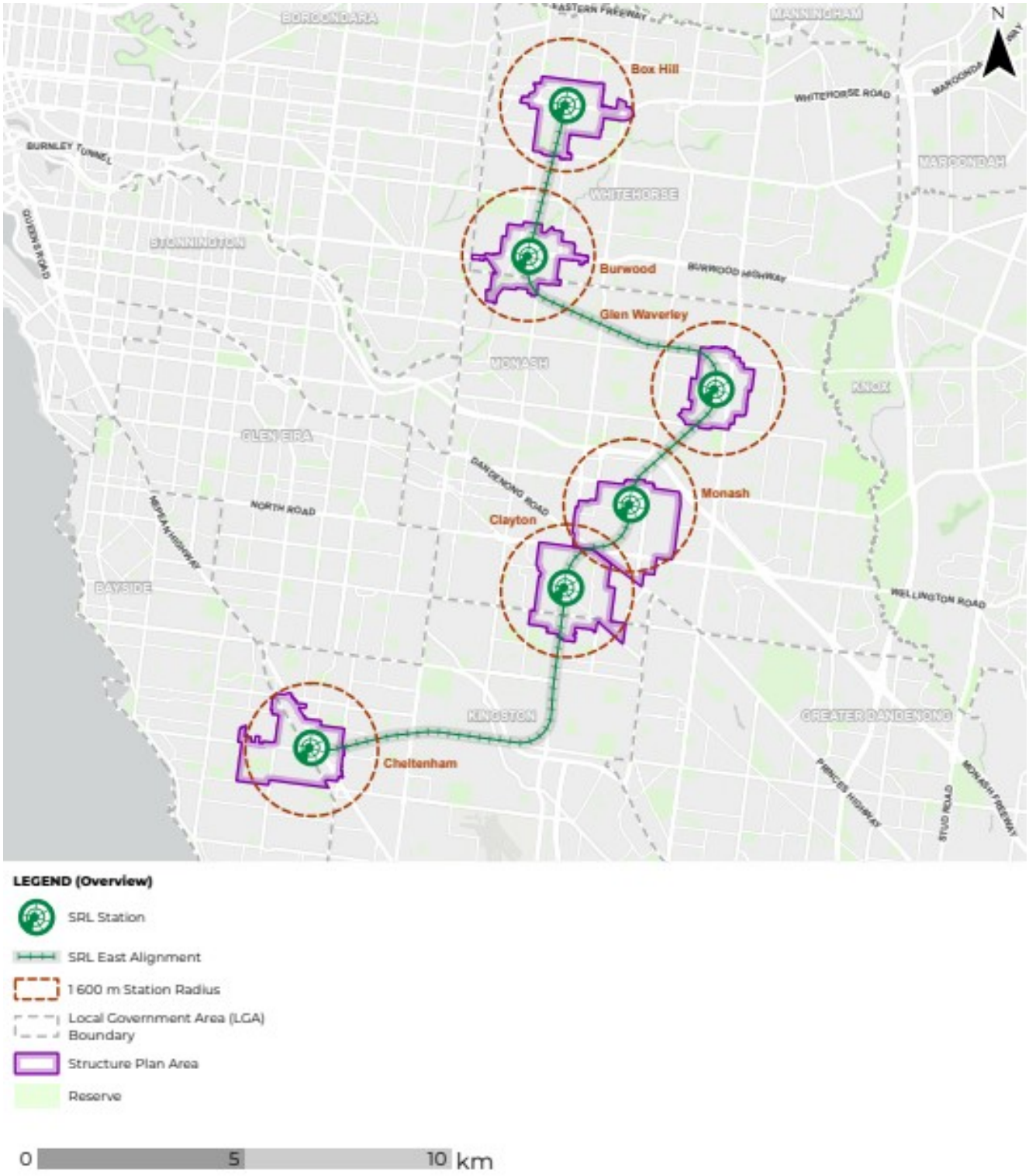

FIGURE 1.2 SRL EAST STATION LOCATIONS AND RELATED STRUCTURE PLAN AREAS

1.5 Structure of this assessment

- **Section 1** provides the background and context of the technical assessment.
- **Section 2** explains the methodology for the technical assessment.
- **Section 3** defines the Structure Plan Area and its context.
- **Section 4** summarises legislation, policies and other documents relevant to the assessment.
- **Section 5** describes the drivers for change arising from policy and research, and outlines principles for planning future community infrastructure.
- **Section 6** sets out the findings of the assessment. It outlines the current and future needs and considerations that impact planning of community infrastructure in each Structure Plan Area.
- **Section 7** sets out the recommendations to consider when developing the Structure Plans.

2 Methodology

The methodology for this community infrastructure needs assessment was based on standard social-infrastructure methods. This includes a quantitative review of the number of facilities generated by population, as well as an understanding and qualitative review of existing community infrastructure and services.

The assessment considers the current context (using 2021 ABS Census population data) to identify current need, provision and condition of community infrastructure. The future 2041 needs assessment was based on projected population growth in the Structure Plan Area.

For this assessment, population projections have been considered for the Structure Plan Area, as well as the wider 1.6-kilometre local catchment. It is important to distinguish that the primary focus is on the Structure Plan Area, and the 2041 population projection, which is the main consideration in the structure planning process.

The methodology for this technical assessment follows the core steps outlined below, which are further expanded in Appendix A.

Part A – Establishing context, policy drivers and assessment metrics

- **Study Area definition** – the Study Area for the assessment was identified. The Study Area comprises the Structure Plan Area and a 1.6-kilometre radius around the SRL station at Box Hill. The 1.6-kilometre local catchment was selected as the catchment for local community infrastructure likely to service the Structure Plan Area. Community infrastructure just outside the 1.6-kilometre local catchment area was also identified where it serves the population in the Structure Plan Area. This is referred to a district-level infrastructure (within 5 kilometres of the SRL station) or regional-level infrastructure (within 10 kilometres of the SRL station). More information on the Study Area is provided in Section 3 and Appendix A.
- **Policy review** – legislation, policies and documents relevant to the community infrastructure needs assessment and to land use planning and development in the Structure Plan Area were reviewed. This provided understanding of the current and long-term planning frameworks of Whitehorse City Council, and their overarching requirements and policy drivers (see Section 4).
- **Stakeholder engagement** – discussions with Whitehorse City Council officers furthered understanding of council policy and planning frameworks for community infrastructure, as well as emerging needs and preferences for different operational models to meet local community needs, expectations and preferences. Information on the capacity and condition and fit-for-purpose status of community infrastructure was sought.
- **Desktop research** – research was undertaken to understand key social trends relating to formal sport participation and contemporary models for delivering community infrastructure (see Section 5).
- **Establishment of community infrastructure planning principles** – principles for community infrastructure planning were established that considered the legislative and policy drivers, engagement and research findings.
- **Benchmarking metrics** – assessment parameters were defined to establish appropriate measures and scoring to assess current and future need for each community infrastructure type (see Section 2.1.1). This included measures for the existing development context (low to medium-density profiles) and measures to guide appropriate community infrastructure provision and accessibility in the future development context (medium and high density). This helped provide measures that reflect the intended future context and support the 20-minute neighbourhood planning principles within the Structure Plan Area.

Part B – Assessment of community infrastructure needs

- **Assessing current needs** – a quantitative and qualitative assessment was undertaken across the community infrastructure network to understand current local needs (2021). This involved:
  - » Identification of current and planned community infrastructure across the 1.6-kilometre local catchment, the 5-kilometre district catchment and the regional 10-kilometre catchment (see Appendix C)

- » A provision assessment of current and planned community infrastructure against existing population data and benchmarked provision ratios for each community infrastructure type, to identify current or emerging gaps
- » A qualitative review of the condition, capacity (fit-for-purpose) and future growth potential (design life) for each facility (where information was available)
- » An accessibility review and gap identification of the existing facilities with relation to their location to the local catchment area and benchmarked measures of walking, cycle and public transport connections.

- **Assessing future needs** – a quantitative assessment was undertaken across the community infrastructure network to understand likely future needs based on forecast population growth (2041). This involved:
  - » A provision assessment of current and planned community infrastructure against future population data and benchmarked provision ratios for each community infrastructure type
  - » A review of the overall current provision of each community infrastructure type to understand gaps in the number of facilities, location and the accessibility of facilities, the relationship with current operating models, and changing or preferred models of service delivery
  - » The findings for each community infrastructure provision are identified, including facility size and options for future delivery.

Part C – Place considerations, candidate site selection criteria and recommendations

- **Place considerations** – the assessment findings, policy drivers, drivers for change and principles for community infrastructure planning were applied to the Structure Plan Area context to create holistic place-responsive recommendations. For example, these may draw together several services into one service model. The principles of infrastructure planning were applied to identify opportunities.
- **Site and location identification criteria** – a series of criteria were established to help guide the selection of preferred locations for community infrastructure.
- **Recommendations** – based on the applied methodology, the report concludes with recommendations for new, replaced or enhanced community infrastructure within the Structure Plan Area (see Section 7).

2.1 Scope for assessment

Community infrastructure is planned as a network of services that extend across neighbourhoods, suburbs and municipalities.

Some services are provided regularly at the local level to serve the local catchment, while others are provided centrally to service a wider district or regional catchment. This is particularly the case for libraries and sports, where a hierarchy of community infrastructure offers different standards of infrastructure (sporting facilities cater for different competition standards) and types of service provision (libraries cater for different book collections and educational and training services).

This assessment is focused on local-level community infrastructure, which services approximately 20,000 people who generally live within 1.6 kilometres of an activity centre, or in this case, the SRL station. This 1.6-kilometre local catchment is the Study Area for this assessment.

District and regional-level community infrastructure that service a wider catchment may also be located within the Structure Plan Area or the 1.6-kilometre local catchment. The assessment accepts that geographic catchments and accessibility expectations will change as the Structure Plan Area changes, as discussed in **Section 3**.

The assessment does not include higher-order community infrastructure provided only at the district and regional scale such as aquatic centres as these serve populations that far exceed that of the Structure Plan Area and are, therefore, best planned for at the municipal or regional level. As noted in Section 1.2, the assessment does not assess the need for community infrastructure that is privately delivered such as private pools and gyms or delivered by the state.

Table 2.1 shows the range of community infrastructure types included in this assessment, and their population catchment classification as local (1.6-kilometre radius), district (5-kilometre radius) or regional (10-kilometre radius).

The current service model provision is captured in the assessment parameters provided in Section 2.1.1.

The current network and hierarchy of facilities serving the Structure Plan Area is discussed in Section 3 and Section 6.

Further definition of community infrastructure hierarchies is provided in Appendix B.

TABLE 2.1 COMMUNITY INFRASTRUCTURE TYPES BY CATCHMENT

CATCHMENT	TYPOLOGIES ASSESSED	TYPOLOGIES EXCLUDED
LOCAL (1.6 KM)	• Community hubs (multi-purpose) • Neighbourhood houses (community halls (including scouts, men's sheds and girl guide halls) are not included in this definition.) • Libraries • Creative spaces • Youth centres / spaces • Maternal and child health services • Kindergartens (limited/partial) • Local sport and recreation: » Indoor and outdoor multi-purpose courts » Tennis courts » Outdoor field facilities	• All primary schools • Medical general practitioners (GPs) (family medicine) • Childcare • Aquatic recreation facilities (these are usually provided with a district service model)
DISTRICT (5 KM)	• Arts facilities • Sport and recreation infrastructure: » Tennis courts » Outdoor field facilities	• Social and health service hubs • All high schools • Halls • Aquatic recreation facilities
REGIONAL (10 KM)	• Arts facilities • Sport and recreation infrastructure: » Tennis courts » Outdoor field facilities	• Universities • Technical and further education facilities (TAFE) • Aquatic recreation facilities

The Department of Education is working with the Whitehorse City Council to establish future needs to support population growth as well as the Victorian Government's Early Childhood Reform Plan (which includes increasing kindergarten facilities and access to free kindergarten). This work includes the preparation of updated Kinder Infrastructure and Service Plans (KISPs) due to be completed in 2024/25.

To avoid potential duplication and confusion with the Department of Education led assessments, only a high level assessment of kindergarten provision was undertaken looking at the number of kindergarten providers within the 1.6-kilometre local catchment to identify where a future need may arise. Specific recommendations on the number of new kindergartens required to service the future need (2041) of the Structure Plan Area are not made.

2.1.1 ASSESSMENT PARAMETERS

Assessment parameters were adopted to measure existing and future community infrastructure needs in the Structure Plan Area. The parameters recognise that the development setting across the Study Area will see different levels of future density and change, as shown in Table 2.2. The relationship between lower density and higher density areas is further described in Section 3.

The parameters were informed by benchmarking, case studies, policy drivers and research, along with analysis of the current and planned service models provided (see Section 4 and Section 5) to measure the existing levels of provision and the future provision requirements.

2.1.1.1 Quantitative parameters

The quantitative parameters were developed to support the achievement of highly accessible neighbourhoods. The parameters were informed by lessons and outcomes in successful high-density cities including Copenhagen, London, Malmo, New York and Montreal. The rationale and sources for the parameters is provided in Appendix B.

Each typology was considered with regard to how it is currently planned and delivered within the local government area. This includes analysis of current distribution of community infrastructure facilities across the local, district or regional catchments and who the service providers are.

Table 2.2 outlines the parameters used to measure each community infrastructure type within the Study Area. The service model and service provider are included to provide context to the measures. The measures include:

- **Provision ratio** – this outlines the best practice ratios for the minimum number of residents to generate a need for a community infrastructure facility. It is expressed as *number of facilities: number of population*.
- **Space requirement** – this is the best practice square metre area required for a community infrastructure facility. This is expressed as *square metre: population number*, or *square metre area for the facility* (such as the area required for a basketball court). For sporting requirements, the number of courts are detailed.
- **Accessibility** – this is provided in response to the service level of local, district or regional community infrastructure facilities. It is expressed as the *distance / time or mode* that residents should reasonably be expected to travel to access the community infrastructure typology in the Structure Plan Area. For context, the expected access within the wider local catchment beyond the Structure Plan Area is identified.

It is important to recognise these parameters when assessing current and future needs, and to guide recommendations for future provision. They are not targets and need to be considered with the qualitative parameters below, as well as preferred service models (which are increasingly seeing a shift from multiple smaller facilities to fewer large facilities, as discussed in Section 5).

TABLE 2.2 ASSESSMENT PARAMETERS

INFRASTRUCTURE TYPE	CURRENT OR PLANNED SERVICE MODEL	SERVICE PROVIDER	PROVISION RATIO Facility: population	SPACE REQUIREMENT m^2: population	ACCESSIBILITY
Library Libraries can be stand-alone facilities or integrated as part of larger multi-purpose facilities, where they typically form the anchor facility.	District	Local council	1:20,000	62:1000	*Structure Plan Area:* Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of multi-modal transport hub to enable highly accessible public transport connection from a 3.5-km catchment.
Multi-purpose community hub Community hubs can be a single building or several buildings and can have associated outdoor social meeting areas to provide support services and activities. Community hubs provide adaptable program spaces to diverse sectors to meet different community needs.	District	Local government facilities with not-for-profit organisations supported by Victorian Government and local government grants and funding.	1:25,000	80:1000	*Structure Plan Area:* Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of multi-modal transport hub to enable highly accessible public transport connection from a 1.6-km catchment.
Neighbourhood house Non-profit and community-based facilities and services that offer a range of local services such as adult education, as well as small community meeting spaces. There were traditionally provided as relatively small stand-alone facilities.	Neighbourhood. These are not recommended within the Structure Plan Area.	Local government Australian Neighbourhood Houses and Centres Association Not-for-profit community groups	1:15,000	80:1000	*Structure Plan Area:* Not recommended within the Structure Plan Area – a community hub model is recommended. *Local catchment:* For low-density residential areas, located within a 20-minute walk, ride or public transport connection, no greater than 2.5 km. For high-density areas, shift to a district community hub model.

INFRASTRUCTURE TYPE	CURRENT OR PLANNED SERVICE MODEL	SERVICE PROVIDER	PROVISION RATIO Facility: population	SPACE REQUIREMENT m^2: population	ACCESSIBILITY
Youth centres / spaces Spaces for 12 to 17-year-olds to access recreation, social activities and support. Youth centres / spaces can be stand-alone or delivered in general-purpose and flexible community hubs.	District	Local government in collaboration with community organisations and the private sector.	1:3000 12 to 17-year-olds 1:10,000 – *spaces* provided 1:30 – 60,000 – dedicated facilities	80:1000 (12 to 17 year olds)	*Structure Plan Area:* Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of multi-modal transport hub to maximise accessibility from the 1.6-km catchment and enable a diversity of accessibility or Distributed evenly for equity of access if multiple centres are required.
Maternal and child health services The Victorian Maternal and Child Health Service is a free universal primary health service available to all Victorian families with children aged from birth to school aged.	Neighbourhood and district	Funded 50:50 between Victorian Government and local government.	1:10,000	100:1000	*Structure Plan Area:* Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of multi-modal transport hub to maximise accessibility from 1.6-km catchment and enable a diversity of accessibility. The delivery model must be considered across a municipality to provide equity of access to all residents, delivered 2 km for 95% of the population.
Local creative spaces Local creative spaces cater for wide-ranging activities, with some captured within existing facilities like libraries and multi-purpose community hubs. In contemporary integrated provision models, creative spaces may constitute a range of designated space types and sizes within community hubs.	District	Local government Victorian Government (Creative Victoria)	Local spaces 1:20,000 District facilities 1:50,000	District facilities up to 5 rooms.	*Structure Plan Area:* Within a 20-minute walk, cycle or public transport connection. *Local catchment:* Within 30-minutes by public transport.

INFRASTRUCTURE TYPE	CURRENT OR PLANNED SERVICE MODEL	SERVICE PROVIDER	PROVISION RATIO Facility: population	SPACE REQUIREMENT m^2: population	ACCESSIBILITY
Indoor courts Local facilities for junior training and minor / small competitions and informal play. Facilities have limited ancillary infrastructure and maybe co-located with other small-scale community infrastructure or fields. District-level indoor court facilities are usually host headquarter facility for clubs and/or associations. They are designed and managed to cater for at least two sports where appropriate and practical. Regional facilities cater for specialist sporting facilities, hosting regional and state events and support a centralised competition involving teams from the municipality and beyond.	Local and district	Local government Victorian Government (Sport and Recreation Victoria)	Local 1:20,000, facility with 1 to 2 courts	781.4 m^2 / court 1 to 2 courts – local 2 to 4 courts – district 5+ courts – regional	*Structure Plan Area:* Within 1 km, acknowledging that accommodating courts may not be possible in a high-density area due to space requirements. *Local catchment* 2 km evenly distributed.
Outdoor courts Local facilities for junior training and competitions and informal play, co-located with other small-scale community infrastructure or fields. District facilities cater for club training and competition and headquarters for clubs and/ or associations. They cater for at least two sports where appropriate. Regional facilities have specialist sporting facilities and host regional and state events.	Local and district	Local government Victorian Government (Sport and Recreation Victoria)	1:8000, facility with 1 court / half court.	781.4 m^2 0.5 to 1 court – local 2 to 8 courts – district 9+ courts – regional	*Structure Plan Area:* Within 1 km, acknowledging that accommodating courts may not be possible in a high-density area due to space requirements. *Local catchment:* 1 km evenly distributed.

INFRASTRUCTURE TYPE	CURRENT OR PLANNED SERVICE MODEL	SERVICE PROVIDER	PROVISION RATIO Facility: population	SPACE REQUIREMENT m^2: population	ACCESSIBILITY
Tennis courts Tennis courts are courts used exclusively for tennis. They may be co-located with open spaces, fields and/or other outdoor courts, and also larger sport and recreational facilities. At the regional level, the courts generally cater for regional level competition, potentially being able to facilitate state to national competitions. Facilities with more than 8 courts may be considered a regional facility.	Local and district	Local government Victorian Government (Sport and Recreation Victoria)	1:5000 (Facility with 1 to 4 courts per total population)	1 to 4 courts / facility – local 5 to 8 courts / facility – district 9+ courts / facility – regional	*Structure Plan Area:* Within 1 km, acknowledging that accommodating courts may not be possible in a high-density area due to space requirements. *Local catchment:* 2 km evenly distributed.
Field facilities Fields are outdoor sports grounds dedicated to active recreation (as opposed to open spaces used for passive recreation). Local – lower-level competitions and informal play, with no ancillary infrastructure (such as club facilities, change rooms) but may include toilet facilities District – associated with club facilities. This includes an adjacent pavilion with ancillary infrastructure supporting multiple sports. Regional – accommodate higher league / competition club(s), catering to regional to state-level competitions. Grandstands are always present alongside the pavilion, with flood lighting.	District	Local government Victorian Government (Sport and Recreation Victoria)	1:5000	Local – single field District – single+ field, club and club facilities. Regional – single field+, club and club facilities and includes a grandstand.	Structure Plan Area: Within 1 km, acknowledging that accommodating fields may not be possible in a high- density area due to space requirements. Local catchment: 1 km evenly distributed.

2.1.1.2 Qualitative parameters

This assessment employed the following qualitative parameters to help ascertain condition, utilisation and capacity of existing community infrastructure facilities within the Study Area:

- Building condition – ratings from very poor to very good based on council's asset management rating
- Capacity – rating of current capacity and potential of facility to support increased use drawing on advice from the Whitehorse City Council
- Utilisation – rating of current capacity and potential of facility to support increased use drawing on advice from the Whitehorse City Council.

It should be noted that advice from the Whitehorse City Council on the potential of a community infrastructure facility to support increased population are observations relating to current conditions and were not based on the assessment of population growth forecasts for the Structure Plan Area.

2.1.2 ASSESSMENT SCORING

Standardised scoring was established for the quantitative and qualitative parameters to assist with providing a moderated assessment across each community infrastructure type and each Structure Plan Area.

The scoring applied is as follows:

Provision ratios

Where population is measured against the existing and planned facilities, the ratings shown in Table 2.3 were applied.

TABLE 2.3 PROVISION RATIOS SCORING

FACILITIES PER POPULATION MEASURE	Facilities in surplus, or less than 0.1 facilities required	0.1 – to 0.8 facilities required	More than 0.8 facilities required
FINDINGS	No or negligible gap, or oversupply	Emerging gap	Significant gap

Facility condition

Information provided by the Whitehorse City Council was used to assess the condition, quality, capacity and utilisation using a five-scaled ranking from very good to poor, with 3 being fair, average or no change required. Where no information was available for a facility, a neutral score was applied (3 – Fair) to not bias the outcome. The scores are shown in Table 2.4.

TABLE 2.4 FACILITY CONDITION SCORING

DESCRIPTION	Fully meets or exceeds expectation	Minor impact or limitation on expectations	Average or fair condition with basic expectations met	Poor condition of significant impact to expectations	Expectations not met or severe impact
FINDINGS	5 – Very good	4 – Good	3 – Fair	2 – Poor	1 – Very poor

Accessibility

Accessibility was measured according to the benchmarked level of service to determine overall accessibility to the population within the Structure Plan Area and the wider 1.6-kilometre local catchment, with the ratings shown in Table 2.5 applied.

TABLE 2.5 ACCESSIBILITY RATINGS

ACCESSIBILITY TO COMMUNITY INFRASTRUCTURE TYPE	Facilities meet the criteria	There are some areas within the 1.6-km local catchment that do not meet the criteria	Most areas do not meet the criteria
FINDINGS	Good accessibility	Fair accessibility	Poor

2.1.3 CANDIDATE SITE IDENTIFICATION CRITERIA

Through development of this assessment and application of the methodology presented above the following criteria have been established to guide the selection of potential locations for community infrastructure:

- **New sites are locally accessible** via existing or future walking, cycling and public transport networks.
- **Located in an activated area.** By locating sites in an activated area, where other community infrastructure, retail or other amenities are present, the community infrastructure can be more visible, which can enhance utilisation and liveability is improved for local communities.
- **Site contributes to the network of local community infrastructure** and maximises walkable accessibility for residents.
- **Site has, or is anticipated to have, availability to be developable within the structure planning period**. This is subject to further investigation, noting that no costing, financial appraisal or site investigations have been undertaken.
- **Prioritisation of sites include utilisation of Council land where possible as a priority.** The next preference is for state-owned land and new acquisition as a last priority. By prioritising Council land, costly and timely processes associated with land acquisition can be minimised.
- **Site has capacity or flexibility to meet changing needs over time**.
- **Co-located with other community infrastructure**. The co-location of community infrastructure brings operational efficiency, community accessibility, utilisation and activation benefits. For example, co-locating a smaller community facility with open space can enhance the functionality of both.

2.2 Stakeholder engagement

This assessment builds on previous consultation undertaken for the feasibility, design development and environmental and planning approval phases of SRL project. The structure planning process has involved comprehensive and robust conversations with the community, councils, key institutions and other stakeholders on the proposed visions and key directions for the Structure Plan Area and surrounds. For further information refer to the SRL Structure Planning Engagement Reports available on the SRL website at https://bigbuild.vic.gov.au/library/suburban-rail-loop/reports/engagement-reports.

Consultations with Whitehorse City Council included discussions on community infrastructure. Discussion themes included:

- The current condition, quality, capacity and use of community infrastructure facilities
- Plans or suggestions on how the utilisation of sports fields could be increased through embellishments, lighting, synthetic turf etc.
- Estimates of the current level of unmet need for community infrastructure, including any data or evidence that demonstrates the need

- Changes observed in how cultural background influences the use of community infrastructure
- How community profiles (cultural background of communities) have influenced and shaped council strategies and plans for the use and development of community infrastructure.

Consultation with Whitehorse City Council during 2023 and 2024 revealed a preference for upgrading and extending existing facilities, and improving indoor courts. The continued sharing of indoor sports facilities is preferred, while dedicated facilities may be required for certain sports at a club competition level (such as table tennis, badminton and indoor cricket), which may be delivered in partnership with the private sector.

There was support for prioritising meeting future needs for sports through indoor sports and recreation infrastructure given the high participation levels within the Box Hill community in indoor sports, Whitehorse City Council's *Indoor Sports Plan*, and the comparatively smaller footprint and flexibility of delivery models (such as within a mixed-use building or conversion of industrial building).

Whitehorse City Council indicated that its future service model for youth spaces will not include dedicated spaces. It also noted that community need for maternal and child health services typically did not match regular government forecasts, with less demand than forecast.

More information on the engagement with Whitehorse City Council is provided in Appendix A.

The consultation informed this community infrastructure needs assessment, including the recommendations provided in Section 7.

2.3 Assumptions and limitations

The following assumptions and limitations apply to this technical assessment:

- The assessment is based on desktop research. No site visits or facility surveys were undertaken, and no modelling was completed.
- Assessments of community infrastructure were limited to empirical data that could be measured such as population numbers, distances between places and condition of facilities. Measures did not consider examining other health-related outcome parameters such as social cohesion, perceived safety, physical activity and physical health outcomes to provide a more comprehensive understanding of the influence of social infrastructure on health and wellbeing.
- It is acknowledged that the future planning and implementation of some higher order services may be necessary at district and regional level to reflect urban uplift. Future consideration at this wider catchment level is beyond the scope of the assessment.
- There are no defined population ranges for the district and regional catchments and in light of this, AJM have only included the anticipated 1.6-kilometre local catchment of 20,000 residents. This is an acknowledged limitation of the report.
- AJM participated in workshops with officers from the City of Whitehorse. SRLA also undertook engagement with local governments as part of its wider project planning. SRLA shared relevant information with the team that conducted this community infrastructure facilities assessment.
- Demographic and cultural perspectives were considered from a high level only, without direct community engagement.
- Demographic profiles and changes over time with health and well-being prioritisation were not considered in detail. For example, schools and childcare services might be more influential to the health and wellbeing of families while community centres and aged care facilities might be more important for middle-aged and older people dealing with their own ageing or the ageing of their parents (Davern, 2017 - Issue 2).[1]
- Geospatial data for local living services was not included in other measures for creating benchmark locations, like car ownership.

[1] Full article: Using spatial measures to test a conceptual model of social infrastructure that supports health and wellbeing (tandfonline.com).

2.4 Interactions with other technical reports

This assessment was informed by other SRL East technical assessments relevant to community infrastructure.

This includes the community infrastructure needs assessments for neighbouring SRL East Structure Plan Areas as well as the:

- *SRL East Structure Plan – Urban Design Report – Box Hill* – this report makes recommendations for the future urban design of the Structure Plan Area, including locations for higher-density development, pedestrian links, open spaces and public realm improvements. The recommendations were considered when assessing accessibility to new and existing community infrastructure, and identifying potential new community infrastructure sites.
- *SRL East Structure Plan – Transport Technical Report – Box Hill* – this report makes recommendations for new and enhanced pedestrian, cycling and public transport corridors in the Structure Plan Area as well as improved access to other Structure Plan Areas. The recommendations were considered when assessing accessibility to new and existing community infrastructure, and identifying potential new community infrastructure sites.
- *SRL East Structure Plan – Housing Needs Assessment Technical Report – Box Hill* – this report sets out population growth projections and future housing needs for the Structure Plan Area, making recommendations for higher-density housing with more townhouse and apartment developments. The recommendations were considered when assessing future community infrastructure needs, including access to sport and recreation facilities and spaces.
- *SRL East Structure Plan – Open Space Technical Report – Box Hill* – this report sets out current open spaces in the Structure Plan Area and makes recommendations for future open space. The recommendations were considered when identifying the potential for co-locating community facilities on or near new and existing open space, and potential new community infrastructure sites.

2.5 Peer review

This technical report has been independently peer reviewed by Chris De Silva of Mesh Liveable Urban Communities Pty Ltd. The peer review report is attached as Appendix G of this report, which sets out the peer reviewer's opinion on the SRL East Draft Structure Plan – Community Infrastructure Needs Assessment - Box Hill.

3 Structure Plan Area

The Box Hill Structure Plan Area surrounds the SRL East station at Box Hill in the jurisdiction of Whitehorse City Council.

It is generally bordered by Severn Street and McKean Street to the north, Clota Avenue and Laburnum Street to the east, slightly west of Elgar Road to the west and Canterbury Road to the south.

Whitehorse Road / Maroondah Highway and the existing Belgrave / Lilydale Line intersect the centre of the Structure Plan Area in an east-west alignment. The main road corridors include Whitehorse Road, Elgar Road and Station Street.

Box Hill is a focus for substantial development, growth and investment in eastern Melbourne and is a recognised Metropolitan Activity Centre. The municipality includes a major health and education precinct centred around Box Hill Hospital and the Box Hill Institute.

Whitehorse Road / Maroondah Highway runs through the Structure Plan Area, and the main roads are Elgar Road and Station Street. Public transport comprises the 109-tram route, the existing Box Hill Station on the Lilydale / Belgrave Line, and a bus terminal at the station that services various bus routes.

The Box Hill Structure Plan Area border is shown in Figure 3.1 as a solid red line.

3.1 Study Areas

The Study Area for this assessment is the 1.6-kilometre local catchment area around the new SRL East station.

The Concept Precinct Plan from the SRL Vision for the Box Hill Structure Plan Area is shown below in Figure 3.1. It locates the new SRL East station and shows where significant, where higher and medium mixed use and residential change is planned to occur in the red and purple shades. New links are shown in green dashed lines which significantly increase the accessibility of the Structure Plan Area.

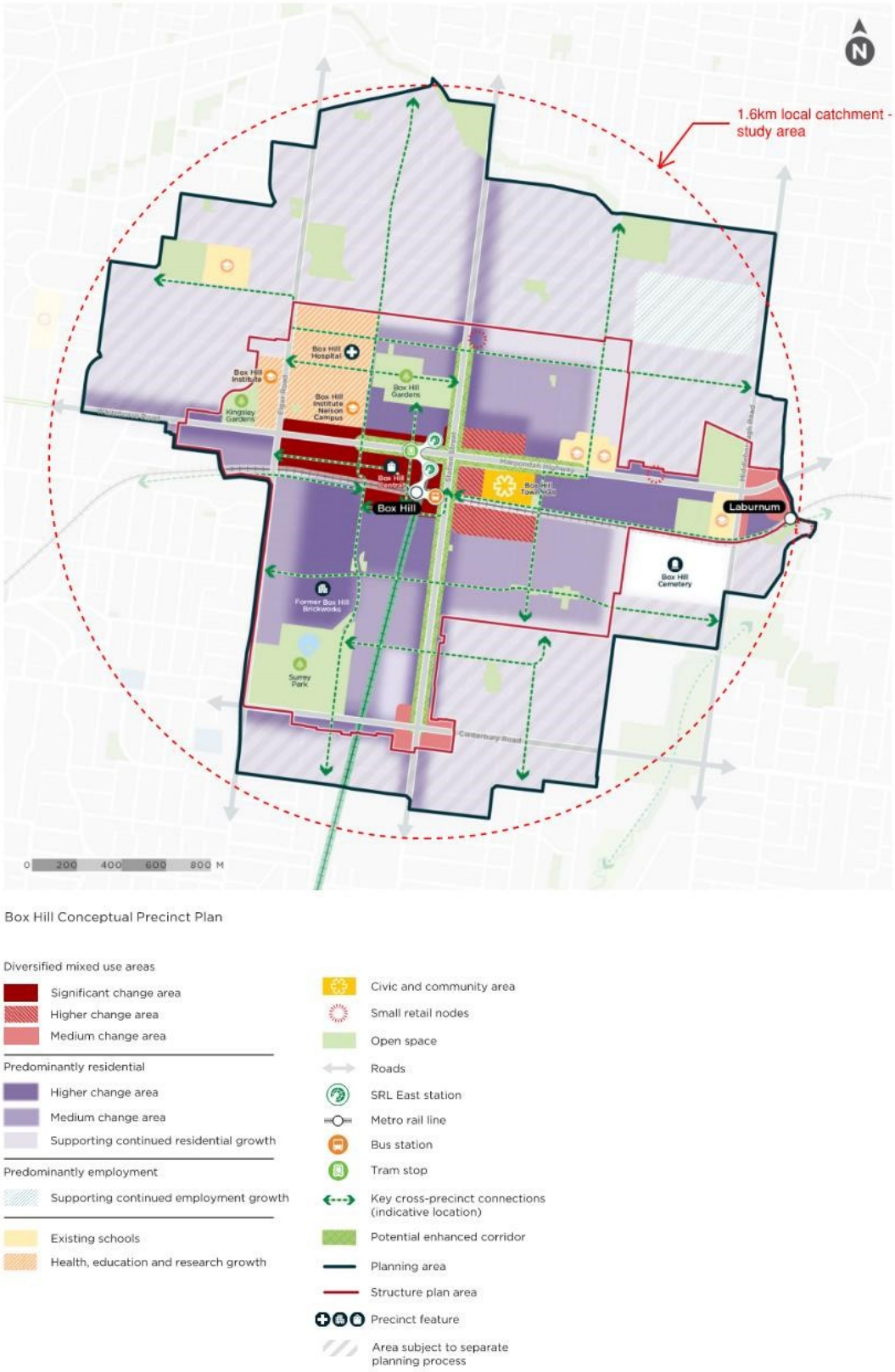

FIGURE 3.1 BOX HILL CONCEPTUAL PRECINCT PLAN (SRLE PRECINCT VISION – BOX HILL, P.20)

Community infrastructure facilities and services in the 1.6-kilometre local catchment include Box Hill Town Hall, Box Hill Library and the Box Hill Community Arts Centre, as well as multicultural community centres, places for older people, and places for youth. There is access to early learning centres, kindergartens, primary and high schools, with many located along Whitehorse Road and Station Street.

Being an area of choice for international migrants and the development of high-rise buildings have significantly increased the population of Box Hill in the last 10 years. The Whitehorse City Council reports this population increase is placing demands on existing community infrastructure, particularly sporting infrastructure.

The Structure Plan Area, shown in Figure 3.1 as a solid red line, is a smaller area. The population in this area is expected to more than double by 2041 with the total local population increasing to approximately 29,100 people. The urban form in this area is also forecast to continue to become denser.

Areas outside of the Structure Plan Area will not meet the required density to achieve a 20-minute neighbourhood and will continue to access services utilising the existing service model provisions, such as longer journey times via public transport. This has the following implications for the planning of community infrastructure in the Monash Structure Plan Area and the wider 1.6-kilometre Study Area.

- There will be a greater focus, expectation and reliance on walking and cycling as the primary access modes to community infrastructure in the Structure Plan Area.
- New and existing community infrastructure will need to be:
  - » More compact and opportunities for co-location and integration of services considered to maximise efficiency of land and floorspace
  - » Designed and managed to operate for longer hours and greater usage, particularly sporting infrastructure.

Pressure on existing services and new infrastructure within the 1.6-kilometre local catchment will need to be considered.

As Box Hill already has a highly built-up urban form, new spaces for large community infrastructure and facilities are challenging to locate.

This assessment therefore considers the potential of meeting some local need for new community infrastructure and services with large land requirements at the district level (within 5 kilometres of the SRL East station at Box Hill) and regional level (within 10 kilometres of the SRL station), and ideally accessible by public transport. This includes existing and potential future community infrastructure facilities in neighbouring SRL East Structure Plan Areas.

3.2 Population projections

Population projections for the Structure Plan Area and the 1.6-kilometre local catchment informed the assessment of future community infrastructure needs.

The population projections were based on:

- Current population, derived from the Australian Bureau of Statistics (ABS) 2021 Census
- Future housing demand was assessed using population projections for the Structure Plan Area which were derived from the CityPlan population projections outlined in the Business and Investment Case (BIC) prepared for the Suburban Rail Loop (August 2021). The CityPlan projections used in the BIC projections account for the expected overall growth of Melbourne and the transport interventions and precinct initiatives of SRL influence the distribution of population. That is, population growth isn't solely driven by SRL, rather SRL influences the distribution of growth.
- For this assessment, resident populations are used, rather than resident and worker populations. The rationale for this approach is explained in Appendix A.

The current population and projected growth are shown in Table 3.1. The resident population within the Structure Plan Area is projected to more than double by 2041, increasing 119 per cent to 29,100. The resident population within the 1.6-kilometre local catchment is projected to increase 77 per cent to 52,000.

TABLE 3.1 BOX HILL POPULATION FORECASTS

POPULATION FORECASTS		
Year	**Structure Plan Area**	**1.6-km local catchment**
2021 population	13,300	29,400
2041 population	29,100	52,000
Population change	**+15,800**	**+22,600**
% increase	119%	77%

4 Legislative and policy context

This section summarises legislation, policies and other documents relevant to the technical assessment, and to land use planning and development in the Structure Plan Area. A full list of policies and documents reviewed is provided in the Reference section of this report.

4.1 National policy

4.1.1 POLICIES

Infrastructure Australia is Australia's national independent infrastructure advisor. It has released various reports advising governments, industry and community on the investments and reforms needed to deliver better infrastructure for all Australians.

Infrastructure Australia reports reviewed for this assessment included:

- *An Assessment of Australia's Future Infrastructure Needs – The Australian Infrastructure Audit* (2019)
- *Planning Liveable Cities – A place-based approach to sequencing infrastructure and growth* (2018)
- *Reforms to meet Australia's future infrastructure needs: 2021 Australia Infrastructure Plan* (2021).

4.1.2 POLICY DRIVERS

Key themes identified in the policies are discussed below.

4.1.2.1 Australia's growing cities

Australia's population is projected to increase by over 11 million from 2017 to 2047. Around 80 per cent of this growth will be in the five largest cities of Sydney, Melbourne, Brisbane, Perth and Adelaide.

