

Lilydale Structure Plan

Phase 1 Report

Version 1, August 2020

COMMUNITY

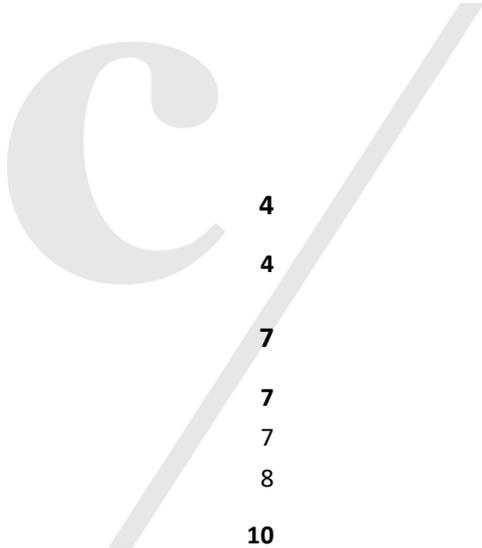
The term community refers to a group of people that has something in common such as identity, behaviours, interests or values. A community often share a sense of place in a given geographical area (e.g. a country, city, town, or neighbourhood) or in virtual space through communication platforms.

STAKEHOLDER

The word stakeholder refers to individuals, groups or organisations with a stake or interest in the outcome of a decision. Stakeholders may also have the ability to influence the decision given their role or position.

ENGAGEMENT

Engagement is defined as a planned process with the purpose of working with communities and stakeholders to inform decisions, share knowledge and strengthen relationships.



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1 Summary of the engagement

The purpose of this report is to provide a summary of the findings from the following engagement activities.

- The focus group facilitated by Capire Consulting Group on 10 August 2020 attended by people with disabilities, disability advocates and support services. This focus group sought to understand the experience of people with limited mobility, disabilities and of different ages when moving through Lilydale (see 2.1 Focus Group).
- The online survey which invited members of the community to provide their feedback on questions related to the *Lilydale Major Activity Centre Structure Plan- Issues and Opportunities Paper*. This survey was open from 24 July 2020 to 21 August 2020 (see 2.2 Online Survey).

The findings from the engagement process will inform the draft Lilydale Structure Plan.

1.1 Participants



483 people completed the online survey



10 people participated in the online focus group

In the online survey, participants were asked to identify their gender, age group, whether they or anyone in their family have a disability, their relationship to Lilydale and the suburb that they live in. The results are outlined below.

As shown in *Table 1*, 394 people provided a response to this question with slightly more females (57%) than males (42%) providing their feedback.

Table 1: Gender of participants, n= 396

GENDER		
57% of participants identified as female	42% of participants identified as male	1% of participants preferred not to say

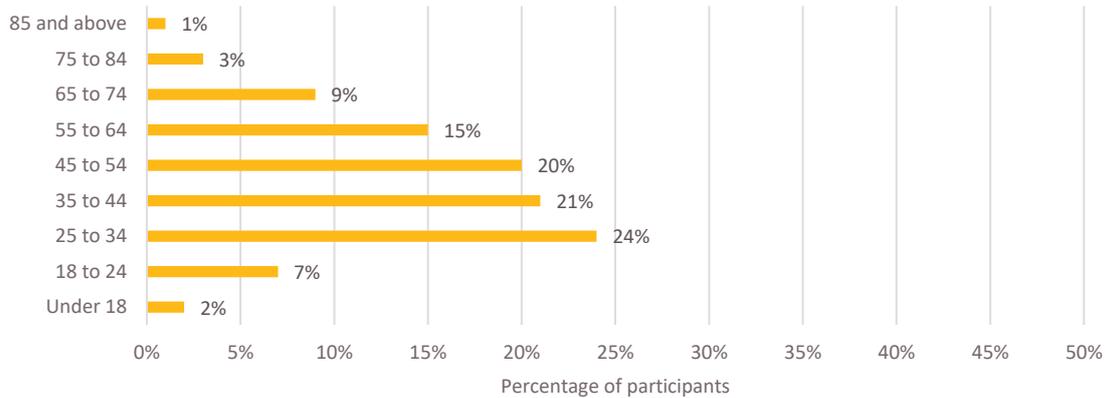
As shown in *Table 2*, 386 people answered this question with most identifying that they nor a member of their family have a disability (78%).

