



**SUBURBAN
RAIL LOOP
EAST**



What we heard

SRL Structure Planning
Phase Three Engagement Report
Exhibiting the plans

March – April 2025

Acknowledgement of Traditional Owners

Suburban Rail Loop Authority (SRLA) acknowledges the Traditional Owners of the land, sky and waters across Victoria and pays respect to their Elders past and present. We proudly recognise the strength and enduring connection to Country as the world's longest living culture and the profound wisdom, resilience, and contributions of First Peoples and their communities.

We are committed to the ongoing journey of reconciliation by embedding self-determined Aboriginal ways of knowing and doing across the lifespan of the Suburban Rail Loop (SRL) project.



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Introduction

Suburban Rail Loop

More transport, more homes, more jobs

We need more transport and more homes in the right places – and Suburban Rail Loop (SRL) will deliver both.

As both a transport and urban planning project, it will connect our suburbs, slash travel times and deliver more homes and housing choice where people want to live – on the doorstep of world-class public transport.

Linking every major train service from the Frankston Line to the Werribee Line via Melbourne Airport, SRL will transform our public transport network – better connecting Victorians to employment, hospitals, universities and each other. Regional passengers won't have to travel through the CBD to get where they need to go with transport super hubs at Clayton, Broadmeadows and Sunshine.



SRL East is creating up to 8000 jobs during construction, with works underway since 2022. Trains will be taking passengers in 2035.

Planning is well underway to ensure the neighbourhoods around these stations are vibrant and thriving communities for generations to come.

About this report

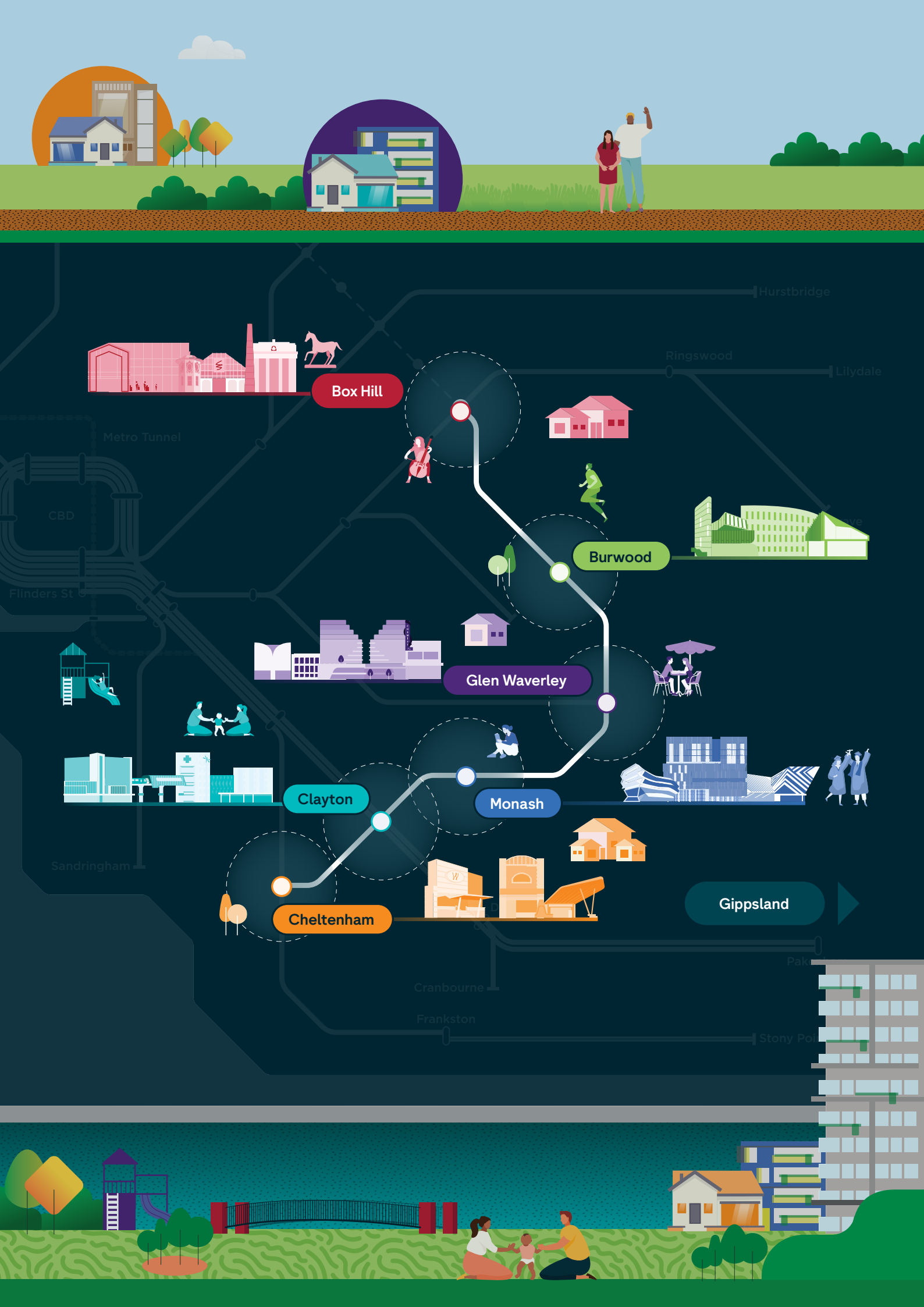
This report documents the engagement process for the SRL East draft structure plans and planning scheme amendments from **March to April 2025**.