Infrastructure Australia's *Planning Liveable Cities* report highlights the need for Australia's cities to transform from 'suburban' cities into 'urban' cities to accommodate this growth. A greater focus on infill development to increase the density of already-developed areas is emphasised. The Draft Box Hill Structure Plan (Box Hill Structure Plan) for SRL East will deliver growth in established areas of Melbourne and will assist in accelerating change, helping to transform suburban centres into vibrant urban centres.

4.1.2.2 Delivery challenges for liveability

Rapid population growth and increasing density in urban areas pose challenges for maintaining and enhancing the liveability of cities and places.

Infrastructure Australia defines a 'liveable community' as one where it is 'easy and comfortable to carry out day-to-day life, for a range of different people'. This acknowledges the critical role of community infrastructure or 'social infrastructure' in delivering the liveability of a place by enhancing the quality of life, supporting the nation's wellbeing, and building communities as well as contributing to economic success.

To maintain the liveability of places during rapid population growth, Infrastructure Australia notes a need for Australia's cities to become more agile and innovative in how essential community services are delivered.

This community infrastructure needs assessment identifies constraints to delivering community infrastructure in the Box Hill Structure Plan Area. These constraints are primarily due to land availability and ownership as well as competition for other uses. Section 5.4 provides case studies of innovative models for meeting community infrastructure needs.

4.1.2.3 Unequal access, diverse users and changing needs of local communities

Infrastructure Australia highlights there is currently unequal access to and quality of community infrastructure depending on location. Inner cities are generally better resourced than outer suburbs and regions.

Achieving the right facilities in the right places means providing community infrastructure that can best accommodate the needs of all Australians, particularly considering older Australians, people with disabilities, and Aboriginal and Torres Strait Islander peoples.

Infrastructure Australia analysis[2] found that Australia's infrastructure facilities and networks are often ageing and not fit-for-purpose, particularly in sectors such as education. Infrastructure Australia's vision is for community infrastructure to be multi-purpose and closely integrated in communities. This will see more accessible, adaptable and high-quality facilities and spaces that can effectively respond to changing community needs – such as the flexible, multi-purpose community hubs addressed in this assessment for Structure Plan Areas.

Infrastructure Australia recognises that to drive collaboration, job creation, learning and innovation, there is a need for partnerships to create shared, well-used facilities and to enable the co-location of social infrastructure. Under the reforms that Infrastructure Australia proposes, compatible facilities such as schools, technical and further education facilities (TAFEs), health care facilities and sporting fields will be available for shared use all year and all week round – as is also considered in this assessment.

There is also a strong focus on health infrastructure given Australia's ageing population and increasing levels of chronic diseases, and the ability to respond to a major crisis such as COVID-19.

The derived implications, key drivers and priorities for the Box Hill Structure Plan Area are:

- Provide equal access to community infrastructure
- Provide quality, fit-for-purpose and adaptive community infrastructure
- Potential for partnership agreements.

4.2 State policy

4.2.1 POLICIES

The key Victorian Government policies and strategies, and other policy related reports relating to sports and recreation, art and culture, public health, education and kindergartens reviewed for this assessment were:

- *Active Victoria 2022–2026 – A Strategic Framework for Sport and Active Recreation in Victoria* (DJPR 2022)
- *Best Start, Best Life. Transforming Early Childhood Together* (Department of Education 2023)
- *Draft Eastern, Inner South East Metro, and Southern Region Land Use Framework Plans* (DELWP 2021)
- *Getting more from school grounds: sharing places for play and exercise (*Infrastructure Victoria 2024)
- *Growing Together* (Infrastructure Victoria 2020)
- *Plan Melbourne 2017–2050* (DELWP 2017)
- *Plan Melbourne 2017–2050 Addendum* (DELWP 2019)
- *Victoria's Infrastructure Strategy 2021–2051* (Infrastructure Victoria 2021).

These policies, strategies and reports are explained more below, organised under the four policy drivers of:

- Responding to Victoria's changing infrastructure needs
- Delivering 20-minute neighbourhoods for liveability
- Supporting population health and wellbeing through sports and recreation infrastructure

[2] Infrastructure Australia 2019, Australian Infrastructure Audit 2019, Infrastructure Australia, Sydney, p 417.

- Early education and kindergarten reforms delivering universal access.

4.2.2 POLICY DRIVERS

4.2.2.1 Responding to Victoria's changing infrastructure needs

Victoria's Infrastructure Strategy 2021–2051 sets 10 objectives for developing the state's infrastructure. Three of these objectives relate to community infrastructure:

- Prepare for population change – provide sufficient and suitable infrastructure to meet population and demographic changes
- Foster healthy, safe and inclusive communities
- Reduce disadvantage – everyone has access to community, sport and recreation facilities regardless of context.

A key intent of SRL East is to provide well-located, well-designed and flexible community infrastructure which meets the future populations in SRL East Structure Plan Areas. This is the intent of the recommendations provided in this report.

Growing Together considers the management of Victoria's population growth while maintaining the liveability and productivity of its neighbourhoods and communities. *Growing Together* identifies opportunities to better plan and deliver infrastructure in established suburbs, including by upgrading and encouraging more sharing of existing community infrastructure, and co-locating services or new community infrastructure in community hubs.

Growing Together acknowledges that while the per-capita need in a given population is vital for determining supply, it is not the only method that should be used, particularly as established and growing populations increase the complexities involved.

Getting more from school grounds: sharing places for play and exercise highlights the limited access to sporting infrastructure across the metropolitan area, and the opportunity for school grounds to provide recreational access and community hub functions. The report acknowledges challenges in securing land parcels of adequate size to host sporting infrastructure such as fields including cost of land acquisition and finds that optimising community assets will provide greater financial benefit through efficient use of space. Recommendations of the report are to:

- Prioritise which government school grounds could deliver the greatest benefit if they were shared with local communities outside school hours
- Give these schools extra help for maintenance if they voluntarily share their grounds outside school hours
- Offer funding for upgrades to incentivise shared access outside school hours.

These drivers have shaped the considerations in Section 6 and recommendations in Section 7 of this report, particularly the use of alternative approaches to providing community infrastructure.

The draft ***Eastern, Inner Southeast Metro, and Southern Region Land Use Framework Plans (LUFP)*** address infrastructure at a regional level, and make the following directions relating to strong communities:

- Support the provision of a range of sporting and active recreation facilities
- Plan for major social infrastructure at a regional level
- Deliver health and education services in strategic locations
- Support a network of activity centres to anchor 20-minute neighbourhoods across the region
- Identify opportunities to maximise the use of existing space by encouraging the use of public land such as school grounds or golf courses for open space and recreation activities.

These directions and the advice from Infrastructure Victoria (referenced above) have shaped the considerations in Section 6 and recommendations in Section 7 of this report, particularly the use of alternative approaches to providing community infrastructure.

4.2.2.2 Delivering 20-minute neighbourhoods for liveability

Plan Melbourne 2017–2050 is the Victorian Government's long-term metropolitan planning strategy, guiding the way the city will grow and change to 2050. The ***Plan Melbourne Addendum*** (2019) updated Melbourne's projected population, housing and employment growth as well as key land use and transport planning. Plan Melbourne is supported by the principle of 20-minute neighbourhoods and 'living locally', with people accessing most of their daily needs within a 20-minute walk from home (equating to approximately 800 metres). The 20-minute neighbourhood principle recognises that due to the specialised and diverse nature of work, many people will still need to travel outside this 20-minute neighbourhood for work. The key features of a 20-minute neighbourhood are shown in Appendix A.

The 20-minute neighbourhood concept was adopted as a key tool for this assessment of community infrastructure. The recommendations in this report seek to meet most community everyday needs within a 20-minute journey from home by walking, cycling, riding or public transport.

4.2.2.3 Supporting population health and wellbeing through sports and recreation infrastructure

The Australian Sports Commission's ***The Value of Community Sport Infrastructure*** (2018) highlights that sports and recreational infrastructure boosts productivity due to increased physical activity and reduced illness and generates nearly half a billion dollars in estimated benefits to the Australian health system each year.

Additionally, ***Active Victoria 2022–2026*** estimates there will be 1.5 million more regular participants in physical sport by 2038, with more than 5000 new sport and active recreation facilities designed and required to suit the needs of all users. *Active Victoria* highlights the importance of safe, coordinated and connected sport and active recreation which supports multiple outcomes, such as walking infrastructure surrounding sport facilities to support recreational activities and active travel.

Active Victoria identifies that councils have implemented regional sporting facilities without the guidance of a regional strategy and so without consideration of a holistic approach to gaps, trends and needs across municipalities. It notes that funding for councils limits their ability to provide new facilities, and that councils rely heavily on state, federal and commercial partnerships to deliver regional-level projects. Given the limited ability of councils to provide local and regional facilities, this broader regional strategy finds that diversity of participation can be delivered more efficiently when facilities are considered in their regional context.

These policies confirm that consideration of sport and recreation facilities are crucial community infrastructure, and their provision should be included in the Box Hill Structure Plan Area, and if required be delivered at a regional level.

4.2.2.4 Early education and kindergarten reforms delivering universal access

Best Start, Best Life: Early learning for all children is a suite of early childhood education reforms that will see Victoria become the first Australian state or territory to provide children universal access to two years of free kindergarten:

- 3-year-old kinder will increase to 15 hours per week by 2029
- The current 4-year-old kinder will transition to a 30-hour a week pre-prep program by 2036.

To support the reforms, the Victorian Government will build approximately 180 kindergartens on school sites. Grants to contribute to the development of kindergarten infrastructure will be provided through its Building Blocks strategy. Fifty new early learning and childcare centres (long day care) will be established in areas of greatest need, with the first opening by 2025.

As part of the kindergarten reforms, the Victorian Government is working with local governments to update **Kindergarten Infrastructure Service Plans (KISPs)**. KISPs provide a mechanism for the Department of

Education and local councils to share information and agree on the supply (capacity) and need for funded kindergarten in municipalities.

KISPs forecast the need for 3 and 4-year-old kindergarten and outline expectations for how to meet that need. They assess existing capacity, the need to build new or expand existing capacity, and the role of different providers (government and private).

While current KISPs estimate the potential level of unmet need in a municipality and communities defined at the Statistical Area Level 2, these estimates were developed in 2019. Updates to KISPs are anticipated to be complete in 2025.

4.3 Local policy

4.3.1 POLICIES

Whitehorse City Council policies, strategies, plans and other documents relevant to community infrastructure reviewed:

- *Box Hill Transit City Activity Centre Structure Plan (2007)*
- *Arts & Cultural Strategy 2014–2022 (2014)*
- *Council Plan 2021–2025*
- *Council Vision 2040*
- *Health and Wellbeing Plan (2021–2025)*
- *Melbourne East Regional Sport and Recreation Strategy* (Inside Edge 2016)
- *Municipal Youth Plan 2014–2018*
- *Recreation Strategy 2015–2024 (2015)*
- *Whitehorse Libraries Library Plan 2021–2025*
- *Indoor Sports Facility Feasibility Study (2020)*
- *Advocacy for Box Hill Public Realm Outcomes (2024)*
- *Whitehorse Development Contributions Plan (DCP)*
- *Whitehorse Planning Scheme.*

4.3.2 POLICY DRIVERS

4.3.2.1 Summary of key policy direction

The first policy driver is the emphasis on the need to create liveable and accessible built environments. To achieve this, there is commitment for the 20-minute neighbourhood concept to influence community facility location planning to ensure ease of navigation.

The second policy driver is for built environments which support and encourage healthy and active behaviours. This comes in the form of walkability, having community infrastructure close to home as well as creating sport and recreation destinations throughout the community.

Another policy driver is fostering a collective approach to sport and recreation infrastructure, which encourages efficient provision of regional-level infrastructure that can be shared across local government areas.

Additionally, there is a policy driver of supporting arts, culture and innovation in the municipality, specifically in the form of providing physical spaces that the community can easily access and participate in the sectors.

The final policy driver is the development of flexible community spaces that can meet the current needs and adapt to the future needs of the community. This links to sustainable community infrastructure provision, which is also efficient as it means that existing facilities can be upgraded to increase capacity and the number of new facilities can be reduced.

Details of each of the above key policy directions are summarised in Table 4.1.

TABLE 4.1 LOCAL POLICY DRIVERS

THEME	KEY LOCAL POLICY DRIVERS
Liveable and accessible built environments	**Council Vision 2040; Whitehorse Health and Wellbeing Plan (2021–2025); Whitehorse Local Planning Scheme** • Maintain and enhance the built environment to be 'loveable' and 'accessible'. • Implement the 20-minute neighbourhood concept. • Strengthen and advocate for well-connected neighbourhoods and ensuring that public facilities, particularly community infrastructure are easy to access and navigate to. • Encourage the location of social and cultural infrastructure in activity centres as they are typically highly accessible areas and transit-oriented given the density of civic and commercial activities.
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • Provide community infrastructure in accessible locations, preferably in Activity Centres. • Apply 20-minute neighbourhood concept (new community infrastructure within an 800-metre walk from the SRL East station).
Built environments that encourage healthy and active behaviours	**Whitehorse Health and Wellbeing Plan (2021–2025); Whitehorse Recreation Strategy 2015–2024; Indoor Sports Facility Feasibility Study (2020)** • Community works best when people can move freely and connect in a healthy and safe environment. • A strong emphasis on healthy lifestyles requires built environments that enable an active community. • Provision of sport facilities and diversity of these, that are safe and accessible to all, play an important role in encouraging the healthy behaviours of residents and visitors. • Prioritise investment in existing and new facilities (maintenance, renewal and/or upgrade) to increase accessibility and accommodate multiple users.
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • As identified in the Indoor Sports Feasibility Study3 , and during consultations with the Whitehorse City Council, the preference is to upgrade, extend and improve existing facilities (indoor courts) to meet sporting facility requirements. • Provide sport facilities that are safe and accessible, with existing facilities maintained, renewed or upgraded. • Highest priority sports that need additional facilities are table tennis, basketball, badminton, futsal, gymnastics, volleyball, indoor cricket, netball and fencing. • Basketball, table tennis and netball have the greatest needs in the short term, and by meeting the some of the needs of the larger sports, the smaller sports may also be served.[4] • The growth of Box Hill's cohort of older residents is slowing while the number of school-aged children is growing, along with people aged 18 to 24 years, many of them international students with low incomes. The Indoor Sports Feasibility Study predicts the growth of non-Australian born residents will increase demand for sports such as basketball and racquet sports.[5]

[3] More than 630 people were consulted, including all peak bodes for indoor sports, facility providers, schools and clubs.

[4] Indoor Sports Facility Feasibility Study (2020), Whitehorse City Council

[5] Indoor Sports Facility Feasibility Study (2020), Whitehorse City Council

THEME	KEY LOCAL POLICY DRIVERS
Collective approach to sport and recreation infrastructure	**Melbourne East Regional Sport and Recreation Strategy** • Regional-level sport and recreation facilities play an important role in contributing to the health and wellbeing of communities and generally serve a broad catchment and cater for a diverse range of activities. • Identifies the current gaps in regional facility provision, requiring commitment and input from a range of stakeholder groups due to the size and scale of projects. • Regional facility provision requires collaboration between Councils and facilities will be shared.
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • Consider shared facilities when developing the Structure Plan Area as not every precinct along the SRL East corridor will require a regional sport and recreation facility. • Adopt a collective approach to infrastructure delivery to avoid duplication of facility service provision across local government boundaries.
Spaces for innovation and creativity	**Council Vision 2040; Arts and Cultural Strategy 2014–2022; Whitehorse Planning Scheme** • Emphasis on access to spaces that encourage innovation and creativity, including art, craft and innovative practices. • The value of local creative spaces is highlighted - key public spaces that are essential for producing a strong cultural environment • Recognizes Councils' core role in the provision of arts and cultural infrastructure • Identification that the Box Hill Community Arts Centre is operating at close to capacity - increasing its inability to meet demand for space, time and programs. • Need for increased studio space for the municipality. • Multi-functional spaces are important for accessibility and participation, including neighbourhood and community centres and libraries. • Presence of arts and culture as a professional pursuit, a leisure or social outlet, an entertainment or an environmental enhancement is a significant contributor to an active, vibrant and sustainable community.
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • Providing arts and cultural spaces in community hubs, for example, are seen as beneficial and accessible for the community.
Youth-friendly places	**Whitehorse Municipal Youth Plan 2014–2018; Arts and Cultural Strategy 2014–2022** • Youth benefit from tailored services and spaces, that are safe, accessible and inclusive for all young people. • Commitment to continued provision of facilities, infrastructure, services and activities to benefit and support young people. • Youth spaces are important, particularly spaces that allow young people to participate in arts, cultural and heritage. • A lack of suitable 'young people-friendly' venues can be a barrier to their involvement with arts and cultural activities.
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • Consider providing youth-friendly places with other civic facilities such as arts and cultural spaces in community hubs.
Flexible spaces for diverse activities	**Whitehorse Planning Scheme; WML Library Plan 2021–2025** Objective to provide fairer distribution of and access to, social and cultural infrastructure. • Plan and design community places and buildings which can adapt to population changes and different work / social life patterns and changes. • Strategic goals and priorities for libraries are set, including to provide a range of services that respond to the diverse and evolving needs of the community. • There is a need to review and redesign services to reduce barriers to access and reduce gaps in service. • Provide opportunities for lifelong learning and economic and civic participation.

THEME	KEY LOCAL POLICY DRIVERS
	Implications, key drivers and priorities for the Box Hill Structure Plan Area: • Deliver community services and infrastructure that support a diverse, inclusive, participatory, caring and healthy community. • Provide community infrastructure such as libraries that are flexible for diverse activities and user groups. • Community infrastructure should contribute to local community development with improved meeting places, neighbourhood hubs, access to services, and public spaces that encourage community activity and interaction.[6] • The Box Hill Transit City Activity Centre Structure Plan[7] identifies opportunities for consolidating council services to include meeting spaces and cultural, community and educational facilities in a single location. Ideally, this consolidated hub will be located in the Box Hill Structure Plan Area.

[6] Box Hill Transit City Activity Centre Structure Plan (2007)
[7] Box Hill Transit City Activity Centre Structure Plan (2007)

5 Drivers for change

This section reviews social trends such as changes in participation in sports, and contemporary models of infrastructure provision approaches and considers case studies that could influence decision making regarding community infrastructure provision.

5.1 Contemporary community infrastructure provision approaches

Local governments are the main providers of community infrastructure, particularly at the local level. However, the delivery of an integrated network of local, district and regional community infrastructure is shared across local, state and federal government levels, not-for-profit organisations, community organisations, and the private sector.

There To meet the growing needs of the community there are many ways to deliver community infrastructure that creates value through co-location, partnerships and re-investment in existing models. Examples include:

- Establishing community infrastructure within community hubs
- Sharing the use of existing community infrastructure to maximise use and efficiency of spaces and buildings, and decrease replication and new development pressures – shared use agreements can be made with schools or other facilities that have singular uses or user groups
- Public private partnerships (PPP) where government and the private sector work together to plan and deliver resources and major projects – this might include government providing incentives to deliver public assets or services
- Augmenting existing infrastructure to maximise economic value and environmentally sustainability and deliver efficiency in time and co-location of services
- Increasing capacity and use of existing and planned sports courts and fields may be viable solutions – this includes increasing playable hours of existing facilities by providing lighting, turf upgrades and other measures.

A review of local government approaches to providing community infrastructure identified four broad themes in contemporary approaches to delivering community infrastructure. These are shown in Figure 5.1. The themes highlight the importance of clustering services in a location, flexibility in design and usage, and optimising the availability of existing facilities through specific enhancements, as well as shared use arrangements.

These approaches or models can support effective delivery of community infrastructure for the future population of the Structure Plan Area by optimising existing facilities, delivering new flexible assets that can be adapted over time to meet changing community needs, and leveraging investment through partnerships and the shared use of third-party facilities (such as university and school gyms, courts and fields) by the broader community. These and other innovative approaches are increasingly central to contemporary community infrastructure provision. In a dense urban context, a range of solutions are typically required to meet community infrastructure needs.

FIGURE 5.1 THEMES OF INNOVATIVE SERVICE DELIVERY MODEL CASE STUDIES

5.1.1 CO-LOCATION FOR ENHANCED AMENITY, ACCESSIBILITY AND ACTIVATION

Co-location and shared use of community infrastructure facilities is recognised as a best practice approach to improve activation and decrease demand on facilities. Co-locating community infrastructure increases operating efficiencies and community accessibility as well as use of the infrastructure or services.

Clustering key services and facilities means that people are more likely to walk, cycle, or use public transport when they can easily participate in various activities at a single location.

Co-locating facilities can also allow the pooling of resources to provide and fund better facilities, more efficient use of limited resources, enhanced synergies between different service providers, and greater opportunity for community capacity building and social connection, particularly for vulnerable or socio-economically disadvantaged groups.

Examples of potential facilities that could be co-located in the Structure Plan Area include:

- Community hub with a library at the core – which is often co-located with or adjacent to a civic centre / activity centre / retail centre, train station, town hall, primary school, childcare centre
- Family and community centre incorporating a maternal and child health centre, kindergarten and multi-purpose spaces for community groups and playgroups
- General practitioner medical centre, maternal and child health facility and youth space in a single facility
- Sport and recreation hub that incorporates outdoor playing courts, fields and/or indoor courts (often co-located with passive open space)
- Aquatic facilities with gyms, multi-purpose courts and other bookable spaces.

5.1.2 MULTI-PURPOSE COMMUNITY HUBS: EFFICIENT AND ADAPTABLE TO CHANGING COMMUNITY NEEDS

Multi-purpose community hubs have been a common approach to community infrastructure planning, where clusters of community facilities, services, activities and programs provide a single access point, often within a single building, or several buildings in a dedicated location.

Community benefits are maximised when community hubs are located near population centres and other essential services or key destinations such as retail centres. Community hubs also need to be located near public and active transport routes to optimise their use and promote equitable access.

Community hubs encourage greater interaction and cohesion between residents and service providers. They optimise the use of land and support infrastructure such as car parks and pavilions, reducing car travel, encouraging social interaction, reducing maintenance requirements and enhancing sustainability. Travel accessibility is critical when considering a hub model.

There has been a trend in Victoria / Australia whereby local governments are shifting away from providing new small-scale community centres such as neighbourhood houses. This is due to management and insurance issues, and the preference for these facilities to be community-managed, although this is difficult to achieve. The more contemporary model of community floorspace is in the form a larger community hub with integrated facilities.

The design of community hub facilities should (where possible) explore providing adjoining open space such as playgrounds, green space, fields or playing courts. Community hubs often provide:

- Library floorspace – as the core, anchor use
- Community meeting spaces for hire or general use (a range of sizes)
- Smaller sport and recreation spaces, including indoor and rooftop courts, or co-located outdoor courts
- Local services – including council and other health and social services, which may include maternal health services, disability services, and childcare services
- Health and wellbeing activities and programs
- Arts or cultural spaces, including makers' spaces for community participation
- Childcare (long day care), youth spaces and other age-specific spaces.

5.1.3 OPTIMISING EXISTING FACILITIES THROUGH PHYSICAL RENEWAL AND SERVICE PLANNING APPROACHES

Optimising existing facilities can be an efficient approach to meeting growing needs on community infrastructure, especially when vacant land is limited. Possible opportunities to optimise existing facilities could include renewal, upgrading or retrofitting and/or expansion.

Common approaches of optimising existing facilities include:

- Improved and upgraded lighting, including lighting to support night-time use
- Improve soil, natural grass selection irrigation and drainage to improve condition and longevity of fields during play and in wet and dry season conditions
- Upgrade sports surfaces – improving oil, natural grass selection, irrigation and drainage can sustain double the use (playable hours) with synthetic and hybrid surfaces can sustain up to three times the use (playable hours) of natural turf and provide high-quality, multi-use opportunities
- Adding shared, flexible pavilions and facilities
- Increasing floorspace or acquiring adjacent land to expand (or to add another co-located service)
- Using rooftop space (such as rooftop playing courts).

These approaches can increase supply (often defined as playable hours in regard to sport and recreation facilities) to meet growing need on existing community infrastructure facilities while enhancing the quality of the service provided to the community.

Optimising the capacity of sports fields over seeking to provide new fields is particularly important in denser urban areas given the large sites they require.

5.2 Social connection

The City of Melbourne **Creative Strategy 2018–28** identifies that more than 40 per cent of the municipality's residents are born overseas and one third speak a language other than English. Libraries are a key community facility that promote participation for people from diverse backgrounds, as well as equity of access to information, activities and resources.

The City of Melbourne **Future Libraries Framework** (2021) details how the municipality's culturally diverse and changing population has affected decision-making about the function of its libraries. It identifies opportunities to use libraries 'as the living rooms of the city' providing social functions by bringing people together and creating a sense of belonging'.

The Future Libraries Framework is relevant to all local government areas and sets priorities to offer more in-person activities at the municipality's libraries as well as learning programs and multi-purpose community spaces, including outdoor learning and gathering places. A priority is getting the right balance between allocating space to different functions according to community need.

5.3 Changing sports participation trends

The Sport Aus report, **Emerging Sport Participation Trends** (2021) provides insights into how organised sport in Australia is changing to inform community infrastructure planning. The report highlights that:

Many Australians are shifting from traditional organised sport to recreational activities with more flexibility to fit into their busy lives such as walking, running, cycling and bushwalking

'Hybrid sports', incorporating simulated sport in a digital environment, are emerging and will continue to increase in sophistication, popularity and affordability, competing more with traditional sports

These shifts have apparently accelerated, especially for women and older Australians following COVID-19, while adult men seem to be more likely to play socially distanced sports such as golf and surfing.

Emerging Sport Participation Trends outlines opportunities for sporting organisations to respond to these trends by providing more flexible activities with less emphasis on the more traditional elements of organised sport, focusing instead on social participation opportunities. The report encourages sporting organisations to consider how to increase organised sport participation for women.

The Victorian Government's **Active Victoria 2022–2026** is a strategic framework to meet demand for sport and recreation, broaden choices and make participation more inclusive. This includes by providing multi-functional facilities with recreational spaces that include elements such as grassy open spaces, trails, play spaces and sporting facilities.

While participation trends for specific sports vary across different areas, some local governments have undertaken their own research to identify local sporting trends.

This broad range of sports and recreational activities popular in the community highlights the importance of flexible, adaptable spaces. In a denser urban environment, these are often provided in multi-use indoor recreation facilities and community hubs as well as other facilities delivered by schools, universities and other third-party providers.

5.3.1 SHARED USE AGREEMENTS AND OTHER PARTNERSHIP-BASED ARRANGEMENTS

Education institutions typically include facilities such as halls, indoor and outdoor courts, and playing fields. Shared use agreements with these institutions, such as schools (public and private), universities and TAFEs, is an approach promoted by Infrastructure Australia. Shared use increases the available supply of facilities and reduces the cost to councils to supply and mange facilities.

Formal agreements between councils and public schools allowing community access to school facilities generally requires a Joint Use Agreement (JUA) between the Department of Education and the relevant council. These JUAs protect any significant investments of a council to improve school facilities, which may be required to upgrade school facilities to an acceptable standard for community use.

Other models for providing community infrastructure in urban areas include long-term leases to a community infrastructure provider of floorspace in commercial developments. For example, a library in a shopping centre. This can include:

- Long-term or in-perpetuity leases – providing exclusive use of a facility to a community-based organisation (which may be a not-for-profit or for-profit social enterprise) at no or low cost
- Fixed-term licence agreements – selected community-based organisations hold a licence to occupy space for a fixed fee and period (usually 5 to 10 years) during designated hours.

These models offer solutions in areas where it is challenging to develop new facilities due to availability of land and resources. There are some limitations, including their suitability for competition standard sport and reliability as a source of community infrastructure in perpetuity:

- Shared use agreements rely on those facilities being available to broader communities into the future, which depends on choices made by the owning entities on future use of their land
- Long-term leases of commercial floorspace for community infrastructure presents constraints, because the assets do not provide the same degree of flexibility of stand-alone facilities on dedicated sites which can accommodate future growth or redevelopment
- Shared use and partnerships agreements offer an opportunity to meet some of the local need for sports fields, particularly for use (junior sport, training, informal use, activity programs) that does not require use of competition-standard facilities increasing potential participation opportunities and freeing up demand on competition standard facilities.

5.4 Case studies

Local, national and international case studies were reviewed to consider the approach to providing community infrastructure at different locations (see Appendix C). Selected case studies include:

- Clayton Community Centre, Melbourne
- Manning Community Centre, South Perth
- Green Square Library, Sydney
- Jubilee Park Stadium, Frankson, Victoria.

The key learnings from these studies relate to siting of facilities, the co-location of services, adaptable and flexible spaces, and upgrading considerations.

Clayton Community Centre

The Clayton Community Centre is located close to public transport and the main shopping area, which increases accessibility for members of the community. Co-location of facilities has increased knowledge of the level of service available as well as the overall use of the facilities.

It is reported that being located next to an aged care facility has increased access to community facilities for these residents, particularly health and wellbeing related services. The library and aquatic centre have served as an anchor service of the centre, with the library seen as the 'lounge room of the community'.

Wide consultation with the community over the planning and operational phases of the project is noted as a key to success, by bringing the community on the journey and providing a space for them to have their say.

Initial resistance was reported from an incumbent user group concerning opening up a particular facility to a broader user group. Equitable access was eventually secured for all user groups as a result of persistent negotiation to demonstrate the benefits. The importance of partners having a shared understanding of the vision to address community needs was key to success.

Manning Community Centre

The Manning Community Centre provides sustainable, modern and multi-purpose spaces for groups and the community. Spaces are integrated, with pedestrian-orientated development, with linkages between existing infrastructure and, as part of phase two development, connection with a retail precinct.

Green Square Library and Plaza

The Green Square Library and Plaza is located close to public transport and the main shopping area, which increases accessibility for community members. By placing the plaza above the library, it can be used by residents of future developments around the site, bringing more people into the area and to the broader facilities on offer. Green Square more broadly, provides housing closer to jobs, major health facilities and transport corridors.

Jubilee Park

Jubilee Park is located on the edge of the Frankston Activity Centre. The Jubilee Park master plan includes several projects and stages:

- Jubilee Park Stadium
- 13 outdoor netball courts
- Upgraded lighting for football night games and training
- New cricket nets
- New play space.

The combination of upgrades – upgraded lighting for football night games and training, new sports pavilion with female-friendly and accessible facilities – and new facilities, further enhances use of the overall precinct by expanding operating hours and broadening appeal to a wider cross-section of the community.

5.5 Alternative delivery options – benefits and considerations

Multi-purpose community hubs

A new community hub located centrally within a highly active part of the Structure Plan Area where other community infrastructure, retail and other amenities are located will provide many community benefits.

Co-locating community infrastructure and civic services into a hub will allow pooling of resources to efficiently fund better facilities. It will enable a more efficient use of limited resources, enhance synergies between different service providers, and provide greater opportunity for community capacity building and social connection, particularly for vulnerable or socio-economically disadvantaged groups.

Multi-purpose community hubs align with Whitehorse City Council preferences and policy directions.

Retaining and upgrading the existing community hub will limit opportunities to provide a space that is fit for purpose, and constrain the types and number of services available.

Libraries

Contemporary libraries are typically provided as an anchor to a multi-purpose community hub or co-located with other community facilities and uses. These facilities are considered to be a major driver of foot traffic, which supports life and dwell time within activity centres.

Providing a large new library space in place of the existing outdated and constrained library would align and maximise these trends and benefits, as well as aligning with Whitehorse City Council findings requiring a new library

Neighbourhood house

As outlined in the drivers for change section, there is a local government trend that preferences multi-use hub models of community floorspace to support demand for a broader range of community facilities in one location. Providing community hubs is the more contemporary option over stand-alone and smaller community centres and is appropriate to high-density environments.

Reviewing the future of existing neighbourhood houses gives Whitehorse City Council the opportunity to work with service providers and the community to identify and confirm the future of these facilities.

Youth

The youth population and consideration of local demographic needs may warrant a large stand-alone facility, or integrated spaces as part of a community hub. If determined by local service providers, there could be benefits in providing dispersed facilities to enable access closer to home.

This assessment recommends that incorporating spaces close to a multi-modal transport hub within the activity centre will provide greater equity and desirability for the Structure Plan Area population, while providing access to the 1.6-kilometre local catchment.

Indoor courts

Indoor court provision was identified as an overwhelming need in engagement with Whitehorse City Council, reflecting the strong community demand for this type of sporting facility.

Delivering a district-level 5+ court facility within the Box Hill Structure Plan Area will respond to this need and aligns with trends in provision as well as Whitehorse City Council preferences. It could also help meet the growing demand for these facilities within the neighbouring Burwood Structure Plan Area, located less than 5 kilometres away.

Locating this facility centrally could help generate increased foot traffic and lead to further activation of local amenities, especially when co-located with other community infrastructure, retail or amenities. Their extended hours of use can also support activation and increase safety beyond the hours of other co-located community facilities.

5.6 Community infrastructure planning principles

The following principles have been developed through the policy review and drivers for change review. These principles guide the community infrastructure needs assessment and candidate site identification:

- New community infrastructure should be locally accessible within the 20-minute neighbourhood maximising walking, cycling and public transport networks to foster healthy communities and contribute to the network of local community
- Located in an activated area, where other community infrastructure, retail or other amenities are provided
- Provide value for the community by maximising the use of existing infrastructure, particularly where highly accessible, and where serves multiple functions
- Ability to co-locate with other community infrastructure
- Have the capacity or flexibility to meet changing needs over time - recognising that communities evolve, and infrastructure plans should be flexible enough to adapt to changing need and environment

- Has, or is anticipated to have, availability to be developable within the structure planning period.

An additional site consideration is land ownership. The following prioritisation approach is proposed:

- As the primary service provider, utilisation of Council land where possible as a priority
- The next preference is for state-owned land and new acquisition as a last priority.

By prioritising Council land, costly and timely processes associated with securing adequate land can be minimised.

6 Box Hill assessment

This section outlines the findings of the assessment of current and future community infrastructure needs in the Box Hill Structure Plan Area. It uses the methodology outlined in **Section 2** and considers the changing development context described in **Section 3**. The implications identified in the policy review in **Section 4** and the key drivers in **Section 5** are considered.

6.1 Existing and planned community infrastructure

A range of community infrastructure types are located within the 1.6-kilometre local catchment. These include a library, creative spaces, youth space, community hubs, neighbourhood houses, maternal and child health services, sporting courts and fields.

Existing and planned local community infrastructure are shown in Figure 6.1. Sport and recreation infrastructure in the 1.6-kilometre local catchment classified as district infrastructure is also shown, given the role of these facilities in meeting local community needs.

District and regional community infrastructure servicing local needs are shown in Figure 6.2 and Figure 6.3.

There is a significant amount of community infrastructure present within the catchments. A list of these facilities is provided at Appendix C.

