



**GREATER
DANDENONG**
City of Opportunity

AGENDA

ORDINARY COUNCIL MEETING

MONDAY, 23 SEPTEMBER 2019
Commencing at 7:00 PM

COUNCIL CHAMBERS
225 Lonsdale Street, Dandenong VIC 3175

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1 MEETING OPENING

1.1 ATTENDANCE

Apologies

1.2 OFFERING OF PRAYER

As part of Council's commitment to recognising the cultural and spiritual diversity of our community, the prayer this evening will be offered by Pastor David Owen from the Dandenong Ministers' Fellowship.

1.3 CONFIRMATION OF MINUTES OF PREVIOUS MEETING

Ordinary Meeting of Council held 9 September 2019.

Recommendation

That the minutes of the Ordinary Meeting of Council held 9 September 2019 be confirmed.

1.4 ASSEMBLIES OF COUNCIL

The following assemblies of Council occurred in the period 5 September to 18 September 2019:

Date	Meeting Type	Councillors Attending	Councillors Absent	Topics Discussed & Disclosures of Conflict of Interest
05/09/19	Cultural Heritage Advisory Committee	Matthew Kirwan	Apologies – Nil.	- Cultural Heritage Advisory Committee Meeting.
09/09/19	Springvale Community Hub Operating Model	Youhorn Chea, Matthew Kirwan, Sean O'Reilly, Maria Sampey (part), Sophie Tan, Loi Troung (part)	Apologies - Nil.	- Springvale Community Hub Operating Model Briefing.
09/09/19	Pre-Council Meeting	Youhorn Chea, Tim Dark (part), Matthew Kirwan, Zaynoun Melhem, Sean O'Reilly, Maria Sampey, Sophie Tan, Loi Troung	Apologies – Roz Blades, Angela Long, Jim Memeti	- Coomoora Road Development update from Development Victoria. - Agenda items for the Council Meeting of 9 September 2019.

1.4 ASSEMBLIES OF COUNCIL (Cont.)

Date	Meeting Type	Councillors Attending	Councillors Absent	Topics Discussed & Disclosures of Conflict of Interest
16/09/19	Councillor Briefing Session	Youhorn Chea, Tim Dark (part), Matthew Kirwan (part), Angela Long (part), Zaynoun Melhem, Jim Memeti, Sean O'Reilly, Maria Sampey (part)	Apologies – Roz Blades, Loi Truong	- Range of urban screen services and their operation across Greater Dandenong. - Social and affordable housing proposal for central Dandenong from Housing Choices Australia. - Audit Advisory Committee annual report. - Greater Dandenong 25th Anniversary publication. - Proposed Dog Off-Leash Strategy. - Proposal for the new Springvale Precinct/Building naming process. - New grant received from the Victorian Responsible Gambling Foundation. - Update on a number of ongoing operational items such as parking concerns in and around Springvale City Hall, the acquisition of Melbourne Water land, current waste contracts and the Department of Infrastructure and Regional Development's "City Deals" scheme.

Recommendation

That the assemblies of Council listed above be noted.

1.5 DISCLOSURES OF INTEREST

Any interest that a Councillor or staff member has deemed to be significant and has disclosed as either a direct or an indirect interest is now considered to be a conflict of interest. Conflict of Interest legislation is detailed in sections 77A, 77B, 78, 78A-E & 79 of the Local Government Act 1989. This legislation can be obtained by contacting the Greater Dandenong Governance Unit on 8571 5216 or by accessing the Victorian Legislation and Parliamentary Documents website at www.legislation.vic.gov.au.

If a Councillor discloses any interest in an item discussed at any Council Meeting (whether they attend or not) they must:

- complete a disclosure of interest form prior to the meeting.
- advise the chairperson of the interest immediately before the particular item is considered (if attending the meeting).
- leave the chamber while the item is being discussed and during any vote taken (if attending the meeting).

The Councillor will be advised to return to the chamber or meeting room immediately after the item has been considered and the vote is complete.

2 OFFICERS' REPORTS

2.1 DOCUMENTS FOR SEALING

2.1.1 Documents for Sealing

File Id:	A2683601
Responsible Officer:	Director Corporate Services

Report Summary

Under the Victorian Local Government Act, each Council is a body corporate and a legal entity in its own right. Each Council must therefore have a common seal (like any corporate entity) that is an official sanction of that Council.

Sealing a document makes it an official document of Council as a corporate body. Documents that require sealing include agreements, contracts, leases or any other contractual or legally binding document that binds Council to another party.

Recommendation Summary

This report recommends that the listed documents be signed and sealed.

2.1.1 Documents for Sealing (Cont.)

Item Summary

There are two [2] items being presented to Council's meeting of 23 September 2019 for signing and sealing as follows:

1. A letter of recognition to Kanook Noosing, Engineering Services for 10 years of service to the City of Greater Dandenong; and
2. A letter of recognition to Anya Murray, Corporate Services for 10 years of service to the City of Greater Dandenong.

Recommendation

That the listed documents be signed and sealed.

2.2 DOCUMENTS FOR TABLING

2.2.1 Documents for Tabling

File Id:	qA228025
Responsible Officer:	Director Corporate Services

Report Summary

Council receives various documents such as annual reports and minutes of committee meetings that deal with a variety of issues that are relevant to the City.

These reports are tabled at Council Meetings and therefore brought to the attention of Council.

Recommendation Summary

This report recommends that the listed items be received.

2.2.1 Documents for Tabling (Cont.)

List of Reports

Author	Title
Victoria State Government	Victorian Government Report in Multicultural Affairs 2017-18

A copy of each report is made available at the Council meeting or by contacting the Governance Unit on telephone 8571 5235.

Recommendation

That the listed items be received.

2.2.2 Petitions and Joint Letters

File Id:	qA228025
Responsible Officer:	Director Corporate Services
Attachments:	Petitions and Joint Letters

Report Summary

Council receives a number of petitions and joint letters on a regular basis that deal with a variety of issues which have an impact upon the City.

Issues raised by petitions and joint letters will be investigated and reported back to Council if required.

A table containing all details relevant to current petitions and joint letters is provided in Attachment 1. It includes:

1. the full text of any petitions or joint letters received;
2. petitions or joint letters still being considered for Council response as pending a final response along with the date they were received; and
3. the final complete response to any outstanding petition or joint letter previously tabled along with the full text of the original petition or joint letter and the date it was responded to.

Note: On occasions, submissions are received that are addressed to Councillors which do not qualify as petitions or joint letters under Council's current Meeting Procedure Local Law. These are also tabled.

2.2.2 Petitions and Joint Letters (Cont.)

Petitions and Joint Letters Tabled

Council received no new petition, no joint letters, no submissions and three (3) petition updates prior to the Council Meeting of 23 September 2019.

N.B: Where relevant, a summary of the progress of ongoing change.org petitions and any other relevant petitions/joint letters/submissions will be provided in the attachment to this report.

Recommendation

That the listed items detailed in Attachment 1 and the current status of each, be received and noted.

2.2.2 Petitions and Joint Letters (Cont.)

DOCUMENTS FOR TABLING

PETITIONS AND JOINT LETTERS

ATTACHMENT 1

PETITIONS AND JOINT LETTERS

PAGES 6 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 1000.

ORDINARY COUNCIL MEETING - AGENDA

2.2.2 Petitions and Joint Letters (Cont.)

Date Received	Petition Text (Prayer)	No of Petitioners	Status	Responsible Officer Response
12/08/19	<u>DANDENONG OASIS SWIMMING POOL- MAINTAIN 50 METER POOL AND OBJECTION TO THE 25 METER POOL</u> To the Council of the City of Greater Dandenong, As regular patrons for many years, the community wishes to express our collective disappointment in the proposed decision to construct a 25m pool. Whilst we are in dire need of a facility upgrade, the 50m pool is an unanimous necessity for the community. The proposed 25m pool does not meet the community needs, in sharing between the swimming squads, lap swimmers, patrons, swimming lessons and recreational users. Furthermore, swim squads won't be able to dive and train properly. The results of the survey from last year is not accurate because the low activity/patronage of the 50m pool is due to the dilapidated quality of the facility. With a new 50m pool that is cleaner and newer, who wouldn't want to come? The new and upgraded 50m pool will attract more patrons, generating more revenue. According to the proposed costs, would it not be more financially sustainable to spend less on a 50m pool for Oasis, than funding a more expensive enclosure upgrade of NPAC. If this facility truly aims to cater for the needs of the community, then the uncompromising and correct changes of providing a 50m pool should be carefully considered. These decisions are integral for posterity.	761	In progress	Tabled Council Meeting 26 August 2019 14/08/19 Acknowledgement letter sent to the author of the petition. 14/08/19 Referred to Director Community Services 15/08/19 Response to the contact person for the petition. <i>Thank you for your letter and petition in response to the draft Aquatic Strategy and in support of a 50m pool at the proposed Dandenong aquatic and leisure centre.</i> <i>The community consultation process for this project has now concluded. However please note that your correspondence, along with all other feedback received is currently being considered by Council, along with the implications to the Aquatic Strategy.</i> <i>Council will endeavour to finalise the Aquatic Strategy within the coming months, which will determine the ultimate mix of facilities across Greater Dandenong's aquatic and leisure centres. Please note that we will endeavour to keep you informed regarding the outcome of this process.</i>

If the details of the attachment are unclear please contact Governance on 8571 1000.

ORDINARY COUNCIL MEETING - AGENDA

2.2.2 Petitions and Joint Letters (Cont.)

<u>DANDENONG OASIS SWIMMING POOL- MAINTAIN 50 METER POOL AND OBJECTION TO THE 25 METER POOL (CONTD)</u>	761	In progress	Further response provided via email 27/08/19: <i>I understand that you called to follow-up on the petition filed at last night's Council Meeting.</i> <i>Please note that this petition, along with all other community feedback has been considered by Council in finalising the Aquatic Strategy and associated recommendations.</i> <i>The revised/final Aquatic Strategy is scheduled to go to the Council Meeting on 23 September for adoption.</i> 11/09/19 As mentioned in previous comment, the Council Report 'Aquatic Strategy' will be tabled at Council meeting 23 September 2019.
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If the details of the attachment are unclear please contact Governance on 8571 1000.

ORDINARY COUNCIL MEETING - AGENDA

2.2.2 Petitions and Joint Letters (Cont.)

Date Received	Petition Text (Prayer)	No. of Petitioners	Status	Responsible Officer Response
06/08/19	• WJ TURNER RESERVE DRAFT MASTER PLAN – CALL FOR NEW COLLABORATIVE SOLUTION The Draft Masterplan for WJ Turner Reserve prepared by City of Greater Dandenong (dated July 2019) fails to acknowledge the existing shared use by Silverton Primary School, and other key stakeholders such as Silverton Cricket Club, over 40 years, and severely limits the opportunities for the school to continue to use this space in a flexible way. Silverton Primary School want our almost 500 students and broader school community to have full access to this space and believe that many design elements of the Draft Plan limit this. How can inter-school sports football matches, cricket clinics, cross country, school athletics, annual Twilight Festival, movie nights and colour runs be accommodated with this self-limiting design? Why is a 2.5m path proposed directly across the space with exercise stations that will limit the activities that can take place? The reserve is the home of the Silverton Cricket Club which has: - Junior playing list of up to 100 children supported by 150+ parents - Senior playing list of up to 60 - 200+ attendees at Junior/Senior social functions - Community focused & only CGD club who runs the following: Winter School Holiday Program Multicultural Program Community Cup (involving local schools) Girls Cricket Women's Social Team We are calling for a collaborative re-design of the Masterplan, incorporating input and serious consideration and regard for key stakeholders' who have a long history of shared use of the space including Silverton Primary School and Silverton Cricket Club.	710 as at 18/09/19	In Progress	Tabled Council Meeting 12 August 2019 7/08/19 Acknowledgement letter sent to the author of the petition. 7/08/19 Referred to Director City Planning, Design and Amenity 28/08/19 The community consultation period for the WJ Turner draft master plan is open until 8 September 2019. Once the consultation period closes, all submissions, including petitions will be considered, prior to progressing the master plan process.

If the details of the attachment are unclear please contact Governance on 8571 1000.

ORDINARY COUNCIL MEETING - AGENDA

2.2.2 Petitions and Joint Letters (Cont.)

Date Received	Petition Text (Prayer)	No of Petitioners	Status	Responsible Officer Response
02/09/19	Petition Received via Change.org <u>Bring back the Easternats at Sandown!</u> The Easternats at Sandown raceway was the pinnacle of events for car enthusiasts across the state and country. It brought in a large amount of money in for local businesses across the area and provided a safe environment for enthusiasts. Due to a heavy handed approach from both Dandenong city council and Victoria police combined they did their best to cancel the event and succeeded. We provide AA for alcoholics, we provide injecting rooms for drug addicts, Sporting arenas for athletes yet car enthusiasts are the ones bearing the brunt of punishment and lack of facilities via councils, police and the media itself. I say it's time bring back the Easternats at Sandown, to unite as one voice and provide better facilities in Victoria. BRING BACK THE EASTERNATS AT SANDOWN!	1598 as at 18/09/19	In progress	Tabled Council Meeting 9 September 2019 2/09/19 Referred to Director City Planning, Design and Amenity

If the details of the attachment are unclear please contact Governance on 8571 1000.

2.2.2 Petitions and Joint Letters (Cont.)

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2.3 STATUTORY PLANNING APPLICATIONS

2.3.1 Planning Decisions Issued by Planning Minister's Delegate - August 2019

File Id: qA280444

Responsible Officer: Director City Planning, Design and Amenity

Report Summary

This report provides Council with an update on the exercise of delegation by Planning Minister's delegate.

No decisions were reported for the month of August 2019.

Recommendation

That the report be noted.

2.3.2 Planning Delegated Decisions Issued August 2019

File Id:	qA280
Responsible Officer:	Director City Planning, Design and Amenity
Attachments:	Planning Delegated Decisions Issued August 2019

Report Summary

This report provides Council with an update on the exercise of delegation by Council officers.

It provides a listing of Town Planning applications that were either decided or closed under delegation or withdrawn by applicants in August 2019.

It should be noted that where permits and notices of decision to grant permits have been issued, these applications have been assessed as being generally consistent with the Planning Scheme and Council's policies.

Application numbers with a PLN#.01 or similar, are applications making amendments to previously approved planning permits.

The annotation 'SPEAR' (Streamlined Planning through Electronic Applications and Referrals) identifies where an application has been submitted electronically. SPEAR allows users to process planning permits and subdivision applications online.

Recommendation

That the items be received and noted.

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

STATUTORY PLANNING APPLICATIONS

PLANNING DELEGATED DECISIONS ISSUED AUGUST 2019

ATTACHMENT 1

**PLANNING DELEGATED DECISIONS ISSUED
AUGUST 2019**

PAGES 9 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

City of Greater Dandenong

Planning Delegated Decisions Issued from 01/08/2019 to 31/08/2019

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
94/225.01	No	35 King Street DANDENONG VIC 3175	John Turner Counsell	Amendment to Planning Permit 94/225 DECLARED AREA	Amend permit condition 11 relating to number of practitioners allowed to practise	Delegate	AmendPerm	15/08/2019	RedGum
PLN02/0456.01	No	52-60 Ventura Place DANDENONG SOUTH VIC 3175	Alpha Storage and Equipment Pty Ltd C/- KLM Spatial	AMENDMENT TO Building & Works Warehouse & Office	Amend Conditions 3, 7, 9, 11 and 15 to allow for external storage space and an associated waiver of 17 car spaces.	Applicant	Withdrawn	08/08/2019	RedGum
PLN07/0245.03	No	230-264 Greens Road DANDENONG SOUTH VIC 3175	Outdoor Supacentre Pty Ltd	Amend the current planning permit to include: The use of part of the land for Retail Premises. Display advertising signage associated with the Retail Premises.	Amend permit preamble to include ancillary use of retail and amend endorsed plans to show additional signage, customer services/restricted retail premises area and provision of new access driveway	Delegate	AmendPerm	23/08/2019	RedGum
PLN08/0432.02	No	4 Harlow Court KEYSBOROUGH VIC 3173	Aru Design	AMENDMENT TO: Alterations and extensions to the existing dwelling and the construction of a dwelling to the rear of the existing dwelling	Amend endorsed plans to include additional landscaping and alterations to garage and roofing	Delegate	AmendPerm	22/08/2019	Paperbark
PLN16/0084	No	3 Plunkett Road DANDENONG VIC 3175	Keerthi Fernando	Change of Use (Motor Vehicle Rentals) & Signage	Industrial 1 Zone, use of the land for the purposes of a motor vehicle rentals (19 vehicles) and associated business identification signage	Applicant	Withdrawn	26/08/2019	RedGum
PLN16/0872.02	No	1/867-875 Princes Highway SPRINGVALE VIC 3171	Bentleigh Group	AMENDMENT TO: Change of Use and Variation to Requirements of Clause 52.14 (Motor Vehicle, Boat and Caravan Sales), Buildings and Works, Advertising Signage, Alteration to Road Access	Amend permit to allow two directional signs on site	Delegate	AmendPerm	15/08/2019	Lightwood
PLN17/0325.01	No	122 Lightwood Road NOBLE PARK VIC 3174	Wilson Halim	AMENDMENT TO: Development of the land for eight (8) double storey dwellings	The proposal fails to comply with Clause 65.01	Delegate	Refusal	22/08/2019	Lightwood

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ORDINARY COUNCIL MEETING - AGENDA

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN17/0617.01	No	295-321 Perry Road KEYSBOROUGH VIC 3173	Australian Animal Protection Society	Amendment to PLN17/0617 (which granted permission for the use and development of land for an Animal Shelter) to change what the permit allows, amend permit conditions and amend plans	Amend permit preamble to include animal boarding, delete condition 1(c) relating to the cafe, amend condition 10 to allow a staged development, amend condition 23 to delete reference to the cafe and amend plans to allow for a minor building change and internal alterations	Delegate	AmendPerm	22/08/2019	RedGum
PLN17/0695.01	No	125 Colemans Road DANDENONG SOUTH VIC 3175	Jamiesons End Pty Ltd & Lot 12 Jamieson Way Pty Ltd	AMENDMENT TO: Subdivision x 2 and Creation of Easements	Amend permit to allow consolidation with 23 Jamieson Way	Delegate	AmendPerm	27/08/2019	RedGum
PLN17/0891.01	No	40-44 Lonsdale Street DANDENONG VIC 3175	KVT 3 Architects	AMENDMENT TO Use and development of the land for the purpose of a Place of Assembly (with ancillary education facility), Office and Food and Drink Premises (Café), a reduction in the car parking requirement under Clause 52.06 of the Greater Dandenong Planning Scheme and alteration to a road in a Road Zone Category 1	Amend permit preamble and Condition 5 to include buildings and works, change hours of operation and amend endorsed plans	Delegate	AmendPerm	15/08/2019	RedGum
PLN18/0198.01	No	19 Sheales Street DANDENONG VIC 3175	GWS Design & Consulting Engineers	AMENDMENT TO Development of the land for three (3) double storey dwelling, by way of: Footprint changes and minor internal rearrangement to dwelling 3; Fenestration changes; Proposed garage wall on the western boundary for dwelling 3; and Relocation of site services	Amend endorsed plans to respond to South East Water recommendations	Delegate	AmendPerm	29/08/2019	RedGum
PLN18/0567	No	56 Stephenson Street SPRINGVALE VIC 3171	Ha Hoang	Development of the land for two (2) double storey dwellings	General Residential 1 Zone, 652sqm	Delegate	NOD	13/08/2019	Lightwood

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2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN18/0576	No	27 Charlton Street SPRINGVALE VIC 3171	E&S Design	Development of the land for two (2) double storey dwellings	The proposal fails to comply with Clause 32.08 (Garden Area), Clause 15.01 (Building Design & Neighbourhood Character), Clause 22.09 (Design Principles) and Clause 55 (Standards & Objectives)	Delegate	Refusal	28/08/2019	Lightwood
PLN18/0598.01	No	185-195 Frankston Dandenong Road.DANDENONG SOUTH VIC 3175	Stephen D'Andrea Pty Ltd	AMENDMENT TO Buildings and Works and alteration to a road in a Road Zone Category 1	Amend permit to allow the reduction to the car parking requirement	Delegate	AmendPerm	28/08/2019	RedGum
PLN18/0605	No	57 Boyd Street DANDENONG NORTH VIC 3175	T3Architecture	Development of the land for two (2) double storey dwellings	The proposal fails to comply with Clause 15.01-2S (Building Design), Clause 15.01-5S (Neighbourhood Character), Clause 21.05 (Built Form), Clause 55.02-2 (Residential Policy Objectives)	Delegate	Refusal	23/08/2019	RedGum
PLN18/0653	No	16 Atlantic Drive KEYSBOROUGH VIC 3173	P & M Spina	Construction of six (6) warehouses and associated works, and a reduction to the number of car spaces required	Industrial 1 Zone, 2860 sqm	Delegate	PlanPermit	15/08/2019	RedGum
PLN18/0674	No	21 French Street NOBLE PARK VIC 3174	Yucachia Design & Construction	Development of the land for six (6) double storey dwellings	General Residential 1 Zone, 1082sqm	Delegate	NOD	15/08/2019	Paperbark
PLN18/0743	No	8/17 Kitchen Road DANDENONG SOUTH VIC 3175	Peter Georgise Isaac	Construct buildings and works (Building extension and additional car parking)	Industrial 1 Zone	Delegate	PlanPermit	07/08/2019	RedGum
PLN19/0019	No	58 Hughes Crescent DANDENONG NORTH VIC 3175	Urban Arch Design	Development of the land for two (2) dwellings	General Residential 1 Zone, 444sqm	Delegate	PlanPermit	22/08/2019	RedGum
PLN19/0032	No	65 Jellicoe Street NOBLE PARK VIC 3174	iDraft Architecture Services	Development of the land for alterations to the existing dwelling and construction of one (1) single storey dwelling beside the existing dwelling.	General Residential 1 Zone, 585sqm	Delegate	PlanPermit	15/08/2019	Paperbark

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2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN19/0066	No	6 Edith Street NOBLE PARK VIC 3174	ARG Planning	Alterations to the existing dwelling to construct two (2) dwellings on a lot and to subdivide the land into two (2) lots	The proposal fails to comply with Clause 15 (Built Environment & Heritage), Clause 21.04 (Land Use), Clause 21.05 (Built Form), Clauses 22.09-3.1, 22.09.3.3 (Residential Development), Clause 32.08 (Neighbourhood character), Clause 52.06-9 (car parking)	Delegate	Refusal	27/08/2019	Paperbark
PLN19/0082	No	23 Prince Street SPRINGVALE VIC 3171	Toan Bach Truong	Development of the land for six dwellings (five (5) triple storey dwellings and one (1) double storey dwelling)	Residential Growth 1 Zone, 836sqm	Delegate	NOD	22/08/2019	Lightwood
PLN19/0094	No	1480-1492 Heatherton Road DANDENONG VIC 3175	Memla Pty Ltd	Use and development of the land for the purpose of a temporary car park (in conjunction with an existing hospital on the abutting allotment to the west) and to create or alter access to a road in a road zone category 1	General Residential 1 Zone, carpark	Delegate	PlanPermit	22/08/2019	RedGum
PLN19/0097	No	180 Railway Parade NOBLE PARK VIC 3174	Michael Samosir	Development of the land into three (3) double storey dwellings	General Residential 1 Zone, 652sqm	Delegate	NOD	08/08/2019	Paperbark
PLN19/0113	No	1B/13 McFarlane Crescent DANDENONG VIC 3175	Urban Arch Design	Development of the land for an extension to the existing dwelling.	Residential Growth 2 Zone, 61sqm, first floor extension	Delegate	PlanPermit	15/08/2019	RedGum
PLN19/0118	No	51 Potter Street DANDENONG VIC 3175	Archicent (Vic) Pty Ltd	Buildings and Works in association with a Place of Assembly	Residential Growth 1 Zone, entry airflow	Delegate	PlanPermit	09/08/2019	RedGum
PLN19/0130.01	No	120 Greens Road DANDENONG SOUTH VIC 3175	AJ's Drafting Service	AMENDMENT TO: Buildings and Works	Amend permit to allow incorporation of Melbourne Water recommendations for condition 12	Delegate	AmendPerm	19/08/2019	RedGum

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ORDINARY COUNCIL MEETING - AGENDA

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN19/0159.01	No	2 First Avenue DANDENONG NORTH VIC 3175	R D Carter & Associates Pty Ltd	AMENDMENT TO Subdivision of the land into two (2) lots SPEAR	Amend permit condition to allow Section 173 Agreement	Delegate	AmendPerm	16/08/2019	Silverleaf
PLN19/0161	No	466 Cheltenham Road KEYSBOROUGH VIC 3173	Ratio Consultants Pty Ltd	AMENDMENT RECEIVED Buildings and Works (Signage) SEE CHILD PROCESS	Mixed Use Zone, business identification	Delegate	PlanPermit	06/08/2019	RedGum
PLN19/0170	No	6 Oakwood Avenue DANDENONG NORTH VIC 3175	Joel Lava	Development of the land for two (2) single storey dwellings	The proposal fails to comply with Clauses 15.01 (Built Form), 21.05-1 (Urban Design), various design principles of 22.09-3.1 and 22.09-3.3. Clause 52.06-9, various objectives and standards of Clause 55, Clause 65.01	Delegate	Refusal	27/08/2019	Silverleaf
PLN19/0196	No	3 Colonsay Road SPRINGVALE VIC 3171	KMT Design Pty Ltd	Development of the land for three (3) double storey dwellings	General Residential Zone, 783sqm	Delegate	PlanPermit	22/08/2019	Lightwood
PLN19/0198	No	12 Armstrong Street SPRINGVALE VIC 3171	Pai Property Consultants Pty Ltd	Development of the land for two (2) double storey dwellings	No response to further information request	Delegate	Lapsed	22/08/2019	Lightwood
PLN19/0230	No	2/1111-1115 Heatherton Road NOBLE PARK VIC 3174	Skyways Pty Ltd	To display business identification signage	Mixed Use Zone, permit renewal for existing pylon signage	Delegate	PlanPermit	12/08/2019	Paperbark
PLN19/0236	No	155 Glascocks Road DANDENONG SOUTH VIC 3175	SMP Pty Ltd	Buildings and Works (Warehouse)	Industrial 1 Zone, 1132sqm, warehouse and ancillary office	Delegate	PlanPermit	29/08/2019	RedGum
PLN19/0251	No	84-100 Pacific Drive KEYSBOROUGH VIC 3173	Auslander Developments Pty Ltd	Subdivision of the land into forty-nine (49) lots with common property	Industrial	Delegate	PlanPermit	19/08/2019	RedGum
PLN19/0252	No	66-70 Thomas Murrell Crescent DANDENONG SOUTH VIC 3175	LCL Pty Ltd	Use and development of the land for Materials Recycling	Industrial 2 Zone, weighbridge and insulated copper cable	Delegate	PlanPermit	29/08/2019	RedGum
EANTOS				5				02/09/2019	

ORDINARY COUNCIL MEETING - AGENDA

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN19/0254	No	19 Trewin Street DANDENONG VIC 3175	Archiden Design & Consultancy	Development of the land for a single storey dwelling to the rear of an existing dwelling	General Residential 1 Zone, 585sqm	Delegate	PlanPermit	15/08/2019	RedGum
PLN19/0271	No	7 Lodge Street NOBLE PARK VIC 3174	Architekton Ltd	Development of the land for two (2) double storey dwellings to the rear of an existing dwelling	General Residential 1 Zone, 625sqm	Delegate	NOD	28/08/2019	Paperbark
PLN19/0274	No	133 Buckley Street NOBLE PARK VIC 3174	TPA Designs	Development of the land for four (4) double storey dwellings.	The proposal fails to comply with Clause 15.01 (Building Design & Neighbourhood Character), Clause 21.05 (Built Form), Clause 22.09 (Design Principles) and Clause 55 (Objectives & Standards)	Delegate	Refusal	13/08/2019	Paperbark
PLN19/0275	No	48 Homestead Road BANGHOLME VIC 3175	Foresite Planning & Bushfire Consultants	Development of the land for one (1) single storey dwelling	Green Wedge Zone, 22087.89sqm, construction of a single storey dwelling	Delegate	PlanPermit	02/08/2019	RedGum
PLN19/0279	Yes	40 Dingley Avenue DANDENONG VIC 3175	Aussie Tune Dandenong Pty Ltd	Reduction in the car parking requirements associated with a motor repairs VICSMART	Industrial 1 Zone, reduction in the car parking requirements	Applicant	Withdrawn	12/08/2019	RedGum
PLN19/0291	No	2-10 Produce Drive DANDENONG SOUTH VIC 3175	Change Of Plan	Change of Use (Chemical Manufacturing) and reduction of car parking	Industrial 1 Zone, chemical manufacturing	Delegate	PlanPermit	16/08/2019	RedGum
PLN19/0293	No	1/71 Pultney Street DANDENONG VIC 3175	Nilsson Noel & Holmes (Surveyors) Pty Ltd	Subdivision of land into four (4) lots SPEAR	Residential	Delegate	PlanPermit	01/08/2019	RedGum
PLN19/0317	No	11 Edith Street DANDENONG VIC 3175	Nilsson Noel & Holmes (Surveyors) Pty Ltd	Subdivision x 5 SPEAR	Residential	Delegate	PlanPermit	14/08/2019	RedGum
PLN19/0339	Yes	16-26 Red Gum Drive DANDENONG SOUTH VIC 3175	H B Fuller Company Australia Pty Ltd	Development of the land for a warehouse and a reduction in the car parking requirements. VICSMART	Industrial 2 Zone, 770sqm, warehouse	Applicant	Withdrawn	05/08/2019	RedGum

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ORDINARY COUNCIL MEETING - AGENDA

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN19/0354	No	12 Rosette Crescent KEYSBOROUGH VIC 3173	Adam James Goulding	Buildings and Works (Pergola)	General Residential 2 Zone, 240sqm	Applicant	Withdrawn	06/08/2019	RedGum
PLN19/0355	No	3 Aratula Street DANDENONG VIC 3175	Nacha Moore Land Surveyors Pty Ltd	Subdivision of the land into six (6) lots	Residential	Delegate	PlanPermit	14/08/2019	RedGum
PLN19/0358	No	31 Hosken Street SPRINGVALE SOUTH VIC 3172	B. R. Smith Surveyors	Subdivision of the land into two (2) lots	Residential	Delegate	PlanPermit	28/08/2019	Lightwood
PLN19/0371	Yes	16 Lois Boulevard DANDENONG SOUTH VIC 3175	Dentech	Buildings and works for internal alterations and to extend a mezzanine floor and a reduction in the car parking requirement VICSMART	Industrial 3 Zone, 113sqm, mezzanine and refurbishment of amenities	Delegate	PlanPermit	12/08/2019	RedGum
PLN19/0373	No	12 Baldwin Avenue NOBLE PARK VIC 3174	Maria Tsioulakas	Use of the land for a Home Based Business (Beauty Salon)	Home based business (Clause 32.08-2) does not require a permit	Delegate	NotRequire	22/08/2019	Paperbark
PLN19/0376	No	1/29 Stud Road DANDENONG VIC 3175	Kahula Projects Pty Ltd	Subdivision x 16 SPEAR	Residential	Delegate	PlanPermit	14/08/2019	RedGum
PLN19/0386	No	8 Myers Court NOBLE PARK VIC 3174	Daminda Gayath Weerasinghe	Subdivision of the land into two (2) lots SPEAR	Residential	Delegate	PlanPermit	23/08/2019	Paperbark
PLN19/0388	Yes	24-40 Kirkham Road West KEYSBOROUGH VIC 3173	The Project Centre	Buildings and Works (Shed Extension) VICSMART	Industrial 1 Zone, 56,7sqm	Delegate	PlanPermit	09/08/2019	Paperbark
PLN19/0395	Yes	43-45 Progress Street DANDENONG SOUTH VIC 3175	Pakaflex Pty Ltd	Development of the land for silos associated with a warehouse VICSMART	Commercial 2 Zone, 4 x bulk silos	Delegate	PlanPermit	09/08/2019	RedGum

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ORDINARY COUNCIL MEETING - AGENDA

2.3.2 Planning Delegated Decisions Issued August 2019 (Cont.)

Application ID	VicSmart	Property Address	Applicant	Description	Notes	Authority	Decision	Date	Ward
PLN19/0402	No	Ground Floor, 173 Lonsdale Street DANDENONG VIC 3175	SROAD Investments Pty Ltd	Development of the land for buildings and works to the building facade and display of internally illuminated business identification signage DECLARED AREA	Comprehensive Development 2 Zone, 169sqm. Galleria and business identification	Delegate	PlanPermit	28/08/2019	RedGum
PLN19/0425	Yes	1/2 Wareham Street SPRINGVALE VIC 3171	Brian Watson Surveying	Subdivision of the land into two (2) lots SPEAR VICSMART	Residential	Delegate	PlanPermit	26/08/2019	Lightwood
56									
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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240)

File Id:	246630
Responsible Officer:	Director City Planning, Design and Amenity
Attachments:	Submitted Plans Location of Objectors Clause 22.09 Assessment Clause 55 Assessment Clause 52.06Assesment

Application Summary

Applicant:	Kegham Aminian
Proposal:	Development of the land for two (2) double storey attached dwellings
Zone:	Neighbourhood Residential Zone, Schedule 1
Overlay:	No overlays affecting this site
Ward:	Silverleaf

This application has been brought before the Council as it has received four (4) objections.

The application proposes the development of the land for two dwellings on a lot. A permit is required pursuant to Clause 32.09-6 of the Greater Dandenong Planning Scheme for the construction of two or more dwellings on a lot.

Objectors Summary

The application was advertised to the surrounding area through the erection of a notice on-site and the mailing of notices to adjoining and surrounding owners and occupiers. Four (4) objections were received to the application. Issues raised generally relate to matters of:

- Neighbourhood character;
- Front setbacks;
- Visual bulk;
- The location of the title boundary.
- Privacy and overlooking;
- Double storey built form and impact on views;
- Property values;

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- Existing tree in rear yard causing damage;
- Overshadowing;
- Daylight to existing windows;
- Impact on the existing neighbouring fence; and
- Parking.

Assessment Summary

The proposal is for two (2) double storey 'side by side' dwellings in a Neighbourhood Residential Zone, Schedule 1. The subject site is located within an established residential area and is suited for low to medium density housing given its location being in reasonably close proximity to services.

The proposal respects the future character of the area by comprising two contemporary side-by-side, two storey townhouses with main living areas on the ground level. There are appropriate setbacks and private open space areas to allow for high quality landscaping along the frontage and rear to protect the amenity of adjoining dwellings and contribute to the landscape character.

The proposal will add to the diversity of housing available to suit the changing needs of the community. The development provides appropriate car parking and open space requirement. It is noted that the proposal has been assessed against Clause 22.09 'Residential Development and Neighbourhood Character Policy', Clause 55 'Two or more Dwellings on a lot and Residential Buildings' and Clause 52.06 'Car Parking' of the Greater Dandenong Planning Scheme. The proposal satisfies the above assessment, with the exception of a few minor instances which are recommended to be addressed via conditions should a permit be granted.

Recommendation Summary

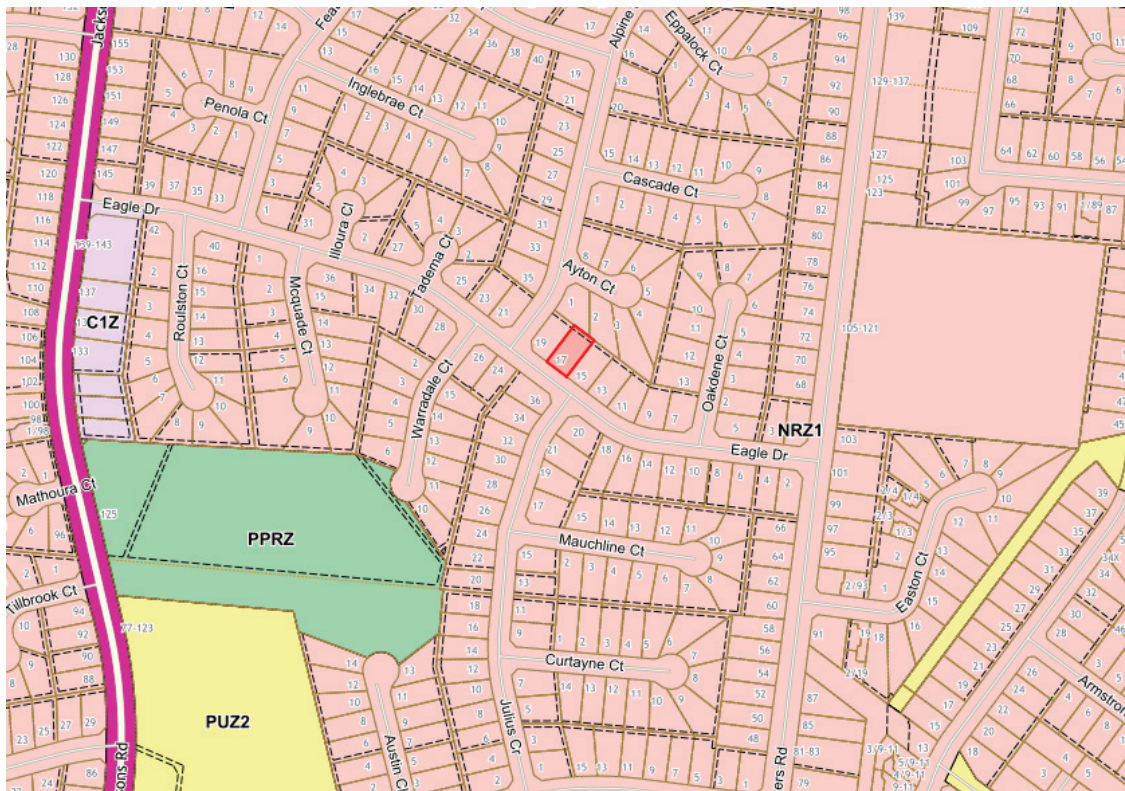
As assessed, the proposal is consistent with and appropriately responds to the provisions of the Greater Dandenong Planning Scheme. The proposal appropriately responds to strategic policy for residential development, with this report recommending that the application be supported and a **Notice of Decision** (which provides appeal rights to objectors) to grant a permit be issued containing the conditions as set out in the recommendation.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Subject Site and Surrounds****Subject Site**

- The subject (formally known as Lot 76 on LP112381) is regular in shape and is located on the north side of Eagle Drive;
- The subject site is broadly bound by Ayton Court to the north, Bakers Road to the east, Jacksons Road to the west and Julius Crescent to the south;
- The subject site has an area of approximately 537.43 square meters with a street frontage of 17.37 metres onto Eagle Drive, and has a maximum side boundary length of 30.94 metres;
- The site currently contains a single storey dwelling with associated outbuildings.
- Access is provided by one single crossover, located on the south-western corner of the subject site;
- The site currently has minimal vegetation;
- A 2.44m wide drainage and sewerage easement spans the northern (rear) boundary; and
- The subject site has a slight slope falling west to east direction.

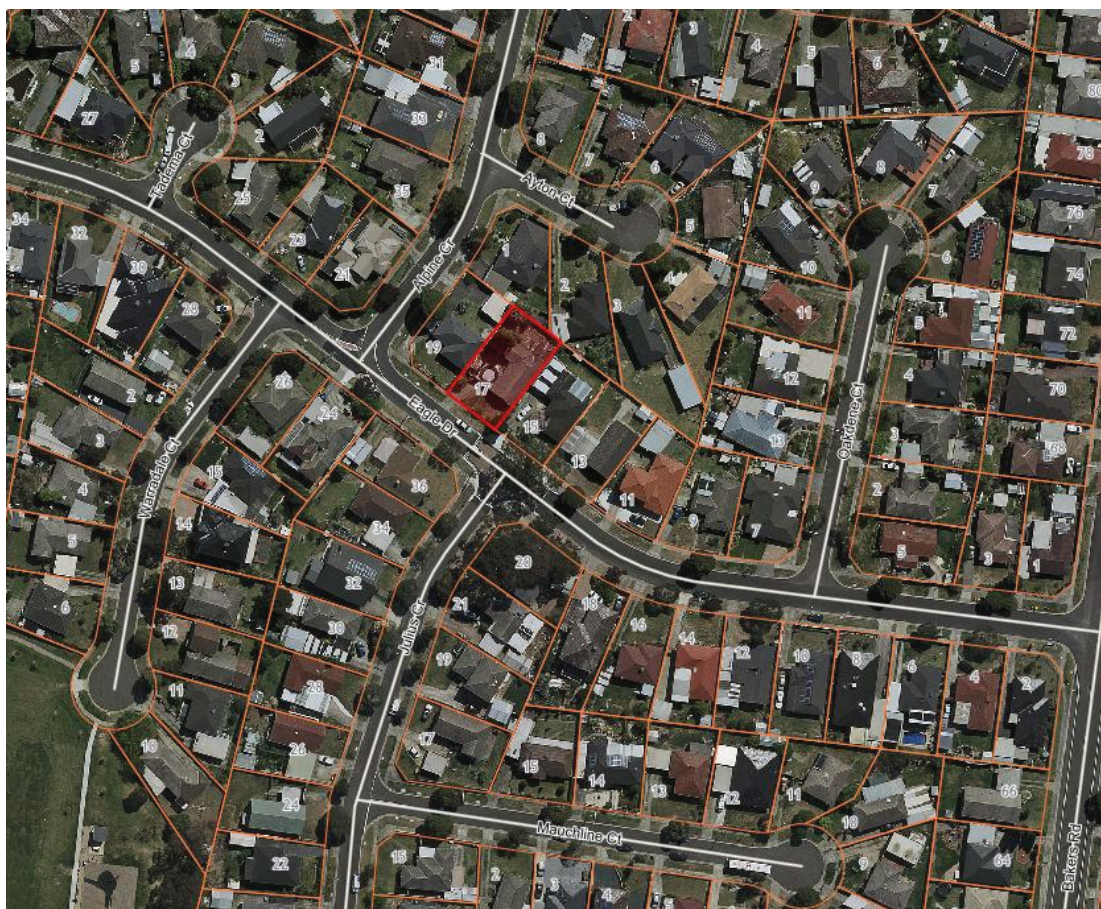
Surrounding Area

- The subject site is located within an established residential area experiencing relatively limited change;
- The subject site is surrounded by residential properties on all abutting boundaries, with the closest commercial strip of shops located approximately 291 metres (as the crow flies) directly west on the subject site on Jacksons Road;
- The housing stock in the area is typical of post-war development, with single detached dwellings, and detached and semi-detached outbuildings;
- Within the limited change area, the surrounding area is not experiencing significant development pressures;
- There are a range of education facilities in close proximity to the site, including St Elizabeth's Parish School and Silverton Primary school, all within a 400 metres radius of the site;
- The neighbourhood benefits from public open spaces around the area, including Tall Slide Park, WJ Turner Reserve, and GJ Duggan Reserve;
- The site is also serviced by a number of major arterials including EastLink approximately 650 metres to the east and Jacksons Roads approximately 350 metres west of the subject site; and
- The site benefits from access to a number of bus services including the 848 on Bakers Road and the 814 on Jacksons Road, with the closest train station, being Noble Park Station, located approximately 4.8 kilometres from the site.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)Locality Plan

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Aerial



Background

Previous Applications

A search of Council records revealed no previous planning applications have been considered for the subject site.

Subject Application

Proposal

The application proposes the development of the land for two (2) double storey dwellings.

Details of the proposal are as follows:

	Details
Type of proposal	Multi-unit development: two double storey dwellings ('side-by-side' layout)

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Number of dwellings	Two (2)
Number of bedrooms	Dwelling 1 contains 3 bedrooms Dwelling 2 contains 4 bedrooms
Levels	Two (2) storeys
Height	8.8 metres maximum
Oriented to	Both dwellings will be oriented towards Eagle Drive
External materials	The proposed materials shown on the elevations include render foam cladding and rendered brickwork at the upper floors, and rendered brickwork and face brickwork at ground floor level. The proposed colour schedule includes Woodland Grey and Surfmist and brown brickwork.
Minimum setbacks	<u>Ground Floor setbacks</u> North: 5.005 metre rear setback East: 2.547 metres South: 7.775 metres to the front of the site West: 1.067 metres <u>First Floor setbacks</u> North: 5.65 metre rear setback East: 2.288 metres South: 9.3 metres to the front of the site West: 2.288 metres
Private open space	<u>Dwelling 1</u> Total private open space: 113.8 square metres Secluded private open space: 67.5 square metres, with a primary secluded private open space area of 44 square metres with a minimum dimension of 5.005 metres.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	<u>Dwelling 2</u> Total private open space: 112.5 square metres Secluded private open space: 67.3 square metres, with a primary secluded private open space area of 43 square metres with a minimum dimension of 5.005 metres.
Number of car parking spaces required	A total of four (4) car parking spaces are required pursuant to Clause 52.06-5. No visitor car parking spaces are required. The site is not located within the Principal Public Transport Network area.
Number of car parking spaces provided	A total of four (4) car parking spaces have been provided.
Type of car parking	Each dwelling has been provided with single garage and tandem space
Access	Each dwelling will benefit from individual access, with a minimum 3 metres wide.
Front fence	No front fence is proposed as part of the application
Garden Area	The size of the lot is 537.43 square metres. 30% (161.23 square metres) is required to be set aside for garden area. 41.87% (225 square metres) has been provided to be set aside for garden area. The proposal complies with the garden area requirement.
Easements and assets	A drainage and sewerage easement is present on the site, located on the north (rear) boundary

A copy of the submitted plans is included as Attachment 1.

Victorian Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities has been considered in the preparation of this report but is not relevant to its contents.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Financial Implications

No financial resources are impacted by this report.

Planning Scheme and Policy Frameworks

Pursuant to the Greater Dandenong Planning Scheme, a planning permit is required:

- Pursuant to Clause 32.09-6 of the Greater Dandenong Planning Scheme for construction of two or more dwellings on a lot.

The relevant controls and policies are as follows:

Zoning Controls

The subject site is located in a Neighbourhood Residential Zone, as is the surrounding area. The purpose of the Neighbourhood Residential Zone outlined at Clause 32.09-2 is:

- *To implement the Municipal Planning Strategy Statement and the Planning Policy Framework.*
- *To recognise areas of predominantly single and double storey residential development.*
- *To manage and ensure that development respects the identified neighbourhood character, heritage, environmental or landscape characteristics.*
- *To allow educational, recreational, religious, community and a limited range of other non-residential uses to serve local community needs in appropriate locations*

Pursuant to Clause 32.09-6 a permit is required for the construction of two or more dwellings on a lot.

Overlay Controls

No overlays affect the subject site or surrounding area.

Planning Policy Framework

The **Operation of the Planning Policy Framework** outlined at Clause 10 seeks to ensure that the objectives of planning in Victoria are fostered through appropriate land use and development planning policies and practices which integrate relevant environmental, social and economic factors in the interests of net community benefit and sustainable development.

In order to achieve those objectives, there are a number of more specific objectives contained within the Planning Policy Framework that need to be considered under this application.

Settlement (Clause 11.01-1S)

Settlement is outlined at Clause 11.01-1S. Objectives of this Clause include:

- *To promote the sustainable growth of development of Victoria and deliver choice and opportunity for all Victorians through a network of settlements.*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Urban Design (Clause 15.01-1S)

Urban design is outlined at Clause 15.01-1S. Objectives of this Clause include:

- *To create urban environments that are safe, healthy, functional and enjoyable and that contribute to a sense of place and cultural identity.*

Building Design (Clause 15.01-2S)

Building design is outlined at Clause 15.01-2S. Objectives of this Clause include:

- *To achieve building design outcomes that contribute positively to the local context and enhance the public realm.*

Integrated Housing (Clause 16.01-1S)

Integrated housing is outlined at Clause 16.01-1S. Objectives of this Clause include:

- *To promote a housing market that meets community needs.*

Housing Diversity (Clause 16.01-3S)

Housing diversity is outlined at Clause 16.01-3S. Objectives of this Clause include:

- *To provide for a range of housing types to meet diverse needs.*

Land Use and Transport Planning (Clause 18.01-1S)

Land use and transport planning is outlined at Clause 18.01-1S. Objectives of this Clause include:

- *To create a safe and sustainable transport system by integrating land use and transport.*

Local Planning Policy Framework

The Local Planning Policy Framework (LPPF) includes the Municipal Strategic Statement (MSS) and Local Policies.

The MSS is contained within Clause 21 of the Scheme. The MSS at **Clause 21.02** focuses on the **Municipal Profile**, within which the following is noted:

- *There is considerable diversity within Greater Dandenong's housing stock. Most housing stock is between 30 to 50 years old, though there are some areas with dwellings in excess of 100 years old. Areas of newer housing are located in the north-east and central southern areas, with in-fill development occurring across the municipality (Clause 21.02-3).*
- *Higher density housing is generally located in proximity to railway stations and major shopping centres, in particular in central Dandenong (Clause 21.02-3).*
- *Whilst there is a clear pre-dominance of single detached dwellings, there are a range of other types of dwellings including dual occupancies, villa-units, town houses and apartments. The highest concentration of older villa units and apartments and more recent multi-unit*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

redevelopments have occurred around central Dandenong, Springvale and Noble Park activity centres (Clause 21.02-4).

- *With diverse cultural groups that call Greater Dandenong home, there are certain distinct precincts that are emerging that have their own character. Their built form is characterised by buildings with flat unarticulated facades, prominent balconies, limited frontage/side setbacks, limited or no landscaping (Clause 21.02-4).*

A **Vision for Greater Dandenong** is outlined at **Clause 21.03**. The vision is that Greater Dandenong will be a municipality where housing diversity and choice is promoted in its various attractive neighbourhoods.

The objectives and strategies of the MSS are under four (4) main themes including: land use; built form; open space and natural environment; and, infrastructure and transportation (considered individually under Clauses 21.04 to 21.07). Of particular relevance to this application are Clauses 21.04 – Land Use and 21.05 – Built Form:

Clause 21.04-1 Housing and community

- *Greater Dandenong's population is expected to rise by 22 percent, from 147,000 to 179,000 in the decade to 2024, placing pressure on transport networks, infrastructure, services and public open space.*
- *Approximately 9,950 new households will need to be accommodated across the municipality by 2024 (Greater Dandenong Housing Strategy 2014-2024).*
- *Supporting urban consolidation and providing housing in existing areas close to activity centres means that people do not need to travel as far to work, shop or to take part in sports/leisure activities thus reducing the environmental impacts of transport.*
- *Increases in housing density must be balanced by adequate provision of open space, good urban design and improvements to the public realm.*
- *Encourage the provision of housing that is adaptable to support the needs of the changing needs of present and future residents.*
- *Encourage innovative redevelopment and renewal of deteriorating housing stock and older styled higher-density apartments and multi-unit developments.*
- *Encourage new residential development that incorporates adequate space for the planting and the long term viability and safe retention of canopy trees.*
- *Respecting the valued, existing neighbourhood character within incremental and minimal change areas.*
- *Requiring medium-density developments to be site and locality responsive and to respect existing and proposed neighbourhood character.*

Clause 21.05-1 – Urban design, character, streetscapes and landscapes – contains the following relevant objectives and strategies:

- *To facilitate high quality building design and architecture.*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- *Ensure building design is consistent with the identified future character of an area and fully integrates with surrounding environment.*
- *Encourage high standards of building design and architecture, which allows for flexibility and adaptation in use.*
- *Encourage innovative architecture and building design.*
- *To facilitate high quality development, which has regard for the surrounding environment and built form.*
 - *Promote views of high quality landscapes and pleasing vistas from both the public and private realm.*
 - *Promote all aspects of character – physical, environmental, social and cultural.*
 - *Encourage planting and landscape themes, which complement and improve the environment.*
 - *Encourage developments to provide for canopy trees.*
 - *Recognising valued existing neighbourhood character and promoting identified future character as defined in the Residential Development and Neighbourhood Character Policy at Clause 22.09.*
- *To protect and improve streetscapes*
 - *Ensure that new developments improve streetscapes through generous landscape setbacks and canopy tree planting.*
 - *Ensure landscaping within private property that complements and improves the streetscapes and landscaping of public areas.*
- *To ensure landscaping that enhances the built environment*
 - *Encourage new developments to establish a landscape setting, which reflects the local and wider landscape character.*
 - *Encourage landscaping that integrates canopy trees and an appropriate mix of shrubs and ground covers and complements and integrates with existing or proposed landscaping in public areas.*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Clause 22.09 – Residential Development & Neighbourhood Character Policy – contains the following objectives at Clause 22.09-2:

- *To guide the location and design of different types of residential development within Greater Dandenong, having regard to State and local planning policies, while respecting the valued characteristics and identified future character of residential neighbourhoods.*
- *To ensure that new residential development is consistent with the identified future character and preferred built form envisaged for the three Future Change Areas.*
- *To provide certainty about which areas are identified for, or protected from, increased residential development consistent with the purpose of the applicable zone.*
- *To facilitate high quality, well designed residential development and on-site landscaping.*
- *To promote a range of housing types to accommodate the future needs of the municipality's changing population.*
- *To ensure that residential development uses innovative, responsive and functional siting and design solutions that:*
 - *Achieve high quality internal amenity and private open space outcomes for future residents;*
 - *Make a positive contribution to the streetscape through quality design, contextual responsiveness and visual interest;*
 - *Promote public realm safety by maximising passive surveillance.*
 - *Demonstrate responsiveness to the site, adjoining interfaces, streetscape and landscape context;*
 - *Respect the amenity of adjoining residents and the reasonable development potential of adjoining properties;*
 - *Achieve environmentally sustainable design outcomes;*
 - *Use quality, durable building materials that are integrated into the overall building form and façade; and*
 - *Minimise the visual dominance of vehicle accessways and storage facilities, such as garages, car ports and basement entrances.*

Clause 22.09-3.1 (Design Principles) provides design principles, which apply to all Future Change Areas.