It provides an overview of the engagement activities undertaken, the feedback received from the community, and next steps in structure planning process.

For insights into how previous feedback has influenced the delivery of SRL East rail infrastructure and precincts, you can refer to our past engagement reports available at

suburbanrailloop.vic.gov.au/engagement-reports





SRL East structure planning engagement program

We're carefully planning now to ensure the areas around the new SRL East stations will be ready to meet the needs of our growing population.



Structure planning is being undertaken for each of the six SRL East precincts – the broader neighbourhoods around each new underground SRL station at Cheltenham, Clayton, Monash, Glen Waverley, Burwood and Box Hill. The structure plans provide a framework for how the areas around the new SRL East stations will evolve over time, while protecting and preserving the neighbourhood characteristics people love about them today. They will also guide transport, open space, sustainability and community infrastructure across the structure plan areas.

Phase One of the structure planning engagement sought feedback on draft ambition statements, proposed priority outcomes and draft visions for each of the six SRL East precincts. Phase Two sought input on a set of proposed key directions that look to address current and emerging challenges and opportunities across the six SRL East precincts. These directions are based around five themes that underpin the development of the structure plans.

Building on these earlier consultation phases, Phase Three of structure planning engagement sought formal submissions from Monday 17 March to Tuesday 22 April 2025, in response to draft structure plans and draft planning scheme amendments for each of the six SRL East precincts.

To give community and stakeholders extra time to review these documents and make an informed submission, the draft structure plans, including draft implementation plans, along with supporting technical reports, were made available from Monday 3 March 2025 on the SRL website. The draft structure plans and draft planning scheme amendments were supported by more than 60 technical studies.

Suburban Rail Loop Authority (SRLA) is in the process of reviewing the submissions received on the draft structure plans, draft planning scheme amendments, and associated documents. This feedback is essential in shaping the final plans and ensuring they reflect the community's needs.