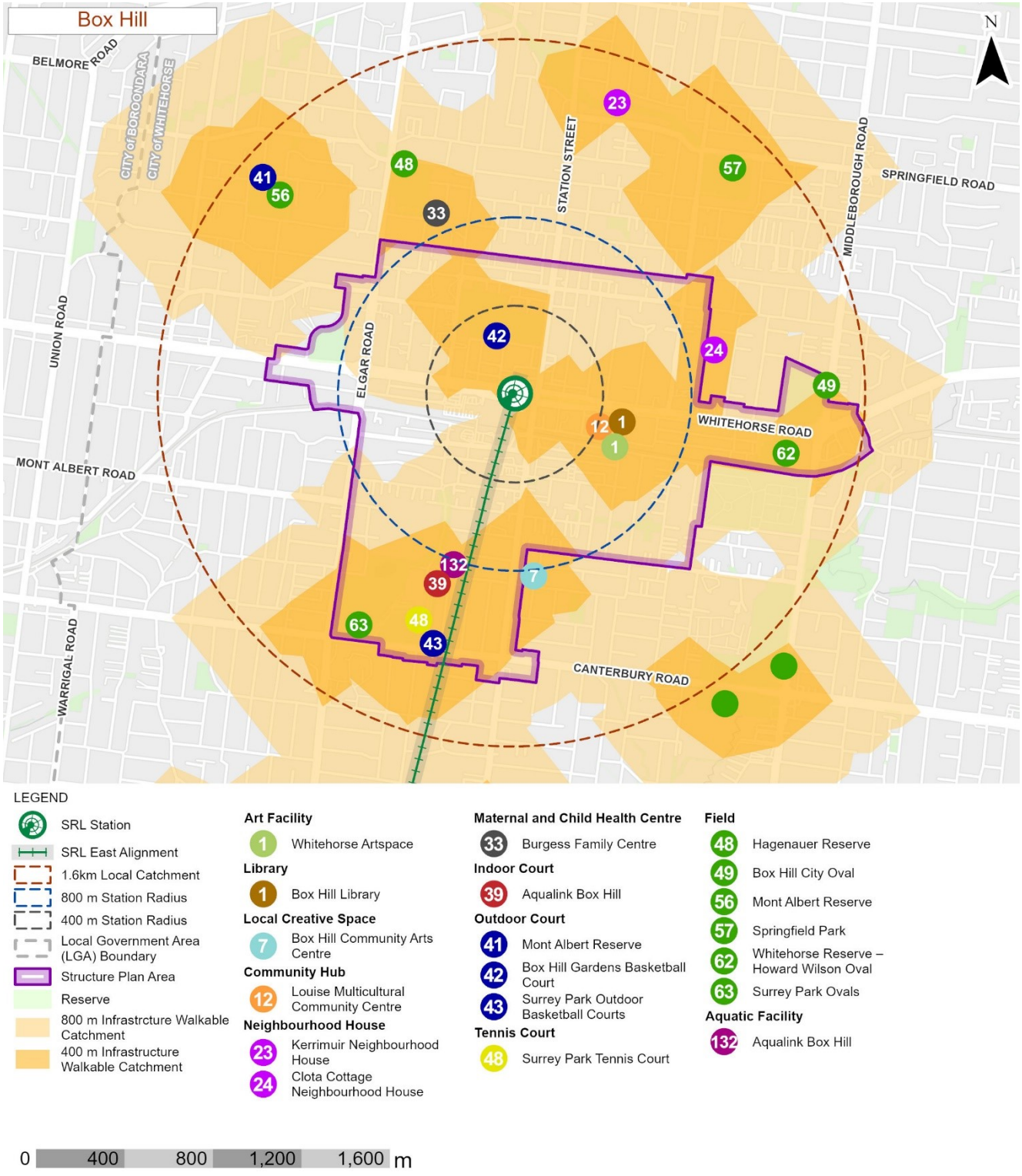

FIGURE 6.1 EXISTING AND PLANNED COMMUNITY INFRASTRUCTURE

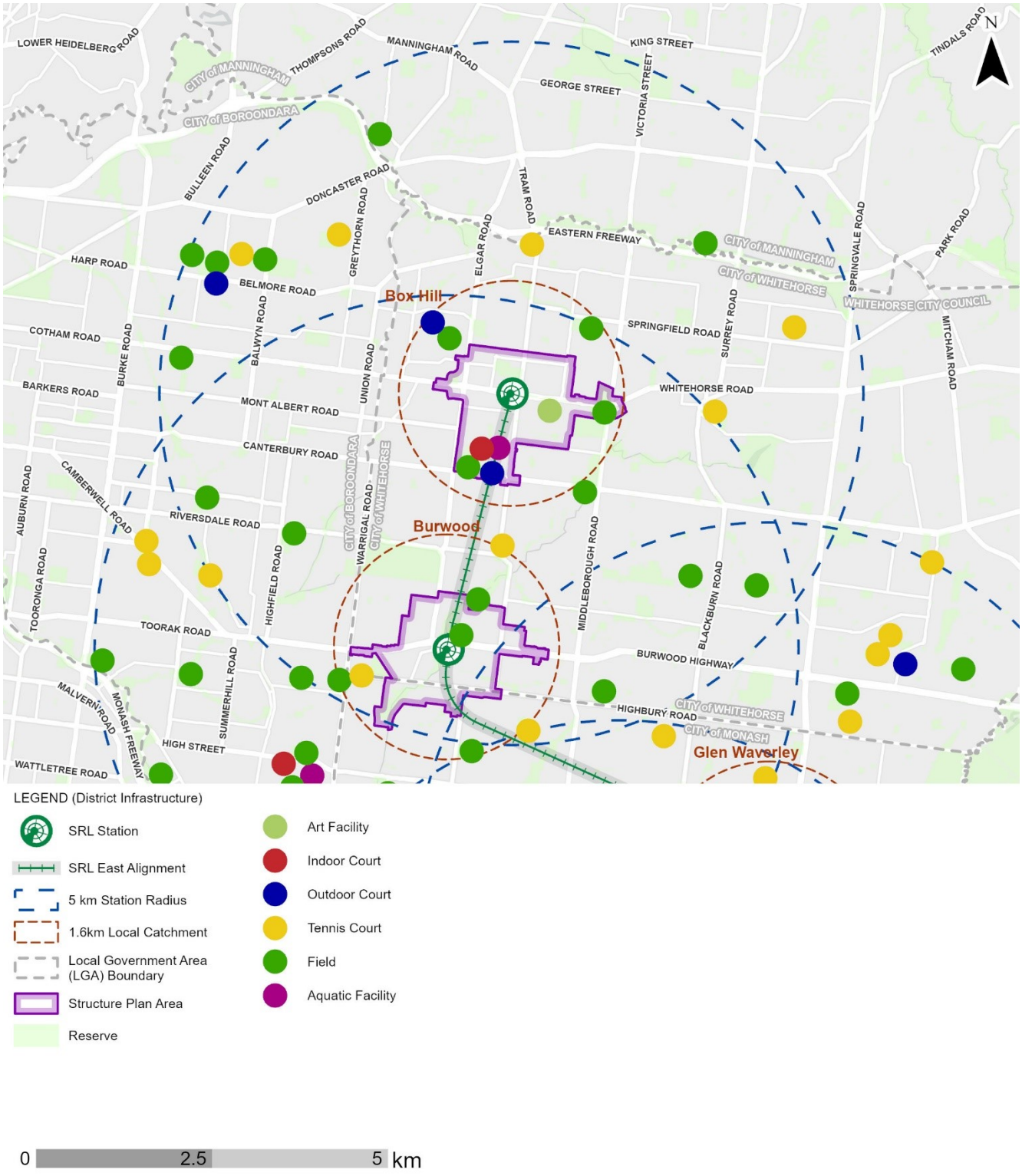

FIGURE 6.2 EXISTING COMMUNITY INFRASTRUCTURE IN 5-KM DISTRICT CATCHMENT

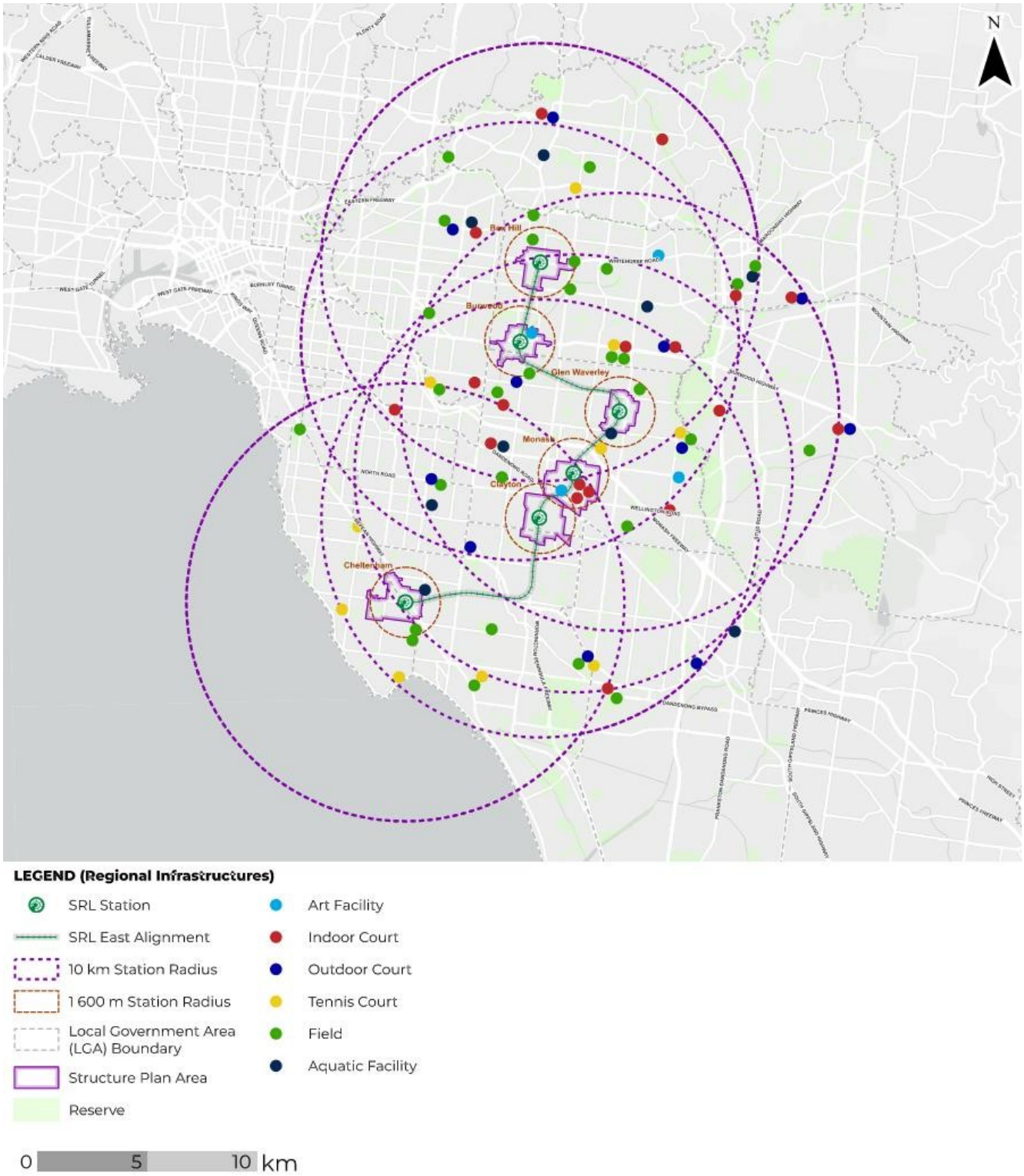

FIGURE 6.3 EXISTING COMMUNITY INFRASTRUCTURE IN 10-KM REGIONAL CATCHMENT

6.2 Current needs 2021

6.2.1 SOCIAL AND HEALTH INFRASTRUCTURE ASSESSMENT

Library assessment – Box Hill Library

There is one library located in the Structure Plan Area: Box Hill Library. The library is centrally-located near public transport which provides very high accessibility for the community within the Structure Plan Area and the 1.6-kilometre local catchment.

The benchmarking assessment indicates a current shortfall of 0.47 libraries in the 1.6-kilometre local catchment. This indicates an emerging need for additional library floorspace in the near future.

The population in the Structure Plan Area accounts for approximately 45 per cent of the current demand.

Qualitative assessments indicate the condition of the Box Hill Library is below average, is currently operating at capacity, without room to grow in its current arrangement to accommodate population growth and demographic changes. The *Whitehorse Manningham Libraries Infrastructure Improvement Plan 2022*[8] identified construction of a new library in Box Hill as an action with a timeframe of 2022 to 2032.

The overall assessment indicates the current demand and condition of the Box Hill Library requires significant upgrade or replacement to meet current needs, which could be located within the same area to continue centralised access.

Table 6.1 summarises the quantitative and qualitative assessment of the library provision.

TABLE 6.1 BOX HILL LIBRARY 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. libraries	1:20,000	29,400	13,300	-
1	62 m^2 per 1000 people	1.47 Total need	0.66 Total need	0.47 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
2 – Poor	3 – Fair	1 – Very poor	2 - Poor

Accessibility criteria	Accessibility analysis
Structure Plan Area: Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment*: Located within 400 m of multi-modal transport hub to enable highly accessible public transport connection from a 3.5-km catchment.	*Structure Plan Area and local catchment*: The library is located within 400 m of the SRL station and existing Box Hill Station bus station, providing excellent accessibility to all areas of the Structure Plan Area and 1.6-km local catchment.

[8] WML 2022, Whitehorse Manningham Libraries Infrastructure Improvement Plan 2022, accessed at https://www.wml.vic.gov.au/files/assets/public/v/1/reports-plans-and-policies/library_infrastructure_improvement_plan_publication_v4_proof_compressed.pdf

Community Hub assessment – Louise Multicultural Community Centre (Box Hill Town Hall Community Hub)

There is one community hub located in the 1.6-kilometre local catchment: the Louise Multicultural Community Centre (referred to as the Box Hill Town Hall Community Hub). This facility is located centrally within the Structure Plan Area.

The benchmarking assessment found a current shortfall of 0.16 community hubs in the 1.6-kilometre local catchment.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative assessments identified the Louise Multicultural Community Centre is in average condition and potentially requires moderate maintenance to return it to an acceptable level of service. The facility is operating within capacity and design limits, with the ability to meet greater need as growth and demographic changes in Box Hill occurs. The facility only occasionally experiences operating problems. In terms of accessibility, the community hub's central location near public transport is considered to provide very good accessibility for the community within the Structure Plan Area and the 1.6-kilometre local catchment.

The overall assessment indicated an emerging need for additional community hub floorspace in the Box Hill 1.6-kilometre local catchment area.

Table 6.2 summarises the quantitative and qualitative assessment of the community hub provision.

TABLE 6.2 BOX HILL COMMUNITY HUB 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. community hubs	1:25,000	29,400	13,300	-
1	80 m^2 per 1000 people	1.16 Total need	0.53 Total need	0.16 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
3 – Fair	4 – Good	4 – Good	3 – Fair

Accessibility criteria	Accessibility analysis
Structure Plan Area: Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of multi-modal transport hub to enable highly accessible public transport connection from a 1.6-km catchment.	*Structure Plan Area and local catchment:* The current community hub is centrally located to the south of the Structure Plan Area, providing good walkability to most of the area, and good connections via public transport. The community hub is well located within 400 m of multi-modal transport, providing good accessibility to the 1.6 km-local catchment.

Neighbourhood House assessment – Clota Cottage Neighbourhood House and Kerrimuir Neighbourhood House

There are two neighbourhood houses in the 1.6-kilometre local catchment: Clota Cottage Neighbourhood House and Kerrimuir Neighbourhood House. Their location services the north and north-east of the 1.6-kilometre catchment area, with areas to the south and south-west of the Structure Plan Area outside of their catchment.

The benchmarking assessment found the current supply of neighbourhood houses in the 1.6-kilometre local catchment is adequate, accommodating the population need.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative assessments identified the two neighbourhood houses are meeting current need, although they are approaching design capacity and will likely struggle to meet future needs.

The overall assessment found the provision of neighbourhood houses is adequate. However, the existing facilities may need uplift and upgrades to provide continued service provision especially as the future need increases. While the Structure Plan Area has good access to neighbourhood houses, the south of the 1.6-kilometre catchment lacks accessibility.

Table 6.3 summarises the quantitative and qualitative assessment of the neighbourhood house provision.

TABLE 6.3 BOX HILL NEIGHBOURHOOD HOUSES 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. neighbourhood houses	1:15,000	29,400	13,300	-
2	80 m^2 per 1000 people	1.96 Total need	0.88 Total need	-0.04 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
Clota Cottage Neighbourhood House			
3 – Fair	2 – Poor	2 – Poor	**2 – Poor**
Kerrimuir Neighbourhood House			
3 – Fair	2 – Poor	2 – Poor	2 – Poor

Accessibility criteria	Accessibility analysis
Structure Plan Area: Not recommended within Structure Plan Area – recommend a community hub model. *Local catchment*: For low-density residential areas, located within a 20-minute walk, ride or public transport connection, no greater than 2.5 km. For high-density areas (25 dwellings / ha), move to district community hub model.	*Structure Plan Area and local catchment:* Both neighbourhood houses are not accessible in the whole Structure Plan Area. The neighbourhood houses service the north-east areas of the 1.6-km local catchment and Structure Plan Area. There is a significant barrier to accessing these from the south and south-west.

Creative spaces assessment – Box Hill Community Arts Centre

There is one existing local creative space, the Box Hill Community Arts Centre, located in the 1.6-kilometre local catchment. This space is located in the south of the Structure Plan Area, and is considered to provide high accessibility for the community within the Structure Plan Area and the 1.6-kilometre local catchment.

The benchmarking assessment indicates a current undersupply of 0.47 creative spaces in the 1.6-kilometre local catchment.

The population in the Structure Plan Area accounts for approximately 45 per cent of the current need.

The assessment indicates an emerging need for additional creative spaces.

There was no information available on the condition and quality of the existing facility, Box Hill Community Arts Centre.

The overall assessment found emerging need for additional creative spaces in the northern area of the Structure Plan Area and the 1.6-kilometre catchment.

Table 6.4 summarises the quantitative and qualitative assessment of the creative space provision.

TABLE 6.4 BOX HILL CREATIVE SPACES 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. creative spaces	1:20,0000	29,400	13,300	
1	Typically, less than 5 rooms and may have no staffed reception area.	1.47 Total need	0.665 Total need	0.47 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
Not available	Not available	Not available	Neutral

Accessibility criteria	**Accessibility analysis**
Structure Plan Area: Within a 20-minute walk, cycle or public transport connection. *Local catchment:* Within 30-minutes public transport connection.	*Structure Plan Area and local catchment:* The Box Hill Community Arts Centre is located on the south-eastern boundary of the Structure Plan Area, providing a high level of accessibility due to its location on a key transport route.

Youth centre / space assessment

There are no youth centres / spaces within the 1.6-kilometre local catchment.

The benchmarking assessment found a current shortfall of 0.56 youth centres/ spaces in the 1.6-kilometre local catchment. The shortfall indicates an existing need for a youth centre / space floorspace.

The population within the Structure Plan Area accounts for approximately 29 per cent of the current need.

The overall assessment found an emerging need for a centrally-located youth space. However, Whitehorse City Council officers indicated that youth spaces were not part of its intended future community infrastructure at this time.

Table 6.5 summarises the quantitative and qualitative assessment of the youth centre / space provision.

TABLE 6.5 BOX HILL YOUTH CENTRE / SPACE 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. youth centre spaces	1:3000 12 to 17-year-olds	1700 12 to 17-year-olds	500 12 to 17-year-olds	-
0	80 m^2 per 1000 people	0.56 Total need	0.16 Total need	0.56 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
Not available	Not available	Not available	Not available

Accessibility criteria	**Accessibility analysis**
Structure Plan Area: Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment*: Centrally located within 400 m of a multi-modal transport hub to maximise accessibility from 1.6-km catchment and enable a diversity of accessibility.	There are no youth centres / spaces within the Box Hill 1.6-km local catchment.

Maternal and child health services assessment – Burgess Family Centre

There is one maternal and child health facility located within the 1.6-kilometre local catchment: Burgess Family Centre. The facility is located within the Structure Plan Area, in the northern portion of the 1.6-kilometre local catchment, and predominantly services that area.

The benchmarking assessment found a significant need for 1.94 maternal and child health services in the 1.6-kilometre local catchment. The current gap indicates that additional floorspace dedicated to maternal and child health is required to meet the current needs.

The population in the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative assessments indicate the condition of this facility is adequate, within design capacity and with only occasional operating problems. The facility meets current program and service delivery needs and is well designed to meet future need with changes in growth and demographics. The facility potentially requires moderate maintenance to return to an acceptable level of service.

The overall assessment found a need for an additional two maternal and child care facilities beyond the current provision. The facilities should be located particularly in the south of the Structure Plan Area and 1.6-kilometre catchment.

Table 6.6 summarises the quantitative and qualitative assessment of the maternal and child health services provision.

TABLE 6.6 BOX HILL MATERNAL AND CHILD HEALTH SERVICES 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. maternal and child health services	1:10,000	29,400	13,300	-
1	Space requirements vary based on number of rooms/ nurses/	2.94 Total need	1.33 Total need	1.94 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
3 – Fair	**5 – Very good**	**5 – Very good**	**4 – Good**

Accessibility criteria	Accessibility analysis
Structure Plan Area: Located centrally within a 20-minute walk, ride or public transport connection. *Local catchment:* Located within 400 m of a multi-modal transport hub to maximise accessibility from the 1.6 km local catchment and enable a diversity of accessibility. Delivery model must be considered across the municipality to provide equity of access to all residents, delivered 2 km for 95 per cent of the population.	*Structure Plan Area and local catchment:* There is limited access to the northern part of the Structure Plan Area, with the majority not meeting criteria. There is poor access to maternal and child care services across the local1.6-km local catchment, with the exception of the northern part of the catchment.

Kindergartens provision in Box Hill

In 2021, Whitehorse City Council commissioned an independent review of the impact of the government's kindergarten reforms on the capacity of the municipality's existing kindergarten facilities. The review found that a significant proportion of existing facilities are not currently fit-for-purpose and will not be fit for future use, requiring modernising to meet evolving service needs and standards.

According to SRLA-derived estimates (based on the 2021 ABC Census), there were 500 children aged 3 to 4 years living in the 1.6-kilometre local catchment from the SRL station at Box Hill. Data from the Victorian Child and Adolescent Monitoring Service (VCAMS) for 2019 shows that participation in kindergarten in Whitehorse

(93.6 per cent) was higher than the state average (91.8 per cent) and above participation rates in other SRL East local government areas.

Parental preferences are particularly influential in the take up of kindergarten services, including in Whitehorse. Most current enrolments in 4-year old kindergarten in the Whitehorse municipality are in sessional-based services, rather than long daycare settings, at a ratio of 62:38. While the latest Whitehorse KISP notes no specific studies into the reasons for the higher enrolments in sessional kindergarten places have been undertaken, anecdotal evidence shared by parents with the Whitehorse City Council suggests that preferences are shaped by factors including the higher costs of integrated childcare centres and perceptions of quality differences in education. Local convenience, governance of services, the association between kindergartens and preferred primary schools, and a stronger community feel of sessional kindergartens were also cited.

The 'find a kinder' tool[9] shows that 17 kindergarten programs are currently operating within a 2-kilometre radius of the SRL station at Box Hill. Of the 17 programs operating, only four are stand-alone sessional programs. The other 13 are operating in integrated long daycare facilities.

6.2.2 SPORT AND RECREATION INFRASTRUCTURE ASSESSMENT

Indoor multi-purpose courts – Aqualink Box Hill

There is currently one indoor multi-purpose court facility within the 1.6-kilometre local catchment, at Aqualink Box Hill (three courts).

The benchmarking assessment found an undersupply of 0.47 indoor multi-purpose court facilities, indicating an emerging undersupply.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative measures indicate that Aqualink Box Hill is operating adequately, not over capacity and is currently servicing the community need with the ability to accommodate population changes in the future. However, it is important to note that data is not available on the indoor courts specifically. The *Indoor Sports Feasibility Study (2020)* noted key priorities for indoor courts in Box Hill, including an option for provision of three additional courts at Aqualink and a new indoor table tennis facility associated with a multi-purpose hub in central Box Hill.

The overall assessment found an emerging need for indoor court facilities that service the northern area of the Structure Plan Area and 1.6-kilometre local catchment.

[9] Find a kinder tool operates at a 2km catchment, 1.6 is not available.

Table 6.7 summarises the quantitative and qualitative assessment of the indoor multi-purpose courts provision.

TABLE 6.7 BOX HILL INDOOR MULTI-PURPOSE COURTS 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. indoor multi-purpose court facilities	1:20,000	29,400	13,300	-
1	Local: 1 to 2 courts (in one facility) District: 2 to 4 courts (in one facility) Regional: 5+ courts (in one facility)	1.47 facilities Total need	0.66 facilities Total need	0.47 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
4 – Good	4 – Good	5 – Very good	4 – Good

Accessibility criteria	Accessibility analysis
Structure Plan Area: Within 1 km, acknowledging that accommodating courts may not be able possible in a high-density area due to space requirements. *Local catchment*: 1 km evenly distributed.	*Structure Plan Area and local catchment*: Aqualink is towards the southern boundary of the Structure Plan Area, providing good accessibility via public transport. The southern location creates limited accessibility from the north is via public transport connections and a minimum 500-m walk.

Outdoor multi-purpose courts assessment – Box Hill Gardens Basketball Courts, Mont Albert Reserve Courts and Surrey Park Outdoor Basketball Courts

There are currently three facilities offering a total of five outdoor courts within the 1.6-kilometre local catchment.

Box Hill Gardens Basketball Courts (one court) and Surrey Park Outdoor Basketball Courts (two courts) are located within the Structure Plan Area. Mont Albert Reserve Courts (two courts) are on the edge of the 1.6-kilometre local boundary to the north-east. The courts are unevenly distributed in the local 1.6-kilometre catchment with residences located in the east having to travel further. However, there is considered to be adequate coverage across the whole local area.

The benchmarking assessment found an undersupply of 0.66 outdoor courts in the 1.6-kilometre local catchment.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative assessments of the Box Hill Gardens Basketball Courts identified the facility is in very good condition, is well-used given its central location and being floodlit. It is a popular recreation destination for the community. Perspectives on the Mont Albert Reserve Courts and Surrey Park Outdoor Basketball Courts are similar. Both facilities are well-used and are in good condition with only normal maintenance required.

While there are five existing outdoor multi-purpose courts in three facilities, providing good accessibility with a general spread across the 1.6-kilometre local catchment, the assessment indicates an emerging need in Structure Plan Area and local catchment, with uneven distribution creating higher journey times in the eastern area.

Table 6.8 summarises the quantitative and qualitative assessment of the outdoor multi-purpose courts provision.

TABLE 6.8 BOX HILL OUTDOOR MULTI-PURPOSE COURTS 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. outdoor multi-purpose court facilities	1:8000 (local provision benchmark)	29,400	13,300	-
3 **(Total of five courts)**	Local: 1 court* *May include half courts. District: 2 to 8 courts (in one facility) Regional: 9+ courts (in one facility)	3.675 Total need	1.66 Total need	0.66 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
Box Hill Gardens Basketball Courts (1)			
5 – Very good	5 – Very good	Neutral	4 – Good
Mont Albert Reserve Courts (2)			
4 – Good	5– Very good	Neutral	4 – Good
Surrey Park Outdoor Basketball Courts (1 basketball, 1 netball)			
4 – Good	5– Very good	Neutral	4 – Good

Accessibility criteria	**Accessibility analysis**
Structure Plan Area: Within 1 km, acknowledging that accommodating courts may not be possible in a high-density area due to space requirements. *Local catchment:* 1 km evenly distributed.	*Structure Plan Area and local catchment*: The locations of the outdoor courts are spread across the 1.6-km local catchment area including the south and central areas of the Structure Plan Area and to the north-western edge of the 1.6-km local catchment, which provides a generally good level of accessibility for the Structure Plan Area. There is a good level of accessibility, with pockets across the catchments that are less well served, in particular towards the eastern edge of the local 1.6-km local catchment.

Tennis courts assessment – Aqualink Outdoor Tennis Courts

There is one local tennis court facility within the 1.6-km local catchment: the Aqualink Tennis Facility (four courts). This facility is located within the southern portion of the Structure Plan Area.

The benchmarking assessment found a current undersupply of 1.88 tennis courts in the 1.6-kilometre local catchment.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Qualitative assessments indicate the condition of the Aqualink Outdoor Tennis Courts is average, with minor maintenance required to return it to an acceptable level of service. There was no information available on the facility's design life.

There are several private tennis clubs in the wider 5-kilometre district catchment and 10-kilometre regional catchment, which were excluded from the assessment. These provide additional facilities which can help cater for local need. They include Wesley Park Tennis Club, St Francis Xavier Tennis Club, Bluebell Hill Tennis Club and Tennisray Box Hill. While the assessment indicates a gap in tennis court facility provision for the general public, when factoring in these private facilities the supply is considered sufficient.

The overall assessment found a gap in the provision of public tennis court facilities (i.e. the private facilities are discounted) with one to two additional local public tennis courts being required to meet current need across the 1.6-kilometre local catchment.

Table 6.9 summarises the quantitative and qualitative assessment of the tennis courts provision.

TABLE 6.9 BOX HILL TENNIS COURTS 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. tennis court facilities	1:5000	29,400	13,300	-
1 local facility (total of 4 courts)	Local: 1 to 4 courts (in one facility) District: 5 to 8 courts (in one facility) Regional: 9+ courts (in one facility)	5.88 Total need	2.66 Total need	1.88 Accounts for current supply

Building condition	Fit-for-purpose	Design life	Overall quality
3 – Fair	3 – Fair	Not available	3 – Fair

Accessibility criteria	Accessibility analysis
Structure Plan Area: Within 1 km, acknowledging that accommodating courts may not be possible in a high-density area due to space requirements. *Local catchment*: 1 km evenly distributed.	*Structure Plan Area and local catchment*: Aqualink is towards the southern boundary of the Structure Plan Area, providing good accessibility by public transport. The southern location creates limited accessibility from the north by public transport connections and a minimum 500-m walk. However, provision of private facilities reduces these accessibility constraints.

Fields assessment – Mont Albert Reserve Fields, Springfield Park, Surrey Park Ovals and Whitehorse Reserve

There are five field facilities within the 1.6-kilometre local catchment: Box Hill City Oval (one field), Mont Albert Reserve Fields (one field), Springfield Park (two fields), Surrey Park Ovals (three fields), and Whitehorse Reserve (one field) providing a total of eight fields. They are spread evenly across the local catchment with reasonable access to bus connections and additional short walking connections. Two of the field facilities are located to the boundaries of the Structure Plan Area to the south and east.

The benchmarking assessment found a very good supply in the 1.6-kilometre local catchment.

The population within the Structure Plan Area accounts for approximately 45 per cent of the current need.

Accessibility is described below, with identified qualitative assessments on the four existing field facilities in the 1.6-kilometre local catchment:

- **Mont Albert Reserve Fields** is in good condition and lighting upgrades are planned. Only normal maintenance is required at this time. Depending on the sport, the field is at capacity. For example, cricket is at capacity during some timeslots. For other sports such as lacrosse, there is capacity to grow. Accessibility is poor for the community within the Structure Plan Area.
- **Springfield Park** is in good condition with only very minor to minor maintenance required to maintain an acceptable level of service. This facility is well used by the local community. Lights on the eastern field are likely up for renewal in the near future, which would increase capacity. Accessibility is poor for the community within the Structure Plan Area.

- **Surrey Park Ovals** is considered in average condition, with minor to moderate maintenance required to return the facility to an acceptable level of service, including improvement of ovals and consolidation of pavilions. One of the ovals at Surrey Park is operating over capacity. Surrey Park Ovals are located in the southern portion of the Structure Plan Area and the local community in this part of the Structure Plan Area has high accessibility to the facility.
- **Whitehorse Reserve** is described as having a below average condition due to ageing infrastructure, requiring a major renewal to meet growing needs. Clubs based at the Whitehorse Reserve have recently relocated due to the condition of the fields and its over-use. The facility is in the east of the Structure Plan Area, providing the community in the east of the Structure Plan Area higher accessibility.
- **Box Hill City Oval** located to the east of the Structure Plan Area Whitehorse City Council are currently redeveloping this facility, including a new three-storey pavilion with club rooms and viewing areas to replace the North Pavilion. The South Pavilion will be renovated to include and additional locker room. The upgrades are funded through Developer Contributions. Box Hill City Oval performs a key role in serving the community who use it for regional-standard competition.

Wembley Park (located outside the 1.6-kilometre local catchment) is a district-level facility that is not generally accessible to the community on a day-to-day basis. It was therefore excluded from the assessment.

RH Sparks Reserve is also listed as a regional-level facility and is located on the boundary of the 1.6-kilometre local catchment. Whitehorse City Council has recently completed a redevelopment of its pavilion space. While RH Sparks Reserve is listed as a regional facility it is accessible to the community on a daily basis, when clubs are not using it for timetabled training and game day use.

Whitehorse City is currently upgrading eight sporting reserves in the Box Hill area including Surrey Park, Wembley Park, Sparks Reserve South, Sparks Reserve North, Sparks Reserve West, Whitehorse Reserve, Box Hill City Oval/Bolton Park and Mount Albert Reserve. Upgrades are funded in part through Developer Contributions.

Overall accessibility for field facilities is good as they are evenly distributed around the 1.6-kilometre local catchment and are accessible by public transport and short walking distances. Two of the field facilities are located within the Structure Plan Area, although near the boundary.

The overall assessment found a very good supply of field facilities in the 1.6-kilometre local catchment.

Table 6.10 summarises the quantitative and qualitative assessment of the field facility provision.

TABLE 6.10 BOX HILL FIELD FACILITIES 2021 CURRENT NEEDS ASSESSMENT

Current supply	Benchmark of population provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Current need within 1.6-km local catchment
No. field facilities	1:5000	29,400	13,300	-
5 facilities (eight fields)	Local: single field District: single+ field, club facilities. Regional: single field+, club and club facilities and includes a grandstand.	5.88 Total need	2.66 Total need	0 Accounts for current supply

Grounds condition	Fit-for-purpose	Design life	Overall quality
Mont Albert Reserve Fields			
4 – Good	4 – Good	3 – Fair	3.6 – Fair
Springfield Park			
4 – Good	4 – Good	4 – Good	4 – Good
Surrey Park Ovals			
3 – Fair	3 – Fair	3 – Fair	3 – Fair
Whitehorse Reserve			
2 - Poor	1– Very poor	2 – Poor	1 – Very poor

Accessibility Criteria	Accessibility analysis
Structure Plan Area: Within 1 km, acknowledging that accommodating fields may not be possible in a high-density area due to space requirements. *Local catchment*: 1 km evenly distributed.	*Structure Plan Area and local catchment:* There is good access to fields from the Structure Plan Area and 1.6-km local catchment due to even distribution. The fields have reasonable access to bus connections with additional short walking connections. Two of the fields are located to the boundaries of the Structure Plan Area, to the south and east.

6.2.3 SUMMARY OF CURRENT NEEDS

The assessments for each typology found that current provision is generally in line with benchmark provision ratios. There is a mix of conditions, operational needs and design life constraints across each type. There are current and emerging needs for each type of social and health infrastructure with significant need for a new library and additional maternal and child health services in the Structure Plan Area.

6.3 Future needs 2041

The future population growth by 2041 has been estimated at +15,800 for the Structure Plan Area and +22,600 for the 1.6-kilometre local catchment. The figures show that the Structure Plan Area will experience a concentrated growth in population of approximately 119 per cent compared to the 1.6-kilometre local catchment (77 per cent) The current and future populations and overall growth has been shown below in Table 6.11.

TABLE 6.11 POPULATION FORECASTS IN STRUCTURE PLAN AREA AND 1.6-KM LOCAL CATCHMENT

POPULATION FORECASTS		
Year	**Structure Plan Area**	**1.6-km local catchment**
2021 population	13,300	29,400
2041 population	29,100	52,000
Population change	+15,800	+22,600
% increase	119%	77%

The future needs for different community infrastructure types are summarised below. The future needs are based on the benchmarking assessment of the current supply of community infrastructure (2021) and the population growth projected by 2041. The future needs identified below are approximate. Kindergarten demand and provision is also discussed.

6.3.1 SOCIAL AND HEALTH INFRASTRUCTURE

Library assessment

The benchmarking assessment (summarised in Table 6.12) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create for an additional need of approximately 0.79 libraries. The future total need of the Structure Plan Area in 2041 will be approximately 1.45 libraries, with the total need in the 1.6-kilometre local catchment being 2.6 libraries.

TABLE 6.12 BOX HILL LIBRARY 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:20,000	52,000	29,100	15,800
No. of libraries	62 m^2 per 1000 people	2.6 Total need	1.46 Total need	0.79 Total need

The qualitative assessments indicated that the current Box Hill Library is below average, currently operating at capacity and does not have room to grow in its current arrangement to accommodate population growth and demographic changes.

The recommended future provision is one library of approximately 3200 m^2 to service the 1.6-kilometre local catchment, centrally located in the Structure Plan Area and co-located with other community and or civic facilities.

Community hubs assessment

The benchmarking assessment (summarised in Table 6.13) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 0.63 community hubs. The future total need of the Structure Plan Area at 2041 will be approximately 1.16 community hubs, with the total need in the 1.6-kilometre local catchment being 2.08 community hubs.

The current community hub is well located within the Structure Plan Area, with the ability to accommodate some growth. It is not considered likely this facility could accommodate the total growth forecast for the Structure Plan Area. Council's plans indicate the multi-use community hubs are preferred to provide greater flexibility and services for the community.

TABLE 6.13 BOX HILL COMMUNITY HUB 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:25,000	52,000	29,100	15,800
No. of community hubs	80 m^2 per 1000 people	2.08 Total need	1.16 Total need	0.63 Total need

As the current hub is centrally located to service the wider area, it is recommended to retain this highly accessible location for this service type.

Options to meet future need include:

- Provide one new multi-purpose community hub of approximately 4160 m^2 centrally located to service the 1.6-kilometre local catchment – it is noted this m^2 is very large and should be verified through service planning and an architectural design process
- Retain the current community hub that services around 35 per cent of the future population and create an additional new space in a multi-use community hub of approximately 2160 m^2 in an alternative location.

The recommended future provision is one new multi-purpose community hub integrated with a library, centrally located to service the 1.6-kilometre local catchment. The hub should accommodate approximately 4160 m^2.

Neighbourhood houses assessment

The benchmarking assessment (summarised in Table 6.14) identified that the population growth of approximately 119 per cent within the Structure Plan Area will create an additional need of approximately 1.05 neighbourhood houses.

The future total need of the Structure Plan Area in 2041 would be approximately 1.94 neighbourhood houses, with the total need in the 1.6-kilometre local catchment being 3.47 neighbourhood houses.

TABLE 6.14 BOX HILL NEIGHBOURHOOD HOUSES 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:15,000	52,000	29,100	15,800
No. of neighbourhood houses	80 m^2 per 1000 people	3.47 Total need	1.94 Total need	1.05 Total need

There are two existing neighbourhood houses located within the north and north-east areas of the 1.6-kilometre catchment. They will require upgrade to continue operations into the future.

Community infrastructure planning and provision is shifting from the neighbourhood house model in favour of incorporating the services they offer within multi-purpose community hubs. If this trend and model is adopted, future neighbourhood services in Box Hill should be delivered through multi-purpose community hubs. This will provide efficiencies in delivering new community infrastructure floor space.

Options to meet future need include:

- Retain and upgrade current neighbourhood house facilities and provide one additional facility of approximately 1760 m^2 towards the southern part of the Structure Plan Area
- Deliver neighbourhood house services within a central community hub model and reconsider the current provision of existing neighbourhood house facilities.

The recommended future provision is delivery of neighbourhood house services through a centralised community hub model and that Whitehorse City Council review the future of existing neighbourhood house facilities.

Creative Spaces assessment

The benchmarking assessment (summarised in Table 6.15) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 0.79 creative spaces. The future total need of the Structure Plan Area in 2041 would be approximately 1.45 creative spaces, with the total need in the 1.6-kilometre local catchment being 2.6 creative spaces.

TABLE 6.15 BOX HILL CREATIVE SPACES 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:20,000	52,000	29,100	15,800
No. of creative spaces	Facilities are typically less than 5 rooms and may have no staffed reception area.	2.6 Total need	1.45 Total need	0.79 Total need

As there is no available information on the design life of the current creative space, it is unknown whether this space holds long-term value of local community infrastructure provision. However, additional space is required to service both the Structure Plan Area and the northern area of the 1.6-kilometre local catchment.

The additional space provided should service 32,000 people, accounting for the existing service located in the south of the Structure Plan Area.

It is recommended that one larger facility of at least 5 rooms is co-located with other cultural and civic services, to service the Structure Plan Area and northern part of the 1.6-kilometre catchment.

Youth Centre / Spaces assessment

The benchmarking assessment (summarised in Table 6.16) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 0.3 youth spaces. The future total need of the Structure Plan Area in 2041 would be approximately 0.46 youth spaces, with the total need in the 1.6-kilometre local catchment being 0.97 youth spaces.

TABLE 6.16 BOX HILL YOUTH CENTRE / SPACES 2041 ASSESSMENT

	Benchmark provision ratio	12 to 17-year-old population within 1.6-km local catchment	12 to 17-year-old population within Structure Plan Area	12 to 17-year-old population change within Structure Plan Area
Need	1:3000 12 to 17-year-olds	2900	1400	900
No. of youth centre / spaces	80 m^2 per 1000 people	0.97 Total need	0.46 Total need	0.3 Total need

There are currently no youth spaces in the Box Hill local catchment area. It is preferred to co-locate youth-friendly spaces with other civic facilities such as arts and cultural spaces, and to ensure the location is highly accessibility via walking, cycling and public transport to enable independent movement.

Whitehorse City Council have indicated that its future delivery model will not include dedicated youth spaces.

Due to Council's future planned delivery model, no youth spaces are recommended within the Structure Plan Area.

Maternal and child health services assessment

The benchmarking assessment (summarised in Table 6.17) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 1.58 maternal and child health services (MCH). The future total need of the Structure Plan Area at 2041 would be approximately 2.9 MCH, with the total need in the 1.6-kilometre local catchment being 5.2 maternal and child health services.

TABLE 6.17 BOX HILL MATERNAL AND CHILD HEALTH SERVICES 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:10,000	52,000	29,100	15,800
No. of maternal and child health services	Approximately 1 room per 120 births	5.2 Total need	2.9 Total need	1.58 Total need

There is a significant need for maternal and child health services provision, particularly servicing the south of the 1.6-kilometre local catchment.

Maternal and child health services should be highly responsive to the needs and expectations of parents and carers, with demographic and cultural preferences shown to be important factors in influencing visitation. It is therefore recommended that Council consider future demographics and cultural needs with detailed service planning so that future provision aligns with community needs.

In the absence of detailed service planning, it is recommended to provide three spaces within the Structure Plan Area ideally located centrally within a community hub. Services should be retained in the north at the Burgess Family Centre and an additional service provided to service the southern neighbourhood catchments.

Kindergarten need

Need for kindergarten services can be calculated from the number of children aged 3 to 4 years living in Box Hill. According to SRLA-derived estimates (based on the 2021 ABS Census), the forecast number of children aged 3 to 4 years old living in the 1.6-kilometre local catchment is expected to double to around 1000 by 2041.

Since most children in Box Hill attend kindergarten (see VCAMS data in current needs section above) and Victorian Government reforms will extend kindergarten hours, services may need to expand to meet the population benchmark of 1:1.