Table 2: Participants that identified as having (or having a family member with) a disability, n= 386

PARTICIPANTS THAT IDENTIFIED AS HAVING (OR HAVING A FAMILY MEMBER) WITH A DISABILITY		
17% of participants or a member of their family have a disability	78% of participants or a member of their family do not have a disability	5% of participants preferred not to say

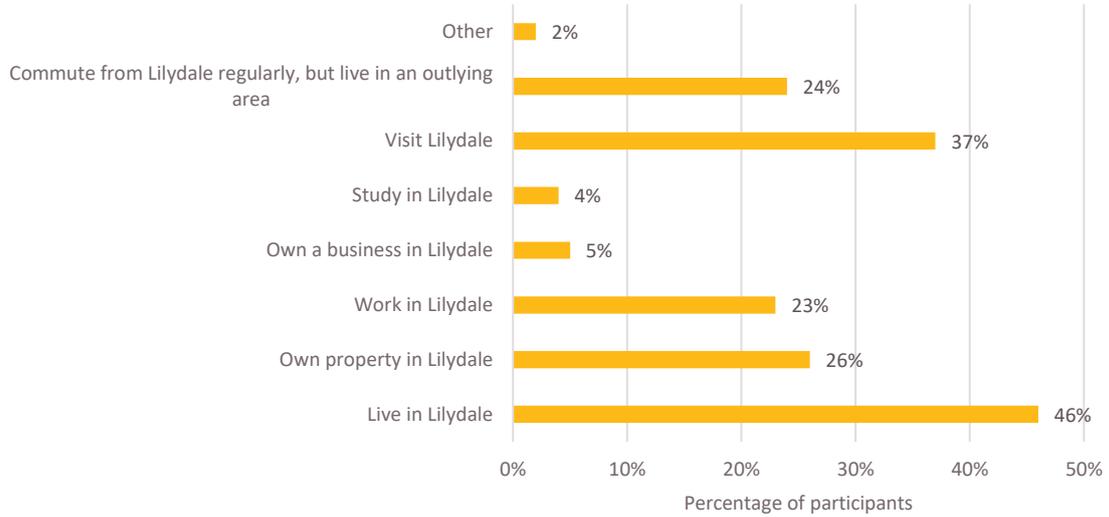
As shown in *Figure 1*, 394 described their age group. Most participants were aged 25 to 34 (24%) followed by 35 to 44 (21%) and then 45 to 54 (20%).

Figure 1: Age group of participants, n= 394

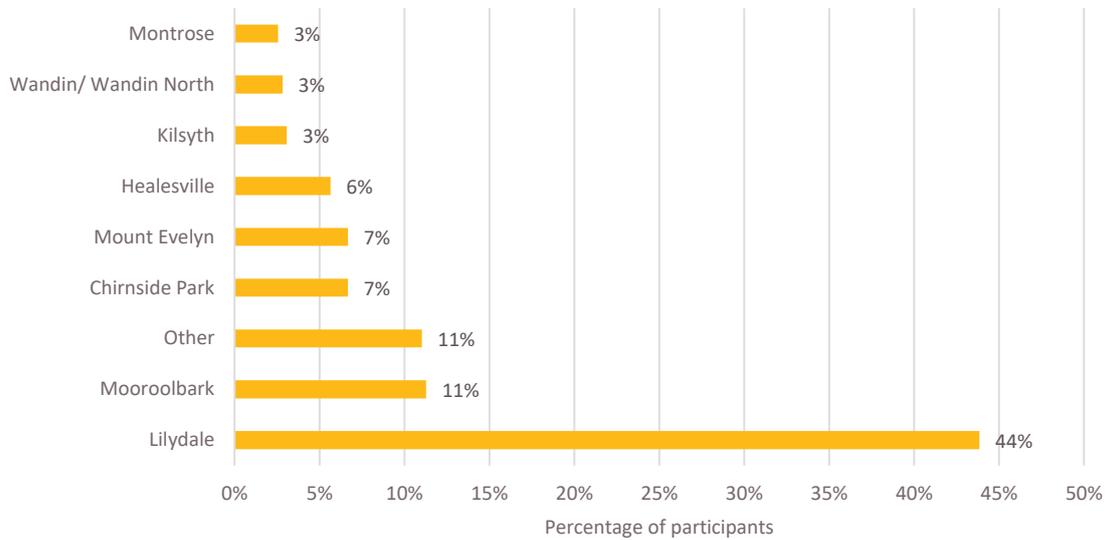


As shown in *Figure 2*, 395 people answered this question and most participants lived in Lilydale (46%) followed by being visitors to Lilydale (37%).

Figure 2: Participants' relationship with Lilydale, n= 395



As shown in *Figure 3*, most participants live in Lilydale followed by Mooroolbark and a series of other surrounding suburbs in Melbourne's east. *Figure 3: Suburbs that participants live in, n= 391*



Note: Suburbs that had less than 3 per cent of participants represented are not shown on the graph.

2 Key findings

2.1 Focus group

The following section details the findings from the focus group.

How Lilydale is currently used

Participants described the following locations as being favourable for people with disabilities and limited mobility:

- the space near to the Yarra Ranges Regional Museum and cafe as it has access to accessible bathrooms and enough space to move around with a wheelchair or pram.
- Lilydale Marketplace and the Chirnside Park shopping centre due to being able to hire a mobility scooter, an undercover accessible carparking and the flat terrain.

Participants identified the following barriers to accessing Main Street, Lilydale and the surrounding area.