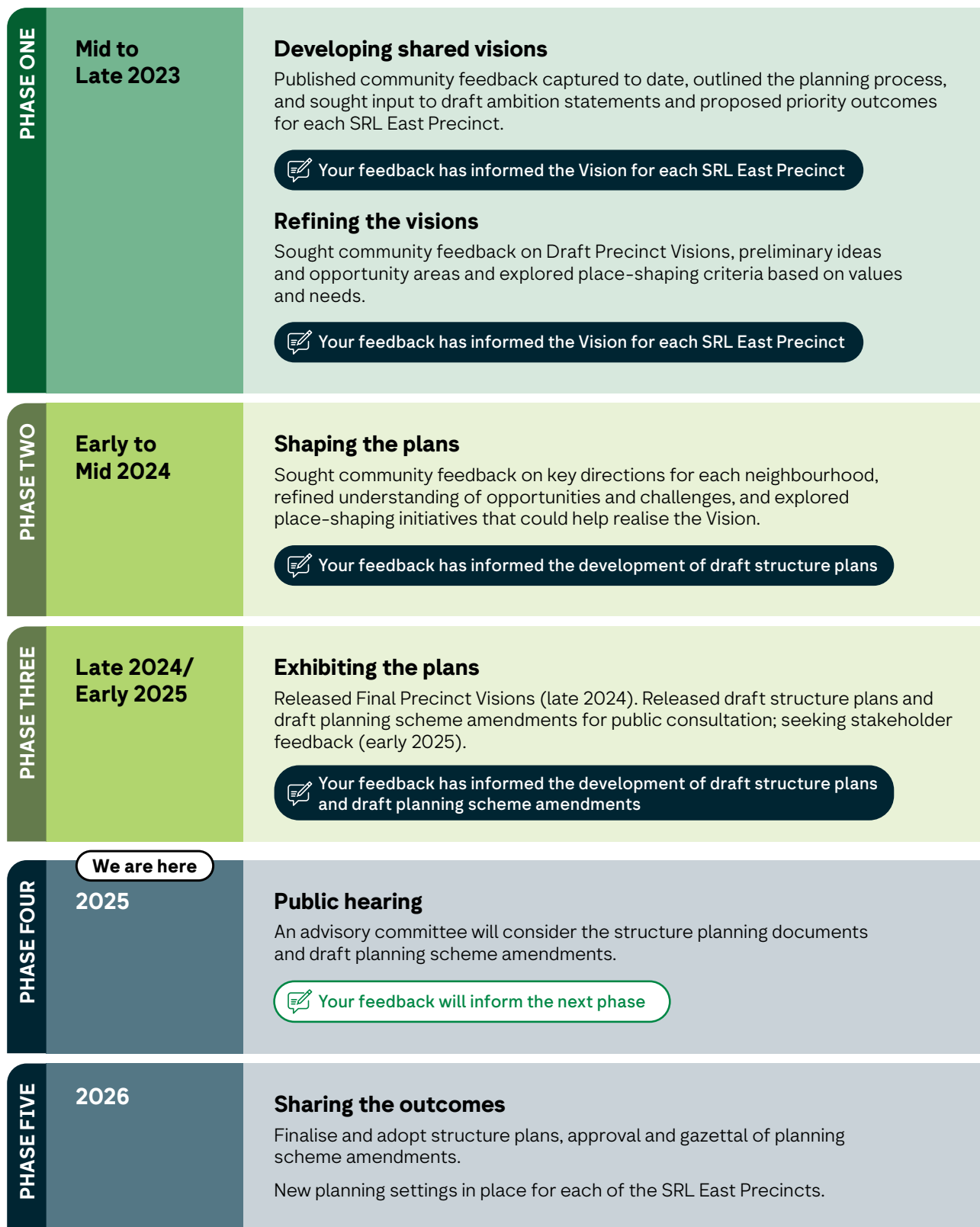


Figure 1: Structure Planning engagement phases



Exhibiting the plans: Phase three engagement

Overview of engagement activities and participation

This phase of engagement ran from March to April 2025.

During this phase, we shared feedback captured during Phase two of structure planning engagement and detailed how feedback helped shape the final draft structure plans, including lowering proposed building heights in some residential neighbourhoods. Draft structure plans, draft implementation plans and draft planning scheme amendments for each of the six SRL East precincts were also released for public comment.

From Monday 17 March to Tuesday 22 April 2025, SRLA invited people to make submissions via the Engage Victoria website. A broad community engagement program supported this process, aiming to raise awareness of the draft documents, help the community understand the proposed changes and support them to make submissions. The engagement program included a combination of online and in-person activities, such as information sessions, community pop-ups and online webinars.

The ‘What we heard’ section of this report provides a summary of feedback provided in the submissions received during this engagement phase.

Engaging with diverse communities

Structure planning requires significant input from communities and other stakeholders, and SRLA has sought to engage broadly and deeply to enhance precinct outcomes for everyone.

To help ensure engagement was inclusive and accessible for culturally and linguistically diverse communities, SRLA implemented a range of initiatives including:

- **Translated materials:** Key online content including Engage Victoria text, online surveys and fact sheets were translated into Simplified Chinese, Traditional Chinese and Greek, the top three languages other than English used along the SRL East alignment
- **Multilingual printed materials:** Hard copy summary materials were translated and made available at information sessions, pop-ups and local council offices
- **Interpreter support:** Professional interpreters were available at information sessions in Glen Waverley, Box Hill and Burwood
- **Multicultural stakeholder packs:** Tailored engagement packs were developed and shared with the SRLA Culturally and Linguistically Diverse Steering Committee for distribution among their community networks
- **Translated outreach content:** Email updates were translated and provided to the SRLA Culturally and Linguistically Diverse Steering Committee for sharing through their networks
- **Multicultural media advertising:** Engagement opportunities were promoted through multicultural channels such as Weibo and WeTV
- **Bilingual digital advertising:** Digital display advertisements were translated for accessibility across diverse communities.

Online engagement

The online engagement program was designed to reach a wider audience, offer flexible participation options and ensure accessibility for those unable or preferring not to attend in-person events. Key components included interactive webinars, social media campaigns, and the Engage Victoria online submission platform.

Engage Victoria

The Engage Victoria platform served as the primary channel for submitting community feedback on the draft structure plans and draft planning scheme amendments. During the public consultation period:

817

total submissions were received, including five submissions in Simplified Chinese and three submissions in Traditional Chinese.

The Engage Victoria website was viewed more than

45,000

times by more than 22,000 unique visitors.

Documents were downloaded more than

20,000

times, including draft structure plans for each precinct, draft implementation plans, draft planning scheme amendments, background and technical reports.

To support informed participation and help the community prepare their submission, a range of resources were made available to the community including:



Summary guides for each of the draft structure plans and draft planning scheme amendments.



A comprehensive engagement report detailing how feedback gathered during previous phases had helped shape the draft structure plans.



An interactive mapping tool which enabled people to search their address to see the existing planning controls and understand if and how the proposed new planning controls would impact their property.

Webinars

SRLA hosted a dedicated webinar for each of the six SRL East precincts to engage a wider audience in discussions about the draft structure plans and draft planning scheme amendments. Webinars were promoted on the Engage Victoria website, via social media channels and to key stakeholders and their networks. Each webinar ran for one hour and included:

- A detailed overview of the relevant draft structure plan and draft planning scheme amendment from SRLA experts
- A live Q&A session to answer participant questions.