Parental choice will continue to influence the planning of kindergarten programs. Sessional-based funded places outnumber places in integrated long daycare settings at a ratio of 62:38 in the Whitehorse City Council. The latest Whitehorse KISP noted that studies to determine the reasons for the higher enrolments in sessional kindergarten places have not been undertaken.

Kindergarten need and supply considerations

The forecast doubling in the number of children aged 3 to 4 years in the Box Hill 1.6-kilometre local catchment in 2041 would create an additional need demand for new kindergarten provision and investment will be required to a level supportive of the 1:1 population benchmark. The predominance of integrated long daycare programs suggests the potential for an ongoing role for private sector investment, building on the recent growth in places offered in integrated long daycare settings.

Planning also needs to consider that in addition to an increased resident population, the workforce in the Structure Plan Area is forecast to increase, and those workers who are parents may increase need for kindergarten services near their workplace.

Kinder Infrastructure and Service Plans (KISP) relevant to the Structure Plan Area should consider these needs and guide future planning for kindergarten facilities in the Structure Plan Area.

6.3.2 SPORT AND RECREATION INFRASTRUCTURE

Indoor multi-purpose courts assessment

The benchmarking assessment (summarised in Table 6.18) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 0.79 indoor courts. The future total need of the Structure Plan Area in 2041 would be approximately 1.46 indoor courts, with the total need in the 1.6-kilometre local catchment being 2.6 indoor courts.

TABLE 6.18 BOX HILL INDOOR MULTI-PURPOSE COURTS 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:20,000	52,000	29,100	15,800
No. of indoor multi-purpose court facilities	1 to 2 courts (in one facility)	2.6 Total need	1.46 Total need	0.79 Total need

Qualitative assessments indicated a preference for an indoor (over outdoor) multi-purpose court facility with 4+ courts, which is classified as a district-level facility. Reasons include maximising operating and commercial efficiencies by avoiding weather conditions and increasing floor space with vertical space.

Additional indoor space could also be considered within the northern area of the local catchment to balance accessibility to these facilities.

Options to meet future need include:

- Aqualink – the existing Aqualink is a potential facility with capacity to accommodate growth in local need for indoor court space, with future investigation to determine the amount of available space and diversity of uses.
- Shared use agreements – shared use arrangements (such as with schools) provides another option to meet the local need for indoor multi-purpose court needs. This option could also provide greater dispersal of facilities across the local catchment, improving neighbourhood accessibility, especially in the northern area of the catchment. However, shared use agreements only provide limited access during certain times of the day and arrangements can change over time. Given the scale of need and the prioritisation identified by Whitehorse City Council and community, it is recommended that shared use agreements supplement a new facility.
- Creation of a new district facility (size generated by local need) co-located with a community hub facility within the Structure Plan Area. With need for indoor courts in the neighbouring Burwood Structure Plan Area, there is an option to locate this 4+ court facility within the Structure Plan Area to accommodate the future local need within the Box Hill and the Burwood Structure Plan Areas by locating it close to the SRL stations. Analysis and planning across local government areas will be needed.
- A new facility outside Structure Plan Area – district-scale field and court facilities in the 5-kilometre district catchment from the SRL station at Box Hill could be investigated, with consideration to improve public transport connections if necessary. This would be supplemented with local shared use agreements to increase accessibility within the 1.6-kilometre local catchment.

It is recommended to provide a new district facility accommodating 5+ courts 465 to 781 m^2 each, (depending on the sporting codes) co-located close to other community facilities, and near the SRL station at Box Hill.

Outdoor multi-purpose courts assessment

The benchmarking assessment (summarised in Table 6.19) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 1.97 outdoor court facilities. The total future need of the Structure Plan Area in 2041 would be approximately 3.64 outdoor court facilities, with the total need in the 1.6-kilometre local catchment being 6.5 outdoor court facilities.

TABLE 6.19 BOX HILL OUTDOOR MULTI-PURPOSE COURTS 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:8000	52,000	29,100	15,800
No. of outdoor multi-purpose courts facilities	1 court (may include half courts)	6.5 Total need	3.63 Total need	1.97 Total need

By 2041, the local catchment will be well-serviced with four outdoor court facilities with good accessibility across the catchment to outdoor courts.

Qualitative assessments have indicated a preference for an indoor multi-purpose court facility over an outdoor facility. Indoor facilities maximise operating and commercial efficiencies by avoiding weather conditions and increasing floor space with vertical spaces. Shared use agreements with schools can also support need.

Whitehorse City Council is also currently developing two new courts at Springfield Reserve, on the northern edge of the 1.6-kilometre local catchment.

It is recommended that one court facility space is considered within an indoor court facility co-located with other community facilities.

Tennis courts assessment

The benchmarking assessment (summarised in Table 6.20) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 3.16 tennis courts. The future total need of the Structure Plan Area in 2041 would be approximately 5.82 tennis courts, with the total need in the 1.6-kilometre local catchment being 10.4 tennis courts.

TABLE 6.20 BOX HILL TENNIS COURTS 2041 ASSESSMENT

	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:5000	52,000	29,100	15,800
No. of tennis court facilities	Local: 1 to 4 courts (in one facility) District: 5 to 8 courts (in one facility) Regional: 9+ courts (in one facility)	10.4 Total need	5.82 Total need	3.16 Total need

The benchmarking demand indicates a significant need for tennis court facilities across the 1.6-kilometre local catchment by 2041. However, qualitative assessments indicate a preference to prioritise multi-purpose sports courts over single-use courts. In addition, the local area is also well-serviced through multiple private tennis clubs that operate across the catchment, providing very good local accessibility.

Options to meet future need include:

- Upgrading the current Aqualink facility, together with shared-use arrangements (such as with schools).

- Integrating tennis courts within indoor multi-purpose facilities.

It is recommended that tennis courts are included in indoor court facilities, with no further outdoor facilities provided.

Fields assessment

The benchmarking assessment (summarised in Table 6.21) identified that the population growth of approximately 119 per cent within the Structure Plan Area would create an additional need of approximately 3.16 field facilities. The future total need of the Structure Plan Area in 2041 would be approximately 5.82 field facilities, with the total need in the 1.6-kilometre local catchment being 10.4 field facilities.

There are currently 5 field facilities providing eight fields in total within the 1.6-kilometre local catchment,

TABLE 6.21 BOX HILL FIELDS 2041 ASSESSMENT

Catchments	Benchmark provision ratio	Population within 1.6-km local catchment	Population within Structure Plan Area	Population change within Structure Plan Area
Need	1:5000	52,000	29,100	15,800
No. of fields facilities	Local: single field District: single+ field, club facilities. Regional: single field+, club and club facilities and includes a grandstand.	10.4 Total need	5.82 Total need	3.16 Total need

Advice from council officers indicated that the Box Hill community are experiencing challenges with a lack of field space for structured sport resulting in some sports being played at facilities that may not be appropriate. For example, soccer matches being played on baseball fields. There is also growing tension between structured sport groups and informal recreation users and other users such as dog walkers. These challenges and tensions will increase as the population within the Structure Plan Area grows.

Whilst the Structure Plan Area benefits from a number of existing field facilities, notable at Surry Park, the limited land available for new fields poses a significant challenge in addressing future need within the Structure Plan Area and the 1.6-kilometre local catchment.

A range of options to increase the capacity, use and access to existing spaces will therefore, be critical. Whitehorse City Council is currently upgrading eight sporting reserves in Box Hill including Surrey Park, Wembley Park, Sparks Reserve South, Sparks Reserve North, Sparks reserve West, Whitehorse Reserve, Box Hill City Oval/Bolton Park, and Mount Albert reserve.

The Box Hill City Oval Redevelopment includes a new three-storey pavilion with club rooms and viewing areas replacing the North Pavilion. The South Pavilion will be renovated to include additional locker rooms.

Given the significant estimated future need, consideration could also be given in the future to exploring the need and opportunity for additional provision of regional scale facilities outside of the Structure Plan Area, particularly for competition standard fields.

It is recommended that in addition to the enhancements described above that all the options below are pursued to meet as much future need as possible:

- **Upgrade existing facilities with additional auxiliary elements such as club facilities, toilets and shelters**
- **Increase playable hours through enhanced lighting of fields, irrigation and use of synthetic surfaces.**
- **Pursue shared use agreements with public and private schools and other private facilities with fields**

- **Consider exploring demand for additional regional-standard field facilities.**

6.3.3 SUMMARY OF FUTURE NEEDS

Significant demand increases for community infrastructure is expected by 2041, particularly in the Structure Plan Area.

All types of community infrastructure will experience additional demand by 2041 within the Structure Plan Area. There will be significant gaps for all community infrastructure types within the 1.6-kilometre local catchment, with the exception of neighbourhood houses and youth centres. The current supply of the latter is adequate with an emerging gap.

If no new community infrastructure is provided within the Structure Plan Area and the 1.6-kilometre local catchment, existing facilities will experience greater demand and may not be able to handle the increased pressure. The community will be disadvantaged if the significant gaps in community infrastructure provision are unaddressed.

6.3.4 COMMUNITY INFRASTRUCTURE NETWORK CONSIDERATIONS

Community infrastructure in the Box Hill Structure Plan Area was identified based on the future needs assessment.

Individual community infrastructure types were considered with contemporary approaches to service delivery, including co-locating facilities and services to provide centralised and efficient use of hard infrastructure such as buildings and spaces.

The following factors, outlined in the previous Sections (Sections 2, 3, 4 and 5) incorporate holistic place considerations:

- Consideration of the vision and goals of the Structure Plan Area
- The wider community infrastructure network
- Understanding of population, density and urban form projections with likely demographic profiles
- Policy drivers and local insights
- Benchmarking, case study findings and research
- Community infrastructure planning principles
- Assessment findings.

The assessment of future needs identified a need for community infrastructure within the Structure Plan Area which will also service the wider 1.6-kilometre local catchment.

As highlighted in the Future Needs section, there may be alternative ways to deliver community infrastructure needs but pursing alternative delivery options needs to be based on achieving genuine alternatives within an area. As noted earlier, the benefits of combining services at a centralised and accessible location include the operating and commercial efficiencies, the value generated for the community, and higher activity which enlivens and creates safer places.

6.4 Potential candidate sites to meet future needs

This section identifies candidate sites within the Structure Plan Area which may accommodate co-located or integrated social and health infrastructure and/or sports and recreation infrastructure as recommended in Section 6.3.

Several candidate sites for new community infrastructure were identified in discussion with Whitehorse City Council and by applying the site selection criteria outlined in Section 2.1.3.

The candidate sites are shown in Figure 6.4 alongside existing community infrastructure provision. It is important to note that other sites not mentioned may also be suitable (such as government or private institution land that becomes available in the future).

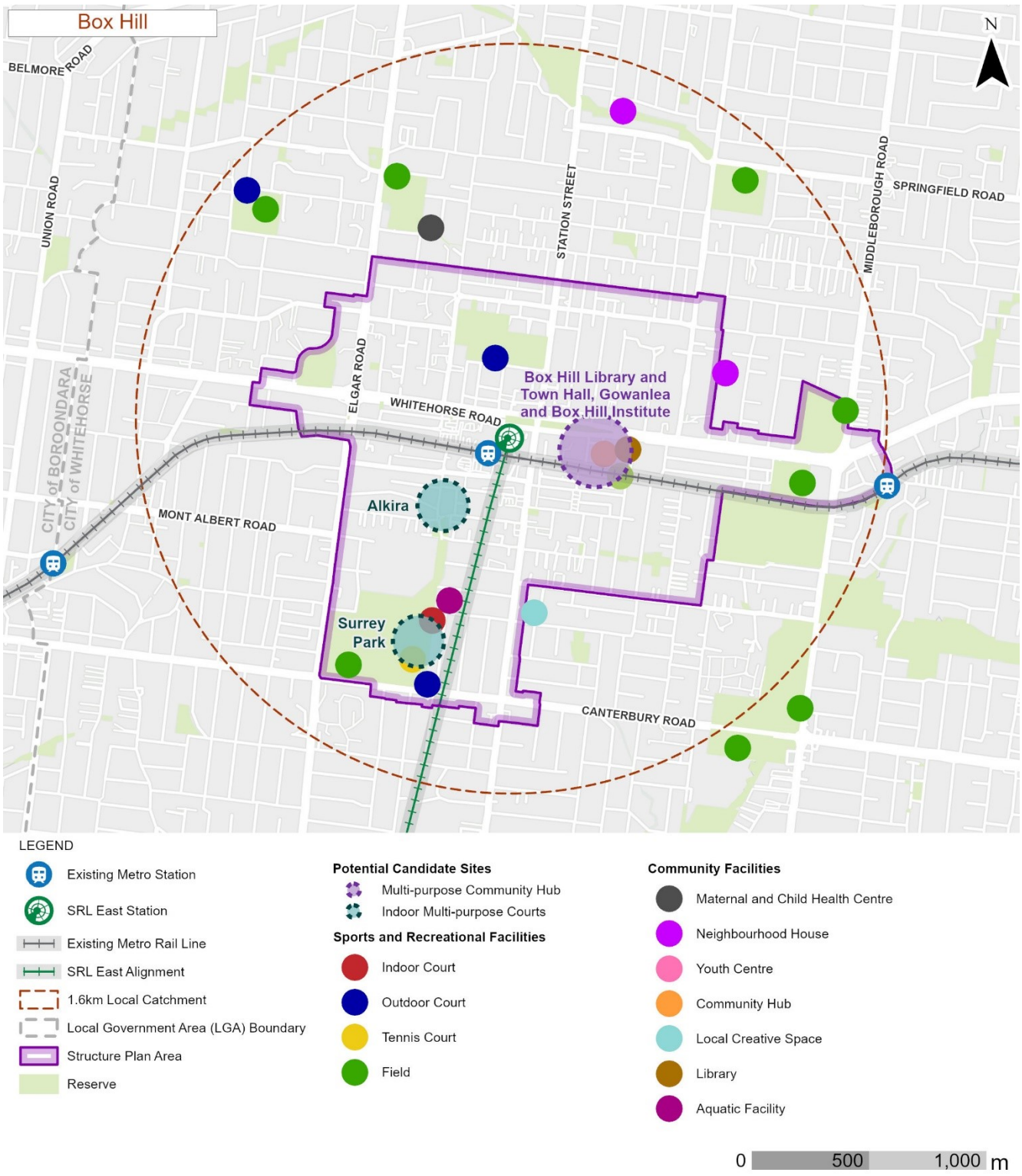

FIGURE 6.4 CANDIDATE SITES

6.4.1 LIBRARY AND COMMUNITY HUB FACILITIES

Box Hill Library and Town Hall, 1022 and 1040 Whitehorse Road, Box Hill

The Box Hill Library and Town Hall are located at 1022 and 1040 Whitehorse Road in Box Hill respectively. These sites form part of the civic precinct in Box Hill and are serviced by various transport routes. The council is currently redeveloping the existing Box Hill library to meet contemporary library design standards including community meeting space.

The size and location of the library and the town hall would allow for the co-location of multiple services in a multi-purpose community hub. It would also facilitate desired and priority co-location of retail and other amenities. However, Whitehorse City Council notes that the configuration of buildings and property boundaries limits the potential to accommodate development types.

Access to the site is excellent given its location within walking distance to the SRL station at Box Hill, which will service the Structure Plan Area and wider catchment well.

When further considered with the Gowanlea and Box Hill Institute sites outlined below, a large civic, community and sporting precinct can be reimagined. The size and location of the two sites could unlock new opportunities in Box Hill. The centrality of the sites and co-located services have potential to attract diverse businesses to the area that cater to the needs of different population cohorts, contributing directly to a more vibrant lifestyle.

The centrality and size of the library and town hall sites create opportunities to add to the existing network of community infrastructure in the area, providing walkable accessibility for residents, along with connections to current and future walking, cycling and public transport networks. Through flexible design, the sites offer the potential to shift with changing community tastes and preferences over time.

The library and town hall sites are council-owned. It is also noted that the 2036 Draft Structure Plan (Whitehorse City Council) outlines the potential for redevelopment of the rear of the Town Hall to renew the existing community hub and to provide a new urban and/or open space orientated to Bank Street.

Gowanlea, 1049 Whitehorse Road, Box Hill

1049 Whitehorse Road is located opposite the Box Hill Library and Town Hall Community Hub, which are sites that form part of the civic precinct in Box Hill, approximately 400 metres from the Activity Centre and serviced by various transport routes. The site is owned by the State Government being approximately 3000 m^2 and currently contains a residential development.

Box Hill Institute, 1000 Whitehorse Road, Box Hill

Adjacent to the Box Hill Town Hall Hub, this site forms part of the civic precinct expanding the opportunity for a larger civic precinct with combined services and community infrastructure.

6.4.2 CREATIVE AND MATERNAL AND CHILD HEALTH FACILITIES

Sexual Health Victoria, 952 Whitehorse Road, Box Hill

This site is located at the corner of Whitehorse Road and Station Street, central to the Box Hill Activity Centre. This location is highly connected and has a strong visual prominence to Whitehorse Road. It could host services such as maternal and child health or creative spaces.

6.4.3 SPORTS FACILITIES

Alkira, 3 Thurston Street, Box Hill

The Alkira site is located adjacent to Box Hill Activity Centre, with an approximate lot size of 3680 m^2 and a low-rise building. This site is ideally located between the Activity Centre and Aqualink on a key north-south cross-link identified in the Structure Plan. It is also within the significant change area of the Structure Plan. It

could reasonably accommodate multi-level development including indoor court facilities or a community hub facility.

Surrey Park, Canterbury Road and Elgar Road, Box Hill

Surrey Park is currently undergoing a master planning process. Surrey Park is ideally located with Aqualink, ovals, fields and outdoor tennis and basketball courts, making it a prime candidate for consideration as a sporting precinct.

7 Recommendations

Considering the community infrastructure needs of the Structure Plan Area and the service delivery models (local/district/regional), this assessment recommends that social and health services are combined into a centrally-located new multi-purpose community hub of 4160 $m^{2,}$ with multi-purpose spaces used to deliver the community hub, the neighbourhood house programs and potentially youth services. Three dedicated maternal and child health and one creative spaces facility of five rooms should be included within the new community hub.

In addition to the community hub floor space, a 3200 m^2 library should be included as the anchor tenant.

The overall square metre requirement should be tested with an architectural brief to deliver efficiency between adaptive spaces and dedicated service space requirements.

The new community and library hub should be centrally located, ideally within 400 metres of the SRL station at Box Hill and multi-modal interchange to provide access to the wider 1.6-kilometre local catchment which will rely on these services.

This assessment finds that need for indoor courts will generate a large facility and should also accommodate demand for indoor courts from the Burwood Structure Plan Area. A five+ court facility is recommended to ideally deliver multi-purpose courts, providing flexibility and efficiency of service with multiple sports using the same spaces and having the ability to maximise weather and other operational elements. The indoor facility should have a centralised location to enable access from all parts of the Structure Plan Area and the 1.6-kilometre local catchment, and provide good access from the neighbouring Burwood Structure Plan Area.

In addition to the inclusion tennis court line marking being included in the recommended indoor court facility, additional tennis and field needs could be met through enhancements to existing facilities and implementation of shared use agreements across a range of facilities.

Table 7.1 summarises the Structure Plan Area recommendations for each type of community infrastructure with an associated square meter area requirement. The table indicates the recommended approach with respect to new and existing facilities.

TABLE 7.1 RECOMMENDED COMMUNITY INFRASTRUCTURE FOR THE STRUCTURE PLAN AREA

COMMUNITY INFRASTRUCTURE		NEW FACILITIES			EXISTING FACILITIES			OTHER OPPORTUNITIES
Type	Square metre area/ spaces	Stand alone	Integrated	Co-located	Retain	Enhance	Replace	Shared user agreements
Community and social								
Library	3200		●	●			●	
Community hub	4160		●				●	
Neighbourhood house	0						●	
Youth centre	0							
Maternal and child health	3 spaces		●		●	●		
Creative space	5 room facility		●		●			
Sport and recreation								
Indoor multi-purpose courts	5+ court facility	●		●		●		
Outdoor court	0		●		●			
Tennis courts	0		●		●			●*
Field facilities	0				●	●		●

*Tennis court provision supplied through private facilities

Recommendations to inform the structure planning process are listed in Table 7.2. Proposed new facilities, enhanced facilities and other provision methods are recommended to meet the future 2041 needs identified in the Box Hill Structure Plan Area.

Recommendations are summarised as:

- **Needs** – shown for the Structure Plan Area and the 1.6-kilometre local catchment.
- **Location** – shown as the location recommended within the Structure Plan Area or local catchment (which is relevant for the service level type), or if co-location is recommended.
- **Facility** – recommended facility.
- **Square metre area** – amount of floor space required: note that measurements are approximate and need testing with an architectural design brief.
- **Candidate sites** – sites identified with potential to accommodate community infrastructure facilities, subject to further engagement with Whitehorse City Council.

TABLE 7.2 COMMUNITY INFRASTRUCTURE RECOMMENDATIONS

Type	Location	Facility	m^2 / spaces	Other options	Potential candidate site
Library	Centrally located in the Structure Plan Area. Co-locate with community of civic facilities	Single facility servicing the Structure Plan Area and 1.6-km local need	3200 m^2	n/a	Box Hill Library and Town Hall, 1022 and 1040 Whitehorse Road, Box Hill
Recommendation – One library of approximately 3200 m^2 to service the 1.6-kilometre local catchment, centrally located in the Structure Plan Area and co-located with other community and or civic facilities.					
Community hub	Centrally located in the Structure Plan Area.	One new multi-purpose community hub integrated with a library	4160 m^2	n/a	Box Hill Library and Town Hall, 1022 and 1040 Whitehorse Road, Box Hill
Recommendation – One new multi-purpose community hub integrated with a library, centrally located to service the 1.6-kilometre local catchment. The hub should accommodate approximately 4160 m^2.					
Neighbourhood House	n/a	Provide as community hub	0	Whitehorse City Council review the future of existing neighbourhood house facilities.	n/a
Recommendation – Deliver neighbourhood house services through a centralised community hub model.					
Youth space	Integrate within community hub	Provide as community hub	232 m^2	n/a	Sexual Health Victoria, 952 Whitehorse Road, Box Hill
Recommendation – Due to Councils future planned delivery model – no youth spaces are recommended for the Structure Plan Area.					
Creative space	2.6 creative spaces	Co-locate with community hub/library	Integrate with community hub	5 room facility	n/a
Recommendation – 5 rooms co-located with other cultural and civic services, to service the Structure Plan Area.					
Maternal and child health	Centrally located in the Structure Plan Area	Co-locate with community hub/library	3 spaces	Services should be retained in the north at the Burgess Family Centre and an additional service provided to service the southern neighbourhood catchment.	Precinct or Sexual Health Victoria, 952 Whitehorse Road, Box Hill
Recommendation – Three maternal and child health spaces within the Structure Plan Area ideally located centrally within a community hub.					

Type	Location	Facility	m^2 / spaces	Other options	Potential candidate site
Indoor multi-purpose courts	Co-locate close to community facilities and proximate to SRLE railway stations.	District facility, including 5+ courts, that integrates outdoor court and tennis court need.	5+ court facility	Integrate outdoor and tennis court needs into one facility. Include demand for the SRLE Burwood Precinct.	Central activity centre - Alkira, 3 Thurston Street, Box Hill, or Sports precinct - Surrey Park, Canterbury Road and Elgar Road, Box Hill
Recommendation – One new district facility accommodating 5 + courts of 465 to 781 m^2 each, (depending on the sporting codes) be co-located close to other community facilities, and proximate to SRLE railway stations within the Structure Plan area.					
Outdoor court	n/a	Provide as indoor court facility.	0	Integrate need for 2 outdoor courts into indoor court facility.	n/a
Recommendation – consideration of one court facility space be considered within an indoor court facility that is co-located with other community facilities.					
Tennis court facilities	n/a	Provide as indoor court facility.	0	Integrate need for tennis courts into indoor court facility.	n/a
Recommendation – Integrate tennis courts into indoor court facility, with no further outdoor facilities.					
Field facilities	• Upgrading existing facilities with additional auxiliary elements such as club facilities, toilets and shelters. • Increase playable hours through increased lighting of fields, irrigation and use of synthetic surfaces. • Pursue shared-user agreements with public schools, private schools and other private facilities with fields. • Consideration should also be given to exploring demand for additional regional standard field facilities				
Recommendation – Continue with planned and identify new opportunities for upgrades and enhancements of facilities, and pursue shared use agreements where possible to other facilities in the local and Structure Plan Area.					

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AJM
Joint Venture

Appendix A

Methodology

Overview

This community infrastructure needs assessment followed an established social science methodology. This assessment constituted a strategic assessment of community infrastructure needs to inform long term planning for the SRL East Project, which will be delivered through the SRL East Structure Plan Areas.

The assessment was undertaken in three key parts:

- Part A – establishing context, policy drivers and assessment metrics
- Part B – assessment of community infrastructure needs for the Study Area (1.6-kilometre local catchment) and Structure Plan Area
- Part C – consideration of place including existing facilities and locations, candidate site selection criteria and recommendations to inform preparation of the SRL East Structure Plans.

Following this assessment, it is anticipated that more detailed work will be undertaken to determine the specifics of community infrastructure projects that should be delivered to meet the needs identified in this assessment. This will be supported by relevant service delivery partner (including councils) with engagement and consultation. The continuation of this work will further refine and confirm, the form and function of the infrastructure in line with community needs and preferences as well as the delivery models of councils and others at that time. Detailed service planning and functional briefs will underpin this work.

Part A – Establishing context, policy drivers and assessment metrics

This stage of assessment established the strategic context for SRL East, particularly from a government policy and social / community infrastructure trends perspective. The assessment metrics were also established.

Part A included the following tasks which are outlined below:

- Study Area definition
- Policy review
- Stakeholder engagement
- Desktop research
- Establishment of community infrastructure planning principles
- Benchmarking metrics.

STUDY AREA DEFINITION

The Study Area for the community infrastructure assessment comprised a 1.6-kilometre radius around each SRL station, which was considered the local community infrastructure catchment.

As part of understanding community infrastructure provision, district and regional-level community infrastructure facilities were also considered for the assessment when they are located within the 1.6-kilometre local catchment, or where they provide for local needs in lieu of specific local community infrastructure facilities.

District and regional facilities have the following geographic catchments:

- District – 5-kilometre radius from the SRL station
- Regional – 10-kilometre radius from the SRL station.

These catchments were measured both from the facilities themselves, and to understand a local area. In the case of this assessment, the centre-point of the district and regional catchments were measured from the SRL East Stations. Refer to Section 3 of the assessment for detail on the Structure Plan Area and Study Area.

POLICY REVIEW

A comprehensive policy review was undertaken to understand the driving themes, trends and directions for community infrastructure, on a local, state and national level. The policy review comprised the following steps:

- Analysis of key community infrastructure policies, strategies and plans at federal, state and local council levels, which provide guidance for community infrastructure provision and responses to social trends driving demand locally.
- Analysis of land use planning policy relevant to the Structure Plan Area to understand current and long-term planning frameworks by council, overarching requirements and policy drivers
- Identification of local government strategies and other published information for current and committed provision of community infrastructure in and around the 1.6-kilometre local catchment to assess existing and planned supply
- Review of SRLA's overarching objectives for SRL East, including its main goals of productivity, connectivity and liveability
- Review of the goals, vision and key themes set out in the Precinct Vision Statement developed for Box Hill the Structure Plan Area, regarding community infrastructure.

STAKEHOLDER ENGAGEMENT

Engagement with Councils was undertaken to gain insight regarding community preferences, expectations and views, and to understand the condition and capacity of Council facilities. The following points were reviewed:

- Confirmation of council policy documents and planning frameworks for community infrastructure and preferences for different provision models to meet local community needs and expectations
- Requested and analysed information shared by Councils on issues such as the condition, capacity and utilisation of existing infrastructure, and other matters affecting community needs and provision priorities at the local level.
- Engaged with Council officers to understand potential drivers for community infrastructure within the Structure Plan Area arising from community preferences and expectations, including the influence of the cultural and demographic profiles of the existing community (see Appendix D for demographic profiles).
- Council engagement included requests for information in 2023 and 2024, along with informal conversations during March and April 2024.

Discussion themes included:

- The current condition, quality, capacity and use of community infrastructure facilities
- Plans or suggestions on how to increase the use of sports fields such as by improving lighting and installing synthetic turf
- Estimates of the current level of unmet need for community infrastructure facilities, including any data or evidence that demonstrates the need
- How cultural background influences the use of community infrastructure
- How community profiles (cultural background of communities) have influenced and shaped council strategies and plans for the use and development of community infrastructure.

A summary of the engagement findings is provided in Section 2.2.

DESKTOP RESEARCH

Broad-ranging desktop research was completed to understand social trends and drivers, community infrastructure planning in different settings, with associated prioritisation and service delivery models. This research underpinned the benchmarking for the assessment parameters, community infrastructure planning principles, and candidate site identification criteria, as well as the general approach to the methodology.

Research on macro social trends and drivers impacting community infrastructure provision included:

- Key trends and drivers associated with key community infrastructure and service types were reviewed, including changing participation trends for various sports codes and the kindergarten reforms for 3 and 4-year olds
- Social trends relating to formal sport participation in general and specific to the local catchment were identified
- Contemporary infrastructure types and provision models were reviewed, including innovative delivery and operating models and associated case studies that may inform effective provision planning for SRL East.

Section 5 provides the drivers of change for findings.

ESTABLISHMENT OF COMMUNITY INFRASTRUCTURE PLANNING PRINCIPLES

Community infrastructure planning principles were established to help guide the assessment. The principles have been based on the policy review and desktop research steps outlined above. The principles establish clear goals for the planning of community infrastructure where it is vital to help establish successful 20-minute neighbourhoods, which is one of the key outcomes sought for the Structure Plan Areas. These community infrastructure planning principles are outlined in Section 5.6.

BENCHMARKING METRICS

Community infrastructure needs were assessed against a range of parameters to help test the adequacy of an existing facility and service provision, and to understand future needs. The assessment parameters established for the Study Area (the 1.6-kilometre local catchment around the SRL station) are set out in Section 2.1.1.

It was critical the existing service delivery model was understood for each community infrastructure type specific to the local area, as well as the future development setting, so as to apply parameters that are appropriate to achieve future community needs.

In this step of the methodology, research was undertaken to:

- Understand the current delivery model in the existing urban environment, including:
  - » Number and distribution of facilities across the service provider area (local government in most cases)
  - » Type and sizes of facilities
  - » Partnerships in service delivery
  - » Owner of facilities
  - » Any future changes.
- Understand the future development context, including:
  - » Minimum residential density to achieve 20-minute neighbourhood catchments
  - » Adjacencies and preferences for locations of services
  - » Likely future delivery models
  - » Future active and public transport opportunities
  - » Minimum and maximum sizes of facilities
  - » Types, sizes and co-location of facilities for high-density environments.

This research underpinned a comprehensive benchmarking provided in Table B.1 of Appendix B. This benchmarking table was used to establish the assessment parameters for this assessment.

The assessment parameters include:

- **Population provision** – the best practice ratios for the minimum number of residents needed to provide a community infrastructure facility. It is expressed as number of *facilities: number of populatio*n.

- **Space requirement** – the best practice square metre area required for a facility. This is expressed as *square metre: population number*, or square metre area for facility, such as an area required for a basketball court. For sporting requirements, the number of courts are also detailed.
- **Accessibility** – the measure of journey time outwards from community infrastructure, and between community infrastructure and SRL East stations. Each benchmarked measure relates to the community infrastructure / facilities service level being local, district or regional, and the role the facility plays for the local and Structure Plan Area community.

The sources used for this research and for the desktop assessment are listed in Reference section of this report.

CANDIDATE SITE IDENTIFICATION PRINCIPLES

Candidate site identification principles were prepared to holistically reflect local liveability and deliverability objectives. Developing the principles included the following steps:

- Development of a suite of principles to guide site selection, based on strategic drivers for local liveability and other aspects of determining site suitability for community infrastructure delivery identified through policy review, engagement and research outlined above.
- Establishment of a series of principles to help guide location selection for community infrastructure.
- It is recommended that these principles are carried into the Structure Planning process.

Part B – Assessment of community infrastructure needs

The assessment of community infrastructure needs considered current needs (based on the 2021 ABS Census) and the future 2041 needs. A quantitative and qualitative assessment was undertaken to provide a holistic understanding of the current provision and its bearing on future needs. These assessments included:

- Assessing the number of facilities required against the population
- Interpreting the condition, capacity and adaptability of facilities to meet future need
- Determining the location of, and accessibility to, existing and planned facilities.

The details of each of these assessments is described below.

ASSESSING CURRENT NEEDS

The current need for community infrastructure was identified by assessing:

- The 2021 residential population against provision ratios for community infrastructure facilities and services
- Measuring existing distribution of facilities against benchmarked criteria for journey time.

The key steps in the assessment included:

Preparation of data for assessment:

1) **Audit and mapping of current** community infrastructure facilities in the 1.6-kilometre local catchment, the 5-kilometre district catchment and 10-kilometre regional catchment as described above. This was undertaken using:
    - Council documents
    - GIS databases
    - Data published on Data Vic (https://www.data.vic.gov.au/).
2) **Reviews of planned** community infrastructure facilities in the 1.6-kilometre local catchments, 5-kilometre district catchment and 10-kilometre regional catchment described above, using:

a) Published information on planned supply through council documents, including capital works plans and project websites. It is noted that information on planned provision is variable and may not be documented or available through published documents. Published information includes:

   i) Council commitments for planned infrastructure set out in capital works plans provide information to a 10-year time horizon (depending on the publication date) – so not all supply to 2041 would be documented at the time of writing in 2024.

b) Calculate current population for the Structure Plan Area and the local (1.6-kilometre) catchment. See Appendix D for the demographic profile for the Structure Plan Area.

Provision / demand assessment

Using the above data together with the provision ratios set out in the assessment parameters table (see Section 2.1.1, Table 2.2), **calculate the number of facilities required** against the population, for the Structure Plan Area and the 1.6-kilometre local catchment, where:

c) Provision ratios are set out as: **1 facility : benchmark population**, apply the following formula:

   i) Structure Plan Area Population / benchmark population = number of required facilities for the Structure Plan Area.

   ii) 1.6-kilometre local catchment population / benchmark population = number of facilities required for the local catchment.

d) Compare results to number of existing and planned facilities to understand the adequacy of provision, applying the following calculation:

   i) Number of facilities required for the specified catchment ((2i), or (2ii) above) – number of existing and planned facilities = adequacy of provision.

3) Apply the following interpretation shown in Table A.1 to understand the adequacy of current and planned provision:

TABLE A.1 PROVISION RATIO SCORING

ADEQUACY OF PROVISION (BI)	Less than 0.1	0.1 – to 0.8	More than 0.8
INTERPRETATION	No or negligible gap, or oversupply – facilities not required.	Emerging gap – facilities becoming required.	Significant gap – facilities required.

Qualitative review of condition and capacity

The qualitative review of the existing facilities interprets available information from local governments to understand:

- The condition of existing facilities
- The existing capacity of facilities to undertake current services
- The facilities ability to adapt to change, including additional need or reconfiguration of hard facilities to adapt to changing requirements.

4) Assess the current condition, capacity and future growth potential of existing local community infrastructure in the 1.6-kilometre local catchment, drawing on information provided by local governments. This was undertaken using:

   a) Review of council asset management data including their rating system of current facilities

   b) Anecdotal insights and information provided by officers from the Whitehorse City Council.

5) Information provided by council officers was interpreted using a five-scaled ranking from very good to poor, with 3 being fair, average or no change required. This scale was applied to moderate feedback across

facilities. Where no information was available for a facility, a neutral score was applied (3-fair) to not bias the outcome. The scores are shown in Table A.2.

TABLE A.2 FACILITY CONDITION SCORING

DESCRIPTION OF FACILITY	Fully meets or exceeds expectation	Minor impact or limitation on expectations	Average or fair condition with basic expectations met	Poor condition of significant impact to expectations	Expectations not met or severe impact
INTERPRETATION	5 – Very good	4 – Good	3 – Fair	2 – Poor	1 – Very poor

Accessibility review

Existing and planned facilities were mapped against the Structure Plan Area, 1.6-kilometre local catchment, 5-kilometre district catchment and 10-kilometre regional catchment to ascertain what areas could access community infrastructure facilities by walking, cycling and public transport.

The assessment compared these findings with the benchmarked accessibility criteria set out in the assessment parameters (**Section 2.1**) to determine the level of accessibility. The following key steps were undertaken:

6) Utilising the mapped location of each facility, accessibility was calculated through:
    a) Measuring the walkable catchment (400 metres / 800 metres) from each facility within the Structure Plan Area and the 1.6-kilometre local catchment. These maps are included in Appendix E.
    b) Measuring the journey time from the SRL East Station via walking, active or public transport to each facility. A table of these findings is included in Appendix E.
7) Accessibility was then rated as good, fair or poor according to the following Table A.3:

TABLE A.3 OVERALL ACCESSIBILITY RATINGS FOR LOCAL COMMUNITY INFRASTRUCTURE

ACCESSIBILITY CRITERIA EVALUATION	Facilities meet the criteria	There are some areas within the 1.6-km local catchment that do not meet the criteria	Most areas do not meet the criteria
RATING	Good accessibility	Fair accessibility	Poor

KINDERGARTEN NEED AND PREFERENCES

8) Assessing community needs for kindergartens requires a specialised assessment of system capacity given the blended nature of kindergarten provision, which can include programs delivered by several different providers, operating under various management structures. A partial assessment was carried out which comprised of the following steps:
    a) Analysing the potential impact on need for kindergartens arising from the Victorian Government's *Best Start, Best Life* reforms.
    b) Analysing the population growth for three- to four-year-olds to 2041 within the 1.6-kilometre local catchment, as forecast by SRLA, as well as kindergarten participation numbers at the LGA level via the Victorian Child and Adolescent Monitoring Service.
    c) Exploring the current structure of kindergarten provision in the local government area, drawing distinctions between programs classified as stand-alone / sessional or integrated as part of long daycare settings. This was done using the *Find a Kinder* tool centred around a 2-kilometre radius from the SRL station.

    Information on community preferences for kindergarten settings (such as sessional / stand-alone or long daycare) was sourced from available information, primarily contained within the most recent Kindergarten

Infrastructure Service Plans (KISPs), developed by the Victorian Department of Education and local governments. Work to refresh KISPs for 2024 is currently underway.

Based on the points above, high-level future supply and need considerations were made.

ASSESSING FUTURE NEEDS

The future need for community infrastructure was identified by assessing:

- The 2041 residential population against provision ratios for community infrastructure facilities and services
- The existing and planned facility qualitative and accessibility assessment findings.

The key steps in the assessment included:

Preparation of data for assessment:

9) **Calculate future populations** for the Structure Plan Area and the (1.6-kilometre) local catchment. The future population numbers account for the population growth associated with renewal of the Structure Plan Area and the SRL East Project overall. See Appendix D for the demographic profile for the Structure Plan Area.