Clause 22.09-3.4 (Incremental Change Areas) provides design principles which are identified as follows:

- *Preferred housing type – The preferred housing type for the Limited Change Area is low density.*
- *Building Height – The maximum building height for land within the NRZ1 is up to 2 storeys, including ground level.*
- *Landscaping – Residential development should incorporate substantial landscaping to create a landscaped character, particularly canopy trees in front and rear gardens; and to protect the outlook of adjoining properties.*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- *Car Parking – Garages and car parking areas should be located behind buildings, generally hidden from view or recessed so as to not dominate the streetscape.*
- *Setbacks, front boundary and width – Car access, parking and paving within the front setback should be limited in order to maximise the opportunity for soft landscaping.*
- *Private open space – Residential development should provide ground level secluded private open space at the side or rear of each dwelling to avoid the need for excessive screening or high front fencing.*
- *Bulk and Built Form –*
 - *Residential development should*
 - *Ensure that the built form respects the scale of existing prevailing built form character and responds to site circumstances and streetscape;*
 - *Provide separation between dwellings at the upper level;*
 - *Retain spines of open space at the rear of properties to maximise landscaping opportunities and protect private secluded open space;*
 - *Position more intense and higher elements of built form towards the front and centre of a site, transitioning to single storey elements to the rear of the lot.*
 - *The rearmost dwelling on a lot should be single storey to ensure the identified future character of the area and the amenity of adjoining properties is respected by maximising landscaping opportunities and protecting the amenity of adjoining private secluded open space*
 - *Two storey dwellings to the rear of a lot may be considered where:*
 - *The visual impact of the building bulk does not adversely affect the identified future character of the area;*
 - *Overlooking and/or overshadowing does not adversely affect the amenity of neighbouring properties;*
 - *The building bulk does not adversely affect the planting and future growth of canopy trees to maturity;*
 - *Sufficient side and rear boundary landscaping can be provided to screen adjoining properties;*
 - *Upper storey components are well recessed from adjoining sensitive interfaces.*
 - *Residential developments should provide a level of visual interest through the use of contrast, texture and variation of materials.*

Particular Provisions

The purposes of this provision, Clause 52.06, are:

- *To ensure that car parking is provided in accordance with the State Planning Policy Framework and Local Planning Policy Framework.*

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- *To ensure the provision of an appropriate number of car parking spaces having regard to the demand likely to be generated, the activities on the land and the nature of the locality.*
- *To support sustainable transport alternatives to the motor car.*
- *To promote the efficient use of car parking spaces through the consolidation of car parking facilities.*
- *To ensure that car parking does not adversely affect the amenity of the locality.*

To ensure that the design and location of car parking is of a high standard, creates a safe environment for users and enables easy and efficient use.

Pursuant to Clause 55 of the Greater Dandenong Planning Scheme, the provisions of this Clause apply to an application:

- *To construct two or more dwellings on a lot.*

The purposes of this clause are:

- *To implement the State Planning Policy Framework and the Local Planning Policy Framework, including the Municipal Strategic Statement and local planning policies.*
- *To achieve residential development that respects the existing neighbourhood character or which contributes to a preferred neighbourhood character.*
- *To encourage residential development that provides reasonable standards of amenity for existing and new residents.*
- *To encourage residential development that is responsive to the site and the neighbourhood.*

A development:

- *Must meet all of the objectives of this clause.*
- *Should meet all of the standards of this clause.*

If a zone or a schedule to a zone specified a requirement of a standard different from a requirement set out in this clause, the requirement in the zone or a schedule to the zone applies.

General Provisions

Clause 65 – Decision Guidelines needs to be considered, as is the case with all applications. For this application the requirements of Clause 65.01 for the approval of an application or plan is of relevance. This Clause outlines the requirements that the responsible authority must consider when determining the application.

Restrictive Covenants

No restrictive covenants registered on Title.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. In accordance with the commitment in Council's Annual Plan, all applications are considered on their merits.

Diversity (Access & Equity)

It is not considered that the proposal raises any diversity issues affecting the planning assessment of this application.

Community Safety

It is considered that there would be no adverse community safety implications in permitting the proposal subject to strict conditions on any planning permit issued.

Safe Design Guidelines

Consideration of the relevant requirements of these Guidelines has been undertaken within the Assessment of this application.

Referrals

The application was not required to be referred to any external referral authorities pursuant to Section 55 of the Planning and Environment Act 1987.

Internal

The application was internally referred to the following Council's Departments for their consideration. The comments provided will be considered in the assessment of the application.

Internal Referrals	
Civil Development	No objection (<i>subject to conditions</i>)
Asset Planning	No objection
Transport Planning	Concerns regarding the location of the crossover to Dwelling 2. The crossover to dwelling 2 is partly over the raised platform (speed hump) and partly off it. Permit condition 1.5 has been recommended to address this concern, so that the crossover is completely off the raised platform.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Advertising

The application has been advertised pursuant to Section 52 of the Planning and Environment Act 1987, by:

- Sending notices to the owners and occupiers of adjoining land.
- Placing one sign on site facing Eagle Drive

The notification has been carried out correctly.

Council has received four objections to date.

The location of the objectors / submitters is shown in Attachment 2.

Consultation

A consultative meeting was held on 31 July 2019, with the objectors, applicant and Council representatives in attendance. Whilst the issues were discussed at length there was no resolution and the objections stand as received.

Summary of Grounds of Submissions/Objections

The objections are summarised below (**bold**), followed by the Town Planner's Response (in *italics*).

Neighbourhood Character

Concerns were raised that the proposal is inconsistent with the character of the street and surrounding area. The site is located within the limited change area which encourages well-designed and site responsive infill development. The identified future character seeks to achieve two storey dwellings, with the main living areas and private open space areas located at ground level, with generous landscaping. Residential development should provide appropriate setbacks and high quality landscaping, including canopy trees to protect the amenity of adjoining dwellings.

The proposal maintains consistency with the identified future character of the limited change area, as it is a site responsive design with generous private open space areas and landscaping. Permit condition 2.6 and 2.7 would request two canopy trees within the front setback, and one canopy tree within each rear secluded private open space area, and would seek to ensure a landscape character that would protect the outlook of adjoining properties.

Front setbacks

The test for front setbacks of the walls of buildings is set by Standard B6 of Clause 55.03-1. The maximum height of the porches is 3.59 metres, and as such is an allowable encroachment into the standard. There is an existing building on both adjoining allotments facing Eagle Drive. As determined by Standard B6, new walls of buildings should be setback the average distance of the setbacks of the adjoining lots or 9 metres, whichever is the lesser. In this context, the average setback of No. 15 and No. 19 is 7.771 metres. The proposal is setback 7.775 metres from the street, and therefore would comply with the Standard and objective of Clause 55.03-1.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Concern was specifically raised over the setback of the garages, however the garage is further recessed from the front boundary wall (the study) of each dwelling, with a setback of 8.245 metres.

Visual Bulk

The proposal would replace the existing single storey dwelling with two double storey dwellings and seeks to vary the relevant varied Standards to B17 (side and rear setbacks) of the Neighbourhood Residential Zone – Schedule 1.) for dwelling 1. Proposed dwelling 1 would abut an area of adjoining secluded private open space and would only be setback 1.2 metres, rather than the 2 metres required by varied B17. The reduced setback is considered acceptable in this instance as walls on boundaries are a common feature within the immediate area, with all adjoining allotments having an existing wall on boundary. Furthermore, the provided setbacks are larger than often found in this context, and will allow for screen planting that will protect the amenity of the adjoining dwelling. Furthermore, large private open space areas have been provided, and the landscaping associated with the development will also soften the appearance of built form.

In addition, the proposal affords adequate articulation at the individual levels through the use of varied materials and colours and physical recession. The proposal is considered to be of an acceptable built form, consistent with the development character sought under Clause 22.09-3.4 for the limited change area.

Existing title boundary

No evidence has been submitted to demonstrate that the Title boundaries are incorrect. If it is proven at a later date that the Title boundaries are incorrect, then the applicant may need to submit an amended application to rectify the situation.

Privacy and overlooking

At first floor level, on the north, east and south elevations, the dwellings have been appropriately screened through the use of highlight windows. All habitable room windows shown on these elevations (at the upper floor), have a sill height of 1.7 metres above finish floor level, thus achieving the objective which seeks to limit overlooking into habitable room windows and secluded private open space areas.

Double storey built form and the impact on views

The proposal complies with Standard B7 (Building height objective) of Clause 55.03-2, and would have an overall maximum height of 8.8 metres. Furthermore, the Design Principles of Clause 22.09-3.4 have a preferred maximum building height of two storeys and the identified future character of the area will be comprised of two storey dwellings, which the proposal complies with.

The impact on views is not a planning consideration in this context.

Property Values

Reduced property values are not a planning consideration and no further response is required.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Existing pine tree causing damage

Concern was raised regarding an existing tree to the rear that is causing damage to an adjoining property to the north. Within the consultation meeting, the permit applicant stated that they would be removing the tree (subject to town planning approval from Council). No permit is required to remove the tree. As both parties, were satisfied with the tree being removed, permit condition 1.4 would request updated plans that show the removal of the tree. Permit condition 2.7 would further request a canopy tree within the rear secluded private open space area.

Overshadowing

The proposed built form is setback off both side boundaries. The shadow diagrams submitted with the application demonstrate that the shadow cast on No.19 Eagle Drive is greater than the shadow cast by the existing paling fence that separates the two properties. However, as shown in the submitted shadow diagrams, the shadows are primarily cast on the dwelling, and not the secluded private open space. The development would not cause unreasonable overshadowing as guided by Standard B21, satisfying the objective of Clause 55.04-5 – Overshadowing Open Space.

Daylight to existing windows

Concern was raised regarding the amount of daylight access to the existing (east facing) habitable room window of No. 19 Eagle Drive, which would look onto the proposal. The test for daylight to new windows is set by Standard B19 of Clause 55.04-3. The existing habitable room window is setback 1.14 metres from the common boundary and would have an available light court in excess of the minimum dimensions set by the Standard.

The proposed walls opposite the existing window would exceed a height of 3 metres, as such they are required to be setback from the window, at least 50 per cent of the height of the new wall. At ground floor, the proposed wall would have a maximum height of 3.72 metres, and would require a setback of 1.86 metres from the window. The proposed wall setback exceeds this, and is setback 2.223 metres. At the upper floor, the proposal wall would have a maximum height of 6.6 metres, and would require a setback of 3.3 metres. The proposal is setback 3.99 metres from the window.

The proposal complies with Standard B19 and the objective to Clause 55.04-3.

Impact on existing neighbouring fence

The existing fence is a civil matter between the two parties, and is subject to the Fences Act 1968.

Parking

Pursuant to Clause 52.06-5, two (2) car parking spaces are required to 'each three or more bedroom dwelling (with studies or studios that are separate rooms counted as a bedrooms)'. Council officers note that all car parking spaces have been provided in accordance with Clause 52.06-5, as two (2) car parking spaces have been provided to each dwelling in the form of a single garage and tandem space.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

The proposal was referred to Council's Transport Planning Department who have not raised any further concern with respect to on-street parking, congestion or the like. Pursuant to Table 1 to Clause 52.06-1, a visitor space is required to every 5 dwellings for developments of 5 or more dwellings. As the proposal is for two (2) dwellings, no visitor car parking spaces are required within the proposal.

The development would propose dual crossovers on an allotment with a frontage greater than 17 metres, and as such the proposal would comply with the Car Parking Principle of Clause 22.09-3.1 and would maximise the retention/provision of on-street car parking.

Assessment

The subject site is located within an established residential area and is well suited for the development of low to medium density housing given that the site is located within easy walking distance of many community facilities and public transport. The proposal also seeks to reduce pressure on the urban fringe by providing two (2) dwellings where previously one (1) existed through the redevelopment of the site, thereby ensuring that the housing required for the growing population is facilitated.

As required by the Neighbourhood Residential Zone that applies to this site, the proposed development has been assessed against the provisions of Clause 55 (full assessment attached as Appendix 4) of the Greater Dandenong Planning Scheme and the Schedule 1 to the Neighbourhood Residential Zone. The proposed development has also been assessed against Clause 52.06 (full assessment in attachment 5) and Clause 22.09 (full assessment attached as Appendix 3) of the Greater Dandenong Planning Scheme. The proposal complies with all requirements of these clauses except in the instances detailed below, where variations or conditions are required.

Use

As outlined in Clause 32.09-2 (Neighbourhood Residential Zone), a dwelling is listed as a Section 1 use, and a planning permit is not required for the use of the proposal. However, a planning permit is required for the buildings and works, which discussed below.

Planning Policy Framework / Local Planning Policy Framework

In considering the Planning Policy Framework and the Local Planning Policy Framework, Council can establish that an acceptable proposal will be guided by:

- Clause 55 *Two or more dwellings on a lot; and*
- Clause 22.09 *Residential Development and Neighbourhood Character.*

Each of these Clauses ensure that Council facilitates the orderly development of urban areas, which is a specific objective of Clause 11.02 Settlement.

The objectives of Clause 15.01-01S Urban Design, Clause 15.01-02S Building Design and Clause 21.05-1 Built Form outline the key considerations in which a development must respond to urban design, character, streetscapes and landscape issues.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

It is considered that the proposed design response respects the preferred neighbourhood character of the limited change area by providing a medium density housing typology in the form of side-by-side double storey townhouses.

The proposal is of a high quality urban design, with physical recession, articulation, varied use of materials, textures and other visual interest.

The overall layout incorporates acceptable landscaping treatments across the site as evident in indicative landscaping. This includes a significant canopy tree and shrubbery plantings within well-proportioned setback areas to allow growth to maturity.

The proposal is also located within an area subject to limited change. The proposal's compliance with Clause 22.09 and Clause 55 (subject to conditions) ensures that the development would achieve the objectives set out in Clause 15.01 and Clause 21.05-1.

As such, Council officers recommend that the application be approved subject to planning permit conditions as necessary.

Clause 22.09 Assessment

An assessment against the design principles of Clause 22.09 is included at Attachment 3 of this report. This proposal provides a design response which is consistent with the preferred character envisaged by Clause 22.09, and is considered to comply with the requirements of this clause, except in the following instances:

Clause 22.09-3.4 Bulk and Built Form

It is acknowledged that the side by side developments can result in a bulky appearance than other forms of development. However, it is still considered that the first floor footprints of Dwelling 1 and Dwelling 2 are appropriate in their context for the following reasons:

- Only a very small component of the first floor is visible from 19 Eagle Drive's secluded private open space area, as their main secluded private open space is offset from the proposed first floor.
- The proposal has been well articulated through varied side setbacks and materials on the all elevations
- Ground level eaves have been provided on the side and rear elevations which would contribute to breaking up the visual bulk of the building.
- A single dwelling could be built on this site without a requirement for a Planning Permit that could be much larger than the proposed development;
- The first floor setbacks all comply with Standard B17 (side and rear setbacks) and are considered to be adequate to mediate the built form
- The front setback complies with Standard B6 (street setback) and is considered to be an appropriate response to the streetscape.
- The upper floor built form of proposed dwelling 1 has a varied setback between 2.547 metres and 2.288 metres from the secluded private open space area of No 19 Eagle Drive.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Clause 55 Assessment

The proposal is considered to comply with the requirements of this Clause, except in the following instances:

Clause 55.03-3 Standard B8 – Site coverage objective

Relevant objective: *“To ensure that the site coverage respects the existing or preferred neighbourhood character and responds to the features of the site”.*

The proposal would have a site coverage of 50.89%, exceeding the preferred maximum sight coverage of 50%. The proposal seeks a minor variation of 0.89%. Due to adequate landscaping provision and an appropriate design response, the very minor increase in site coverage is considered acceptable in this instance.

Clause 55.03-7 Standard B12 – Safety objective

Relevant objective: *“To ensure the layout of development provides for the safety and security of residents and property”.*

In its current form, lighting has not been provided to the car parking areas. Permit condition 1.1 would be included on the permit, which would request high mounted sensor lighting to the dwelling entry and car parking areas. This condition would ensure that the development provides for the safety and security of future residents and property.

Clause 55.03-6 Standard B13 – Landscaping objectives

Relevant objective: *“To encourage development that respects the landscape character of the neighbourhood”* and *“To provide appropriate landscaping”.*

A detailed landscape plan has not been submitted as part of the application. Furthermore, the proposal would fail to set aside 70% of the total front setback for landscaping, instead setting aside 66.44%. Whilst the proposal fails to meet the minimum landscaping requirement, it is a minor variation of 3.56%. Ultimately, indicative landscaping on the plans demonstrate that significant landscaping will be available across the entirety of the frontage. In addition, permit condition 2 would require a detailed landscape plan to be submitted. Specifically, conditions 2.6 and 2.7 would be requested so that the site would be able to achieve landscaping of the site consistent with the surrounding properties and improve the landscape character.

Clause 55.04-1 Standard B17 – Side and rear setbacks objectives

Relevant objective: *“To ensure that the height and setback of a building from a boundary respects the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings”.*

Dwelling 1 of the proposal would fail to comply with the varied requirements of Standard B17 (as varied by Schedule 1 to the Neighbourhood Residential Zone), as it would abut an area of adjoining secluded private open space and would only be setback 1.2 metres at ground level (2m setback sought).

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

A variation of less than 800mm is considered acceptable in this instance due to the layout of the neighbouring property, with only a small area of private open space abutting the encroachment element of the dwelling. The remainder of the neighbour's boundary contains a garage and the dwelling abutting the shared boundary. The surrounding context of development includes many buildings setback minimal distances from neighbouring private open space areas, and as such the proposed setback would not be out of character with the area. Furthermore, the side setbacks would allow for high quality landscaping, which would protect the amenity of the adjoining dwellings. As such, it is considered that the 1.2 metre setback from the west boundary would respect the existing neighbourhood character, and not unacceptably impact on the amenity of the neighbouring property.

Clause 55.06-4 Standard B34 – Site services objectives

Relevant objective: *“To ensure that site facilities are accessible, adequate and attractive.”*

Site services, including mailboxes and bins have not been shown on plans. Permit condition 1.2 would require the location and design of site services normal to a dwelling be included on plans.

Clause 52.06 Assessment

The proposal is considered to comply with the requirements of this Clause, except in the following instances:

Design Standard 1 – Accessways

Visual sight splays have not been included on the plans, and would be requested as permit condition 1.3 to ensure that the area remains clear of visual obstructions.

Design Standard 6 – Safety

The Safety Design Guideline requires the car parking areas to be well lit. No lighting has been provided, and as such permit condition 1.1 would be requested to provide high mounted sensor lighting to the garages.

Conclusion

The proposal is generally consistent with the provisions of the Greater Dandenong Planning Scheme, including the zoning requirements, local policy direction, application of Clause 55, and the decision guidelines of Clause 65, subject to conditions.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Recommendation**

That Council resolves to issue a Notice of Decision to grant a permit in respect of the land known and described as 17 Eagle Drive NOBLE PARK NORTH VIC 3174 (Lot 76 on LP 112381), for the purpose of development of the land for two (2) double storey dwellings in accordance with the plans submitted with the application subject to the following conditions:

1. Before the development starts, amended plans to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The amended plans must be generally in accordance with the application but modified to show:
 - 1.1. High mounted sensor lights to be provided to the dwelling entries and garages;
 - 1.2. The location of site services including bins, mailboxes and other site facilities;
 - 1.3. Have a corner splay or area at least 50 percent clear of visual obstructions extending at least 2 metres along the frontage road from the edge of an exit lane and 2.5 metres along the exit lane from the frontage, to provide a clear view of pedestrians on the footpath of the frontage road. The area clear of visual obstructions may include an adjacent entry or exit lane where more than one lane is provided, or adjacent landscaped areas, provided the landscaping in those areas is less than 900mm in height;
 - 1.4. The existing pine tree located on the rear boundary to be removed;
 - 1.5. The crossover to Dwelling 2 to be splayed so that the entry/exit point is located off the raised platform (speed hump) the satisfaction of the Responsible Authority; and
 - 1.6. Landscape Plan in accordance with Condition 2.

When approved, these plans will be endorsed and will form part of this permit.

2. Before the approved development starts, and before any trees or vegetation are removed, and amended landscape plan to the satisfaction of the Responsible Authority must be submitted to and approved by the Responsible Authority. The amended landscape plan must be prepared by a person or firm with suitable qualifications to the satisfaction of the Responsible Authority, drawn to scale with dimension and 3 copies must be provided. The amended landscape plan must be generally in accordance with the landscape plan submitted with the application but modified to show:
 - 2.1. plans to accord with Condition 1 of this permit;

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- 2.2. the site at a scale of 1:100/200, including site boundaries, existing and proposed buildings, neighbouring buildings, car parking, access and exit points, indicative topography and spot levels at the site corners, existing and proposed vegetation, nature strip trees, easements and landscape setbacks;**
- 2.3. details of the proposed layout, type and height of fencing;**
- 2.4. legend of all plant types, surfaces, materials and landscape items to be used including the total areas of garden and lawn;**
- 2.5. a plant schedule giving a description of botanical name, common name, mature height and spread, pot size, purchase height (if a tree) and individual plant quantities;**
- 2.6. at least one (1) advanced canopy tree with a minimum planting height of 1.5 metres within the rear secluded open space areas of each dwelling;**
- 2.7. at least one (1) advanced canopy trees with a minimum planting height if 1.5 metre within the front setback to each dwelling;**

When approved, the amended landscape plan will be endorsed and will form part of this permit.

The provisions, recommendations and requirements of the landscape plan must be implemented and complied with to the satisfaction of the Responsible Authority.

Landscaping in accordance with the endorsed landscaping plan and schedule must be completed before the building is occupied.

- 3. Except with the prior written consent of the Responsible Authority, the layout of the land and the size, design and location of the buildings and works permitted must always accord with the endorsed plan and must not be altered or modified.**
- 4. Except with the prior written consent of the Responsible Authority, the approved building must not be occupied until all buildings and works and the conditions of this permit have been complied with.**
- 5. Except with the prior written consent of the Responsible Authority, the layout of the land and the size, design and location of the buildings and works permitted must always accord with the endorsed plan and must not be altered or modified.**
- 6. Stormwater discharge is to be retained on site to the pre-development level of peak stormwater discharge, to the satisfaction of the Responsible Authority.**
- 7. Before the approved building is occupied, all piping and ducting above the ground floor storey of the building, except downpipes, must be concealed to the satisfaction of the Responsible Authority.**

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

8. Collected stormwater must be retained onsite and discharged into the drainage system at pre-development peak discharge rates as stated in the Legal Point of Discharge approval letter. Approval of drainage plan including any retention system within the property boundary is required Prior to the drainage plans being approved, a plan checking fee of 0.75% and supervision fee of 2.5% of the estimated cost of works is to be paid to Council.
9. Standard concrete vehicular crossing/s must be constructed to suit the proposed driveway/s in accordance with the Council's standard specifications. Any vehicle crossing no longer required must be removed and the land, footpath and kerb and channel reinstated, to the satisfaction of the Responsible Authority.
10. Except with the prior written consent of the Responsible Authority, floor levels shown on the endorsed plan/s must not be altered or modified.
11. Before the approved building is occupied, the development must be provided with external lighting capable of illuminating access to each garage, car parking space and pedestrian walkway. Lighting must be located, directed and shielded to the satisfaction of the Responsible Authority so as to prevent any adverse effect outside the land.
12. Before the approved building is occupied, the obscure glazing to the windows shown on the endorsed plans must be provided through frosted glass or similarly treated glass. Adhesive film or similar removable material must not be used.
13. Before the approved building is occupied, all boundary walls in the development must be constructed, cleaned and finished to the satisfaction of the Responsible Authority.
14. This permit will expire if:
 - 14.1. The development or any stage of it does not start within two (2) years of the date of this permit, or
 - 14.2. The development or any stage of it is not completed within four (4) years of the date of this permit.

Before the permit expires or within six (6) months afterwards the owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date.

The owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date to complete the development or a stage of the development if:

- (a) The request for the extension is made within twelve (12) months after the permit expires; and

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

- (b) The development or stage started lawfully before the permit expired.

Permit Notes:

- Building Approval is required prior to the commencement of the approved development. This planning permit does not constitute any building approval.
- Before commencement of the development occurs, the applicant should contact the City of Greater Dandenong's Civil Development and Design Unit regarding legal point of discharge, new crossings, building over easements, etc.
- Note all existing vehicle crossing will need to be removed and reinstate with kerb in accordance with Council Standards. Also, the developer will need to obtain a Vehicle Crossing Permit from Council.
- Any works undertaken within the road reservation and easements will require the developer to obtain a Civil Works Permit from Council
- No buildings or works shall be constructed over any easement without the written consent of the relevant authorities.

This permit has been granted on the basis that consent to build over any easement will be obtained from the relevant authority. If consent is not able to be obtained, the development plan will be required to be amended.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION – NO. 17 EAGLE DRIVE, NOBLE PARK
NORTH (PLANNING APPLICATION PLN19/0240)**

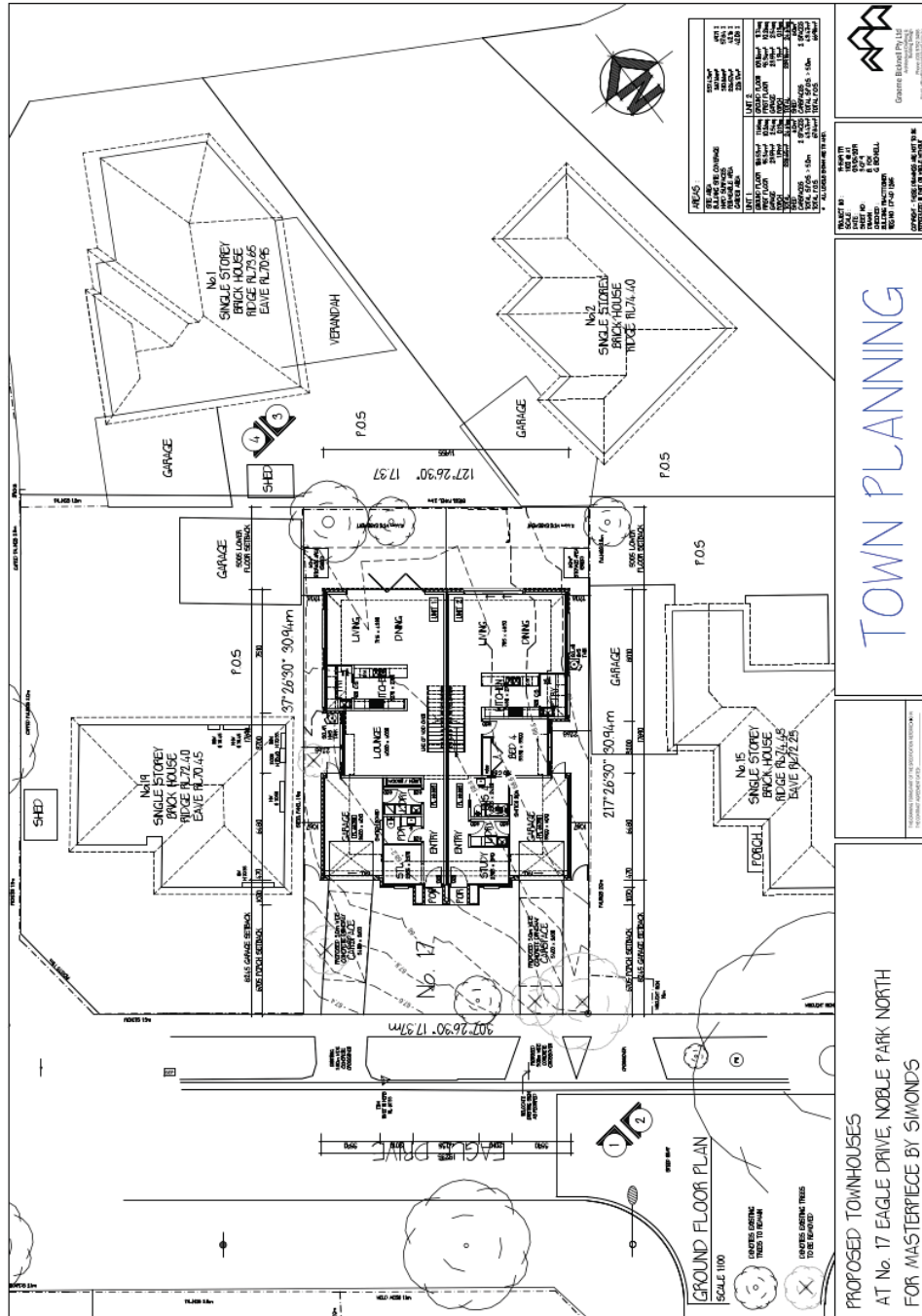
ATTACHMENT 1

SUBMITTED PLANS

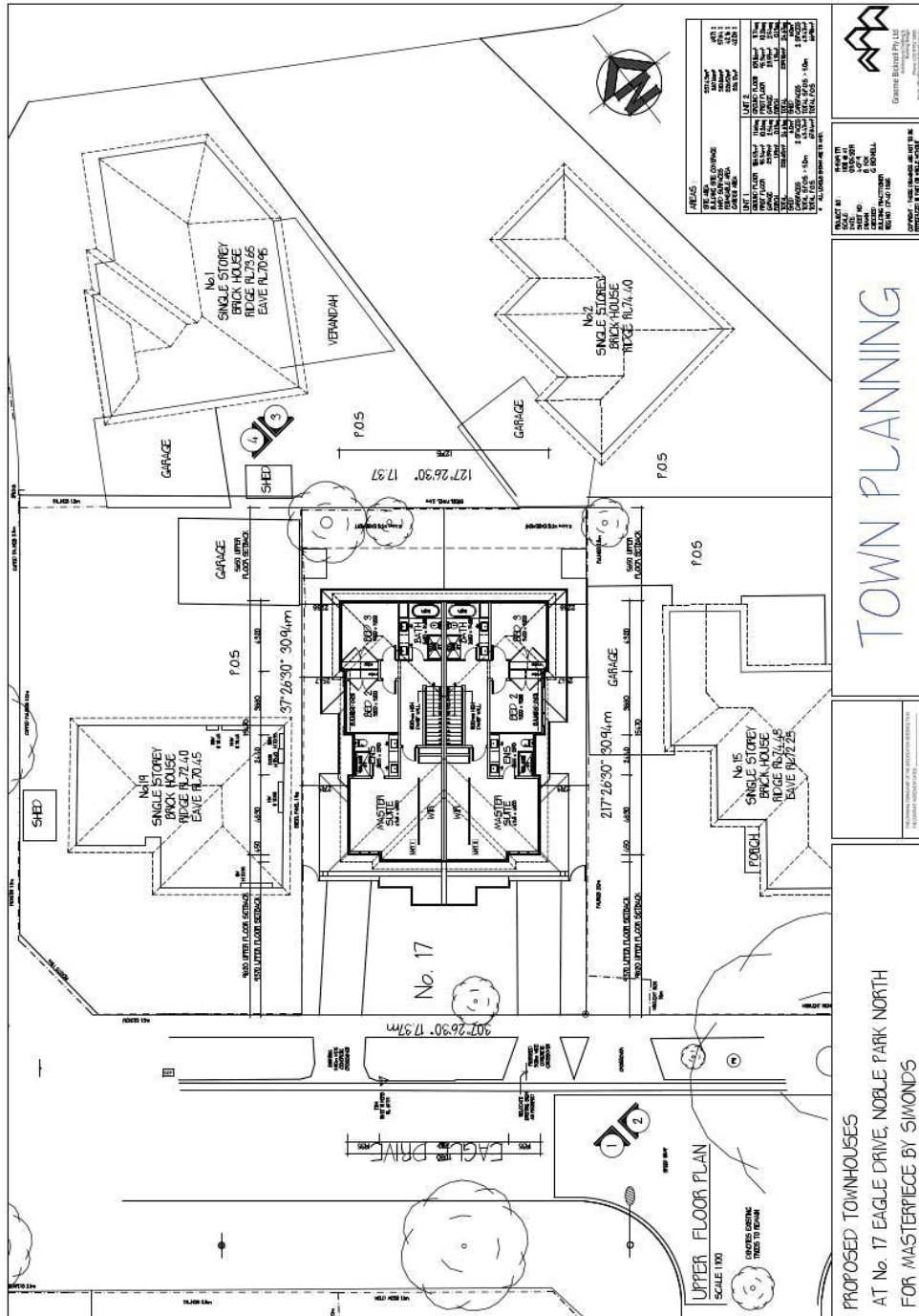
PAGES 4 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

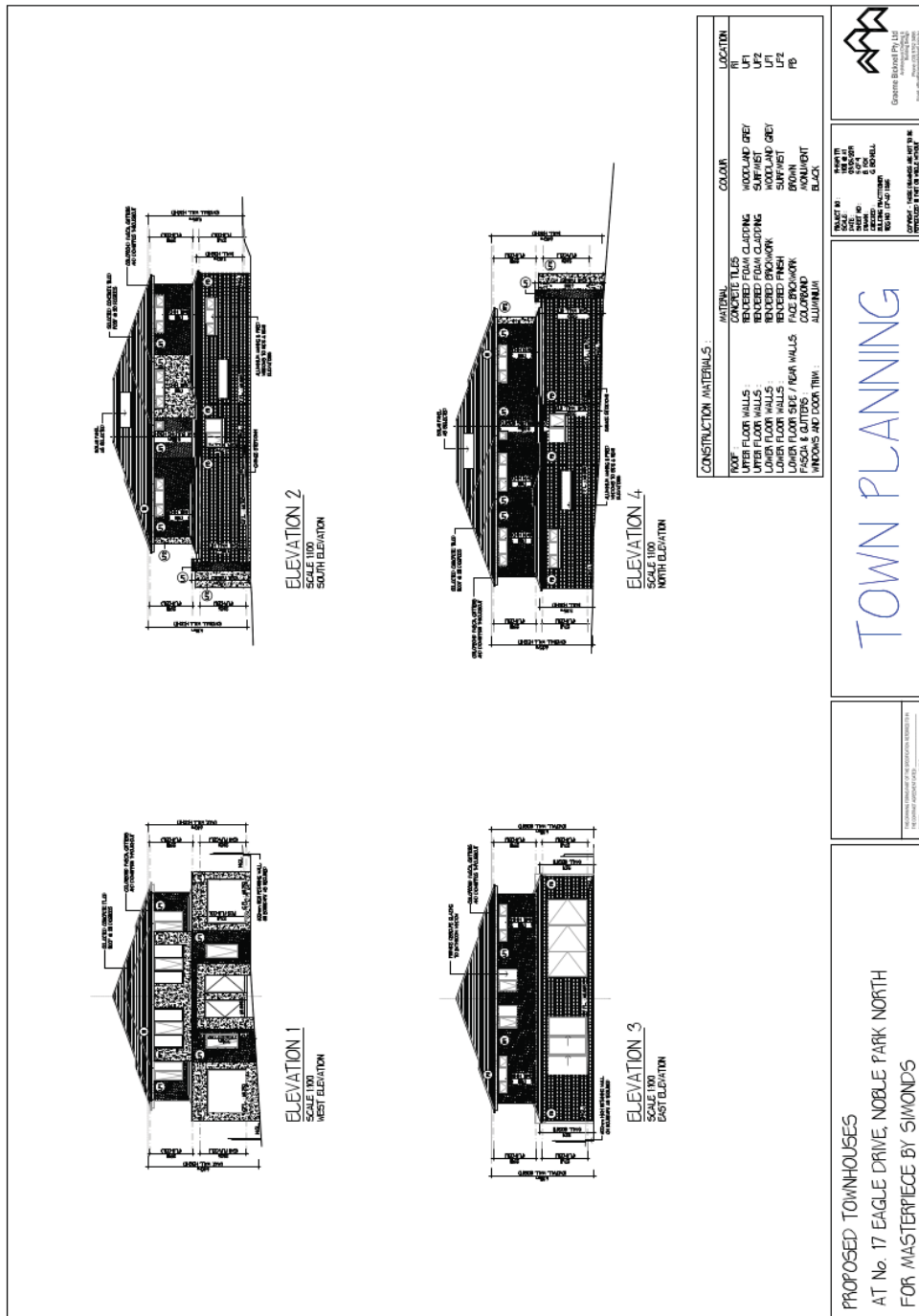
2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)



2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)



2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)



2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION – NO. 17 EAGLE DRIVE, NOBLE PARK
NORTH (PLANNING APPLICATION PLN19/0240)**

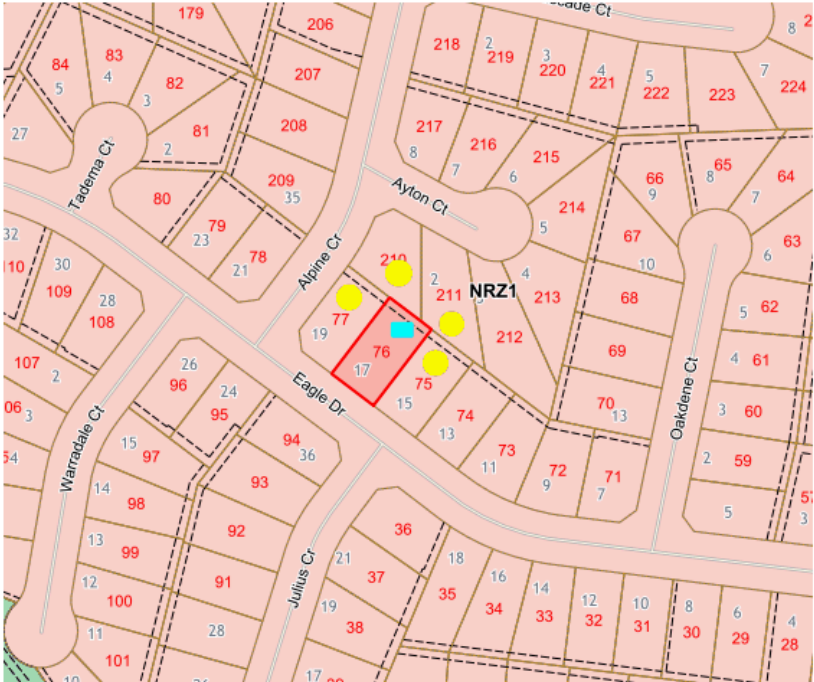
ATTACHMENT 2

LOCATION OF OBJECTORS

PAGES 2 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)



Map Legend:

Subject Site	
Objectors	

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION – NO. 17 EAGLE DRIVE, NOBLE PARK
NORTH (PLANNING APPLICATION PLN19/0240)**

ATTACHMENT 3

CLAUSE 22 ASSESSMENT

PAGES 12 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Assessment Table for Clause 22****Clause 22.09-3.1 Design Principles for all residential developments**

Title /Objective	Principles	Principle met/Principle not met/NA
Safety	To encourage the provision of safer residential neighbourhoods, new development should enable passive surveillance through designs that:	
	Incorporate active frontages including ground floor habitable room windows.	✓ Principle met The proposal would have an active frontage with ground floor habitable room windows oriented towards the street for both dwellings
	Maximise the number of habitable room windows on all levels of residential buildings that overlook the public realm, streets, laneways, internal access ways and car parking areas.	✓ Principle met Passive surveillance of street and public realm is provided through habitable room windows fronting the street at both ground and upper floor level. Habitable room windows are oriented towards the accessways and car parking areas.
	Use semi-transparent fences to the street frontage.	✓ Principle met No front fence proposed.
	Light communal spaces including main entrances and car parking areas with high mounted sensor - lights.	✓ Principle met (through permit condition) Motion sensor lighting has not been provided to the dwelling entries, car parking areas, and along the internal accessway. Permit condition 1.1 would request lighting to these areas.
	Ensure that all main entrances are visible and easily identifiable from the street.	✓ Principle met Both dwellings are oriented towards Eagle Drive. The porch would make the entrance to each dwelling easily identifiable from the street.
	Locate non-habitable rooms such as bathrooms, away from entrances and street frontage.	✓ Principle met Non-habitable rooms are located away from the street frontage.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Landscaping	Residential development should:	
	Provide substantial, high quality on-site landscaping, including screen planting and canopy trees along ground level front and side and rear boundaries.	✓ Principle met (through permit condition) Condition required. A landscape plan has not been provided as part of the application. Permit condition 2 would request a landscape plan. The proposal would be capable of providing high quality on-site landscaping including screen planting and canopy trees along the ground level front setback, and side and rear boundaries.
	Provide substantial, high quality landscaping along vehicular accessways.	✓ Principle met Indicative landscaping suggests the proposal would provide high quality landscaping along the vehicular accessway.
	Include the planting of at least one substantial canopy tree to each front setback and ground level secluded private open space area.	✓ Principle met (through permit condition) Condition required. A landscape plan has not been provided as part of the application. Permit condition 2.6 and 2.7 would request a landscape plan with at least two substantial canopy trees within the front setback (one per dwelling) and at least one canopy tree to each ground level secluded private open space area.
	Planting trees that are common to and perform well in the area.	✓ Principle met (through permit condition) Condition required. A landscape plan has not been provided as part of the application. Permit condition 2 would request a landscape plan.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Avoid the removal of existing mature trees by incorporating their retention into the site design.	✓ Principle met In terms of on-site trees, trees are proposed to be removed to accommodate the development, and do not require a permit to be removed.
	Use landscaping to soften the appearance of the built form when viewed from the street and to respect the amenity of adjoining properties.	✓ Principle met (through permit condition) The proposal would set aside 66.4% of the front setback for landscaping, which would soften the built form when viewed from the street. Permit condition 2.7 would request a landscape plan with at least two substantial canopy trees within the front setback (one per dwelling). This would soften the appearance of the built form when viewed from the street to respect the amenity of the adjoining properties.
	Ensure that landscaping also addresses the Safety Design Principles.	✓ Principle met Future landscaping can be provided to address the safety design principles.
	Canopy trees should be planted in well proportioned setbacks/private open space that are sufficient to accommodate their future growth to maturity.	✓ Principle met (through permit condition) A landscape plan has not been provided, however the rear yard and front setbacks have adequate open space to allow for a substantial canopy tree. Permit condition 2.6 would request at least one canopy tree to each ground level secluded private open space area.
	Landscaping should minimise the impact of increased storm water runoff through water sensitive urban design and reduced impervious surfaces.	✓ Principle met The proposal exceeds the requirements of Standard B9 (Permeability) of Clause 55.03-4. Setbacks are sufficient, and will allow for adequate landscaping to increase stormwater retention and increase permeability.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Landscaping should be sustainable, drought tolerant, and include indigenous species and be supported through the provision of rainwater tanks.	✓ Principle met (through permit condition) A landscape plan has not been provided as part of the application. Permit condition 2 would request a landscape plan that considered the species of landscaping.
Car parking	The existing level of on-street car parking should be maintained by avoiding second crossovers on allotments with frontage widths less than 17 metres.	✓ Principle met The allotment has a frontage of 17.37 metres and dual crossovers are allowable.
	On-site car parking should be: - Well integrated into the design of the building, - Generally hidden from view or appropriately screened where necessary, - Located to the side or rear of the site so as to not dominate the streetscape and to maximise soft landscaping opportunities at ground level.	✓ Principle met Each dwellings garage is setback from the frontage to limit dominance to the streetscape
	Where car parking is located within the front setback it should be: - Fully located within the site boundary; and - Capable of fully accommodating a vehicle between a garage or carport and the site boundary.	✓ Principle met Tandem spaces are located within the front setback and would be fully located within the site boundary.
	Developments with basement car parking should consider flooding concerns where applicable.	✓ Principle met Basement parking not proposed.
Setbacks, front boundary and width	Residential developments should:	
	Provide a front setback with fence design and height in keeping with the predominant street pattern.	✓ Principle met The front setback complies with Standard B6 and would be in keeping with the predominant street pattern.
	Maintain the apparent frontage width pattern.	✓ Principle met
	Provide appropriate side setbacks between buildings to enable screen planting where required, and at least one generous side setback to enable the retention of trees and/or the planting and future growth of trees to maturity.	✓ Principle met Appropriate side setbacks have been provided, that will allow for screening planting.
	Provide open or low scale front fences to allow a visual connection between landscaping in front gardens and street tree planting.	✓ Principle met No front fence proposed

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Private open space	All residential developments should provide good quality, useable private open space for each dwelling directly accessible from the main living area.	✓ Principle met Each dwelling exceeds the minimum requirements of secluded private open space of Standard B28 (Private open space), as varied by Schedule 1 to the Neighbourhood Residential Zone. The private open spaces are easily accessible from the main ground floor living areas.
	Ground level private open space areas should be able to accommodate boundary landscaping, domestic services and outdoor furniture so as to maximise the useability of the space.	✓ Principle met Large private open space areas provided, which will be able to accommodate boundary landscaping, services and outdoor furniture, and will maximise the useability of the space.
	Private open space should be positioned to maximise solar access.	✓ Principle met The secluded private open space is located on the north side of the development.
	Upper floor levels of the same dwelling should avoid encroaching secluded private open space areas to ensure the solar access, useability and amenity of the space is not adversely affected.	✓ Principle met The upper floor levels of the dwellings do not encroach on the secluded private open space below.
	Upper level dwellings should avoid encroaching the secluded private open space of a separate lower level dwelling so as to ensure good solar access and amenity for the lower level dwelling.	✓ Principle met Apartments not proposed.
Bulk & Built Form	All residential developments should respect the dominant façade pattern of the streetscape by: - Using similarly proportioned roof forms, windows, doors and verandahs; and - Maintaining the proportion of wall space to windows and door openings.	✓ Principle met The proposal has similar materials found in existing dwellings in the surrounding area. The proposed materials include brick at ground floor, with a render cladding for the upper floor, with a pitched roof with eaves.
	Balconies should be designed to reduce the need for screening from adjoining dwellings and properties.	✓ Principle met Balconies not proposed
	The development of new dwellings to the rear of existing retained dwellings is discouraged where: - The siting of the retained dwelling would not enable an acceptable future site layout for either the proposed or future dwelling; or - The retention of the existing dwelling detracts from the identified future character.	✓ Principle met Existing dwelling to be demolished.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	On sites adjacent to identified heritage buildings, infill development should respect the adjoining heritage by: • Not exceeding the height of the neighbouring significant building; • Minimising the visibility of higher sections of the new building; and • Setting higher sections back at least the depth of one room from the frontage.	✓ Principle met Site not adjacent to any identified heritage buildings.
Site Design	Residential development should:	
	Preserve the amenity of adjoining dwellings through responsive site design that considers the privacy, solar access and outlook of adjoining properties.	✓ Principle met No issues identified in regards to overlooking and overshadowing in the Clause 55 assessment above.
	Maximise thermal performance and energy efficiency of the built form by addressing orientation, passive design and fabric performance	✓ Principle met The plans provided indicate that the dwellings receive adequate solar access, and do not unreasonably impact the energy efficiency of adjoining neighbours.
	Ensure that building height, massing articulation responds sensitively to existing residential interfaces, site circumstances, setbacks and streetscape and reduces the need for screening.	✓ Principle met The proposed built form responds sensitively to existing residential interfaces, site circumstances, setbacks and streetscape
	Provide sufficient setbacks (including the location of basements) to ensure the retention of existing trees and to accommodate the future growth of new trees.	✓ Principle met Sufficient setbacks provided to accommodate the future growth of new trees
	Provide suitable storage provisions for the management of operational waste	✓ Principle met (with permit condition) Permit condition 1.2 would request the site services, including bins, to be shown on plans. However, bins can be suitably accommodated within the development.
Materials & Finishes	Appropriately located suitable facilities to encourage public transport use, cycling and walking.	✓ Principle met
	Residential development should:	
	Use quality, durable building materials and finishes that are designed for residential purposes.	✓ Principle met Proposed materials of brick and render cladding are similar to those found in surrounding residential developments.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Avoid the use of commercial or industrial style building materials and finishes.	✓ Principle met Materials are suited to residential developments. ✓ Principle met The proposal is well articulated through variation to materials and forms. Repetitive and excessive use of materials has been avoided. ✓ Principle met A simple palette of colours and materials have been utilised to ensure that the proposal maintains a simple design, without excess use of certain colours. ✓ Principle met The materials are durable and typical for residential developments.
	Avoid using materials such as rendered cement sheeting, unarticulated surfaces and excessive repetitive use of materials.	
	Use a consistent simple palette of materials, colours finishes and architectural detailing.	
	Maximise the ongoing affordability and sustainability of residential developments through the selection of low maintenance, resource and energy efficient materials and finishes that can be reasonably expected to endure for the life of the building.	
Domestic services normal to a dwelling and Building services	In order to minimise the impact of domestic and building services on the streetscape, adjacent properties, public realm and amenity of future residents, new residential development should:	
	Ensure that all domestic and building services are visually integrated into the design of the building and appropriately positioned or screened so as to not be seen from the street or adjoining properties.	✓ Principle met (with permit condition) Site services have not been shown on plans. Permit condition 1.2 would request plans to be updated to show bins, mailboxes ✓ Principle met As above.
	Be designed to avoid the location of domestic and building services: • Within secluded private open space areas, including balconies; and • Where they may have noise impacts on adjoining habitable rooms and secluded private open space areas.	
Internal Amenity	Residential development should:	
	Ensure that dwelling layouts have connectivity between the main living area and private open space.	✓ Principle met Secluded private open space areas and living rooms areas all have direct connections. ✓ Principle met
	Be designed to avoid reliance on borrowed light to habitable rooms.	

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Ensure that balconies and habitable room windows are designed and located to reduce the need for excessive screening.	✓ Principle met All screening proposed is required under Clause 55, and in particular Standard B22. Ground level living is proposed and reduces the need for screening.
	Ensure that dwellings without ground level main living areas meet the Standards of Clauses 55.03-5, 55.04-1, 6 & 7, 55.05-3, 4 & 5.	✓ Principle met Ground level living is proposed.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 22.09-3.4 Design principles for Limited Change Areas – Neighbourhood Residential Zone (NRZ)**

Titles & Objectives	Principles	Principle met/Principle not met/NA
Preferred housing type	The preferred housing type for the Limited Change Area is low density.	✓ Principle met Low density housing proposed on the site, with significant private open space areas provides for each dwelling; compliant front and rear setbacks; significant landscaping capabilities on the site and good quality internal amenity. Overall, the proposal integrates with the existing streetscape and incorporates a variety of elements from neighbouring dwellings.
Building Height	The preferred maximum building height for land within the NRZ1 is up to 2 storeys, including ground level.	✓ Principle met A maximum of two storeys proposed
Landscaping	Residential development should incorporate substantial landscaping to create a landscaped character, particularly canopy trees in front and rear gardens; and to protect the outlook of adjoining properties	✓ Principle met The intent to provide substantial landscaping is clear with sufficient setbacks available within the front, side and rear of each property for landscaping opportunities
Car parking	Garages and car parking areas should be located behind buildings, generally hidden from view or recessed so as to not dominate the streetscape.	✓ Principle met Parking, paving and car access would not dominate the street

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Setbacks, front boundary and width	Car access, parking and paving within the front boundary setback should be limited in order to maximise the opportunity for soft landscaping.	✓ Principle met The allotment has a frontage of 17.37 metres and dual crossovers are allowable. The proposal would set aside 66.4% of the front setback for landscaping, which would maximise the opportunity for landscaping. Ultimately, indicative landscaping on the plans demonstrate that significant landscaping will be available across the entirety of the frontage. Furthermore, permit condition 2.7 would request a landscape plan with at least two substantial canopy trees within the front setback (one per dwelling), to ensure high quality landscaping within the front setback.
Private open space	Residential development should provide ground level secluded private open space at the side or rear of each dwelling to avoid the need for excessive screening or high front fencing.	✓ Principle met The secluded private open space is located to the rear of each dwelling.
Bulk & Built Form	Residential development should: Ensure that the built form respects the scale of existing prevailing built form character and responds to site circumstances and streetscape;	✓ Principle met The design response demonstrates that the built form respects the scale of existing prevailing built form character, responding to site circumstances and streetscape The proposal concentrates the primarily bulk to the site frontage to mitigate any visual bulk to the surround.