To help participants prepare, a short pre-recorded background presentation was also distributed ahead of each webinar. This video, viewed 235 times, introduced the structure planning process and allowed the live webinars to focus on more precinct-specific details and participant questions.

The six live webinars attracted over 100 attendees. Recordings of each session were then made available online for those who missed the live sessions or wanted to revisit key information. Recordings were viewed 230 times, as at the time of publishing this report.

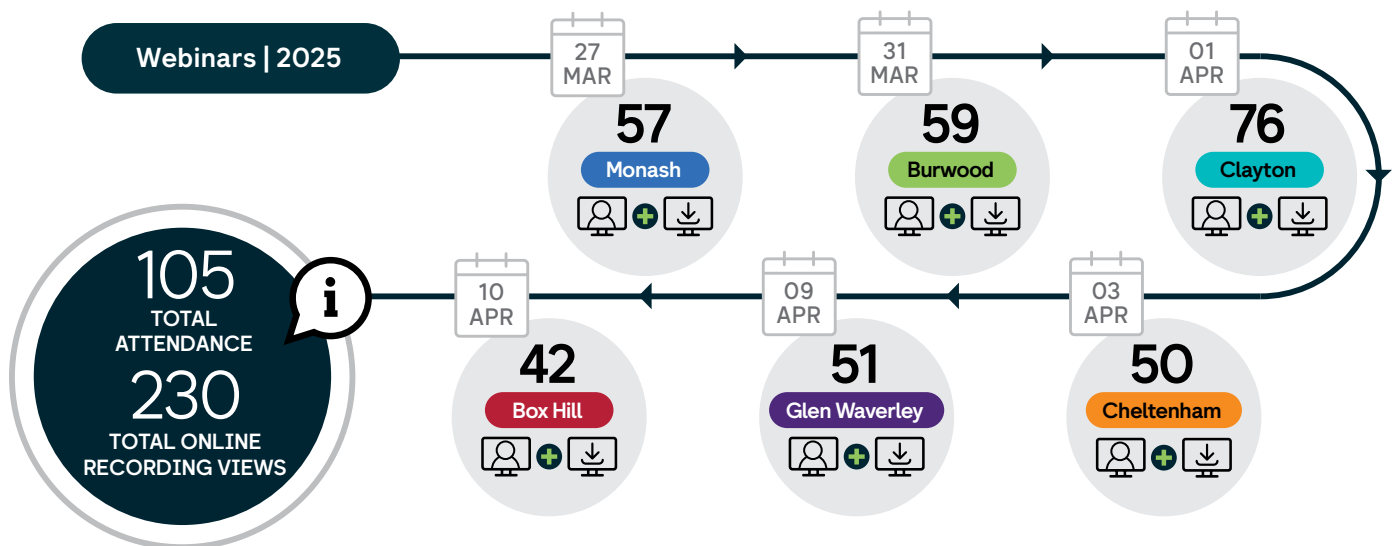


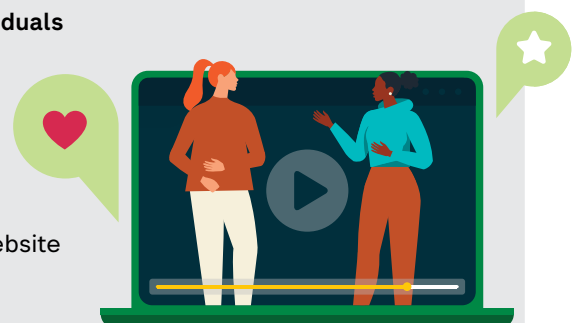
Figure 2: Number of webinar attendees and recording views

Social media and digital engagement

A comprehensive social media and digital campaign helped promote the engagement activities. These efforts helped to extend the reach and awareness of the structure planning consultation, encourage participation and offer accessible options for people to engage with the project – regardless of location and schedule.

The campaign achieved strong results across multiple platforms, with key highlights including:

- **Organic reach:** SRLA connected with more than **88,000 individuals** organically through unpaid social media content
- **Paid digital promotion:** Paid advertising helped SRLA reach more than **111,000 people** and generated thousands of clicks through to the Engage Victoria website to learn more
- **Digital display:** Delivered nearly **3.5 million impressions** and more than **9,000 click throughs** to the Engage Victoria website
- **YouTube video ads:** Captured strong attention, with almost **291,000 full views**, demonstrating high audience engagement.



In-person engagement

During the exhibition period, the project team interacted with more than 500 community members at face-to-face engagement events including nine community pop-ups and six drop-in information sessions held along the SRL East alignment.