Provision / demand assessment

10) Utilising the above data together with the provision ratios set out in the assessment parameters table (See Section 2.1.1, Table 2.2), *calculate the number of facilities required* against the population, for both the Structure Plan Area and the 1.6-kilometre local catchment, where:
    a) Provision ratios are set out as: *1 facility: benchmark population*, apply the following formula:
        i) Structure Plan Area population / benchmark population = number of required facilities for the Structure Plan Area.
        ii) 1.6-kilometre local catchment population / benchmark population = number of facilities required for the local catchment.
    b) Results were compared to the current 2021 assessment findings to understand adequacy of provision to meet future need in terms of provision, quality and location.
11) Applying the following interpretation shown in Table A.4 to understand the adequacy of current and planned provision:

TABLE A.4 PROVISION RATIO SCORING

ADEQUACY OF PROVISION (BI)	Less than 0.1	0.1 – to 0.8	More than 0.8
INTERPRETATION	No or negligible gap, or oversupply – facilities not required.	Emerging gap – facilities becoming required.	Significant gap – facilities required.

Identify options to meet the need

Drawing together findings from stakeholder engagement, policy review and research undertaken, options have been outlined to meet the identified future need of the Structure Plan Area, with consideration to the 1.6-kilometre local catchment needs.

The options synthesize:

12) Identification of the number of facilities with consideration of maximum size and distribution, preferred locations, adjacencies and other recommendations.
13) Preferred locations utilising the benchmarked criteria for both the Structure Plan Area, service model and 1.6-kilometre local catchment needs. This incorporates analysis of current location and identification of under serviced areas / areas of poor accessibility.

14) Quantification of the facility size using the ratios in the assessment parameters table, see Table 2.3.

15) Consideration of co-location, integration and adjacencies of other community infrastructure types, proximity to transport types and other place considerations such as retail centres, high density or employment areas or proximity to green links and open spaces.

Part C – Place consideration, application of candidate site selection criteria and recommendations

The vision for the Structure Plan Area was considered alongside the assessment findings, policy drivers, drivers for change and principles for community infrastructure planning to create holistic place-responsive recommendations. Applying the candidate site identification criteria, a range of potential sites for new community infrastructure were identified for further consideration in the structure planning process and to discuss in future consultations with council.

Note the candidate site selection criteria is discussed in Appendix A – Establishing context policy drivers and assessment metrics.

The key steps in Part C are described below.

RECOMMENDATIONS BY TYPE

The purpose of this stage is to confirm the identified provision recommendations by reviewing their alignment with the underpinning principles, parameters, and strategic drivers for this assessment, along with the insights obtained through council engagement.

The assessment concludes with recommendations for new community infrastructure within the Structure Plan Area (see Section 7).

Steps to review and confirmed the identified provision included:

16) Ensured alignment with the following strategic drivers for community infrastructure provision as identified in Part A:

    a) SRL East project drivers, and good practice principles for community infrastructure planning and site selection

    b) Federal and state government policies and plans, including the framework of a 20-minute neighbourhood

    c) Council policies and plans relevant to understanding local community needs, the state of local community infrastructure networks, and associated provision priorities across precincts

    d) Social issues and trends influencing community use and delivery of infrastructure, including sports participation trends and contemporary community infrastructure provision models.

17) Ensured alignment with issues raised and insights provided by councils through engagement undertaken during this assessment process.

18) Considered integration with open space analysis and provision recommendations, including options for co-location of facilities and open space.

19) Considered integration with the structure planning process, including the optimum approaches for Structure Plan Areas to accommodate identified provision priorities, including through identified potential sites for delivery.

PLACE CONSIDERATIONS

20) Reviewing the assessment findings of each community infrastructure type side-by-side to identify efficiencies and preferences for combined services, locations and other benefits. This included adjustments and considerations to:

a) Ensure a holistic service model is considered
b) Review facility size for efficiency
c) Review alternative options for delivery models and trends identified in the policy and research review.

21) Identifying candidate sites through workshops with the Structure Planning Team and SRLA.
22) Summarising recommendations for community infrastructure provision for the Structure Plan Area and provide context where required for the 1.6-kilometre local catchment. Summary includes:
    a) Need of facilities in the Structure Plan Area and 1.6-kilometre local catchment
    b) Highlight of location preferences
    c) Outline of minimum facility size, or requirements
    d) Identification of candidate sites
    e) Any further recommendations for provision, such as shared use agreements and upgrade of facilities.

AJM
Joint Venture

Appendix B

Community infrastructure selection and assessment parameters

Assessment parameters

This appendix provides background information on the research and selection of assessment parameters used to assess the community infrastructure needs in this technical assessment. The assessment parameters for each community infrastructure type include:

- Level of service or hierarchy
- Associated population
- Geographic catchment
- Facility type
- Space requirements
- Accessibility criteria
- Facility condition.

Assessment parameter guidance

The assessment parameters provide guidance on the number, size, and location of facilities in relation to a specific geographic catchment and population size. Determining an adequate level of community infrastructure provision in relation to a designated geographic catchment and associated population is achieved by benchmarking against established metrics.

Through this process of quantitative assessment, an indication of a potential undersupply or oversupply of certain community infrastructure types may be identified in a particular catchment.

It is important to recognise this process alone does not indicate community needs for infrastructure. Rather, ratios provide guidance on good practice levels of provision, to be interpreted as part of a broader analysis that accounts for a rich range of qualitative and quantitative information. Provision ratios therefore represent only one aspect of broader decision-making process when planning community infrastructure.

Models for community infrastructure provision and limitations

Models for community infrastructure provision are evolving. Contemporary approaches favour larger multi-purpose facilities, which are flexible in space provision and use, and adaptable to changing community needs over time. These facilities are typically replacing smaller, stand-alone facilities which are less efficient from a facility maintenance and operational perspective.

As such, while industry benchmarks for provision ratios are currently established for smaller stand-alone facilities, as infrastructure provision trends shift, the form in which future facilities are delivered is changing to larger multi-purpose and co-located facilities. This trend applies to libraries, youth spaces, neighbourhood houses, and local community halls.

This impacts how the outcomes of benchmarking are ultimately interpreted. For example, identified gaps for some current infrastructure types (such as neighbourhood houses and community halls) may translate into the provision of other facility types in the future (such as community hubs).

It is noted that provision ratios do not also consider characteristics or the distribution of residents within the selected geographical area, or demand placed on some infrastructure types by workers and visitors. Nor do they consider geographical barriers to access (such as major roads, distances between facilities), and the condition, fit-for-purpose or design life of existing facilities.

Separate qualitative assessment of these and other issues is therefore integral to the overall community infrastructure needs assessment.

COMMUNITY INFRASTRUCTURE SELECTION AND HIERARCHY

The core suite of community infrastructure considered through this assessment was selected in accordance with the drive for SRL East Structure Plan Areas to be planned as inclusive, liveable, 20-minute neighbourhoods. That is, neighbourhoods that give people 'the ability to meet most of their everyday needs within a 20-minute walk, cycle or local public transport trip from their home'.[10]

This concept defines a specific range of local infrastructure types and other features essential to achieving local liveability, including provision of community hubs, libraries, local health services, arts and cultural infrastructure, and sport and recreation facilities, as shown in Figure B.1.

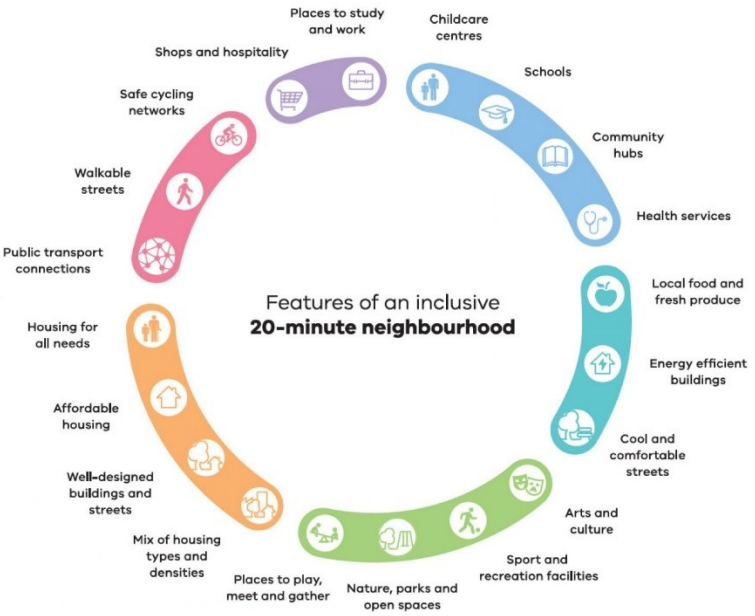

FIGURE B.1 FEATURES OF A 20-MINUTE NEIGHBOURHOOD (SOURCE: PLAN MELBOURNE 2017 – 2050)

Community needs for these local infrastructure types are assessed in relation to the future populations of the Structure Plan Area and 1.6-kilometre local catchment.

The future community of the Structure Plan Area will also need access to district-level and regional-level community infrastructure types, such as universities, hospitals, and aquatic centres. These infrastructure types are typically provided at broader catchments given their size and scale, and the scale of populations they service.

A standard 'hierarchy of provision' was therefore adopted for this assessment. This includes local infrastructure being the types that meet daily needs. It also has regard to district-level and regional-level or 'higher order' infrastructure types which are less frequently accessed and for which populations typically travel greater distances, given the scale and reach of services of those types.

Local infrastructure types were assessed with quantitative benchmarking and qualitative analysis, given the relative demand the Structure Plan Area population will place on these infrastructure types and the need to prioritise their provision in the Structure Plan Area.

This is in comparison to the relatively minor impact on demand the forecast population growth in the precincts will place on district and regional-level infrastructure types, and the fact that planning for provision of these types is the responsibility of other State agencies, at that broader scale.

[10] DELWP, *Plan Melbourne 2017-2050*

Defined geographic catchments are typically associated with local, district and regional-level infrastructure types, based on established methods and catchments. These catchments reflect the distances at which populations typically travel to access those infrastructure types, and the size of populations they service.

District and regional-level infrastructure types were therefore assessed in relation to their accessibility to the future Structure Plan Area population by public transport, throughout the 5-kilometre and 10-kilometre catchments surrounding each SRL East station. This assessment provides critical information for State agencies to plan for expanded provision of the district and regional infrastructure types for which they are responsible.

District and regional community infrastructure types were also considered a secondary priority for provision within the Structure Plan Area, due to:

- Relatively small proportional demand for district-level and regional-level infrastructure types represented by the forecast populations for the SRL East Structure Plan Areas (see proportional population data)
- Feasibility of accessing sites large enough to feasibly accommodate these typically large-scale infrastructure footprints within the higher-density SRL East Structure Plan Areas, weighed against the need to ensure 'local liveability' infrastructure types
- Relative accessibility of existing district-level and regional-level infrastructure across the SRL East corridor to the future populations of the SRL East Structure Plan Areas.

The infrastructure that is the primary focus of this assessment is set out in Section 2.1. This includes definitions, benchmarks for provision for established populations and geographic catchments, and typical spatial requirements.

GOVERNMENT-FOCUSED COMMUNITY INFRASTRUCTURE

This assessment is focused on public infrastructure predominantly provided / funded by the Victorian and local governments. While it is recognised that some community members may have access to private community infrastructure (such as commercial gyms, private tennis courts and swimming pools), the focus of government infrastructure planning is founded on a principle of equity: ensuring adequate community (public) infrastructure to meet community needs and that infrastructure is accessible to all community members. Community infrastructure types provided by local government to support local liveability are the primary focus of this assessment.

Other infrastructure types provided by Victorian Government and third-party providers (such as schools, universities and childcare services) were subject to an initial audit for this assessment (see Appendix C). However, they were not assessed in detail and are excluded from the assessment due to:

- The preferred local government facility focus
- Service provision models
- Third-party providers having their own custom methodologies and/or market-demand assessments to plan for future infrastructure provision.

So that community infrastructure needs are met across various infrastructure types, SRLA is working closely with other Victorian Government agencies, such as the Department of Education, to enable appropriate and timely planning for other relevant community infrastructure types. This will be essential to support population growth associated with SRL East.

The full range of local, district and regional community infrastructure types considered for this assessment and the responsible agencies are shown in Figures B.2, B.3 and B.4. Distinction was made on the typical facility and service provider types including local government, the market, and Victorian Government.

The associated audit of all infrastructure types across all providers is provided in Appendix C.

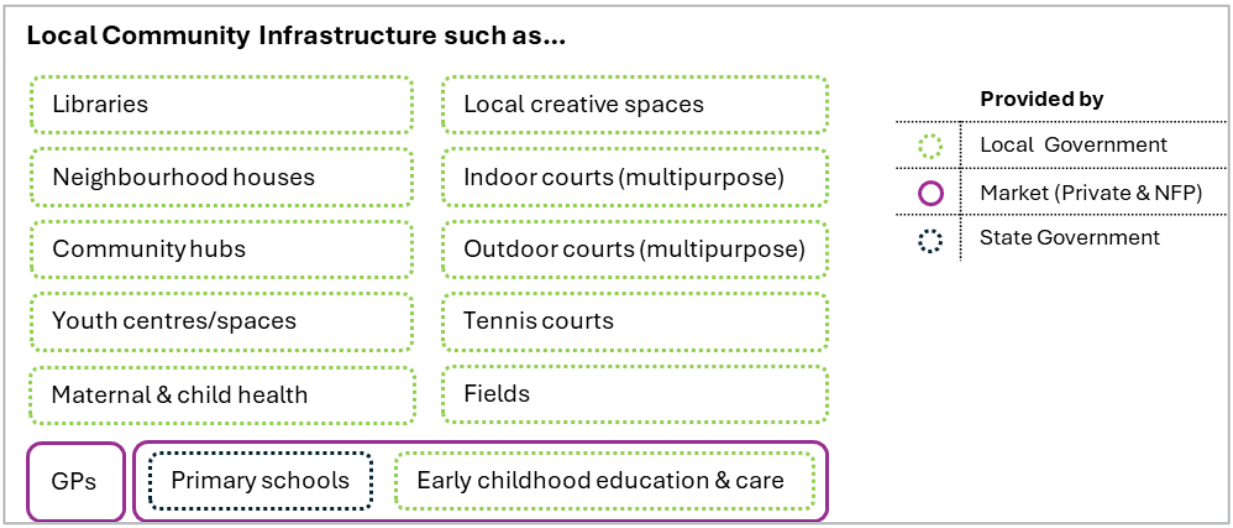

FIGURE B.2 TYPICAL LOCAL COMMUNITY INFRASTRUCTURE PROVISION TYPES AND PROVIDERS*

*It is noted that early year's education, including childcare (2 to 3-year-olds) and kindergartens (3 to 4 year olds) are delivered by local government as well as private providers. Other types of early years education facilities, such as long day care centres, are also provided by private providers. These facilities may include kindergarten places.

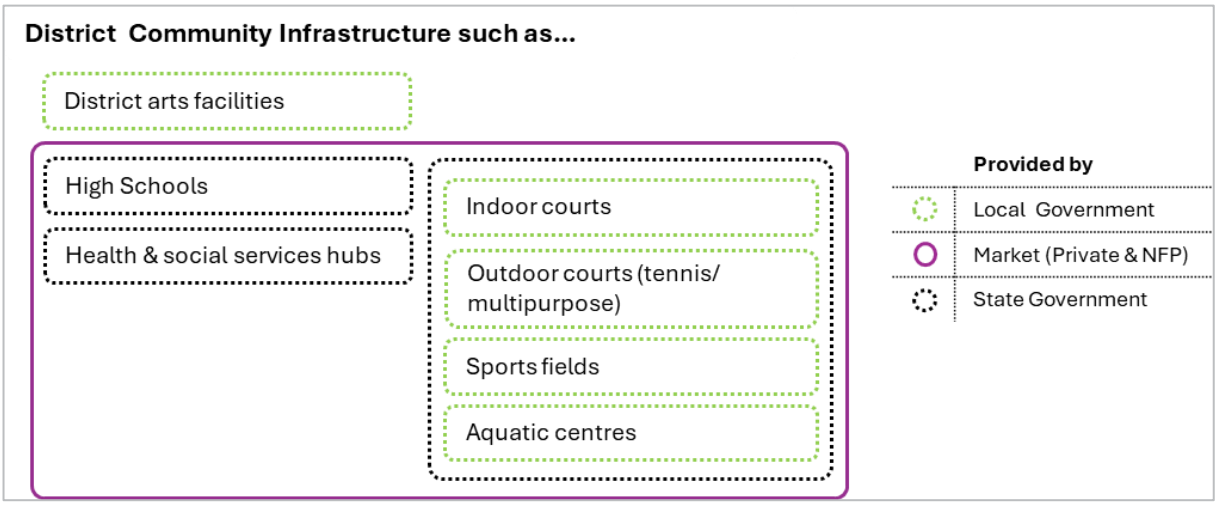

FIGURE B.3 TYPICAL DISTRICT COMMUNITY INFRASTRUCTURE PROVISION TYPES AND PROVIDERS

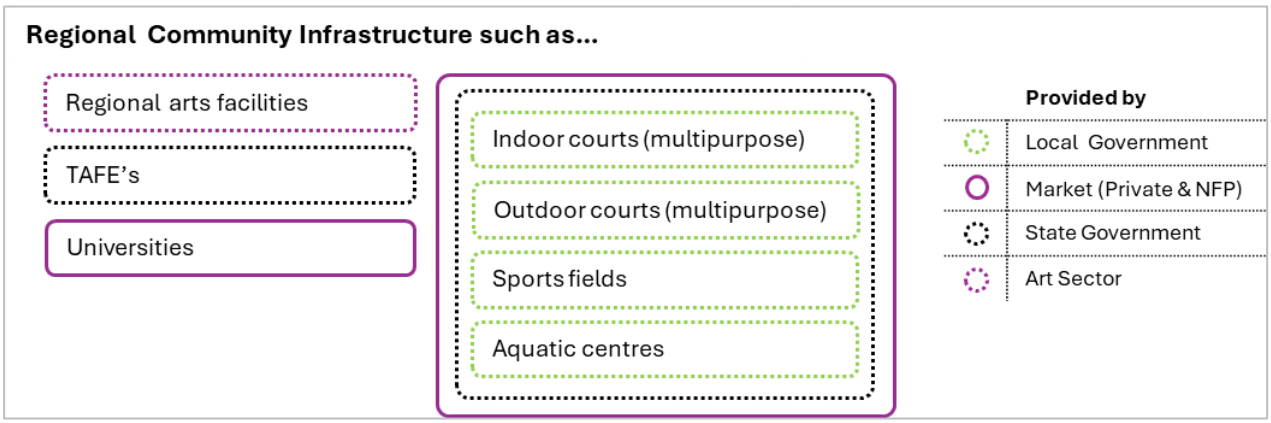

FIGURE B.4 TYPICAL REGIONAL COMMUNITY INFRASTRUCTURE PROVISION TYPES AND PROVIDERS

Service planning in a changing development settings

The existing service provision for the 1.6-kilometre local catchment is based on a low and medium-density environment, which generally relies on car trips. High-density residential development is planned to support the 20-minute neighbourhood, where community infrastructure is distributed within a 20-minute walk, ride or public transport journey from home.

The local area outside the Structure Plan Area will be low-medium density and will rely mostly on accessing community infrastructure within the Structure Plan Area. For this reason, it is critical that:

- Service planning for the local area is understood to adequately determine overall number of facilities and partnerships in delivery models
- Access within the local area is understood to see where there may be gaps
- Maximum size of facilities is understood to ascertain recommended number of facilities.

Existing service planning was reviewed for the 1.6-kilometre local catchment. This acknowledges the existing facility to population ratio and distribution (accessibility / journey time). These measures were reviewed to help understand how community infrastructure is currently serviced (usually by local government). This helps to determine if local community infrastructure is currently provided via a district-level facility. For example, libraries can be accessed locally through mobile libraries or small neighbourhood centres, or they may be provided centrally in one larger facility that services a greater population (district or regional facility). Accessibility was analysed by the mapping exercise. See Appendix E for maps.

Future service planning sets out the preferred method of providing local community infrastructure for 2041 (such as through a district library described in the above point) acknowledging the development context which includes future Structure Plan Area requirements, and the remaining area in the 1.6-kilometre local catchment. It also sets out the accessibility measures for achieving Structure Plan Area requirements of the 20-minute neighbourhood, where the maximum measures are via 20-minute walk (800 metres), cycle or public transport connection, and the accessibility requirements for the remaining local 1.6-kilometre local catchment. The assessment parameters combine research and policy to establish best practice measures to achieve a future service planning environment.

These considerations informed the benchmarking and the ultimate assessment parameters set out in Table B.1.

LITERATURE REVIEW

A comprehensive literature review identified appropriate assessment parameters for this assessment. This included a review of ratios applied in other published reports across Australia, including those published by the Victorian Government and local government. A broad review of other successful international cities that provide community infrastructure within highly populated dense environments was also considered to understand future measures to understand the maximum size for facilities and the accessibility measures. Overall, reviewing current service planning and future aspirations has given a robust basis for establishing the assessment parameters.

A summary of the established provision ratios applied for benchmarking the key types of community infrastructure assessed in relation to local liveability is provided in Table B.1 together with the primary authoritative source for the benchmarks.

It is important to note that where benchmarks are based on a population range, such as 1 x library per 10 to 20,000 people, the upper end of the provision range was typically selected. This is given that community infrastructure provision in established urban areas with high population densities (as per the SRL East Structure Plan Are) is more reflective of those higher population-based demand ratios.

The full list of documents and benchmarks reviewed is provided in the Reference section of this report**,** with the authoritative documents highlighted below:

- Active Monash, Monash Tennis Plan (2021)
- Aquatics and Recreation Victoria, Victoria Indoor Aquatic and Recreational Facility Development Guidelines (2011)
- ASR Research for Victorian Planning Authority and City of Melbourne, Arden Precinct Community Infrastructure Needs Assessment (2021)
- Casey, Establishing Standards for Social Infrastructure (2005)
- City of Monash, Playground and Play Space Strategy (2020)
- City of Kingston, Sport and Recreation Strategy (2018)
- Whitehorse City Council, Play Space Strategy (2011)
- Monash University, 20-Minute Neighbourhood – Living Locally Research (2019)
- NSW State Library Building Calculator
- Parks and Leisure Australia, Western Australia Guidelines for Community Infrastructure (2020)
- Victorian Planning Authority, City of Whittlesea Community Infrastructure & Open Space Needs Assessment (2019).

Space requirements

All the space requirements provided for each community infrastructure types reflect the latest contemporary practice research. This is particularly important in the absence of nationally-accepted guidelines for community infrastructure provision in Australia. The preferred space requirements used for this assessment are summarised in Table 2.2, Section 2.1.1.

Accessibility definitions

Accessibility criteria is used to measure journey time to community infrastructure facilities. As described above facilities are planned using different levels of services and geographic catchments. These largely determine the maximum journey times to facilities.

The goal of the Structure Plan Area is to include community infrastructure within a 20-minute walk, cycle or public transport connection, with a priority for walking. The criteria established in the assessment parameters therefore considers journey times for the Structure Plan Area and the 1.6-kilometre local catchment.

It is noted this stage of the assessment identifies the accessibility of district and regional facilities in 5-kilometre and 10-kilometre catchments from the SRL East station by public transport. ‘Accessibility’ in this case is measured in relation to infrastructure accessibility within 15-minute, 30-minute, 45-minute, and 60-minute by public transport from the SRL station. Since district and regional (or ‘higher order’) infrastructure types are less frequently accessed and are not considered as part of daily needs (according to *Plan Melbourne*), populations typically travel greater distances and are willing to do so. For this reason, the 20-minute neighbourhood framework does not entirely relate to district and regional facilities.

Appendix E provides maps and tables of measured journey times.

Local accessibility

Local accessibility refers to access that people will have to existing and planned local community infrastructure in the 1.6-kilometre local catchment. Walking is the primary metric used to measure journey time, particularly within the Structure Plan Area. However, cycling and public transport options are also used and are desirable over private vehicle use.

Walking

The distance of 800 metres represents a 20-minute walk, (including a return journey (400 metres) and one-way journey). This distance of 800 metres aligns with the 20-minute neighbourhood framework.

A facility is categorised as walkable if it is located up to 800 metres from a given point:

800-metre catchment surrounding the facility, or

- 800-metre walk from the SRL East station.

District accessibility

District accessibility refers to access that people will have to an existing or planned facility within a 5-kilometre catchment. Public transport is the primary metric used to measure journey time.

Public transport

- Public transport is measured from the SRL East station to the facility
- From the facility to the centre of the Structure Plan Area; and
- A facility is categorised as accessible if within a 20-minute journey time.

Regional accessibility

Regional accessibility refers to access to regional community infrastructure by public transport within 10-kilometres from the SRL East station.

- To identify public transport travel times between a SRL East station and a district / regional facility, this analysis relied on the combined work of SRLA and AJM-JV, namely the dataset, Travel Time to each SRL East Structure Plan Area by public transport, for year 2041. This dataset produced catchments radiating from the SRL station illustrating areas that are accessible on public transport within (1) 15-minutes, (2) 15 to 30 minutes, (3) 30 to 45 minutes and (4) 45 to 60 minutes.

Mapping accessibility and findings

- The SRLA's GIS dataset, *'Walkable catchment from SRL East Stations in 200m intervals'* (July 2023), was overlayed to form 400-metre and 800-metre catchments from the SRL station with audited local community infrastructure.
- Maps were produced to show the positioning of local community infrastructure in relation to walkable catchments from the SRL station.
- Map-based accessibility assessments were undertaken to define community infrastructure within the 800-metre 'walkable' catchment as 'walkable from the SRL station,' and that outside this catchment as being 'not walkable'.
- Map-based accessibility assessments were undertaken to define community infrastructure as 800-metre 'walkable' within the 1.6-kilometre local catchment to define 'walkable' and 'not walkable area'.
- Importantly, the analysis of the 1.6-kilometre local catchment is used in refining priorities for provision, including nomination of potential sites for future provision, through:
    - » Understanding the current accessibility landscape for local community infrastructure across the Structure Plan Area and its 1.6-kilometre local catchment.
    - » Understanding the gaps in local community infrastructure provision and where these gaps are located (that is, which facilities are 'not walkable' from the SRL stations? What and where are the 'walkability gaps' in the Structure Plan Area and 1.6-kilometre local catchment?).

  - » Understanding the geographic locations / sites that may accommodate future infrastructure provision, planned in way that contributes to delivering more *comprehensive* networks of local community infrastructure across all precincts, aligning with the 20-minute neighbourhood framework.
- Overall accessibility for each community infrastructure type for the 1.6-kilometre local catchment and Structure Plan Area populations was completed, with the following maps and tables in Appendix E.
- The outcomes of this component of the spatial analysis enables an understanding of the following:
  - » What community infrastructure types are accessible within 15-minutes from the SRL station?
  - » What community infrastructure types are accessible 15 to 30 minutes from the SRL station?
  - » What community infrastructure types are accessible 30 to 45 minutes from the SRL station?
  - » What community infrastructure types are accessible 45 to 60 minutes from the SRL station?
  - » What community infrastructure types are accessible beyond 60-minutes from the SRL station?

Qualitative parameters

This assessment employed the following qualitative parameters to help ascertain condition, utilisation and capacity of existing community infrastructure facilities within the Study Area:

- Building condition – ratings of from very poor to very good based on the relevant local government's asset management rating
- Capacity – rating of current capacity and potential of facility to support increased use drawing on advice from relevant local governments
- Utilisation – rating of current capacity and potential of facility to support increased use drawing on advice from the relevant local government.

It should be noted the advice from local governments on the potential of the facility to support increased population were observations relating to current conditions and were not based on the assessment of population growth forecasts for the Structure Plan Area.

The scoring and interpretation of this is set out in Section 2.1.2.

Benchmarking assessment parameters

A broad research and benchmarking exercise established appropriate community infrastructure assessment parameters across all the SRL East Structure Plan Areas and 1.6-kilometre local catchments to provide consistency. Accessibility measures were also considered for district and regional-level community infrastructure.

Table B.1 compiles the benchmark information, with summary rationale used to determine the final assessment parameters used in this assessment. The table sets out:

- Community Infrastructure type and definition
- Existing facility to population ratio – defined through research and analysis of publicly available material
- Benchmarked facility to population ration for Australian contexts and high-density contexts, as well as international examples
- Accessibility measures that relate to:
  - » Structure Plan Area 20-minute neighbourhood goals
  - » Best practice Australian examples
- Space requirements for facilities using best practice Australin examples and high-density contexts
- Sources and references.

TABLE B.1 ASSESSMENT PARAMETER BENCHMARKING

Libraries		
Libraries – summary findings • Libraries were found to generally operate at district-level service provision, sometimes with partnerships across local government areas. • As a district-level service, accessibility must be high from active and public transport connections. • A standard population of 20,000 was found to generate demand for 1 library facility. • 62 m^2 per 1000 people is adopted from the NSW State Library calculator, as the State Library Standards and the subsequent calculator are considered robust planning standards for library provision. • Libraries with a lower population ratio were smaller and more frequently spaced. **International statistics have been derived using population numbers and numbers of know libraries to gain a general facility to population ratio. The distribution, size and quality of these libraries are unknown. This information has been used to help provide context for Australian data.*	**Existing level of service – facility to population ratio** District provision 2.5 to 3.5 km centres Facility: population Monash: 2.7:100,000, (1:37,037) Bayside: 4.1:100,000. (1:24,390) Kingston: 5.9:100,000 (1:16,949) Whitehorse: 3.1:100,000 (1:32,258)	**Local provision ratio/ benchmark applied (Facility : population)** 1:20,000 to 50,000 – Park Leisure Australia (2020) 1:30 to 60,000 – ASRR (2009) 1:40,000 - New York City (regional scale)* 1:30,500 – Copenhagen* 1:27,800 – Malmo* 1:39,100 – Montreal*
Definition • Libraries may be stand-alone local facilities, but also may be integrated as part of larger integrated multi-purpose facilities, where they typically form the anchor facility. • Maximum sized libraries – for state-level facilities has been included to provide context for maximum-sized facilities that are appropriate for high-density environments. • University libraries were not included in the audit counts for this assessment, given the focus is on local government infrastructure. University libraries offering public memberships are mentioned in the qualitative assessment only.	**Accessibility** Medium to high-density A library should be walkable from the SRL station, specifically 400 m one way / 800 m return to align with the 20-minute neighbourhood model. This means the facility would be highly connected to public and active transport. Located within 400 m of multi-modal transport hub to maximise accessibility from	**Space requirements** 62 m^2 per 1000 people Maximum sizes: Must be adaptive spaces British Library 112,000 m^2 New York Public Library main branch 55,000 m^2

References and sources

NSW State Library Building Calculator

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

British Library 112,000 m^2 - the British Library, Corporate Membership at the British Library (2024)

New York Public Library main branch 55,000 m^2 - The New York Public Library, About the Stephen A. Schwarzman Building (2024)

Montreal - Population 1,762,949 in the 2021 Canadian Census

Statistics Denmark, Population Figures (2024)

New York City population - Planning-Population-NYC Population - DCP

Australian Urban Observatory (AUO) (2017), Social Infrastructure Indicators

Community hubs

Community hubs – summary findings

- Community hubs operate at district-level service provision, often replacing neighbourhood house models.
- As a district-level service, accessibility must be high from active and public transport connections.
- A standard population of 25,000 was found to generate 1 community hub.
- 80 m^2 per 1000 people is adopted from the Elton Consulting[11] reflecting best practice experience and research on community space provision.

Definition

- Large multi-purpose community hubs are often the focal point for the local community. They are delivered through a single building / site or a cluster of proximate buildings / sites and are typically integrated or co-located with an 'anchor' facility such as a library or indoor recreation facility.
- Community hubs typically host a number of multi-purpose spaces that can adapt to a range of activities.
- Halls have not been included in the quantitative assessment as this is not a contemporary form of community infrastructure, when looking at future
- Need you would not plan for this type of facility (in favour of a multi-purpose community hub). Halls also vary in their functionality therefore making benchmarking difficult.

Existing level of service – facility to population ratio

District provision

Low to medium density

Facility: population

Whitehorse: 2.1:20,000 (1:9523)

Monash: 2.52:20,000 (1:8000)

Kingston: 2:20,000 (1:10,000)

Bayside: 8.1:100,000 (1:12,345)

Local provision ratio/ benchmark applied (Facility : population)

1:15,000 to 25,000 – Park Leisure Australia (2020)

1-30 to 60,000 – ASRR (2009)

Accessibility

Medium to high-density

1000 m – AUO (2017).

Distribute evenly across neighbourhood.

Located near population centres and other essential services or key destinations such as retail centres. Located near public and active transport routes to optimise use and promote equitable access.

Space requirements

80 m^2 per 1000 people – Elton Consulting (2018)

0.05 m^2 per person – London

References and sources

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Elton Consulting (2016), Parramatta CBD, North Parramatta and Harris Park Community Facility Needs Study

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

Australian Urban Observatory (AUO) (2017), Social Infrastructure Indicators

Monash Uni 20-minute Neighbourhood: Living Locally Research (2019)

Neighbourhood houses

Neighbourhood houses – summary findings

- Neighbourhood houses operate at local-level service provision.
- At a local-level service, neighbourhood houses tend to be located in residential areas and walkable or accessible via public transport.
- A standard population of 15,000 was found to generate 1 neighbourhood house, with a maximum relative size being 1200 m^2.
- 80 m^2 per 1000 people is adopted from the Elton Consulting[12] because reflects best practice experience and research on community space provision.

Definition

Neighbourhood houses, also commonly known as community centres, learning centres, community houses or neighbourhood centres are local facilities that provide social, educational and recreational activities for their communities in a welcoming and supportive environment. These facilities are often located in low-density environments, close to homes and host a range of small spaces for the community to use, including arts and crafts, playgroups, senior groups and other services they serve community needs.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low to medium density Easily accessed through the active and public transport networks. Located in predominantly residential areas to allow ease of access with reduced barriers for any age, financial status and cultural background with a walkable 800 m.	1:7500 – Park Leisure Australia (2020). 1:3500 to 15,000 – City of Casey (2005)

Accessibility	Space requirements
Medium to high density Neighbourhood houses are expected to be consolidated into new community hub models by 2040 as a contemporary model for service delivery, and as identified through Council Plans.	80 m^2 per 1000 people - Elton Consulting (2018)
Neighbourhood Houses if still operating under the same service structure should aim for a neighbourhood accessibility of 800 m as dwelling densities increase.	

References and sources

City of Casey (2005), Establishing Standards for Social Infrastructure

Elton Consulting (2016), Parramatta CBD, North Parramatta and Harris Park Community Facility Needs Study

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Neighbourhood houses Victoria, https://www.nhvic.org.au/whats-a-neighbourhood-house

[12] Elton Consulting (2016), *Parramatta CBD, North Parramatta and Harris Park Community Facility Needs Study*.

Youth centres / spaces		
Youth centres / space – summary findings • Youth centres / spaces operate at local-level service provision. • At a local-level service, accessibility must be high with active and public transport connections. • A standard 12 to 17-year-old population of 3000 was found to generate 1 youth centres / space, with a maximum relative size being 240 m^2. • 80 m^2 per 1000 people is adopted from the Elton Consulting[13] because reflects best practice experience and research on community space provision.	**Existing level of service – facility to population ratio** Local provision Low-medium density	**Local provision ratio/ benchmark applied (Facility : population)** 1:3000 (1 facility/ space per 3000 12-17-year-olds) – Monash University (2019). 1:10,000 (spaces provided) – ASRR (2009). 1:30 to 60,000 (dedicated facilities) – ASRR (2009).
Definition Dedicated spaces for young people to access recreation, social activities and support.	**Accessibility** Medium to high density Easy access by foot, cycling or public transport is essential to reduce barriers for youth. Youth centres / spaces can be stand-alone or delivered in general-purpose and flexible community hubs. Evenly distributed for equity of access.	**Space requirements** 80 m^2 per 1000 people - Elton Consulting (2018) 0.17 m^2 / person - London
	Located within 400 m of multi-modal transport hub to maximise accessibility from 1.6-km local catchment and enable a diversity of accessibility.	

References and sources

Monash University (2019), 20-Minute Neighbourhood – Living Locally Research

City of Casey (2005), Establishing Standards for Social Infrastructure

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

[13] Elton Consulting (2016), *Parramatta CBD, North Parramatta and Harris Park Community Facility Needs Study*.

Art facilities / creative spaces

Art facilities / creative spaces – summary findings

- Local creative spaces operate at local-level service provision.
- As a local-level service, accessibility must be high with active and public transport connections.
- A standard population of 20,000 was found to generate 1 local creative space. 1:20,000 is proposed given these services are now typically integrated in community hubs, and given the growing focus on arts facilities and creative spaces as a local social connector.
- There are no best practice space requirements available, although facilities typically have less than 5 rooms and may have no staffed reception area. These facilities may also be integrated into other community facilities.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low-medium density Facility: population Whitehorse: 2.34:20,000 Whitehorse: 11.7:100,000 Monash: 2.96:20,000 Monash: 14.8:100,000 Kingston: 2.28:20,000 Kingston: 12.5:100,000 Bayside: 10.2:100,000	1:30,000 Local spaces 1:20,000 District facilities 1:50,000 Regional facilities 1:150,000

Definition

- Arts and culture projects and activities need space, resources and freedom to experiment in order to develop skills, ideas and stories. Activity can be expressed in a variety of ways including: visual arts, music, theatre, performance, literature, public art, design, digital arts, film and craft.
- The first type of local art / creative facility is generally adaptable to various art activities and is shared by many local groups (such as a community facility with a 'wet area' that can host arts and crafts activities for both adults and children).
- The second type of local art / creative facility is one that showcases art produced by the local community. It is a small-scale facility, such as a gallery. Sometimes these facilities are captured within existing facilities like libraries, multi-purpose community hubs and civic centres.
- Local creative spaces cater for wide-ranging activities, with some captured within existing facilities like libraries and multi-purpose community hubs.
- In contemporary integrated provision models, creative spaces may constitute a range of designated space types and sizes within community hubs.
- Commercial facilities are not included in this dataset.

Accessibility	Space requirements
Medium to high density. Easily accessed through the active and public transport networks. Located where there is sustainable demand in the community.	Facilities are typically less than 5 rooms and may have no staffed reception area. Such facilities may also be integrated into other community facilities.

References and sources

City of Casey (2005), Establishing Standards for Social Infrastructure

City of Yarra (2018), Community Infrastructure Plan Delivering on the Strategic Community Infrastructure Framework 2018

2019-Australian-Public-Galleries-Snapshot.pdf (magsq.com.au)

Maternal and child health services

Maternal and child health services – summary findings

- Maternal and child health services operate at a local-level service provision.
- As a local-level service, accessibility must be high with active and public transport connections.
- A standard population of 10,000 was found to generate 1 maternal and child health services, which equates to approximately 1 room per 120 births.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low-medium density	1:30,000 – Park Leisure Australia (2020) 1:16,000 – Monash University, (2019)

Definition

- The maternal and child health service works in partnership with families to care for babies and young children until they start school.
- Maternal and child health services may be stand-alone centres or integrated with other community facilities.
- Libraries may be stand-alone local facilities, but also may be integrated as part of larger integrated multi-purpose facilities, where they typically form the anchor facility.
- University libraries were not included in the audit counts for this assessment, given the focus is on local government infrastructure. University libraries offering public memberships are mentioned in the qualitative assessment only.