TERRAIN/ GEOGRAPHY

- The geography of Lilydale separates key locations such as the post office and the train station and area near to Bunnings requiring people to drive between locations.
- People with limited mobility who are accessing Main Street by taxi are at risk if taxis cannot find a safe, flat place to be dropped off.
- Participants noted that the slope and deep gutters in many places in Lilydale are challenging for people in wheelchairs particularly Jones Street and Castella Street.
- Access paths to the community health service can be uneven and worrying for anyone with compromised health.
- Participants expressed concerns about a lack of accessible carparking spaces that are located on flat terrain.

NAVIGATION/ ACCESS

- Participants highlighted that footpaths are too narrow to accommodate two wheelchairs or mobility scooters passing each other comfortably; and require people using wheelchairs and mobility scooters to use roads and driveways to move through Lilydale.
- Many locations are not accessible due to obstacles existing between the street and the building such as stairs; or buildings that are not designed to prioritise pedestrians such as the Lilydale Coles which prioritises cars and makes it unsafe for pedestrians when they are entering the buildings.

- Accessible car parking is not located closely enough to the places that people need to access.
- The internal layout of shops, cafes and restaurants is often difficult for people with limited mobility and disabilities to move through.
- Many multistorey car parking facilities have lifts that are too small to accommodate people with mobility aids and are challenging for cars that accommodate people with disabilities to travel through.
- There are too few places to sit, impacting the distance that people with limited mobility can travel.
- A lack of sheltered bus stops can influence people's desire to travel by bus.
- Insufficient general car parking for clients and staff at Inspiro: Community Health Service, Eastern Health and the Lilydale Justice Service Centre.

PERCEPTIONS OF SAFETY

- Participants expressed concerns for their safety in Lilydale due to:
 - the congregation of intoxicated people near to Olinda Creek
 - insufficient lighting inhibiting people from walking after dark
- Participants described there being insufficient pedestrian crossings and prioritisation of pedestrians by traffic signalling at the following locations:
 - across Main Street
 - the Anderson Street pedestrian crossing
 - Beresford Road near Warburton trail
 - Swansea Road to Lilydale Lake.

Opportunities for Lilydale

Participants proposed the following ideas for how Lilydale could be improved for people with disabilities and limited mobility.

Table 3: Opportunities for Lilydale as identified in the focus group

 <p>CAR PARKING</p>	<ul style="list-style-type: none"> • Timed car parking on Main Street with exemptions for older people, those with disabilities and limited mobility. • Retaining the accessible car parks on Main Street and the surrounding area however relocating them to flat terrain and ensuring they are sheltered; to allow people with disabilities to be assisted when entering and exiting a vehicle. • Removing some on-street car parking and creating multi-level car parking facilities to create more space on Main Street for pedestrians and landscaping. • Ensuring that any multistorey car parking facilities have enough accessible car parks on the ground floor. • Ensuring that the proposed train station near to the Kinley Estate has enough car parking. • Creating car parking that is allocated for use by older people.
 <p>TRAVEL FOR PEDESTRIANS AND PEOPLE USING MOBILITY AIDS</p>	<ul style="list-style-type: none"> • Seeking opportunities to reduce footpath gradients and to make footpaths more accessible by creating smooth curbs and reducing the size of gutters. • Creating clear signposting, lines of vision and visual cues for people with dementia and mental illness. • Creating locations to recharge mobility scooters. • Implementing traffic calming efforts near the entrances to shopping centres and supermarket complexes.
 <p>CONNECTIONS</p>	<ul style="list-style-type: none"> • Increasing the capacity of Hardy Street and John Street to accommodate more traffic as demand increases. • Collocating similar businesses and services on Main Street to create 'hubs'. • Improving connections between the train station and the bus stops. • Creating better access across Olinda Creek along Main Street.
 <p>PARTNERSHIPS</p>	<ul style="list-style-type: none"> • Explore the opportunity to advocate for and educate local cafes and restaurants about how to best accommodate people with mobility aids including locations to charge mobility scooters and acoustic considerations. • Understand the role of Victoria Police in responding to people drinking alcohol in public near Olinda Creek.

2.2 Online survey

The following section details the findings of the online survey.

2.2.1 A 'community hub' for Lilydale

When asked to indicate their level of support for the new 'community hub', being located near to the new train station.

58% of participants were supportive of new 'community hub' being located near the new train station

22% of participants were not supportive of the proposal and, 20% were unsure.

n= 480

For those that disagreed with the new 'community hub' being located near to the new train station, when asked to prioritise where the new 'community hub' should be located from a list of options,

the most frequently selected option was for the new 'community hub' to be located near the Lilydale Recreation Reserve which includes the football and cricket clubs

In descending order of popularity, this was followed by the new 'community hub' being located:

- Near to the post office
 - Melba Park
- Adjoining the Olinda Creek
 - Lilydale Lake
- Near the new train station

n= 188

We asked participants, 'What kinds of elements could help to create a 'community hub?'.

A total of 475 participants answered this question and from a list of options, participants indicated that the elements that would create a community hub in Lilydale are (in order of popularity):

1. Strengthening pedestrian and cycling connections, and wayfinding, to nearby destinations such as the Lilydale Lake, Melba Park, and Civic Centre (*60 per cent*).
2. A community facility such a centralised plaza with seating and shade, and strong pedestrian connections to nearby areas of activity (*53 per cent*).
3. Turning areas of Main Street into new town squares and event spaces, with a focus around the new train station, creating a series of hubs with strong connections between them along Main Street (*51 per cent*).