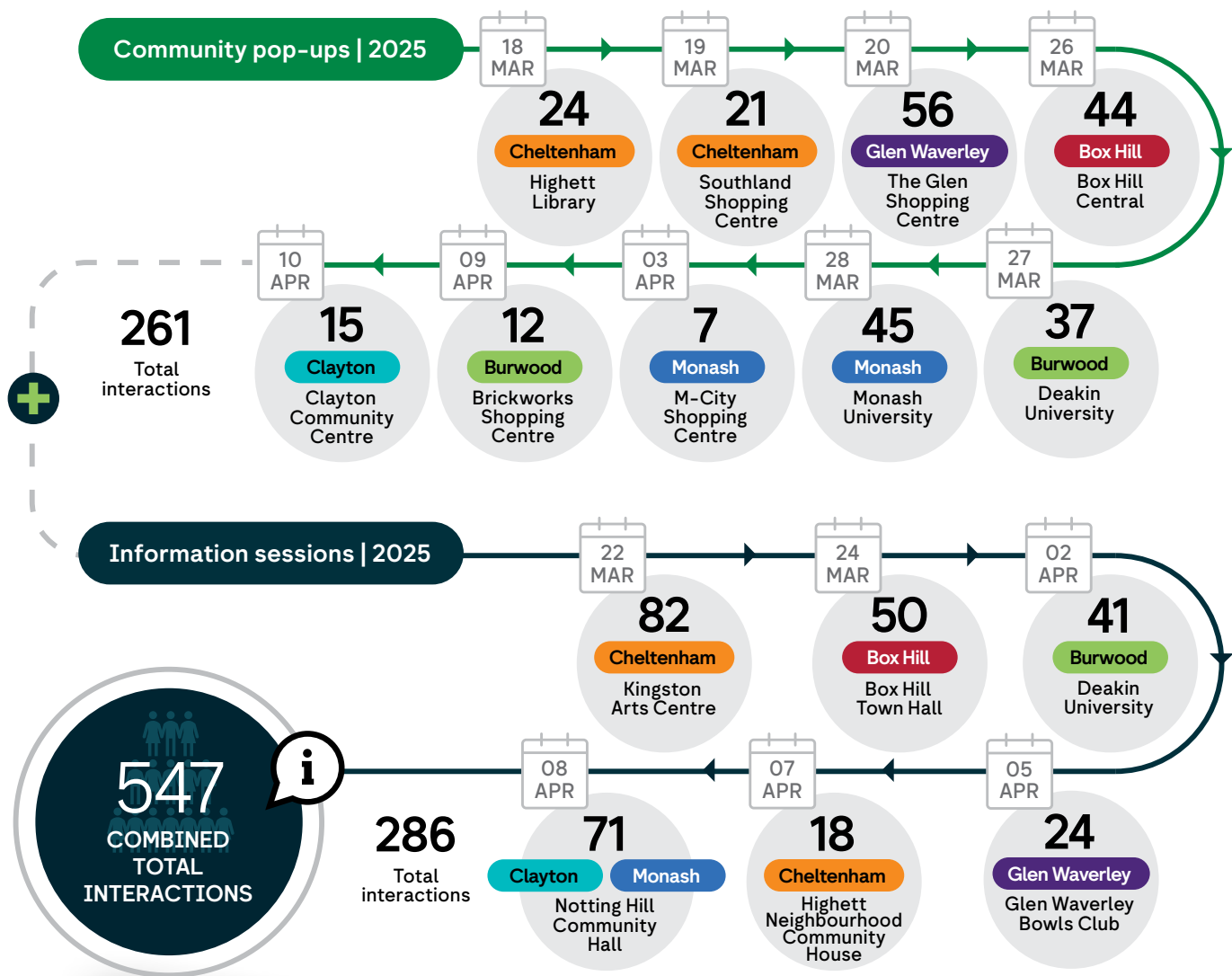


Figure 3: Number of interactions at community pop-ups and information sessions



Stakeholder engagement

In addition to community engagement, SRLA continued its extensive and ongoing engagement program with key stakeholders, including local councils, universities and other institutions.

This included:

- regular meetings to discuss structure planning progress
- briefings to all six SRL East Precinct Reference Groups, which comprise of community members and representatives, councils, key health and education institutions, local trader organisations, key businesses and other local groups as relevant to each precinct
- tailored briefings to ensure key stakeholders' interests, priorities and concerns were understood.

Formal submissions were received from 87 key stakeholders including councils, government partners, health and education institutions, commercial stakeholders and other groups.



What we heard

We received a total of **817 submissions**, including five submission in Simplified Chinese and three in Traditional Chinese.



Submissions were categorised by the SRL precinct they relate to. Some submissions addressed multiple precincts, leading to a precinct-based submission count of 826. Submissions that didn't relate to a specific precinct were classified as general and common.

Specific feedback received across the six precincts, along with general and common feedback, is summarised below.