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Provide separation between dwellings at the upper level;	* Principle not met As the proposal is for a side-by-side typology, no separation of the upper level has been provided. The first floor footprints of Dwelling 1 and Dwelling 2 are considered to be appropriate in their context for the following reasons: • The first floor of Dwelling 2 aligns with the garage and driveway and garage at 15 Eagle Drive • A very small component of the first floor is visible from 19 Eagle Drive's secluded private open space area, their main secluded private open space is offset from the proposed first floor. • The proposal has been well articulated through varied side setbacks and materials on the all elevations • Ground level eaves have been provided on the side and rear elevations which would contribute to breaking up the visual bulk of the building. • A single dwelling could be built on this site without a requirement for a Planning Permit that could be much larger than the proposed development; • The proposed front and rear setbacks are considerable and reduce the appearance of bulk from the public realm and property to the rear; and • The upper floor built form of proposed dwelling 1 is setback a minimum of 2.288 metres from the common boundary/secluded private open space area.
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If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Retain spines of open space at the rear of properties to maximise landscaping opportunities and protect private secluded open space; Position more intense and higher elements of built form towards the front and centre of a site, transitioning to single storey elements to the rear of the lot. The rearmost dwelling on a lot should be single storey to ensure the identified future character of the area and the amenity of adjoining properties is respected by maximising landscaping opportunities and protecting the amenity of adjoining private secluded open space. Two storey dwellings to the rear of a lot may be considered where: • The visual impact of the building bulk does not adversely affect the identified future character of the area; • Overlooking and/or overshadowing does not adversely affect the amenity of neighbouring properties; • The building bulk does not adversely affect the planting and future growth of canopy trees to maturity; • Sufficient side and rear boundary landscaping can be provided to screen adjoining properties; • Upper storey components are well recessed from adjoining sensitive interfaces. Residential development should provide a level of visual interest through the use of contrast, texture and variation of materials.	✓ Principle met A spine of open space is retained at the rear and maximises landscaping opportunities ✓ Principle met ✓ Principle met ✓ Principle met The proposal utilises a mixture of materials and finishes to improve visual articulation
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Note: Other requirements also apply. These can be found at the schedule to the applicable zone.

If the details of the attachment are unclear please contact Governance on 8571 5309.

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION – NO. 17 EAGLE DRIVE, NOBLE PARK
NORTH (PLANNING APPLICATION PLN19/0240)**

ATTACHMENT 4

CLAUSE 55 ASSESSMENT

PAGES 32 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Assessment Table - Two or More Dwellings on a Lot and Residential Buildings (Clause 55)****Clause 55.02-1 Neighbourhood character objectives**

Title & Objective	Standard (Summarised)	Standard Met/Standard Not Met/NA
Standard B1	The design response must be appropriate to the neighbourhood and the site.	✓ Standard met Complies. See Clause 22.09 assessment. The design response is appropriate to the neighbourhood and the context, which seeks to respect the preferred future character of the land and minimise any amenity impact to adjoining interfaces. The design response has considered the characteristics of the site and context of surrounding area ensuring that amenity impacts by way of overshadowing, overlooking, reduction in energy efficiency, visual bulk and the like are limited.
	The proposed design response must respect the existing or preferred neighbourhood character and respond to the features of the site.	✓ Standard met Complies. See Clause 22.09 assessment. The proposed design response respects the preferred neighbourhood character of the Limited Change Area by providing low density housing typology in the form of side by side double storey townhouses. The proposal would be able to incorporate adequate landscaping treatments across the site. The front, side and rear setback areas have sufficient space for canopy planting, ensuring that the landscape character is improved across the site, and the landscaped rear yard character is maintained The double storey design is focused at the front of the site in a side-by-side arrangements, thus limiting any built form to the side/rear of the site where interfaces are most sensitive Overall the proposal is considered to respect the preferred future character for the site
Decision	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Guidelines	The neighbourhood and site description.	
	The design response.	
Objectives	To ensure that the design respects the existing neighbourhood character or contributes to a preferred neighbourhood character.	
	To ensure that development responds to the features of the site and the surrounding area.	

Clause 55.02-2 Residential policy objectives		
Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B2	An application must be accompanied by a written statement to the satisfaction of the responsible authority that describes how the development is consistent with any relevant policy for housing in the SPPF and the LPPF, including the MSS and local planning policies.	Standard met Complies. See Clause 22.09 Assessment. The application was accompanied by a written statement describing how the development is consistent with the relevant policies for housing to the satisfaction of Council.
Decision Guidelines	The SPPF and the LPPF including the MSS and local planning policies.	
	The design response.	
Objectives	To ensure that residential development is provided in accordance with any policy for housing in the SPPF and the LPPF, including the MSS and local planning policies.	
	To support medium densities in areas where development can take advantage of public and community infrastructure and services.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.02-3 Dwelling diversity objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B3	Developments of ten or more dwellings should provide a range of dwelling sizes and types, including: - Dwellings with a different number of bedrooms. - At least one dwelling that contains a kitchen, bath or shower, and a toilet and wash basin at ground floor level.	Not Applicable Only two (2) dwellings proposed
Objective	To encourage a range of dwellings sizes and types in developments of ten or more dwellings.	

Clause 55.02-4 Infrastructure objectives

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B4	Development should be connected to reticulated services, including reticulated sewerage, drainage, electricity and gas, if available.	Standard met The site is in an established residential area and can be connected to services.
	Development should not unreasonably exceed the capacity of utility services and infrastructure, including reticulated services and roads.	Standard met The site is in an established residential area and can be connected to services. If a permit is to be granted, standard permit conditions to be included on the permit in relation to stormwater discharge.
	In areas where utility services or infrastructure have little or no spare capacity, developments should provide for the upgrading of or mitigation of the impact on services or infrastructure.	Standard met The site is in an established residential area and can be connected to services. If a permit is to be granted, standard permit conditions to be included on the permit in relation to stormwater discharge.
Decision Guidelines	The capacity of the existing infrastructure.	
	In the absence of reticulated sewerage, the capacity of the development to treat and retain all wastewater in accordance with the SEPP (Waters of Victoria) under the EPA 1970. If the drainage system has little or no spare capacity, the capacity of the development to provide for stormwater drainage mitigation or upgrading of the local drainage system.	
Objectives	To ensure development is provided with appropriate utility services and infrastructure.	
	To ensure development does not unreasonably overload the capacity of utility services and infrastructure.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.02-5 Integration with the street objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B5	Developments should provide adequate vehicle and pedestrian links that maintain or enhance local accessibility.	✓ Standard met The vehicle and pedestrian links provided are appropriate for the site. Logical vehicular access is provided, with each dwelling benefitting from an individual accessway.
	Developments should be oriented to front existing and proposed streets.	✓ Standard met Both dwellings are oriented towards Eagle Drive.
	High fencing in front of dwellings should be avoided if practicable.	✓ Standard met No front fence proposed
	Development next to existing public open space should be laid out to complement the open space.	✓ Standard met The site is not located next to existing public open space
Decision Guidelines	Any relevant urban design objective, policy or statement set out in this scheme. The design response.	
Objective	To integrate the layout of development with the street.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-1 Street setback objective**

Title & Objective	Standards			Standard Met/Standard Not Met/NA
Standard B6	Walls of buildings should be set back from streets at least the distance specified in a schedule to the zone: RGZ: 5 metres or as per Table B1, whichever is the lesser. GRZ: 7.5 metres or as per Table B1, whichever is the lesser. NRZ: As per Table B1. Table B1 Street setback			Standard met The porch height varies and has a maximum height of 3.59 metres, and is an allowable encroachment into the standard. There is an existing building on both abutting allotments facing the same street. No.19 Eagle Drive is setback 7.794 metres from the frontage No.15 Eagle Drive is setback 7.748 metres from the street. The average setback is 7.771 metres. The proposal is setback 7.775 metres from the street, and complies.
	Development context	Minimum setback from front street (metres)	Minimum setback from a side street (metres)	
	There is an existing building on both the abutting allotments facing the same street, and the site is not on a corner.	The average distance of the setbacks of the front walls of the existing buildings on the abutting allotments facing the front street or 9 metres, whichever is the lesser.	Not applicable	
	There is an existing building on one abutting allotment facing the same street and no existing building on the other abutting allotment facing the same street, and the site is not on a corner.	The same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser.	Not applicable	
	There is no existing building on either of the abutting allotments facing the same street, and the site is not on a corner.	6 metres for streets in a Road Zone, Category 1, and 4 metres for other streets.	Not applicable	
	The site is on a corner.	If there is a building on the abutting allotment facing the front street, the same distance as the setback of the front wall of the existing building on the abutting allotment facing the front street or 9 metres, whichever is the lesser. If there is no building on the abutting allotment facing the front street, 6 metres for streets in a Road Zone, Category 1, and 4 metres for other streets.	Front walls of new development fronting the side street of a corner site should be setback at least the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 3 metres, whichever is the lesser. Side walls of new development on a corner site should be setback the same distance as the setback of the front wall of any existing building on the abutting allotment facing the side street or 2 metres, whichever is the lesser.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
	The design response.	
	Whether a different setback would be more appropriate taking into account the prevailing setbacks of existing buildings on nearby lots.	
	The visual impact of the building when viewed from the street and from adjoining properties.	
Objective	The value of retaining vegetation within the front setback.	
	To ensure that the setbacks of buildings from a street respect the existing or preferred neighbourhood character and make efficient use of the site.	

Clause 55.03-2 Building height objective

Standards		Standard Met/Standard Not Met/NA
Title & Objective	Standard B7	Standard met The proposal would have a maximum height of 8.8 metres and 2 storeys, and would comply with the 11 metre / 3 storey maximum.
	The maximum building height should not exceed the maximum height specified in the zone, schedule to the zone or an overlay that applies to the land. RGZ: 13.5 metres discretionary maximum (refer Clause 32.07-8 for details) GRZ: 11 metres / 3 storeys mandatory maximum (refer Clause 32.08-9) NRZ: 9 metres / 2 storeys mandatory maximum (refer Clause 32.09-9)	N/A
	If no maximum height is specified in the zone, schedule to the zone or an overlay, the maximum building height should not exceed 9 metres, unless the slope of the natural ground level at any cross section wider than 8 metres of the site of the building is 2.5 degrees or more, in which case the maximum building height should not exceed 10 metres.	
	Changes of building height between existing buildings and new buildings should be graduated.	Standard met Surrounding dwellings are comprised of single storeys. Proposed is double.
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
	Any maximum building height specified in the zone, a schedule to the zone or an overlay applying to the land.	
	The design response.	
	The effect of the slope of the site on the height of the building.	
Objective	The relationship between the proposed building height and the height of existing adjacent buildings.	
	The visual impact of the building when viewed from the street and from adjoining properties.	
Objective	To ensure that the height of buildings respects the existing or preferred neighbourhood character	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-3 Site coverage objective**

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B8		The site area covered by buildings should not exceed: - The maximum site coverage specified in a schedule to the zone, or - If no maximum site coverage is specified in a schedule to the zone, 60 per cent. <u>RGZ1: 70%</u> <u>RGZ2: 70%</u> <u>RGZ3: 70%</u> <u>GRZ1: 60% (none specified)</u> <u>GRZ2: 60% (none specified)</u> <u>NRZ1: 50%</u>	✖ Standard not met 273.3 square metres – 50.89%
Decision Guidelines		Any relevant neighbourhood character objective, policy or statement set out in this scheme.	The variation sought is minor, when considering the decision guidelines the variation is appropriate for the following reasons: - The Neighbourhood Character Objectives of Clause 1.0 to Schedule 1 to Clause 32.09 require developments to <i>maximise opportunities to create high quality landscaping through minimal paving and the use of permeable ground surfaces</i>. It is considered that the driveways could be constructed with permeable materials; - The site coverage of adjoining lots are well below the preferred 50% maximum; and - The visual bulk of the building is considered acceptable as the double storey design is focused around the site frontage with side-by-side arrangements, thus limiting any built form to the side/rear of the site where interfaces are most sensitive. - Due to adequate landscaping provision and an appropriate design response, the marginal increase in site coverage is considered acceptable in this instance.
		The design response.	
		The existing site coverage and any constraints imposed by existing development or the features of the site.	
		The site coverage of adjacent properties	
		The effect of the visual bulk of the building and whether this is acceptable in the neighbourhood.	
Objective		To ensure that the site coverage respects the existing or preferred neighbourhood character and responds to the features of the site.	✔ Objective met Subject to a condition of permit, the proposed site coverage would respect the preferred neighbourhood character and would respond to features of the site.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-4 Permeability objectives**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B9	The site area covered by the pervious surfaces should be at least: • The minimum areas specified in a schedule to the zone, or • If no minimum is specified in a schedule to the zone, 20 per cent of the site. <u>RGZ1: 20%</u> <u>RGZ2: 20% (none specified)</u> <u>RGZ3: 20% (none specified)</u> <u>GRZ1: 30%</u> <u>GRZ2: 20% (none specified)</u> <u>NRZ1: 40%</u>	Standard met The proposal would have a permeable area of 220.23 square metres (40.98%) of the site, and would comply with the 40% maximum
Decision Guidelines	The design response. The existing site coverage and any constraints imposed by existing development. The capacity of the drainage network to accommodate additional stormwater. The capacity of the site to absorb run-off. The practicality of achieving the minimum site coverage of pervious surfaces, particularly on lots of less than 300 square metres.	
Objectives	To reduce the impact of increased stormwater run-off on the drainage system. To facilitate on-site stormwater infiltration.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-5 Energy efficiency objectives**

Standards		Standard Met/Standard Not Met/NA
Title & Objective Standard B10	Buildings should be: - Oriented to make appropriate use of solar energy. - Sited and designed to ensure that the energy efficiency of existing dwellings on adjoining lots is not unreasonably reduced. - Sited and designed to ensure that the performance of existing rooftop solar energy facilities on dwellings on adjoining lots in a General Residential Zone, Neighbourhood Residential Zone or Township Zone are not unreasonably reduced. The existing rooftop solar energy facility must exist at the date the application is lodged.	Standard met The living areas and seclude private open space is located on the north side of the dwellings. Both dwellings would have a number of ground and upper floor north facing windows. Generally, dwellings have been oriented to make appropriate use of solar energy. The dwellings have been sited and designed to not unreasonably reduce the energy efficiency of adjoining dwellings. Neighbouring dwellings do not feature rooftop solar panels.
	Living areas and private open space should be located on the north side of the development, if practicable.	Standard met The living areas and seclude private open space is located on the north side of the dwellings.
	Developments should be designed so that solar access to north-facing windows is maximised.	Standard met Both dwellings would have a number of ground and upper floor north facing windows. and the proposal has been designed so that solar access to north-facing windows has been maximised.
Decision Guidelines	The design response.	
	The size, orientation and slope of the lot.	
	The existing amount of solar access to abutting properties.	
	The availability of solar access to north-facing windows on the site.	
Objectives	To achieve and protect energy efficient dwellings and residential buildings.	
	To ensure the orientation and layout of development reduce fossil fuel energy use and make appropriate use of daylight and solar energy.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-6 Open space objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B11	If any public or communal open space is provided on site, it should: • Be substantially fronted by dwellings, where appropriate. • Provide outlook for as many dwellings as practicable. • Be designed to protect any natural features on the site. • Be accessible and useable.	Not Applicable No communal open space proposed
Decision Guidelines	Any relevant plan or policy for open space in the SPPF and the LPPF, including the MSS and local planning policies. The design response.	
Objective	To integrate the layout of development with any public and communal open space provided in or adjacent to the development.	

Clause 55.03-7 Safety objective

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B12	Entrances to dwellings and residential buildings should not be obscured or isolated from the street and internal accessways. Planting which creates unsafe spaces along streets and accessways should be avoided. Developments should be designed to provide good lighting, visibility and surveillance of car parks and internal accessways.	Standard met Entries are not obscured or isolated, and are delineated by porches. Both dwelling entries are oriented towards Eagle Drive. Standard met A landscape plan has not been submitted as part of the proposal. Indicative landscaping highlights that planting would not reduce visibility, and unsafe planting has been avoided. Standard not met Condition required. Natural surveillance of the car parking areas and internal accessway possible, through a number of ground and upper floor habitable room windows. Motion sensor lighting has not been provided to the garages. Permit condition 1.1 would be placed on the permit, requesting high mounted sensor lighting to the dwelling entries and garage.

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Private spaces within developments should be protected from inappropriate use as public thoroughfares.	✓ Standard met Private spaces are fenced or delineated by fencing, built form or landscaping.
Decision Guidelines	The design response.	
Objectives	To ensure the layout of development provides for the safety and security of residents and property.	✓ Objective met Subject to permit condition 1.1, the layout of the development will provide for the safety and security of residents and property.
Clause 55.03-6 Landscaping objectives		
Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B13	The landscape layout and design should: • Protect any predominant landscape features of the neighbourhood. • Take into account the soil type and drainage patterns of the site. • Allow for intended vegetation growth and structural protection of buildings. • In locations of habitat importance, maintain existing habitat and provide for new habitat for plants and animals. • Provide a safe, attractive and functional environment for residents. Development should provide for the retention or planting of trees, where these are part of the character of the neighbourhood. Development should provide for the replacement of any significant trees that have been removed in the 12 months prior to the application being made The landscape design should specify landscape themes, vegetation (location and species), paving and lighting. Development should meet any additional landscape requirements specified in a schedule to the zone. <u>All schedules to all residential zones:</u> <u>"70% of ground level front setback, and side and rear setbacks, planted with substantial landscaping and canopy trees."</u> Any relevant neighbourhood character objective, policy or statement set out in this scheme.	Standard Met/Standard Not Met/NA * Standard not met - Condition required. A landscape plan has not been provided as part of the application. The intent to provide substantial landscaping across the site is clear with sufficient setback areas available for canopy planting If a permit were to be granted, permit condition 2 would request this as part of the landscape plan. ✓ Standard met Vegetation is proposed to be removed and would not form a part of the character of the neighbourhood. ✓ Standard met No known significant trees to have been removed in the last 12 months. * Standard not met - Condition required. A landscape plan has not been submitted as part of this application. Permit condition 2 would request a landscape plan. * Standard not met - Condition required. The proposal would set aside 66.44% (89.5 square metres) of the front setback for landscaping. Permit 2.6 would request two canopy trees within the front setback. Whilst the proposal fails to meet the minimum
Decision		

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Guidelines	Any relevant plan or policy for landscape design in the SPPF and the LPPF, including the MSS and local planning policies. The design response. The location and size of gardens and the predominant plant types in the neighbourhood. The health of any trees to be removed. Whether a tree was removed to gain a development advantage.	landscaping requirement, it is a minor variation of 3.56%. Ultimately, indicative landscaping on the plans demonstrate that significant landscaping will be available across the entirety of the frontage. Furthermore, condition 2.6 would request two substantial canopy trees (one per dwelling) to screen the built form when viewed from the street.
Objectives	To encourage development that respects the landscape character of the neighbourhood. To encourage development that maintains and enhances habitat for plants and animals in locations of habitat importance. To provide appropriate landscaping. To encourage the retention of mature vegetation on the site.	✓ Objective met The objective is still considered to be achieved, with appropriate landscaping area available and potential for an improved landscaped character on site, subject to permit conditions.

Clause 55.03-9 Access objective

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B14	The width of accessways or car spaces should not exceed: • 33 per cent of the street frontage, or • if the width of the street frontage is less than 20 metres, 40 per cent of the street frontage. No more than one single-width crossover should be provided for each dwelling fronting a street. The location of crossovers should maximise retention of on-street car parking spaces. The number of access points to a road in a Road Zone should be minimised.	✓ Standard met Accessways should not exceed 6.948 metres. Proposed (combined) are 6 metres. ✓ Standard met Two single width crossovers fronting the street. ✓ Standard met Dual crossovers proposed on an allotment greater than 17 metres. ✓ Standard met Eagle Drive is not a road in a Road Zone ✓ Standard met
Decision Guidelines	The design response. The impact on neighbourhood character. The reduction of on-street car parking spaces. The effect on any significant vegetation on the site and footpath.	
Objectives	To ensure the number and design of vehicle crossovers respects the neighbourhood character.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.03-10 Parking location objectives**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B15	Car parking facilities should: • Be reasonably close and convenient to dwellings and residential buildings. • Be secure. • Be well ventilated if enclosed. Shared accessways or car parks of other dwellings and residential buildings should be located at least 1.5 metres from the windows of habitable rooms. This setback may be reduced to 1 metre where there is a fence at least 1.5 metres high or where window sills are at least 1.4 metres above the accessway.	Standard met Car parking is provided in single garages and tandem spaces. Proposed garages are well connected and integrated into the design of the dwelling, and will allow safe and efficient movement on and off the site.
Decision Guidelines	The design response.	Standard met The proposal benefits from individual accessways.
Objectives	To provide convenient parking for residents and visitors vehicles.	
	To protect residents from vehicular noise within developments.	

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

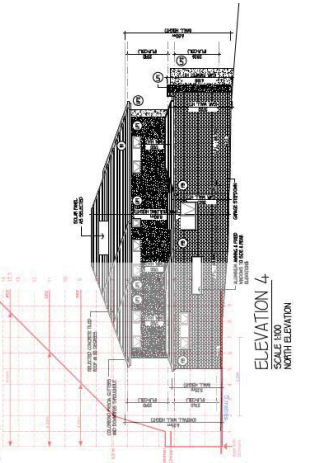
Clause 55.04-1 Side and rear setbacks objective		Standards	Standard Met/Standard Not Met/NA
Title & Objective	Standard B17		
	A new building not on or within 200mm of a boundary should be setback from side or rear boundaries: - At least the distance specified in a schedule to the zone, or NRZ1: "A building wall opposite an area of secluded private open space or a window to a living room of an existing dwelling should be setback a minimum of 2 metres." - If no distance is specified in a schedule to the zone, 1 metre, plus 0.3 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres. Diagram B1 Side and rear setbacks	A new building not on or within 200mm of a boundary should be setback from side or rear boundaries: - At least the distance specified in a schedule to the zone, or NRZ1: "A building wall opposite an area of secluded private open space or a window to a living room of an existing dwelling should be setback a minimum of 2 metres." - If no distance is specified in a schedule to the zone, 1 metre, plus 0.3 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres. Diagram B1 Side and rear setbacks	Standard Met/Standard Not Met/NA Standard not met Dwelling 1 would abut an area of adjoining secluded private open space and would only be setback 1.2 metres and would fail to comply with the varied requirements of Standard B17, as varied by Schedule 1 to the Neighbourhood Residential Zone. Standard B17 as set by Clause 55 has been met: Side setbacks: West elevation EAST ELEVATION SCALE 1:100 WEST ELEVATION East elevation

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

ELEVATION 3 SCALE 1:100 EAST ELEVATION REAR SETBACKS: SOUTH ELEVATION	
ELEVATION 2 SCALE 1:100 SOUTH ELEVATION North elevation	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

		
	Sunblinds, verandahs, porches, eaves, fascias, gutters, masonry chimneys, flues, pipes, domestic fuel or water tanks, and heating or cooling equipment or other services may encroach not more than 0.5 metres into the setbacks of this standard. Landings having an area of not more than 2 square metres and less than 1 metre high, stairways, ramps, pergolas, shade sails and carports may encroach into the setbacks of this standard.	✓ Standard met
	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	✓ Standard met
Decision Guidelines	The design response.	When considering the decision guidelines, the objective has been met for the following reasons: - The proposal would comply with the neighbourhood character objectives as outlined in subsection 1.0 of Schedule 1 to Clause 32.09, in particular: - The proposal would provide setbacks that respond to the existing site circumstances, in that all walls are off the boundary. Each adjoining dwelling would have a wall on boundary, and these are a common feature within the surrounding area; and - The side setbacks would allow for substantial high quality landscaping, which would protect the amenity of the adjoining dwellings. - No.19 Eagle Drive to the north has a large secluded private open space area and would not result in an amenity impact. - A variation of less than 800mm is appropriate due to the surrounding context which includes the rear of a dwelling and garage at No. 19 Eagle Drive. The primary secluded private open space area is considered to be offset from the living room and pantry to dwelling 1 and other landscaping
	The impact on the amenity of the habitable room windows and secluded private open space of existing dwellings.	
	Whether the wall is opposite an existing or simultaneously constructed wall built to the boundary.	
	Whether the wall abuts a side or rear lane.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Objectives	To ensure that the height and setback of a building from a boundary respects the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings.	opportunities exist on the subject site.
		Objective met For the reasons listed above, it is considered that the 1.2 metres setback from the west boundary would respect the existing neighbourhood character, as all adjoining lots would have walls constructed on the boundary.
Clause 55.04-2 Walls on boundaries objective		
Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B18	A new wall constructed on or within 200mm of a side or rear boundary of a lot or a carport constructed on or within 1 metre of a side or rear boundary of lot should not abut the boundary: • For a length of more than the distance specified in the schedule to the zone; or • If no distance is specified in a schedule to the zone, for a length of more than: - 10 metres plus 25 per cent of the remaining length of the boundary of an adjoining lot, or - Where there are existing or simultaneously constructed walls or carports abutting the boundary on an abutting lot, the length of the existing or simultaneously constructed walls or carports, whichever is the greater. A new wall or carport may fully abut a side or rear boundary where slope and retaining walls or fences would result in the effective height of the wall or carport being less than 2 metres on the abutting property. A building on a boundary includes a building set back up to 200mm from a boundary. The height of a new wall constructed on or within 200 mm of a side or rear boundary or a carport constructed on or within 1 metre of a side or rear boundary should not exceed an average of 3.2 metres with no part higher than 3.6 metres unless abutting a higher existing or simultaneously constructed wall.	Standard met No proposed walls on boundaries Standard met No proposed walls on boundaries Standard met No proposed walls on boundaries Standard met No proposed walls on boundaries
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme. The design response. The extent to which walls on boundaries are part of the neighbourhood character. The impact on the amenity of existing dwellings. The opportunity to minimise the length of walls on boundaries by aligning a new wall on a boundary with an existing wall on a lot of an adjoining property. The orientation of the boundary that the wall is being built on.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	The width of the lot.
	The extent to which the slope and retaining walls or fences reduce the effective height of the wall.
	Whether the wall abuts a side or rear lane.
	The need to increase the wall height to screen a box gutter.
Objectives	To ensure that the location, length and height of a wall on a boundary respects the existing or preferred neighbourhood character and limits the impact on the amenity of existing dwellings.

Clause 55.04-3 Daylight to existing windows objective

Standards		Standard Met/Standard Not Met/NA
Title & Objective		
Standard B19	Buildings opposite an existing habitable room window should provide for a light court to the existing window that has a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky. The calculation of the area may include land on the abutting lot.	✓ Standard met All shown existing habitable room windows have a light court to the existing window that has a minimum area of 3 square metres and minimum dimension of 1m clear to the sky.
	Walls or carports more than 3 metres in height opposite an existing habitable room window should be set back from the window at least 50 per cent of the height of the new wall if the wall is within a 55 degree arc from the centre of the existing window. The arc may be swung to within 35 degrees of the plane of the wall containing the existing window. Diagram B2 Daylight to existing windows	✓ Standard met At the upper floor, dwelling 1 would have a wall of a proposed height of 6.6metres, and would require a setback of 3.3 metres. The proposal is setback 3.99 metres from the window.
Decision Guidelines	The design response. The extent to which the existing dwelling has provided for reasonable daylight access to its	

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

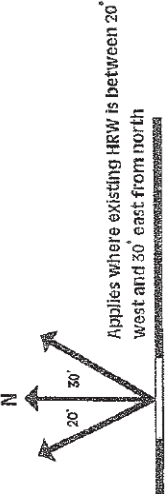
	habitable rooms through the siting and orientation of its habitable room windows.
	The impact on the amenity of existing dwellings.
Objective	To allow adequate daylight into existing habitable room windows.

Clause 55.04-4 North-facing windows objective

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B20 If a north-facing habitable room window of an existing dwelling is within 3 metres of a boundary on an abutting lot, a building should be setback from the boundary 1 metre, plus 0.6 metres for every metre of height over 3.6 metres up to 6.9 metres, plus 1 metre for every metre of height over 6.9 metres, for a distance of 3 metres from the edge of each side of the window.	Diagram B3 North-facing windows	Standard met No north facing windows within 3 metres of the boundary

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

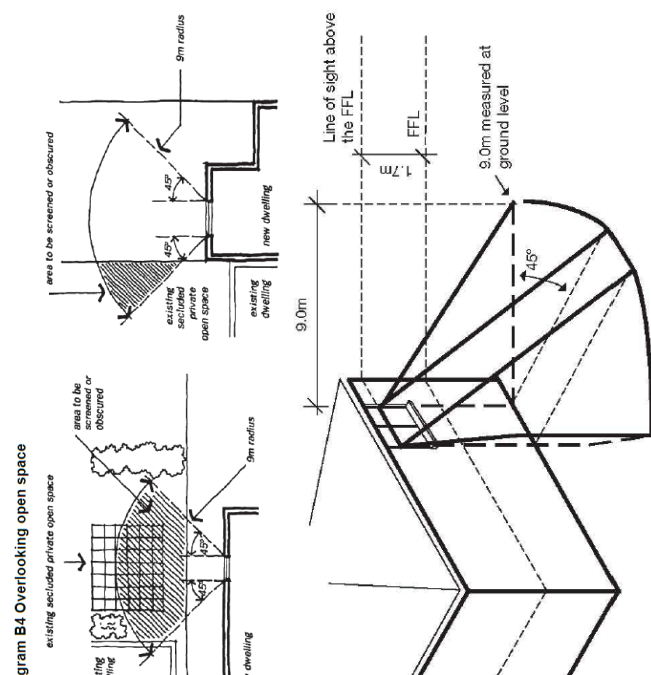
	A north facing window is a window with an axis perpendicular to its surface orientated north 20 degrees west to north 30 degrees east.  Applies where existing HRW is between 20° west and 30° east from north	
Decision Guidelines	The design response. Existing sunlight to the north-facing habitable room window of the existing dwelling. The impact on the amenity of existing dwellings.	
Objective	To allow adequate solar access to existing north-facing habitable room windows.	

Clause 55.04-5 Overshadowing open space objective

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B21	Where sunlight to the secluded private open space of an existing dwelling is reduced, at least 75 per cent, or 40 square metres with a minimum dimension of 3 metres, whichever is the lesser area, of the secluded private open space should receive a minimum of five hours of sunlight between 9am and 3pm on 22 Sept. If existing sunlight to the secluded private open space of an existing dwelling is less than the requirements of this standard, the amount of sunlight should not be further reduced.	Standard met The submitted shadow diagrams indicate that the proposal limits overshadowing to adjoining SPOS areas, with shadows primarily concentrated to non-sensitive areas on adjoining allotments
Decision Guidelines	The design response. The impact on the amenity of existing dwellings. Existing sunlight penetration to the secluded private open space of the existing dwelling. The time of day that sunlight will be available to the secluded private open space of the existing dwelling. The effect of a reduction in sunlight on the existing use of the existing secluded private open space.	Standard met
Objective	To ensure buildings do not significantly overshadow existing secluded private open space.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.04-6 Overlooking objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B22	A habitable room window, balcony, terrace, deck or patio should be located and designed to avoid direct views into the secluded private open space of an existing dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio. Views should be measured within a 45 degree angle from the plane of the window or perimeter of the balcony, terrace, deck or patio, and from a height of 1.7 metres above floor level. Diagram B4 Overlooking open space 	Standard met On the upper floor, on the north, east and south elevations, habitable room windows have a sill height of 1.7 metres above floor level.
	A habitable room window, balcony, terrace, deck or patio with a direct view into a habitable room window of existing dwelling within a horizontal distance of 9 metres (measured at ground level) of the window, balcony, terrace, deck or patio should be either: • Offset a minimum of 1.5 metres from the edge of one window to the edge of the other. • Have sill heights of at least 1.7 metres above floor level.	Standard met As above

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	- Have fixed, obscure glazing in any part of the window below 1.7 metre above floor level. - Have permanently fixed external screens to at least 1.7 metres above floor level and be no more than 25 per cent transparent.		
	Obscure glazing in any part of the window below 1.7 metres above floor level may be openable provided that there are no direct views as specified in this standard.	✓ Standard met As above	
	Screens used to obscure a view should be: - Perforated panels or trellis with a maximum of 25 per cent openings or solid translucent panels. - Permanent, fixed and durable. - Designed and coloured to blend in with the development.	✓ Standard met No screens proposed	
	The standard does not apply to a new habitable room window, balcony, terrace, deck or patio which faces a property boundary where there is a visual barrier at least 1.8 metres high and the floor level of the habitable room, balcony, terrace, deck or patio is less than 0.8 metres above ground level at the boundary.	✓ Standard met At ground floor, the fences exceed a height of 1.8 metres high and floor level of the habitable room windows is less than 0.8 metres above ground level.	
Decision Guidelines	The design response.		
	The impact on the amenity of the secluded private open space or habitable room window.		
	The existing extent of overlooking into the secluded private open space and habitable room window of existing dwellings.		
	The internal daylight to and amenity of the proposed dwelling or residential building.		
Objective	To limit views into existing secluded private open space and habitable room windows.		

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.04-7 Internal views objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B23	Windows and balconies should be designed to prevent overlooking of more than 50 per cent of the secluded private open space of a lower-level dwelling or residential building directly below and within the same development.	Standard met The required screening mechanisms are in place to mitigate against overlooking impacts. Standard conditions will apply.
Decision Guidelines	The design response.	
Objective	To limit views into the secluded private open space and habitable room windows of dwellings and residential buildings within a development.	

Clause 55.04-8 Noise impacts objectives

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B24	Noise sources, such as mechanical plant, should not be located near bedrooms of immediately adjacent existing dwellings. Noise sensitive rooms and secluded private open spaces of new dwellings and residential buildings should take into account of noise sources on immediately adjacent properties. Dwellings and residential buildings close to busy roads, railway lines or industry should be designed to limit noise levels in habitable rooms.	Standard met No noise sources apparent. Standard met No noise sources immediately adjacent dwellings. Standard met No noise sources apparent.
Decision Guidelines	The design response.	
Objectives	To contain noise sources within development that may affect existing dwellings. To protect residents from external noise.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.05-1 Accessibility objective**

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B25	Objective	The dwelling entries of the ground floor of dwellings and residential buildings should be accessible or able to be easily made accessible to people with limited mobility.	Standard met The dwelling entries include a small step, easily accessible for people with limited mobility. Amenities are provided at ground level.
		To encourage the consideration of the needs of people with limited mobility in the design of developments.	

Clause 55.05-2 Dwelling entry objective

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B26	Objective	Entries to dwellings and residential buildings should: • Be visible and easily identifiable from streets and other public areas. • Provide shelter, a sense of personal address and a transitional space around the entry.	Standard met Dwelling entries are visible and easily identifiable. Both entries have a porch which provides shelter and a sense of personal address.
		To provide each dwelling or residential building with its own sense of identity.	

Clause 55.05-3 Daylight to new windows objective

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B27	Objective	A window in a habitable room should be located to face: • An outdoor space clear to the sky or a light court with a minimum area of 3 square metres and minimum dimension of 1 metre clear to the sky, not including land on an abutting lot, or • A verandah provided it is open for at least on third of its perimeter, or • A carport provided it has two or more open sides and is open for at least on third of its perimeter.	Standard met All habitable room windows are located to face an outdoor space clear to the sky.
		The design response. Whether there are other windows in the habitable room which have access to daylight. To allow adequate daylight into new habitable room windows.	

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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.05-4 Private open space objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B28	A dwelling or residential building should have private open space of an area and dimensions specified in a schedule to the zone. RGZ1: None specified RGZ2: "As per B28; or a balcony or rooftop with a minimum area of 10 square metres with a minimum width of 2 metres that is directly accessible from a living room." RGZ3: "As per B28; or a balcony or rooftop with a minimum area of 10 square metres with a minimum width of 2 metres that is directly accessible from the main living area." GRZ1: "An area of 50 square metres of ground level, private open space, with an area of secluded private open space at the side or rear of the dwelling with a minimum area of 30 square metres and a minimum dimension of 5 metres and convenient access from a living room; or A balcony or rooftop with a minimum area of 10 square metres with a minimum width of 2 metres that is directly accessible from the main living area." GRZ2: "As per the B28 40 sq m requirement, with the 25 sq m of secluded private open space at ground level having a minimum dimension of 5 metres; or A balcony or rooftop with a minimum area of 10 square metres with a minimum width of 2 metres that is directly accessible from the main living area." NRZ1: "An area of 60 square metres of ground level, private open space, with an area of secluded private open space at the side or rear of the dwelling with a minimum area of 40 square metres with a minimum dimension of 5 metres and convenient access from a living room; or A balcony or rooftop with a minimum area of 10 square metres with a minimum width of 2 metres that is directly accessible from the main living area."	Standard met <u>Dwelling 1</u> Total private open space: 113.8 square metres Secluded private open space: 67.5 square metres, with a primary secluded private open space area of 44 square metres with a minimum dimension of 5.005 metres, with convenient access from a living room. <u>Dwelling 2</u> Total private open space: 112.5 square metres Secluded private open space: 67.3 square metres, with a primary secluded private open space area of 43 square metres with a minimum dimension of 5.005 metres, with convenient access from a living room.

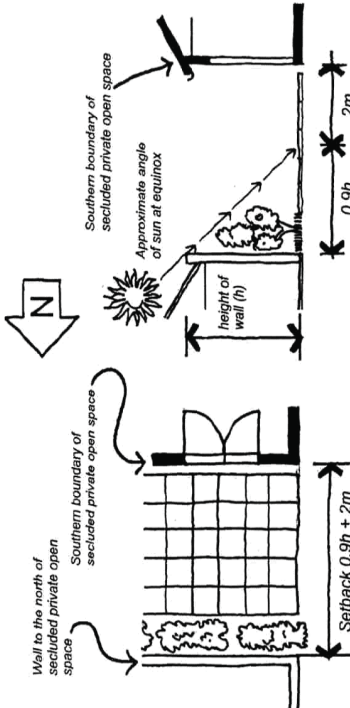
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2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	If no area or dimensions are specified in a schedule to the zone, a dwelling or residential building should have private open space consisting of: • An area of 40 square metres, with one part of the private open space to consist of secluded private open space at the side or rear of the dwelling or residential building with a minimum area of 25 square metres, a minimum dimension of 3 metres and convenient access from a living room, or • A balcony of 8 square metres with a minimum width of 1.6 metres and convenient access from a living room, or • A roof-top area of 10 square metres with a minimum width of 2 metres and convenient access from a living room. The balcony requirements in Clause 55.05-4 do not apply to an apartment development.	Not Applicable - RGZ1 only
Decision Guidelines	The design response. The useability of the private open space, including its size and accessibility. The availability of and access to public or communal open space. The orientation of the lot to the street and the sun.	
Objective	To provide adequate private open space for the reasonable recreation and service needs of residents.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.05-5 Solar access to open space objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B29	The private open space should be located on the north side of the dwelling or residential building, if appropriate. The southern boundary of secluded private open space should be set back from any wall on the north of the space at least $(2 + 0.9h)$ metres, where 'h' is the height of the wall. Diagram B5 Solar access to open space 	Standard met The secluded private open space is located on the north side of the development. Standard met No wall to the south.
Decision Guidelines	The design response. The useability and amenity of the secluded private open space based on the sunlight it will receive.	
Objective	To allow solar access into the secluded private open space of new dwellings and residential buildings.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.05-6 Storage objective**

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B30	Objective	Each dwelling should have convenient access to at least 6 cubic metres of externally accessible, secure storage space.	✓ Standard met Each dwelling has been provided with 6 cubic metres of externally accessible, secure storage space located in the rear secluded private open space area.
		To provide adequate storage facilities for each dwelling.	

Clause 55.06-1 Design detail objective

Title & Objective		Standards	Standard Met/Standard Not Met/NA
Standard B31	Objective	The design of buildings, including: • Façade articulation and detailing, • Window and door proportions, • Roof form, and • Verandahs, eaves and parapets, should respect the existing or preferred neighbourhood character.	✓ Standard met The design detail responds to the preferred neighbourhood character. The proposed dwelling would incorporate pitched roof form with eaves, which is evident with the surrounding area. Proposed materials include brick at ground floor, and render at first floor. Proposed materials are a common feature within the surrounding area. The proposal would integrate with the existing streetscape, and would be consistent with the emerging character of the area.
		Garages and carports should be visually compatible with the development and the existing or preferred neighbourhood character.	✓ Standard met Garages are recessed form the frontage and respect the character of the area without impacted on the streetscape
Decision Guidelines	Objective	Any relevant neighbourhood character objective, policy or statement set out in this scheme.	
		The design response.	
		The effect on the visual bulk of the building and whether this is acceptable in the neighbourhood setting.	
Decision Guidelines	Objective	Whether the design is innovative and of a high architectural standard.	
		To encourage design detail that respects the existing or preferred neighbourhood character.	

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.06-2 Front fences objective**

Title & Objective	Standards	Standard Met/Standard Not Met/NA						
Standard B32	The design of front fences should complement the design of the dwelling or residential building and any front fences on adjoining properties.	✓ Standard met No front fence proposed						
	A front fence within 3 metres of a street should not exceed:	✓ Standard met No front fence proposed						
	• The maximum height specified in a schedule to the zone, or							
	<i>All schedules to all residential zones:</i>							
	<i>"Maximum 1.5 metre height in streets in Road Zone Category 1 1.2 metre maximum height for other streets"</i>							
• If no maximum height is specified in a schedule to the zone, the maximum height specified in Table B3.								
	Table B3 Maximum front fence height							
	<table><tr><th>Street Context</th><th>Maximum front fence height</th></tr><tr><td>Streets in a Road Zone, Category 1</td><td>2 metres</td></tr><tr><td>Other streets</td><td>1.5 metres</td></tr></table>	Street Context	Maximum front fence height	Streets in a Road Zone, Category 1	2 metres	Other streets	1.5 metres	
Street Context	Maximum front fence height							
Streets in a Road Zone, Category 1	2 metres							
Other streets	1.5 metres							
Decision Guidelines	Any relevant neighbourhood character objective, policy or statement set out in this scheme.							
	The design response.							
	The setback, height and appearance of front fences on adjacent properties.							
	The extent to which slope and retaining walls reduce the effective height of the front fence.							
	Whether the fence is needed to minimise noise intrusion.							
Objective	To encourage front fence design that respects the existing or preferred neighbourhood character.							

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 55.06-3 Common property objectives**

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B33	Developments should clearly delineate public, communal and private areas.	✓ Standard met Common areas and private spaces are delineated by fences, landscaping and buildings.
	Common property, where provided, should be functional and capable of efficient management.	✓ Standard met No common property proposed.
Objectives	To ensure that communal open space, car parking, access areas and site facilities are practical, attractive and easily maintained. To avoid future management difficulties in areas of common ownership.	

Clause 55.06-4 Site services objectives

Title & Objective	Standards	Standard Met/Standard Not Met/NA
Standard B34	The design and layout of dwellings and residential buildings should provide sufficient space (including easements where required) and facilities for services to be installed and maintained efficiently and economically. Bin and recycling enclosures, mailboxes and other site facilities should be adequate in size, durable, waterproof and blend in with the development.	✓ Standard met The dwelling has been appropriately designed, and has provided for sufficient space for services to be installed and maintained efficiently and economically. * Standard not met – Condition Required Bin and recycling enclosures, mailboxes, meter boxes, gas, water tanks and clotheslines have not been provided on the ground floor plan. Permit condition 1.2 would request site services be included on plans.
	Bin and recycling enclosures should be located for convenient access by residents.	* Standard not met – Condition Required As above
	Mailboxes should be provided and located for convenient access as required by Australia Post.	* Standard not met – Condition Required As above.
Decision Guidelines	The design response.	
Objectives	To ensure that site services can be installed and easily maintained.	✓ Objective met

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	✓ Objective met Subject to permit condition 1.2 which would request site services to be included on plans, the proposal would comply with the objective.
To ensure that site facilities are accessible, adequate and attractive.	

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION – NO. 17 EAGLE DRIVE, NOBLE PARK
NORTH (PLANNING APPLICATION PLN19/0240)**

ATTACHMENT 5

CLAUSE 52 ASSESSMENT

PAGES 6 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5309.

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)**Clause 52.06-9 Design standards for car parking**

Plans prepared in accordance with Clause 52.06-8 must meet the design standards of Clause 52.06-9, unless the responsible authority agrees otherwise. Design standards 1, 3, 6 and 7 do not apply to an application to construct one dwelling on a lot.

Design Standards	Assessment	Requirement met/Requirement not met/NA
Design standard 1 - Accessways	Accessways must:	✓ Standard met
	• Be at least 3 metres wide.	Each proposed driveway is a minimum of 3 metres
	• Have an internal radius of at least 4 metres at changes of direction or intersection or be at least 4.2 metres wide.	✓ Standard met
	• Allow vehicles parked in the last space of a dead-end accessway in public car parks to exit in a forward direction with one manoeuvre.	Not Applicable Public parking not proposed
	• Provide at least 2.1 metres headroom beneath overhead obstructions, calculated for a vehicle with a wheel base of 2.8 metres.	✓ Standard met No overhead obstructions
	• If the accessway serves four or more car spaces or connects to a road in a Road Zone, the accessway must be designed to that cars can exit the site in a forward direction.	Not Applicable Individual accessways serve a maximum of two cars
	• Provide a passing area at the entrance at least 5 metres wide and 7 metres long if the accessway serves ten or more car parking spaces and is either more than 50 metres long or connects to a road in Road Zone.	Not Applicable Individual accessways serve a maximum of two cars
	• Have a corner splay or area at least 50 percent clear of visual obstructions extending at least 2 metres along the frontage road from the edge of an exit lane and 2.5 metres along the exit lane from the frontage, to provide a clear view of pedestrians on the footpath of the frontage road. The area clear of visual obstructions may include an adjacent entry or exit lane where more than one lane is provided, or adjacent landscaped areas, provided the landscaping in those areas is less than 900mm in height.	✓ Standard met (with permit condition) Condition 1.3 would request the visual splay area to be include on plans.
	If an accessway to four or more car parking spaces is from land in a Road Zone, the access to the car spaces must be at least 6 metres from the road carriageway.	Not Applicable Individual accessways serve a maximum of two cars
	If entry to the car space is from a road, the width of the accessway may include the road.	Not Applicable

If the details of the attachment are unclear please contact Governance on 8571 5309.

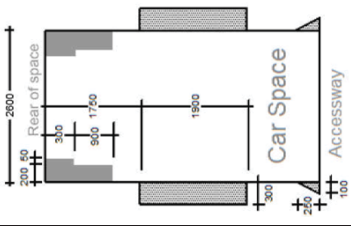
ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Design standard 2 – Car parking spaces	Car parking spaces and accessways must have the minimum dimensions as outlined in Table 2. Table 2: Minimum dimensions of car parking spaces and accessways <table><tr><th>Angle of car parking spaces to access way</th><th>Accessway width</th><th>Car space width</th><th>Car space length</th></tr><tr><td>Parallel</td><td>3.6 m</td><td>2.3 m</td><td>6.7 m</td></tr><tr><td>45°</td><td>3.5 m</td><td>2.6 m</td><td>4.9 m</td></tr><tr><td>60°</td><td>4.9 m</td><td>2.6 m</td><td>4.9 m</td></tr><tr><td>90°</td><td>6.4 m</td><td>2.6 m</td><td>4.9 m</td></tr><tr><td></td><td>5.8 m</td><td>2.8 m</td><td>4.9 m</td></tr><tr><td></td><td>5.2 m</td><td>3.0 m</td><td>4.9 m</td></tr><tr><td></td><td>4.8 m</td><td>3.2 m</td><td>4.9 m</td></tr></table> <i>Note to Table 2: Some dimensions in Table 2 vary from those shown in the Australian Standard AS2890.1-2004 (off street). The dimensions shown in Table 2 allocate more space to aisle widths and less to marked spaces to provide improved operation and access. The dimensions in Table 2 are to be used in preference to the Australian Standard AS2890.1-2004 (off street) except for disabled spaces which must achieve Australian Standard AS2890.6-2009 (disabled).</i>	Angle of car parking spaces to access way	Accessway width	Car space width	Car space length	Parallel	3.6 m	2.3 m	6.7 m	45°	3.5 m	2.6 m	4.9 m	60°	4.9 m	2.6 m	4.9 m	90°	6.4 m	2.6 m	4.9 m		5.8 m	2.8 m	4.9 m		5.2 m	3.0 m	4.9 m		4.8 m	3.2 m	4.9 m	✓ Standard met Tandem spaces are 5.4m x 2.6m
Angle of car parking spaces to access way	Accessway width	Car space width	Car space length																															
Parallel	3.6 m	2.3 m	6.7 m																															
45°	3.5 m	2.6 m	4.9 m																															
60°	4.9 m	2.6 m	4.9 m																															
90°	6.4 m	2.6 m	4.9 m																															
	5.8 m	2.8 m	4.9 m																															
	5.2 m	3.0 m	4.9 m																															
	4.8 m	3.2 m	4.9 m																															

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

✓ Standard met No apparent structures are encroaching the car spaces	A wall, fence, column, tree, tree guard or any other structure that abuts a car space must not encroach into the area marked 'clearance required' on Diagram 1, other than: • A column, tree or tree guard, which may project into a space if it is within the area marked 'tree or column permitted' on Diagram 1. • A structure, which may project into the space if it is at least 2.1 metres above the space. Diagram 1 Clearance to car parking spaces  Dimensions in millimetres Clearance required Tree or column permitted	✓ Standard met Proposed single garages are 6.01m x 3.5m	✓ Standard met The tandem spaces are setback in excess of 500mm
		✓ Standard met Single garages are proposed	Not Applicable No disabled spaces proposed

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

Design standard 3: Gradients	Accessway grades must not be steeper than 1:10 (10 per cent) within 5 metres of the frontage to ensure safety for pedestrians and vehicles. The design must have regard to the wheelbase of the vehicle being designed for; pedestrian and vehicular traffic volumes; the nature of the car park; and the slope and configuration of the vehicle crossover at the site frontage. This does not apply to accessways serving three dwellings or less.	Not Applicable Subject site is relatively flat, with no accessway grades steeper than 1:10 within 5m of the frontage													
	Ramps (except within 5 metres of the frontage) must have the maximum grades as outlined in Table 3 and be designed for vehicles travelling in a forward direction.	Not Applicable													
	Table 3: Ramp gradients <table><tr><th>Type of car park</th><th>Length of ramp</th><th>Maximum grade</th></tr><tr><td rowspan="2">Public car parks</td><td>20 metres or less</td><td>1:5 (20%)</td></tr><tr><td>longer than 20 metres</td><td>1:6 (16.7%)</td></tr><tr><td rowspan="2">Private or residential car parks</td><td>20 metres or less</td><td>1:4 (25%)</td></tr><tr><td>longer than 20 metres</td><td>1:5 (20%)</td></tr></table>	Type of car park	Length of ramp	Maximum grade	Public car parks	20 metres or less	1:5 (20%)	longer than 20 metres	1:6 (16.7%)	Private or residential car parks	20 metres or less	1:4 (25%)	longer than 20 metres	1:5 (20%)	
	Type of car park	Length of ramp	Maximum grade												
	Public car parks	20 metres or less	1:5 (20%)												
longer than 20 metres		1:6 (16.7%)													
Private or residential car parks	20 metres or less	1:4 (25%)													
	longer than 20 metres	1:5 (20%)													
Where the difference in grade between two sections of ramp or floor is greater than 1:8 (12.5 per cent) for a summit grade change, or greater than 1:6.7 (15 per cent) for a sag grade change, the ramp must include a transition section of at least 2 metres to prevent vehicles scraping or bottoming.	Not Applicable														
Plans must include an assessment of grade changes of greater than 1:5.6 (18 per cent) or less than 3 metres apart for clearances, to the satisfaction of the responsible authority.	Not Applicable														
Design standard 4: Mechanical parking	Mechanical parking may be used to meet the car parking requirement provided: - At least 25 per cent of the mechanical car parking spaces can accommodate a vehicle clearance height of at least 1.8 metres. - Car parking spaces the require the operation of the system are not allowed to visitors unless used in a valet parking situation. - The design and operation is to the satisfaction of the responsible authority.	Not Applicable No mechanical parking proposed													
		Not Applicable No mechanical parking proposed													
		Not Applicable No mechanical parking proposed													
Design standard 5: Urban design	Ground level car parking, garage doors and accessways must not visually dominate public space.	Standard met Parking, paving, garage doors and accessways would not dominate the street.													
	Car parking within buildings (including visible portions of partly submerged basements) must be screened or obscured where possible, including through the use of occupied tenancies, landscaping, architectural treatments and artworks.	Not Applicable													

ORDINARY COUNCIL MEETING - AGENDA

2.3.3 Town Planning Application - No. 17 Eagle Drive, Noble Park North (Planning Application No. PLN19/0240) (Cont.)

	Design of car parks must take into account their use as entry points to the site.	✓ Standard met
	Design of new internal streets in developments must maximise on street parking opportunities.	Not Applicable New streets proposed
Design standard 6: Safety	Car parking must be well lit and clearly signed.	✓ Standard met (with permit condition) Permit condition 1.1 would request high mounted sensor lighting to the car parking areas.
	The design of car parks must maximise natural surveillance and pedestrian visibility from adjacent buildings.	✓ Standard met A number of ground and upper floor habitable room windows are oriented towards the car parking spaces.
	Pedestrian access to car parking areas from the street must be convenient.	✓ Standard met Can be accessed from the accessway and internally from the dwelling.
	Pedestrian routes through car parking areas and building entries and other destination points must be clearly marked and separated from traffic in high activity parking areas.	✓ Standard met Non-high traffic area
	The layout of car parking areas must provide for water sensitive urban design treatment and landscaping.	✓ Standard met The car parking layout allows for water sensitive urban design.
Design standard 7: Landscaping	Landscaping and trees must be planted to provide shade and shelter, soften the appearance of ground level car parking and aid in the clear identification of pedestrian paths.	✓ Standard met The proposal would be able to accommodate landscaping which provides shelter and aids in the clear identification of pedestrian paths.
	Ground level car parking spaces must include trees planted with flush grilles. Spacing of trees must be determined having regard to the expected size of the selected species at maturity.	✓ Standard met

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350)

File Id:	492755
Responsible Officer:	Director City Planning, Design and Amenity
Attachments:	Submitted Plans

Application Summary

Applicant:	Ratio Consultants Pty Ltd
Proposal:	Use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket)
Zone:	Mixed Use Zone
Overlay:	Environmental Audit Overlay and Development Plan Overlay (Schedule 8)
Ward:	Red Gum

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) at 466 Cheltenham Road, Keysborough. A planning permit is required pursuant to Clause 52.27 of the Greater Dandenong Planning Scheme.