4. Ensuring that development surrounding the train station should face and activate that space, creating a pleasant and safe place at the new train station with a sense of activity (45 per cent).
5. Transitioning the current railway station building into a community space, such as a neighbourhood house, or other similar function (27 per cent).
6. Participants who selected 'other' addressed a desire for community infrastructure such as sporting grounds, spaces for community meet and community gardens; improved wayfinding signage; a pedestrian mall; incorporation of green space into the design; enough carparking; cafes, restaurants and bars, an indoor swimming pool; wildlife corridors; heritage preservation; aesthetic improvements to the building facades. Some participants were also reluctant for any change to occur (12 per cent).

Note: Participants were able to select more than one option.

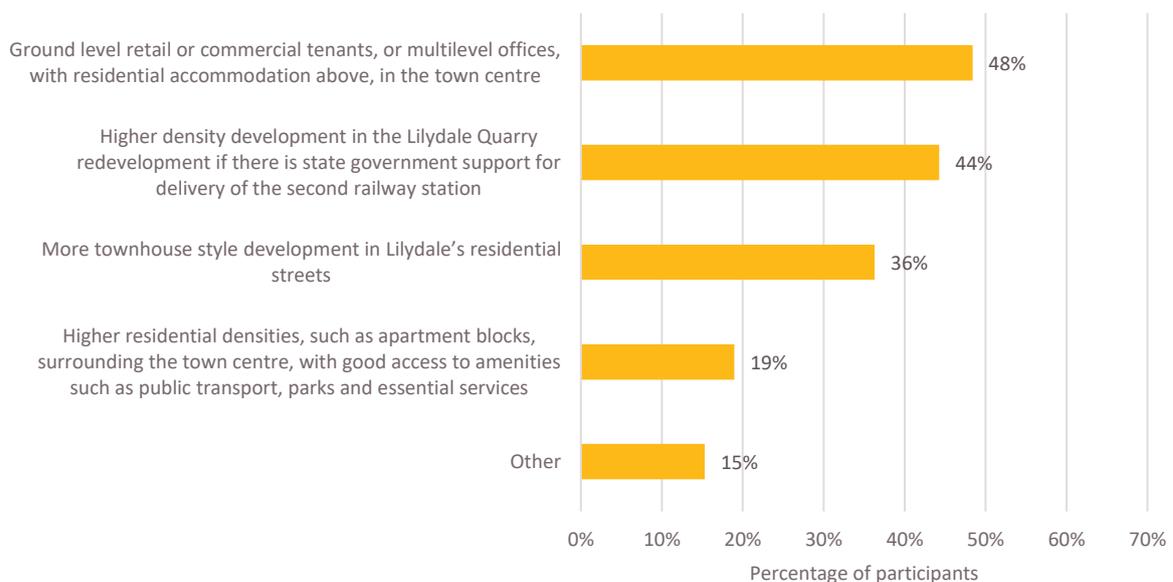
2.2.2 Growth in Lilydale

When asked to indicate 'what kind of growth that they would be most comfortable with?' and were able to choose their response from a list of options. Participants indicated that they were most comfortable with (see Figure 4):

- Ground level retail or commercial tenants, or multilevel offices, with residential accommodation above, in the town centre (48 per cent)
- Higher density development in the Lilydale Quarry redevelopment if there is state government support for delivery of the second railway station (44 per cent)

Note: Participants were able to select more than one option.

Figure 4: The kind of growth that participants are most comfortable with in Lilydale, n= 438



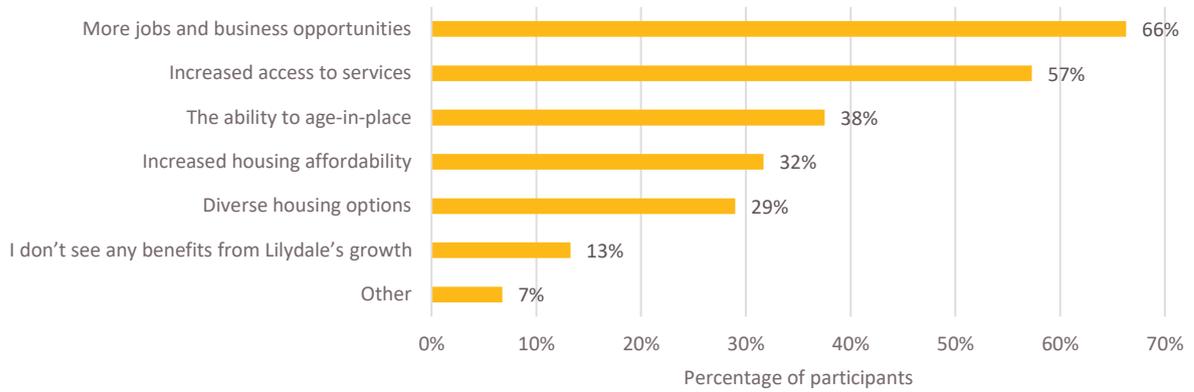
Participants were asked ‘which of the following would you feel are benefits for the proposed growth of Lilydale?’. From a list of options participants indicated that they anticipate the benefits of growth for Lilydale are (see *Note: Participants were able to select more than one option.*

Figure 5):

- More jobs and business opportunities (66 per cent)
- Increased access to services (57 per cent)

Note: Participants were able to select more than one option.