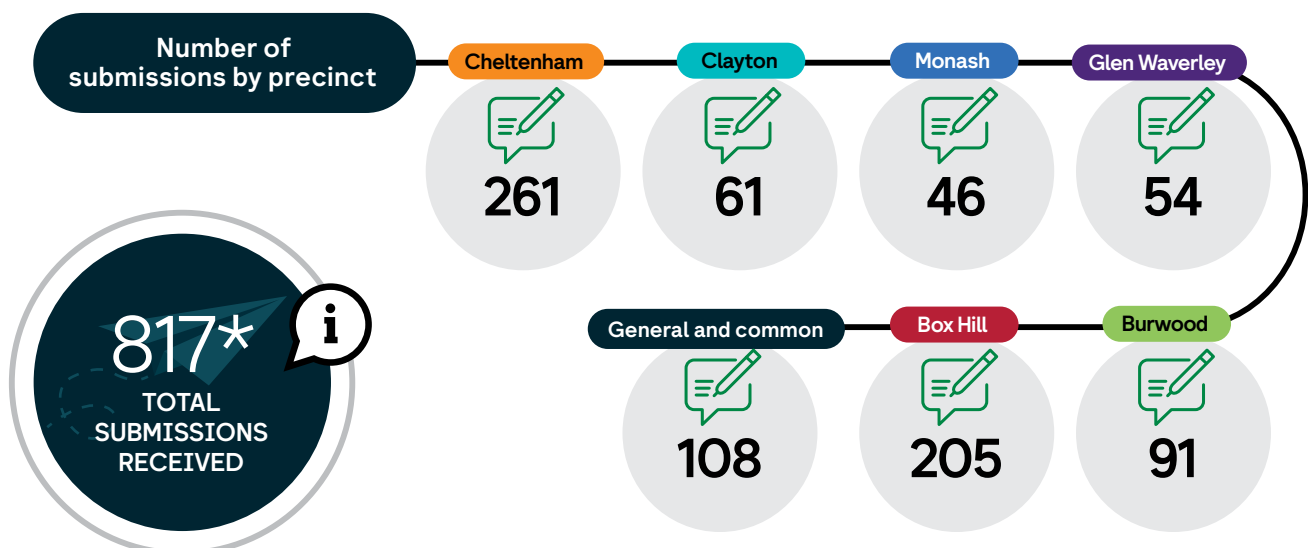


Figure 4: Number of submissions by precinct

**Number of total submissions will vary from number of submission by precinct, as submissions can refer to multiple precincts.*






Cheltenham



261
submissions

related to Cheltenham
and surrounding suburbs.

Feedback from community members, local councils and community groups highlighted the following key themes.

Key themes	Feedback
 Building heights	<p>Submitters provided feedback about the proposed built form in Cheltenham, underlining the importance of new developments aligning with the area's established character. Many submissions called for designs that reflect the existing character and enhance the visual appeal of the area, rather than structures that could overwhelm the local environment. Feedback referenced locations such as Westfield Southland, Pennydale, Bay Road, Park Road, Turner Road, Graham Road and Mount View Road and other local areas.</p>
 Housing types and density	<p>Feedback indicated a desire for a balanced land use mix that accommodates residential, commercial, and recreational land uses. Submitters highlighted the importance of ensuring developments support a vibrant community. There were also calls for thoughtful planning that integrates various land uses, such as lower-density options like townhouses, to foster a sense of community and accessibility.</p>
 Traffic and parking	<p>Submissions identified the need to review the capacity of the existing road and street network, particularly on Bay Road, including traffic capacity and parking availability, in light of projected increased pedestrian and vehicle traffic. Suggestions for improved connectivity, safer crossings, and enhanced public transport options were common among submitters.</p>
 Open space	<p>Maintaining and enhancing accessible public open spaces was a priority, with submissions emphasising the role of parks and green areas in supporting community wellbeing. Many submissions called for the inclusion of more parks, including safe walking and bike paths, and community facilities to promote outdoor activities and social interaction.</p>
 Planning controls	<p>Submissions highlighted the value of clear planning guidelines and consistent decision-making processes that consider local priorities and encourage transparency and community input so that future developments align with local values and priorities.</p>






Clayton



61
submissions

related to Clayton
and surrounding suburbs.

Feedback from community members, local council, government agencies and institutions highlighted the following key themes.

Key themes	Feedback
 Housing types and density	<p>Submitters referenced the pace and scale of recent development and the importance of maintaining the neighbourhood's character, noting the potential implications of further development and the proposed overlay.</p>
 Building heights	<p>Submitters noted the importance of managing overshadowing and potential loss of privacy, particularly where multi-level developments could overlook neighbouring properties. There was feedback on proposed building heights, particularly in existing residential areas including Ormond and Kanooka roads, with some submitters also providing feedback on the transition of heights. Some submitters supported increased heights in specific areas, such as Clayton Central, while others advocated for maximising undeveloped lots by increasing maximum building heights for smaller lots and adjusting side setbacks.</p>
 Traffic and parking	<p>Submitters provided feedback about the adequacy of traffic congestion management measures and parking facilities. Many questioned the feasibility of proposed changes, citing current issues with traffic and parking and anticipated population growth. Submitters also gave feedback about the capacity of Clayton Road with projected increased traffic volumes.</p>
 Green and open spaces	<p>Submitters supported additional green spaces and the retention of trees. Ideas such as rooftop gardens were suggested to enhance greenery and environmental outcomes.</p> <p>Submitters noted the importance of protecting green spaces and trees, especially for community wellbeing, and noted the need to manage any potential impacts of development including increased noise, pollution, and the removal of established greenery.</p>
 Active and public transport	<p>Many submitters supported the improved public transport and infrastructure proposed. There were also suggestions for additional cycling infrastructure such as more bike lines and improvements to the broader transport network.</p>




Monash



46
submissions

related to Monash
and surrounding suburbs.