Accessibility	Space requirements
Medium to high-density	Space requirements vary based on number of rooms/ nurses. 0.10 m^2 / person (London)

References and sources

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Monash University (2019), 20-Minute Neighbourhood – Living Locally Research

Indoor courts

Indoor courts – summary findings

- Indoor courts operate at local, district or regional-level service provision. The focus of this assessment was local-level facilities and district-level facilities within the 1.6-kilometre local catchment. Regional level facilities are considered qualitatively in the assessment.
- As a local-level service, indoor courts should be evenly distributed across districts.
- A standard population of 20,000 was found to generate 1 local indoor court facility. The Victorian Planning Authority[15] assessment highlights 1:20,000 for an indoor recreation centre (2+ courts). Based on the typology of local court provision being more reflective of district courts in a contemporary setting (that is typical provision of 2 to 4 courts in a facility) this higher provision benchmark was applied.
- A local level facility requires 1 to 2 courts.

Definition

- Local facilities serve the local community only, typically for junior training and minor / small competitions as well as informal play.
- These facilities tend to be built and maintained to a basic level (limited ancillary infrastructure) while being co-located with other small-scale community infrastructure or open fields.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low-medium density Evenly spread around the local 1.6-km area, and easily accessible through active and public transport networks. Facilities: population Whitehorse: 1:16,666 Whitehorse: 0.06:1000 Monash: 1:12,500 Monash: 0.08:1000 Kingston: 1:40,000 Kingston: 0.04:1000 Bayside: 0.01:1000	1:10 to 30,000 – ASRR (2009). (1:50,000 district) (1:100,000 regional)

Accessibility	Space requirements
Medium to high density 1000 m – AUO (2017). Evenly distributed across districts Some councils encourage that sport and recreation facilities should be part of a local / neighbourhood (up to 2 km) network of sport and recreation facilities.[16]	Local: 1 to 2 courts (in one facility) District: 2 to 4 courts (in one facility, with additional amenities) Regional: 5+ courts (in one facility) 465.1 m^2 for standard court = 781.4 m^2 (including 3-m run-off zone)[17] [18].

References and sources

Victorian Planning Authority (2019), City of Whittlesea Community Infrastructure & Open Space Needs Assessment

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

Australian Urban Observatory (AUO) (2017), Social Infrastructure Indicators

Outdoor courts

Outdoor courts – summary findings

- Outdoor courts operate at local, district or regional-level service provision. The focus of this assessment was local-level facilities and district-level facilities within the 1.6-kilometre local catchment. Regional-level facilities were considered qualitatively in the assessment.
- As a local-level service, outdoor courts should be evenly distributed across districts.
- A standard population of 8000 was found to generate 1 local outdoor court facility. The benchmark for netball courts was applied (1:8000), over basketball courts because their larger size means they can also accommodate other types of sports including basketball. Sports dimension guidance 19 states that multi-marking of hardcourt areas, both indoors and outdoors, provides an acceptable alternative to individual markings, and netball courts, due to their larger size, can accommodate basketball, not vice versa.
- A local-level facility requires 1 court (half court also acceptable).

Definition

- Facilities hosting outdoor courts used predominantly for netball and/or basketball.
- It is noted that netball courts are larger and so can accommodate both sports.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low to medium density Facility: population Whitehorse: 1:3333 Monash: 1:3333 Kingston: 1:2272	1:6000 1:8000 (1:100,000 multi-purpose regional)

Accessibility	Space requirements
Outdoor courts are appropriately located in lower to medium density environments where floor space can be more easily accommodated. This benchmark draws on local population demands and utilises district level service provision for accessibility. Easily accessed through the active and public transport networks. Some councils encourage that sport and recreation facilities should be part of a local / neighbourhood (up to 2 km) network of sport and recreation facilities. There should be reduced barriers to access sport and recreation facilities	Local: 1 court* *May include half courts District: 2 to 8 courts (in one facility) Regional: 9+ courts (in one facility)

References and sources

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Tennis courts

Tennis courts – summary findings

- Tennis courts operate at local, district or regional-level service provision. The focus of this assessment was local-level facilities and district-level facilities within the 1.6-kilometre local catchment. Regional level facilities were considered qualitatively in the assessment.
- As a local-level service, outdoor courts should be evenly distributed across districts.
- A standard population of 5000 was found to generate 1 local tennis court facility.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Local provision Low-medium density Easily accessed through the active and public transport networks.	1:5000 - Tennis Australia (2018) cited in Park Leisure Australia (2020). 1:10 to 30,000 (facility with 1 to 4 courts per total population) – ASRR (2009). (1:60,000 regional)

Definition

Tennis courts are courts used exclusively for tennis. They may be co-located with open spaces, fields and/or other outdoor courts, and also larger sport and recreational facilities.

Accessibility	Space requirements
1000 m – AUO (2017) Some councils encourage that sport and recreation facilities should be part of a local/ neighbourhood (up to 2 km) network of sport and recreation facilities.	Local: 1 to 4 courts (in one facility) District: 5 to 8 courts (in one facility) Regional: 9+ courts (in one facility)

References and sources

Parks and Leisure Australia (2020), Western Australia Guidelines for Community Infrastructure

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

Australian Urban Observatory (AUO) (2017), Social Infrastructure Indicators

Fields

Fields – summary findings

- Fields operate at local, district or regional-level service provision. The focus of this assessment was local-level facilities and district-level facilities within the 1.6-kilometre local catchment. Regional-level facilities were considered qualitatively in the assessment.
- As a local-level service, fields should be evenly distributed across districts.
- A standard population of 5000 was found to generate 1 local field facility.

Definition

- Fields are outdoor sports grounds dedicated to active recreation (as opposed to open spaces used for passive recreation).
- Fields may accommodate several different sports, provided they are appropriately designed and marked.
- Field sports include Australian Rules Football, football/ soccer, rugby union/league and cricket.
- The number of fields are not typically a determining factor for a field's classification as a local, district or regional facility. Instead, this depends on the level of competition that occurs at the facility and the presence of ancillary club infrastructure.
- Only facilities that cater to multi-purpose use were considered.

Existing level of service – facility to population ratio	Local provision ratio/ benchmark applied (Facility : population)
Low-medium density Facility: population Whitehorse: 0.3:1000 Monash: 0.33:1000 Kingston: 0.38:1000 Bayside: 0.5:1000	1:30 to 60,000 – ASRR (2009) 1:5000 (local) (1:25,000 regional multi-purpose)
Accessibility	**Space requirements**
Medium to high density 1000 m – AUO (2017)	Local: A single field and no additional infrastructure such as club facilities and change rooms. District: Club and club facilities may be present (no grandstands) Regional: Club and club facilities (including grandstand) Single fields may constitute district and regional scale facilities, depending on ancillary infrastructure (such as pavilions, grandstands) and their alignment to standards required by competition-level sports.
	It is noted that future planning for agglomerations of 3 to 4 fields is preferred at the district and regional levels for optimum operational efficiency and expanded community benefits.

References and sources

Monash University, 20-Minute Neighbourhood – Living Locally Research (2019)

Australian Social & Recreation Research Pty Ltd (ASRR) (2009), A short guide to Growth Area Community Infrastructure Planning

Australian Urban Observatory (AUO) (2017), Social Infrastructure Indicators

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Appendix C

Community infrastructure audit

COMMUNITY INFRASTRUCTURE TYPOLOGY: DEFINITIONS, PROVISION AND COUNTED FACILITIES

TABLE C.1 COMMUNITY INFRASTRUCTURE AUDIT

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
GENERAL SOCIAL AND HEALTH INFRASTRUCTURE			
LIBRARIES			
	Box Hill Library	N/A	N/A
GPS/ MEDICAL CENTRES			
	Advocate Medical Centre Appletree Hill Medical Centre Atticus Health Medical Clinic Highett Australian Skin Cancer Institute Bayside Family Medical Bayview Medical Centre – Clayton Box Hill Centro Clinic Box Hill Dr Yang's Clinic Box Hill Family Clinic - Rutland Road Box Hill Mall Medical Centre Box Hill Medical Centre Box Hill Superclinic Burwood Rise Family Clinic Camberwell East Medical Centre Clarinda Medical Centre Clayton Road Doctors Coleman Parade Medical Centre Comprehensive Family HealthCare Deakin University Medical Centre - Burwood Campus Doctors on Centre Dr Uday Dixit - General Practice Dr W. S. Cheung Yap Surgery Ebrahim Surgery Epworth Eastern Ekera Glen Family Medical Centre Glen Union Medical Centre	N/A	N/A

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
	Glenmount Medical Clinic Guardian Medical Box Hill Highett GP Clinic Honeycomb Health Jean Hailes at Clayton Kerrie Road Family Medical Centre Kingsway Medical Clinic Medi7 Clayton Mediclinic Clayton Medifirst Family Clinic Monash Children's Private Clinic Monash Doctors Surgery Myhealth Medical Centre - Box Hill MyHealth Southland Myhealth The Glen Nepean Health Care Oakdale Medical Centre Practice of Dr Cecily Baxter Practice of Dr. Susan Schlicht Revita Medical and Skin Clinic SIA Medical Centre - Box Hill Southland Medical Centre The Glen Medical Centre The Glen Superclinic Ultra Health Care Clinic Wattle Park House Waverley General Practice Waverley Medical Centre		
MATERNAL AND CHILD HEALTH SERVICES			
	• Burgess Family Centre	N/A	N/A
COMMUNITY HUBS (MULTI-PURPOSE)			
	• Louise Multicultural Community Centre	N/A	N/A
NEIGHBOURHOOD HOUSES			

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
	• Clota Cottage Neighbourhood House • Kerrimuir Neighbourhood House	N/A	N/A
YOUTH CENTRES/ SPACES			
	• None	N/A	N/A
SOCIAL AND HEALTH SERVICES HUBS			
	N/A	• SIA Medical Centre Box Hill • SIA Medical Centre Burwood	N/A
EDUCATION			
KINDERGARTENS			
	As numbers for kindergarten supply are not readily available, known facilities offering kindergarten programs in addition to other childcare programs are counted part of Childcare Places (Long Day Care).	N/A	N/A
CHILDCARE PLACES – EARLY CHILDHOOD EDUCATION AND CARE			
	• Choklits Surrey Hills • Goodstart Early Learning Box Hill - Canterbury Road • Goodstart Early Learning Box Hill - Whitehorse Road • Guardian Childcare Education Box Hill • Little Lane Early Learning Box Hill • Marys Little Lambs Early Learning Centre • Papilio Early Learning Box Hill • Parkside Preschool • Rocket Early Learning Centre Pty Ltd • Trio Box Hill •	N/A	N/A

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
PRIMARY SCHOOLS			
	• St Francis Xavier's School	N/A	N/A
HIGH SCHOOLS			
	N/A	• Balwyn High School • Blackburn High School • Box Hill High School • Box Hill Senior Secondary College • Camberwell Grammar School[1] • Camberwell High School • Canterbury Girls Secondary College • Doncaster Secondary College • Fintona Girls' School[1] • Forest Hill College • Kingswood College[1] • Koonung Secondary College • Mount Scopus Memorial College • Nunawading Christian College-Secondary • Our Lady of Sion College • Presbyterian Ladies' College[1] • Siena College Ltd • Strathcona Baptist Girls' Grammar[1]	N/A
UNIVERSITIES			
	N/A	N/A	• Deakin University – Burwood Campus • University of Divinity, Yarra Theological Union
TAFES			

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
	N/A	N/A	• Holmesglen Institute of TAFE – Waverley Campus • Box Hill Institute of TAFE – Whitehorse Campus • Box Hill Institute of TAFE – Nelson Campus • Box Hill Institute of TAFE – Elgar Campus
CULTURAL AND CREATIVE INFRASTRUCTURE			
LOCAL CREATIVE SPACES			
	• Box Hill Community Arts Centre	N/A	N/A
DISTRICT AND REGIONAL ART FACILITIES			
	N/A	• Whitehorse Artspace, Box Hill Town Hall	• Deakin University Art Gallery • Recently completed The Round (Whitehorse Performing Arts Centre) • Ian Potter Centre of Performing Arts at Monash University
SPORT AND RECREATION INFRASTRUCTURE			
INDOOR COURTS (MULTI-PURPOSE AND CODE-SPECIFIC)			
Indoor courts (multi-purpose) Local: 1 to 2 courts District: 2 to 4 courts (in one facility) Regional: 5+ courts (in one facility)	None	Aqualink Box Hill (3 courts)	Boroondara Sports Complex (5 courts) Monash University Stadium Caulfield (6 courts) Mullum Mullum Stadium, Donvale (5 courts) Nunawading Basketball Centre, East Burwood (5 courts) Oakleigh Recreation Centre (5 courts)

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
			Sportlink, Vermont South (8 courts) Waverley Basketball Centre, Chadstone (6 courts) Westfolds Sports Centre (8 courts)
OUTDOOR COURTS (MULTI-PURPOSE AND CODE SPECIFIC)			
Outdoor courts (multi-purpose) . Local: 1 court District: 2 to 8 courts (in one facility) Regional: 9+ courts (in one facility)	Ji Ni Tai Mei (Box Hill Gardens) Basketball Court (1 court)	Boroondara Netball Association Courts (8 courts) Mont Albert Reserve (2 courts) Surrey Park Outdoor Basketball Court (2 courts)	Waverley District Netball Association (Ashwood College, Ashwood) (12 courts)
TENNIS COURTS			
	• Surrey Park tennis courts (4 courts)	• Blackburn Tennis Club (7 courts) • Box Hill Tennis Club (7 courts) • Burwood Reserve (5 courts) • Essex Heights Tennis Club (6 months) • Greythorn Park (Tennis Courts) (6 courts) • North Balwyn Tennis Club (8 courts) • North Box Hill Tennis Club (6 courts) • Nunawading Tennis Club (7 courts) • Willison Park tennis court (6 courts)	• Doncaster Tennis Club (12 courts) • East Burwood Tennis Club (9 courts) • East Malvern Tennis Club (10 courts) • Notting Hill Pinewood Tennis Club (12 courts) • Monash Tennis Centre (18 courts)
FIELDS (MULTI-PURPOSE AND CODE SPECIFIC)			
Outdoor fields		BallyShannassy Park Bennettswood Reserve Boronia Grove Reserve Deepdene Park Highfield Park	Box Hill City Oval Bullen Park Bill Sewart Athletics Track Camberwell Sportsground D W Lucas Oval

INFRASTRUCTURE TYPES AND DEFINITION	LOCAL (1.6 KM) FACILITIES	DISTRICT (5 KM) FACILITIES	REGIONAL (10 KM) FACILITIES
		Hislop Reserve Holmesglen Reserve, Ashwood Macleay Park Mahoneys Reserve Manningham Park Avenue Reserve Matlock Reserve Hockey Centre Mirrabooka Reserve Mont Albert Reserve Myrtle Park Springfield Park Surrey Park Ovals Whitehorse Reserve – Howard Wilson Oval	East Burwood Reserve – Bill Bowie Oval Elgar Park Southeast Oval Essex Heights Reserve Hagenauer Reserve Jubilee Park, Ringwood Larpent Reserve Morton Park Proclamation Park Rieschiecks Reserve RHL Sparks Reserve, Box Hill
AQUATIC FACILITIES			
	N/A	• Aqualink Box Hill (2x 25m pools)	• Aqualink Nunawading (1x 50m pool) • Aquanation, Ringwood (1x 50m pool) • Aquarena, Manningham (1x 50m pool and 1x 25m pools) • Boroondara Sports Complex (1x 50m pool) • Monash Aquatic and Recreation Centre (1x 50m and 1x 25m pools) • Oakleigh Recreation Centre (1x 50m pool)

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Appendix D

Precinct demographic profile

Box Hill demographic profile – 2021

TABLE D.1 BOX HILL DEMOGRAPHIC PROFILE 2021

CRITERIA	BOX HILL STRUCTURE PLAN AREA	SOUTH EAST REGION[14]	GREATER MELBOURNE[15]
Income			
Per capita Income	$43,607	$48,471	$46,017
Var. from Melbourne average	-5%	5%	-
Average household income	$83,611	$127,711	$119,232
Var. from Melbourne average	-30%	7%	-
Age profile			
% 0-14 years	9%	16%	18%
% 15-24 years	18%	13%	12%
% 25-39 years	36%	21%	24%
% 40-54 years	16%	20%	20%
% 55-65 years	8%	12%	11%
% 65+ years	13%	18%	15%
Household type*			
Couple family no children	25%	24%	23%
Couple family with children	14%	33%	32%
One parent family	8%	9%	10%
Other family households	2%	2%	2%
Lone person household	32%	25%	24%
Group household	10%	4%	4%
Other	8%	3%	4%
Dwelling density*			
Low-density	15%	61%	66%
Medium-density	30%	27%	22%
High-density	56%	11%	13%
Housing tenure*			
Owned outright	18%	36%	30%
Owned with a mortgage	17%	34%	38%
Rented	65%	29%	30%
Other metrics			
Household size	1.8	2.4	2.4
% Overseas born	69%	39%	37%
% Born in China	39%	8%	4%
% White collar workers	76%	79%	74%
% Blue collar workers	24%	21%	26%
% Undertaking tertiary education	18%	9%	8%

**Excludes Other, Not Applicable and Not Stated.*
Source: ABS Census 2021

- [14] South East Region comprises the following local government areas: Bayside, Glen Eira, Boroondara, Greater Dandenong, Kingston, Knox, Manningham, Maroondah, Monash, Whitehorse, and Stonnington.
- [15] Greater Melbourne as defined by the Australian Bureau of Statistics (ABS) Greater Capital City Statistical Areas boundary.

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Appendix E

Spatial accessibility mapping

Box Hill – Local accessibility assessment

The following figures demonstrate the positioning of community infrastructure within the 1.6-kilometre local catchment in relation to the 400-metre and 800-metre walkable catchments.

Social and health infrastructure

Libraries

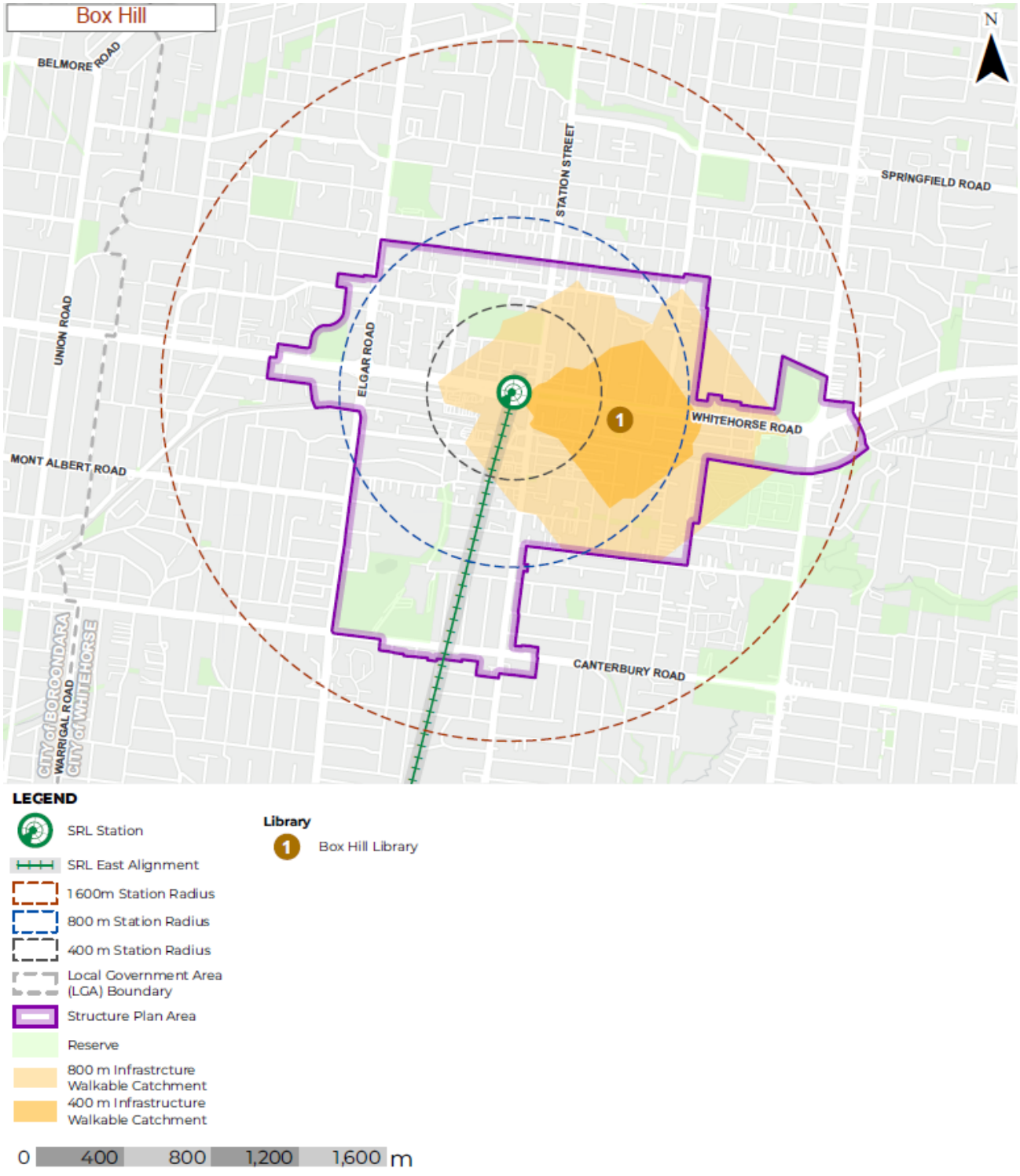

FIGURE E.1 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Neighbourhood house

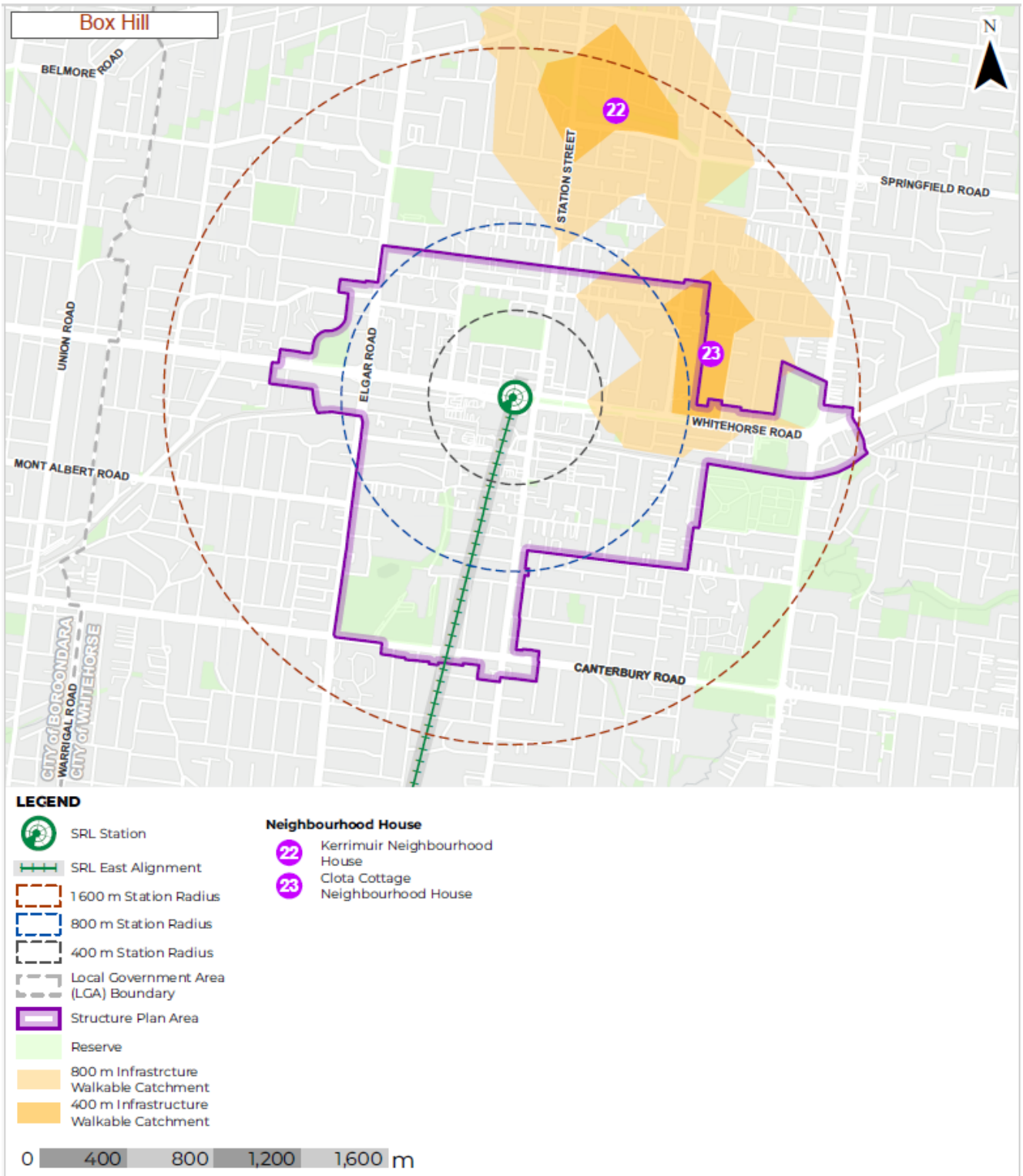

FIGURE E.2 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Community hubs

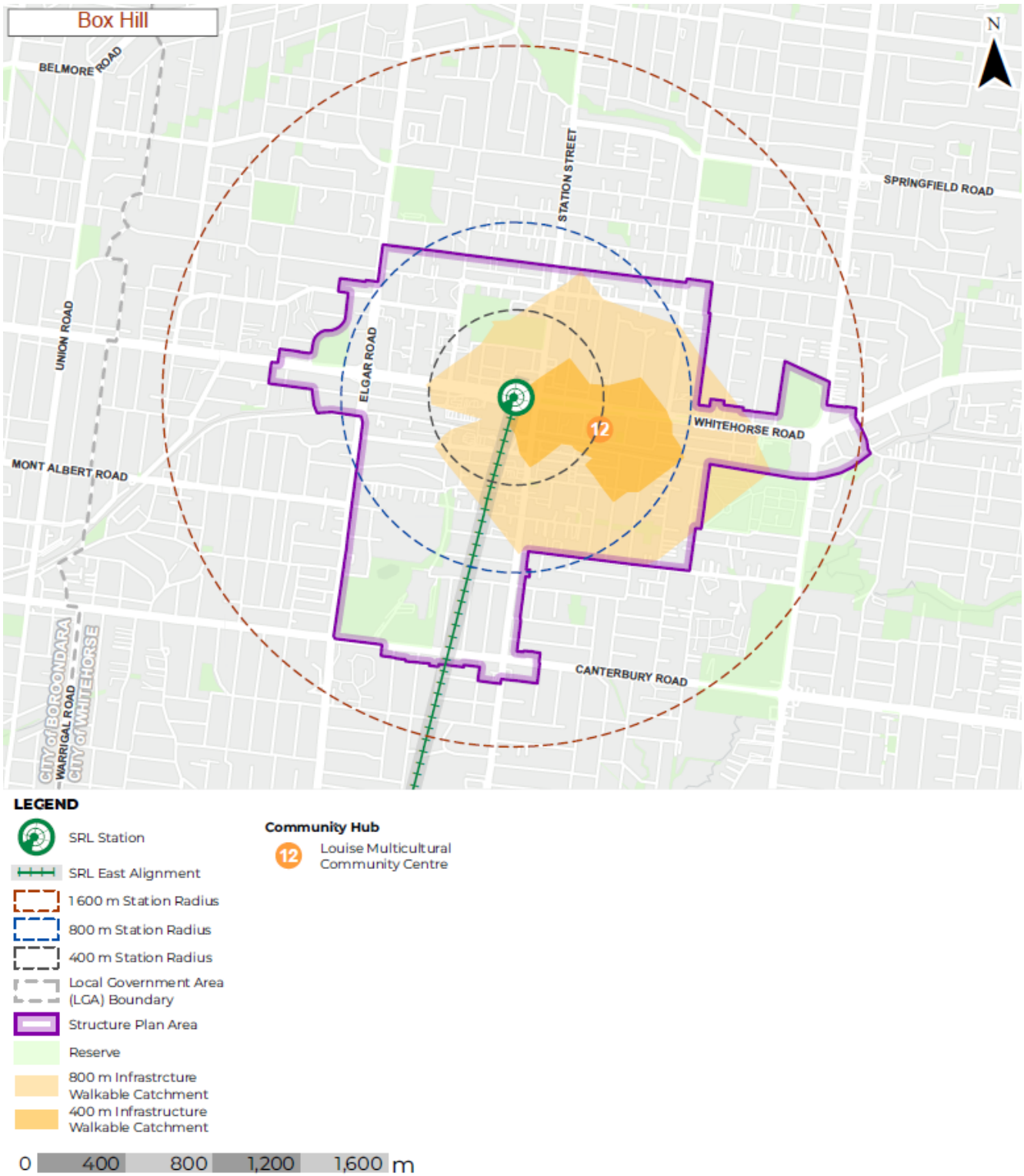

FIGURE E.3 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Maternal and child health services

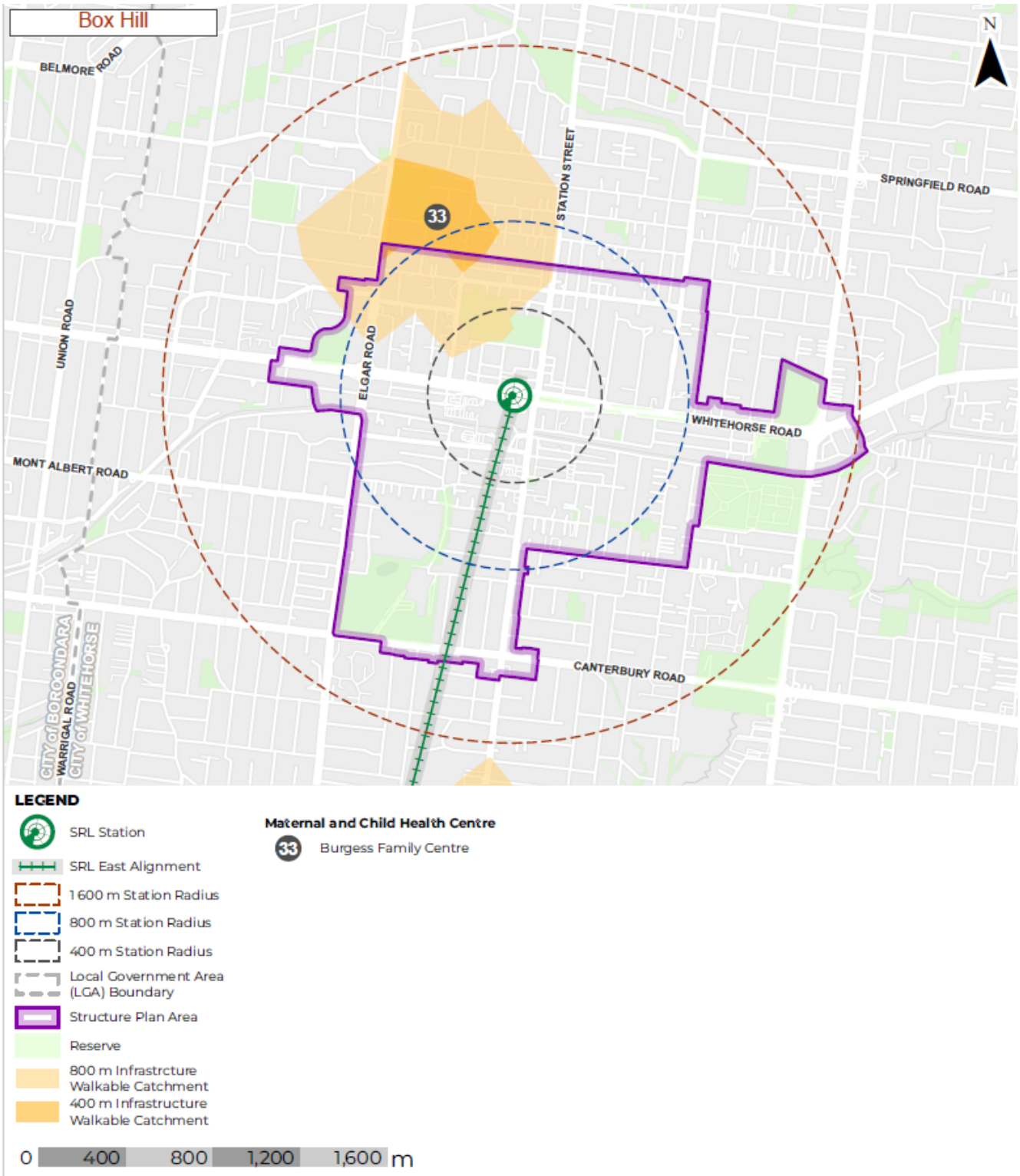

FIGURE E.4 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Creative spaces

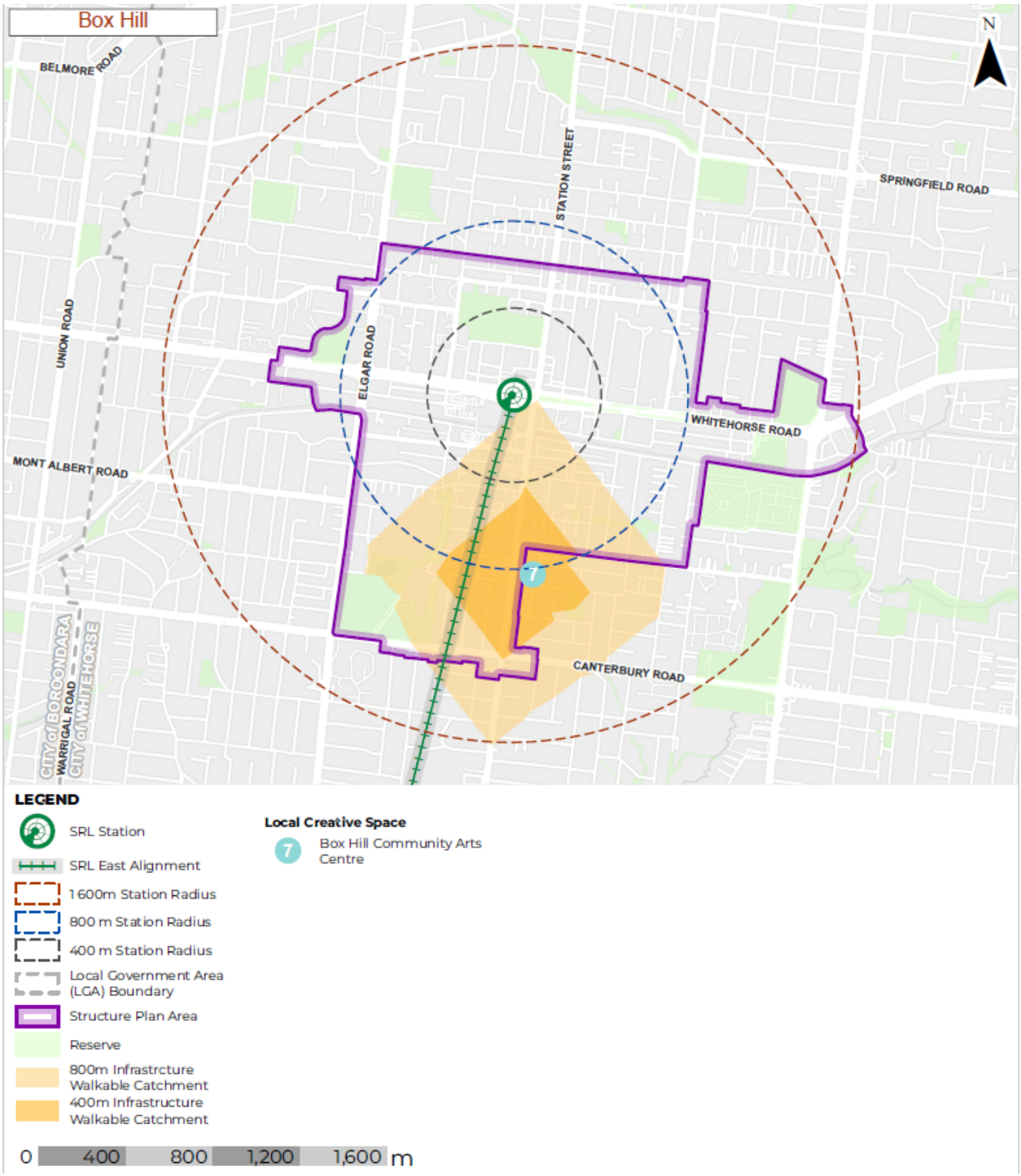

FIGURE E.5 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Sport and recreation infrastructure