Figure 5: The benefit of growth of Lilydale anticipated by participants, n= 445



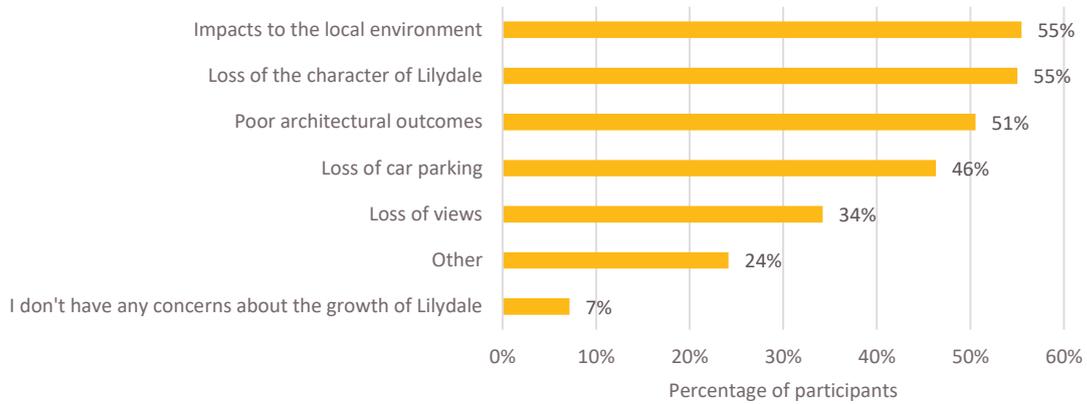
When asked to indicate whether they ‘have any concerns about the growth of Lilydale?’ from a list of options, participants were most concerned about (see *Note: Participants were able to select more than one option.*

Figure 6):

- impacts to the local environment (55%)
- loss of the character of Lilydale (55%)
- poor architectural outcomes (51%)

Note: Participants were able to select more than one option.

Figure 6: Concerns that participants have about the growth of Lilydale, n= 447



2.2.3 The Lilydale Bypass

When asked to indicate their level of support,

65% of participants were supportive of a bypass being constructed along Melba Avenue, connecting Maroondah Highway to the west, with Anderson Street to the east.

19% of participants were not supportive of the bypass and, 16% were unsure.

n= 434

When asked how increased traffic should be managed, if the bypass is not delivered and Main Street and the current road network needs to support the increased traffic, the following preferences were selected from a list of options. 144 people answered this question.

- Widening Maroondah Highway (62%)
- Widening John and Hardy Streets (39%)
- Prioritising pedestrians and cyclists (27%)
- Prioritising motorists (18%)
- Reducing on-street car parking to increase traffic capacity (17%)
- Participants who selected 'other' addressed a desire for insisting that the bypass option is progressed by state government, improving traffic light signalling, a series of alternative road projects, moving the train station and avoiding any road upgrades (19%).

Note: Participants were able to select more than one option.

Participants were asked to describe what other impacts that aren't related to traffic should be considered if the bypass is not delivered. 54 people answered this question as described by theme below.

- Risks to pedestrian and cyclist safety including travelling from Anderson Street to Lilydale Lake
- Environmental concerns including:
 - pollution caused by traffic and large vehicles on Main Street
 - changes to road infrastructure detracting from other forms of transport such as public and active transport increasing the dependency on cars in Lilydale
 - loss of trees along Main Street if Maroondah Highway is widened
 - the environmental impacts resulting from new road infrastructure

Other responses related to traffic or the Bypass and are captured in 'Other Issues'.