Feedback from community members, local council, local businesses and academic institutions highlighted the following key themes.

Key themes	Feedback
 Housing types and density	<p>Submitters highlighted the importance of maintaining neighbourhood character and liveability. Views on higher-density housing varied, with some community members supportive of additional housing to address supply needs (in particular student housing), while others were less supportive of increased density. There was broad interest in ensuring development integrates well with surrounding uses including local businesses.</p> <p>Submitters noted that changes to planning controls in residential areas, particularly in Notting Hill, could have negative effects on the community.</p>
 Zoning changes	<p>Feedback reflected a range of perspectives on the proposed zoning changes in the area, including support for developments in locations such as central Monash to commence soon. Some submissions also raised questions about the potential impact of zoning changes on existing student accommodation.</p>
 Green and open spaces	<p>There was strong interest in maintaining green spaces. Submitters referenced the importance of protecting biodiversity as the area grows.</p>
 Active and public transport	<p>Many submissions highlighted the need for public transport upgrades to support projected population increases and improve access to essential services and institutions. Feedback highlighted existing challenges related to public transport access in both the Monash and Clayton precincts.</p>
 Social infrastructure	<p>The capacity of local infrastructure – particularly schools, playgrounds, supermarkets and shopping centres – was a recurring theme. Submitters emphasised the need for social infrastructure to align with population growth to adequately support increased density, particularly regarding schools and public transport. Many submitters highlighted the inadequacy of existing facilities, noting a lack of facilities to serve the current population.</p>






Glen Waverley



54
submissions

related to Glen Waverley
and surrounding suburbs.

Feedback from community members, local council, local businesses and community institutions highlighted the following key themes.

Key themes	Feedback
 Housing types and density	Submitters generally preferred lower-density development options, such as houses and townhouses, to maintain Glen Waverley's suburban character.
 Building heights	Feedback focused on potential implications of proposed building heights, with a focus on streetscape, privacy and sunlight access.
 Social infrastructure	Submitters noted the need for expanded local services, facilities and amenities to adequately support a growing population, particularly schools. Some submissions indicated a desire for housing to be balanced with the provision of services and amenities to ensure better community health and safety outcomes.
 Traffic and parking	Submitters noted the existing pressure on traffic flow and parking, particularly around the Glen Waverley Station and shopping precincts, noting that additional infrastructure may be required to support the projected increase in population.
 Active and public transport	<p>Many submitters expressed support for improved public transport options, with some calling for pedestrian-friendly initiatives such as pedestrianising certain streets to enhance a sense of community.</p> <p>Submitters emphasised the need to enhance active transport links and provide safe cycling and walking tracks, so more people can chose to walk or cycle rather than taking the car.</p>

Burwood



91

submissions

related to Burwood
and surrounding suburbs.

Feedback from community members, local council, local businesses and community institutions highlighted the following key themes.

Key themes	Feedback
 Housing types and density	Submissions covered a range of views, from support for increased density and more diverse housing options to calls for careful introduction of higher-density developments in existing low-rise neighbourhoods. Submitters noted the importance of maintaining community character and developing quality student housing.
 Building heights	There was feedback on proposed building heights, particularly proposed maximum heights on Uganda and Sinnott streets, referencing built form transitions and potential privacy, light and wind impacts.
 Zoning changes	Some submitters noted the need for zoning to support the maintenance of the existing character of neighbourhoods. There were calls for rezoning to support the operation of local businesses, particularly in relation to proposed changes along Highbury Road. Comments also included interest in focusing rezoning around the future station.
 Traffic and parking	Feedback referred to existing congestion and parking availability, particularly on local streets such as Uganda Street and Montpelier Road. Traffic management was seen as a key consideration for future planning, especially as the area continues to grow and develop.
 Green and open spaces	<p>Submitters noted the importance of quality and accessible green spaces for community wellbeing. The retention and enhancement of green spaces and recreational areas, and large tree preservation were noted as priorities.</p> <p>Submitters expressed support for initiatives like the naturalisation of Gardiners Creek (Kooyongkoot), viewing it as a significant benefit of SRL, and the inclusion of shade-providing vegetation in new developments.</p>


Box Hill



205
submissions

related to Box Hill
and surrounding suburbs.

Feedback from community members, local council, community groups, government agencies and community institutions highlighted the following key themes.