This application is being tabled at a Council Meeting under the delegation policy that requires liquor licence applications (with the exception of liquor licences associated with a food and drink premises) to be considered at a Council Meeting.

Assessment Summary

The proposal for the sale of liquor (Packaged liquor licence associated with a supermarket) is not considered to result in any adverse amenity impacts on the neighbouring area, with the proposal located in an appropriate area and complementary to the role and function of the site.

The proposal is exempt from notice requirements and the application has been referred to relevant internal and external stakeholders, with no objections received. The conditions of the planning permit, if issued, will ensure that the proposal is appropriately managed and operated.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)**Recommendation Summary**

As assessed, the proposal is consistent with the provisions of the Greater Dandenong Planning Scheme. The proposal appropriately responds to relevant state and local policies, as well as the relevant provisions that apply to the subject site and the proposal. This report recommends that the application be supported, and that a planning permit be granted subject to conditions as set out in the recommendation.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Subject Site and Surrounds

Subject Site

The subject site is located on the south-east corner of the intersection of Springvale and Cheltenham Roads in Keysborough and is formally identified as Lot 1 on PS 546419Q but more generally known as 466 Cheltenham Road, Keysborough.

The site has an area of approximately 35,610 square metres and is mostly rectangular in shape, with the exception of a splay in the north-west corner to accommodate the left-turn-lane from Cheltenham Road into Springvale Road.

The site has a 'principal' frontage to Cheltenham Road of approximately 170 metres, a 'secondary' frontage to Springvale Road of approximately 170 metres. Vehicular access to the site is provided via a 'main' access point from Cheltenham Road and two access points from Springvale Road.

The site is currently developed with a large warehouse building that was previously used for restricted retail and trade supplies (approved under Planning Permit PLN11/0759). This building is setback approximately 50 metres from Springvale Road and 85 metres from Cheltenham Road, with most of the setback space used for car parking and associated landscaping.

Following the departure of the tenant from the warehouse building, Planning Permit PLN19/0154 has since been issued allowing the use of the building for two (2) supermarkets, restricted retail, shops and an associated variation to the car parking requirements.

Elsewhere on the site is an approximate 280-square-metre convenience restaurant towards the north-east corner, which includes associated drive-through facilities, car parking and landscaping (approved under Planning Permit PLN15/0197).

The remainder of the site accommodates parking, circulation space and landscaping.

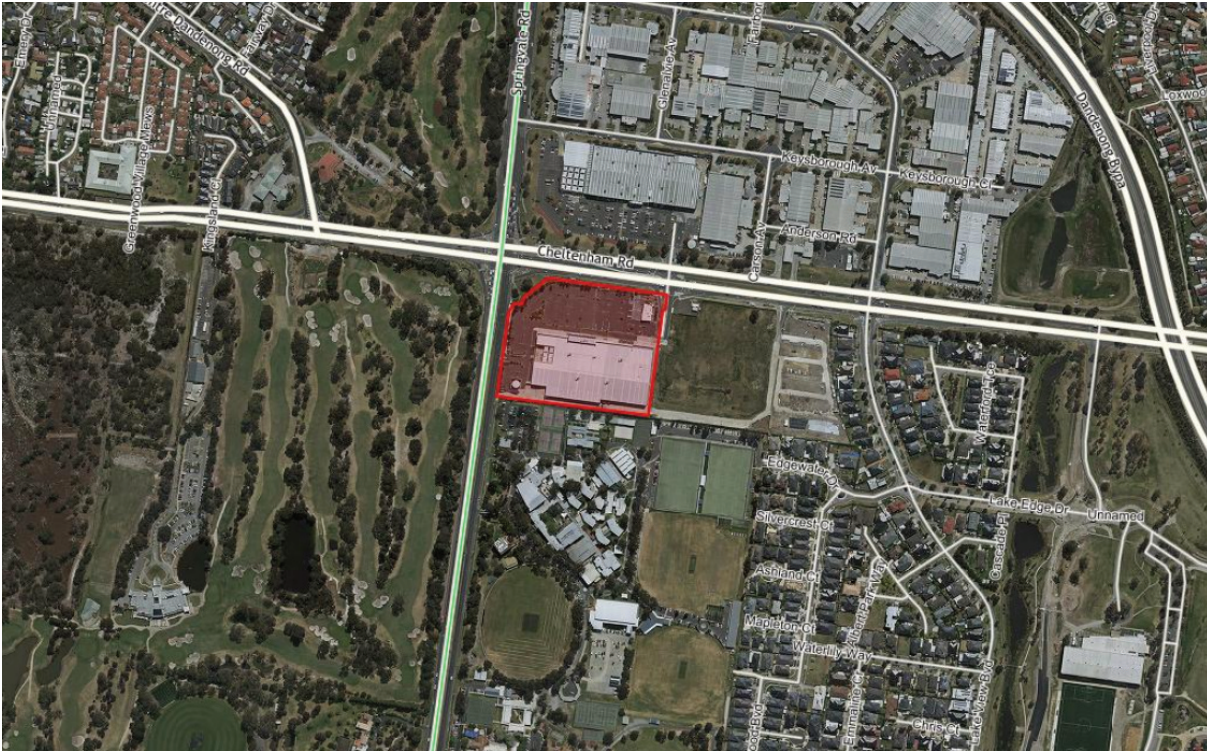
Surrounding Area

The surrounding area consists of a variety of uses and development, which are generally separated by major arterial roads and other areas of open space:

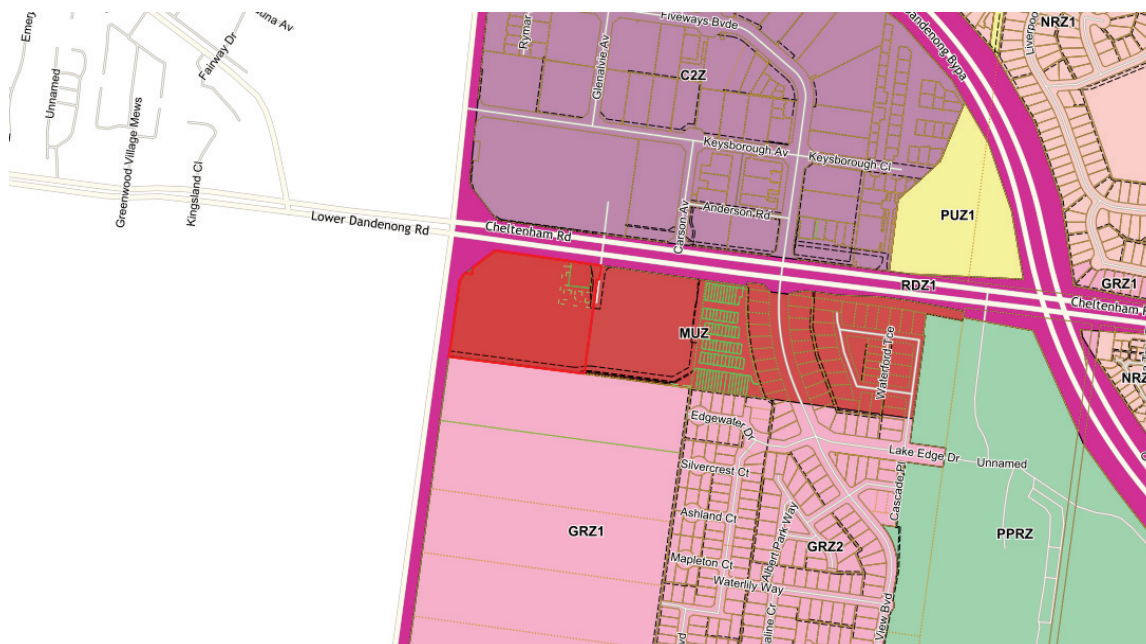
- The subject site abuts Cheltenham Road to the north, which is a Road Zone Category 1. Directly opposite is land zoned Commercial 2 Zone, which has been developed with a large warehouse building and is currently used for trade supplies and restricted retail.
- The site to the east is of a similar size to the subject site and also forms part of the Mixed Use Zone and Development Plan Overlay – Schedule 8. This site is currently vacant but expected to be developed into residential housing consisting of 2-3 storey townhouses.
- The site to the south is zoned General Residential and currently used and developed for the purpose of a school.
- To the west the site adjoins Springvale Road, which is a Road Zone Category 1, and directly opposite is land zoned Special Use – Schedule 1 that is used and developed for a golf course.
- Other land in the surrounding area includes residential, commercial, recreational and educational uses and development.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

- Parkmore Shopping Centre is located approximately 2.5 kilometres to the east of the subject site.
- The site is located on the western edge of Greater Dandenong boundary, with the land to the west forming part of Kingston City.

Locality Plan

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)



Background

Previous Applications

A search of Council records revealed that Council has previously considered the following planning applications for the site:

- “Development Plan pursuant to Schedule 8 of the Development Plan Overlay” (also known as “Springvale Road/Cheltenham Road Commercial Gateway – Development Plan”) was approved on 22 December 2011.
- The plan applied to Lots 1, 2 and 3 on Plan of Subdivision PS546419Q and generally divided the land into three parts. The plan shows the use and development of the land for a home improvement store, bulky goods retailing, office areas and other future development sites.
- Planning Permit PLN11/0631 was issued on 23 December 2011 for the subdivision and removal/creation of easements.
- Planning Permit PLN11/0759 was issued on 15 March 2012 for the use of the land, and buildings and works, for the purposes of restricted retail, trade supplies and a convenience restaurant; a reduction in the standard car parking rate; a reduction in the bicycle requirements; the removal of native vegetation; and the creation of access to a road in a Road Zone Category 1. The permit applied to the westernmost part of the land covered by the Development Plan.
- Addendum 1 to the Development Plan was approved on 18 November 2015 and applies to the easternmost part of the site. The plan shows the use and development of the land for the purpose of 2-storey townhouses.
- Planning Permit PLN16/0075 was issued on 22 November 2016 for seventy-two (72) double storey dwellings on the easternmost part of the site that is covered by Addendum 1 to the Development Plan.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

- Addendum 2 to the Development Plan was approved on 17 May 2017 and applies to the middle part of the site. The plan shows a 2-3 storey townhouses in place of what was previously shown to be bulky goods retailing and office areas.
- Planning Permit PLN17/0603 was issued on 6 November 2017 for the development of the land for one hundred and sixteen (116) dwellings and alteration of access to a road in a Road Zone Category 1. This permit applies to the land that is covered by Addendum 2 to the Development Plan.
- Addendum 3 to the Development Plan was approved on 16 August 2018 and applies to the western part of the site. It allows for the conversion of the existing main building (previously shown to be a home improvement store) for the purpose of a supermarket and retail premises.
- Planning Permit PLN19/0154 was issued on 28 June 2019 for the use and development of the land for two (2) supermarkets, restricted retail premises and shops, and a reduction to the car parking requirements. This permit applies to the land that is covered by Addendum 3 to the Development Plan.
- Planning Permit PLN19/0161 was issued on 6 August 2019 for the development and display of illuminated and non-illuminated business identification signage. The signage is associated with the use and development approved by Planning Permit PLN19/0154.
- Planning Permit Application PLN19/0351 for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café) at Supermarket Tenancy T6 within the same building is currently under consideration by Council.

Proposal

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket).

More specifically, the sale of liquor will occur towards the south-west corner of 'Supermarket Tenancy 4' as identified on the plans approved under Planning Permit PLN19/0154. This area will only be accessible to customers within the supermarket, with no external access provided.

The area measures 6.07 metres by 4.52 metres, resulting in a total floorspace of approximately 27.4 square metres dedicated to the sale of liquor. This represents approximately 1.68 per cent of the supermarket's overall floorspace of 1,632.4 square metres.

It is noted that the area for the sale of liquor does not have independent or separate checkouts, with the actual purchase of liquor taking place at the supermarket's main checkouts.

The applicant seeks to operate in line with the VCGLR Ordinary Trading Hours for a packaged liquor licence, which are:

Monday to Saturday	9:00am to 11:00pm
Sunday	10:00am to 11:00pm
ANZAC Day	12:00pm to 11:00pm

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Christmas Day and Good Friday	No trading
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A copy of the submitted plans is included as Attachment 1.

Victorian Charter of Human Rights and Responsibilities

All matters relevant to the Victorian Human Rights Charter have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Financial Implications

No financial resources are impacted by this report.

Planning Scheme and Policy Frameworks

Pursuant to the Greater Dandenong Planning Scheme, a planning permit is required:

- Under Clause 52.27 (Licensed Premises) to use land to sell or consume liquor if a licence is required under the Liquor Control Reform Act 1998.

The relevant controls and policies are as follows:

Zoning Controls

The subject site is located in a Mixed Use Zone and is adjacent to a Road Zone Category 1 to the north and west (being Cheltenham Road and Springvale Road respectively).

The purpose of the Mixed Use Zone outlined at Clause 32.04 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To provide for a range of residential, commercial, industrial and other uses which complement the mixed-use function of the locality.*
- *To provide for housing at higher densities.*
- *To encourage development that responds to the existing or preferred neighbourhood character of the area.*
- *To facilitate the use, development and redevelopment of land in accordance with the objectives specified in a schedule to this zone.*

It is noted that there is no permit trigger for the proposal under the zone and there is no schedule to this zone.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Overlay Controls

The subject site is subject to an Environmental Audit Overlay and Development Plan Overlay (Schedule 8).

Environmental Audit Overlay

The purpose of the Environmental Audit Overlay outlined at Clause 45.03 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To ensure that potentially contaminated land is suitable for a use which could be significantly adversely affected by any contamination.*

It is a requirement of the overlay that before a sensitive use (residential use, child care centre, pre-school centre or primary school) commences or before the construction or carrying out of buildings and works in association with a sensitive use commences, certain measures must be completed.

It is noted that the proposal does not involve a sensitive use.

Development Plan Overlay

The purpose of the Development Plan Overlay outlined at Clause 43.04 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To identify areas which require the form and conditions of future use and development to be shown on a development plan before a permit can be granted to use or develop the land.*
- *To exempt an application from notice and review if a development plan has been prepared to the satisfaction of the responsible authority.*

Pursuant to Clause 43.04-2, a permit generally must not be granted to use or subdivide land, construct a building or construct or carry out works until a development plan has been prepared to the satisfaction of the Responsible Authority.

Clause 43.04-3 provides an exemption from the notice requirements of section 52(1)(a), (b) and (d), the decision requirements of section 64(1), (2) and (3) and the review rights of section 82(1) of the Act for an application under any provision of the Planning Scheme if a development plan has been prepared to the satisfaction of the Responsible Authority.

Additionally, once a development plan has been prepared, any permit granted must generally be in accordance with the development plan. The permit must also include any conditions or requirements specified in the Schedule.

It is noted that a development plan has been prepared for the subject site and the proposal for the use of the land for the sale of liquor is considered generally in accordance with the development plan.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Planning Policy Framework

The **Operation of the Planning Policy Framework** outlined at Clause 71.02 seeks to ensure that the objectives of planning in Victoria are fostered through appropriate land use and development planning policies and practices which integrate relevant environmental, social and economic factors in the interests of net community benefit and sustainable development. The objectives of Planning in Victoria are noted as:

- (a) To provide for the fair, orderly, economic and sustainable use, and development of land.*
- (b) To provide for the protection of natural and man-made resources and the maintenance of ecological processes and genetic diversity.*
- (c) To secure a pleasant, efficient and safe working, living and recreational environment for all Victorians and visitors to Victoria.*
- (d) To conserve and enhance those buildings, areas or other places which are of scientific, aesthetic, architectural or historical interest, or otherwise of special cultural value.*
- (e) To protect public utilities and other facilities for the benefit of the community.*
- (f) To facilitate development in accordance with the objectives set out in paragraphs (a), (b), (c), (d) and (e).*
- (fa) To facilitate the provision of affordable housing in Victoria;*
- (g) To balance the present and future interests of all Victorians.*

In order to achieve those objectives, there are a number of more specific objectives contained within the Planning Policy Framework that need to be considered under this application.

Clause 11 Settlement

Clause 11 (Settlement) encourages planning to anticipate and respond to the needs of existing and future communities through provision of zoned and serviced land for housing, employment, recreation and open space, commercial and community facilities and infrastructure.

It notes that planning is to recognise the need for, and as far as practicable contribute toward matters relating to health, wellbeing and safety, diversity and choice and economic viability.

Further guidance is provided by **Clause 11.01-1S (Settlement)**, which seeks to deliver choice and opportunity for all Victorians through a network of settlements. It includes strategies to ensure retail, office-based employment, community facilities and services are concentrated in central locations.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)Clause 15 Built Environment and Heritage

Clause 15 (Built Environment and Heritage) states that planning should ensure all land use and development appropriately responds to its surrounding landscape and character, valued built form and cultural context. Planning must support the establishment and maintenance of communities by delivering functional, accessible, safe and diverse physical and social environments, through the appropriate location of use and development and through high quality buildings and urban design.

These overall objectives are reinforced by a number of sub-clauses, including **Clause 15.01-4R (Healthy neighbourhoods - Metropolitan Melbourne)** which seeks to create a city of 20-minute 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.

Clause 17 – Economic Development

Clause 17 (Economic Development) encourages planning to provide for a strong and innovative economy, where all sectors of the economy are critical to economic prosperity.

More specifically, **Clause 17.02-1S (Business)** has an objective to encourage development that meets the community's needs for retail, entertainment, office and other commercial services. It includes a strategy to ensure commercial facilities are aggregated and provide net community benefit in relation to their viability, accessibility and efficient use of infrastructure.

Local Planning Policy Framework

The Local Planning Policy Framework (LPPF) includes the Municipal Strategic Statement (MSS) and Local Policies. The MSS is contained at Clause 21 of the Scheme. At Clause 21.03-2, the MSS identifies a number of key focus areas and strategic directions, including:

- Economic Well-being – Strategies that facilitate employment and investment in the key economic areas of the municipality and stimulate its economic growth and wellbeing.
- Healthy Communities– Strategies that create health promoting environments that are welcoming, inclusive and make a positive contribution to the health and wellbeing of Greater Dandenong's diverse communities.

The objectives and strategies of the MSS are listed under four (4) main themes including: land use; built form; open space and natural environment; and infrastructure and transportation (considered individually under Clauses 21.04 to 21.07). Of particular relevance to this application is **Clause 21.04 (Land Use)** and more specifically, the following subclause:

Clause 21.04-2 (Retail, Commerce and Entertainment), which includes the following:

- *To encourage a mix of complimentary land uses that increase an activity centre's commercial variety without compromising its core commercial strengths.*
- *To create positive social, cultural and economic perceptions of all activity centres. transport.*

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Particular Provisions

Clause 52.27 – Licensed Premises

The provisions of Clause 52.27 apply to premises licensed, or to be licensed, under the Liquor Control Reform Act 1998. It has the following purposes:

- *To ensure that licensed premises are situated in appropriate locations.*
- *To ensure that the impact of the licensed premises on the amenity of the surrounding area is considered.*

Clause 52.27 requires planning permits for a number of reasons, including where a licence is required under the Liquor Control Reform Act 1998. As such, a permit is required under Clause 52.27 for the proposal.

General Provisions

Clause 65 (Decision Guidelines) needs to be considered, as is the case with all applications. For this application, the requirements of Clause 65.01 for the approval of an application or plan is of relevance. This clause outlines the requirements that the responsible authority must consider when determining the application.

Council Policy

Alcohol Management Policy

Council's Alcohol Management Policy has been developed to support the City's economic vitality, while enhancing safety, amenity, health and wellbeing in the City of Greater Dandenong through the effective assessment and enforcement of matters relevant to alcohol supply and use within the municipality.

The Policy applies to all new liquor licences, including those for events and activities in Council venues. The Policy creates a consistent and integrated approach across planning, regulation, enforcement and community safety activities of Council.

The Policy ensures that applicants for planning permits where a liquor licence is required, prepare an Alcohol Management Plan as part of their application to manage and mitigate potential risks associated with the provision of alcohol.

Information Guidelines have been developed to assist applicants with the preparation of Alcohol Management Plans. The draft Guidelines also provide a checklist to explain to applicants how Council planners will assess liquor licence applications and to seek to improve future applicants' understanding of the responsibilities and potential risks associated with the sale of alcohol.

This policy was adopted by Council on 9 December 2013.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Community Wellbeing Plan 2017-2021

The Community Wellbeing Plan and Annual Action Plan are key documents to guide the work that Council does to improve health and wellbeing across the municipality.

Aligning with the Victorian Public Health and Wellbeing Plan 2015-19, Greater Dandenong acknowledges the need to reduce inequalities in health and wellbeing, ensuring the greatest

improvements are realised among those who have poorer health. The Community Wellbeing Plan 2017-21 has been developed to enable its priorities to be reflected in the work and operational processes of Council.

The plan focuses on four priority areas:

- Community Infrastructure, Transport and Environment;
- Learning and Employment;
- Mental and Physical Health; and
- Safety, Engagement and Social Cohesion.

Community Safety Plan for Greater Dandenong 2015-2022

The Community Safety Plan for Greater Dandenong 2015-2022 sets the scene for a safe

and thriving community achieved through a vision for a diverse, safe and harmonious community where all people feel included and respected.

The plan aims to improve community perceptions of safety and reduce the risk of crime and anti-social behaviour through the following measures:

- Enabling all residents to enjoy and contribute to well designed and accessible public spaces;
- Supporting respectful relationships and positive interactions between communities and individuals, so that all residents are safe in public and within their homes;
- Designing and maintaining public and private transport infrastructure for the safe movement of all residents;
- Addressing the causes and impacts of alcohol and other drugs through community education, regulation and designing harm minimising environments; and
- Encouraging on-line safety while maximising the benefits of web based communications.

Restrictive Covenants

There are two Section 173 Agreements that apply to the site:

- Section 173 Agreement AJ951094H, dated 24 September 2012; and
- Section 173 Agreement AK875519Q, dated 28 October 2013.

The proposal will not breach either of these agreements.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

The Council Plan describes the kind of future the Council is working for, and how Council will achieve this over four years. In accordance with the commitment in Council's Annual Plan, all applications are considered on their merits.

Diversity (Access & Equity)

It is not considered that the proposal raises any diversity issues affecting the planning assessment of this application.

Community Safety

It is considered that there would be no adverse community safety implications in permitting the proposal subject to strict conditions on any planning permit issued.

Safe Design Guidelines

Consideration of the relevant requirements of these Guidelines has been undertaken within the assessment of this application.

Referrals

Pursuant to Section 52 of the *Planning and Environment Act 1987*, notice of the application was given to:

Authority	Referral comments
VCGLR	No comment
Victoria Police	No objection

Internal

The application was internally referred to:

Internal department	Referral comments
Community Services	No objection, subject to conditions

Advertising

Notice of the application was not required to be given under Section 52 of the *Planning and Environment Act 1987* as the site is subject to the Development Plan Overlay, and a development plan has been prepared to the satisfaction of the Responsible Authority.

As such, Clause 43.04-3 provides the following exemption from notice requirements:

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

If a development plan has been prepared to the satisfaction of the responsible authority, an application under any provision of this planning scheme is exempt from the notice requirements of section 52(1)(a), (b) and (d), the decision requirements of section 64(1), (2) and (3) and the review rights of section 82(1) of the Act.

Assessment

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) on land zoned Mixed Use and subject to the Development Plan Overlay (Schedule 8) and Environmental Audit Overlay.

The key considerations of this application relate to:

- Is the proposal consistent with the purpose, requirements and decision guidelines of Clause 52.27?
- Is the proposal in accordance with the development plan?

Is the proposal consistent with the purpose, requirements and decision guidelines of Clause 52.27?

Clause 52.27 seeks to ensure that licensed premises are situated in appropriate locations and that the impact of the licensed premises on the amenity of the surrounding area is considered. The decision guidelines of this clause include:

- The Municipal Planning Strategy and the Planning Policy Framework;
- The impact of the sale or consumption of liquor permitted by the liquor licence on the amenity of the surrounding area;
- The impact of the hours of operation on the amenity of the surrounding area;
- The impact of the number of patrons on the amenity of the surrounding area; and
- The cumulative impact of any existing licensed premises and the proposed licensed premises on the amenity of the surrounding area.

The application is considered to respond positively to these decision guidelines and achieves the overall objectives of the clause for a number of reasons, including the type of liquor licence being sought, the locality of the area and siting and design of the building.

The Municipal Planning Strategy and Planning Policy Framework emphasise the importance of providing choice and accessibility while ensuring that physical and social environments are managed appropriately in terms of matters such as health, safety and economic wellbeing. In this application, the proposal helps to broaden the range of goods available at the site and reinforces the site's function of providing retail convenience and choice to the surrounding area.

The proposal represents an ancillary component of the supermarket rather than a dominant component, and consequently, it operates within the hours of operation of the supermarket, it is accessible only from within the supermarket and it is focused on existing customers within the supermarket. Given

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

this, any amenity impacts are unlikely to go beyond what would ordinarily be caused by a supermarket. It also noted that the proposed hours of operation are in line with the 'ordinary trading hours' of the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

In terms of cumulative impact, it is noted that the clustering of licensed venues can create negative cumulative impacts, such as nuisance, violence and crime, and that these impacts can vary depending on factors such as the number and type of venues present, the way they are managed, and the capacity of the local area to accommodate the venues.

According to the VCGLR's Licensed Venues Map, there are no existing licensed premises within an approximate 100-metre-radius of the site and there are two licensed premises (one restricted club licence and one restaurant/café licence) within an approximate 500-metre-radius of the site. It should also be noted that there is a proposal for the sale of liquor in association with a second supermarket on the subject site, which is currently under consideration by Council.

In accordance with the guidance provided in the Practice Note for 'Licensed premises: Assessing cumulative impact', the existing conditions do not currently represent a cluster; although it is noted that a cluster would be created if the premises being assessed under this application and other application are approved.

However, this 'cluster' is considered to be low-risk due to the respective association of the premises with supermarkets, their ancillary nature to the supermarkets, and the different types of licences and hours of operation being sought. The premises are not located in proximity to sensitive uses and are not expected to attract additional customers. Additionally, a cumulative impact assessment is not considered a requirement under the Practice Note.

No objection to the application has been received from Victoria Police, and Council's Community Services Department has supported the application subject to conditions, including the requirement for an Alcohol Management Plan, which the applicant has submitted with the application. This plan demonstrates the measures and procedures that will be undertaken by the operator to manage the supply of liquor and any behavioural and amenity issues.

Based on the above, the proposal is considered appropriately located and managed to avoid any impact on the amenity of the surrounding area.

Is the proposal in accordance with the development plan?

As previously discussed, a Development Plan has been prepared and approved for the subject site and is relevant to the assessment of this application. In particular, the supermarket that forms the basis of this application is shown in Addendum 3 to the Development Plan and was approved by Planning Permit PLN19/0161 on 6 August 2019.

Clause 43.04-2 states that any planning permit granted must generally be in accordance with the development plan. As the development plan shows the use of the land for a supermarket and retail premises, and as the proposal is associated with a supermarket/retail premises and forms part of the normal range of goods offered for sale in a supermarket, it is considered to be in accordance with the development plan.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)**Conclusion**

The application has been assessed against the relevant requirements of the Greater Dandenong Planning Scheme and the proposal is considered complementary to the site and appropriate for the area, with appropriate measures in place to reasonably manage any adverse impacts.

Recommendation

That Council resolves to Grant a planning permit in respect of the land known and described as Lot 1 PS546419, 466 Cheltenham Road, Keysborough VIC 3171, for the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) in accordance with the plans submitted with the application subject to the following conditions:

- 1. The layout of the red line plan must not be altered without the written consent of the Responsible Authority.**
- 2. The Alcohol Management Plan must not be altered without the written consent of the Responsible Authority.**
- 3. The sale and display of liquor must only be undertaken within the red line area identified on the endorsed plans.**
- 4. The use of the site must at all times comply with the approved Alcohol Management Plan, to the satisfaction of the Responsible Authority.**
- 5. Except with the prior written consent of the Responsible Authority, any application made to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) must be for the on-site sale of packaged liquor only.**
- 6. The amenity of the area must not be detrimentally affected by the licensed premises, through the:**
 - 6.1. Transport of materials, goods or commodities to or from the land;**
 - 6.2. Emission of noise, artificial light, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit or oil;**
 - 6.3. Adverse behaviour of patrons on, to or from the premises; and**
 - 6.4. Presence of vermin.****All to the satisfaction of the Responsible Authority.**
- 7. No alcohol may be consumed on the premises at any time.**
- 8. The owner, occupier and the manager must at all time make reasonable endeavours that persons resorting to the premises do not create a nuisance or annoyance to neighbours or otherwise disturb the amenity of the area.**

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)**9. The use may operate only between the hours of:**

- | | | |
|-------------|--|---------------------------|
| 9.1. | On any other day other than Sundays, ANZAC Day, Good Friday and Christmas Day | 9:00am to 11:00pm |
| 9.2. | Sunday | 10.00am to 11:00pm |
| 9.3. | ANZAC Day | 12:00pm to 9:00pm |
| 9.4. | Good Friday and Christmas Day | No Trading |

10. This permit will expire if:

- 10.1. The use does not start within two (2) years from the date of this permit, or**
- 10.2. The use is discontinued for a period of two (2) years.**

Before the permit expires or within six (6) months afterwards the owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION - NO. 466 CHELTENHAM ROAD,
KEYSBOROUGH (PLANNING APPLICATION NO. PLN19/0350)**

ATTACHMENT 1

SUBMITTED PLANS

PAGES 7 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)



ORDINARY COUNCIL MEETING - AGENDA

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)**4 Management Plan:****4.1 Compliance Risks**

- *How will you ensure that you do not supply alcohol to someone who is intoxicated (drunk)?*
Staff will be trained with the Responsible Service of Alcohol (RSA) and will be able to identify and refuse service to customers who are intoxicated.
- *What procedures will you put in place to ensure that staff can verify proof-of-age?*
With the RSA training, staff will be taught to identify and accept legal forms of identification. Staff will also be taught to either query or refuse any questionable or fraudulent forms of identification.
- *What system will you put in place to identify people that may be underage (under 18 years) as they enter the premises?*
Staff will be encouraged to request identification for customers who could be underage, unless they are accompanied by a responsible adult.
- *How will you prevent alcohol from being supplied to someone under 18 years of age?*
Staff will request identification from customers who appear underage to ensure alcohol is not being sold to underage persons. Where there are reasonable grounds for suspecting alcohol being purchased will be supplied to underage persons, sale of alcohol will be refused.
- *What relevant training will you require staff to take to ensure the Responsible Service of Alcohol (RSA)?*
Staff will be required to undertake RSA training successfully in order to gain employment at the bottle shop. No volunteers will be associated with the operation of the bottle shop.
- *How will you document the start and finish dates for RSA induction, refresher training and employment details for each member of staff, including managers and security staff?*
A RSA Program Register in accordance with the template provided by the VCGLR will be maintained. It confirms:
 - Staff name
 - Date first supplied / sold liquor
 - Date of most recent RSA certificate (actual RSA, or RSA refresher)
 - Actual copy of RSA
 - Confirmation of RSA refresher date (3 years from previous certificate)
- *How will you ensure that any RSA training remains up to date and does not expire after three years?*
The RSA Program Register will be reviewed regularly, with staff to be booked in for the RSA refresher prior to the expiry of the RSA.
- *How will you ensure that staff stay up to date with any changes to liquor licensing?*
Any changes with liquor licencing can be discussed at staff meetings, or details of same displayed in tea room so that staff can review at their own leisure. Staff will be required to sign off on any changes to make it clear they have reviewed such documentation.



ORDINARY COUNCIL MEETING - AGENDA

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

- *Where will you display the required posters and signage to reduce potential risks and raise awareness about the responsible service of alcohol? (see VCGLR website for details)*

Signage will be placed on Front Counter and on Wall behind service counter where space available and within the Redline area.

- *What will you do to comply with the standards of Department of Justice, Design Guidelines for Licensed Premises? (available at www.justice.vic.gov.au)*

Given the nature of the venue, many of the design guidelines are not applicable. However, we note:

- Element 1: The entry / exit is clearly identifiable externally and the location of the counter inside the premises away from this point ensures that there will not be crowding around this doorway. Patrons are not expected to queue with this premises. However, CCTV will be installed.
- Element 2: the area designated for the service of liquor includes a small access point that will be monitored by staff.
- Element 3: appropriate layouts provide for clear pathways to ensure the premises will not become overcrowded.
- Element 4: communal toilets are located within the building, accessible via a corridor between a restricted retail tenancy and the gym tenancy. Adequate lighting will be provided to this corridor and toilets given it is publically accessible. This is appropriate given the nature of the use.
- Element 5: N/A
- Element 6: N/A

- *How will you comply with VCGLR's Code of Conduct for Packaged Liquor Licences? (available online at the VCGLR website)*

The operator of the premises will be cognisant of the Liquor Licensing Code of Conduct for Packaged Liquor Licensees. This includes displaying appropriate signage, ensuring no inappropriate promotion or advertising of alcohol, ensuring minors on premises are appropriately addressed (as outlined previously) and that all staff have appropriate RSA training. These will be achieved by various means as outlined previously.

4.2 Behavioural Risks

- *What House Policies will you develop and where will you display these?*

House Rules will be prepared in accordance with the template available on the VCGLR website. Staff will be required to review the rules upon commencing employment and they will otherwise be displayed within the tea room. The House Rules can be updated from time to time as relevant.

https://www.vcglr.vic.gov.au/sites/default/files/Sample_House_Rules_Packaged_Liquor_Licence.pdf

Signage in addition to the standard signage required by the House Rules is as follows:

- Alcohol is not to be consumed in any public places in the municipality, such as in the car park and related areas, and that up to a \$1,000 Local Laws fine applies.
- That the safety and amenity of people and property in surrounding areas is to be respected upon leaving the premises.



ORDINARY COUNCIL MEETING - AGENDA

2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

- *What strategies will you apply to address the cumulative impact of your premises, if required?*

As noted previously, the proposed packaged liquor licence will not result in an adverse cumulative impact.

4.3 Amenity Risks

- *What strategies will you use to control amenity and noise impacts from indoor and outdoor areas of the premises?*

Given the nature of the venue, it is not expected to cause any unreasonable amenity and noise impacts.

CCTV will be set up to record inside and outside the proposed shop, with recordings retained for one (1) month after the date of recording.

- *How will you ensure that deliveries and waste management do not negatively affect the area? (e.g. truck engines, glass bottles tipped into dumpsters, rubbish removal)*

The Liquor side will not differ to what is in line to the rest of the stores hours and there is only 1 delivery per week of Liquor which is used for replenishing the main liquor department. The service of liquor should not be compared in any way to a Night Club or bar but a Café where you can have a light meal / snack and Alcoholic Beverage. The items that we will use to serve in the "open" side of things is the same stock that is on the shelves. In regards to Liquor waste, we do not foresee any more Bottles and cans for recycling than what a domestic Recycling bin would have so again will be in line with the standard waste pick up we will have with the store and will not be outside of the store overall operating hours.

- *How will you work with all authorities to reduce alcohol-related impacts in public spaces and the broader community?*

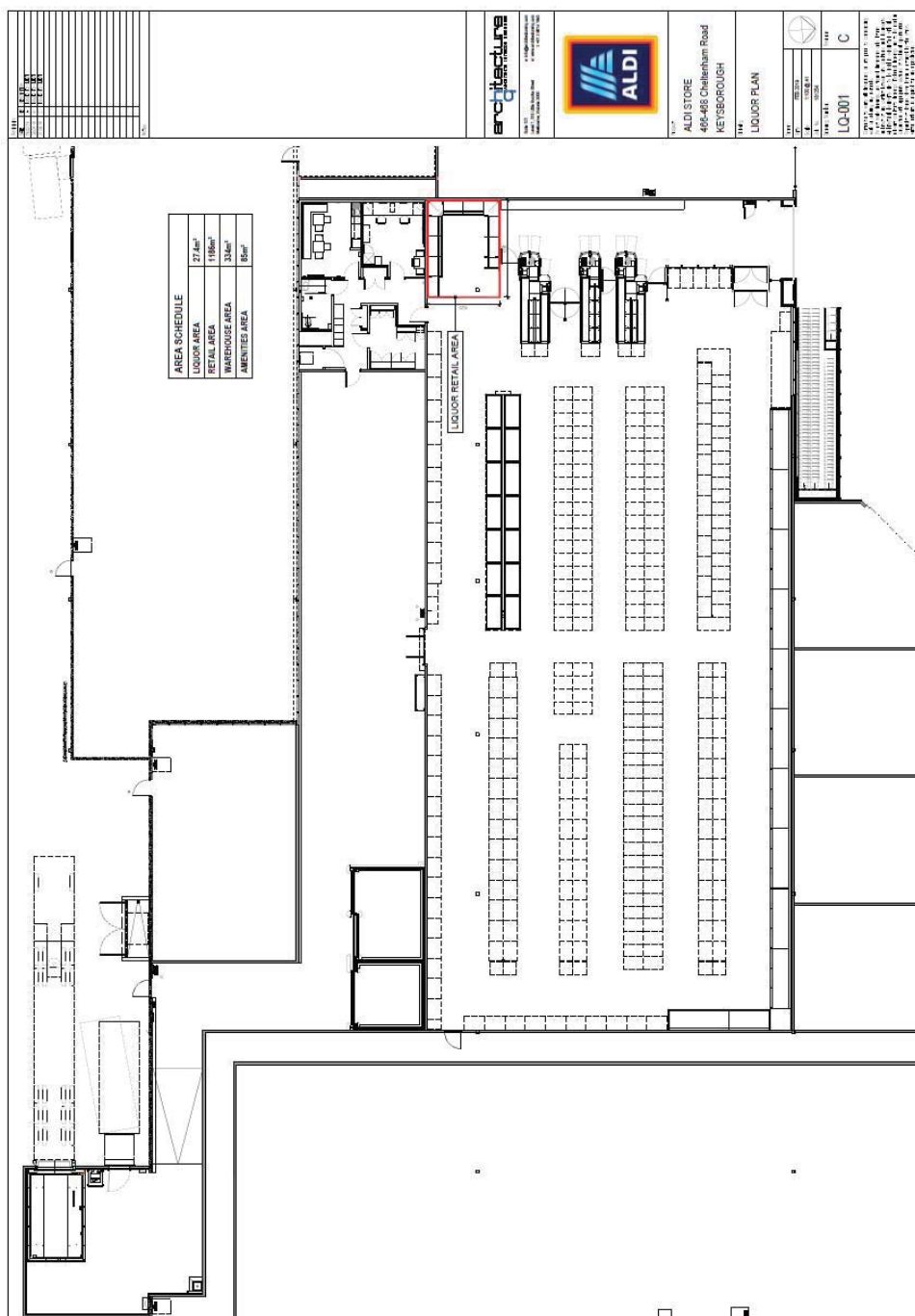
The operator / licensee could consider joining the Greater Dandenong liquor forum to assist in reducing alcohol-related impacts in public spaces and the broader community.



2.3.4 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0350) (Cont.)

Appendix A Red Line Plan





2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351)

File Id:	492755
Responsible Officer:	Director City Planning, Design and Amenity
Attachments:	Submitted Plans

Application Summary

Applicant:	Ratio Consultants Pty Ltd
Proposal:	Use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café)
Zone:	Mixed Use Zone
Overlay:	Environmental Audit Overlay and Development Plan Overlay (Schedule 8)
Ward:	Red Gum

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café). A planning permit is required pursuant to Clause 52.27 of the Greater Dandenong Planning Scheme.

This application is being tabled at a Council Meeting under the delegation policy that requires liquor licence applications (with the exception of liquor licences associated with a food and drink premises) to be considered at a Council Meeting.

Assessment Summary

The proposal for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café) is not considered to result in any adverse amenity impacts on the neighbouring area, with the proposal located in an appropriate area and complementary to the role and function of the site.

The proposal is exempt from notice requirements and the application has been referred to relevant internal and external stakeholders, with no objections received. The conditions of the planning permit, if issued, will ensure that the proposal is appropriately managed and operated.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

Recommendation Summary

As assessed, the proposal is consistent with the provisions of the Greater Dandenong Planning Scheme. The proposal appropriately responds to relevant state and local policies, as well as the relevant provisions that apply to the subject site and the proposal. This report recommends that the application be supported, and that a planning permit be granted subject to conditions as set out in the recommendation.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

Subject Site and Surrounds

Subject Site

The subject site is located on the south-east corner of the intersection of Springvale and Cheltenham Roads in Keysborough and is formally identified as Lot 1 on PS 546419Q but more generally known as 466 Cheltenham Road, Keysborough.

The site has an area of approximately 35,610 square metres and is mostly rectangular in shape, with the exception of a splay in the north-west corner to accommodate the left-turn-lane from Cheltenham Road into Springvale Road.

The site has a 'principal' frontage to Cheltenham Road of approximately 170 metres, a 'secondary' frontage to Springvale Road of approximately 170 metres. Vehicular access to the site is provided via a 'main' access point from Cheltenham Road and two access points from Springvale Road.

The site is currently developed with a large warehouse building that was previously used for restricted retail and trade supplies (approved under Planning Permit PLN11/0759). This building is setback approximately 50 metres from Springvale Road and 85 metres from Cheltenham Road, with most of the setback space used for car parking and associated landscaping.

Following the departure of the tenant from the warehouse building, Planning Permit PLN19/0154 has since been issued allowing the use of the building for two (2) supermarkets, restricted retail, shops and an associated variation to the car parking requirements.

Elsewhere on the site is an approximate 280-square-metre convenience restaurant towards the north-east corner, which includes associated drive-through facilities, car parking and landscaping (approved under Planning Permit PLN15/0197).

The remainder of the site accommodates parking, circulation space and landscaping.

Surrounding Area

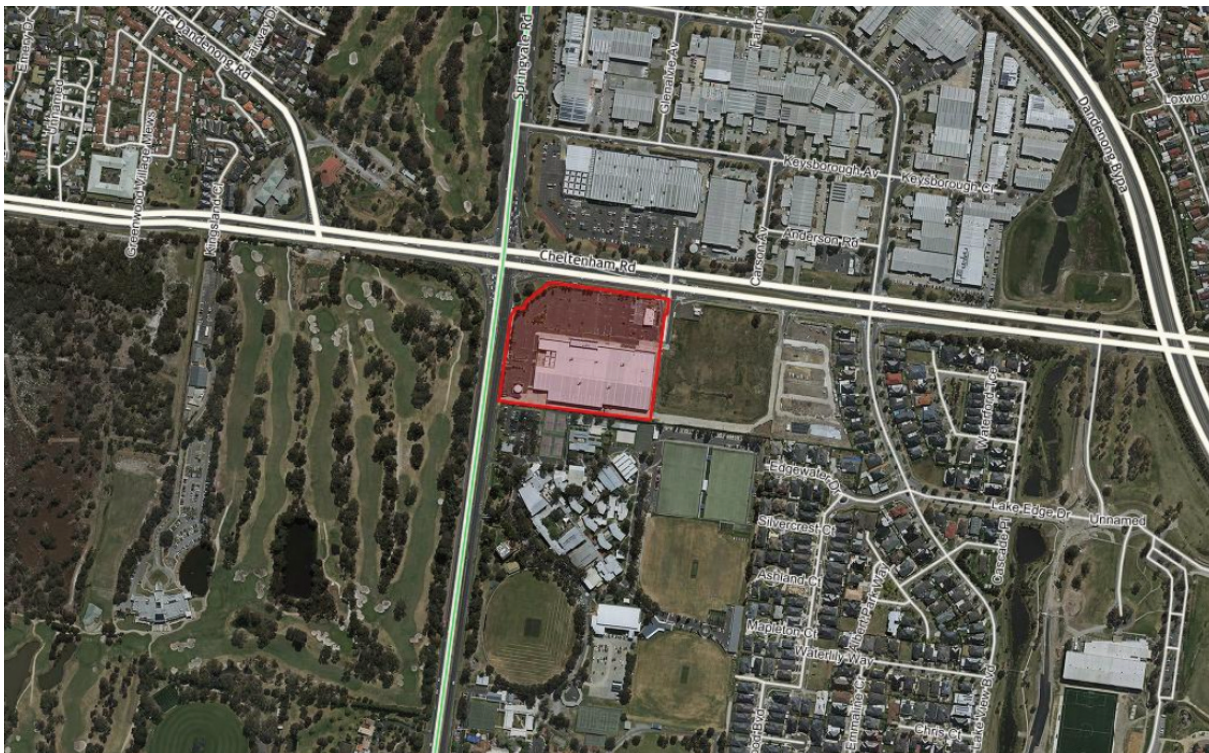
The surrounding area consists of a variety of uses and development, which are generally separated by major arterial roads and other areas of open space:

- The subject site abuts Cheltenham Road to the north, which is a Road Zone Category 1. Directly opposite is land zoned Commercial 2 Zone, which has been developed with a large warehouse building and is currently used for trade supplies and restricted retail.
- The site to the east is of a similar size to the subject site and also forms part of the Mixed Use Zone and Development Plan Overlay – Schedule 8. This site is currently vacant but expected to be developed into residential housing consisting of 2-3 storey townhouses.
- The site to the south is zoned General Residential and currently used and developed for the purpose of a school.
- To the west the site adjoins Springvale Road, which is a Road Zone Category 1, and directly opposite is land zoned Special Use – Schedule 1 that is used and developed for a golf course.

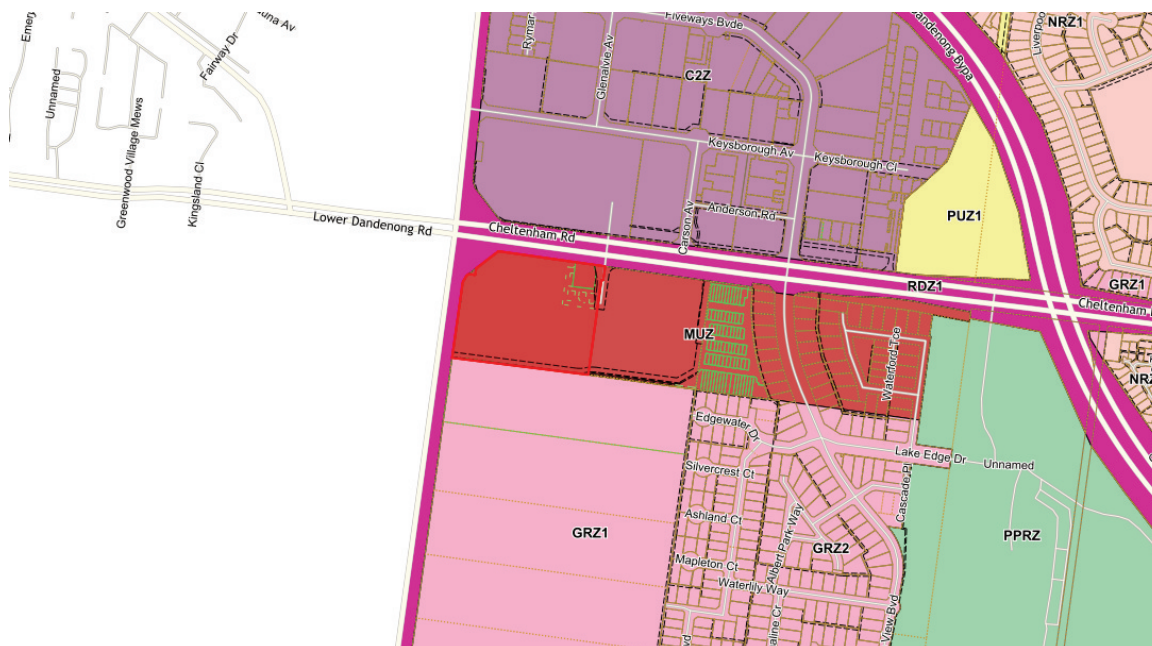
ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

- Other land in the surrounding area includes residential, commercial, recreational and educational uses and development.
- Parkmore Shopping Centre is located approximately 2.5 kilometres to the east of the subject site.
- The site is located on the western edge of Greater Dandenong boundary, with the land to the west forming part of Kingston City.

Locality Plan

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)



Background

Previous Applications

A search of Council records revealed that Council has previously considered the following planning applications for the site:

- “Development Plan pursuant to Schedule 8 of the Development Plan Overlay” (also known as “Springvale Road/Cheltenham Road Commercial Gateway – Development Plan”) was approved on 22 December 2011.
- The plan applied to Lots 1, 2 and 3 on Plan of Subdivision PS546419Q and generally divided the land into three parts. The plan shows the use and development of the land for a home improvement store, bulky goods retailing, office areas and other future development sites.
- Planning Permit PLN11/0631 was issued on 23 December 2011 for the subdivision and removal/creation of easements.
- Planning Permit PLN11/0759 was issued on 15 March 2012 for the use of the land, and buildings and works, for the purposes of restricted retail, trade supplies and a convenience restaurant; a reduction in the standard car parking rate; a reduction in the bicycle requirements; the removal of native vegetation; and the creation of access to a road in a Road Zone Category 1. The permit applied to the westernmost part of the land covered by the Development Plan.
- Addendum 1 to the Development Plan was approved on 18 November 2015 and applies to the easternmost part of the site. The plan shows the use and development of the land for the purpose of 2-storey townhouses.
- Planning Permit PLN16/0075 was issued on 22 November 2016 for seventy-two (72) double storey dwellings on the easternmost part of the site that is covered by Addendum 1 to the Development Plan.