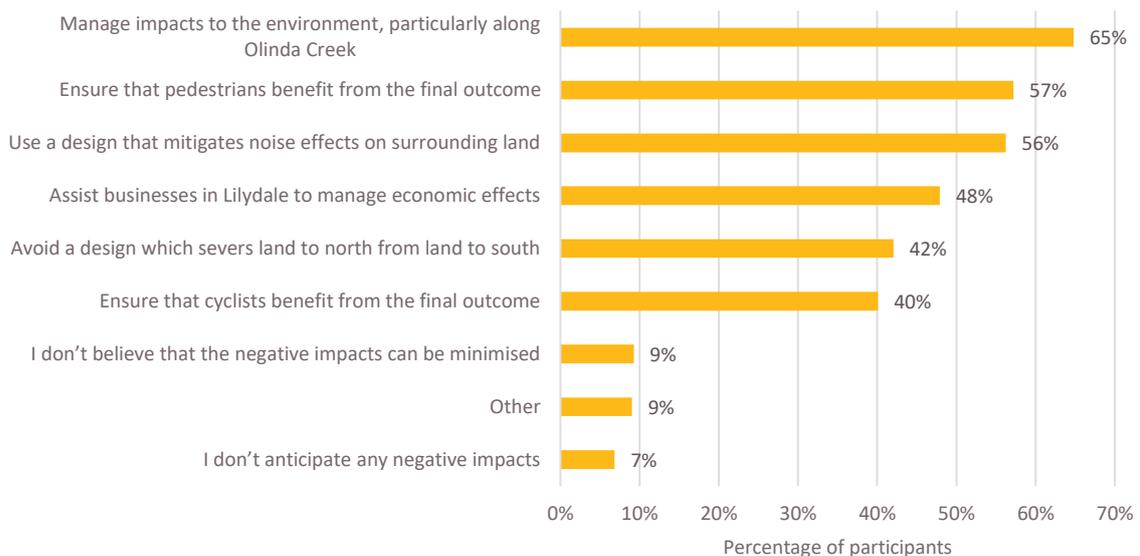
Participants were asked to indicate how the impacts of the bypass being constructed could be minimised from a list of options. Of the options provided, participants were most supportive of (see *Note: Participants were able to select more than one option.*)

Figure 7) :

- Managing impacts to the environment, particularly along Olinda Creek (65 per cent)
- Ensuring that pedestrians benefit from the final outcome (57 per cent)
- Using a design that mitigates noise effects on surrounding land (56 per cent)

Note: Participants were able to select more than one option.

Figure 7: Preferred ways to reduce the impact of constructing the bypass, n= 409



2.2.4 Local economy

When asked how participants see the local economy of Lilydale changing in the future,

79% of participants anticipate a growth of innovation-based industries such as industries servicing the health, winery, agriculture, and tourism industries; creative industries, small manufacturers and start-up businesses

71% of participants see that Lilydale will become a stronger destination for hospitality and retail

n= 394

Note: Participants were able to select more than one option.

2.2.5 Built form

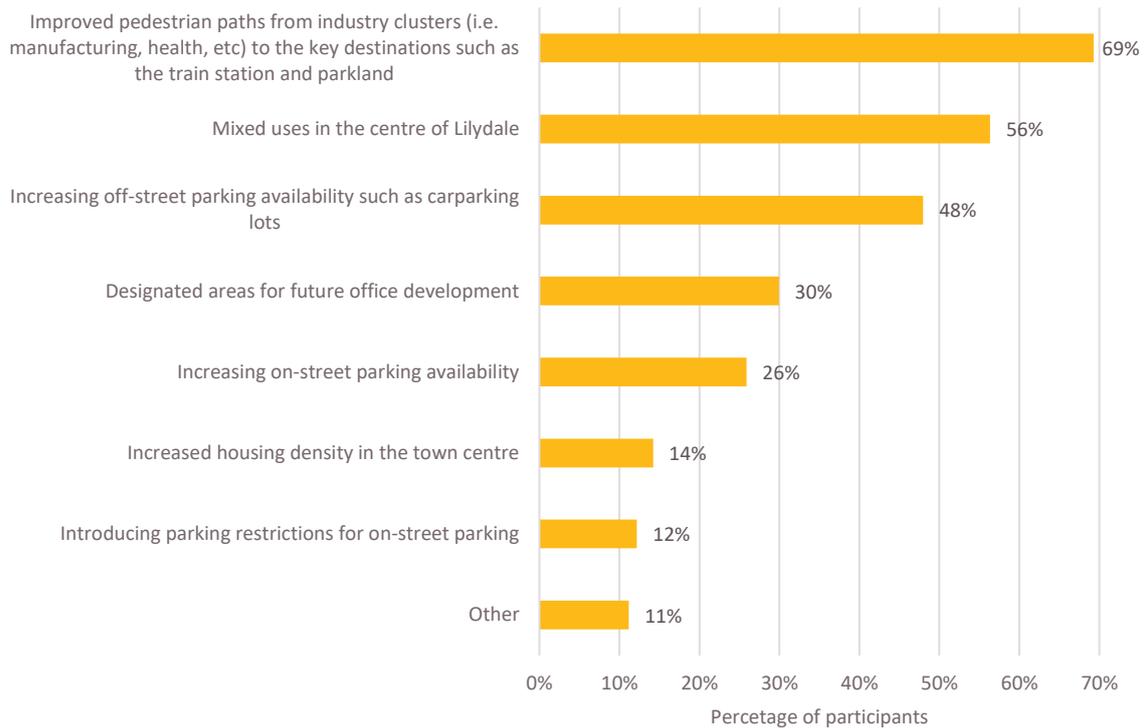
Participants were asked, what physical changes to the buildings and streets of Lilydale they believed would support growing the Lilydale economy. Of the options provided, participants were most supportive of (see *Note: Participants were able to select more than one option.*

Figure 8):

- improved pedestrian paths from industry clusters (i.e. manufacturing, health, etc) to the key destinations such as the train station and parkland (69 per cent)
- mixed uses in the centre of Lilydale (56 per cent)
- increasing off-street parking availability such as carparking lots (48 per cent)

Note: Participants were able to select more than one option.