Key themes	Feedback
 Housing types and density	<p>Submitters noted Box Hill's significant recent residential growth, with varied views on the extent of future development. Some highlighted the importance of continuing to respond to the housing crisis, expressing interest in compact, well-design housing such as smaller apartments that maximise space without compromising liveability.</p> <p>The importance of affordable housing options to support lower-income residents was also emphasised.</p>
 Building heights	<p>Feedback referenced the scale of development, with a preference for low-rise developments in some areas such as Dorking Road. Submissions highlighted the importance of managing design outcomes such as wind and shadow impacts in future developments. There was a strong desire to maintain the suburb's existing character.</p>
 Green and open spaces	<p>Submitters expressed a desire for more green open space in the area, putting forward ideas such as turning the Box Hill Brickworks into passive open space.</p>
 Social infrastructure	<p>Submitters noted demand on local health, education and community services and emphasised planning for services to reflect forecasted growth.</p>
 Traffic and parking	<p>Many submitters discussed traffic volumes, street width and current parking conditions, citing the need for improved traffic management as population increases.</p>

General and common



108
submissions

were not specific to individual precincts and covered feedback across the SRL East alignment.

Feedback from community members, local council, community groups, government agencies and community institutions highlighted the following key themes.

Key themes	Feedback
 <p>Amenity and quality of life</p>	<p>Submitters expressed a desire to maintain liveability in local neighbourhoods, noting they didn't want to see the proposed scale of density impact the identity of local areas. There were calls for a balanced approach to development, with many advocating for the inclusion of green spaces and community facilities as part of urban planning.</p>
 <p>Sustainable development and community resilience</p>	<p>There was support for investment in public transport infrastructure to align with sustainable practices. Several submissions noted the importance of community cohesion and wellbeing, suggesting that while there is some caution about development, there are positive outcomes that can arise from thoughtful and sustainable planning.</p>
 <p>Community infrastructure</p>	<p>Submitters highlighted the need to protect and enhance local services and infrastructure to align with projected growth, including roads, education, healthcare and open spaces.</p>

Other feedback

Some submissions covered topics outside of the scope of the structure planning process, such as tunnelling, station naming and transport infrastructure not related to SRL East.

Frequently asked questions

There were several common questions that came up through submissions and engagement activities held throughout the consultation period. Answers to these questions were sent to residents in each SRL precinct via a posted letter and are also provided below for reference.

Will my property be acquired?

No. There are no plans to compulsorily acquire any properties or land as part of SRL East structure planning, aside from five properties that are proposed to be acquired to support necessary improvements to the road network. SRLA has met with these affected landowners. If you have not been contacted by SRLA, your property is not proposed to be acquired.

Will the family home be taxed?

No. Generally speaking, home owners won't be subject to any additional tax as a direct result of SRL East structure planning.

Who will have the final say on planning permits when the structure plans are in place?

The feedback collected during this public consultation phase will inform the finalisation of the draft structure plans and draft planning scheme amendments to be considered by the Minister for Planning as part of SRLA's structure planning process. Feedback received may be made public.

The Minister for Planning has appointed an Advisory Committee to advise on SRL East structure planning matters, and may refer certain matters or consultation findings to the Advisory Committee. The Advisory Committee will be independent of SRLA, and empowered to consider evidence and hear submitters.

What's the expected impact of the project on property prices?

SRL will deliver a world-class train station and new connectivity to these growing and thriving communities. The neighbourhoods around the SRL East stations will be transformed with more diverse and quality housing options and features such as plazas, retail and dining offerings and civic squares – making these areas highly attractive places for businesses to locate and people to live.

House prices are ultimately determined by the market – however, projects in Melbourne, interstate and overseas that have delivered both amenity and transport enhancements demonstrate that property prices typically increase.





Next steps

The SRLA team is reviewing all submissions in detail and will use the feedback received to finalise the draft structure plans and draft planning scheme amendments.

The revised draft structure plans and draft planning scheme amendments will be submitted to the Minister for Planning and a subsequent independent Advisory Committee for their consideration.

The Minister for Planning appointed the Suburban Rail Loop East Precincts Standing Advisory Committee on 1 June 2025. The Committee's role is to provide independent advice on specific matters, yet to be referred to the Committee by the Minister for Planning, regarding the implementation of the draft structure plans and draft planning scheme amendments. At the conclusion of its review, the Committee will be required to provide a report to the Minister for Planning including a summary and assessment of the matters referred to it and its recommendations.

The latest information on the Advisory Committee process and timing is available at www.planningpanels.vic.gov.au/panels-and-committees

In 2026, SRLA aims to:

- finalise and adopt the structure plans, and
- seek approval and gazettal of the planning scheme amendments.

These steps are essential in unlocking the full benefits of SRL East delivering better transport, more homes and more jobs in the right places – close to where people want to live.

The Victorian Government and SRLA thank everyone who has made a submission or participated in engagement activities, along with those that have participated in the many engagement opportunities over the past five years. Your input has underpinned our planning for the future of the vibrant, connected communities along SRL East.





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If you need assistance due to a hearing or speech impairment, please visit relayservice.gov.au