Indoor courts

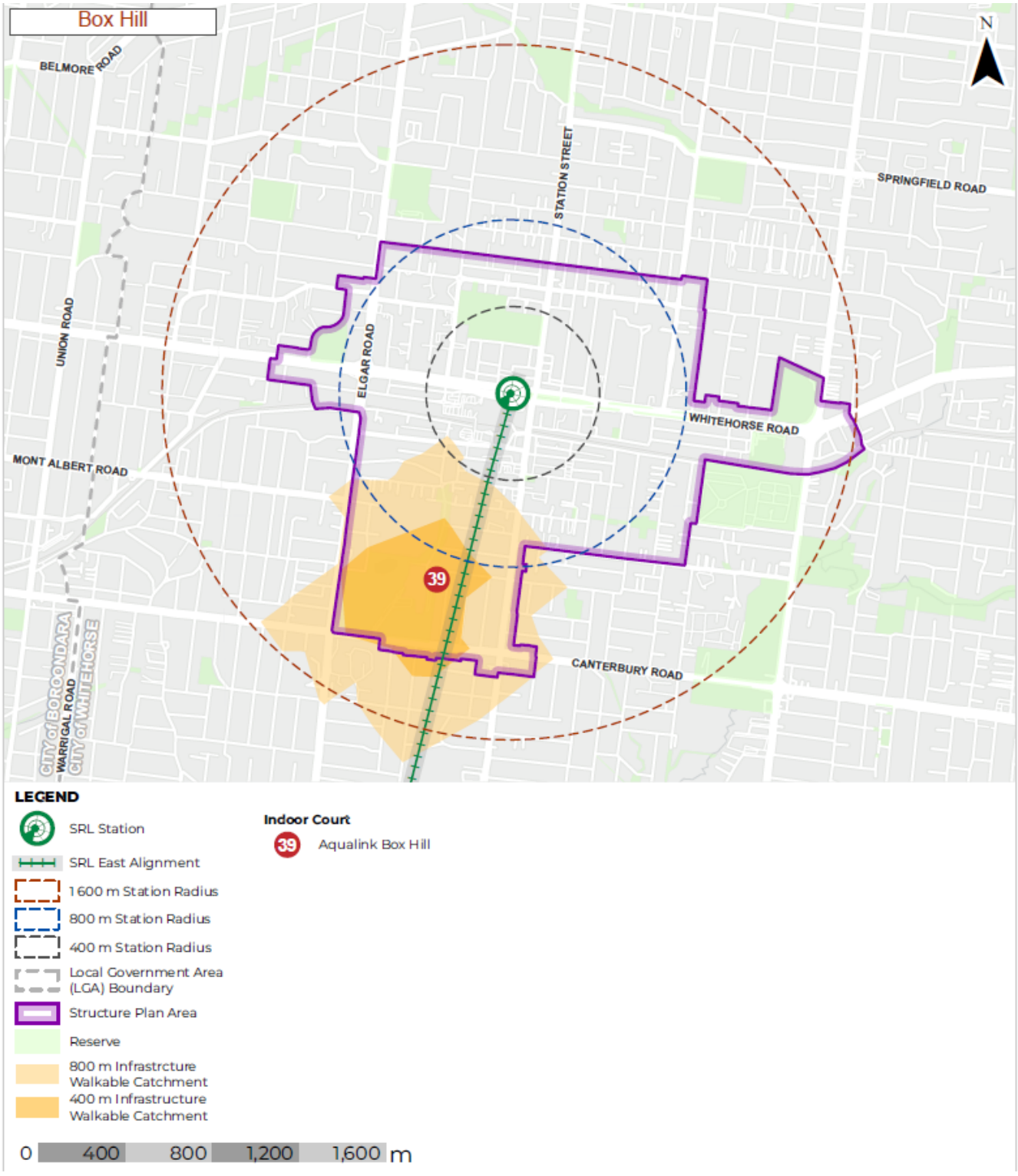

FIGURE E.65 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Outdoor courts

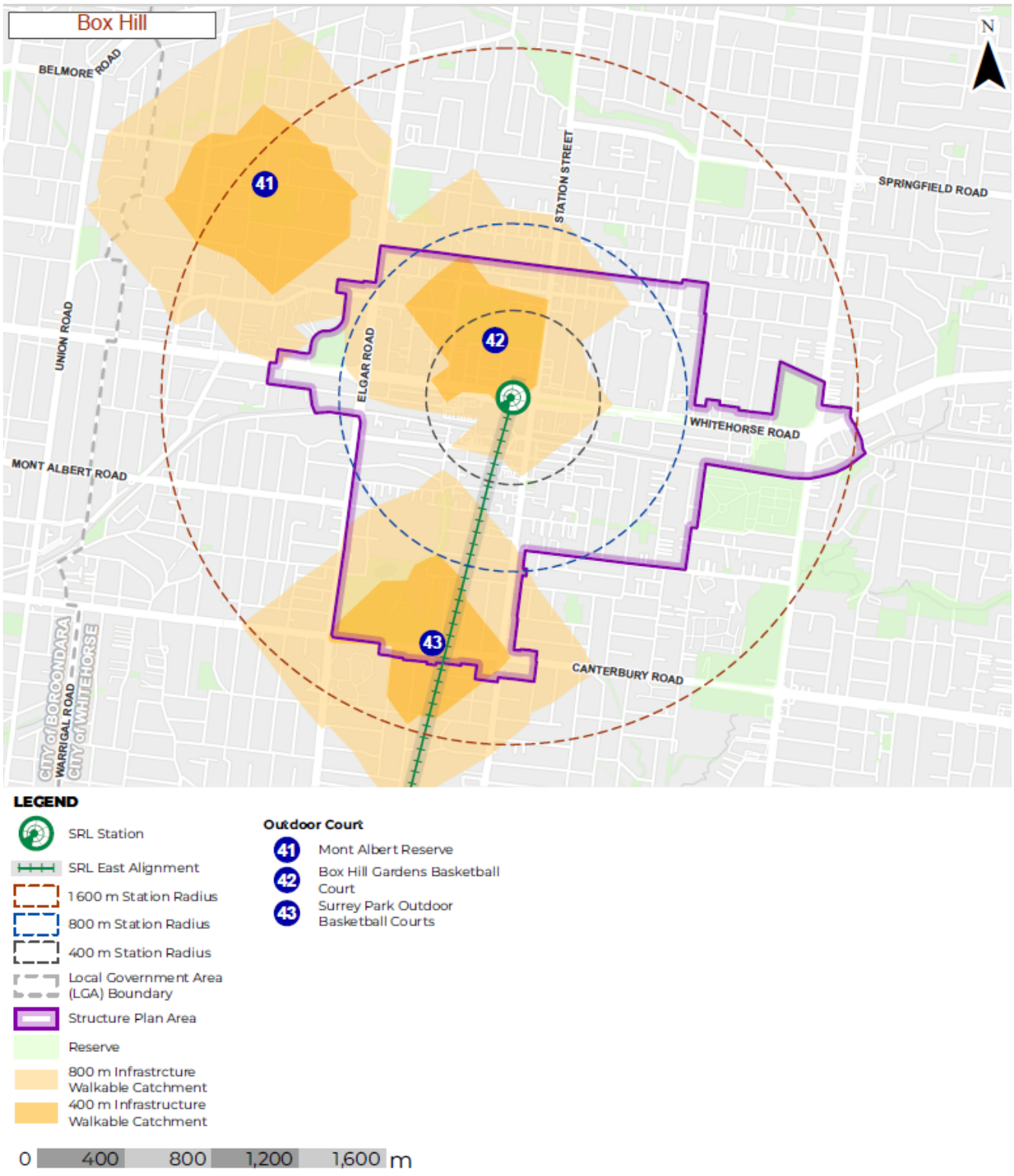

FIGURE E.7 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Tennis courts

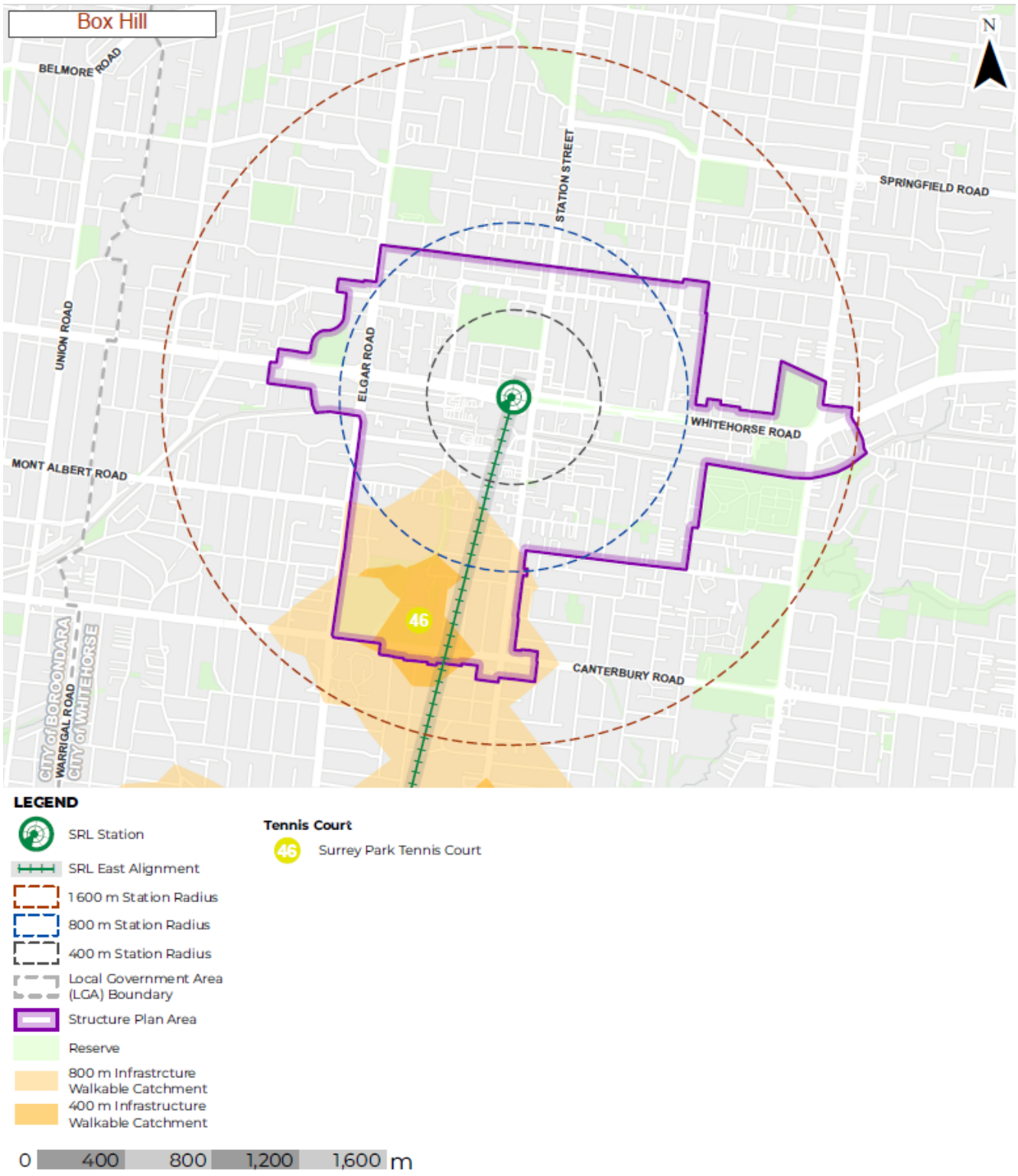

FIGURE E.86 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Fields

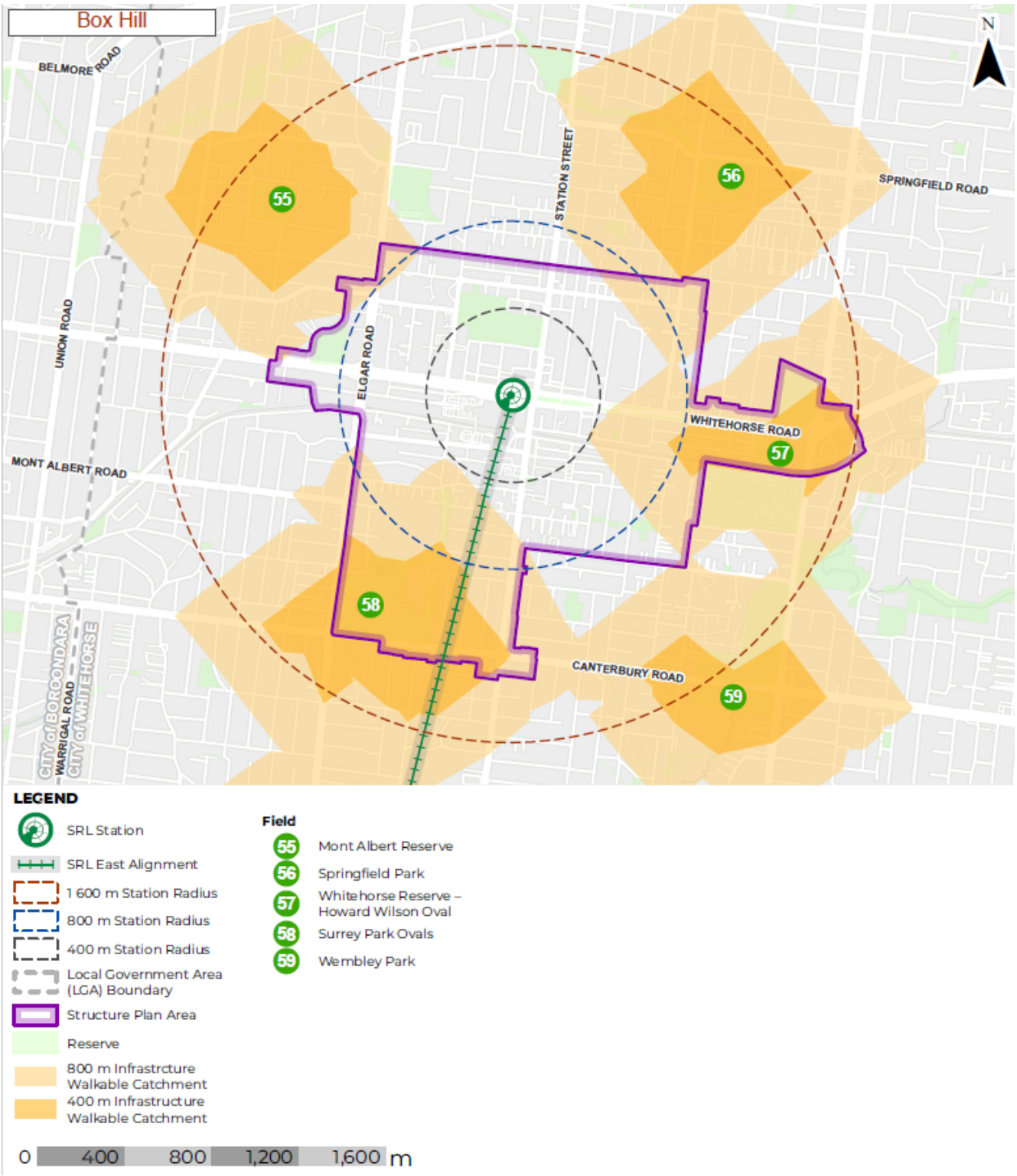

FIGURE E.97 POSITIONING OF COMMUNITY INFRASTRUCTURE IN RELATION TO THE WALKABLE CATCHMENTS

Box Hill – District accessibility assessment

Figure E.10 demonstrates the positioning of district community infrastructure within the Box Hill district catchment in relation to the travel time by public transport catchments.

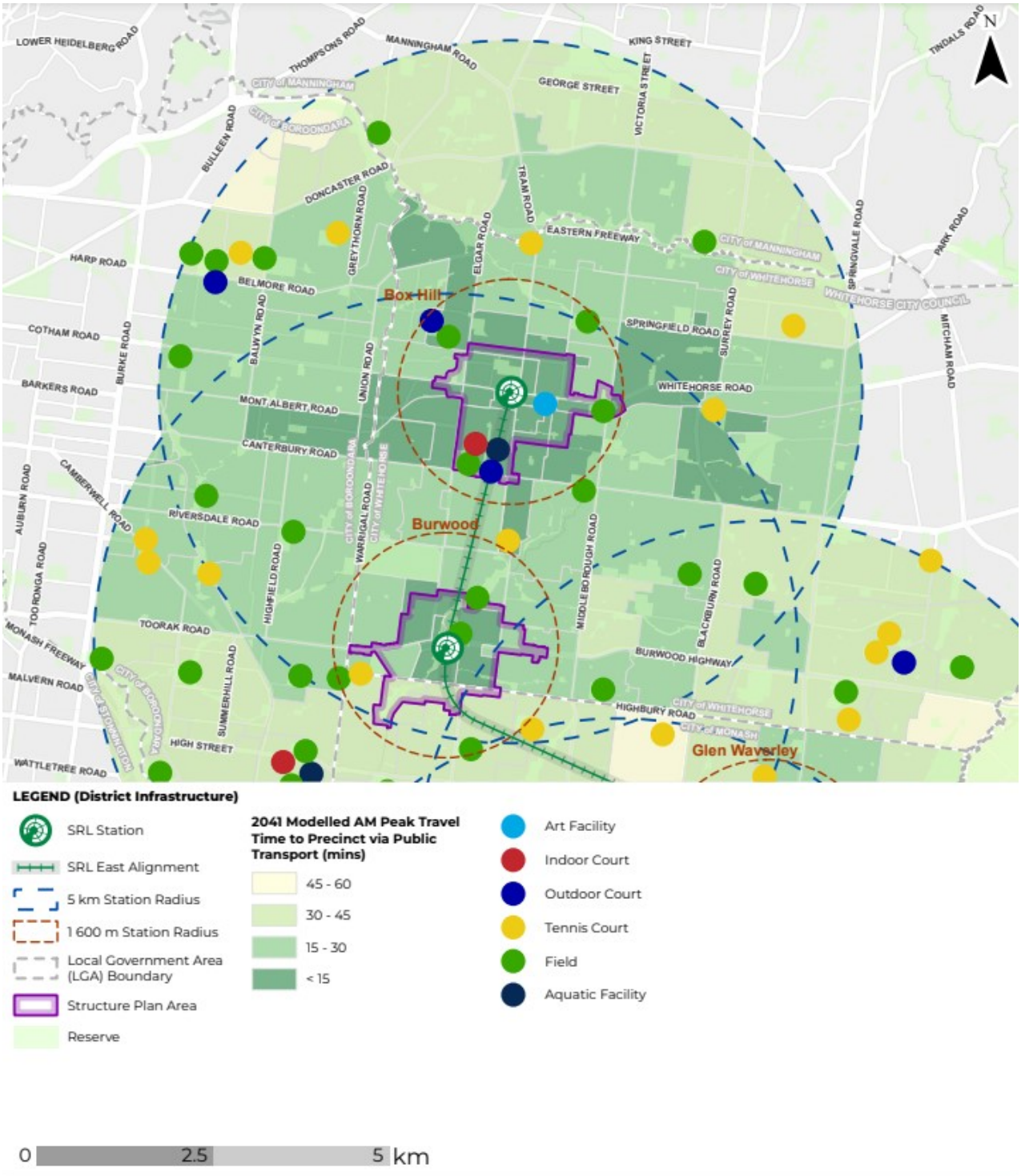

FIGURE E.10 COMMUNITY INFRASTRUCTURE IN 5-KM DISTRICT CATCHMENT IN RELATION TO TRAVEL TIME BY PUBLIC TRANSPORT

Table E.1 summarises the accessibility via public transport of district community infrastructure.

TABLE E.1 DISTRICT COMMUNITY INFRASTRUCTURE ACCESSIBLE FROM THE SRL STATION AT BOX HILL

Infrastructure types	Facilities accessible in 15 minutes	Facilities accessible in 15 to 30 minutes	Facilities are accessible in 30 to 45 minutes	Facilities accessible in 45 to 60 minutes	Facilities accessible in more than 60 minutes
District arts facilities	Whitehorse Art Space, Box Hill Town Hall				
Indoor courts (multi-purpose)	Aqualink Box Hill				
Outdoor courts (multi-purpose)	Mont Albert Reserve Surrey Park Basketball courts Box Hill Garden Basketball court		Boroondara Netball Association		
Tennis courts	Blackburn Tennis Club	Greythorn Park Tennis Club North Box Hill Tennis Club Box Hill Tennis Club Willison Park Tennis court Burwood Reserve	Nunawading Tennis Club North Balwyn Tennis Club Essex Heights Tennis Club		
Fields	Surrey Park Whitehorse Reserve-Howard Wilson Morton Park Elgar Park South East Oval Mont Albert Reserve Bennettswood Reserve	Springfield Park Mirrabooka Reserve Ballyshannassy Park Deepdene Park Highfield Park Matlock Reserve	Hislop Reserve Mahoneys Reserve Macleay Park Homesglen Reserve, Ashwood Boronis Grove Reserve Manningham Park Avenue Reserve Myrtle Park		
Aquatic centres	Aqualink Box Hill				

Box Hill - Regional accessibility analysis

Figure E.11 demonstrates the positioning of regional community infrastructure within the 10-kilometre regional catchment in relation to the travel time by public transport catchments.

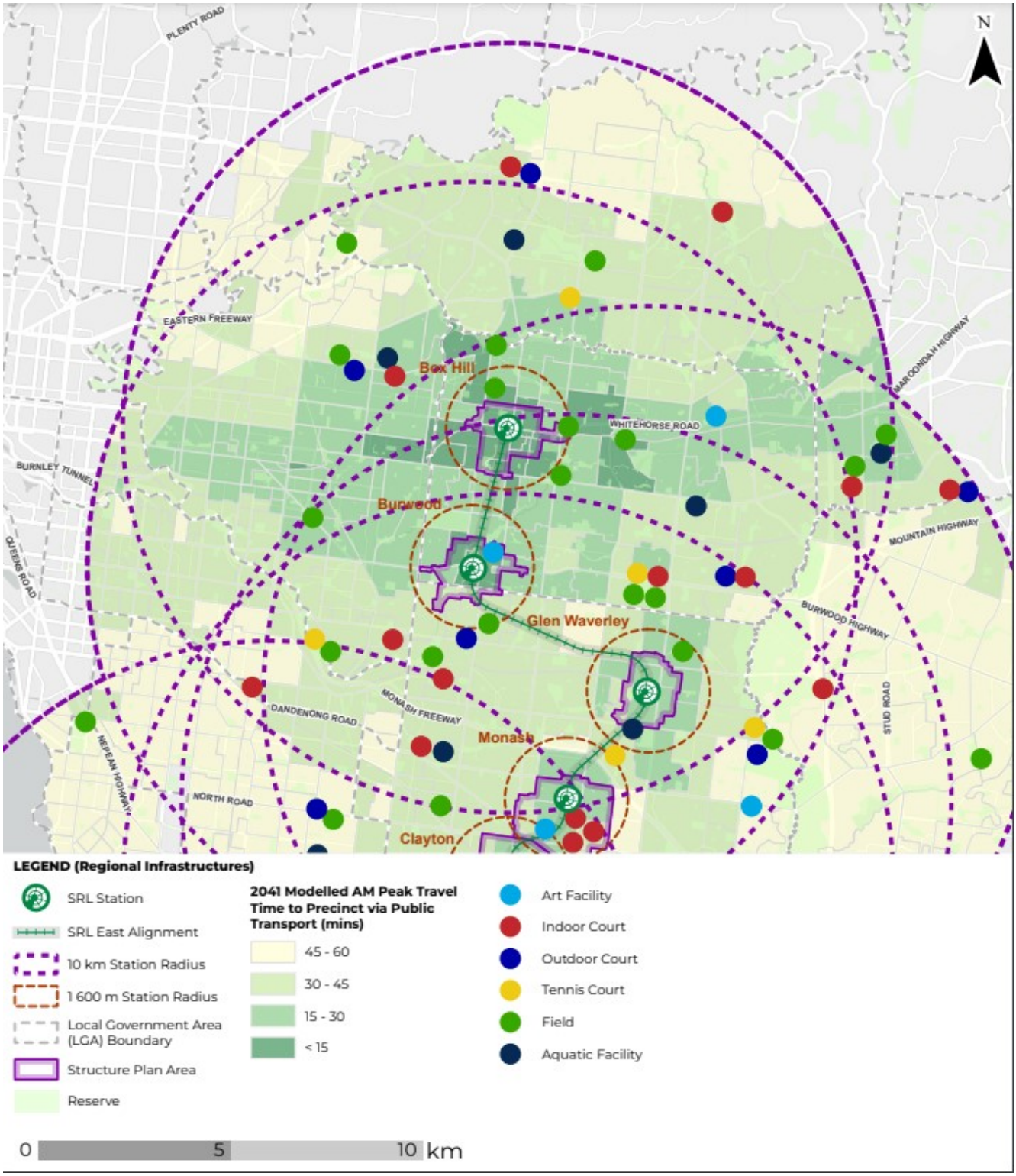

FIGURE E.11 COMMUNITY INFRASTRUCTURE IN 10-KM REGIONAL CATCHMENT IN RELATION TO TRAVEL TIME BY PUBLIC TRANSPORT

Table E. below summarises the accessibility via public transport of regional community infrastructure.

TABLE E.2 REGIONAL COMMUNITY INFRASTRUCTURE ACCESSIBLE FROM THE SRL STATION AT BOX HILL

Infrastructure types	Facilities accessible within 15 minutes	Facilities accessible within 15 to 30 minutes	Facilities are accessible within 30 to 45 minutes	Facilities are accessible within 45 to 60 minutes	Facilities are accessible in more than 60 minutes
Regional arts facilities	Deakin University Art Gallery	The Round		Ian Potter (Monash)	
Indoor courts (multi-purpose)		Boroondara Sports Complex	The Rings Mullum Mullum Stadium Manningham Sportlink Nunawading Basketball Centre Waverley Basketball Association Oakleigh Recreation Centre Monash University Stadium (Caulfiield) Westfolds Sports Centre		
Outdoor courts (multi-purpose)		Boroondara Netball Association	Manningham Templestowe Leisure Centre Waverley District Netball Association Ashwood College		
Tennis courts		Doncaster Tennis Club	Tally Ho (East Burwood) Tennis Club East Malvern Tennis Club Notting Hill/ Pinewood Tennis Club Monash Tennis Centre		
Fields	RHL Reserve Morton Park Hagenauer Reserve	Box Hill City Oval Camberwell Sports Ground Jubilee Park Larpent Reserve Central Reserve	East Burwood Reserve D W Lucas Oval Bill Sewart Athletics Track Proclamation Park Rieschiecks Reserve	Bullen Park	
Aquatic centres		Boroondara Sports Complex Aquanation Monash Aquatic and recreation Centre	Aquarena Aquatic and Leisure Centre Aqualink Nunawading Oakleigh recreation Centre		

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Appendix F

Case studies: contemporary community infrastructure provision models

Table F.1 presents selected case studies including innovative service delivery models that are relevant for the community infrastructure considerations and recommendations.

TABLE F.1 SELECTED CASE STUDIES, INNOVATIVE SERVICE DELIVERY MODELS

OVERVIEW	KEY DELIVERY DRIVERS	LESSONS LEARNT	RELEVANCE TO SRL EAST
Clayton Community Centre, Melbourne Victoria			
The Clayton Community Centre was established in 2008 as a practical response to the social challenges in Clayton at the time. Today, it is the largest community facility in Victoria, hosting a range of services, programs and events. The Centre is Monash Council's biggest capital project to date; an investment of $24.2 million was provided to support the creation of a community space that combined previously disconnected services and facilities. The Centre has become the heart of Clayton; it is the kind of facility that offers benefits to people across different ages, cultural backgrounds and socio-economic status. The library and the aquatic and health club are the anchor services at the Centre. **The centre includes:** **Education** including a preschool with playgroups. **Health** including a maternal and child health centre. **Community infrastructure** including a library, meeting rooms and theatre. **Community services** including youth and family services. **Wellbeing** including an aquatic and health club. **Commercial** including a café. **Partners** Monash City Council was the lead agency with a number of community partners. **Funding** Public, including different levels of government such as council, state government and sale of land.	The *Clayton Community Action Plan* identified a range of development areas for the community, which set out the vision of the hub. This outlined five areas including: a focus on communicating and learning; community wellbeing; the natural environment; community safety; access and amenity; and recreation and leisure. Governance of the facility was led by a steering committee, with representatives from State government, Monash and Kingston Councils, along with other stakeholders, a working group was also set up who met through the entire journey of the project. Collaboration with the community was key to the success of the facility. Community representatives were not directly involved in the steering committee. However, they were extensively involved through four resident groups, who meet regularly with the steering committee on an ongoing basis.	The facility is located in close proximity to public transport and the main shopping area, which increases accessibility for members of the community. Co-location of facilities has increased knowledge of the level of service available as well as the overall use of the facilities. Being located next to an aged care facility has been reported to have increased access to community facilities for these residents, particularly health and wellbeing related services. The library and aquatic centre have served as an anchor service of the centre, with the library seen as the 'lounge room of the community.' Wide consultation with the community over both the planning and operational phases of the project is key to success, by bringing the community along on the journey and providing a space for them to have their say. Initial resistance was reported from an incumbent user group for the opening up of a particular facility to a broader user group, Equitable access was eventually secured for all user groups as a result of persistent negotiation to demonstrate the benefits. Partners must have a shared understanding of the vision to address community needs.	Clayton Community Centre is located within the SRL East precinct boundaries and is an example of a multi-use facility that caters to the broad needs of the local community, across a broad demographic spectrum.
Manning Community Centre, South Perth, WA			
Manning Community Centre is a great example of a best practice approach to 'community hubs', Located in the inner City of South Perth, the hub opened in early 2017 and aimed to create a new central 'heart'. Manning Community facility incorporates the relocated Manning Library, a community hall, Manning Child Health Clinic, Moorditj Keila Aboriginal Group, a sporting clubroom for the Manning Rippers Football Club, an early years' centre, a toy library and a new Playgroup association. Co-location near other civic infrastructure has also maximised benefits of complimentary services and activities, allowing the community to undertake activities at a single location. **The centre includes:** **Education**; including a preschool with playgroups. **Health** including child health clinic. **Community infrastructure** including a library, meeting rooms. **Community services** including a toy library and home of the Manning Playgroup Association **Cultural** through the Moorditj Keila Aboriginal Group **Sporting** Manning Rippers Football Club **Funding** $14 million funded by the city of South Perth	The City of South Perth initiated the project in response to studies demonstrating that the existing community facilities were ageing and reaching the end of their useful life. Consulting found that there was general community support for an integrated neighbourhood community hub, inclusive of a relocated Manning Library The engagement process revealed that residents wanted spaces for physical activities, food and drink, rest and relaxation and markets, festivals, fairs and celebrations. A broad cross section of the community was consulted, including a deliberate focus on children. Phase Two of the Manning Hub project focused on connecting the commercial area to the community facility with the extension of the pedestrian laneway.	The Manning Community Hub provides sustainable, modern and multi-purpose spaces for groups and the community. Spaces are integrated, with pedestrian orientated development, with linkages between existing infrastructure and, as part of Phase Two development, connection with a retail precinct.	The Manning Community Hub provides a strong example of how family orientated services can be co-located. The Manning Community Hub is an example of community infrastructure development and integration within a well-developed and densely populated inner-city location. The basement level carpark maximises the opportunity for public open space and waterwise landscaping at ground level. Diverse housing options have been introduced through mixed use development.
Green Square Library, Sydney			
Green Square Library and Plaza is situated in a formerly industrial part of Sydney's inner south. The library and surrounding plaza are part of the broader Green Square urban renewal project, anticipated to be home to more than 61,000 residents by 2030. The library and surrounding plaza cost $61 million to build.	The library sits at the heart of the Green Square development and acts as an anchor for the community. The range of services ensure that there is something available for all age groups. As demographic shifts take hold, service breadth and	The facility is located close to public transport and the main shopping area, which increases accessibility for members of the community. By placing the plaza above the library, it can be used by residents of future developments around the site, bringing more people into the area and to the broader facilities on offer.	Green Square Library is part of a broader urban renewal/growth project. Through innovative design, facilities such as this can meet the needs of a growing community, within a physically constrained environment, which is a feature of the SRL East precincts.

OVERVIEW	KEY DELIVERY DRIVERS	LESSONS LEARNT	RELEVANCE TO SRL EAST
In 2018, the library was named the world's best by the British Architectural Review. The library provides access to books, magazines, CDs, DVDs and Wi-Fi enabled study spaces. Musical instruments and equipment are also available as part of the music room hire. With only a fraction of the library visible above ground – only three library spaces are visible from the ground level – the design has preserved the limited open space, which is a highly efficient model of space use for a dense urban renewal area. **The centre includes:** **Community infrastructure** including a library, meeting rooms, workspaces, theatre. **Arts and culture** **Commercial** including a café. **Partners** City of Sydney. **Funding** Public. Exact funding composition difficult to ascertain.	flexibility will mean the facility will be able to shift and change to reflect the needs of the surrounding community. Other features of the site include a children's area and a recycling station, where the community can drop off batteries, mobile phones, light bulbs, and small electronics. The plaza and library provide the spaces for community activities run by the city, where space is at a premium.	Green Square more broadly, provides housing closer to jobs, major health facilities and transport corridors.	Green Square also demonstrates an approach that integrates community infrastructure and open space requirements. By adopting a combined view, multiple objectives may be achieved. Beyond the provision of infrastructure and open space, the project also holds environmental sustainability at its core. The pooling and shared use of renewable energy across the precinct could be a feature worth exploring e.g., electricity microgrids.
Jubilee Park Stadium, Frankson, Victoria			
Frankston City Council is redeveloping Jubilee Park into a major hub for regional and women's sport along with improved local open space amenity. It comprises regional netball, cricket and football facilities, an Aboriginal Gathering Place, community buildings and open spaces. The redeveloped Jubilee Park will see the inclusion of a 6-court regional facility to support growth. This new Jubilee Park Indoor Stadium will include a 1000-seat show court, elite training facilities and female-friendly change rooms and offer extraordinary opportunities for numerous grassroot sports in Southeast Melbourne while creating pathways for both male & female elite athletes. **Typologies:** **Sport and recreation** including indoor courts, outdoor courts, fields, tennis courts. **Community facility** Nairim Marr Djambana Aboriginal Culture Landscape Vision. **Partners** Frankston City Council, State and Federal Governments, Cricket Victoria, Cricket Australia and Frankston District Netball Association. **Funding** Public. Frankston City Council is contributing $20.34m, Victorian Government $10m and Federal Government, $4.56, for a total estimated cost of $34.9m.	Securing the support of state, national and district sports associations, along with local sporting clubs, has been a critical ingredient for success. Utilisation and supporting investments have been incorporated. Given its status as a regional level facility, provisions have been made for increased car parking, along with improved access and traffic flow to key points in the precinct.	Jubilee Park master plan includes several projects and stages: Jubilee Park Stadium 13 outdoor netball courts Upgraded lighting for football night games and training. New cricket nets New play space. The combination of upgrades – upgraded lighting for football night games and training, new sports pavilion with female-friendly and accessible facilities – and new facilities, further enhances utilisation of the overall precinct by expanding hours operation and broadening appeal to a wider cross-section of the community.	The colocation of multiple facilities of different type and scale, means that the facilities, once complete, can serve to meet needs at the local, district and regional level. Engagement with sporting organisations at multiple levels, should be pursued where appropriate.

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Appendix G

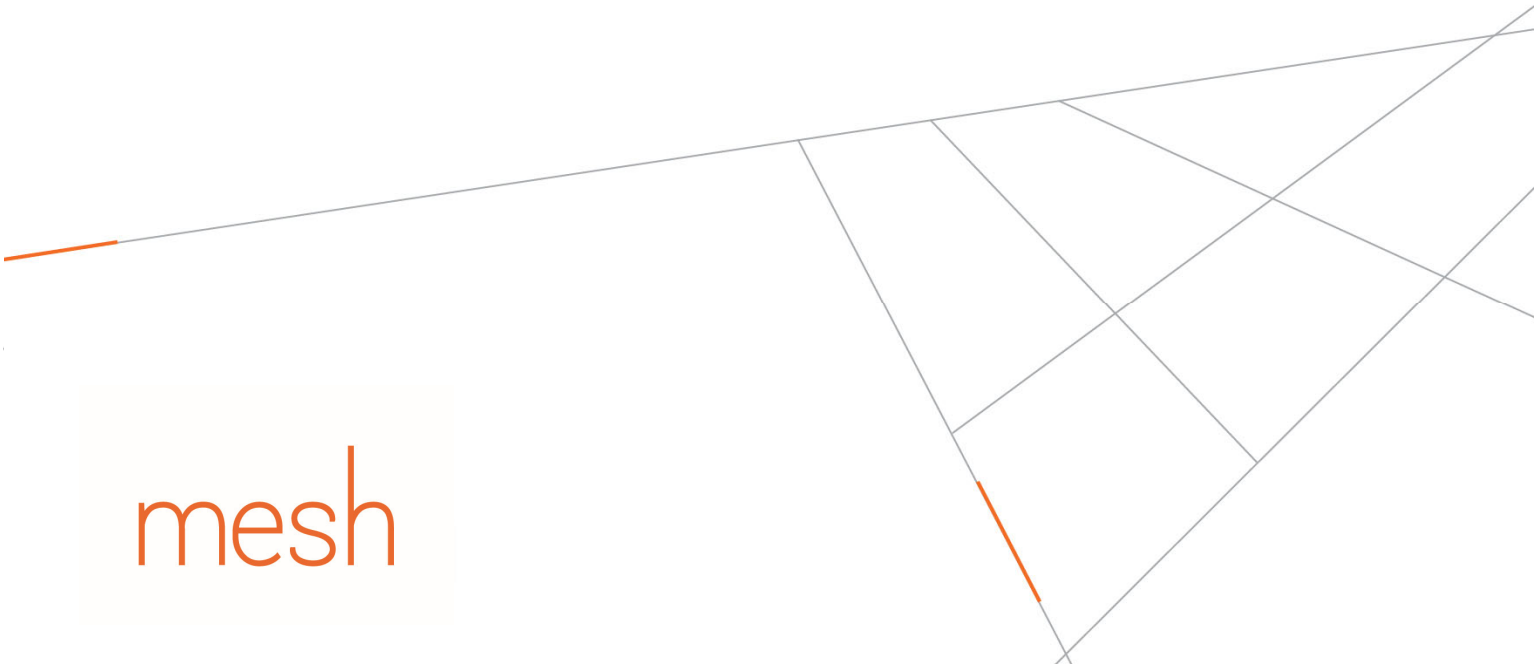
Peer review report

Community Infrastructure Needs Assessment – Box Hill– SRL East Structure Plan

Peer Review of February 2025 Report prepared by Aurecon Jacobs Mott McDonald Joint Venture (AJM)

Clayton Utz

17 February 2025



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Community Infrastructure Needs Assessment – Box Hill

Peer Review of February 2025 Report prepared by Aurecon Jacobs Mott McDonald Joint Venture (AJM)

Clayton Utz

17 February 2025

Acknowledgement
Mesh acknowledges and celebrates the Traditional Owners of the land and waters on which this project is located. We pay our respects to their Elders past, present, and emerging, whose profound knowledge systems can teach us much about how we care and design for Country. As committed learners and active listeners, we seek opportunity to integrate the wisdom of First Nations peoples into our policy and place making work.

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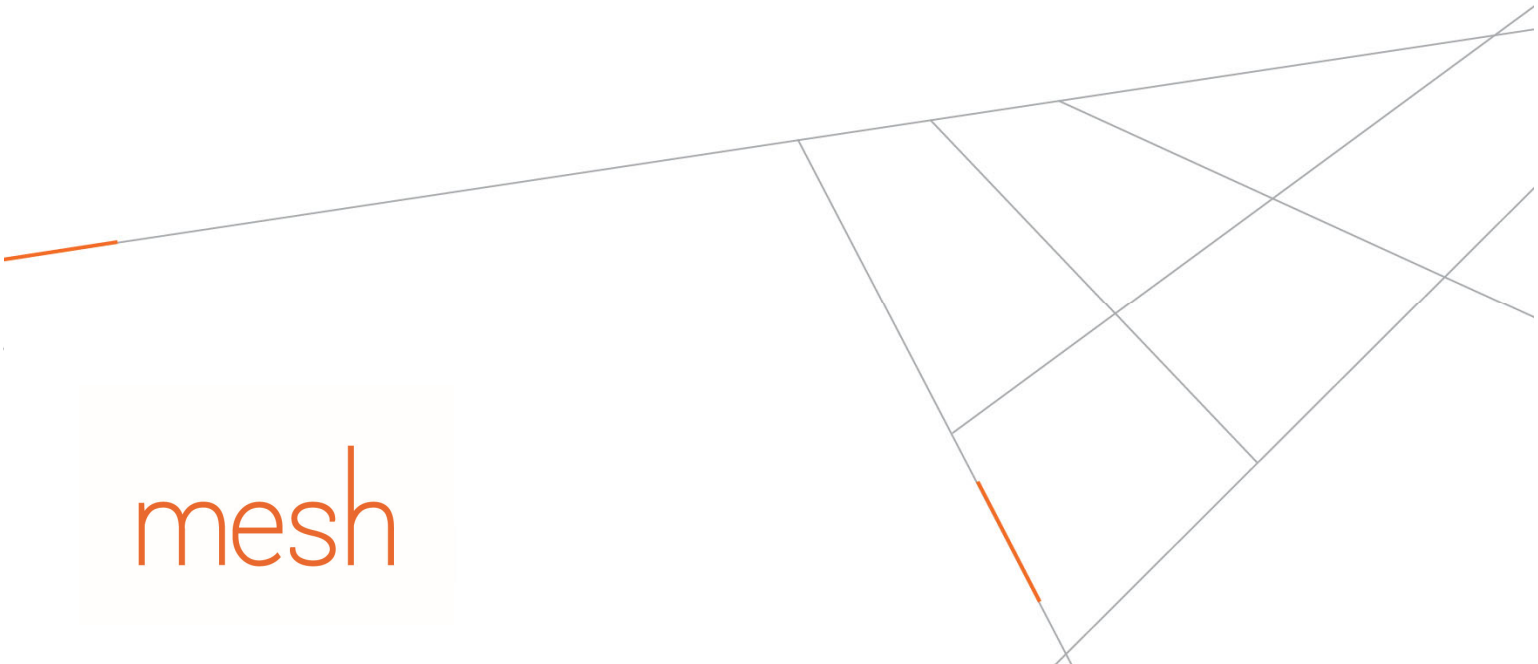
FIGURES

TABLES



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1. INTRODUCTION

The Suburban Rail Loop Authority (SRLA) is currently preparing structure plans (SP) for each of the six precincts surrounding the Suburban Rail Loop (SRL) East stations at Box Hill, Burwood, Glen Waverley, Monash, Clayton and Cheltenham. As part of the structure planning process, SRLA have commissioned a community infrastructure needs assessment (CIA) for each of the six precincts illustrated in Figure 1.