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- Addendum 2 to the Development Plan was approved on 17 May 2017 and applies to the middle part of the site. The plan shows a 2-3 storey townhouses in place of what was previously shown to be bulky goods retailing and office areas.
- Planning Permit PLN17/0603 was issued on 6 November 2017 for the development of the land for one hundred and sixteen (116) dwellings and alteration of access to a road in a Road Zone Category 1. This permit applies to the land that is covered by Addendum 2 to the Development Plan.
- Addendum 3 to the Development Plan was approved on 16 August 2018 and applies to the western part of the site. It allows for the conversion of the existing main building (previously shown to be a home improvement store) for the purpose of a supermarket and retail premises.
- Planning Permit PLN19/0154 was issued on 28 June 2019 for the use and development of the land for two (2) supermarkets, restricted retail premises and shops, and a reduction to the car parking requirements. This permit applies to the land that is covered by Addendum 3 to the Development Plan.
- Planning Permit PLN19/0161 was issued on 6 August 2019 for the development and display of illuminated and non-illuminated business identification signage. The signage is associated with the use and development approved by Planning Permit PLN19/0154.
- Planning Permit Application PLN19/0350 for the sale of liquor (Packaged liquor licence associated with a supermarket) at Supermarket Tenancy T4 within the same building is currently under consideration by Council.

Proposal

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café).

These activities will occur within 'Supermarket Tenancy 6' as identified on the plans approved under Planning Permit PLN19/0154 and will only be accessible to customers within the supermarket, with no direct external access provided.

Sale of liquor (Packaged liquor licence associated with a supermarket)

The sale of liquor will occur within an approximate 271-square metre area on the northern side of the supermarket, represents approximately 8.96 per cent of the overall floor area of the supermarket

Access to this area is adjacent to the restaurant/café and it will feature its own checkouts independent of the main supermarket floor area.

It is proposed to have the following hours of operation:

Monday to Friday	9:00am to 10:00pm
Saturday	9:00am to 9:00pm
Sunday	10:00am to 9:00pm

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2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

ANZAC Day	From 1:00pm
Christmas Day and Good Friday	No trading

It is noted that these hours are generally less than the Ordinary Trading Hours of the Victorian Commission for Gambling and Liquor Regulation (VCGLR); although the application does not propose any amended hours on days such as ANZAC Day, Good Friday and Christmas Day.

Sale and consumption of liquor (associated with a restaurant/café)

The sale and consumption of liquor will occur with an approximate 76.5-square metre area on the northern side of the supermarket and adjacent to the previously-mentioned packaged liquor area. This area represents approximately 2.53 per cent of the overall floor area of the supermarket.

The use is associated with the restaurant/café area, with liquor to be served in conjunction with the serving of meals. It will have a maximum of 24 patrons.

It is proposed to have the following hours of operation:

Monday to Friday	9:00am to 10:00pm
Saturday	9.00am to 9:00pm
Sunday	10.00am to 9:00pm

It is noted that these hours are generally less than the Ordinary Trading Hours of the Victorian Commission for Gambling and Liquor Regulation (VCGLR); although the application does not propose any amended hours on days such as ANZAC Day, Good Friday and Christmas Day.

A copy of the submitted plans is included as Attachment 1.

Victorian Charter of Human Rights and Responsibilities

All matters relevant to the Victorian Human Rights Charter have been considered in the preparation of this report and are consistent with the standards set by the Charter.

Financial Implications

No financial resources are impacted by this report.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**Planning Scheme and Policy Frameworks**

Pursuant to the Greater Dandenong Planning Scheme, a planning permit is required:

- Under Clause 52.27 (Licensed Premises) to use land to sell or consume liquor if a licence is required under the *Liquor Control Reform Act 1998*.

The relevant controls and policies are as follows:

Zoning Controls

The subject site is located in a Mixed Use Zone and is adjacent to a Road Zone Category 1 to the north and west (being Cheltenham Road and Springvale Road respectively).

The purpose of the Mixed Use Zone outlined at Clause 32.04 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To provide for a range of residential, commercial, industrial and other uses which complement the mixed-use function of the locality.*
- *To provide for housing at higher densities.*
- *To encourage development that responds to the existing or preferred neighbourhood character of the area.*
- *To facilitate the use, development and redevelopment of land in accordance with the objectives specified in a schedule to this zone.*

It is noted that there is no permit trigger for the proposal under the zone and there is no schedule to this zone.

Overlay Controls

The subject site is subject to an Environmental Audit Overlay and Development Plan Overlay (Schedule 8).

Environmental Audit Overlay

The purpose of the Environmental Audit Overlay outlined at Clause 45.03 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To ensure that potentially contaminated land is suitable for a use which could be significantly adversely affected by any contamination.*

It is a requirement of the overlay that before a sensitive use (residential use, child care centre, pre-school centre or primary school) commences or before the construction or carrying out of buildings and works in association with a sensitive use commences, certain measures must be completed.

It is noted that the proposal does not involve a sensitive use.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

Development Plan Overlay

The purpose of the Development Plan Overlay outlined at Clause 43.04 is:

- *To implement the Municipal Planning Strategy and the Planning Policy Framework.*
- *To identify areas which require the form and conditions of future use and development to be shown on a development plan before a permit can be granted to use or develop the land.*
- *To exempt an application from notice and review if a development plan has been prepared to the satisfaction of the responsible authority.*

Pursuant to Clause 43.04-2, a permit generally must not be granted to use or subdivide land, construct a building or construct or carry out works until a development plan has been prepared to the satisfaction of the Responsible Authority.

Clause 43.04-3 provides an exemption from the notice requirements of section 52(1)(a), (b) and (d), the decision requirements of section 64(1), (2) and (3) and the review rights of section 82(1) of the Act for an application under any provision of the Planning Scheme if a development plan has been prepared to the satisfaction of the Responsible Authority.

Additionally, once a development plan has been prepared, any permit granted must generally be in accordance with the development plan. The permit must also include any conditions or requirements specified in the Schedule.

It is noted that a development plan has been prepared for the subject site and the proposal for the use of the land for the sale of liquor is considered generally in accordance with the development plan.

Planning Policy Framework

The **Operation of the Planning Policy Framework** outlined at Clause 71.02 seeks to ensure that the objectives of planning in Victoria are fostered through appropriate land use and development planning policies and practices which integrate relevant environmental, social and economic factors in the interests of net community benefit and sustainable development. The objectives of Planning in Victoria are noted as:

- (a) To provide for the fair, orderly, economic and sustainable use, and development of land.*
- (b) To provide for the protection of natural and man-made resources and the maintenance of ecological processes and genetic diversity.*
- (c) To secure a pleasant, efficient and safe working, living and recreational environment for all Victorians and visitors to Victoria.*
- (d) To conserve and enhance those buildings, areas or other places which are of scientific, aesthetic, architectural or historical interest, or otherwise of special cultural value.*
- (e) To protect public utilities and other facilities for the benefit of the community.*

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

(f) To facilitate development in accordance with the objectives set out in paragraphs (a), (b), (c), (d) and (e).

(fa) To facilitate the provision of affordable housing in Victoria;

(g) To balance the present and future interests of all Victorians.

In order to achieve those objectives, there are a number of more specific objectives contained within the Planning Policy Framework that need to be considered under this application.

Clause 11 Settlement

Clause 11 (Settlement) encourages planning to anticipate and respond to the needs of existing and future communities through provision of zoned and serviced land for housing, employment, recreation and open space, commercial and community facilities and infrastructure.

It notes that planning is to recognise the need for, and as far as practicable contribute toward matters relating to health, wellbeing and safety, diversity and choice and economic viability.

Further guidance is provided by **Clause 11.01-1S (Settlement)**, which seeks to deliver choice and opportunity for all Victorians through a network of settlements. It includes strategies to ensure retail, office-based employment, community facilities and services are concentrated in central locations.

Clause 15 Built Environment and Heritage

Clause 15 (Built Environment and Heritage) states that planning should ensure all land use and development appropriately responds to its surrounding landscape and character, valued built form and cultural context. Planning must support the establishment and maintenance of communities by delivering functional, accessible, safe and diverse physical and social environments, through the appropriate location of use and development and through high quality buildings and urban design.

These overall objectives are reinforced by a number of sub-clauses, including **Clause 15.01-4R (Healthy neighbourhoods - Metropolitan Melbourne)** which seeks to create a city of 20-minute 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.

Clause 17 – Economic Development

Clause 17 (Economic Development) encourages planning to provide for a strong and innovative economy, where all sectors of the economy are critical to economic prosperity.

More specifically, **Clause 17.02-1S (Business)** has an objective to encourage development that meets the community's needs for retail, entertainment, office and other commercial services. It includes a strategy to ensure commercial facilities are aggregated and provide net community benefit in relation to their viability, accessibility and efficient use of infrastructure.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**Local Planning Policy Framework**

The Local Planning Policy Framework (LPPF) includes the Municipal Strategic Statement (MSS) and Local Policies. The MSS is contained at Clause 21 of the Scheme. At Clause 21.03-2, the MSS identifies a number of key focus areas and strategic directions, including:

- Economic Well-being – Strategies that facilitate employment and investment in the key economic areas of the municipality and stimulate its economic growth and wellbeing.
- Healthy Communities– Strategies that create health promoting environments that are welcoming, inclusive and make a positive contribution to the health and wellbeing of Greater Dandenong's diverse communities.

The objectives and strategies of the MSS are listed under four (4) main themes including: land use; built form; open space and natural environment; and infrastructure and transportation (considered individually under Clauses 21.04 to 21.07). Of particular relevance to this application is **Clause 21.04 (Land Use)** and more specifically, the following subclause:

Clause 21.04-2 (Retail, Commerce and Entertainment), which includes the following:

- *To encourage a mix of complimentary land uses that increase an activity centre's commercial variety without compromising its core commercial strengths.*
- *To create positive social, cultural and economic perceptions of all activity centres. transport.*

Particular Provisions**Clause 52.27 – Licensed Premises**

The provisions of Clause 52.27 apply to premises licensed, or to be licensed, under the Liquor Control Reform Act 1998. It has the following purposes:

- *To ensure that licensed premises are situated in appropriate locations.*
- *To ensure that the impact of the licensed premises on the amenity of the surrounding area is considered.*

Clause 52.27 requires planning permits for a number of reasons, including where a licence is required under the Liquor Control Reform Act 1998. As such, a permit is required under Clause 52.27 for the proposal.

General Provisions

Clause 65 (Decision Guidelines) needs to be considered, as is the case with all applications. For this application, the requirements of Clause 65.01 for the approval of an application or plan is of relevance. This clause outlines the requirements that the responsible authority must consider when determining the application.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**Council Policy****Alcohol Management Policy**

Council's Alcohol Management Policy has been developed to support the City's economic vitality, while enhancing safety, amenity, health and wellbeing in the City of Greater Dandenong through the effective assessment and enforcement of matters relevant to alcohol supply and use within the municipality.

The Policy applies to all new liquor licences, including those for events and activities in Council venues. The Policy creates a consistent and integrated approach across planning, regulation, enforcement and community safety activities of Council.

The Policy ensures that applicants for planning permits where a liquor licence is required, prepare an Alcohol Management Plan as part of their application to manage and mitigate potential risks associated with the provision of alcohol.

Information Guidelines have been developed to assist applicants with the preparation of Alcohol Management Plans. The draft Guidelines also provide a checklist to explain to applicants how Council planners will assess liquor licence applications and to seek to improve future applicants' understanding of the responsibilities and potential risks associated with the sale of alcohol.

This policy was adopted by Council on 9 December 2013.

Community Wellbeing Plan 2017-2021

The Community Wellbeing Plan and Annual Action Plan are key documents to guide the work that Council does to improve health and wellbeing across the municipality.

Aligning with the Victorian Public Health and Wellbeing Plan 2015-19, Greater Dandenong acknowledges the need to reduce inequalities in health and wellbeing, ensuring the greatest

improvements are realised among those who have poorer health. The Community Wellbeing Plan 2017-21 has been developed to enable its priorities to be reflected in the work and operational processes of Council.

The plan focuses on four priority areas:

- Community Infrastructure, Transport and Environment;
- Learning and Employment;
- Mental and Physical Health; and
- Safety, Engagement and Social Cohesion.

Community Safety Plan for Greater Dandenong 2015-2022

The Community Safety Plan for Greater Dandenong 2015-2022 sets the scene for a safe

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

and thriving community achieved through a vision for a diverse, safe and harmonious community where all people feel included and respected.

The plan aims to improve community perceptions of safety and reduce the risk of crime and anti-social behaviour through the following measures:

- Enabling all residents to enjoy and contribute to well designed and accessible public spaces;
- Supporting respectful relationships and positive interactions between communities and individuals, so that all residents are safe in public and within their homes;
- Designing and maintaining public and private transport infrastructure for the safe movement of all residents;
- Addressing the causes and impacts of alcohol and other drugs through community education, regulation and designing harm minimising environments; and
- Encouraging on-line safety while maximising the benefits of web based communications.

Restrictive Covenants

There are two Section 173 Agreements that apply to the site:

- Section 173 Agreement AJ951094H, dated 24 September 2012; and
- Section 173 Agreement AK875519Q, dated 28 October 2013.

The proposal will not breach either of these agreements.

Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. In accordance with the commitment in Council's Annual Plan, all applications are considered on their merits.

Diversity (Access & Equity)

It is not considered that the proposal raises any diversity issues affecting the planning assessment of this application.

Community Safety

It is considered that there would be no adverse community safety implications in permitting the proposal subject to strict conditions on any planning permit issued.

Safe Design Guidelines

Consideration of the relevant requirements of these Guidelines has been undertaken within the Assessment of this application.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

Referrals

Pursuant to Section 52 of the *Planning and Environment Act 1987*, notice of the application was given to:

Authority	Referral comments
VCGLR	No comment
Victoria Police	No objection

Internal

The application was internally referred to:

Internal department	Referral comments
Community Services	No objection, subject to conditions

Advertising

Notice of the application was not required to be given under Section 52 of the *Planning and Environment Act 1987* as the site is subject to the Development Plan Overlay, and a development plan has been prepared to the satisfaction of the Responsible Authority.

As such, Clause 43.04-3 provides the following exemption from notice requirements:

If a development plan has been prepared to the satisfaction of the responsible authority, an application under any provision of this planning scheme is exempt from the notice requirements of section 52(1)(a), (b) and (d), the decision requirements of section 64(1), (2) and (3) and the review rights of section 82(1) of the Act.

Assessment

The application proposes the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café) on land zoned Mixed Use and subject to the Development Plan Overlay (Schedule 8) and Environmental Audit Overlay.

The key considerations of this application relate to:

- Is the proposal consistent with the purpose, requirements and decision guidelines of Clause 52.27?
- Is the proposal in accordance with the development plan?

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**Is the proposal consistent with the purpose, requirements and decision guidelines of Clause 52.27?**

Clause 52.27 seeks to ensure that licensed premises are situated in appropriate locations and that the impact of the licensed premises on the amenity of the surrounding area is considered. The decision guidelines of this clause include:

- The Municipal Planning Strategy and the Planning Policy Framework;
- The impact of the sale or consumption of liquor permitted by the liquor licence on the amenity of the surrounding area;
- The impact of the hours of operation on the amenity of the surrounding area;
- The impact of the number of patrons on the amenity of the surrounding area; and
- The cumulative impact of any existing licensed premises and the proposed licensed premises on the amenity of the surrounding area.

The application is considered to respond positively to these decision guidelines and achieves the overall objectives of the clause for a number of reasons, including the locality of the area the siting and design of the building, the type of liquor licences being sought and their association with the supermarket.

The Municipal Planning Strategy and Planning Policy Framework emphasise the importance of providing choice and accessibility while ensuring that physical and social environments are managed appropriately in terms of matters such as health, safety and economic wellbeing. In this application, the proposal helps to broaden the range of goods available at the site and reinforces the site's function of providing retail convenience and choice to the surrounding area.

The proposal represents an ancillary component of the supermarket rather than a dominant component, and consequently, it operates within the hours of operation of the supermarket, it is accessible only from within the supermarket and it is focused on existing customers within the supermarket.

In particular, it is noted that the packaged liquor area represents 8.96 per cent and the licenced café/restaurant area represents only 2.53 per cent of the overall floor area of the supermarket. Furthermore, these licences represent the different categories of off-site consumption and onsite consumption rather than resulting in the creation of a proliferation of venues of the same category.

Given the above, any amenity impacts are unlikely to go beyond what would ordinarily be caused by the supermarket. It also noted that the proposed hours of operation are generally less than what is specified by the 'ordinary trading hours' outlined by the Victorian Commission for Gambling and Liquor Regulation (VCGLR).

In terms of cumulative impact, it is noted that the clustering of licensed venues can create negative cumulative impacts, such as nuisance, violence and crime, and that these impacts can vary depending on factors such as the number and type of venues present, the way they are managed, and the capacity of the local area to accommodate the venues.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

According to the VCGLR's Licensed Venues Map, there are no existing licensed premises within an approximate 100-metre-radius of the site and there are two licensed premises (one restricted club licence and one restaurant/café licence) within an approximate 500-metre-radius of the site. It should also be noted that there is a proposal for the sale of liquor in association with a second supermarket on the subject site, which is currently under consideration by Council.

In accordance with the guidance provided in the Practice Note for 'Licensed premises: Assessing cumulative impact', the existing conditions do not currently represent a cluster; although it is noted that a cluster would be created if the premises being assessed under this application and other application are approved.

However, this 'cluster' is considered to be low-risk due to the respective association of the premises with supermarkets, their ancillary nature to the supermarkets, and the different types of licences and hours of operation being sought. The premises are not located in proximity to sensitive uses and are not expected to attract additional customers. Additionally, a cumulative impact assessment is not considered a requirement under the Practice Note.

No objection to the application has been received from Victoria Police, and Council's Community Services Department has supported the application subject to conditions, including the requirement for an Alcohol Management Plan, which the applicant has submitted with the application. This plan demonstrates the measures and procedures that will be undertaken by the operator to manage the supply and consumption of liquor and any behavioural and amenity issues.

Based on the above, the proposal is considered appropriately located and managed to avoid any impact on the amenity of the surrounding area.

Is the proposal in accordance with the development plan?

As previously discussed, a Development Plan has been prepared and approved for the subject site and is relevant to the assessment of this application. In particular, the supermarket that forms the basis of this application is shown in Addendum 3 to the Development Plan and was approved by Planning Permit PLN19/0161 on 6 August 2019.

Clause 43.04-2 states that any planning permit granted must generally be in accordance with the development plan. As the development plan shows the use of the land for a supermarket and retail premises, and as the proposal is associated with a supermarket/retail premises and forms part of the normal range of goods offered for sale and consumption in a supermarket and retail premises, it is considered to be in accordance with the development plan.

Conclusion

The application has been assessed against the relevant requirements of the Greater Dandenong Planning Scheme and the proposal is considered complementary to the site and appropriate for the area, with appropriate measures in place to reasonably manage any adverse impacts.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**Recommendation**

That Council resolves to Grant a planning permit in respect of the land known and described as Lot 1 PS546419, 466 Cheltenham Road, Keysborough VIC 3171, for the use of the land for the sale of liquor (Packaged liquor licence associated with a supermarket) and for the sale and consumption of liquor (associated with a restaurant/café) in accordance with the plans submitted with the application subject to the following conditions:

1. The layout of the red line plan must not be altered without the written consent of the Responsible Authority.
2. The Alcohol Management Plan must not be altered without the written consent of the Responsible Authority.
3. The use of the site must at all times comply with the approved Alcohol Management Plan, to the satisfaction of the Responsible Authority.
4. The owner, occupier and the manager must at all time make reasonable endeavours that persons resorting to the premises do not create a nuisance or annoyance to neighbours or otherwise disturb the amenity of the area.
5. The amenity of the area must not be detrimentally affected by the licensed premises, through the:
 - 5.1. Transport of materials, goods or commodities to or from the land;
 - 5.2. Emission of noise, artificial light, vibration, smell, fumes, smoke, vapour, steam, soot, ash, dust, waste water, waste products, grit or oil;
 - 5.3. Adverse behaviour of patrons on, to or from the premises; and
 - 5.4. Presence of vermin.

All to the satisfaction of the Responsible Authority.

Packaged Liquor Conditions:

6. The sale and display of liquor must only be undertaken within the red line area identified on the endorsed plans.
7. No alcohol may be consumed on the premises at any time.
8. Except with the prior written consent of the Responsible Authority, any application made to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) must be for the on-site sale of packaged liquor only.
9. The use may operate only between the hours of:

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2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

9.1.	On any day other than Saturdays, Sundays, ANZAC Day, Good Friday and Christmas Day	9:00am to 10:00pm
9.2.	Saturday	9.00am to 9:00pm
9.3.	Sunday	10.00am to 9:00pm
9.4.	ANZAC Day	1:00pm to 10:00pm (weekdays) 1:00pm to 9:00pm (weekends)
9.5.	Good Friday and Christmas Day	No Trading

Restaurant/Café Conditions:

- 10. The sale, consumption and display of liquor must only be undertaken within the red line area identified on the endorsed plans.**
- 11. Except with the prior written consent of the Responsible Authority, any application made to the Victorian Commission for Gambling and Liquor Regulation (VCGLR) must be for the sale of liquor for consumption on the premises only.**
- 12. The predominant activity carried out on the premises must be the preparation and serving of meals.**
- 13. No more than twenty-four (24) patrons may be on the premises at any one time, unless with the written consent of the Responsible Authority.**
- 14. The use may operate only between the hours of:**
 - 14.1. On any day other than Saturdays, Sundays, ANZAC Day, Good Friday and Christmas Day** **9:00am to 10:00pm**
 - 14.2. Saturday** **9.00am to 9:00pm**
 - 14.3. Sunday** **10.00am to 9:00pm**
 - 14.4. ANZAC Day** **1:00pm to 10:00pm (weekdays)**
1:00pm to 9:00pm (weekends)
 - 14.5. Good Friday and Christmas Day** **No Trading**

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

Permit Expiry:

15. This permit will expire if:

15.1. The use does not start within two (2) years from the date of this permit, or

15.2. The use is discontinued for a period of two (2) years.

Before the permit expires or within six (6) months afterwards the owner or occupier of the land may in writing request the Responsible Authority to extend the expiry date.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

STATUTORY PLANNING APPLICATIONS

**TOWN PLANNING APPLICATION - NO. 466 CHELTENHAM ROAD,
KEYSBOROUGH (PLANNING APPLICATION NO. PLN19/0351)**

ATTACHMENT 1

SUBMITTED PLANS

PAGES 9 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)



ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)**4 Management Plan:****4.1 Compliance Risks**

- *How will you ensure that you do not supply alcohol to someone who is intoxicated (drunk)?*
Staff will be trained with the Responsible Service of Alcohol (RSA) and will be able to identify and refuse service to customers who are intoxicated.

- *What procedures will you put in place to ensure that staff can verify proof-of-age?*
With the RSA training, staff will be taught to identify and accept legal forms of identification. Staff will also be taught to either query or refuse any questionable or fraudulent forms of identification.

- *What system will you put in place to identify people that may be underage (under 18 years) as they enter the premises?*
Staff will be encouraged to request identification for customers who could be underage, unless they are accompanied by a responsible adult.

- *How will you prevent alcohol from being supplied to someone under 18 years of age?*
Staff will request identification from customers who appear underage to ensure alcohol is not being sold to underage persons. Where there are reasonable grounds for suspecting alcohol being purchased will be supplied to underage persons, sale of alcohol will be refused.

The operators will also use optional signage and promote that anyone that looks under 25 years of age will be requested to provide ID

- *What relevant training will you require staff to take to ensure the Responsible Service of Alcohol (RSA)?*

Staff will be required to undertake RSA training successfully in order to gain employment at the bottle shop. Responsible Service of Alcohol licensee and staff will comply with training requirements and education on changing liquor licencing laws and practices.

- Persons staffing the restaurant/café will not be involved with service provision at the checkouts for the adjacent proposed packaged liquor outlet.
- Persons staffing the packaged liquor outlet and its checkouts will be:
 - o over 18 years of age
 - o not also staffing the cash register for the adjacent restaurant and café
 - o not also involved with service provision of other supermarket checkouts
 - o are focused on customer service and management of the packaged outlet only.

- *How will you document the start and finish dates for RSA induction, refresher training and employment details for each member of staff, including managers and security staff?*

All staff will be required to undertake pre-employment training prior to commencement and will be required to also complete RSA refreshers at a minimum of every 3 years prior to expiry.



ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

A RSA Program Register in accordance with the template provided by the VCGLR will be maintained. It confirms:

- Staff name
- Date first supplied / sold liquor
- Date of most recent RSA certificate (actual RSA, or RSA refresher)
- Actual copy of RSA
- Confirmation of RSA refresher date (3 years from previous certificate)

- *How will you ensure that any RSA training remains up to date and does not expire after three years?*

The RSA Program Register will be reviewed regularly, with staff to be booked in for the RSA refresher prior to the expiry of the RSA.

- *How will you ensure that staff stay up to date with any changes to liquor licensing?*

Responsible Service of Alcohol licensee and staff will comply with training requirements and education on changing liquor licensing laws and practices. Any changes with liquor licensing can be discussed at staff meetings, or details of same displayed in tea room so that staff can review at their own leisure. Staff will be required to sign off on any changes to make it clear they have reviewed such documentation.

- *Where will you display the required posters and signage to reduce potential risks and raise awareness about the responsible service of alcohol? (see VCGLR website for details)*

Within red line area, signage detailing the requirement for compliance with house rules, planning permit and liquor laws (including the illegality of purchasing alcohol for minors, the requirements for sealed packaging of liquor etc) will be displayed.

House rules will be prepared in accordance with the template available on the VCGLR website. Staff will be required to review the rules upon commencing employment and fully comprehend these rules.

- *What will you do to comply with the standards of Department of Justice, Design Guidelines for Licensed Premises? (available at www.justice.vic.gov.au/)*

Given the nature of the venue, many of the design guidelines are not applicable. However, we note:

- Element 1: The entry / exit is clearly identifiable externally and the location of the counter inside the premises away from this point ensures that there will not be crowding around this doorway. Patrons are not expected to queue with this premises. However, CCTV will be installed.
- Element 2: the area designated for the service of liquor will be located directly opposite the Register Operator
- Element 3: appropriate layouts provide for clear pathways to ensure the premises will not become overcrowded.
- Element 4: N/A
- Element 5: N/A
- Element 6: N/A

- *How will you comply with VCGLR's Code of Conduct for Packaged Liquor Licences? (available online at the VCGLR website)*



ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

The operator of the premises will be cognisant of the Liquor Licensing Code of Conduct for Packaged Liquor Licensees. This includes displaying appropriate signage, ensuring no inappropriate promotion or advertising of alcohol, ensuring minors on premises are appropriately addressed (as outlined previously) and that all staff have appropriate RSA training. These will be achieved by various means as outlined previously.

What will be the Managerial and staff ratios at peak times for the café/restaurant, during evening and weekend operations?

The Café / Restaurant Area will have a Manager and Assistant Manager reasonable for the day to day operations. All our Management team are required to work alternating weekends and nights. They will also have a dedicated staff team that they will utilize for the purpose of rostering. The main body of the supermarket is always manned with a Senior Store Manager at all times who will also be available to assist if required and are also trained and required to have an RSA as a pre-requisite.

4.2 Behavioural Risks

- *What House Policies will you develop and where will you display these?*
House Rules will be prepared in accordance with the template available on the VCGLR website. Staff will be required to review the rules upon commencing employment and they will otherwise be displayed within the tea room. The House Rules can be updated from time to time as relevant.
https://www.vcglr.vic.gov.au/sites/default/files/Sample_House_Rules_Packaged_Liquor_Licence.pdf

Signage in addition to the standard signage required by the House Rules is as follows:

- Alcohol is not to be consumed in any public places in the municipality, such as in the car park and related areas, and that up to a \$1,000 Local Laws fine applies.
- That the safety and amenity of people and property in surrounding areas is to be respected upon leaving the premises.

The House Rules booklet as stipulated by the VCGLR will stipulate managerial roles and intervention processes for recognising and addressing incidents, emergencies, complaints, intoxicated customers, anti-social or difficult behaviours, and/or refusal of service.

- *What are the mechanisms to ensure persons under 18 years old are not on the premises unless accompanied by a responsible adult and are not sold alcohol directly or through a secondary source?*
The appropriate training is provided prior to commencement and all VCGLR Compulsory Signage is displayed within the Redline Perimeters. A physical compliance check is completed on a weekly basis by the Department Manager and recorded to ensure all current signage is on display and reported back to the Company Compliance and Risk Manager.



ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

- *What strategies will you apply to address the cumulative impact of your premises, if required?*

As noted previously, the proposed packaged liquor licence will not result in an adverse cumulative impact.

- *What are the procedures for responsible marketing and promotional practices to deter risky and/or rapid alcohol consumption?*

As previously stated, our Primary Function is to provide a Coffee Lounge and light meals option with those being made instore by our resident chief. We are not engorging this area of the store as purely a venue to consume alcohol (EG- We won't be having Happy Hour like a Pub Does ETC) but more of an added offer to complement the food options and the ability to allow small craft beer companies to showcase their products where they don't necessarily get this option like that or a large multinational company's do (EG- VB and Carlton Draught).

With regard to the liquor outlet, no Advertising or sale of Liquor will occur outside the Red Line Perimeter

4.3 Amenity Risks

- *What strategies will you use to control amenity and noise impacts from indoor and outdoor areas of the premises?*

Any person over the age of 18 years is an authorised manager of the operator and will be responsible for ensuring activities, customers/visitors on the premises do not have a detrimental impact on surrounding amenity.

Given the nature of the venue, it is not expected to cause any unreasonable amenity and noise impacts.
CCTV will be set up to record inside and outside the proposed shop, with recordings retained for one (1) month after the date of recording.

- *How will you ensure that deliveries and waste management do not negatively affect the area? (e.g. truck engines, glass bottles tipped into dumpsters, rubbish removal)*

N/A

- *How will you work with all authorities to reduce alcohol-related impacts in public spaces and the broader community?*

In seeking to maintain safety and amenity standards and comply with local and liquor laws, the applicant agrees to display additional signage stating that:

- Alcohol is not to be consumed in any public places in the City of Greater Dandenong, such as in the car park and related areas, and up to a \$1000 Local Laws fine applies.
- The safety and amenity of people and property in surrounding areas is to be respected upon leaving the premises.

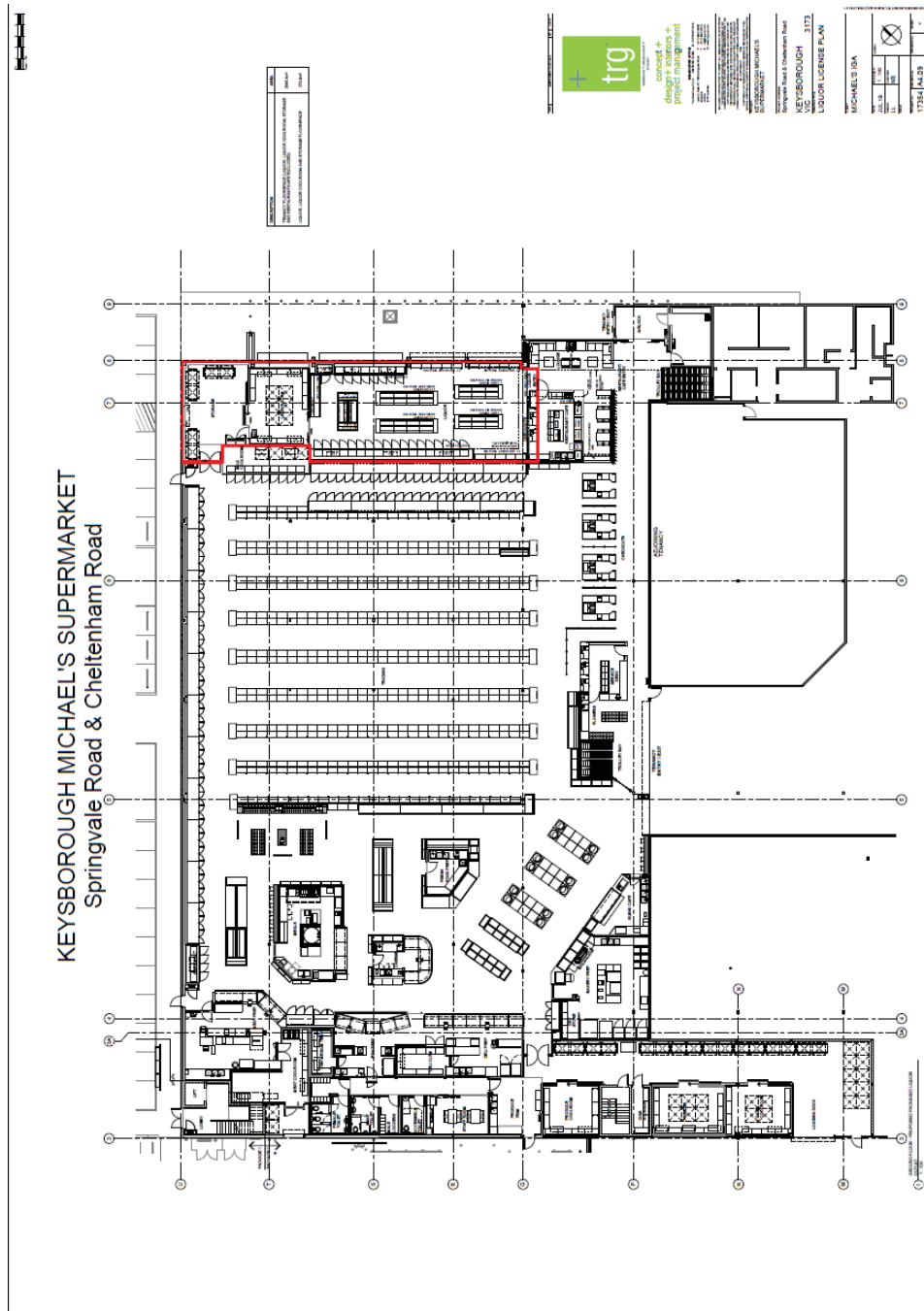


2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

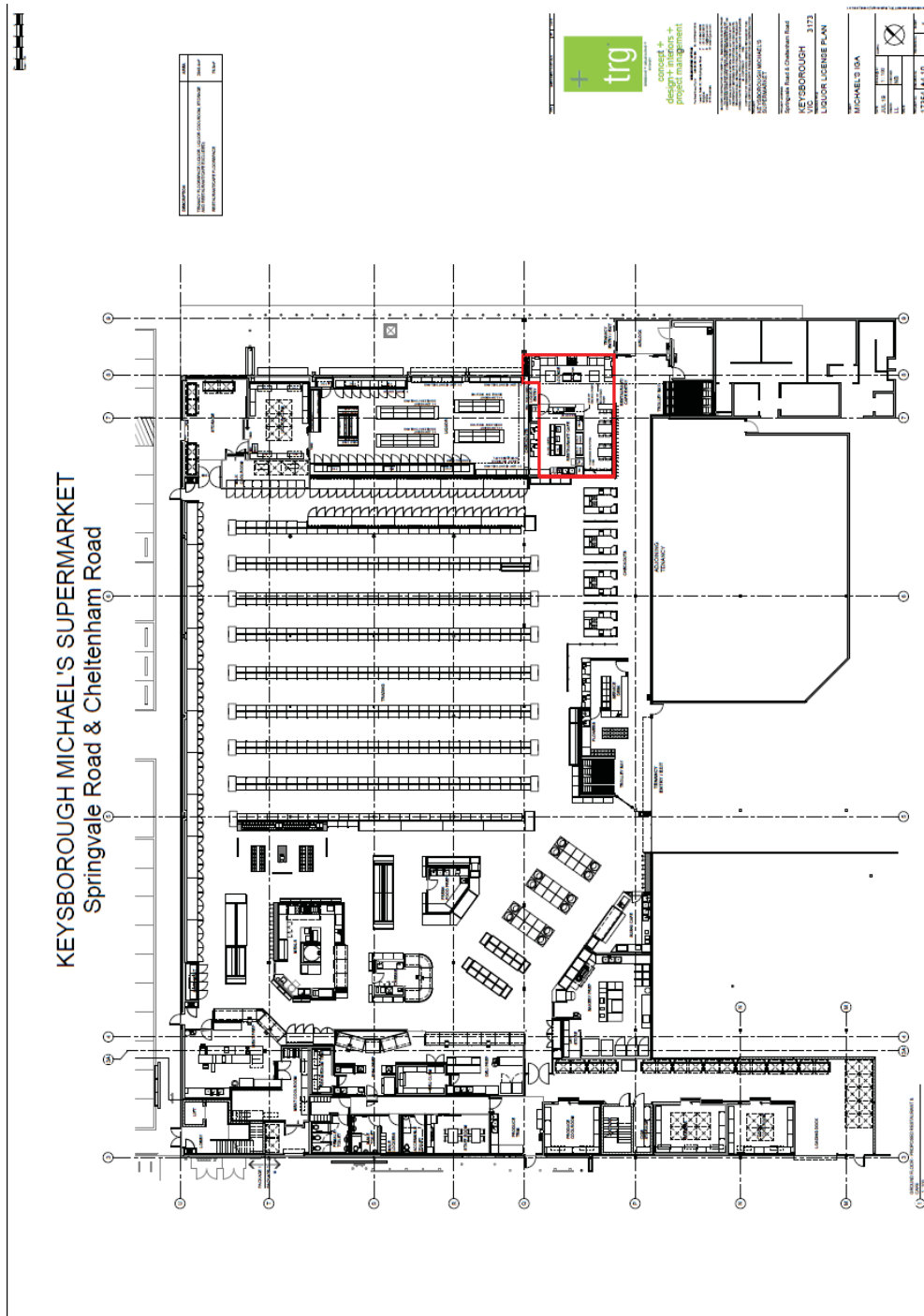
Appendix A Red Line Plan



ORDINARY COUNCIL MEETING - AGENDA

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)

2.3.5 Town Planning Application - No. 466 Cheltenham Road, Keysborough (Planning Application No. PLN19/0351) (Cont.)



2.4 FINANCE AND BUDGET

2.4.1 Audit Advisory Committee 2018-19 Annual Report

File Id:

Responsible Officer:

Director Corporate Services

Attachments:

2018-19 Audit Advisory Committee Annual
Report

Report Summary

As part of the Audit Advisory Committee Charter, the Committee must provide an annual report to Council. This report seeks the adoption of this annual report.

Recommendation Summary

This report recommends that Council notes the 2018-19 Annual Report as provided by the Audit Advisory Committee.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

Background

In line with financial best practices, the City of Greater Dandenong operates an independent Audit Advisory Committee to provide oversight of financial and risk management outcomes impacting upon Council.

The committee is comprised of three external members appointed on the basis of their professional expertise and two Councillors and is chaired by an external member.

Minutes of all Audit Advisory Committee meetings are presented to Council for adoption. The committee is advisory in nature only and will from time to time recommend to Council certain actions. The committee operates within a charter that has been adopted by Council.

In 2018-19, the committee met on four occasions to consider a wide range of matters. The attached 2018-19 Audit Advisory Committee Annual Report provides a summary of the matters considered by the committee during this financial period.

Proposal

That Council notes the 2018-19 Annual Report as provided by the Audit Advisory Committee.

Community Plan 'Imagine 2030' and Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

After consultation with the Greater Dandenong community on what kind of future they wanted to see for themselves and the City in 2030, the result was the Greater Dandenong Community Plan 'Imagine 2030'. This report is consistent with the following community visions:

Community Plan 'Imagine 2030'

Opportunity

- *Leadership by the Council* – The leading Council

Council Plan 2017-2021

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. This report is consistent with the following goals:

Opportunity

- An open and effective Council

Financial Implications

There are no financial implications associated with this report.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)**Consultation**

The Audit Advisory Committee considered the draft annual report at its meeting held on Friday 30 August 2019 and recommended its adoption. Representatives from the Audit Advisory Committee then attended the Council Briefing Session held on Monday 2 September 2019 and presented the outcomes of the Annual Report to Council.

Conclusion

The 2018-19 Audit Advisory Committee Annual Report highlights a wide variety of matters considered by the committee during the 2018-19 financial year. As an independent oversight role, the committee adds considerable value to Council particularly in reviewing the outcomes of internal audit, external audit and matters of risk to Council.

Recommendation

That Council notes the 2018-19 Audit Advisory Committee Annual Report.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

FINANCE AND BUDGET

AUDIT ADVISORY COMMITTEE 2018-19 ANNUAL REPORT

ATTACHMENT 1

**DRAFT AUDIT ADVISORY COMMITTEE
ANNUAL REPORT 2018-19**

PAGES 13 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)**Audit Committee Annual Report to Council
2018-19****Introduction**

The City of Greater Dandenong Committee's Charter requires that an Annual Report on the activities of the Committee be presented to Council at the conclusion of each financial year. It is with pleasure that I submit the 2018/19 Audit Committee Annual Report for the consideration of Council

The City of Greater Dandenong Committee (the Committee) is an independent Advisory Committee to Council established under Section 139 of the Local Government Act 1989 (as amended) (the 'Act').

This Annual Report provides the Council with details of the primary functions and outcomes of the Committee.

The Committee has several functions which are set out in its Charter. These functions are framed around Local Government Best Practice for Audit Committee's to assist Council in addressing financial; strategic and operational risks and ensuring that Council maintains a reliable system of internal controls.

The key purpose of this report is to provide the Council with information that:

- Achieves greater awareness of the purpose, role and objectives of the Audit Committee
- Acts as a communication link between the Internal and External Auditors and Council
- Outlines the outcomes achieved by the Committee
- Provides Council with information on future objectives of the Committee

The various sections in this Report provide details of the Committee's activities and outcomes for the 2018/19 financial year and indicate that the Committee canvassed a wide variety of issues and considered many presentations and reports from Council's management.

The Audit Committee considered 12 Internal Audit reports and several management reports regarding strategic and operational risk issues. The Committee also met on several occasions with the external auditor.

I believe the Audit Committee has performed a valuable oversight role for Council during the 2018/19 period on many issues relating to Council's governance; financial management; accountability, control processes and risk management obligations and continues to assist Council in mitigating risks in these areas.

I commend the 2018/19 Audit Committee Annual Report to Council.

David Ashmore
Audit Committee Chairperson

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)**Audit Committee Annual Report to Council
2018-19****Background to the Audit Committee**

The Audit Committee is an independent Advisory Committee to Council whose primary purpose is to assist Council in the effective conduct of its responsibilities for financial reporting, management of risk and maintaining a reliable system of internal controls.

The specific objectives of the Audit Committee are outlined in the Committee's charter and provide for the following:

- Review the appropriateness of special internal audit assignments undertaken by internal audit at the request of Council or Chief Executive Officer.
- To review the scope of the internal audit plan and programme and effectiveness of the function.
- Annually review the level of resources allocated to internal audit and the scope of its authority through the approval of the Annual Internal Audit Plan.
- Review reports of internal audit and the extent to which Council and management react to matters raised by internal audit, by monitoring the implementation of recommendations made by internal audit.
- Facilitate liaison between the internal and external auditor to promote compatibility, to the extent appropriate, between their audit programmes.
- Critically analyse and follow up any internal or external audit report that raises significant issues relating to risk management, internal control, financial reporting and other accountability or governance issues, and any other matters relevant under the Committee's terms of reference. Review management's response to, and actions taken as a result of the issues raised.
- Review Council's draft annual General Purpose Financial Report, Standard Statements and Performance Statement and recommend their adoption to Council.
- Discuss with the external auditor the scope of the audit and the planning of the audit.
- Discuss with the external auditor issues arising from the audit, including any management letter issued by the auditor and the resolution of such matters.
- Identify and refer specific projects or investigations deemed necessary through the Chief Executive Officer, and the Council if appropriate and receive progress reports and findings.
- Monitor the progress of any major lawsuits facing the Council.
- The Audit Advisory Committee will:

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

**Audit Committee Annual Report to Council
2018-19**

- monitor the risk exposure of Council by determining if management has appropriate risk management processes and adequate management information systems; and
- review tendering arrangements and advise Council.
- The Audit Advisory Committee should address issues brought to the attention of the Committee including responding to requests from Council for advice that are within the parameters of the Committee's Terms of Reference.

The Committee comprises of five members, three of which are external members and two Councillors.

The membership of the Committee over the past twelve months is as follows:

Councillors: Cr Matthew Kirwan
Cr Youhorn Chea (concluding 1 November, 2018)
Cr Roz Blades
Cr Maria Sampey (commencing 1 November 2018)

External Members: Mr Michael Ulbrick
Mr David Ashmore (Chair)
Mr Geoff Harry

The Audit Committee met on four occasions during the 2018/19 year with meetings held on

31 August, 2018
7 December 2018
8 March 2019
14 June 2019

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

**Audit Committee Annual Report to Council
2018-19**

Attendance at Audit Committee meetings during 2018/19 is tabulated below:

Member	Attendance/ Meeting Numbers
<i>Council Members</i>	
Cr Kirwan	2/4
Cr Blades	1/4
Cr Sampey	2/4
Cr Chea	0/1
<i>External Members</i>	
Mr Ulbrick	4/4
Mr Ashmore	4/4
Mr Harry	4/4

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

Audit Committee Annual Report to Council 2018-19

Audit Committee Outcomes 2018/19

The Audit Committee would like to highlight the following outcomes to Council.

INTERNAL AUDIT

Council's Internal Audit function during 2018/19 was provided by Crowe Horwath.

During 2018/19 Internal audit reviews were conducted by the Internal Auditors on the following risk areas:

- Customer Services
- Fair Value for Tendered Works
- Financial Controls
- Follow up of selected risk matters raised in prior internal audit reports
- Dandenong Market Trader Leases and Licences
- Mobile Plant Management
- Immunisation Review
- Grants Non-Recurrent
- Local Law Enforcement
- Developer Contributions – financial and contributed assets
- Financial Controls (cash receipting, payroll & rates debtors)
- Information Technology – Security and access controls

Each of the internal audit reports provided detailed recommendations in relation to opportunities to improve financial controls. These recommendations are rated as high; medium or low and are discussed at length at the Audit Committee meetings to ensure that the Audit Committee Members are comfortable and confident that the responses and actions outlined by Management adequately address them. An action plan is agreed upon.

The Audit Committee has monitored the implementation of these recommendations and actions at each subsequent Audit Committee to ensure that the recommended and agreed audit initiatives are carried out, thus assisting in improving Council's procedural and control environments. This ongoing monitoring also ensures that Council's risk exposure in many areas is brought to the Committee's attention and that there is a management framework to address such issues.

In summary the key outcomes of each Internal Audit are as follows:

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

Audit Committee Annual Report to Council 2018-19

Customer Services

The audit objectives of this review were to review the adequacy of the operation and management of customer services desks and processes, handling of enquiries and complaints, response times, training and monitoring and tracking of responses including afterhours enquiries.

The report identified areas for improvement including compliance with PCI-DSS requirements (credit cards) and documenting procedures / guidelines. Further gaps were identified in reporting and follow up of outstanding requests and improvement opportunities were noted for ongoing training of customer service staff.

The review contained six recommendations of which one risk was Moderate and the remaining five were rated as low risk.

Fair Value for Tendered Works

The objectives of this review were to review the adequacy of Council processes in ensuring fair value tenders for the organisation. The review encompassed the processes used to determine potential cost estimates for inclusion in Budgets, pre-tender comparisons to similar works undertaken by Council and determining price elasticity in the market. The review also involved cost comparisons for works at Greater Dandenong with benchmark Councils.

The report provided six recommendations of which two were rated as moderate and four were rated as low risk.

Key outcomes included the development of a procurement annual report to Council, further consideration of similar projects when developing cost estimations and consideration of policies and procedures around alternate ways of delivering capital projects.

Financial Controls (sundry debtors, assets (non infrastructure), petty cash)

The objectives of this audit were to review the adequacy of practices and procedures with respect to sundry debtors, assets (non-infrastructure) and petty cash. The review generally found Councils controls in these areas to be sound with five audit recommendations being made, two of which were moderate and three of which were low risk.

Areas of improvement noted related to lack of clarification on periodic physical stocktakes and IT assets being on the asset register.

Follow up of selected risk matters raised in prior internal audit reports

The objectives of this audit were to follow up on selected risk matters raised in prior internal audit reports. The review considered 33 previous audit recommendations. The report found 17 of the recommendations had been satisfactorily completed with 16 recommendations still to be fully implemented. All outstanding recommendations will be monitored by the Committee until they are completed.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

**Audit Committee Annual Report to Council
2018-19**

DMPL Traders Leases and Licences

The objectives of this audit were to review the adequacy of DMPL's controls and practices in respect of trader leases and licences. This included the policy and procedural framework, EOI

processes, criteria for issuing of leases and licences, payments, monitoring compliance with terms and renewal of leases and licences.

The review generally found current practices in place were adequate with the review noting four recommendations of which one was rated as moderate and three low risk.

Areas for improvement were related to cash collection from casual traders on the day of trading and system improvements to the ProGenesis leasing system used by DMPL.

Mobile Plant Management

The objectives of this audit were to review the adequacy of management of major pieces of mobile plant in respect to policies and procedures, monitoring of maintenance and usage, use of IT, timing of plant replacements, security of plant and the process of purchasing and disposing of plant.

The review noted six audit recommendations of which two were rated moderate and four rated low risk.

Key areas for improvement were development of specific policies and procedures for mobile plant, further consideration of the requirement for zero alcohol in major plant, updating of the five-year capital program and improvements in reporting and systematic analysis of fuel utilisation.

Immunisation Management Review

The objectives of this audit were to review the adequacy of processes with respect to policies and procedures, processes for ensuring legislative and industry changes are implemented, record keeping, emergency procedures, storage of vaccines, reporting, customer services and staff training.

The reported noted one moderate and one low risk recommendation.

Areas for improvement were in respect to long-term planning and improvements to internal reporting.

Grants (Non-recurrent) Review

The review considered the adequacy and effectiveness of management processes in place for the attainment of government grants, including the identification of grants, assessment of those beneficial to the organisation and tracking and consideration of work effort required to obtain funding.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

Audit Committee Annual Report to Council 2018-19

The report made four recommendations two of which were rated as moderate risk and two which were rated low risk.

Area for improvement included development of a Grants Policy framework.

Local Law Enforcement Review

The objectives of the audit were to review the adequacy of internal controls designed to prevent fraud and corruption, local law enforcement policies and procedures, processes in respect to issuing of permits, customer complaint management and infringement management.

The report made three recommendations all of which were rated as low risk.

Areas for improvement included updating the staff code of conduct, conducting random checks and making better use of technology in the field including direct integration with Councils property and rating system.

Developer Contributions – financial and contributed assets

The objectives of the review were to review the adequacy of the collection, allocation and application of financial developer contributions. This included the process for calculation of amounts, enforcing financial management contributions, accounting for contributions and reporting of contributions.

The report made eight recommendations of which two were considered moderate risk and six of low risk.

Areas for improvement included noting the use of spreadsheets to calculate Open Space requirements, the need for developers to enter into formal infrastructure agreements prior to commencing in-kind works and improvements in policies and procedures.

Financial Controls (cash receipting, payroll and rates debtors)

The objectives of the audit were to review the adequacy of financial controls in respect of the above areas.

The review made six recommendations of which one was considered moderate risk with the remaining five being low risk.

Areas of improvement included greater security over the prevention of editing of files prior to being uploaded into CommBiz for electronic funds transfers and greater documentation in relation to waiving of rates interest.

Information Technology – security and access controls

The objectives of the audit reviewed the adequacy of ICT cyber security controls.

The report noted nine recommendations of which six were assessed as being of moderate risk and three of low risk.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

Audit Committee Annual Report to Council 2018-19

Key areas for improvement included redevelopment of Councils ICT Strategy, updating the ICT Security Policy, regular review of access entitlements to the Data Centre and simplified reporting in respect of patch management.

EXTERNAL AUDIT

Extensive liaison was held with the external auditors (DMG Advisory acting as agents for Victorian Auditor General) in respect of the 2017/18 financial statements, culminating in the Audit Committee endorsing the draft General Purpose Financial and Standard and Performance Statements to Council.