Figure 8: Physical changes to the buildings and streets of Lilydale participants see would support growing the Lilydale economy, n= 394



2.2.6 Other issues raised in the survey

Participants raised the following issues outside the scope of the questions which are grouped by theme.

ACCOMMODATING ALL AGES AND NEEDS

There was overarching feedback that Lilydale needs to be accessible for people of all ages and of different needs. To achieve this, the following ideas were suggested:

- improving the footpaths on Main Street and improving connections along Main Street which is currently challenging to traverse for many pedestrians.
- ensuring that all spaces are safe for people of all ages, at all times particularly near to the railway
- response to people in the community experiencing issues with addiction and antisocial behaviour such as addiction
- creating more health services and housing options for older people
- ensuring that any changes maintain the ability for school students to walk to school
- creating community hubs which accommodate different needs such as seniors' centres, arts and culture and sport and recreation with many comments advocating for an indoor swimming pool.

CLIMATE CHANGE AND ENVIRONMENTAL IMPACT

Participants advocated for any change to Lilydale to create positive environmental outcomes through initiative such as creation of wildlife corridors and retention of stormwater runoff from hard surfaces and increased development. Participants noted that any planning should consider sustainability and environmental impacts. Some participants also expressed a desire for council to respond to climate change by creating more open-space, minimising car dependency and to consider providing infrastructure for electric cars and bikes.

SUSTAINABLE TRANSPORT

Overall, participants largely expressed a desire for investment in public transport. There was debate about how to provide infrastructure for cycling and manage cars and heavy vehicles. Some participants also expressed concerns that investing in road infrastructure and allowing for increased development will lead to increased demand for car use, traffic and pollution.

THE CHARACTER OF LILYDALE

Many participants were concerned about loss of the relaxed, country, spacious feel of Lilydale impacting the lifestyle for residents. Comments expressed the desire to reduce the vacant buildings on Main Street and unattractive shopfronts. There was a lot of focus on preserving the environmental and historical integrity of Lilydale including green space and landscaping. Some comments specifically recognised the opportunity to recognise the Aboriginal history of the region through partnerships with traditional owners and recognition of specific sites.

IMPROVED CONNECTIONS

Participants expressed a desire for improved connections between businesses located on either side of Main Street; and for creating new and connecting existing cycling infrastructure including extending the Warburton and Yering trails to central Lilydale. Some participants also advocated for improved wayfinding signage.

ECONOMIC GROWTH

Many participants focused on the need to develop Lilydale as the 'gateway for the Yarra Valley' that supports local business and the broader region, and to be a destination 'in its own right'.

CAR PARKING

Some participants expressed concerns about loss of car parking and a need for increased carparking near to public transport and health services.

TOWN CENTRE

There was debate about whether Lilydale should have a definitive town centre or whether Main Street should be improved through connections, activation and street improvements.

INCREASED DENSITY AND DEVELOPMENT

Some participants expressed concerned about increased residential density and development with particular focus on the Kinley estate and Maroondah Highway level crossing removal. These concerns were often related to concerns about increased traffic in Lilydale and burdening existing services, as well as loss of the character of Lilydale.

Lilydale Structure Plan – Issues and Opportunities Paper (the Paper) – Summary of Written Submissions

Agency Comments

Agency	Comments
Department of Transport (DoT)	<p>On the Lilydale Bypass:</p> <ul style="list-style-type: none"> • DoT supports the assessment of options presented in the Paper • The Melba Avenue alignment land should continue to be protected, as a preferable alternative through movement route has not been identified • If Council and DoT can agree on the bypass as a preferred option, DoT can work with Council in planning for it. <p>On other aspects:</p> <ul style="list-style-type: none"> • The paper does not look in detail at access to public transport, and buses. It would be helpful to identify preferred bus movement corridors anchored by the new bus terminal, particularly for the high school, BHI and quarry land • There needs to be more information on key walking and cycling networks. Main Street and the 'rail trail' through the quarry land should be labelled as strategic cycling corridors
Level Crossing Removal Project (LXRP)	<ul style="list-style-type: none"> • There is no in-principle objection to the Paper, though there are some suggestions to inform future Structure Plan work • There needs to be consideration of how the new Station precinct will change movement routes for all transport modes. • The benefits of the LXRP works need to be clearly expressed and understood, e.g. better access to town centre for all travel modes, new public open space, new bus interchange, better safety and disability access to the station, urban design improvements, strengthened pedestrian connections along John Street and Main Street, new sense of identifiable centre for the town. • There needs to be commentary on how land use changes near the station can capitalise on the value added by this significant investment, i.e. through mixed use buildings and higher density development. • There is a need to recognise the benefits on integrating the existing station area into the surrounding public land, which could be tourism, economic and recreation benefits, and could inform policies/strategies to maximise benefits.