1.1 Instructions

This peer review report responds to the following instructions provided by Clayton Utz: -

(a) Review each of the six Assessments.

(b) Prepare a peer review report for each of the six Assessments.

This report sets out the findings of the peer review of the Box Hill Community Infrastructure Needs Assessment Report.

1.2 Material Reviewed

The *SRL East Structure Plan - Community Infrastructure Needs Assessment Report – Box Hill, February 2025, AJM,* report has been reviewed.

1.3 Background

SRL East is the first part of the SRL 90 kilometre orbital rail line, it will deliver six new stations between Cheltenham to Box Hill and create a new network corridor for Melbourne's east and south east via a modern 26-kilometre underground rail line.

Each precinct covers the area that is within the radius of approximately 1.6km from each SRL East station and SRLA is the planning authority for these precincts.

Structure plans require preparation of various technical inputs including community infrastructure needs analysis. AJM have completed a final CIA for the Box Hill precinct. The CIA Report assesses the need for community infrastructure required to serve the existing and growing population of the Box Hill precinct, including both the 1.6km catchment as well as the structure plan area. Table 1 illustrates that the Box Hill Structure Plan area is projected to accommodate an additional 15,800 people over the 20 year planning period.

Table 1: Box Hill Population Forecasts (2021-2041)

TABLE 3.1 BOX HILL POPULATION FORECASTS

POPULATION FORECASTS		
Year	Structure Plan Area	1.6-km local catchment
2021 population	13,300	29,400
2041 population	29,100	52,000
Population change	+15,800	+22,600
% increase	119%	77%

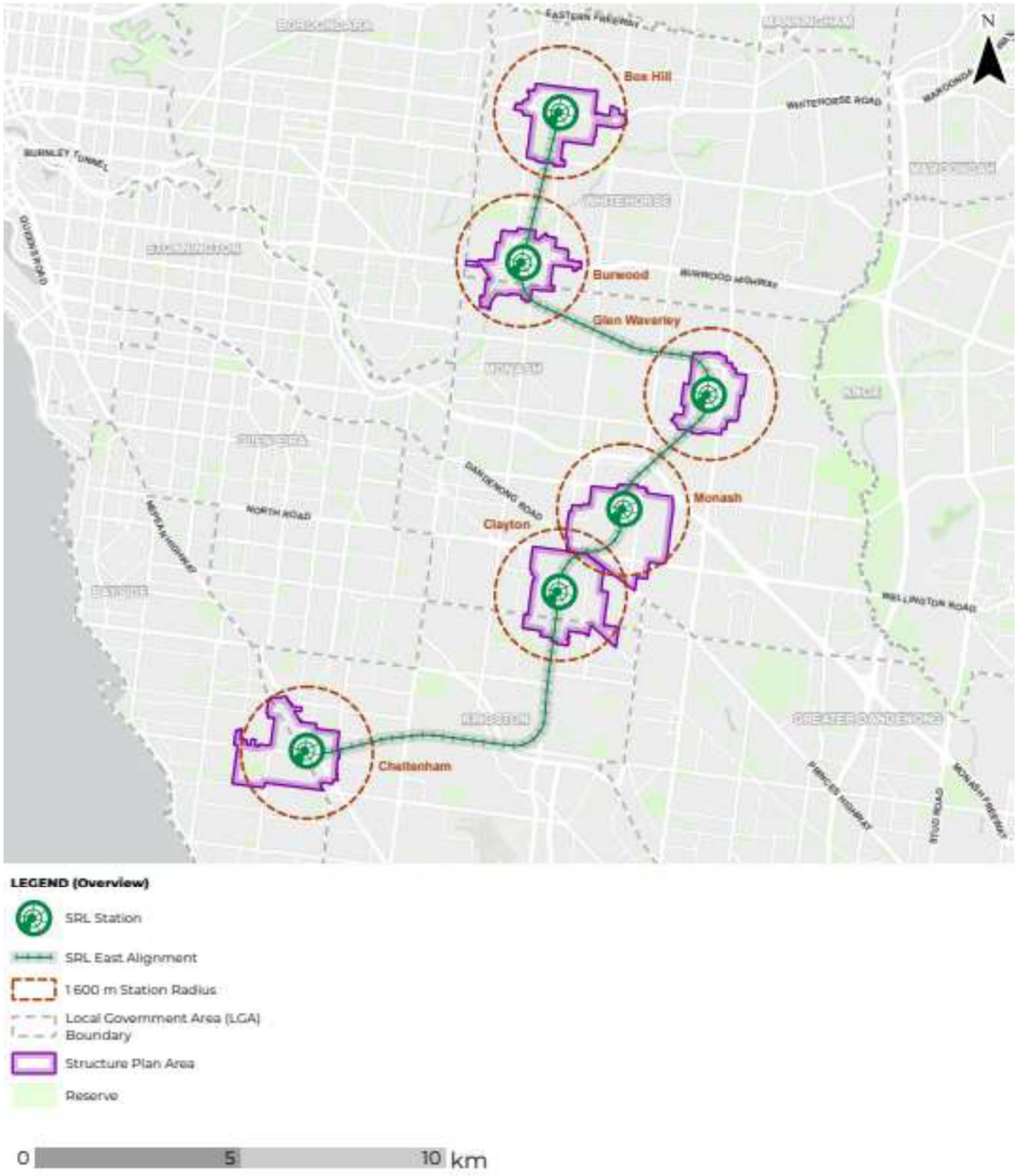
Source: - Table 3.1, SRL East Structure Plan – Community Infrastructure Needs Assessment – Box Hill February 2025.

2. PEER REVIEW

The SRL East project will deliver substantial benefits, it will greatly enhance travel options for existing and future communities and support future redevelopment and intensification of land uses. These outcomes are consistent with and will implement many metropolitan policy and strategy directions. It is acknowledged that the CIA report for Box Hill assesses existing and future community infrastructure needs within a large, complex urban area that is projected to undergo substantial change.

The general finding of this peer review is that whilst some refinement may be required, the approach adopted by AJM is generally robust and will provide a useful context and input into the Box Hill structure planning process. The key findings of this peer review are described in Table 2, which is divided into five sections covering the main components of the CIA report and Table 3, in Appendix 1, provides a summary of the needs analysis and recommendations included in the Box Hill CIA report.

Figure 1: SRL East Station Locations, related structure plan areas and 1.6km radius



Source: Figure 1.2, SRL East Structure Plan – Community Infrastructure Needs Assessment – Box Hill February 2025, page 5..

Table 2: Assessment and Findings

Matter	Review	Findings
PROJECT OBJECTIVES, SCOPE, METHODOLOGY		
Project objectives & planning principles	The purpose of the Box Hill CIA is to inform the preparation of the Structure Plan for the Box Hill area as illustrated in Figure 2.. The CIA report incorporates several community infrastructure planning principles. These include preferences for location, the utilisation of existing facilities, colocation and delivery of adaptable facilities, and prioritisation of government-owned land as potential future sites.	The report clearly articulates several planning principles however it does not outline the potential implementation principles. It is acknowledged that implementation is a broader structure planning matter and will be addressed through that process.
Project Methodology	The approach adopted in the CIA report includes both quantitative and qualitative components. Section 2 sets out the methodology that comprises 3 parts: - Part A – establishing context, policy drivers and assessment metrics Part B – assessment of community infrastructure needs both current and future Part C – consideration of place (service delivery model), site selection criteria and recommendations	The methodology applied aligns with the established practice in community (social) infrastructure planning and is supported.
Scope of infrastructure assessed	The CIA is focused on local level community infrastructure which serves a catchment of up to 20,000 residents who live within 1.6km of the Box Hill SRL station. This includes community hubs and neighbourhood houses, libraries, arts and creative spaces, youth centres maternal and child health services, and sport and recreation facilities. Kindergartens are partially assessed as a thorough assessment is underway via the Victorian Government's Early Childhood Reform Plan which is due to be completed 2024/25. As a result, no recommendations regarding kindergartens are made in the CIA report. The CIA does not assess open space or community infrastructure that is delivered by the state government or private entities, or higher order facilities that serve populations greater than those proposed for the Structure Plan area.	The assessment clearly outlines its scope, indicating that other infrastructure will be examined separately. The focus of the CIA is assessing local needs within each of the six precinct study areas and it does not consider higher order needs that extend beyond the local catchment. This is an acknowledged limitation of the CIA report.
Assumptions & Limitations	Section 2.3 lists the assumptions and limitations that have been applied to the assessment.	There are three additional assumptions that have been adopted throughout the CIA report but are not mentioned in Section 2.3: - Using residential population data only, there is no consideration of the employment population. (Section 3.2) - Existing need for community infrastructure has been considered when determining the recommendations. - Infrastructure delivery timing is not considered.

Matter	Review	Findings
Relationship to other technical reports	Section 2.4 sets out that the CIA report was informed by several technical reports relating to urban design, transport, open space and housing needs[1].	Noted.
Study area	The CIA report assesses the community infrastructure needs of both the Structure Plan Area which covers the walkable catchment from the SRL East station entrance, as well as the broader 1.6km catchment. The study area for the CIA is the 1.6km catchment however the report notes that it focuses on the Structure Plan area and the needs of the 2041 population forecast.	It is noted that the CIA seeks to focus on the structure plan area however the recommendations are based on provision of infrastructure for the 1.6km catchment including the structure plan area. Whilst beyond the scope of the CIA this approach raises a range of funding and delivery responsibility questions.
Planning Timeframe	The CIA adopts a 20 year planning timeframe from 2021- 2041. It is understood that this timeframe is the planning period for the Box Hill Structure Plan.	A 20 year planning timeframe is common for structure planning projects and is supported.
Relevant policies	Section 4 summarises the key legislation and policy relevant to the Box Hill study area. The report identifies the key implications and priorities for the Box Hill Structure Plan Area.	Noted.
Community Engagement	AJM consulted with the City of Whitehorse whilst SRLA completed broader consultation with local governments as part of the structure planning process. It is understood that SRLA shared relevant information with AJM.	It is noted that the level of engagement was completed at a high level. It is assumed that further community engagement regarding the proposed community infrastructure recommendations will be completed as part of the structure planning process.
Trends in community use of facilities and infrastructure provision approaches	Section 5 outlines the trends in community infrastructure provision which include: - - Co-location of facilities - Delivering multi-purpose facilities that can adapt over time to changing community needs - Upgrading existing facility capacity - Sharing facilities to maximise the use of existing spaces via shared use agreements.	The trends listed are common and accepted directions in service provision models for a range of development settings including greenfield and large scale redevelopment areas.

[1] These technical reports have not been reviewed.

Matter	Review	Findings
DEFINITION AND ASSESSMENT OF INFRASTRUCTURE TYPOLOGIES, PROVISION BENCHMARK RATIOS		
Infrastructure types and servicing catchments (hierarchy)	The CIA report identifies the following population catchment classification - Local (1.6km) - District (5km) - Regional (10km) Table 2.1 sets out the typologies assessed and excluded for each catchment by population catchment i.e. local, district and regional.	Adoption of the infrastructure hierarchy of local, district and regional is commonly applied and this approach supported. It is typical in other development settings to include a population catchment for each hierarchy. It is noted that the CIA report focuses on local, council delivered infrastructure and states that the local 1.6km catchment is expected to accommodate up to 20,000 residents.
Provision ratios/benchmarks (standard of provision)	The CIA report clearly describes the quantitative parameters that have been applied in this assessment including provision ratio, space requirement and accessibility which are set out in Table 2.2 and summarised below. **Facility - Provision Ratio (Population)** Library - 1:20,000 Multi-purpose community hub - 1:25,000 Neighbourhood house - 1:15,000 Youth centres/spaces (general) - 1:3,000 (12 to 17 years old) Maternal and child health services - 1:10,000 Local creative spaces (Local) - 1:20,000 Local creative spaces (District) - 1:50,000 Indoor courts - 1:20,000 Outdoor courts - 1:8,000 Tennis courts - 1:5,000 Fields - 1:5,000 The results of the assessment of need for facilities using the provision ratios is scored by AJM to categorise the needs analysis findings from no gap to a significant gap. A copy of the provision ratio scoring adopted is provided below.	Victoria does not have standard ratios for community infrastructure provision. While the provision ratios used in this report are generally consistent with those applied both within Victoria and in other states, the following should be noted. Several of the provision ratios applied vary from the current local government service provision. For example, the proposed library provision ratio of 1:20,000 people represents a significant change in service provision level as the City of Whitehorse currently provides 1 library to 32,000 people. This change in service provision will affect the scale and frequency of the planned future facilities. Scoring the results of the quantitative assessment helps determine the importance of the findings as they relate to the need for community infrastructure facilities.

Matter	Review	Findings
	TABLE 2.3 PROVISION RATIOS SCORING **FACILITIES PER POPULATION MEASURE** | Facilities in surplus, or less than 0.1 facilities required | 0.1 – to 0.8 facilities required | More than 0.8 facilities required **FINDINGS** | No or negligible gap, or oversupply | Emerging gap | Significant gap	
Accessibility	The CIA report also assesses accessibility in terms of distance or time (depending on the mode of transport) for residents to access a community infrastructure facility based on its catchment type. The mapping of this analysis is provided in Appendix E along with measured travel time via public transport to the existing facilities from the SRL station at Box Hill. A copy of the accessibility rankings is provided below: - **TABLE 2.5 ACCESSIBILITY RATINGS** **ACCESSIBILITY TO COMMUNITY INFRASTRUCTURE TYPE** | Facilities meet the criteria | There are some areas within the local 1.6-km catchment that do not meet the criteria | Most areas do not meet the criteria **FINDINGS** | Good accessibility | Fair accessibility | Poor	The analysis in Appendix E provides useful contextual information.
Qualitative Evaluation	The quantitative evaluation is integrated with a qualitative analysis. Section 2.1.1.2 sets out the qualitative parameters to assess the condition, capacity and utilisation of existing infrastructure in the study area. The CIA report includes a desktop assessment of the facility condition, quality, capacity and utilisation based on information provided by the City of Whitehorse. All these elements were scored in a single facility condition five scaled ranking ranging from very good to poor. A copy of the facility condition scoring range is provided below: - **TABLE 2.4 FACILITY CONDITION SCORING** **DESCRIPTION** | Fully meets or exceeds expectation | Minor impact or limitation on expectations | Average or fair condition with basic expectations met | Poor condition of significant impact to expectations | Expectations not met or severe impact **FINDINGS** | 5 – Very good | 4 – Good | 3 – Fair | 2 – Poor | 1 – Very poor	The report notes that the qualitative assessment is based on desktop analysis only. Therefore, it is assumed that the findings will be validated through further work and community engagement.
Site selection criteria	A series of site selection criteria have been developed to guide the selection of potential locations for new community infrastructure. The criteria assess location in terms of accessibility, if it is in an activated area, contributes to a network of infrastructure, is co-located with other infrastructure, is available to be developed within the planning timeframe and has capacity to meet changing needs over time.	The establishment of site selection criteria is helpful to inform identification of preferred potential sites, noting the emphasis on government owned land as the first priority.

Matter	Review	Findings
	The prioritisation of sites focuses on utilising Council land where possible followed by state land and then privately held land. This approach has been adopted by AJM as it is considered the most cost and time efficient option.	
ASSESSMENT OF THE BOX HILL DEVELOPMENT AND QUANTIFYING GROWTH PROJECTIONS		
Growth projections	The Box Hill Structure Plan area is projected to accommodate an additional 15,800 people between 2021 and 2041, resulting in a total population of 29,100 people in 2041 which is equivalent to 119% growth between 2021-2041. The Box Hill 1.6km catchment is projected to accommodate an additional 22,600 people between 2021-2041, resulting in a total population of 52,000 people in 2041.	Noted.
Demographic profile	Whilst population numbers are important to determine the size of catchment areas and the facilities that will serve them, population characteristics are important in determining the nature and type of these facilities. There is a need to focus demographic analysis on the characteristics that will influence the type or number, or attributes of the community facilities planned. The CIA limitations and assumptions note that the demographic profiles and perspectives were considered at a high level, without direct community engagement.	The CIA is planning for a 20 year period from 2021-2041, during which the demographic profile may change considerably. These changes, along with socioeconomic characteristics, will influence participation trends and help understand how communities have participated and are expected to participate in community infrastructure. It is acknowledged that detailed demographic forecasts have not been prepared at this stage and this is an acceptable approach noting that subsequent work on this could assist in refining the community infrastructure service provision models and delivery prioritisation.
Development context - location, form and timing of growth	Section 3 of the CIA describes both the 1.6km study area and the structure plan area with reference to the Box Hill concept precinct plan which illustrates where the significant, higher and medium mixed use, residential and employment change is to occur, as shown in Figure 2. The CIA report notes Box Hill is a recognised Metropolitan Activity Centre and the study area has experienced strong population growth over the last 10 years. The level of growth together with	The planning implications are reasonable given the development context however they should also include the following matters: - - The shortage of available sites will result in the increased likelihood of integration of facilities i.e. integration of tennis courts with an indoor court facility if suitable

Matter	Review	Findings
	the existing urban form and proposed increase in density has the following implications for planning for community infrastructure: - - There is already existing pressure on the current facilities within the study area. - The existing urban form makes it challenging to secure new sites for large community infrastructure and therefore there is the need to consider meeting local needs through district level facilities. - There will be a greater focus, expectation and reliance on walking and cycling as the primary access modes to community infrastructure in the Structure Plan Area - There is the need to upgrade existing community infrastructure and deliver new compact, co-located multipurpose facilities to reduce the land and floorspace requirements; - Need to ensure the upgraded and new facilities are designed and managed to cater for greater usage.	- Need to consider multiple infrastructure provision approaches – this concept is described in Section 5.1 of the CIA including exploring opportunities for alternative delivery pathways such as joint use agreements with schools.
ASSESSMENT OF EXISTING COMMUNITY INFRASTRUCTURE PROVISION AND DEMAND		
Identify and classify existing infrastructure	The CIA notes that the existing community within the Box Hill 1.6km study area is limited to: - - 1 library - 1 community hub - 2 neighbourhood houses - 1 creative space - 1 maternal and child health service - 1 indoor multi purpose court facility (3 courts) - 3 outdoor multi purpose court facility (total of 5 courts) - 1 local tennis court facilities (total of 4 courts) - 5 field facilities (8 fields)	Noted
Assess current demand projections	The current (existing) need for community facilities within the 1.6km study area, which currently accommodates 29,400 residents, identifies an emerging need for: - - A library - A community hub - Creative space - Youth centre space - Indoor courts - Outdoor multi purpose courts - Along with a significant need for tennis courts and maternal and child health services	The analysis demonstrates that there is existing unmet need for a range of community facilities within the 1.6km study area.

Matter	Review	Findings
	However, the current structure plan area accommodates 13,300 existing residents. Section 6 sets out that the existing residents currently generate the need for: - - 0.16 youth facilities - 0.53 community hubs - 0.66 libraries, creative spaces, indoor multi purpose court facilities - 0.88 neighbourhood houses - 1.33 maternal and child health spaces - 1.66 outdoor multi purpose court facilities - 2.66 tennis courts and single playing fields	
Qualitative assessment of current infrastructure	The CIA report assesses building condition, capacity and the utilisation and delivery model trends/preferences having drawn on observations from the City of Whitehorse regarding current infrastructure. In terms of trends, there is a need for shared use agreements and repurposing existing infrastructure. It is noted that Whitehorse City Council officers confirmed that its future youth service delivery model for youth spaces will be delivered within co-located spaces as opposed to dedicated standalone facilities.	The analysis is based on varying levels of information and a desktop assessment. Therefore, it is assumed the findings will need to be validated through site visits, and further engagement with local government and broader community.
QUANTIFY FUTURE COMMUNITY INFRASTRUCTURE REQUIREMENTS		
Assess future demand projections	The assessment of the future community infrastructure needs of the Box Hill structure plan area which is projected to accommodate a total population of 29,100 residents by 2041 identifies the need for - - 0.46 youth facilities - 1.16 community hubs - 1.46 libraries, creative spaces, indoor multi purpose court facilities - 1.94 neighbourhood houses - 2.90 maternal and child health spaces - 3.63 outdoor multi purpose court facilities - 5.82 tennis courts and single playing fields However, given the structure plan area is projected to increase by approximately 15,800 additional people between 2021-2041 this population change results in a range of need for the various local community infrastructure. Section 6 sets out that the additional 15,800 people within the structure plan area will result in the need for: - - 0.3 youth facilities - 0.63 community hubs	The assessment of future community needs indicates that the 1.6km study area will generate the need for a range of additional community infrastructure. The Box Hill structure plan area is forecast to experience significant population growth between 2021-2041 which will generate demand for a range of facilities.

Matter	Review	Findings
	- 0.79 libraries, creative spaces, indoor multi purpose court facilities - 1.05 neighbourhood houses - 1.58 maternal and child health spaces - 1.97 outdoor multi purpose court facilities - 3.16 tennis courts and single playing fields	
RECOMMENDATIONS		
Recommended community infrastructure	The Box Hill CIA recommends provision of: - - one library of approximately 3,200 m2 to service the 1.6-kilometre local catchment, centrally located within the Structure Plan Area and co-located with one new multipurpose hub of approximately 4,160m2 including a new neighbourhood house; - 1 creative space comprising 5 rooms co-located with other civic and cultural services. - 3 maternal and child health spaces, ideally located within a community hub to serve the southern catchment. - 1 district level indoor court facility including 5+courts located within the Box Hill Structure Plan area accessible by the Box Hill structure plan area. This facility is recommended to meet the need for outdoor courts and tennis courts. - Potential to explore local outdoor court space as part of the Bennettswood Reserve redevelopment; - Explore a range of options to upgrade and enhance existing fields and future shared use agreements. - Notes that kindergarten service needs will be informed by the relevant Kinder Infrastructure and Service Plan.	It is noted that a significant amount of infrastructure is recommended in the Box Hill CIA. It is evident from the analysis that the majority of the need for this infrastructure is generated by existing residents and future residents to be accommodated outside the structure plan area within the 1.6km catchment. For example, the 3,200m2 of library floorspace serves the entire 1.6km catchment of which the additional population forecast to be accommodated within the structure plan area comprises 30% of the total catchment and therefore generates 30% demand for this facility. Implementation of the recommendations will require a shift in service provision approach and raises implementation and funding implications that will need to be dealt with via other processes.
Site selection and prioritisation	The Box Hill CIA proposes the following potential candidate sites to deliver the recommended infrastructure: - - Several sites are identified as potential candidate sites for the proposed new multi purpose community hub and library – all 3 sites are within 400m of the SRL station and include the current library and town hall and nearby Gowanlea and Box Hill institute sites. - 953 Whitehorse Road, Box Hill has been identified as a suitable site for creative and maternal and child health facilities. - Alkira, 3 Thurston Street, Box Hill has been identified as a potential site with the indoor court facilities or a community hub and Surrey Park as a potential sporting precinct.	It is considered necessary that further detailed assessment of the potential candidate site options will occur through the structure planning process.

Figure 2: Box Hill conceptual plan including the planning study area and structure plan area

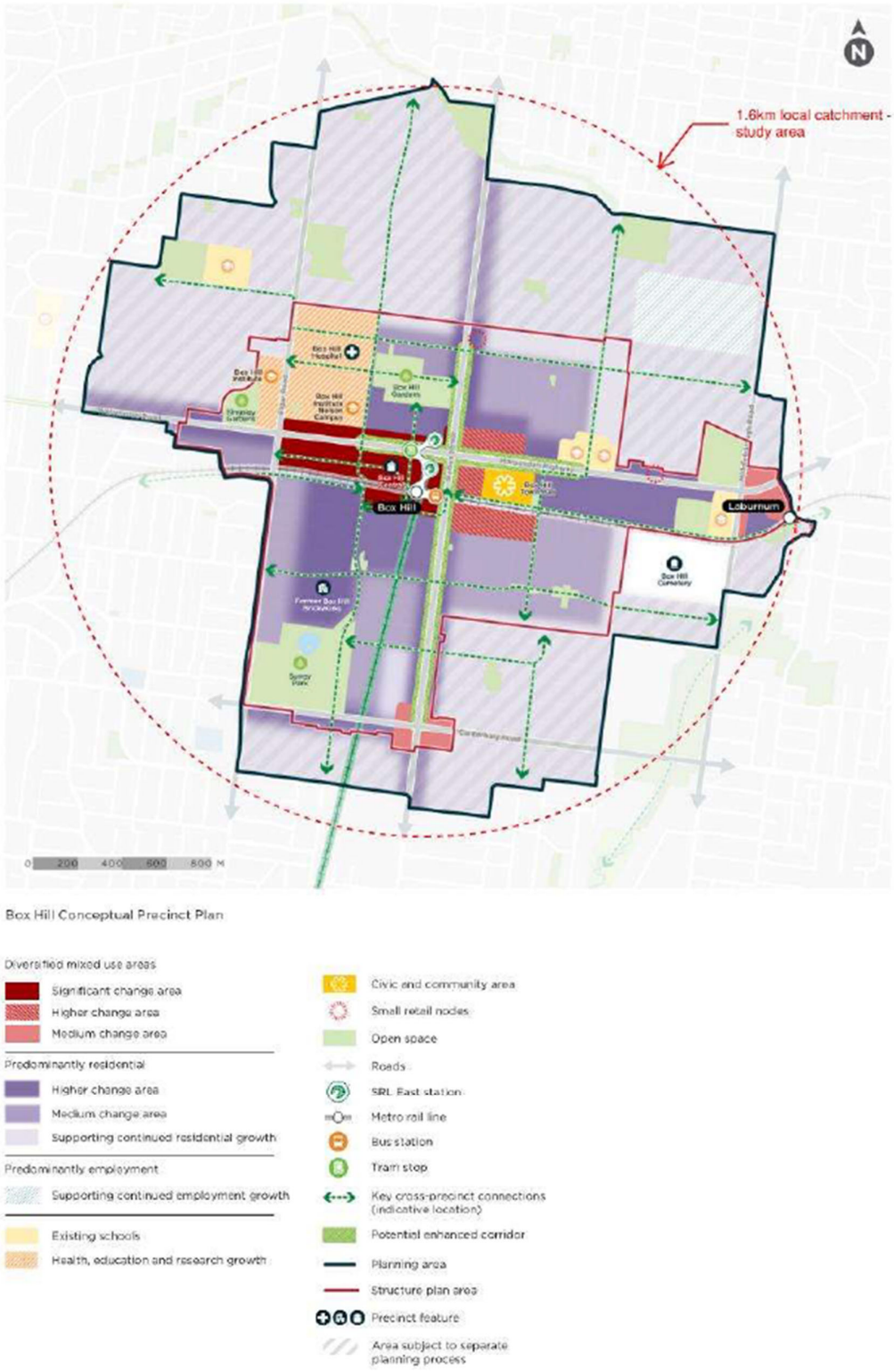


FIGURE 3.1 BOX HILL CONCEPTUAL PRECINCT PLAN (SRLE PRECINCT VISION – BOX HILL, P.20)

Source: SRL East Structure Plan – Community Infrastructure Needs Assessment – Box Hill February 2025, page 21

Figure 3: Box Hill existing and planned local community infrastructure

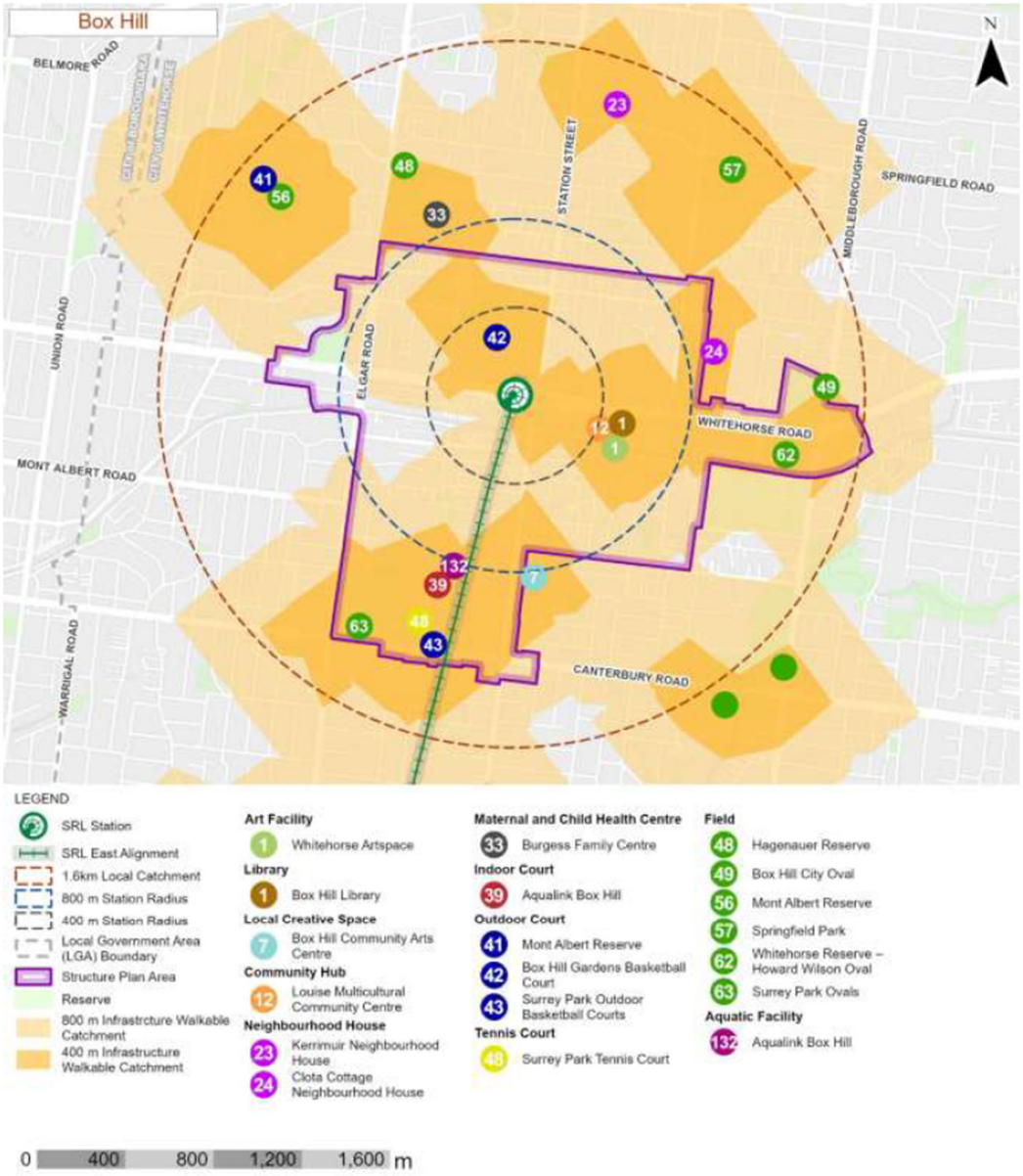


FIGURE 6.1 EXISTING AND PLANNED COMMUNITY INFRASTRUCTURE

Source: SRL East Structure Plan – Community Infrastructure Needs Assessment – Box Hill February 2025, page 40

3. APPENDIX 1

Table 3: Summary of the Community Infrastructure Needs Assessment and Recommendations for Box Hill

Community Infrastructure Facility	Benchmark of population provision ratio	Floorspace requirement	Current No. within the 1.6-km catchment	Current Needs Analysis 2021			2041 Needs Anlaysis		Population change in the Structure Plan	Recommendation	Location	Facility	m² / spaces	Other options	Potential candidate site
				Existing Population within 1.6-km local catchment	Existing Population within Structure Plan Area	Existing need within 1.6-km local catchment	Future Population within 1.6-km local catchment	Future Population within Structure Plan Area							
Residential Population				29,400	13,300		52,000	29,100	15,800						
Library	1:20,000	62 m2 per 1000 people	1	**1.47 Total need**	**0.66 Total need**	**0.47 Accounts for current supply**	**2.6 Total need**	**1.46 Total need**	**0.79 Total need**	One library of approximately 3200 m2 to service the 1.6-kilometre local catchment, centrally located in the Structure Plan Area and co-located with other community and or civic facilities.	Centrally located in the Structure Plan Area. Co-locate with community of civic facilities	Single facility servicing the Structure Plan Area and 1.6-km local need	3200 m²	n/a	Box Hill Library and Town Hall, 1022 and 1040 Whitehorse Road, Box Hill
Community Hubs	1:25,000	80 m2 per 1000 people	1	**1.16 Total need**	**0.53 Total need**	**0.16 Accounts for current supply**	**2.08 Total need**	**1.16 Total need**	**0.63 Total need**	One new multi-purpose community hub integrated with a library, centrally located to service the 1.6-kilometre local catchment. The hub should accommodate approximately 4160 m2.	Centrally located in the Structure Plan Area.	One new multi- purpose community hub integrated with a library	4160 m²	n/a	Box Hill Library and Town Hall, 1022 and 1040 Whitehorse Road, Box Hill
Neighbourhood Houses	1:15,000	80 m2 per 1000 people	2	**1.96 Total need**	**0.88 Total need**	**- 0.04 Accounts for current supply**	**3.47 Total need**	**1.94 Total need**	**1.05 Total need**	Deliver neighbourhood house services through a centralised community hub model.	n/a	Provide as community hub	0	Whitehorse City Council review the future of existing neighbourhood house facilities.	n/a
Creative Spaces	1:20,000	Typically, less than 5 rooms and may have no staffed reception area. (2021) Facilities are typically less than 5 rooms and may have no staffed reception area. (2041)	1	**1.47 Total need**	**0.665 Total need**	**0.47 Accounts for current supply**	**2.6 Total need**	**1.45 Total need**	**0.79 Total need**	5 rooms co-located with other cultural and civic services, to service the Structure Plan Area.	2.6 creative spaces	Co-locate with community hub/library	Integrate with community hub	5 room facility	n/a
Youth Centre Spaces	1:3000 12 to 17-year-olds	80 m2 per 1000 people	0	**1,700 (12 to 17-year-olds)**	**500 (12 to 17-year-olds)**		**2,900**	**1,400**	**900**	Due to Councils future planned delivery model – no youth spaces are recommended for the Structure Plan Area.	Integrate within community hub	Provide as community hub	232 m²	n/a	Sexual Health Victoria, 952 Whitehorse Road, Box Hill
				0.56 Total need	**0.16 Total need**	**0.56 Accounts for current supply**	**0.97 Total need**	**0.46 Total need**	**0.3 Total need**						
Maternal and Child Health Services	1:10,000	Space requirements vary based on number of rooms / nurses. (2021) Approximately 1 room per 120 births (2041)	1	**2.94 Total need**	**1.33 Total need**	**1.94 Accounts for current supply**	**5.2 Total need**	**2.9 Total need**	**1.58 Total need**	Three maternal and child health spaces within the Structure Plan Area ideally located centrally within a community hub.	Centrally located in the Structure Plan Area	Co-locate with community hub/library	3 spaces	Services should be retained in the north at the Burgess Family Centre and an additional service provided to service the southern neighbourhood catchment.	Precinct or Sexual Health Victoria, 952 Whitehorse Road, Box Hill
Indoor multi-purpose Court Facilities	1:20,000	Local: 1 to 2 courts (in one facility) District: 2 to 4 courts (in one facility) Regional: 5+ courts (in one facility) (2021) 1 to 2 courts (in one	1	**1.47 Total need**	**0.66 Total need**	**0.47 Accounts for current supply**	**2.6 Total need**	**1.46 Total need**	**0.79 Total need**	One new district facility accommodating 5 + courts of 465 to 781 m2 each, (depending on the sporting codes) be co-located close to other community facilities, and proximate to SRLE railway stations within the Structure Plan area.	Co-locate close to community facilities and proximate to SRLE railway stations.	District facility, including 5+ courts, that integrates outdoor court and tennis court need.	5+ court facility	Integrate outdoor and tennis court needs into one facility. Include demand for the SRLE Burwood Precinct.	Central activity centre - Alkira, 3 Thurston Street, Box Hill, or Sports precinct - Surrey Park, Canterbury Road and Elgar Road, Box Hill
Outdoor multi-purpose court facilties	1:8,000 (local provision benchmark)	Local: 1 court* *May include half courts. District: 2 to 8 courts (in one facility) Regional: 9+ courts (in one facility) (2021) 1 court (may include half courts) (2041)	**3 facilities (Total of five courts)**	**3.675 Total need**	**1.66 Total need**	**0.66 Accounts for current supply**	**6.5 Total need**	**3.63 Total need**	**1.97 Total need**	consideration of one court facility space be considered within an indoor court facility that is co-located with other community facilities.	n/a	Provide as indoor court facility.	0	Integrate need for 2 outdoor courts into indoor court facility.	n/a
Tennis Court	1:5,000	Local: 1 to 4 courts (in one facility) District: 5 to 8 courts (in one facility) Regional: 9+ courts (in one facility)	**1 local facility (total of 4 courts)**	**5.88 Total need**	**2.66 Total need**	**1.88 Accounts for current supply**	**10.4 Total need**	**5.82 Total need**	**3.16 Total need**	Integrate tennis courts into indoor court facility, with no further outdoor facilities	n/a	Provide as indoor court facility.	0	Integrate need for tennis courts into indoor court facility.	n/a
Field Facilities	1:5,000	Local: Single field District: Single+ field, club facilities. Regional: single field+, club and club facilities and includes a grandstand.	**5 facilities (eight fields)**	**5.88 Total need**	**2.66 Total need**	**0 Accounts for current supply**	**10.4 Total need**	**5.82 Total need**	**3.16 Total need**	Continue with planned and identify new opportunities for upgrades and enhancements of facilities, and pursue shared use agreements where possible to other facilities in the local and Structure Plan Area.	> Upgrading existing facilities with additional auxiliary elements such as club facilities, toilets and shelters. > Increase playable hours through increased lighting of fields, irrigation and use of synthetic surfaces. > Pursue shared-user agreements with public schools, private schools and other private facilities with fields. > Consideration should also be given to exploring demand for additional regional standard field facilities				

Source: SRL East Structure Plan – Community Infrastructure Needs Assessment - Box Hill February 2025, Tables 6.1 - 6.21 , 2021 Current Needs Assessment and 2041 Assessment, page 43 - 62 and Table 7.2 Community Infrastructure Recommendations, page 69-70.

FACILITIES PER POPULATION MEASURE	Facilities in surplus, or less than 0.1 facilities required	0.1 – to 0.8 facilities required	More than 0.8 facilities required
FINDINGS	No or negligible gap, or oversupply	Emerging gap	Significant gap

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