The Committee has further monitored actions noted in VAGO's 2017/18 Audit Management letter. The Committee reviewed the scope of the proposed audit for the 2018/19 financial year which is currently underway.

GENERAL

The Audit Committee undertook a number of other activities during 2018/19 including the following items:

- Received several presentations from Council risk management staff in respect of Risk Management and the identification of Councils Strategic and Operational Risks.
- Received and considered quarterly financial reports
- Received regular presentations from respective Directors on the key risks associated with their Directorate and what steps were in place to mitigate them.
- Received a report from DMPL in respect of their 2017/18 Annual Report and further considered a report canvassing the first six months of operations through to December 2018;
- Approved the 2017/18 Audit Committee Annual Report to Council and presented this report to Council in September 2018;
- Reviewed the outcomes of Council's performance under the Local Government Performance Reporting framework;
- Completed the 2018 Self-Assessment of the performance of the Audit Committee
- Considered the implications on Council of the changes in the Recycling industry
- Received a report in respect of Councils Annual IT Penetration Testing;
- Reviewed the draft Privacy/data breach protocol

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)**Audit Committee Annual Report to Council
2018-19**

- Reviewed the updates to the Fixed Asset Accounting Policy
- Received a report on the status of Councils Municipal Emergency Management
- Received regular updates in respect of legal actions against Council as part of insurance claims;
- The Committee received regular reports regarding the status of the implementation of the internal audit recommendations
- Continued to review several Parliamentary reports, including management comments on the learnings within these reports for the City of Greater Dandenong; and
- Reviewed Council's Travel and Gift Registers.

ACCOUNTABILITY; GOVERNANCE AND COMPLIANCE

In order to improve the governance processes of accountability; compliance and transparency, in addition to this Annual Report, the Audit Committee submits the Minutes of each of its Meetings to the next available Council Meeting.

The Committee also seeks information from the Chief Executive Officer at each Audit Committee Meeting regarding any breaches or non-compliance issues since the last meeting. The Internal Auditor is also required to formally advise if their work had been impeded in any way during the conduct of their audits.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)**Audit Committee Annual Report to Council
2018-19****Outlook for 2019/20**

The Audit Committee looks forward to an equally busy 2019/20. A comprehensive program of Internal Audits has been developed for the 2019/20 financial year.

The Committee has been active in ongoing discussions with its external audit agent DMG Audit and Advisory in relation to the 2018/19 annual audit process. The Committee will review and consider the 2018-19 Annual Reports at its meeting to be held 30 August 2019 where discussions will be held with the external auditor in respect of their audit findings.

The Committee's Annual Report will be presented to Council in September 2019. The Audit Committee will continue to oversee the revisions to a number of Council Financial Policies and receive presentations on several areas of potential risk to Council.

The Committee will be informed of any applicable Local Government Industry issues raised by the Victorian Auditor General; the Victorian Ombudsman; the Local Government Investigations and Compliance Inspectorate; the Independent Broad-based Anti-Corruption Commission or the Office of the Victorian Inspectorate.

The Committee will take an active interest and stay informed on the proposed changes in the new Local Government Act, particularly in relation to the proposed directions of expanding the scope and role of Audit Committees.

Conclusion

In summary, the 2018/19 year was again a very productive year with the Audit Committee considering a large range of reports and issues relating to Council's reporting, accountability, control and risk management objectives and obligations.

As outlined in this report, I believe the Audit Committee continues a valuable oversight role relating to Council's strong financial, governance, risk control environments and associated systems to ensure that adequate control frameworks are in place so that Council operates within a best practice framework that maintains an environment to identify and mitigate risks.

It is a very robust Committee and through the diverse experience and knowledge of its members can test assumptions and make recommendations that add value to Council's operations. I would like to express thanks to my fellow Committee members and in particular acknowledge the contributions of Councillor members on the Audit Committee throughout the financial year.

On behalf of all Audit Committee members, I would like to express sincere thanks to the staff from DMG Audit & Advisory for their work in the conduct of the external audit relating to both 2017/18 and the 2018/19 financial years, and to the internal auditors Crowe Horwath for their significant contribution into the internal audit program where business improvement recommendations were made which will ensure that Council's internal controls and processes are continually improved.

I particularly wish to thank Council's Chief Executive Officer, Mr John Bennie; Director Corporate Services, Mr Mick Jaensch; the Finance Manager Ms Michelle Hansen and the Governance staff for their support and professional advice. I also extend the Committee's thanks to all the Council Officers who have assisted the Audit Committee in a professional manner during the year.

2.4.1 Audit Advisory Committee 2018-19 Annual Report (Cont.)

**Audit Committee Annual Report to Council
2018-19**

Finally, I thank all my fellow Audit Committee Members - Councillors and External Members for their participation, diligence, professionalism and contribution throughout the 2018/19 financial

year. We look forward to the continuation of a very strong working relationship with Council and Council's Executive Staff during the 2019/20 financial year.

David Ashmore
Chairperson

2.5 POLICY AND STRATEGY

2.5.1 Aquatic Strategy

File Id:

Responsible Officer:

Director Community Services

Attachments:

Aquatic Strategy – Final Report

Report Summary

This report provides an overview of the Aquatic Strategy which has been prepared to guide the future provision of aquatic and leisure facilities in the City of Greater Dandenong.

The Aquatic Strategy has involved extensive research and consultation and proposes a municipal wide solution to the provision of aquatic facilities, including recommendations for a new aquatic and leisure centre in Dandenong to replace the existing Dandenong Oasis, and a redevelopment of the Noble Park Aquatic Centre (NPAC) to include an expanded range of year-round services.

Recommendation Summary

This report recommends that Council adopt the Aquatic Strategy which seeks to guide the future provision of aquatic and leisure facilities in the City of Greater Dandenong.

2.5.1 Aquatic Strategy (Cont.)

Background

The City of Greater Dandenong embarked on a feasibility study for the future Dandenong Oasis in late 2017 and undertook an extensive consultation process to seek community input about current usage patterns and preferences for the provision of future aquatic facilities.

Following this consultation process, the scope of the project was expanded to include the NPAC and a municipal wide approach to aquatics provision, due to the close proximity of the two existing centres and the need to provide complementary and sustainable facilities that maximise community use and benefit.

The Strategy has been developed in accordance with the following strategic framework

Vision: *“More People, More Active, More Often”*

Guiding principles:

- Enhancing community health and wellbeing;
- Maximising equity and access;
- Facilitating social connection;
- Providing high quality facilities; and
- Creating financially sustainable outcomes.

Draft Aquatic Strategy

The draft Aquatic Strategy proposed five key recommendations, based on extensive research, analysis and consultation. These recommendations are summarised below.

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That Greater Dandenong provide one 50m pool for the municipality, with the new Dandenong facility comprising a 25m (10 lane) pool, in addition to two warm water pools, learn to swim pool, leisure pool / water play, spa, sauna and steam room, gymnasium, program / group fitness rooms and amenities / supporting infrastructure.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve in Dandenong.
5. That NPAC be redeveloped into the future to include an expanded indoor pool hall (with learn to swim pool, water play / leisure water, spa, sauna, steam room and redeveloped program pool); gymnasium, change rooms and retention of the 50m pool as an outdoor pool (to be reassessed as a long-term option).

Feedback on Draft Aquatic Strategy

A second round of consultation was undertaken to seek community feedback on the draft Aquatic Strategy. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

2.5.1 Aquatic Strategy (Cont.)

- The size of the main pool at the proposed Dandenong aquatic and leisure centre (25m 10 lane v 50m 8 lane); and
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities. A summary of the key feedback is outlined below.

Proposed Dandenong aquatic and leisure centre:

- Overwhelming preference for a 50m 8 lane pool (as opposed to a 25m 10 lane pool).
- Support for the Mills Reserve site.
- Overall support for a new Centre.
- Support for warm water pool/s, facilities for families and children, spa and sauna, health and fitness facilities and the inclusion of universal design elements.

Proposed NPAC redevelopment:

- A preference to retain the existing 50m pool as an 'outdoor' pool.
- Strong support for the expansion of the indoor pool hall, including dedicated learn to swim pool, redeveloped program pool, spa, sauna, steam and indoor water play.
- Support for a gymnasium.
- Consideration of broader Ross Reserve precinct to ensure a coordinated approach to car parking, lighting, security and access to adjoining facilities.

In summary, the draft Aquatic Strategy and associated recommendations received a high level of support within the community, with the exception of the recommendation to provide a 25m 10 lane pool at the proposed Dandenong aquatic and leisure centre. This proposal was met with opposition from the community, particularly from existing Centre users, with overwhelming support for a 50m 8 lane pool.

Implications of Alternate Option – 50m 8 lane pool

The consultation outcomes led Council to undertake further investigation into the alternate option of a 50m 8 lane pool at the proposed Dandenong aquatic and leisure centre, instead of a 25m 10 lane pool. This investigation considered a range of implications / key differences from the original proposal which are summarised below.

- Increased capital cost, with the 50m 8 lane pool option costing approximately \$8.3M more than a 25m pool option (\$54.4M versus \$46.1M plus exclusions).
- Increased building area of approximately 825 square metres for the 50m pool option, compared to the 25m pool option contributing to greater site impact.
- Increased operational subsidy associated with additional utilities and staff requirements (estimated at \$201K per annum).

2.5.1 Aquatic Strategy (Cont.)

- Increased carbon footprint and energy consumption.
- Potential need for a staged implementation program for the delivery of the full Aquatic Strategy (i.e. proposed Dandenong aquatic and leisure centre and proposed NPAC redevelopment).

Proposal

This report proposes that Council adopt the Aquatic Strategy and associated recommendations (including the alternate option at the proposed Dandenong aquatic and leisure centre) – as outlined below:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that incorporate the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:
 - i. 50m 8 lane pool (with moveable boom / swim wall) *
 - ii. Two warm water pools
 - iii. Learn to swim pool
 - iv. Leisure pool / water play
 - v. Spa, sauna and steam room
 - vi. Gymnasium
 - vii. Program / group fitness rooms
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.

2.5.1 Aquatic Strategy (Cont.)

- Spa, sauna and steam room.
- Redeveloped program pool.
- ii. Health and wellness gymnasium.
- iii. Enhanced accessible change rooms.
- b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long-term option.

* This option represents an alternative to the original recommendation for a 25m 10 lane pool in acknowledgement of community feedback received and noting the financial and operational implications for Council.

Community Plan 'Imagine 2030' and Council Plan 2017-21 – Strategic Objectives, Strategies and Plans

After consultation with the Greater Dandenong community on what kind of future they wanted to see for themselves and the City in 2030, the result was the Greater Dandenong Community Plan 'Imagine 2030'. This report is consistent with the following community visions:

Community Plan 'Imagine 2030'

People

- *Pride* – Best place best people
- *Cultural Diversity* – Model multicultural community
- *Outdoor Activity and Sports* – Recreation for everyone
- *Lifecycle and Social Support* – The generations supported

Place

- *Sense of Place* – One city many neighbourhoods
- *Safety in Streets and Places* – Feeling and being safe
- *Appearance of Places* – Places and buildings

Opportunity

- *Education, Learning and Information* – Knowledge
- *Jobs and Business Opportunities* – Prosperous and affordable
- *Tourism and visitors* – Diverse and interesting experiences
- *Leadership by the Council* – The leading Council

Council Plan 2017-21

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. This report is consistent with the following goals:

2.5.1 Aquatic Strategy (Cont.)

People

- A vibrant, connected and safe community
- A creative city that respects and embraces diversity

Place

- A healthy, liveable and sustainable city
- A city planned for the future

Opportunity

- A diverse and growing economy
- An open and effective Council

The strategies and plans that contribute to these outcomes are as follows:

- Activate Sport and Active Recreation Strategy (2014-19)
- Community Well Being Plan (2017-21)
- Sustainability Strategy (2016-30)

Related Council Policies

- Community Engagement Policy
- Sustainable Buildings Policy
- Disability Policy

Victorian Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities has been considered in the preparation of this report but is not relevant to its contents.

Financial Implications

The estimated capital cost (based on 2019 rates) to implement recommendations contained within the Aquatic Strategy are summarised below:

Proposed Dandenong aquatic and leisure centre (with 50m, 8 lane pool)	\$54.4M
Proposed NPAC redevelopment	\$20.7M
Total	\$75.1M

These capital cost estimates exclude demolition costs, car parking and the cost to relocate the Greater Dandenong Table Tennis Association to a new facility. (Other exclusions also noted i.e. escalation beyond 2019.)

2.5.1 Aquatic Strategy (Cont.)

The high capital cost associated with the proposed new / redeveloped facilities will require a staged implementation process, with project timelines dependent on securing adequate funding. A range of potential funding sources will be explored to offset the cost to Council, including government grants, partnership opportunities and the potential sale of the existing Dandenong Oasis site.

Funding has been allocated in the current 2019/20 financial year to commence the implementation process, which includes the development of a detailed business case, master plan for Mills Reserve and the commencement of the design development process.

Consultation

The development of the Aquatic Strategy has involved a comprehensive consultation process, involving over 1,570 responses from the community.

The first round of community consultation was undertaken from September to December in 2017 using a variety of consultation techniques and involved over 1,000 responses. These results found strong support for a new / redeveloped aquatic centre at Mills Reserve in Dandenong and provided valuable information about current usage patterns, barriers to participation and features that would encourage greater use and site preferences. These consultation results helped guide the development of the draft Aquatic Strategy and associated recommendations.

A second round of consultation was undertaken from 20 May to 30 June 2019 and involved over 570 responses from a range of different consultation opportunities. The purpose of this process was to seek feedback on the draft Aquatic Strategy – with a focus on the proposed mix of facility components across Council's two aquatic and leisure centres.

In summary, the draft Aquatic Strategy and associated recommendations received a high level of support within the community, with the exception of the recommendation to provide a 25m 10 lane pool at the proposed Dandenong aquatic and leisure centre, with strong support received for a 50m 8 lane pool.

Conclusion

The Aquatic Strategy has been prepared to guide the future provision of aquatic and leisure facilities in the City of Greater Dandenong. The Strategy proposes a new aquatic and leisure centre in Dandenong to replace the existing Dandenong Oasis, and the redevelopment of NPAC to include an expanded range of year-round services.

The key outcomes and benefits of the Aquatic Strategy and associated recommendations are summarised below:

- A coordinated, municipal wide solution to aquatic and leisure facility provision that delivers greater access to facilities and services and maximises community benefit.
- Provision of contemporary industry leading aquatic and leisure facilities, tailored to meet needs of Greater Dandenong's unique community.
- Increased patronage, participation and health and wellbeing outcomes, with visitation numbers projected to increase by over 65%, exceeding 1.14 million visits per annum.

2.5.1 Aquatic Strategy (Cont.)

- Enhanced efficiency and financial performance at both facilities, with an annual net saving of over \$1.3 million projected (compared to 2017/18 operational performance), resulting in more sustainable facilities.
- Provision of facilities that respond to the identified needs of the community and provide greater year-round access to a range of services.
- Complementary facility provision that ensures a wide range of facilities and services for Greater Dandenong's diverse community.
- Provides a low risk site option for the Dandenong Oasis replacement facility (Mills Reserve), which is easily accessible and meets residents identified site preference.
- Provide partnership / funding opportunities for the delivery of the Dandenong Oasis replacement facility (i.e. co-location in a medical and health precinct.)
- Adheres to the guiding principles for aquatic and leisure facility provision and realises the vision of *'more people, more active, more often'*.

Recommendation

That Council adopt the Aquatic Strategy and associated recommendations, as listed below:

1. **That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.**
 - a **The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.**
 - b **NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.**
2. **That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.**
3. **That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.**

Proposed facility components to include:

- i. **50m 8 lane pool (with moveable boom / swim wall)**
- ii. **Two warm water pools**
- iii. **Learn to swim pool**
- iv. **Leisure pool / water play**
- v. **Spa, sauna and steam room**

2.5.1 Aquatic Strategy (Cont.)

- vi. **Gymnasium**
 - vii **Program / group fitness rooms (3)**
 - viii **Amenities – café, meeting room, crèche, change rooms etc.**
- 4. **That the future Dandenong aquatic and leisure centre be located in Mills Reserve.**
- 5. **That NPAC be redeveloped into the future to include an expanded range of year-round services.**
 - (a) **Proposed improvements/facility components:**
 - (i) **Expanded indoor pool hall:**
 - **Dedicated learn to swim pool;**
 - **Enclosure of water play / leisure water;**
 - **Spa, sauna and steam room;**
 - **Redeveloped program pool.**
 - (ii) **Health and wellness gymnasium.**
 - (iii) **Enhanced accessible change rooms.**
 - (b) **Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long-term option.**

2.5.1 Aquatic Strategy (Cont.)

POLICY AND STRATEGY

AQUATIC STRATEGY

ATTACHMENT 1

AQUATIC STRATEGY – FINAL REPORT

PAGES 271 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.5.1 Aquatic Strategy (Cont.)



AQUATIC STRATEGY

FINAL REPORT
SEPTEMBER 2019



sport&leisure
SOLUTIONS

WARRENGREENCONSULTING

2.5.1 Aquatic Strategy (Cont.)

AQUATIC STRATEGY
CITY OF GREATER DANDENONG
September 2019

2.5.1 Aquatic Strategy (Cont.)

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2.5.1 Aquatic Strategy (Cont.)

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2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Executive Summary

The Aquatic Strategy has been prepared to guide future aquatic and leisure facility provision in the City of Greater Dandenong.

The Strategy has been developed in response to detailed research, consultation and analysis and in accordance with the following strategic framework.

Vision: *More people, more active, more often.*

Guiding Principles:

- *Enhancing community health and wellbeing.*
- *Maximising equity and access.*
- *Facilitating Social Connection.*
- *Providing High Quality Facilities.*
- *Creating Financially Sustainable Outcomes.*

The study was originally intended to address the feasibility of the new Dandenong Oasis, however extensive research and consultation identified the need for a municipal wide approach to aquatics provision.

The Aquatic Strategy therefore considers both of Council's aquatic centres – Dandenong Oasis and the Noble Park Aquatic Centre (NPAC) – in response to identified community need and in order to determine the best solution for aquatic and leisure facility provision in Greater Dandenong into the future.

1. Municipal Overview

Greater Dandenong is serviced by two aquatic and leisure centres that provide a range of facilities and services for the community.

Existing Facilities

Dandenong Oasis

Dandenong Oasis is located on the corner of Heatherton and Cleeland Roads in Dandenong in the Mills Reserve. The Centre opened in August 1977, was extended in 1981 with an exhibition hall and then subsequently redeveloped in 1991. Dandenong Oasis consists of a range of facilities including:

- Indoor 50m pool, small hydrotherapy pool (75m² approximately), toddler's pool, recreational pool, spa and sauna.
- Small gymnasium, program room, squash courts, crèche and table tennis area.
- Reception, cafe, two of both female and male change rooms, small disabled / special needs change room.

NPAC

NPAC is located at 9 Memorial Drive in Noble Park within the Ross Reserve and was redeveloped in 2012. Facility components include the following:

- Outdoor 50m pool, water slide, leisure water area and indoor program / leisure pool.
- Multi-purpose rooms suitable for group training and meetings, cafe, change rooms and accessible change rooms.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Strategic Context

Aquatic and leisure centres are an important community resource that make a significant contribution to the health and wellbeing of the community.

The Greater Dandenong Council Plan identifies 'health and wellbeing' as a key priority in achieving the vision for a 'safe, vibrant city of opportunity for all – to visit, work, live and play'. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community facilities to enable effective programs and activities for all.

Council's 'Community and Wellbeing Plan' also highlights the importance of maximising access to health and wellbeing services and improving the quality of opportunities that are available to all members of the community.

Community Profile

Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong was 164,148 people in 2017 and is expected to reach 201,000 by 2027, with major growth areas including Dandenong (+12,037), Sandown (9,822) and Noble Park (7,339).

Greater Dandenong is the most culturally diverse community in Victoria, comprised of residents from over 160 different birthplaces. Over half (64%) of the population were born overseas, with 52% from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%.

Consideration of Greater Dandenong's unique demographic characteristics is critical to determining the ultimate provision of facilities that respond to the community's diverse needs.

2. Current Situation

Facility Constraints

Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the needs of the community. When compared to a contemporary aquatic and leisure facility the overall design of the Centre is poor, as demonstrated by the following limitations:

- The warm water / hydrotherapy pool is approximately 70m² compared to contemporary facility with a pool size of at least 260m².
- General accessible design is poor with no ramps into the warm water pool or 50 metre pool, absence of quality special needs and family change rooms, no lift to the gymnasium on level one.
- Change room options are limited and when compared to a contemporary design, Dandenong Oasis does not cater well for school and other groups, families, gymnasium members, special needs individuals and CALD groups.
- Dandenong Oasis is a relatively older design with a large building footprint, it also has a large water volume including a deep 50 metre pool. This results in an inefficient building design with a high energy usage and cost to operate.
- The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

- The age and general condition of the building creates a requirement for significant ongoing maintenance at a larger cost to Council and an inconvenience to the operation of the facility.

NPAC is in very good condition but is currently underutilised, with low levels of attendance recorded, which may be attributed to the limited range of facilities available. The Centre has significant capacity to accommodate increased usage, particularly due to its location in the population centre of Greater Dandenong and proximity to future growth areas.

The recent elevation of the adjacent train line has contributed to enhanced access to the facility for western suburb residents and also a plan to further activate the broader Ross Reserve precinct as a community hub has been implemented.

Attendance and Participation

Both Dandenong Oasis and NPAC have low attendance levels, with 509,000 visits recorded at Dandenong Oasis in 2016/17 and 184,000 recorded at NPAC over the same period. An analysis of attendance data highlights the following key findings:

- Dandenong Oasis had 3.1 visits per head of the residential population while NPAC had 1.1 visits per head of the residential population.
- Combined participation levels are at least 25% lower than the average experienced in other municipalities (6.6 visits per head of population).
- The highest participation rates by suburb are from Dandenong, Dandenong North and Noble Park residents.
- The lowest participation levels are from Noble Park North, Springvale and Springvale South.
- Eastlink is a barrier for movement west to east and east to west in the municipality and this impacts on visitation numbers at both facilities.
- Approximately 64% of Dandenong Oasis users reside in Greater Dandenong, with 21% living in the City of Casey. By comparison, 82% of NPAC users reside in Greater Dandenong, which is most likely due to NPAC's location within the population centre of the municipality, and the relatively limited range of facilities.

Both Dandenong Oasis and NPAC incur significant operational losses and require ongoing and increasing subsidies from Council. This is in part due to low attendance numbers in addition to limited revenue generating opportunities and high operational costs. The financial performance of both these facilities is worse than available industry performance benchmarks.

3. Consultation (Round One) and Research

Community Consultation Results

Extensive community consultation has been undertaken about Greater Dandenong's aquatic facilities (including over 1,000 completed surveys) which identified the following key findings:

- The development of a new Dandenong Oasis / aquatic and leisure centre is very important to the community.
- The age, poor condition / quality and accessibility (to and within) of Dandenong Oasis are key barriers to use (for users and non-users).
 - Change room facilities are a primary concern, specifically, there are not enough change rooms, showers and toilets to cater for demand; poor condition, size and standard of facilities, lack of accessible and family change rooms and the need for separate change facilities for school groups.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

- Cost of usage is an issue for users and non-users, which is not unexpected given the socio-economic profile of the community.
 - Lack of facilities for families, children and young people is also a key concern and is a key aspect that would encourage greater future use. (Water play, water slides, dive boards, wave pool, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program).
- The provision of free and readily available car parking is important to existing users, to help make the Centre more accessible.
- More hydrotherapy / warm water rehabilitation space is the number one improvement that is likely to encourage people to use a new Centre.
- An analysis of facility preferences by age cohorts specifically highlighted that:
 - The provision of a warm water pool was of high importance for all age cohorts over the age of 50 years.
 - Water play was identified as important for parents, as presented by people aged 25 to 49 years.
 - Facility preferences for the 12 to 24 year age groups included quality gym areas, group fitness rooms, lap swimming, improved learn to swim area and water play.
- A new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment.
- The existing site (Mills Reserve) was the strongly preferred site by current CoGD resident Oasis users (67.5%) and moderately preferred by non-users from CoGD (34.4%, which was the highest preferred response).

Industry Consultation and Benchmarking

Consultation with a range of stakeholders including other local government authorities identified a number of key findings:

- A review of aquatic and leisure centre redevelopments in Victoria highlights that annual visitation numbers increased by an average of 40% post redevelopment. Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum.
The indicative capital cost of five major aquatic and leisure facilities was between \$56.9M to \$62.0M (current day values).
- A review of industry design trends indicates that over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families.
Key design elements include: the provision of dedicated learn to swim pools, inclusion of water play, development of warm water pools and wellness areas, enhanced universal design, range of size of change room options, improved group and social spaces and enhanced environmentally sensitive design (ESD).
- A detailed review of car parking provision identifies an average of 320 car parking spaces being provided at existing aquatic and leisure centres, with 92% of users citing 'car' as their mode of transport. (However, many centre managers noted that car parking was under provisioned.)

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

4. Future Directions

Coordinated approach to aquatics provision in Greater Dandenong

A coordinated, municipal wide approach to aquatics provision is proposed in Greater Dandenong in order to maximise equity and access, provide financially sustainable outcomes and cater for the diverse needs of our unique community.

More specifically, the Aquatic Strategy identifies the ongoing need for:

Two complementary aquatic and leisure centres that provide the following primary functions into the future:

The Dandenong replacement facility to be a multi-purpose offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular for special needs and targeted groups.

NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.

Rationale for two aquatic and leisure centres:

- The majority of residents live within 5km of Dandenong Oasis and NPAC, with most living within 3km – which is widely considered to be acceptable catchment for such facilities.
- Industry benchmarking indicates that two aquatic leisure facilities in Greater Dandenong is consistent with the level of provision in other municipalities. The analysis indicates that Greater Dandenong has one aquatic and leisure facility per 80,476 residents while the municipalities have a similar provision level with one aquatic and leisure facility per 75,247 residents. It should also be noted that Greater Dandenong is geographically smaller (129km²) than the average of benchmarked municipalities (177km²).
- Eastlink acts as a barrier to east-west movement which reinforces the importance of both Dandenong Oasis and NPAC to maximise access to residents from throughout the municipality.
- Both existing centres have significant unmet potential, as evidenced by the low attendance / participation numbers that are currently being experienced.

Rationale for complementary facilities and services:

- Dandenong Oasis and NPAC are located within 4.2km of one another highlighting the need to complementary facilities and services that cater for the community's diverse needs.
- Complementary facilities will create financially sustainable outcomes, by avoiding the unnecessary duplication of resources (i.e. capital funding) and improve the operational performance of both Centres.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

New Dandenong Aquatic and Leisure Centre

That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.

Rationale:

- Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the needs of the community as evidenced by low attendance numbers (509K in 2016/17).
- When compared to a contemporary aquatic and leisure facility, the overall design of the Centre is poor, as evidenced by:
 - Small warm water pool (70m²), learn to swim pool and gymnasium (300m²) which limits access and participation.
 - Lack of facilities for families i.e. water play, family change rooms.
 - Deep 50m pool with no boom, which limits programmability.
 - Poor accessibility with no ramps to the warm water pool or 50m pool, absence of quality special needs change rooms, no lift to gymnasium (level 1).
 - Limited change room options for schools and other groups including families, gymnasium members, special needs individuals and CALD groups.
- Aging infrastructure requires a high and increasing level of resources to operate and maintain. Additionally, the building footprint is large and inefficient, requiring high energy usage and running costs.
- The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.
- There is a high level of community support for a new aquatic and leisure centre (as per consultation results) and general acceptance that the existing facility is at the end of its useful life.

That Greater Dandenong provide one 50m pool for the municipality, with the new Dandenong facility comprising a 25m (10 lane) pool, in addition to a range of complementary aquatic and leisure facility components.

Proposed facilities components to include:

- ***25m 10 lane pool.***
- ***Two (2) warm water pools.***
- ***Learn to swim pool.***
- ***Leisure pool / water play.***
- ***Spa, sauna and steam room.***
- ***Gymnasium.***
- ***Program / group fitness rooms (3).***
- ***Amenities – café, meeting room, crèche, change rooms etc.***

In determining the future facility components for the Dandenong replacement facility, careful consideration has been given to a range of factors including: contemporary facility design, current Oasis facilities, the strategic framework, general need and community feedback. The following rationale is provided for the proposed facility components, namely the recommendation for a 25m (10 lane) pool, as opposed to a 50m pool.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

- Results in better community outcomes by providing multiple water bodies that respond to identified community need and maximise programming opportunities. The increased provision of warm water and shallower water is far more appropriate for: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.
- Results in industry leading service provision:
 - The 25m pool is proposed to have 10 lanes, making it one of the largest (if not the largest) 25m pool in Australia.
 - The provision of two warm water pools would make the facility the only community facility in Australia with two warm water pools (to be best of the consulting team's knowledge), catering for both casual use and group bookings and resulting in an exceptional level of accessibility.
- Responds to community demand, with consultation results indicating that the highest priority areas are the provision of warm water pool/s and water play areas.
- A 25m pool is not currently provided for in Greater Dandenong and this provision creates a point of difference with the 50m pool at NPAC resulting in increased program diversity across the municipality.
- The NPAC 50m pool is only 4km from Dandenong Oasis / Mills Reserve, is in very good condition, open all year round and suitable / easily accessible for carnivals, swim club events and lap swimmers. (There is also a seasonal outdoor heated 50m pool in Doveton, approximately 4.5km away.)
- When compared to 23 other municipalities, Greater Dandenong has a significantly higher level of 50m pool provision with one 50m pool per 65km² compared to a benchmark of one 50m pool per 113km².
- Responds to current issues / situational analysis:
 - Oasis management has advised that the extensive deep water (associated with the existing 50m pool) requires a high level of supervision particularly given the cultural diversity and limited swimming skills amongst some residents.
 - The temperature of the existing pool is set at 29-30 degrees in response to community demand, however, this is not conducive to high intensity lap swimming, which suggests that usage is more likely to be recreational in nature.
 - The existing 50m pool currently receives low levels of use (1 user per 11m² at peak usage) and recreational swimming income accounts for only 7.6% of total income.
 - The majority of current 50m pool users (60%) are recreational users, as opposed to 'lap swimmers' (based on a head count over an 18 day period). Based on current usage, it is anticipated that many existing recreational users would utilise the proposed warm water pools, freeing up capacity in the main pool.
- The consolidation of one 50m pool in the municipality would result in increased patronage at NPAC, contributing to improved utilisation and financial performance.
- There is a reduced building footprint requirement associated with the 25m pool (compared to a 50m pool), resulting in:
 - Capital cost savings for a new development (approximately \$8 million).
 - Reduced impact on site, maximising open space provision and design options.
 - Reduced impact on carbon footprint and other ESD factors related to energy consumption.
 - Reduced operational costs i.e. utilities, staff costs (estimated at \$201K per annum which would result in a net saving).

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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- The additional cost of a 50m pool could compromise the delivery of the full Aquatic Strategy with the development of NPAC being of high importance to accommodate differing future needs (e.g. families), demands (e.g. population growth) and catchment (i.e. including central and eastern parts of the municipality).
- A benchmarking review of 50m pools with operable booms indicates that they operate as two 25m pools for the vast majority of available time. As an example, a review of the 50m pool at PARC Frankston indicates that it is only set in 50m mode on weekday mornings before 8am and is reconfigured as two 25m pools at all other times. In a standard week this equates to 15 hours (14%) of 50m set up and 84 hours (86%) of two by 25m set up.

Summary of proposed redevelopment:

- Indicative cost estimate: **\$46.1 million** (refer detailed costings report for assumptions).
- Design option: The preliminary design for the Dandenong replacement facility is provided on a following page, however it is recommended that the design be further refined as part of a future design development process.
- Cost Exclusions: No allowance has been made for table tennis and further planning will need to be undertaken in conjunction with the Greater Dandenong Table Tennis Association and as part of the proposed Mill Reserve Master Plan.
- Projected operational outcomes:
 - Visitation numbers to increase by 247,000 or 49% per annum, resulting in increased participation and health and wellbeing outcomes.
 - Significant financial improvements, with annual income to increase by 71% or \$2.5 million, resulting in a net saving of over \$1,182,000 per annum (compared to Dandenong Oasis 2017/18 performance).

That the future Dandenong aquatic and leisure centre be located in Mills Reserve.

Rationale:

- The community has strong preference for the existing Mills Reserve site, with 67% of current resident Oasis users and 34% of resident non-Oasis users preferring this site over the other site options (Dandenong Market and Stage 8 / Railway Sites).
- The Mills Reserve site is significantly larger than other potential site options, providing flexibility for the design solution and future proofing.
- The 3km residential catchment population for Mills Reserve is 53,000, which is greater than other site options and hence, will maximising access for CoGD residents.
- The site is easily accessible via private and public transport.
- There is a relatively lower risk with the Mills Reserve site as it is a greenfields site and has no critical siting relationships.
- It is expected that Oasis would continue to operate through the construction period ensuring service continuity.
- The proximity of the site to a medical and health precinct, presents opportunities for an aligned function and partnerships (e.g. community health and well-being).
- The capital cost to develop the facility at Mills Reserve is over \$20M lower than other options, due to the site being unconstrained and the ability to utilise existing parking
- The lower capital cost allows for the delivery of the whole Aquatic Strategy, including the NPAC future works which is critical to maximising municipal wide community benefit.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

NPAC Redevelopment

That NPAC be redeveloped into the future to include an expanded range of year-round services.

Proposed improvements / facility components include

- ***Expanded indoor pool hall:***
 - ***Dedicated learn to swim pool***
 - ***Enclosure of water play / leisure water***
 - ***Spa, sauna and gymnasium.***
 - ***Redeveloped program pool***
- ***Health and wellness gymnasium***
- ***Enhanced accessible change rooms***

Retention of 50m pool as an outdoor pool (short to medium term) and reassess the potential future enclosure of pool as a long term option.

- Noble Park is the population centre of the municipality with approximately 77,000 residents living within 3km of NPAC, and with significant future growth projected within the area.
- NPAC has very low utilisation levels (183K in 2016/17), which can be attributed to the limited range of facilities and year-round accessibility / appeal of the Centre.
- Residents from Greater Dandenong's western and southern suburbs (i.e. Springvale, Springvale South and Keysborough) have particularly low levels of participation, with Eastlink noted as a barrier to east-west movement in the municipality.
- Limited revenue streams (i.e. small learn to swim pool, lack of gymnasium) contribute to the overall poor financial performance of the Centre.
- The existing building has the capacity to be easily extended, without compromising the surrounding parkland.
- An expanded NPAC would complement the Ross Reserve sport and recreation precinct which is easily accessible via private and public transport.
- The proposed redevelopment would complement with the proposed Dandenong aquatic and leisure centre.

Summary of proposed redevelopment:

- Indicative cost estimate: **\$20.7 million** (refer detailed costings report for assumptions).
- Projected operational outcomes:
 - Visitation numbers to increase by 110% or 202K per annum, resulting in increased participation and health and wellbeing outcomes.
 - Significant financial improvements, with annual income to increase by 130% or \$1.8 million, resulting in a net saving of over \$400K per annum (compared to 2017/18).
- Design option: The preliminary design of a redeveloped NPAC is provided on the following page, however it is recommended that the design be further refined as part of a future design development process. (Note that the red outline is the current indoor building footprint.)
- Exclusions: The option to enclose the 50-metre pool has been examined, however is not recommended at this time due to the ongoing need for NPAC to accommodate school carnivals / competitions and cater for summer and recreational use. An outdoor pool increases diversity and creates a point of difference to the Dandenong Oasis and NPAC indoor water spaces. (The estimated cost to enclose the 50m pool is \$9.4 million.)

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

5. Benefits of Proposed Directions

The key outcomes and benefits of the proposed future directions are summarised below:

- A coordinated, municipal wide solution to aquatic and leisure facility provision that delivers greater access to facilities and services and maximises community benefit.
- Provision of contemporary industry leading aquatic and leisure facilities, tailored to meet needs of Greater Dandenong's unique community.
- Increased patronage, participation and health and wellbeing outcomes, with visitation numbers projected to increase by over 65% or 450,000 over both facilities, exceeding 1.14 million visits per annum.
- Enhanced efficiency and financial performance at both facilities, with an annual net saving of approximately \$1.5 million projected (compared to 2017/18 operational performance), resulting in more sustainable facilities.
- Provision of facilities that respond to the identified needs of the community (i.e. by incorporating resident facility preferences) and providing greater year round access to a range of services.
- Complementary facility provision that ensures the effective use of resources and provides a wide range of facilities and services for Greater Dandenong's diverse community.
- Lower capital costs options associated with the preferred site and preferred mix facility components allows for the delivery of the 'whole' aquatic strategy (i.e. Dandenong and NPAC), thereby maximising benefit across the municipality.
- Provides a low risk site option for the Dandenong Oasis replacement facility (Mills Reserve), which is easily accessible and meets residents identified site preference
- Provide partnership / funding opportunities for the delivery of the Dandenong Oasis replacement facility (i.e. co-location in a medical and health precinct.)
- Adheres to the guiding principles for aquatic and leisure facility provision and realises the vision of **'more people, more active, more often'**.

6. Consultation (Round Two)

As part of developing the Greater Dandenong Aquatic Strategy a second-round consultation process was undertaken. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The main pool size at the proposed Dandenong aquatic and leisure centre (25m v 50m).
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities and the key feedback outlined below.

Key Feedback

In relation to the proposed Dandenong Aquatic and Leisure Centre direction there was:

- Overwhelming preference for a 50m pool (as opposed to a 25m pool).
- Support for the Mills Reserve site.
- Overall support for a new Centre.
- Support for the following elements: a warm water pool, facilities for families and children, health and fitness facilities and the inclusion of universal design elements.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

In relation to the proposed NPAC direction there was:

- A preference to retain the existing 50m pool as an 'outdoor' pool.
- Strong support for the expansion of the indoor pool hall (including a program pool, spa, sauna, steam and the ability to cater for learn to swim).
- Support for a gymnasium.
- Feedback highlighting that any development should be done with consideration to Ross Reserve including a coordinated approach to car parking, lighting, security and access to adjoining facilities.

7. 50m Pool Option Implications

If a 50m 8 lane pool was to be incorporated into the proposed Dandenong Aquatic and Leisure Centre it would replace the 25m 10 lane pool that was included into the design option previously outlined. The approximate cost associated with the development of a 50m 8 lane pool option at Mills Reserve is \$54.4M plus the costs associated with the exclusions identified.

Based on the analysis undertaken, the following key differences are identified between a 50m 8 lane and a 25m 10 lane pool option at Mills Reserve:

- Increased capital cost, with the 50m 8 lane pool option costing approximately \$8.3M more than a 25m pool option (\$54.4M versus \$46.1M plus exclusions).
- Increased building footprint of approximately 825 square metres for the 50m pool option, compared to the 25m pool option contributing to greater site impact and loss of open space.
- Increased operational subsidy associated with additional utilities and staff requirements (estimated at \$201K per annum).
- Increased carbon footprint and energy consumption.
- Potential need for a staged implementation program for the delivery of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

8. Summary of Recommendations

Based on the extensive research, consultation and analysis undertaken, the key recommendations for the Greater Dandenong Aquatic Strategy are as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:

2.5.1 Aquatic Strategy (Cont.)

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- i. 25m 10 lane pool.* (refer below)
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
- 4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
- 5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

* Alternate Option – 50m 8 Lane Pool at Mills Reserve

Based on the second round consultation feedback, Council may consider an alternate option of providing a 50m 8 lane pool (including a boom or swim wall), rather than a 25m 10 lane pool, at Mills Reserve.

This consideration however should be balanced against the associated implications including: an additional capital cost of at least \$8.3M, an additional operational subsidy estimated at \$201K per annum, an increased building footprint and associated loss of open space and a potential staged implementation of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Part A – Background and Research

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

1 Introduction

The Aquatic Strategy has been prepared to guide future aquatic and leisure facility provision in the City of Greater Dandenong.

Initial Project Brief

The Dandenong Oasis (or the Centre) was originally opened in 1977 and underwent redevelopment in 1981 with the construction of an exhibition hall (predominately used for table tennis) and further significant upgrades in 1991 and 2003. While asset renewal works have continually been undertaken, many facility components are nearing the end of their service life. The ageing infrastructure together with escalating operational costs and declining attendance figures highlights the increasing need to progress planning for a new aquatic and leisure centre; to better cater for the health and wellbeing of the community.

As a result, the City of Greater Dandenong (CoGD) has identified the need for a new aquatic and leisure facility to replace the ageing Dandenong Oasis by:

- Undertaking a major redevelopment of the existing facility; or
- Developing a new Centre for Greater Dandenong and the surrounding region.

A detailed feasibility study was required to determine the preferred option / site, ultimate mix of facility components, capital costs and forecast operational performance of the proposed Centre. Dandenong Oasis is one of two aquatic centres in Greater Dandenong that services the diverse needs of the community. The Centre is recognised as Council's premier indoor aquatic facility and is complemented by the Noble Park Aquatic Centre (NPAC) which primarily provides outdoor aquatic opportunities.

A detailed analysis of CoGD's aquatic facilities was undertaken in 2008 (as part of the Aquatic Redevelopment Options Report) which recommended that Council "endorse Dandenong Oasis as the prime indoor aquatic facility and NPAC as a significant outdoor seasonal facility and commit to the redevelopment of both facilities". The NPAC underwent a major redevelopment in 2012 and the development of a new Dandenong Oasis is now a high priority for Council.

The need to plan for a new Dandenong Oasis was recognised in Council's Sport and Recreation Strategy; Activate 2014-19 (Strategic Action 2.5) which recommended to undertake the next planning phase for Dandenong Oasis including interim actions, schematic and detailed designs, capital cost estimates, business planning and management models. This recommendation led to the development of a 'Future Directions Paper' in 2015, which examined limitations with the existing facility and included a preliminary analysis of potential future sites for the future Dandenong Oasis including:

- Existing site at Mills Reserve.
- Central Dandenong Market Precinct as part of an integrated community services hub.

These potential site options were deemed to be suitable for a regional aquatic and leisure centre, with the need for more detailed planning recommended to confirm the preferred site.

A master plan for the 'Central Dandenong Market Precinct' was undertaken in 2015/16, which identified sufficient space for an aquatic, leisure and community services hub (and associated car parking etc.) on landholding adjacent to the Dandenong market.

In 2016, a third Council-owned site was proposed for consideration by Councillors, being 'Metro Village Stage 8', located south of the Dandenong Railway Station within a Comprehensive Development Zone.

Detailed planning is therefore required to further investigate and determine the most appropriate site for the future Dandenong Oasis, to best service the needs of Greater Dandenong and surrounding region. The aim of this project is to provide clear direction for the future Dandenong Oasis including:

- The preferred site.
- Ultimate mix of facility components.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

- Capital costs and forecast operational performance.
- Preferred management model.

Revised Project Brief

In undertaking extensive research for the initial Dandenong Oasis feasibility project scope, it was identified that the function of NPAC was also critical in meeting longer-term Greater Dandenong community needs. As a result of the key points outlined below, it was determined that the scope of the project would be expanded to also include future planning for NPAC. Key research findings relevant to this revised project scope included:

- There is relatively low participation levels at CoGD aquatic and leisure facilities generally and more specifically by residents in Greater Dandenong western and southern suburbs (i.e. Springvale, Springvale South and Keysborough).
- Both the Dandenong Oasis and NPAC have low attendance levels and require a significant financial subsidy.
- Noble Park is the population centre of Greater Dandenong and future population growth is projected close by.
- Industry research indicates that aquatic and leisure facility catchments are approximately 4km (NB: this varies and will be influenced by a range of factors including geographical barriers).
- Eastlink is a barrier for movement west to east and east to west in the municipality.
- There is a demonstrated high level of need for enhanced aquatic and leisure provision in Greater Dandenong.

Planning Approach

A multi-dimensional approach has been applied to determine the best solution for future aquatic and leisure facility provision in Greater Dandenong with key elements outlined below and detailed throughout the body of the report.



Figure 1: Planning Approach

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

2 Facility Overview and Performance Summary

An overview of the Dandenong Oasis and NPAC facilities is provided below together with a summary of general performance.

2.1 Facility Overview

The following information provides an overview of Dandenong Oasis and NPAC.

Dandenong Oasis

Dandenong Oasis is located on the corner of Heatherton and Cleeland Roads in Dandenong in Mills Reserve. The Centre opened in August 1977, was extended in 1981 with an exhibition hall and then subsequently redeveloped in 1991. While the building shell of Dandenong Oasis is now over 40 years old, when it opened it was a "ground-breaking" and a unique multipurpose facility that became a benchmark for subsequent developments in Melbourne. The Centre is currently managed by the YMCA on behalf of Council.

The Dandenong Oasis consists of a diverse range of facilities including:

- Indoor 50m pool, small hydrotherapy pool (75m² approximately), toddler's pool, recreational pool, spa and sauna.
- Small gymnasium (300m² approximately), program room, squash courts, crèche and separate table tennis area.
- Reception, cafe, two of both female and male changerooms, small disabled / special needs change room.

The Centre is operated as a community facility and provides a diverse range of locally focused programs and services including those listed in the table below.

Program / Service	Target Market
YMCA Swimming Lessons	Pre-school and school aged children, multi-cultural and refugee families, schools, target groups (e.g.: refugee minors, special needs).
Health Club	Young people, adults, families, newly arrived residents, people/groups with special needs
Group Fitness	Families, young mums, sporting clubs, schools, older adults
CALD Communities	Refugee communities, families, schools, disadvantaged groups, Multi-cultural community members, newly arrived residents
Recreational Swim / Spa / Sauna	Families, Older Adults, young people, schools, community recreation groups, sporting clubs, all abilities and special needs groups
Squash and Racquetball	Young people, families, adults, sporting and recreation clubs
Function Room (hire)	Community groups, businesses, schools, cultural groups, special needs groups, industry groups, sporting groups, educational bodies
Women's Only Programs	Women of all ages including multi-cultural community members
Men's Only Programs	Men of all ages, including multi-cultural community members
Personal Training	Adults, sporting groups, people/groups with special needs, young people, athletes
Crèche / Childcare	Young mums and families
External User Groups	Swim club, community recreation groups, sporting clubs, special events, health service providers
Access and Inclusion	People with additional needs and disabilities for both dry and Aquatic programs

Table 1: Dandenong Oasis Program Examples

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Images of the Dandenong Oasis are provided below with a site aerial on the following page and the floor plan attached in Appendix A.



Image 1: 50 Metre Pool



Image 2: Hydrotherapy Pool



Image 3: Gymnasium

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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As part of the ongoing review of Dandenong Oasis, in 2016 the CoGD commissioned a Future Directions Discussion Paper. This Paper noted a range of functional limitations and weaknesses of the Centre, which were identified in previous audits, impacting on participation levels and general operation. As background, these limitations are outlined below.

The current design and layout of facility components within Dandenong Oasis has a number of limitations that impact on the use and operation of the centre. A summary of some of these limitations is provided below, which have been sourced from 'Dandenong Oasis Aquatic Centre Facility Audit, 2011' and from consultation with relevant Council officers and contractors.

- Poor access for people with a disability or mobility issues (including non-compliance with AS - 'Design for Access and Mobility Standards', and DDA - Disability and Discrimination Act 1992), examples include:
 - No ramp into 50m pool.
 - No compliant access to spa.
 - No lift / access to upstairs gym and dry program rooms.
 - Non-compliant change rooms in terms of circulation / fixtures, fitting type and mounting locations, and no duress alarm in disabled change rooms.
 - Non-compliant ramp access between foyer and table tennis building.
 - Inequitable access from cafe seating area to pool hall.
- 50m Pool
 - No boom making it difficult to program the pool and accommodate different users simultaneously. There is also limited shallow water which impacts on programmability.
 - Concourse widths vary from 2m to 3m.
- Toddlers and Fun Pools
 - Lack of water features and water play equipment limiting appeal to children and families.
 - The area is enclosed and sunken which limits visibility and requires an additional lifeguard.
- Reception / Entry
 - Reception space is small, lacks queuing and circulation space and impedes the installation of turnstiles (which would improve operational efficiencies through reduced staffing requirements).
 - Retail component is small and poorly located, presenting a missed financial opportunity.
- Cafe
 - Cafe location services the pool hall only, presenting a missed financial opportunity by not servicing the foyer area.
 - No sightlines from preparation / back of house area to service area, resulting in additional staffing requirements.
- Change Rooms
 - Lack of family change spaces (temporary facilities now provided).
 - Insufficient change space for school groups (temporary facilities now provided).
 - Wet change rooms adjacent to hydrotherapy pool are in poor condition and have insufficient change space.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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- Finishes in wet change rooms adjacent to toddler's pool are heavily worn throughout.
- Gym and Program / Dry Fitness Room
 - Gym is located upstairs and can accommodate 200 persons maximum due to structural floor loading issues. This space was never designed to be a gym space.
 - Lack of dry change space upstairs (amenities only).
 - The centre has only one 150m² program room located upstairs and remote from main gym.
- Table Tennis Reception / Exhibition Hall
 - The table tennis wing was originally built in 1980 and has tired looking wall, ceiling and joinery finishes. There are no windows to the outside.
- Plant Rooms
 - A range of issues with the pool plant were noted including the small size of the plant space, inappropriate location of backwash storage tanks, age of some equipment and insufficient storage space.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

NPAC

NPAC is located at 9 Memorial Drive in Noble Park within the Ross Reserve. The Centre was redeveloped in 2012 at a cost of \$21M with funding from: CoGD who contributed \$12.35M, Federal Government - \$7.2M, Victorian Government - \$1.5M and the Department of Families, Housing, Community Services and Indigenous Affairs - \$0.1M.

NPAC facilities include the following:

- Outdoor 50m pool, water slide, leisure water area and indoor program / leisure pool.
- Multi-purpose rooms suitable for group training and meetings, cafe and change rooms.

Images of the NPAC are provided below with a site aerial on the following page and the floor plan attached in Appendix B.



Image 4: Outdoor 50m Pool



Image 5: Outdoor 50m Pool

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

2.2 Usage Overview

A summary of the usage for both Dandenong Oasis and NPAC using 2016/17 data is provided below.

Overall Facility Usage

A summary of the overall usage of both Dandenong Oasis and NPAC by suburb is outlined below. This highlights that Dandenong Oasis had an estimated 417,678 annual visits by residents and a total of 509,363 visits. NPAC had an estimated 150,842 annual visits by residents and a total of 183,954 visits. Of the total 693,317 visits to the two CoGD facilities, Dandenong Oasis accounted for 73% of these visits. As a note, when compared to industry benchmarking the overall visitation levels to NPAC are exceptionally low.

Suburb	Dandenong Oasis Visits	NPAC Visits	DO + NPAC Visits
Dandenong	164,599	6,796	171,395
Dandenong North	86,361	7,552	93,913
Keysborough	37,088	29,073	66,161
Noble Park	70,996	68,342	139,338
Noble Park North	12,539	6,419	18,958
Springvale	27,198	18,124	45,321
Springvale South	14,305	13,782	28,087
Other	4,592	755	5,347
Estimated CGD Resident Visits	417,678	150,842	568,520
Total Visits (2016/17)	509,363	183,954	693,317

Table 2: Overall Facility Usage

Participation at CoGD Aquatic and Leisure Facilities by Suburb

An analysis of relative participation levels by suburb is provided in the table below. This highlights that overall Dandenong Oasis had 3.1 visits per head of Greater Dandenong residential population while NPAC had 1.1 visits per head of Greater Dandenong residential population. The highest participation rates are from Dandenong, Dandenong North and Noble Park residents which had between 3.9 and 5.0 visits per head of population. It is important to highlight that these participation levels are still relatively low being at least 25% lower than the average of 6.6 visits per head of population experienced in other municipalities (refer following). The lowest participation levels are in the Noble Park North, Springvale and Springvale South areas with less than 2.4 visits per head of population.