Private Organisation Comments (Property Developers, Planning Consultants, etc)

Please note these organisations have not been named for privacy reasons

<ul style="list-style-type: none"> • Kinley will add to the diversity of housing options in Lilydale, providing more medium and higher density housing forms, and also affordable housing • Kinley will provide sensitive treatments to all interfaces, and strong road and trail connections to nearby areas, including the town centre • Any commercial centre at Kinley will be complimentary to the Lilydale town centre, and will not compromise it. • There should be consideration of how the heritage assets are reused for retail and commercial purposes • The developer's vision includes a commercial area at the intersection of Maroondah Highway and Mooroolbark Road, which should be supported by Council.
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- Rather than a concentration of civic uses at the eastern end of Lilydale (Civic Centre Redevelopment), there should be consideration of some of these uses occurring at Kinley, given its location near public transport and with significant heritage assets.
- The supporting studies should be publicly available
- Mooroolbark/Victoria Road should be considered as a bypass alternative
- The traffic analysis needs to reflect a new station precinct and level crossing
- Options for Main Street should be provided under 'Option 2' also, where Main Street serves the primary through traffic function
- The bypass would result in large visual impacts
- Higher residential densities in the town centre area supported.
- As an alternative to the bypass, consider a loop road of the Highway and Melba Avenue, creating a circuit of one-way streets
- The Paper should be updated to recognise the importance of economic recovery following COVID-19
- The Paper has a narrow focus on the Lilydale Bypass as the only major strategic issue
- There needs to be more explanation of how the 2006 Structure Plan has been implemented
- There needs to be more emphasis throughout the document on economic development
- Needs more explanation of changing land uses and underutilised land
- A connection of the civic centre directly to the Main Street is important
- Short to medium term improvements to the road network described on p.38 are logical
- The information on the bypass is not sufficient for the community to fully understand its impacts re height, bulk etc.
- The Queens Jubilee Trees should not be regarded as untouchable as they have been affected by drought and disease

Public Submissions

Please note submitters are numbered for privacy reasons, rather than named.

Theme	Submitters	Comment
Parking and traffic	1, 2	<p><i>People are parking in residential streets because there is not enough parking at the station If the existing station becomes a community use facility... then the car parking needs to be addressed also We sit here waiting for a bypass that was promised nearly 50 years ago More commercial traffic will end up going via Victoria and Beresford Roads to access the Cave Hill industrial areas and surrounds. It is busy enough already. I am concerned with how much this Paper revolves around building the bypass... the bypass plan is not feasible and would never be built. The current Structure Plan you are working on needs more short to medium plans and works that lead to the structure of the town, that can be altered to include a bypass, but laying the groundwork for the direction and look of the town in the next ten to twenty years if it were not built. The bypass will spoil Lillydale Lake and the new Lilydale Civic Centre because of its noise even dulled by barriers and blocking the splendid view... this precious bypass reserve could become community orchards and food gardens</i></p>

Pedestrians and cyclists	4, 6	<p><i>We don't have seats anywhere like we used to and its super important to be able to have reasonable access to seating without extra pain of walking even further looking for a seat.</i></p> <p><i>For the love of God, why don't we have enough toilets around?</i></p> <p><i>...transform service roads currently lined with car parking into green spaces with benches, lots of bicycle parking, and tables and chairs outside the adjacent restaurants</i></p> <p><i>(There is) poor activation and activity along (Olinda) creek side.</i></p>
Environment and landscape	1, 5	<p><i>Electric bikes and scooters and in reach now and need to be popularised.</i></p> <p><i>Bio-diversity in Lilydale is dropping and we can remedy that and build momentum strengthening the urban tree canopy.</i></p>
Main Street	1	<i>They need to spruce up the Main Street a bit.</i>
Residential Development	1	<i>Nobody wants these multi-storey buildings especially when you hear what's been happening with some of them</i>
Character	1	<i>The beautiful wide streets are tree lined, give shade and are a pleasure to everybody in the town. Because the trees are deciduous you get the four seasons too.</i>
Heritage	1, 2, 3	<p><i>The White Dog Hotel is an absolute eye-sore</i></p> <p><i>We need to keep the heritage feel, it is very unique</i></p> <p><i>The old fire station in Main Street that you have listed for possible heritage controls is owned by a group that...will strongly resist any heritage listing</i></p> <p><i>Today buildings dating from the 1860s and 1870s are still in use (I'm referring to the Olinda Hotel, Johnston shop, Lilydale Hotel, and Wilkinson Building).</i></p>
Community hub	1	<i>You want to have places where people can have a rest or a cup of tea and proper shops</i>
Economics	7	<p><i>We need the industrial businesses on board so they will create the jobs of the future and hopefully tell us what is needed.</i></p> <p><i>No mention (in Key Direction 5) of our nursing homes or retirement villages</i></p>
Other	1, 8	<p><i>Land near the corner of Manchester and Fletcher Roads should be purchased for a future hospital</i></p> <p><i>There is not sufficient information to assess the area and formulate a vision</i></p> <p><i>Support the erection of a significant structure (at entry to town) that would accommodate relevant information and the logos of various service organisations who support Lilydale.</i></p>