Suburb	2017 Suburb Population	NPAC Visits Per Head	DO Visits Per Head	Total Visits Per Head
Dandenong	34,172	0.2	4.8	5.0
Dandenong North	24,100	0.3	3.6	3.9
Keysborough	26,159	1.1	1.4	2.5
Noble Park	33,926	2.0	2.1	4.1
Noble Park North	8,090	0.8	1.5	2.3
Springvale	23,275	0.8	1.2	1.9
Springvale South	13,237	1.0	1.1	2.1
Other (non-specified)	2,016	0.4	2.3	2.7
Total / Average (2016/17)	164,975	1.1	3.1	4.2

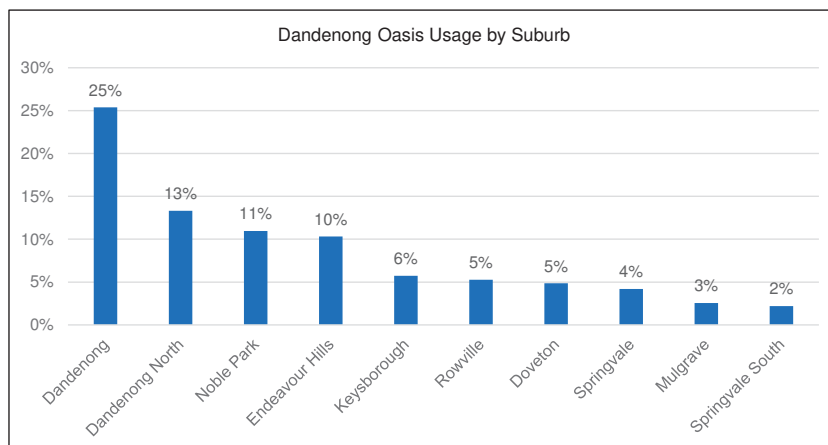
Table 3: Participation Levels by Suburb

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

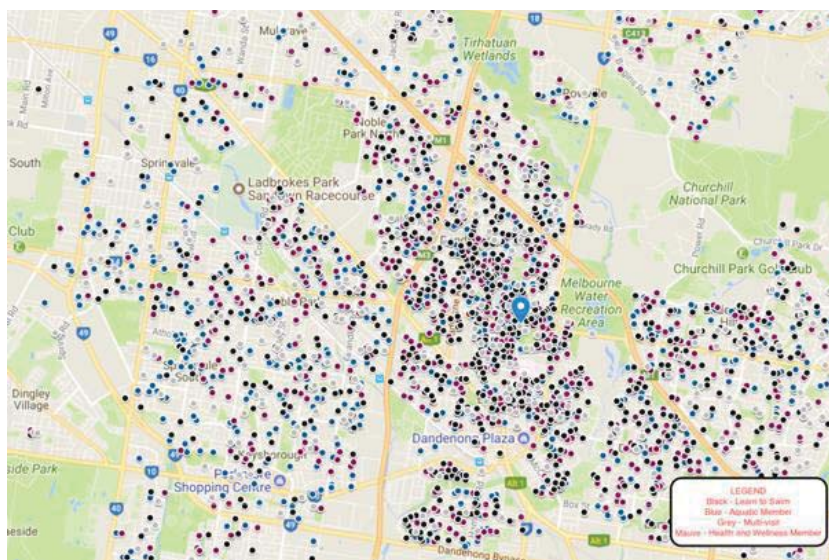
Dandenong Oasis Usage by Suburb and Area

A breakdown of the usage of Dandenong Oasis by suburb is provided in the graph below and this highlights that the highest usage comes from residents living in Dandenong (25% of usage), followed by Dandenong North (13%) and Noble Park (11%).



Graph 1: Facility Usage at Dandenong Oasis by Suburb

As an extension of the graph above, the image below provides mapping of the residential location of the predominate users of Dandenong Oasis. This highlights the usage cluster which is relatively close to the facility and also that the majority of the users reside on the east side of EastLink.



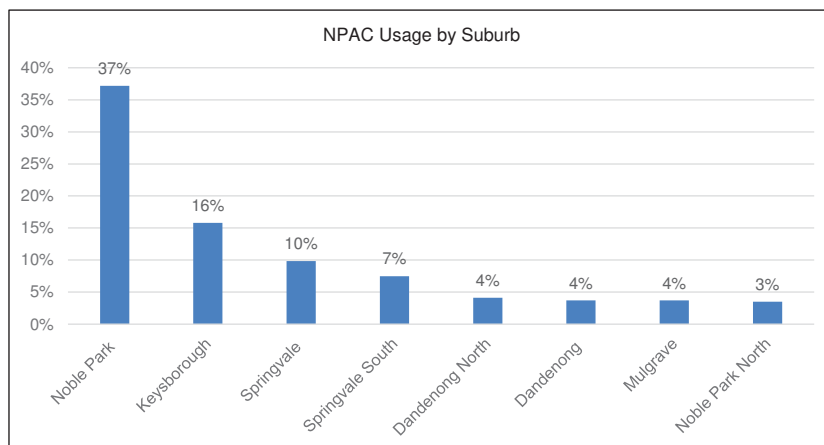
Mapping 1: Dandenong Oasis User Mapping

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

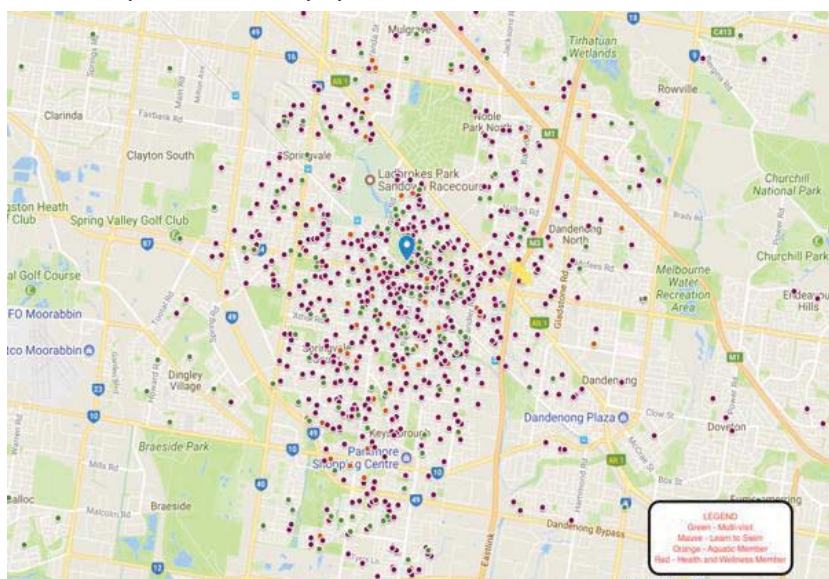
NPAC Usage by Suburb and Area

A breakdown of the usage of NPAC by suburb is provided in the graph below and this highlights that the highest usage comes from residents living in Noble Park (37% of usage) followed by Keysborough (16%) and Springvale (10%).



Graph 2: Facility Usage at NPAC by Suburb

As an extension of the graph above, the image below provides mapping of the residential location of the predominate users of NPAC. This highlights the usage cluster close to the facility and also that the majority of the users reside on the west side of EastLink.



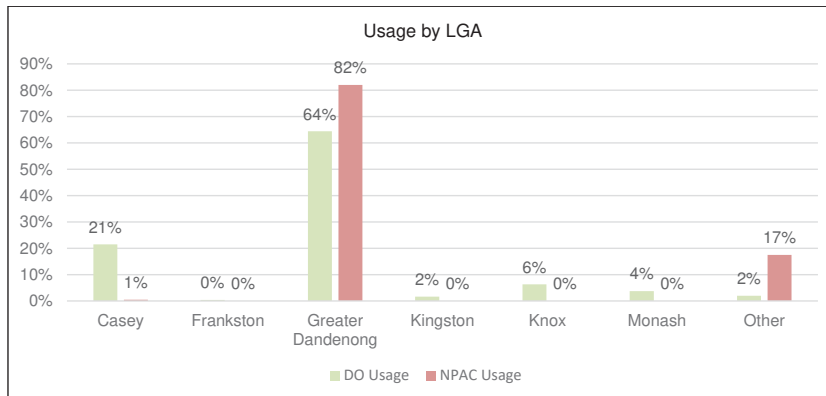
Mapping 2: NPAC User Mapping

2.5.1 Aquatic Strategy (Cont.)

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Usage by Local Government Area

A breakdown of usage by local government areas for both Dandenong Oasis and NPAC is provided in the graph below. It is noted that NPAC is predominately used by CoGD residents who account for 82% of usage, this is most likely a direct result of the NPAC location (which is close to the population centre of the municipality) and the relatively limited range of facilities. By comparison, only 64% of users of Dandenong Oasis reside in the CoGD with 21% living in the City of Casey.



Graph 3: Usage by Local Government Area

2.5.1 Aquatic Strategy (Cont.)

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2.3 Industry Benchmarking

Extensive research and benchmarking of aquatic and leisure centres from across Victoria was undertaken as part of this Strategy. Specific detail about the cost and operation of these centres has been withheld from this public report due to commercial in confidence.

The table below provides a summary of the annual visitations per three-kilometre catchment population for Dandenong Oasis, NPAC and the average of 11 major contemporary aquatic and leisure facilities from other local government areas. The research indicates that both Dandenong Oasis (8.1 visits per annum per head of three-kilometre catchment) and NPAC (2.4) both have participation levels lower than the 11 facilities (average of 16). It also highlights that NPAC annual visitation numbers are exceptionally low and that the NPAC three-kilometre population catchment is actually greater than that of Dandenong Oasis.

Item	Dandenong Oasis	NPAC	Average (11 Facilities)
3km Residential Catchment Population	63,000	77,000	59,088
Annual Visitations	509,000	183,000	819,281
Visits per 3km	8.1	2.4	16

Table 4: Catchment Usage Levels

The table below provides an overview of the 2016/17 comparative performance of the CoGD aquatic and leisure facilities compared to 23 other metropolitan Melbourne local government areas. This analysis indicates that total visitation numbers to CoGD aquatic and leisure facilities are 47% lower, visits per head of population are 53% lower and the average visits per facility are 28% lower than the average of 23 other LGA's. Overall it is identified that participation rates at CoGD aquatic and leisure facilities are low. It is also identified that CoGD has approximately one aquatic and leisure facility to 80K resident's which is consistent with the benchmark average.

Council	Greater Dandenong	Average of 23 LGA's	Difference
Number of Facilities	2.0	2.4	-20%
Estimated Annual Total Facility Visits	693,317	1,015,950	-47%
Utilisation (Number of Visits per Head of Population)	4.3	6.6	-53%
Average Visits per Facility	346,659	443,472	-28%
Population (2016)	160,952	157,284	2%
Municipal Population per Facility	80,476	75,247	6%
LGA Size (km ²)	130	177	-36%

Table 5: Industry Performance Benchmarking

The table below provides an overview of 50m pool provision in Greater Dandenong and 23 other local government areas. This analysis indicates that Greater Dandenong has on average a higher level of all year round 50m pool provision (i.e. two locations compared to one location) and almost twice the level of provision for the local government area (i.e. one 50 metre pool per 65km² compared to the benchmark of one 50 metre pool per 113km²).

Item	CoGD	Other LGA's (23)	Difference
50m Pool Indoor	1	0.5	0.48
50m Pool Outdoor - Open All Year Round	1	0.5	0.52
50m Pool Outdoor - Seasonal	0	0.6	NA
Total - 50M Pools	2	1.6	0.22
Population per 50m Pool	80,476	100,487	-0.25
Area per 50m Pool (km ²)	65	113	-0.74

Table 6: 50m Pool Provision

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2.5.1 Aquatic Strategy (Cont.)

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3 Community Consultation (Round One)

A comprehensive approach to consultation was undertaken and a summary of the process and the key findings are outlined below.

3.1 Consultation Process Overview

The consultation and engagement program focused upon developing an understanding of what community members, organisations and Council value about the existing Dandenong Oasis and what they would like to see changed or improved in a new facility. As part of this, community preferences for the location of a new facility were explored. To make the community aware of the consultation and engagement program, a large-scale marketing and promotion strategy was implemented including:

- Use of online mechanisms such as Council and the YMCA's websites and social media.
- Issuing media releases to the local newspapers.
- Emails to various Council databases including Council advisory committees, Dandenong Oasis members and users, sports clubs, community groups, and schools.
- Mail outs to senior's groups, neighbourhood houses and community bus users.
- Providing hard copies of surveys at key community venues such as Council's customer service centres, libraries, aquatic leisure facilities, youth facilities, and Council's Food Distribution Centre.
- Attending key community events and facilities to make the community aware of and encourage them to complete the various surveys.
- Attendance at targeted forums such as the Youth Leader Program and Children's Advisory Group to make the community aware of and encourage them to complete the various surveys.

The community consultation and engagement program included:

1. A community survey (long survey) available through Council's online consultation platform. In total 940 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 213 of the total responses received via this medium. 'Pop up consultation sessions' in various locations throughout the City also occurred to make people aware of the survey and encourage them to complete it.
2. A separate community survey (short survey) that focused solely upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 89 of the total responses received via this medium.
3. A survey of children in the City of Greater Dandenong. In total 101 young people completed the survey.
4. A survey of schools in the City of Greater Dandenong. The survey was provided to 55 schools, and 16 completed the survey.
5. One on one discussions with key stakeholder organisations. The organisations involved in these discussions were the Otters Swim Club and the Greater Dandenong Table Tennis Association. They were designed as targeted conversations to understand the specific needs and aspirations of these groups as existing key users of the Centre, Hockey Club and Advisory Groups.
6. Two community workshops open to all members of the community. The workshops were held in the morning and early evening to provide multiple opportunities for community members to participate. In total 37 people attended the community workshops.

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2.5.1 Aquatic Strategy (Cont.)

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7. Two workshop discussions with health and disability providers and groups who currently use Dandenong Oasis. While only two organisations attended these sessions, the information gathered was consistent with findings from other parts of the consultation program.
8. Submissions from the public were also invited, and in total 14 were received.

In addition to the above community consultation and engagement program, the following targeted consultation was also undertaken:

- Consultation with Council officers and YMCA to understand the key issues and opportunities that must be considered and responded to in developing the Feasibility Study. These included factors such as existing use of Dandenong Oasis, traffic and parking, the current and future community profile and needs, and contextual issues unique to the City of Greater Dandenong. Consultation with officers will continue throughout the life of the project.
- Industry consultation with key players and peak bodies from across the aquatic leisure facility industry to understand issues, opportunities and factors that should be considered in planning for the future redevelopment of Dandenong Oasis.
- Consultation with Councillors, which will continue throughout the project and include updates and a site tour to Dandenong Oasis and other aquatic leisure facilities.
- Other relevant stakeholder groups to understand the potential issues and opportunities associated with the future provision of an aquatic and leisure facility in the City.

The outcomes from these consultation mechanisms are summarised below with the detailed community consultation findings provided in Appendix C - Future Dandenong Oasis Feasibility Study Community Consultation Report.

3.2 Community Consultation Key Findings

The consultation and engagement program has identified some very clear messages and themes for Council to consider in preparing the Feasibility Study for the future Dandenong Oasis and these are outlined below.

Proposed Development is Important

Those who participated in the consultation highlighted that the redevelopment of the existing Dandenong Oasis (or development of a new facility) is important with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10. (It is important to acknowledge that this is not the case for all who were involved in the consultation with 10 percent of survey respondents providing a score of 4 or less indicating the development is not important to them).

Site Location

There is strong support from those who participated in the consultation and engagement program for Dandenong Oasis to remain in its current location. The analysis of the two community surveys combined (long and short), identified that 55.3 percent of those that responded preferred the current site followed by 18.8 percent who had no site preference and 18.1 percent who preferred the CBD site.

A further breakdown of the site preference indicates some quite specific findings that are related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb and these are summarised below.

- The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response).
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents (57.0 percent). Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site.

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- A CBD site was preferred by non-CoGD resident non-users (37.6 percent).
- In total, 17 sites/areas were nominated in the two surveys (short and long) as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) – 159, Springers Leisure Centre – 30, and Springvale (generally) – 10. Of the total respondents, 165 had no preference.

The table below provides a summary of the site preferences for CoGD residents who are current Dandenong Oasis users (Total count of 283 responses).

Resident's Suburb	Central Dandenong	Existing Site	No Preference	Another Site
Dandenong	15%	71%	10%	5%
Dandenong North	10%	69%	19%	2%
Keysborough	9%	36%	30%	24%
Noble Park	11%	75%	11%	2%
Noble Park North	10%	81%	5%	5%
Springvale	0%	89%	11%	0%
Springvale South	0%	0%	100%	0%
Total	11%	67%	16%	6%

Table 7: Site Preferences for Current DO Users

The table below provides a summary of the site preferences for CoGD residents who are non-Dandenong Oasis users (Total count of 215 responses).

Resident's Suburb	Central Dandenong	Existing Site	No Preference	Another Site
Dandenong	36%	57%	7%	0%
Dandenong North	57%	75%	3%	8%
Keysborough	7%	16%	18%	57%
Noble Park	0%	9%	37%	6%
Noble Park North	14%	60%	20%	0%
Springvale	75%	7%	50%	14%
Springvale South	3%	13%	50%	13%
Total	8%	34%	20%	22%

Table 8: Site Preferences for DO Non- Users

Quality and Condition

The Age, Poor Condition / Quality and Accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.

Car Parking

The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible. Existing users expressed concern that car parking would be difficult to access and likely to incur a charge if Dandenong Oasis was relocated to the centre of Dandenong. This suggests that in addition to any planning requirements, Council will need to give careful consideration to the provision of car parking at the proposed new or redeveloped aquatic leisure facility, and that it may be challenging to encourage Centre users to make use of other forms of transport to access the Centre.

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Changeroom Facilities

As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern. The impact upon people with a disability who are required to wait to access change room facilities is profound, and causes significant discomfort, frustration and at times embarrassment. The lack of family change room facilities not only creates difficulties for families but also creates operational challenges for staff associated with the age limit for children being allowed in change rooms with their parents.

Cost to Access the Centre

The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre. Genuine concession pricing is something Council must consider carefully. While the aquatic and leisure industry has generally applied concession pricing of between 10 and 20 percent, this is unlikely to mean the facility will be accessible for people with reduced capacity to pay.

Facilities for Families, Children and Young People

The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre. Other suggestions directly from children included making sure there are big change rooms, and making it colourful - colourful tiles, colourful seats and change rooms. There were also some delightful and insightful comments from children including:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'.
- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is very awkward'.
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'.

Facility Improvements

The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

Other facility improvements that were raised consistently throughout the consultation program were: the provision of leisure facilities for families; larger gym, improved accessibility and enhanced equipment; larger / more spa and sauna facilities; provision of a bigger café with healthier food choices; and providing more / improved program rooms for fitness classes. The provision of more water space generally was also raised in various forums, in particular the need for enough water space that allows lots of different activities to occur at the same time e.g. swimming lessons, lap swimming and schools.

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Facility Preferences by Age Cohort

An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old and that general accessibility was very important for the 70 years plus age group. The 12 to 24 year age group highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for facility component preferences combined.

A summary of the major facility preferences by age cohort are outlined below.

Age Group	Preference
12 to 17	Quality of gym area (average score of 8.2), improved swim lesson area (7.7), lap swimming (7.6) & water play (7.6)
18 to 24	Lap swimming pool & swim lesson area (both 8.0)
25 to 34	Water play (7.7)
35 to 49	Water play (7.3)
50 to 59	Warm water pool (7.5)
60 to 69	Warm water pool (8.2)
70 to 84	Warm water pool (8.1) & general accessibility (7.5)
85 plus	General accessibility (9.2), warm water pool (8.6) & social spaces (8.4)

Table 9: Facility Preferences by Age Cohort

Health, Fitness, Fun and Entertainment

The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities. A challenge for Council will be the potential number of other providers offering these experiences in close or reasonably close proximity to Dandenong Oasis, and the consequent expectations the community has about what a new or redeveloped Centre will provide. The reality is that people have many choices about how their health and fitness, or fun and entertainment needs can be met, as evidenced by the large number of public or private facilities consultation participants indicated they use or have used. Public facilities identified by people many times as places they visit and / or examples of places with quality facilities were Noble Park Aquatic Centre, Waves Leisure Centre, GESAC, Monash Aquatic and Recreation Centre, Casey ARC and Casey RACE.

Safety and Security

Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis. Particular areas of concern were safety for females and the safety of patrons after dark, but there were also some suggestions about improved security around access to the Centre including implementing a swipe card system and improving the entry control points.

Consulting with Hard to Reach Cohorts

Future additional consultation is recommended to better understand the particular needs and interests of multicultural communities, young people and young adults, as despite the extensive consultation program, these parts of the community were underrepresented. In addition, health and disability providers were underrepresented in the consultation program. It is recommended that Council undertake future targeted consulting with these cohorts as part of the design development process (i.e. subsequent to the Feasibility Study).

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4 Stakeholder Consultation

In addition to the detailed consultation undertaken with community, consultation was also undertaken with key stakeholders. A summary of the key findings is outlined below and detailed in the Consultation Report (Appendix C).

4.1 Internal Consultation

The following information is a summary of key findings for meetings undertaken with officers from Council's planning, community service and buildings and assets departments.

Planning

- The three main sites would allow for a permit for the development of a leisure and aquatic centre. (Information was provided for each proposed site to help inform the review and analysis of site options)
- There are four Activity Centres in CoGD and these are at Dandenong, Springvale, Noble Park and Parkmore.
- NPAC could be considered as an option, with potential opportunities to utilise the space underneath the sky-rail. This is particularly relevant due to the CoGD operational subsidy for both centres combined.
- Sandown Racecourse is identified as a strategic site in Plan Melbourne and it is projected that there will be 15,000 to 20,000 new residents into the future.

Community Services

- Increased women's and potentially men's only programs. Whilst these programs are currently offered for hydrotherapy only, and they have excellent participation levels, there are limitations in the times available.
- Potentially a different location that is more accessible with better public transport.
- Inclusion of entertainment experience opportunities for children such as water feature attractions.
- Would need to consider the potential provision of outdoor type opportunities particularly for teenagers. Other recreational opportunities such as half court sports courts would be valuable to increase teenage utilisation.
- A suitable environment for aquatic education to consider those groups that have low water familiarisation.
- Greater provision of space for the warm water program with high usage of this space.
- Improved functional design including universal design principles and enhanced amenities such as changerooms.
- Current car parking provision appears to be adequate however current usage is relatively low. Parking should be provided for parents with prams.
- Amenities at Dandenong Oasis are currently poor, as an example, the school changerooms are temporary.
- General accessibility throughout the current facility is poor, as an example, there are no lifts to the gymnasium area.
- Safety and security are major considerations, so any design should consider the inclusion of CCTV, external lighting, passive supervision and appropriate pathways.
- Potential for the inclusion of allied health services as part of any future development.
- In summary, the view is that Dandenong Oasis is old, in poor condition and has a dated design. Therefore, it does not provide an indication of demand for an aquatic and leisure centre.

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- The question was raised as to how much cost is a barrier to usage. A few local government areas in both Australia and New Zealand are providing free access to users, higher concession pricing or airline type pricing. This is also a relevant factor due to the mortgage stress associated with growth and higher disadvantaged areas.
- Potential inclusion of a community lounge / café space that caters for longer stays at the facility.

Building and Assets

The following information is a summary of the key findings for the meeting undertaken with officers from Building and Assets.

- The Council has a budget allocation at Dandenong Oasis of \$250K for renewal and \$217K for maintenance for a total of \$467K. This amount is in addition to the annual spend by the management group.
- Council has a policy that at least a 5-star rating must be incorporated into assets over \$5M. The additional cost allocation associated with this provision is 5% of the construction cost.
- Council generally allocates 1% of the construction cost to annual maintenance and refurbishment.
- A range of options should be considered as part of the design and / or operational processes including: geothermal, the use of ozone, water harvesting, solar panelling, BMS technology and inclusion of a thermal mask (e.g. trees etc.). Ideally the management group should have a dedicated specialist facility manager to oversee the operation of the pool plant and the building servicing.

4.2 Management Group

The following information is a summary of the key findings for the meeting undertaken with the YMCA management group.

- Any future development must consider the provision of aquatic space inclusive of warm water pool learn to swim, water play and recreational space.
- The provision of warm water, learn to swim and water play is a high priority. If these components were to be provided then potentially the lap swimming pool could be 25m but it would need to be wider than eight lanes.
- Dandenong Oasis has the highest participation level by school groups of just about any of the YMCA managed sites.
- The major need for a 50m pool is from the Oasis Otters and potentially some of the aquatic members.
- There was a significant increase in lap swimming and spa participation when Casey ARC was closed.
- Currently have low participation in infant and pre-school swim lessons and crèche and the view is that this may be a result of the lower socio-economic status and cultural factors.
- NPAC seems to work better for younger families as there is water play, a large warm water pool and outdoor facilities including BBQ's.
- There are several female only programs that are very popular, it would be desirable to increase the provision of these however current design constrains this.
- A very high participation at Dandenong Oasis is by the 50 to 70-year-old age group however there is an under-representation of females and also those from different cultural backgrounds.
- There is an opportunity to integrate maternal health care, allied health and community meeting spaces co-located with a new facility development. Dandenong Oasis appears

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- to have strong demand for community meeting programs and services hence meeting rooms.
- There is a possibility to provide outdoor type activities (e.g. outdoor parkour) or indoor sport court (or rage facility in Geraldton) facilities for youth as they are a high priority needs group.
 - The completion of the sky-rail project may enhance east west access and improve the level of access in the west of CoGD to the eastern area.
 - If a new facility was to be developed, an alternate site would provide the benefit of service continuity and enhanced public transport. A more central site could also have the benefit of servicing officer workers, Activity Centre residents and some centrally located schools.
 - There is a strong need for at least three to four group fitness spaces including: aerobics, mind/body, spin and a virtual type classes. This is central to high retention levels and a different positioning to 24/7 type facilities.
 - The inclusion of a reflection room (for praying, meditation, breast feeding, work etc.) would also be valuable in a contemporary environment.
 - The provision of squash facilities requires considerations with potentially only two courts required in the future.
 - There is the potential to consider the inclusion of gymnastics into any new development as there appears to be strong demand for this.
 - General affordability is a key factor for participation so consideration could be given to innovative pricing options such as: off peak time pricing, free swimming between 10am and 2pm, airline type pricing and means tested pricing (e.g. different rates based on income).

4.3 Other Stakeholder Groups

The following information provides a summary of consultation undertaken with a range other key stakeholders. The results from other consultation sessions (i.e. with centre and reserve user groups) is contained within the Community Consultation Report – Appendix C.

Positive Aging Advisory Committee

A meeting was conducted with the Positive Aging Advisory Committee and the following aquatic and leisure centre inclusions / factors were identified as being important to increase use amongst older adults:

- Good access for all abilities.
- Hydrotherapy, warm water exercise, important for arthritis sufferers (x3).
- Water aerobics.
- Gentle exercise classes.
- Non-slip concourse and a need to overcome safety concerns.
- Quality change room facilities including the provision of greater privacy (not open change areas).
- Increased promotion. Many people unaware of facilities and programs.
- Accessible via public transport.
- Continued access via Community Bus is important.
- Needs to be affordable. Cost of entry to include Community Bus.
- A good gym.

Other general feedback provided included:

- Some separation from school groups / children and older adults (i.e. warm water pool).

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- Staff will need to enforce rules and parents to supervise children.

Overall, no major concerns were raised about a new location, other than maintaining or improving access via public transport.

Disability Advisory Committee

A meeting was conducted with the Disability Advisory Committee and the following key points were identified as being important for consideration, to better cater for people with a disability and to facilitate increased participation levels:

- All-purpose wheelchairs to access the pools (like at Casey ARC and GESAC).
- Universal change rooms.
- Changing places room/s.
- Two hydraulic lifts – in case one breaks down.
- Level access / beach entry into children's water play areas.
- Larger hydrotherapy pool, or two separate hydro / warm water pools. Need to be mindful of temperature regulation.
- Breakout rooms for other types of exercise classes / sessions.
- Good access to gym facilities.

Sport and Recreation Victoria

A meeting was conducted with Assistant Director Community Infrastructure and Regional Facilitation, Sport and Recreation Victoria. The key issues discussed include:

- The role that aquatic and leisure centres play in health prevention and rehabilitation will increase in the future.
- Aquatic and leisure centres should continue to evolve the role they play in contributing to social connection and reducing social isolation.
- Integration of aquatic and leisure centres with health providers should be part of the planning process.
- Development of aquatic centres should be done with consideration to the local context. To that end the requirements for improvement in health and wellbeing of the local community and the proximity to a range of health services providers ideally positions Oasis to contribute to the local health agenda.
- The current site appears to be the most suitable to integrate Oasis with health service providers.
- Future programs could include partnerships with local health providers for the development of health improvement plans that incorporate the facilities and programs at Oasis.
- The Centre's design should be considerate of the local community cultural diversity.
- Beyond the health agenda there is also an opportunity to integrate the centre better in the enhanced sporting precinct
- There are high levels of disadvantage and cultural diversity in the area. Programs and pricing models should be considerate of how to encourage use of the centre by people experiencing disadvantage and people from CALD backgrounds.

Swimming Victoria – Metro District South

A phone interview was conducted with the President of Swimming Victoria – Metro District South and the following key points were raised.

- From a Swimming Victoria perspective, there is poor provision of competition facilities in the south east metropolitan zone. While Casey Race has previously been used for

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regional events, temporary seating is required hence usage is somewhat restricted. This situation results in a requirement to use MSAC for district championships in order to accommodate participation and spectator numbers. This is a once a year event that has approximately 800 participants and up to 600 spectators for a total of 1,400 total entries.

- There are approximately 20 clubs in the south-east zone with the larger clubs being: the Cranbourne Tiger Sharks (estimated 180 members), Oasis Otters Swimming Club (estimated 100 members), Peninsula Flyers Swimming Club (estimated 100 members) and Fairbank Aquastars Swimming Club (estimated 150 members).
- The ideal competition facility, for regional events, would incorporate the following elements: 50m competition pool, warm up pool, grandstand with seating for regional events, marshalling area, electronic timing and change rooms. The provision of this type of facility would assist the clubs in enhanced fundraising for club development as events are central to financial success.
- The President advised that the NPAC did not comply as a competition facility as the length was not 50 metres long. Consultants Note: following on from this comment the consulting team liaised with the City of Greater Dandenong and the architect who both advised that the recently developed pool had been signed off as a 50-metre complying facility.

Life Saving Victoria

A meeting was conducted with General Manager of Public Training and Pool Safety Life Saving Victoria.

- The main issues raised related to the implementation of Poseidon computer vision drowning detection technology. The technology has been widely installed in Europe and North America but there are only two installations in Australia.
- Poseidon is computer-aided vision technology designed to complement the work of lifeguards. It is able to detect when a person is in a 'drowning' state as opposed to just being 'still' in the water. In simple terms when a person is detected in a drowning state a notification is sent to a centre staff who can immediately implement emergency rescue plans.

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5 External Consultation

The following information provides an overview of the external consultation undertaken.

5.1 Neighbouring Local Government Areas

The following information provides a summary of consultation undertaken with neighbouring local government areas.

City of Casey

A meeting was conducted with the Leisure Facilities Coordinator and the following major points were identified.

The City owns three aquatic and leisure centres: Casey ARC, Casey RACE and Doveton Pool in the Park. The Doveton Pool in the Park, which is an outdoor seasonal pool and the oldest aquatic centre, is located on the western side of the Monash Freeway and is only 4.3 kilometres from Dandenong Oasis. Casey Race is the newest City of Casey aquatic facility opening in 2009 and it is already experiencing some capacity issues. The City outsources the management of its aquatic and leisure centres and plans to continue to do this into the future.

The City of Casey is unique as it is a major growth area with the population projected to increase from 300K in 2016 to almost 500K in 2041. As a result of this situation, the City is about to undertake an aquatic and leisure facilities strategy to guide future provision. Major planning considerations associated with the strategy include: the future redevelopment of Casey RACE, the potential provision of a new facility in the Clyde Growth Area and the future provision at Doveton Pool in the Park. The City advised that the future planning for the Oasis facility would be a major driver when considering the future plans for the Doveton site. The City is aware that Dandenong Oasis attracts moderate visitations from Doveton residents and hence any future Casey planning must be done complementary to City of Greater Dandenong plans.

City of Frankston

A site visit to the Peninsula Aquatic Recreation Centre (PARC) was undertaken and a meeting was conducted with the Centre Manager. The major findings from these discussions are outlined below.

The City of Frankston owns two aquatic and leisure centres and these are: PARC, a large multipurpose facility which opened in 2014, and the Pines Forest Aquatic Centre which is an outdoor seasonal pool. Both of these centres are managed by Peninsula Leisure which is a Council Controlled Entity.

While it is anticipated that the Pines Forest Aquatic Centre provision will continue as is, the major aquatic and leisure provision challenge for the City has resulted from the success of PARC. The original Business Plan projected peak visitations of 620K (in 2020) however the centre has averaged in excess of 800K visitation per annum in its first three years. The major success areas have been very high health and wellness membership numbers, learn to swim participation and leisure-based usage, all of which have been driven by a focus on customer service and the provision of contemporary facilities with adequate space.

A major challenge for the Centre has been the management of car parking. Similar to GESAC, there has been a requirement to increase car parking provision since the Centre opened highlighting in both cases that car parking was significantly under specified. In relation to PARC, it was identified that 96% of visitations used a car as the mode of transport hence the provision of appropriate car parking is a critical success factor for the centre. Also given that the centre is co-located in an activity precinct and next to Chislm TAFE, necessary controls were required to be put in place to ensure user provision.

In early 2017, there was approximately 300 car parks available for centre users and this was inadequate as highlighted by customer feedback. As a result of the level of usage, the Council recently endorsed the acquisition of an adjacent site (on Quality Street) for the development of a further 100+ car parks for the centre. This will effectively result in the

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2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

provision of over 400 car parks for centre users which is more consistent with industry benchmarks.

Kingston City Council

A phone interview was conducted with the Manager of Waves Leisure Centre and the following key points were identified.

The City operates two aquatic and leisure centres: Waves Leisure Centre and Don Tatnell Leisure Centre. The Waves Leisure Centre is the major facility and this opened in the early 1990's replacing the old Turner Road pool which opened in the 1960's. The Don Tatnell Leisure Centre is now over 40 years old and at the end of its practical life and requires renewal/redevelopment. The City is in the early phases of considering the options for the centre with the basis of the direction being that these two facilities adequately service the needs of the community. As a result, there are no current plans for additional facility provision within the municipality.

Knox City Council

A phone interview was conducted with the contract manager for the Knox City Council outsourced aquatic and leisure management contract and the information below provides a summary of the key points raised.

The City owns one aquatic and leisure centre, the Knox Leisureworks, which is managed by the YMCA. Due to the age and the condition of the centre, the City is currently undertaking a review of the options for future development. It is not proposed that an additional facility be built in Knox and at this stage it is expected that, subject to suitable condition, the Knox Leisureworks will be redeveloped or renewed. The current site location is suitable for the centre and hence from a City of Greater Dandenong perspective, limited change or impact is anticipated into the future. As a result of parallel planning however, the City of Knox is keen to continue discussions with the City of Greater Dandenong to share information on proposed directions.

City of Monash

A review of the City of Monash aquatic and leisure facilities identified that the City owned and operated three quite different centres:

- Clayton Aquatics and Health Club which is co-located with a library, medical and allied health services.
- Monash Aquatic and Recreation Centre which is the major facility in the municipality, it is multipurpose with both indoor and outdoor pools.
- Oakleigh Recreation Centre which is an outdoor seasonal pool located with indoor sports courts and a gymnasium.

The City plans to update these facilities with planning currently underway for the potential redevelopment of the Oakleigh facility.

5.2 Industry Consultation**Aquatic Centre Operators – Past and Present**

Broad ranging industry consultation was undertaken which included managers from both the local government and private sector, many of which are operating recently developed or redeveloped aquatic and leisure centres. Centres which the industry experts were involved in the development or redevelopment with included the following:

- Ashburton Pool and Recreation Centre redevelopment.
- Aqualink Box Hill redevelopment.
- Aquanation.
- Aqua Pulse.
- Brunswick Baths redevelopment.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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- Eltham Leisure centre redevelopment.
- GESAC.
- Harold Holt redevelopment.
- Hawthorn Aquatic Centre redevelopment.
- Ivanhoe Aquatic Centre redevelopment.
- Leisure Link (Geelong).
- Thomastown Recreation and Aquatic Centre.
- WaterMarc.

Key issues addressed together with key findings are summarised below.

1. **What are the key Design Principles that will assist operational performance and customer experience?**
 - Intuitive (and easy) way finding from arrival to building (car parking, pedestrian access, bike and foot paths) to reception/foyer then into activity areas within the centre. All complemented by clear signage.
 - Implement technology to help with communicating with customers including welcoming specific customers to the centre, way finding and capturing customer data. There is extensive preplanning required in this area – major stadiums are starting to do this and it should be adapted in aquatic and leisure centres.
 - Technology must be used to add to the centre as being the 3rd place to allow residents to remain connected to the centre and also contribute to ease and convenience of use.
 - Leisure facilities should look to enhance learn to swim and aquatic leisure facility components, as these components can provide competitive advantages against private operators.
 - Good line of sight for staff to view change areas and program areas.
 - Provide spaces that enhance social connection.
 - Implement universal design initiatives - Include changing places.
 - Make buildings more adaptable for alternative energy input/use - energy efficient designs.
 - Plan for male/female only swimming sessions: incorporate screens to facilitate privacy.
 - Include schools and group change rooms.
 - Provide school entry/exit and change space.
 - Provision of spaces for allied health / health consultation.
 - Ensure storage space is not "value managed": to unworkable levels.
 - Don't be limited by one water play installation such as a slide.
 - The Warm Water Program Pool (WWPP) should be a designated space and large (300m²) - develop an aquatic wellness area incorporating spa/sauna/steam and WWPP (will maximise use by older adults, people with disabilities and chronic health issues)
 - Provide Wi-Fi connection throughout the centre – it is a drawcard for customers (even if not using centre)
 - Include flexible program spaces: multi-purpose rooms for e.g. child care, meetings self-service kiosk for purchasing programs and services.
 - Provide a member's entrance.

2.5.1 Aquatic Strategy (Cont.)

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2. Design issues and initiatives to enhance the perception of (and actual) safety for customers

- The centre needs to be open and welcoming with limited blind spots and corridors.
- Clear lines of sight throughout the centre.
- High levels of lighting in the entry promenade, in car parks and on paths to the centre.
- Aquatics: Consider including Poseidon technology (Drowning prevention).
- Panic alarm internally and in car parks and paths.
- Locker areas to be highly visible.
- Good view lines from the foyer area to car parks.
- Implement (and communicate) high levels of cyber security - protection of personal data, credit card details etc.
- Install visible CCTV. Viewed on all PC's-- direct connection to police station.
- Facilitate an active neighbourhood watch program: enhance community engagement
- Women's only and schools.
- Secure program areas-- female only gym, privacy screen for swim lessons and lap swimming.
- Family change spaces to have cubicles that lead onto a central change space – Cardinia Life.
- Avoid male and female change room doors adjacent to each other.
- Spas and saunas to be highly visible – but no overlooking other aquatic activity areas if possible
- Ongoing engagement with representatives that have a focus for programming activities for females through design phase.

3. What are the design factors that will facilitate social connections?

- Café linked to facility and community activity areas within the precinct. Café and meeting areas should become "pulse" areas.
- Opportunities for people to connect to facility without entering door – e.g.: café-serving options for families that may use some co-located play features; but doesn't need to be in pool for example.
- Positioning of pool/café/gym to encourage access by all users.
- Implement Technology connectivity, Wi-Fi connection a drawcard (even if not using centre).
- Provide quiet space for study / work.
- Separate aquatic health and wellness area – WWPP, Spa, Sauna, Steam room.
- Location/profile on the site - don't set it back too far so it gets lost in precinct e.g.: Aquanation doesn't have a strong physical profile.
- Multiple areas for people to congregate: combination of large and breakout spaces.

4. What are the potential design innovations for the future?

- No front desk. Implement a concierge – apple store concept.
- Technology, and the way customers react and use it, needs to be built into the experience in the design phase.

2.5.1 Aquatic Strategy (Cont.)

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- Leisure facilities have traditionally lost customers within the age of 12-18. Technology and virtual reality type programming may provide an opportunity to make leisure facilities an entertainment experience for this age group.
 - Virtual reality incorporated into learn to swim.
 - Pop up kiosk – food and beverage more accessible.
 - Identify opportunities for gaming.
 - Create a seamless experience from home to the front door using technology.
 - Consider viability of a 24/7 pool work.
 - Provide art spaces.
 - Implement a community garden - Provide spaces for teaching cooking and healthy eating.
 - Study hub: 24/7.
 - Opportunities for free, unconstructed activity.
 - 'All gender' change spaces.
 - Licensed café.
 - Consider alternatives to the 50m pool – 50m pool not used by many. Perhaps 10 lane 25m pool.
 - Recreational gymnastics, parkour, skate, virtual reality studios/space.
- 5. What are the facility elements and design approach that encourage increased use by people from CALD backgrounds?**
- Easy to navigate: good signage (multilingual).
 - Curtains around pool hall: women only.
 - Ongoing engagement with CALD representatives through design phase.
 - Incorporate the good design inclusions/lessons from libraries and community facilities that have been tailored to include CALD communities – City of Melbourne recently undertook upgrades of facilities in South Kensington and Docklands area with specific target audiences in mind. It has been noted that libraries and leisure centres are regarded as two of the 'safest', public places for people to go.
- 6. How the industry can impact on health (outcomes)**
- Improved health outcomes appear to be more a function of strategy, management approach and programming as opposed to specific design elements.
 - Integrate fitness services with health service – relationships with providers and physical co-location with community health services / spaces.
 - Ongoing measuring of patron healthy wellbeing status throughout lifetime.
 - Partner with local medical practitioners and health service providers.
 - Understand community health issues tailoring programs to meet these at a local level.
 - Enhance patron's social connection with facility: e.g. – older adults who use a WWP activity as their social connection opportunity – particularly if they live on their own.
 - Push to get more non-traditional community members. The Centre is competing with private facilities to get the same 10-12% of market in gyms; need to be open minded about other community members that need assistance but wouldn't traditionally walk in the doors.
 - One stop shop: exercise, nutrition, mental health, programs and workshops to cover broader health and happiness.

2.5.1 Aquatic Strategy (Cont.)

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- Ability for patrons to engage with apps and seminars offered to tap into their mental health as well as physical health.
- Remove language as a barrier to usage.
- Community garden → café.
- Good size warm water program pool.
- Café to have healthy eating options and provide good options for social connection.
- Better customer retention strategy to increase customer satisfaction.
- Health and wellness to be embed in the management model (specification): A fully integrated approach to enhance community health.

Fitness Australia

A previous discussion was conducted with Fitness Australia CEO. The key issues identified included:

- The market is defined as a low membership fee environment.
- The 24 hour gym model will experience continued growth.
- There will be growth in older adult usage and associated service provision requirements.
- A drive to get the health benefits onto the Public Health Agenda – the industry has been slow to react to the opportunities.
- Future could see aquatic and leisure facilities repositioned to health and wellbeing centres incorporating allied health providers.
- The client profile is changing and as a result, fitness and recreation professionals increasingly need to be able to work with older adults, younger clients, and those with medical conditions.
- There are emerging opportunities for those who can manage fitness and recreation services and relationships between fitness professionals and professionals in allied health services.

2.5.1 Aquatic Strategy (Cont.)

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6 Contextual Research

The following information provides a summary of the relevant contextual information associated with future aquatic and leisure facility planning in the City of Greater Dandenong.

6.1 Council Strategy and Planning Documents

A summary of the key planning and strategy documents is outlined below.

Greater Dandenong Council Plan (2017-21)

The Plan sets the strategic direction of the City of Greater Dandenong and describes how the community's vision of a safe, vibrant city of opportunity for all will be achieved. Under strategic objective 1 (a vibrant, connected and safe community) the plan outlines a desire for improved health and wellbeing. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community facilities to enable effective programs and activities for all.

Activate Sport and Active Recreation Strategy (2014-19)

This strategy was developed to guide Council in the provision of facilities, services and programs designed to increase participation in sport and active recreation in the City of Greater Dandenong. Under Objective 2 (providing improved access to quality indoor sport and recreation facilities – major facilities) the strategy recommended to undertake the next planning phase for Dandenong Oasis including interim actions, schematic and detailed designs, capital cost estimate, business planning and management models.

Community Wellbeing Plan (2017 - 21)

The following key priorities are identified in the Community Wellbeing Plan:

- Community Infrastructure, Transport and Environment: Appealing, accessible and appropriate community infrastructure contributes to inclusive communities resulting in improved health and wellbeing.
- Mental and Physical Health: Health and wellbeing outcomes can be positively influenced through increasing access to services and improving the quality of opportunities that are available to all members of the community.

Dandenong Oasis Future Directions Discussion Paper (2016)

The Discussion Paper noted that Dandenong Oasis was originally built in 1976 and underwent a major redevelopment in 1991 and further upgrade in 2003. Asset renewal works have continually been undertaken however many facility components are nearing the end of their service life. The aging infrastructure together with escalating operational costs and declining attendance figures highlights the increasing need to progress planning for a new / replacement aquatic and leisure centre in Dandenong.

A number of key recommendations were proposed for the existing and proposed aquatic centres and these were:

- Undertake a detailed structural and technical assessment of the existing Dandenong Oasis, as part of a master plan to guide short to medium-term capital improvements.
- Investigate opportunities to improve the operation and financial performance of Council's existing aquatic centres (Dandenong Oasis and NPAC).
- Progress the planning for the proposed aquatic centre by developing concept plans, cost estimates, master plans and financial modelling for preferred facility components.

Dandenong Oasis Condition Audit (2016)

Calibre Consulting were commissioned by the City of Greater Dandenong to complete a visual inspection of the Oasis Aquatic Centre. Inspections were undertaken on the 9th and 15th of November which involved a ground level inspection of the façade, inspection of the roof and inspection of the ceiling space in six designated locations.

2.5.1 Aquatic Strategy (Cont.)

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In general, there were no significant structural engineering issues with the facility. It was recommended that a number of items be rectified within three months to prevent them causing any significant structural issues in the future. A large number of items were noted as requiring monitoring on a yearly basis. The in-ceiling inspections did not reveal any defects that require immediate rectification.

Dandenong Market Precinct Leisure & Community Facility Feasibility Study (2016)

The study aimed to give the City of Greater Dandenong a resource in determining the potential to locate a new Leisure and Community Facility within the Dandenong Market Precinct. The report concluded that the required program for the Leisure and Community Facility and the associated building envelope can be accommodated on the subject site. Further to this, confining the building envelope to the west side of Stuart Street and to the south of the on-grade market car park is beneficial in terms of staging the construction and maximising the amount of residential development within the study area. The study area currently provides 1,119 off-street car parking spaces, including 871 spaces associated with the Market. The feasibility proposes 900 additional off-street car parking spaces for a total on-site provision of 2,019 spaces. Ratio's car parking demand assessment indicates that car parking demand across the site will be in the order of 992, resulting in a minor shortfall of car parking on the residential apartment sites.

The Case for A Regional Table Tennis Facility in Greater Dandenong (2016)

The purpose of the study is to provide an indication of demand and strategic directions about: location options, design costs and management structure for a Regional Table Tennis Facility in Greater Dandenong. The Greater Dandenong Table Tennis Association is currently located at the Dandenong Oasis Aquatic Leisure Centre. The report recommended the continued growth and development of a regional Table Tennis Centre in Greater Dandenong, and hub for participation in Table Tennis. The report also recommended the preparation of a design for the expansion of the Table Tennis facility.

Greater Dandenong Sustainability Strategy (2016-30)

The Strategy provides the strategic framework to allow The City of Greater Dandenong to become one of Australia's most sustainable cities by 2030 by informing decisions, helping to shape plans and activities undertaken across the municipality and region. The Strategy outlines the need to enhance energy and water efficiency of existing buildings and that new Council buildings will be designed, constructed and operated to meet best practice ESD standards.

Sport and Active Recreation Participation Study (2015)

The Study has been developed to provide a comprehensive understanding of participation trends in Greater Dandenong, to help Council and key stakeholders develop strategies to minimise barriers and increase participation in sport and recreation activities. The study found that half of Greater Dandenong residents do not engage in the recommended levels of physical activity. Swimming was the equal second most participated activity at 15% with fitness/gym activity.

Dandenong Oasis Condition Assessment (2014)

A comprehensive audit of the asset identified a five year general maintenance and cyclical maintenance cost (for the period 2014/15 to 2018/19) of \$2.4M. Major cost items identified at the time included: boiler replacement - \$130K, exterior painting - \$82K, switchboard upgrade - \$44K and replace function room air conditioners - \$22K. It was also identified that boilers needed to be replaced in years two and three (at \$130K each) and that a UV system was required in year two - \$65K.

Community Infrastructure Plan (2012)

The Plan's fundamental purpose is to 'provide the City of Greater Dandenong with accurate and realistic community infrastructure plans for key municipal areas as a means of enabling Council to affordably continue to provide efficient and integral civic and community services within a long-term context.'

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Disability Action Plan (2010-2014)

The Plan outlines the actions to be achieved to ensure Greater Dandenong continues to be a more accessible and inclusive community for all. The Plan focuses on four key areas for action: reduce barriers associated with services, facilities and accessing goods; supporting positive employment opportunities for people with a disability; meeting legislative responsibilities; and meeting challenges.

Disability Policy

The Policy outlines that Council committed to the provision of accessible services to ensure that everybody, regardless of ability, can participate in the social, economic and political life of the City. The Policy proposes a whole-of-council, whole-of-community approach to identify initiatives to increase access and inclusion of people with disabilities.

CoGD Aquatic Redevelopment Options (2008)

The review of aquatic services provision undertaken in 2008 identified the following key recommendations for the CoGD:

- Endorse Dandenong Oasis as the prime indoor aquatic facility and Noble Park Swim Centre as a significant outdoor seasonal facility and commit to the redevelopment of both facilities, Noble Park Swim Centre being the first priority.
- Maintaining Dandenong Oasis in the short-term requires an investment of \$2.7 million with \$24 million referred to the long term financial plan for the redevelopment of the facility.
- Immediate rectification tasks at Noble Park Swim Centre will require a capital budget of \$35,700, with an estimated \$9 million required for the redevelopment of the facility.
- Do not proceed with the development of aquatic facilities at Springers Leisure Centre.

6.2 Demographics

Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong in 2017 was 164,148 people. It is noted that Greater Dandenong is the most culturally diverse community in Victoria.

Greater Dandenong is comprised of residents from over 160 different birthplaces. Over half (64 per cent) of the population were born overseas, with 52 per cent from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%. Birthplaces include Vietnam, Cambodia, Sri Lanka, India, China, Italy, Greece, Bosnia, Afghanistan, New Zealand and Britain. The number of Greater Dandenong residents born overseas rose 13,600 between 2011–2016 including more than 2,400 Indian-born residents, nearly 2,300 Afghans, 1,500 Vietnamese and 1,400 Cambodians.

The diversity of this city is reflected in the range of religious faiths including Buddhism (15 per cent), Islam (13 per cent), Hinduism (5 per cent) and Christianity (37 per cent). A majority (70 per cent) of Greater Dandenong residents speak languages other than English – the largest proportion in Victoria – including Vietnamese, Khmer, Chinese, Greek, Punjabi and Sinhalese.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Population Overview

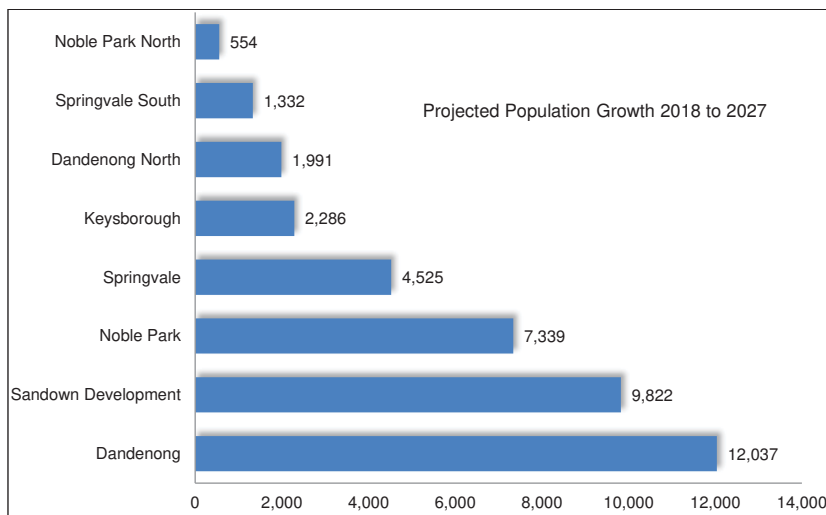
The table below provides an overview of Greater Dandenong (usually resident) population numbers by suburb on the 2016 Census night. This data highlights that the most populated suburbs in the municipality are: Noble Park which accounts for 19.5% of the population, Dandenong (18.8%), Keysborough (16.2%), Dandenong North (14.1%), Springvale (13.7%) and Springvale South (8.0%). At the time of the 2016 Census, these six suburbs accounted for 90.3% of the total Greater Dandenong population.

Suburb	Usually Resident Population 2016	Percentage of CoGD Population
Bangholme	786	0.5%
Dandenong	29,901	18.8%
Dandenong North	22,448	14.1%
Dandenong South	161	0.1%
Keysborough	25,785	16.2%
Lyndhurst	6,722	4.2%
Noble Park	30,997	19.5%
Noble Park North	7,465	4.7%
Springvale	21,713	13.7%
Springvale South	12,770	8.0%
Total	158,748	100%

Table 10: CoGD Usually Resident Population in 2016

Projected Population Growth

The estimated residential population of Greater Dandenong is expected to reach 201,000 by 2027. For the period from 2018 to 2027, it is projected that the major growth areas will be: Dandenong with an increase of 12,037, Sandown (9,822) and Noble Park (7,339).



Graph 4: Projected Population Growth

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

6.3 Competitor Analysis

The table below provides a summary of the major aquatic and leisure facility provision in Greater Dandenong and the surrounding municipalities with a map of the Greater Dandenong facilities provided on the following page.

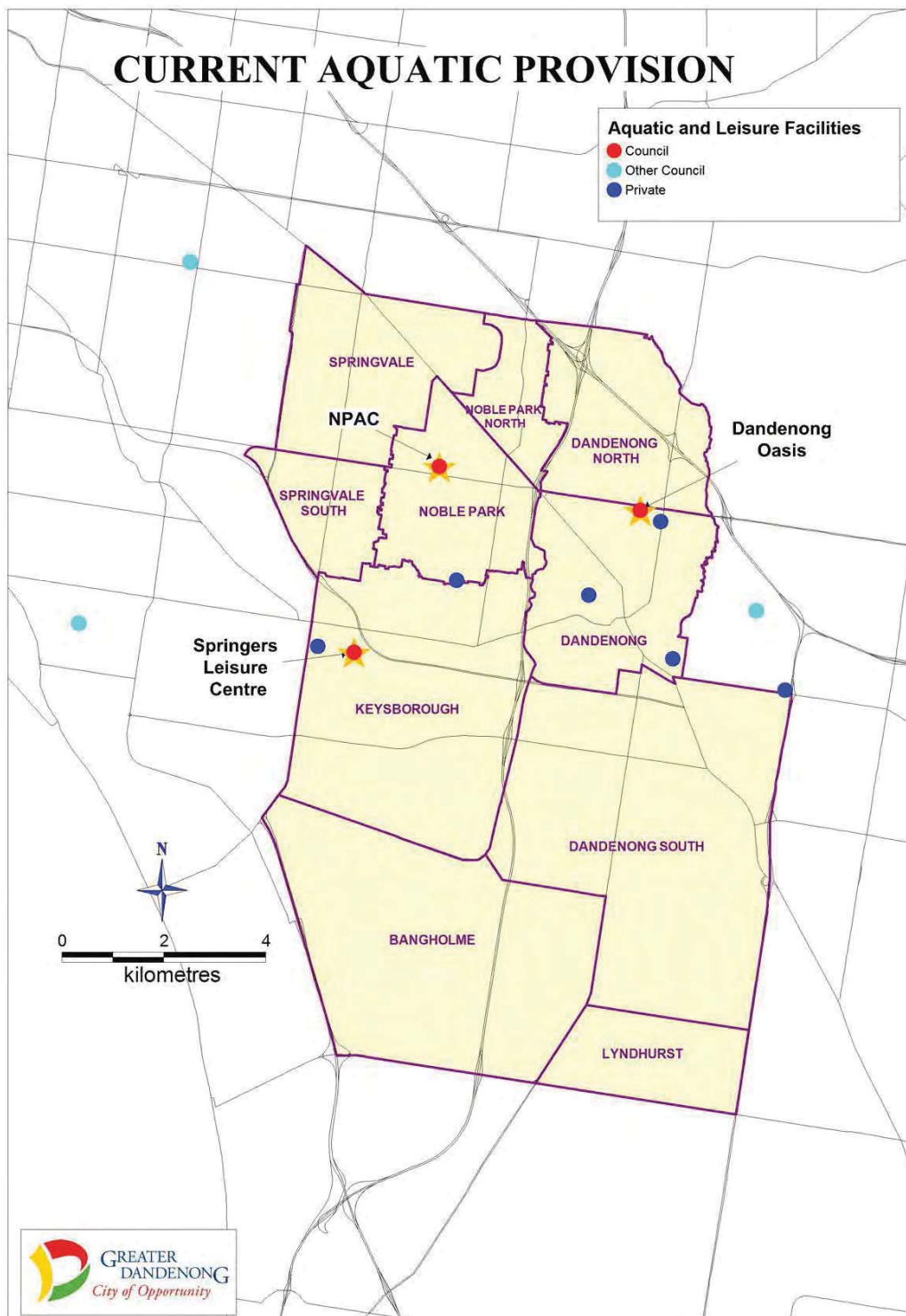
Municipality	Aquatic Centre	Distance and Travel Time (by Car)			
		Dandenong Oasis		Dandenong CBD	
Greater Dandenong	Dandenong Oasis	N/a	N/a	4 min	2.4km
	NPAC	7 min	4.2km	9 min	5.3km
	Genesis fitness/Swimming School, Dandenong (20m indoor pool, gym and fitness/program rooms)	6 min	5.2km	4 min	1.2km
	North Lodge Swimming Academy, Dandenong	1 min	0.8km	5 min	2.7km
	Parkmore Swim Centre, Keysborough	10 min	5.0km	11 min	5.6km
	Fastlane Aquatics/Grenda Aquatic Centre, Haileybury College, Keysborough (50m pool & diving pool)	14 min	9.6km	16 min	7.7km
Casey	Casey ARC, Narre Warren	12 min	10.9km	13 min	9.5km
	Casey RACE, Cranbourne	21 min	20.6km	22 min	18km
	Doveton Pool	7 min	4.2km	5 min	2.5km
Frankston	PARC, Frankston	20 min	24.6km	21 min	25.4km
	Pines Forest Aquatic Centre	19 min	23.5km	21 min	24.3km
Glen Eira	GESAC, Bentleigh East	21 min	19.2km	23 min	20.4km
	Carnegie Swim Centre	23 min	20.2km	25 min	21.4km
Kingston	Waves Leisure Centre	24 min	16.0km	23 min	16.8km
	Don Tatnell Leisure Centre	18 min	14.6km	19 min	12.6km
Knox	Knox Leisureworks	21 min	16.7km	22 min	17.3km
Monash	Monash Aquatic & Recreation Centre	14 min	14.3km	15 min	15.2km
	Clayton Aquatics and Health Club	17 min	11.1km	18 min	11.7km
	Oakleigh Recreation Centre	17 min	18.7km	19 min	15.1km

Legend: Distance to Dandenong Oasis < 5km 5-10km > 10km

Table 11: Major Competitor Analysis

The following map provides a summary of the aquatic and leisure facilities within the City of Greater Dandenong. This map also includes the Springers Leisure Centre.

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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7 Industry Trends and Benchmarks

The following information provides a summary of relevant trends and benchmarks associated with the aquatic and leisure facility provision in the City of Greater Dandenong.

7.1 Redevelopment Performance

A comprehensive review of aquatic and leisure centre redevelopments in Victoria was undertaken, which highlighted that annual visitation numbers increased by an average of 40% post redevelopment.

Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum.

7.2 Car Parking Provision

A detailed review of car parking provision was undertaken by the consulting team. Based on the facilities assessed it is identified that

- The average number of car parks provided is 320.
- 92% of users visit the aquatic and leisure facilities by car as the mode of transport.

In consulting with facility managers, it is also noted that many stated that they were under provisioned for with the number of car parks.

On average it is identified that each car park accommodates just over 2,600 visits per annum and hence this can be a "starting point" benchmark for assessing car park provision requirements for a facility.

7.3 Design Trends

Over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families. A summary of the key design trends from research undertaken by the consulting team is outlined below with further details of key trends and benchmarks outlined in Appendix D. This research includes consultation with aquatic leisure centre managers and ongoing site visits.

Dedicated Learn to Swim Pools

As a common design trend, dedicated learn to swim pools are now included into new facilities and existing facility redevelopments. These pools, which are generally around 10m by 12m with a temperature of 34 degrees Celsius and depths ranging from 0.7m to 0.9m, cater for in excess of 50% of a Centre's total learn to swim participation. The provision of this type of aquatic space together with other aquatic spaces, allows for the provision of progressive learn to swim programs and this facilitates high enrolment levels. A successful learn to swim program is critical to the overall financial sustainability of contemporary aquatic leisure centres. This has become even more important as a result of increased competition in the traditional local government "cash cow" area of health and fitness.

Water Play Areas – Leisure Water

The provision of all year round "leisure water" has been the most obvious development trend in facility design over the past five years. Leisure water includes sprays, tipping buckets, fountains, small water slides and the like. All new centres that the Warren Green Consulting team has worked on in the past three years in particular have included leisure water facilities. The installation cost of splash pads and water slides have ranged from \$400K to \$3.0M.

Modern water play installations are highly interactive and can transform aquatic centres into entertainment destinations and increase activity levels in children aged from 2-14 years of age. Water play features provide significant revenue streams from increased patronage but

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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also provide indirect revenue through increases in aquatic education revenue and secondary spend.

Water slides have become particularly popular in new centres replacing wave pools as the major attraction. Whilst water slides act as a major attraction, particularly when they initially open, usage tends to drop off after a year two as they lose impact particularly to the teenage market - teenagers tend to lose interest once the initial risk factors have been conquered. The drop-in patronage and the high costs of supervising slides suggest that there are some challenges associated with long-term financial sustainability.

Warm Water Exercise Pools and Wellness Area

Physiotherapists, general practitioners, personal trainers and other healthcare professionals are increasingly prescribing aquatic exercise programs for patients and clients. Studies have demonstrated the benefits of aquatic exercise for rehabilitation, injury prevention and pain management. Arthritis patients have an increased range of movement and more flexibility in water, allowing them to improve their physical condition.

As the population continues to age, the demand for venues to deliver aquatic therapies will grow. In response to the increased demand for warm water activities, most new facilities now incorporate either a hydrotherapy pool or a warm water exercise pool.

Further to the provision of dedicated warm water exercise pools, the demand for high quality wellness facilities has also increased. These facilities include: spa, sauna and steam facilities, passive spaces and appropriate areas for social interaction such as meeting areas and quality cafes.

Universal Design and Disability Access

Changes to government legislation with regard to disability access means that modern facilities now require ramp access into all pools, hoists and accessible toilets and change facilities. Indoor heated pools are now more widely used by disability groups and individuals. Added to this is the growing range of programs and activities offered to people of different abilities and physical condition.

Universal Design Principles encourage the development of facilities suitable for use by everyone including people with vision and hearing impairments, families with prams and young children, people with injuries, the elderly and people with mobility impairments. An introduction to the seven principles of Universal Design as identified by Sport and Recreation in Victoria are outlined below.

Principle	Definition	Guideline
A. Equitable Use	The design is useful and marketable to people with diverse abilities.	1a. Provide the same means of use for all users: identical whenever possible; equivalent when not. 1b. Avoid segregating or stigmatizing any users. 1c. Provisions for privacy, security, and safety should be equally available to all users. 1d. Make the design appealing to all users.
B. Flexibility in Use	The design accommodates a wide range of individual preferences and abilities.	2a. Provide choice in methods of use. 2b. Accommodate right- or left-handed access and use. 2c. Facilitate the user's accuracy and precision. 2d. Provide adaptability to the user's pace.
C. Simple and Intuitive Use	Use of the design is easy to understand, regardless of the user's experience, knowledge, language skills, or current concentration level.	3a. Eliminate unnecessary complexity. 3b. Be consistent with user expectations and intuition. 3c. Accommodate a wide range of literacy and language skills. 3d. Arrange information consistent with its importance. 3e. Provide effective prompting and feedback during and after task completion.

2.5.1 Aquatic Strategy (Cont.)

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Principle	Definition	Guideline
D. Perceptible Information	The design communicates necessary information effectively to the user, regardless of ambient conditions or the user's sensory abilities.	4a. Use different modes (pictorial, verbal, tactile) for improving on redundant presentation of essential information. 4b. Provide adequate contrast between essential information and its surroundings. 4c. Maximize "legibility" of essential information. 4d. Differentiate elements in ways that can be described (i.e., make it easy to give instructions or directions). 4e. Provide compatibility with a variety of techniques or devices used by people with sensory limitations.
E. Tolerance for Error	The design minimizes hazards and the adverse consequences of accidental or unintended actions.	5a. Arrange elements to minimize hazards and errors: most used elements, most accessible; hazardous elements eliminated, isolated, or shielded. 5b. Provide warnings of hazards and errors. 5c. Provide fail safe features. 5d. Discourage unconscious action in tasks that require vigilance.
F. Low Physical Effort	The design can be used efficiently and comfortably and with a minimum of fatigue.	6a. Allow user to maintain a neutral body position. 6b. Use reasonable operating forces. 6c. Minimize repetitive actions. 6d. Minimize sustained physical effort.
G. Size and Space for Approach and Use	Appropriate size and space is provided for approach, reach, manipulation, and use regardless of user's body size, posture, or mobility.	7a. Provide a clear line of sight to important elements for any seated or standing user. 7b. Make reach to all components comfortable for any seated or standing user. 7c. Accommodate variations in hand/ grip size. 7d. Provide adequate space for the use of assistive devices or personal assistance.

Table 12: Universal Design Principles

Family and Group Change Facilities

The introduction of leisure water features and the drawing card these provide for families can place significant strain on change facilities. The industry has responded to the increased demand on change facilities by providing family specific change rooms. These change rooms generally consist of cubicles but do not include showers or toilets. The change cubicles are grouped together to form a change village. "On deck" (poolside) showers complement change villages and enable people to rinse off prior to changing into their clothes. Change villages are a low-cost way of increasing overall change facility capacity and providing dedicated change facilities for families.

Group Training and/or Meeting Spaces Provision

Major redevelopments have incorporated the provision of additional group training or meeting spaces for a range of activities including: community meetings, educational sessions, allied health services, spin classes, traditional aerobics, older adult programs, special needs groups sessions, programs for minority or ethnic groups and alternate training (e.g. yoga, tai chi, pilates etc.). These spaces have been shown to significantly increase customer retention, facilitate social interaction, create a sense of belonging, enhance overall financial performance and create a point of difference with the private sector.

Reception Foyer Areas Designed to Take into Account Self-Entry Opportunities

Changes in technology have made the implementation of self-entry options possible in aquatic leisure centres. Self-entry involves customers swiping their membership cards over

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a scanner to gain access through entry gates in the foyer. Self-entry systems have many benefits including quick entry for members, reduction of queues, enhanced capacity to manage over the counter enquiries and some reduction in staff costs.

Technology Factors

Up until recent times, the application of technology has only been given moderate consideration in local government leisure and aquatic facilities. Industry leaders however identified this as being a major factor in influencing successful operation into the future with, as an example, significant opportunities associated with the following:

- Create a more customer centric approach to the business through a seamless and more user-friendly approach (e.g. cashless, paperless, iCloud sharing of information).
- Utilise software/apps to enhance the customer experience and focus specifically on outcomes and objectives and the associated monitoring and assessment.
- Introduce a range of new service and program options including educational services on site through the use of online options.
- Utilise data for customer tracking, revenue generation and continuous improvement.

It is highlighted that future facility developments should be designed with consideration of incorporating the capability of accommodating technology requirements.

Environmentally Sustainable Design (ESD) and Management

Reducing energy usage is an increasingly critical part of centre management plans, facility design and operations. Many local governments require a detailed response on the capacity to deliver environmentally sustainable management outcomes as part of tender submissions when outsourcing facility management for example. Increasingly, centres are using their environmental credentials as an opportunity to differentiate themselves from the rest of the market. Energy and water costs are predicted to continue to rise, therefore requiring increased capital investment in ESD to assist with long-term viability. It is important to recognise the emissions produced by aquatic facilities and to be environmentally responsible in reducing their footprint through ESD. This trend is likely to continue as people become more educated regarding the impact of ESD.

Consultation with architects highlighted the following points in relation to the design and planning process to maximise ESD outcomes:

- The design process requires analysis of site specific conditions to assist in the creation of a facility that will react to its surroundings rather than impose upon them. This is particularly important with regards to the design of indoor aquatic facilities which consume significant amounts of energy to heat pool water and indoor environments.
- Through investigation into water management and bio diversity potential, climate mitigation will ensure a holistic and coordinated solution.
- Passive strategies for ventilation and day lighting are driven by detailed modelling and analysis, and material selection is carefully considered to ensure a healthy indoor environment with maximum thermal comfort for occupants.
- Three stages in the planning should occur: i) Optimise building performance via orientation, massing and fabric design. ii) Service optimisation and energy recovery and iii) On site power generation.

Further details on Sustainable Design are attached in Appendix E.

2.5.1 Aquatic Strategy (Cont.)

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7.4 Facility Development Examples

Examples of contemporary aquatic and leisure facility components are outlined below.



Image 6: Dedicated Learn to Swim and Shallow Water



Image 7: Older Adult Special Need Spaces

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Image 8: Large Health and Wellness Spaces



Image 9: Multiple Program Rooms

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Image 10: Social and Passive Spaces



Image 11: Multiple Amenity Options

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Image 12: Accessible and Family Change



Image 13: Access Ramps and Walkways

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7.5 Societal Trends

As part of the future planning process the Consulting Team commissioned a "Futurist" to undertake a detailed Environmental Scan on relevant future societal trends that may impact on aquatic and leisure facility design and long-term participation levels. This is also relevant as major aquatic and leisure facility redevelopment may take up to five years (or more) to deliver with changes occurring in the intervening period.

A summary of potential key trends relevant to long-term planning are outlined below:

- **Higher Density Lifestyles** - There is a shift from horizontal housing to vertical lifestyles in Australia's major cities. Residents could enjoy the liberation that comes with precinct living; accessibility to abundant choices, freedom from the car and from commuting. Precincts are desired according to the social density they offer – the number of lifestyle interactions easily attainable to residents. Accordingly, Australian cities evolve from a low social density, high transport lifestyle, to high social density living.
- **Community Belonging** - The desire for stable and trusted relationships with people and places of common interest. The social desire or need for community belonging will grow stronger, a logical response to a sustained period of hyper-individualism. People will increasingly want to be with others, to be engaged, to collaborate, to participate in and to contribute to their local communities - they will want to belong to something. In turning down their materialistic interests, the priorities of individuals will turn to more participatory lifestyles - experiences, social interaction, doing. Key themes include: belonging, contributing, engaging, participating and collaborating.
- **Post Materialism** - A fundamental shift away from materialistic pursuits leads to a growing interest in lifestyle factors such as creativity, collaboration, community belonging, personal time and experiences. This may be manifested via: i) A redefining of what constitutes status - movement away from ownership and material possessions as symbols of success and movement towards lifestyle experiences; and ii) A greater sense of personal identity that comes from within (inner awareness, inner health, inner confidence), as opposed to being expressed superficially.
- **Woe is Me** - The emerging intolerance and lack of resilience for coping on one's own. As Australians grow increasingly intolerant of their own company, we are losing the resilience to cope with being on our own. This trend will accentuate the rising incidence of mental health issues, depression and suicide. Combined with an ageing population and more people living on their own, social isolation and loneliness will become social epidemics.
- **Brain Health** - A growing awareness of the need for lifelong mental engagement, stimulation and care. A dementia and Alzheimer's tsunami in the years 2020-2030, raises awareness of the need for lifelong brain health. With so many younger Australians being impacted through personal experience with older relatives, mental and brain health become greater social priorities and begin to receive as much individual attention as physical health.

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Part B – Key Findings and Strategy

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8 Strategic Overview

The following information provides an overview of the key strategic factors associated with future aquatic and leisure provision in CoGD.

8.1 Vision and Guiding Principles

Based on the consultation, research and analysis undertaken the following strategic framework is proposed for future aquatic and leisure facility planning.

Vision

More People, More Active, More Often¹.

Purpose

To enhance the physical and mental health of our community and opportunities that support community connectedness.

Guiding Principles

The Guiding Principles support and guide progress towards the Vision for Greater Dandenong aquatic and leisure facilities.

Enhancing Community Health and Wellbeing

By encouraging activity and participation by people from all sectors of the community the Greater Dandenong aquatic and leisure facilities will play a key role in enhancing community health and well-being. This will be achieved through the provision of specific health and well-being facility components, collaborative partnerships with local health service providers and programs and services that target those in most need of health improvement.

Maximising Equity and Access

The adoption of Universal Design principles and concession pricing policies will make aquatic and leisure facilities accessible and encourage use by the whole community regardless of age, race, gender, ability or socioeconomic background.

Facilitating Social Connection

The aquatic and leisure facilities will be a welcoming, vibrant and engaging community hub that is a natural meeting and gathering place. The designs will include spaces for social interaction and the approach to customer interaction will encourage social connection and create a sense of belonging.

Providing High Quality Facilities

The facilities will reflect industry best practice design which is flexible, adaptive and represents a 'sense of place' for the community. However, they must be affordable with consideration to the many competing demands for infrastructure funding. Consequently, a complementary, whole of region approach is important in the context of overall provision to deliver maximum benefits across the whole community.

Creating Sustainable Outcomes

Council is sensitive to the need for fiscal responsibility and financial sustainability. Consequently, the aquatic and leisure facilities need to have a sufficient range of commercial elements to maximise financial performance and provide balance for subsidised access and services.

Environmental sustainability is critical to the City of Greater Dandenong hence the design and operation should reflect this commitment.

¹ Note: this vision was developed by Cockburn ARC in Western Australia.

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8.2 Summary of Key Findings

Based on the analysis undertaken, the major findings are outlined below.

Current Situation

1. Dandenong Oasis is in excess of 40 years old and no longer adequately caters for the diverse community need. When compared to a contemporary aquatic and leisure facility the overall design of DO is poor with, as an example, the following limitations or weaknesses:
 - The warm water / hydrotherapy pool is approximately 70m² compared to a contemporary facility with a pool size of at least 260m².
 - General accessible design is poor with no ramps into the warm water pool or 50 metre pool, absence of quality special needs and family change rooms, no lift to the gymnasium on level one.
 - Change room options are limited and when compared to a contemporary design, Dandenong Oasis does not cater well for school and other groups, families, gymnasium members, special needs individuals and CALD groups.
 - Dandenong Oasis is a relatively older design with a large building footprint, it also has a large water volume including a deep 50 metre pool. This results in an inefficient building design with a high energy usage and cost to operate.
 - The performance of the core business areas of the gymnasium, learn to swim area, retail and cafe are all constrained by quality, size and / or location. This has a detrimental impact on participation levels and also financial performance contributing to the need for a high Council financial subsidy.
 - The age and general condition of the building creates a requirement for significant ongoing maintenance at a larger cost to Council and an inconvenience to the operation of the facility.
2. NPAC was redeveloped in 2012 and while it is in very good condition overall it is underutilised and has capacity to accommodate increased usage. It is estimated that NPAC is located close to the population centre of Greater Dandenong and close to future growth areas such as Sandown. NPAC is sited in Ross Reserve precinct which is an important recreational and sporting precinct and hence an excellent strategic fit. The recent elevation of the adjacent train line has contributed to enhanced access to the facility for western suburb residents and also a plan to further activate the broader precinct as a community hub.

Both Dandenong Oasis and NPAC have significantly lower attendance levels when compared to 23 other benchmarked metropolitan Melbourne municipalities. CoGD facilities have total visitation that are 47% lower, visits per head of population are 53% lower and the average visits per facility are 28% lower. As further background, Dandenong Oasis has approximately 509,000 visits per annum compared to an average of five other major aquatic and leisure facilities of 1,010,000 visits per annum.

An assessment of the annual visitations per three-kilometre catchment population for Dandenong Oasis, NPAC and the average of 11 aquatic and leisure facilities from other local government areas indicates that:

 - Both Dandenong Oasis (8.1 visits per annum per head of three-kilometre catchment) and NPAC (2.4) both have participation levels significantly lower than the 11 facility average (16).
 - It also highlights that NPAC annual visitation numbers are exceptionally low and that the NPAC three-kilometre catchment is actually greater than that of Dandenong Oasis.
3. An analysis of relative participation levels at CoGD aquatic and leisure facilities by suburb highlights that overall Dandenong Oasis had 3.1 visits per head of the residential population while NPAC had 1.1 visits per head of the residential population. The highest participation rates by suburb are from Dandenong, Dandenong North and Noble Park

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residents which have between 3.9 and 5.0 visits per head of population. It is important to highlight that these participation levels are still relatively low being at least 25% lower than the average of 6.6 visits per head of population experienced in other municipalities. The lowest participation levels are from Noble Park North, Springvale and Springvale South which each have less than 2.4 visits per head of population. It was also noted that Eastlink is a barrier for movement west to east and east to west in the municipality and this impacts on visitation numbers at both facilities.

4. A breakdown of usage by local government areas for both Dandenong Oasis and NPAC indicates that NPAC is predominately used by CoGD residents who account for 82% of usage. This is most likely a direct result of the NPAC location and the relatively limited range of facilities. By comparison, only 64% of users of Dandenong Oasis reside in the CoGD with 21% living in the City of Casey.
5. In 2017/18 and historically, both Dandenong Oasis and NPAC have been deficit operations. The Dandenong Oasis deficit in 2017/18 was \$1.18M while the NPAC deficit was \$890K (excluding major maintenance / asset renewals). The financial performance of both of these facilities is worse than available industry performance benchmarks.

Community Consultation Results

1. The key findings identified from the extensive community consultation were as follows:
 - The replacement of Dandenong Oasis with a new facility is important with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10.
 - The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response).
 - The age, poor condition / quality and accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.
 - The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible.
 - As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and at the top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern.
 - The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre.
 - The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre.
 - The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to

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water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

- An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years and that general accessibility was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers.
- The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities.
- Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis.

Municipal Overview

1. At a strategic and planning level the Greater Dandenong Council Plan outlines how the community's vision of a safe, vibrant city of opportunity for all will be achieved. Under strategic objective 1 (a vibrant, connected and safe community) the plan outlines a desire for improved health and wellbeing. The Plan aims to achieve this through increasing community participation in physical activity through leisure and recreation services and by providing quality and affordable community to enable effective programs and activities for all. The Council's Community and Wellbeing Plan also highlights the importance of maximising access to health and wellbeing services and improving the quality of opportunities that are available to all members of the community.
2. Greater Dandenong encompasses an area of 129 square kilometres in Melbourne's south-east, approximately 35km from Melbourne's CBD. The estimated residential population of Greater Dandenong in 2017 was 164,148 people. For the period from 2018 to 2027, it is projected that the major growth areas will be: Dandenong with an increase of 12,037, Sandown (9,822) and Noble Park (7,339).

It is noted that Greater Dandenong is the most culturally diverse community in Victoria. Greater Dandenong is comprised of residents from over 160 different birthplaces. Over half (64 per cent) of the population were born overseas, with 52 per cent from nations where English is not the main spoken language, double the Melbourne metropolitan average of 26%. Birthplaces include Vietnam, Cambodia, Sri Lanka, India, China, Italy, Greece, Bosnia, Afghanistan, New Zealand and Britain. The number of Greater Dandenong residents born overseas rose 13,600 between 2011–2016 including more than 2,400 Indian-born residents, nearly 2,300 Afghans, 1,500 Vietnamese and 1,400 Cambodians.

Industry Benchmarking Results

1. Industry benchmarking indicates that two aquatic leisure facilities in Greater Dandenong is consistent with the level of provision in other benchmarked municipalities. The analysis indicates that CoGD has one aquatic and leisure facility per 80,476 residents while the municipalities have a similar provision level with one aquatic and leisure facility per 75,247 residents.

A specific analysis of 50 metre pool provision in Greater Dandenong compared to the average of 23 other local government areas indicates that Greater Dandenong has on average a higher level of all year round 50 metre pool access (i.e. two locations compared to on average one location) and almost twice the level of provision for the local government area (i.e. one 50 metre pool per 65km² compared to the benchmark of one 50 metre pool per 113km²).
2. A review of redevelopments in Victoria is outlined in the table below and this highlights that annual visitation numbers to aquatic and leisure facilities increased by an average of

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- 40% post redevelopment. Overall the total annual visitation numbers for the 11 facilities increased from 4.5M to 6.4M per annum. The indicative capital cost of the five major aquatic and leisure facilities was between of \$56.9M to \$62.0M (current day values).
3. A review of industry design trends indicates that over the past five years, there has been significant development and renewal of aquatic leisure centres nationally. These developments are in direct response to: ageing assets, the changing needs of users and the provision of health and leisure activities for individuals, groups and families. Key design elements include: the provision of dedicated learn to swim pools, inclusion of water play, development of warm water pools and wellness areas, enhanced universal design, range of size of change room options, improved group and social spaces and enhanced ESD.
 4. A review of future societal trends indicates that a range of factors may influence future aquatic and leisure facility provision. These factors and / or drivers may include:
 - Higher Density Lifestyles - There is a shift from horizontal housing to vertical lifestyles in Australia's major cities.
 - Community Belonging - The desire for stable and trusted relationships with people and places of common interest.
 - Post Materialism - A fundamental shift away from materialistic pursuits leads to a growing interest in lifestyle factors such as creativity, collaboration, community belonging, personal time and experiences.
 - Woe is Me - The emerging intolerance and lack of resilience for coping on one's own. As Australians grow increasingly intolerant of their own company, we are losing the resilience to cope with being on our own.
 - Brain Health - A growing awareness of the need for lifelong mental engagement, stimulation and care.

8.3 Initial Recommendations

Based on the analysis undertaken, the following initial recommendations are made for the future aquatic and leisure facility provision in CoGD.

1. That the Vision of *"More People, More Active, More Often"* and Guiding Principles of: enhancing community health and wellbeing, maximising equity and access, facilitating social connection, providing high quality facilities and creating sustainable outcomes be endorsed as central components of future planning framework.
General Background – this vision and the guiding principles are based on the extensive consultation and research undertaken.
2. That the CoGD continue to provide two aquatic and leisure facilities into the future.
General Background: It is recommended that two aquatic and leisure facilities is the appropriate provision number for CoGD based on: population numbers, the size of municipality, the costs associated with facility development / provision and the other opportunities for participation levels (refer below).
3. That NPAC be redeveloped in the future to include expanded, year-round services.
General Background: It is recommended that NPAC be redeveloped due to the geographic location near the population centre of the municipality, the current very low utilisation levels, poor financial performance, capacity to expand the facility, accessibility from the west, future population catchment growth and the Ross Reserve community precinct positioning,
4. That a new replacement facility (as opposed to a redevelopment) be planned for Dandenong Oasis.
General Background: A replacement facility is recommended as a result of the significant design limitations, age and condition of Dandenong Oasis and general community expectations and support for a new facility.

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5. That complementary functions be performed by Dandenong Oasis and NPAC into the future based on the following:
 - NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
 - The Dandenong replacement facility to be a multi-purpose offering all year-round services with a focus on: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.

General Background: this recommendation is based on the current function of each facility, the Dandenong facility located near the medical and health precinct, NPAC located in a community recreation precinct, overall capital cost, operational efficiency and community aspiration and need.

6. That CoGD provides one 50 metre pool with the Dandenong Oasis replacement facility having a 25-metre pool in addition to a range of complementary aquatic and leisure facility components.
General Background: This recommendation is made based on the community having poor swimming skills, enhanced programming opportunities in a 25-metre pool, the suitability of NPAC for recreational swimming and competitions, a point of difference with the other CoGD aquatic and leisure facility, benchmarking on 50 metre pool provision, improved financial performance and delivering maximum benefit for the capital costs.

8.4 Facility Components Review

The table below highlights the key facility elements for the Dandenong replacement facility and the primary impact they have on guiding principles. It is implicit that each element will partly or fully impact the majority of the principles. However, the purpose of the analysis is to highlight where elements will have the maximum benefits and to provide clarity as to the purpose of each element. Similarly, whilst all elements will be accessible to the whole community through the implementation of universal design principles and concession pricing strategies, the service users listed in the table are those which are specifically identified as being priority users for that particular element.

Facility Element	Specific Targeted Service Users	Primary impact
Warm water exercise pool	People with disabilities Older adults People with mobility issues People with chronic health issues People from culturally diverse backgrounds Health service providers	Accessibility and services for whole community Equitable provision of facilities for people of all abilities Provision of facilities that facilitate improved health and well being Providing a platform for social connection
Lap swimming pool with ramp	Lap swimmers Swim clubs and swim squads including master swimmers	Accessibility for whole of community Provision of facilities that facilitate improved health and well-being
Activities (25m) pool with ramp (shared with lap swimmers)	School learn to swim Aquaerobics Water walking Recreational use	Accessibility for whole of community Provision of facilities that facilitate improved health and well-being Providing a platform for social connection Water safety and education Financial sustainability

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Facility Element	Specific Targeted Service Users	Primary impact
Aquatic education pool	Children and parents	Water safety and education Financial sustainability
Spa, sauna and steam room	Adults Older adults People from culturally diverse backgrounds	Providing a platform for social connection Provision of facilities that facilitate improved health and well being
Disability change rooms (Universal design principles)	Whole of community	Accessibility for whole of community Equitable provision of facilities for people of all abilities
Water play pool	Children and families	Accessibility and services for whole of community Financial sustainability (Complementary to learn to swim)
Family change facilities	Families	Accessibility and services for whole of community
Group change options	School groups Sporting clubs	Accessibility and services for whole of community
Health and Fitness - Strength training and cardio areas	Teenagers Adults Older adults	Financial sustainability Provision of facilities that facilitate improved health and well-being
Group fitness Program rooms	Teenagers Adults Older adults	Financial sustainability Provision of facilities that facilitate improved health and well-being
Occasional care	Parents and children	Accessibility and services for whole of community Providing a platform for social connection
Café and social Spaces	Whole of community	Providing a platform for social connection

Table 13: Facility Components Review

The following additional background information is provided in relation to the proposed facility direction.

Squash and Table Tennis Provision

- Income for squash in 2017/18 was \$31K, which was \$10K behind budget, and accounted for only 0.8% of Dandenong Oasis' total income. The 2017/18 income was \$9K or 23% less than the 2016/17 squash income indicating a decline in participation. The decline in squash participation is also noted nationally over the longer term with the number of regular participants decreasing from 178,000 in 2001 to 59,000 nationally in 2016 which is a 67% decline (source Roy Morgan Analysis 2016). For these reasons, squash facilities have not been included into the proposed future design.
- While the table tennis facility is currently annexed to the Dandenong Oasis, it is understood that it could potentially be co-located with a new facility (subject to location and site size) or at an alternate location. For this reason, a table tennis facility has not been included into the future design recommendations.

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25m and 50m Pool Options

In determining the future facility components for the Dandenong replacement facility consideration was given to a range of factors including: contemporary facility design, current Oasis facilities, the strategic framework, capital cost, general need and community feedback. As an outcome, two potential development options were identified with the major difference being: Option 1 – 25m pool and two warm water pools and Option 2 – a 50m pool and one warm water pool.

It is recommended that Option 1 – a 25m pool with two warm water pools be developed as this option results in a better value community outcome with increased warm water and shallower water being far more appropriate for: allied health, passive activity, education and wellness and in particular for special needs and targeted groups.

The following additional background comments are also provided:

Future Service Provision

- The proposed 25m pool option has a 10 lane by 2.5m wide lanes hence would be a square pool (i.e. 25m by 25m) making it one of the largest (if not the largest) 25m pool in Australia at 625m².
- To the best of the consulting team's knowledge this option would also be the only community facility in Australia with two warm water pools. This would cater for both group bookings and casual use and result in an exceptional level of accessibility.
- A 25m pool is not currently provided for in the CoGD and this provision creates a point of difference with the 50m pool at NPAC contributing to increased program diversity across the municipality.

Current Situation

- Oasis management has advised that the extensive deep water requires a high level of supervision particularly given the diversity within the community and hence there is a strong preference to reduce the amount of deep water.
- A review of the current Oasis usage indicates that recreational swimming only accounts for 7.6% of total business income compared to health and wellness - 34.9% and learn to swim – 29.0%. (Hence arguably the additional investment of \$7.96M doesn't provide substantial value).
- In relation to the current usage of the 50m pool at Oasis, a head count (over 18 days in September) indicates that approximately 40% of users at any one time were lap swimmers with 60% being recreational (non-lap swimming) users. It is also noted that the top ten head counts were for recreational usage (and not lap swimming).
- Based on the current usage type of the 50m pool, it is anticipated that many of the current recreational users would use the warm water pool in a new facility freeing up capacity for other users in a 25m pool.
- Over the 18-day period, it was identified that the peak 50m pool usage (i.e. combined recreational and lap swimmer usage) at any one time was 90 users (with the next highest being 80 users) which equate to approximately one user per 11m². Even at its peak, this is relatively low usage.
- The consulting team has been advised that the 50m pool at Oasis operates at around 29.0 degrees Celsius which is relatively high for a 50m pool. For comparison the international competition standard is around 27 degrees Celsius. The implication is that historically the 50m pool at Oasis has not been overly conducive to high intensity lap swimming with usage more likely to be recreational in nature.

Community Consultation

- Comprehensive consultation with residents indicated that the highest priorities were (by far) the provision of warm water pool and water play areas.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

NPAC

- The NPAC 50m pool is in very good condition and is in a central municipal location and hence suitable and accessible for carnivals, swim club events and lap swimmers.
- A consolidation of one 50m pool in the municipality should result in increased patronage at NPAC and hence contribute to improved utilisation and financial performance.
- Swimming Victoria (Metro District South) advised that they were not aware that the NPAC pool was actually 50m in length and hence now realise that it could be used for local competitions.

Strategic Factors – Cost and Operations

- It is estimated that the 25m pool option would cost approximately \$8M less than the 50m pool option (Note: for direct comparison two warm water pools have been assumed).
- An indicative analysis of operational performance indicates that a replacement facility with a 50m pool would perform approximately \$201K worse than a facility with a 25m pool.
- The additional cost of a 50m pool could compromise the delivery of the full Greater Dandenong strategy with the development of NPAC being of high importance to accommodate differing future needs (e.g. families), demands (e.g. population growth) and different catchment (i.e. including central and eastern part of the municipality).
- A 50m pool would have a greater impact on the carbon footprint and other ESD factors related to energy consumption.
- The site requirements of a 50m pool are greater and this would impact on open space provision and design options.
- NPAC, which has a 50m pool open all year round, is only 3.9km from Oasis while Doveton Pool in the Park, which is a seasonal outdoor heated 50m pool, is 4.5km away.

Other Benchmarking

- A review of the 50m pool at PARC Frankston indicates that it is only set in 50m mode in weekday mornings before 8am and is reconfigured as two 25m pools at all other times. In a standard week this equates to 15 hours of 50m set up and 84 hours of two by 25m pool set up. This equates to a mix of 14.4% in 50m mode and 85.6% in 25m mode.
- When compared to 23 other municipalities it is identified that CoGD currently has a significantly higher level of 50m pool provision with one 50m pool per 65km² compared to a benchmark of one 50m pool per 113km².

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Part C – NPAC Redevelopment and Future Dandenong Facility

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

9 NPAC Redevelopment

Consistent with the vision to redevelop NPAC as a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage and summer activities,

9.1 Redevelopment Components

It is proposed that this redevelopment of NPAC would include:

- Enclosure of the children's water play to make it suitable for year-round use.
- The development of a dedicated learn to swim pool.
- The inclusion of a spa / sauna and steam room.
- Redevelopment of the existing program pool by increasing the area of deeper water.
- Enhanced accessible change rooms.
- Retention of the 50-metre pool as an outdoor pool to accommodate competitions, carnivals and summer time recreational usage.
- Addition of a health and wellness gymnasium.

An area schedule of these changes is provided in the table below.

Facility Component	Current (m ²)	Proposed (m ²)	Change (m ²)
Entrance Foyer	427	500	73
Indoor Pool Hall	605	1,700	1,095
Learn to Swim Pool	-	150	150
Indoor Program Pool	204	250	46
Leisure Pool 5 - 12+ years	0	375	375
Spa	-	20	20
Sauna / Steam	-	25	25
Accessible Family Change Rooms	30	40	10
Gymnasium	-	650	650
Pool Plant	241	350	109

Table 14: NPAC Additional Facility Components

9.2 Indicative Capital Cost

The indicative cost for the redevelopment of NPAC is \$20.72M.

The option to enclose the 50-metre pool was also costed with an estimate being \$30.08M. An indoor 50 metre pool option however is not recommended due to the requirement to accommodate school carnivals / competitions (which an indoor pool would not do) and cater for summer and recreational use. An outdoor pool increases diversity and creates a point of difference to Dandenong Oasis and NPAC indoor water spaces.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

9.3 Design Option

The proposed design of a redeveloped NPAC is provided on the following page. Note that the red outline is the current indoor building footprint.

9.4 Indicative Performance Projections

Operational performance projections were prepared for the NPAC redevelopment, which projected that the visitations per head would almost double as a result of additional services and facilities. This is a conservative figure when compared with other facilities.

The expense per head was also adjusted to the midpoint between current industry performance of \$6.70 per head and the NPAC actual value.

In summary, a significant difference in performance is projected between the current facility and proposed redeveloped Centre and this includes:

- An increase in annual visitation numbers by 202K.
- An increase in income by \$1.8M.
- An increase in expenditure by \$1.4M.
- An improvement on the net performance by over \$402K.

9.5 Recommendation

It is recommended that the NPAC design be further refined as part of a future design development process.

EXISTING CARPARK

MEMORIAL DRIVE

LEISURE POOL

WMP

SPA

STEAM SAUNA

LTS

DANCE

LEGEND

- EXISTING
- EXISTING - RECONFIGURED
- NEW BUILDING

0 10m 25m

dwg B

NOBLE PARK - OPTION 1 - GROUND LEVEL
DANIELONG CASSI AA1213A

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

10 Future Dandenong Aquatic and Leisure Facility

The following information provides an overview of the proposed Dandenong Oasis replacement facility and an analysis of the potential site options.

10.1 Potential Site Options

As previously mentioned, three major potential site options have been identified for the Dandenong Oasis replacement facility. These are: Mills Reserve, Dandenong Market Site and the Stage 8 site. Details and research associated with these three sites is outlined in the table below.

Item	Mills Reserve	Dandenong Market	Stage 8
Address (refer maps following for further details)	Corner of Cleeland Street and Heatherton Road, Dandenong.	Corner of Clow and Stuart Streets, Dandenong.	Corner of Cheltenham Road and George Street, Dandenong.
General Information	Greenfields site currently used as open space and for occasional sport. Residential area to the east.	Brownfields site with current youth and social services. Co-located in Dandenong Market precinct which has approximately 5.3M visits per annum. Was a football oval many years ago hence retention of gum trees.	Greenfields site which is currently unused but is being considered for a rectangular stadium. The site was previously the stock yards which finished in the mid 1990's and was operated for in excess of 40 years.
Zoning	PPRZ (GRZ is the adjacent zone if it was to be rezoned).	Comprehensive Development Zone 2 (will require permit involving public consultation).	Comprehensive Development Zone 1 (will require permit involving public consultation).
Provision of Site Services (electricity, gas and water)	Yes.	Yes.	Yes.
Easement or Siting Factors	Unaware of any significant easements.	Unaware of any significant easements.	Gas and sewerage lines run east - west through the site.
Site Size (Estimated and subject to final footprint)	5,300m ² plus current car parking for total of approximately 16,300m ² .	5,000m ² for site.	5,000m ² for site.
Potential Development Car Parking Solution	On site as per existing provision at grade of about 11,000m ² with potential to expand.	Design requires below ground car parking with the possibility of 2,000m ² of additional car parking on the corner of Clow and Stuart Streets.	Potential to be included into stadium design if it proceeds.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Item	Mills Reserve	Dandenong Market	Stage 8
Public Transport	Bus stop on Cleeland Street which also goes to Central Dandenong Activity.	Multiple bus routes.	Bus interchange and train station close by. Bus on Cheltenham Road. Council is also working on a pedestrian pathway to the west from the train station.
Access to Major Roads	Heatherton Road runs east west to Moorabbin and Casey with Stud Road running north south.	Stud Road running north south and Princes Highway close by.	Cheltenham Road linking into Stud Road to the north (busy at peak time) and Moorabbin to the west. Eastlink on and off ramps to and from north only.
Site or Precinct Planning	No current plans for this component of the site. Council intends to undertake a master plan for the full site.	A separate siting analysis for an aquatic and leisure facility was completed in 2016.	As part of the Team 11 bid a plan has been developed for the potential stadium on the site.

Table 15: Potential Development Sites

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

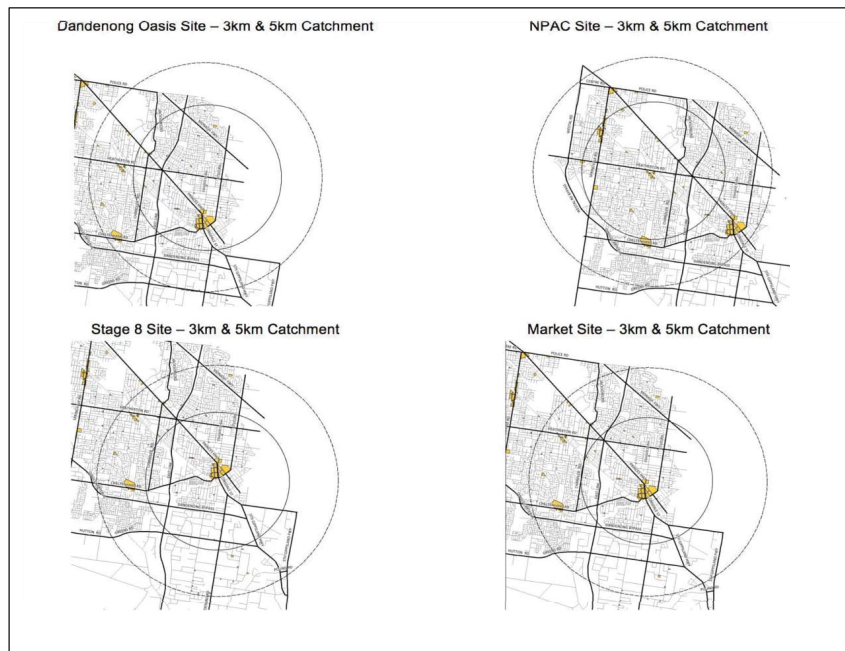
10.2 Site Catchment Details

The table below provides a summary of the catchment populations for the three sites together with NPAC (based on 2017 census data). This analysis indicates that NPAC has the highest CoGD residential catchment of 77,000 followed by the Mills Reserve with 53,000. Including worker populations NPAC has the highest catchment population of 92,777 followed by the Dandenong Market site with 92,048 and Mills Reserve with 91,500.

Site	Mills Reserve	Dandenong Market	Stage 8	NPAC
CoGD Residents in 3km Catchment (Approx)	53,000	47,000	37,000	77,000
Residents in Other LGA in 3km Catchment	10,000	12,000	10,000	0
3km Worker Population	28,500	33,048	37,300	15,777
Total Catchment	91,500	92,048	84,300	92,777

Table 16: Catchment Populations by Site

Mapping of these catchment areas is provided below.



Mapping 3: Catchment Mapping

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

10.3 Development Overview and Area Schedule

A detailed area schedule for the potential development option of an aquatic and leisure centre located in Dandenong is outlined below. Note that this option is based on the provision of a 25-metre pool and does not include table tennis facilities or squash courts (which were not identified as a priority). As a guide, this area schedule indicates a total building floor area of 7,920m² with an additional external area of 8,800m² (car parking etc.).

Area	Specific Area	Area (m ²)	Number	Total Area (m ²)
Entry and Administration				
	Foyer	200	1	200
	Reception / Entry control	20	1	20
	Administration Area	220	1	220
	Staff Meeting and Staff Room	100	1	100
	Cafe / Kiosk including Seating	150	1	150
	Retail Area	20	1	20
	Sub-total			710
Aquatic Facilities				
	50m Indoor Pool	0	0	0
	25m Indoor pool	688	1	688
	Learn-to-Swim	120	1	120
	Leisure Play Pool	400	1	400
	Warm Water Program (1)	200	1	200
	Warm Water Program (2)	200	1	200
	Spa	40	1	40
	Sauna	25	1	25
	Steam	25	1	25
	Change Rooms - Female	100	1	100
	Change Rooms - Male	100	1	100
	Family Change Village	60	1	60
	Accessible Change Room	8	8	64
	Changing Places	15	4	60
	Group Change Room	40	2	80
	Wet Lounge	40	1	40
	Spectator seating	90	1	90
	Birthday Party Room/Meeting Room	40	1	40
	First Aid Room	15	1	15
	Club and Squad room	50	1	50
	LTS Store Room	30	1	30
	General Store Room	30	1	30
	Pool Blanket Store Space	30	1	30
	Aquatic Offices	20	2	40
	Sub-total			2,487
Health and Wellness Facilities				
	Cardio and Strength Area	650	1	650
	Group Fitness - 1	300	1	300
	Group Fitness - 2	200	1	200

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Area	Specific Area	Area (m ²)	Number	Total Area (m ²)
	Group Fitness - 3	100	1	100
	Consulting Rooms	15	2	30
	Member - Male and Female	80	2	160
	Accessible change	8	2	16
	Member's Lounge	30	1	30
	Group Fitness Lobby	30	1	30
	Crèche	170	1	170
	Sub-total			1,686
Other Areas				
	Squash	0	0	0
	Table Tennis	0	0	0
	Sub-total			0
Building Services				
	Plant Rooms (Indoor Pools)	650	1	650
	Mechanical Plant	400	1	400
	Data and Communications	15	1	15
	Meter Room	20	1	20
	Waste Management	15	1	15
	Cleaner's Room	10	1	10
	Sub-total			1,110
Net Area				
	Pool Concourse and Deck Showers	1,550	1	1,550
	Circulation	377	1	377
Total Floor Area				7,920
External Areas				
	Plant Access and Loading	100	1	100
	Mechanical Plant Access	100	1	100
	Waste Management Area	60	1	60
	Entry Plaza - External Area	200	1	200
	External Public Areas	500	1	500
	Car Parking			7,840
Total External Area				8,800

Table 17: Facility Development Area Schedule

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

10.4 Site Development Concepts

The concepts on the following pages provide an overview of indicative layouts for aquatic and leisure facilities on each of the three sites based on the area schedules and the site information outlined above. The order of these concepts on the following pages is:

- Mills Reserve site ground floor.
- Mills Reserve site first floor.
- Dandenong Market site ground floor.
- Dandenong Market site first floor.
- Stage 8 ground floor.
- Stage 8 site first floor.

2.5.1 Aquatic Strategy (Cont.)



DANDENONG OASIS - OPTION 1 -

GROUND LEVEL		UPPER LEVEL	
LOWER GROUND FLOOR	15 MF	GROUP FITNESS 1	650 MF
DATA & COMM.	20 MF	GROUP FITNESS 2	300 MF
METER ROOM	20 MF	GROUP FITNESS 3	100 MF
METHEANICAL PLANT	400 MF	GROUP FITNESS 4	100 MF
		RECREATION	16 MF
		ACC. CHANGE	16 MF
		MEMBER LOUNGE	30 MF
		PLANT ROOM	425 MF
		TOTAL FOOTPRINT	5300 MF

NOTE
EXISTING CAR PARK TO BE MAINTAINED. PROVIDE NEW SET DOWN / DROP-OFF ADJACENT NEW ENTRY AND ALLOWANCE FOR REFURBISHMENT OF EXISTING CAR PARK (RE-SURFACING AND LINE MARKING) CAR PARK REFURBISHMENT.

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

10.6 Development Preliminary Cost Plan

The information outlined below provides background on the preliminary cost plan.

Important background notes in relation to these preliminary costs include:

- A minimum of 300 dedicated car parks are required for the facility.
- Mills Reserve cost assumes retention of existing car park.
- Market site includes 200 basement car parks (\$12M) and 100 on-grade car parks (\$550K.)
- Market site cost excludes replacement of existing community service facilities.
- Market site cost excludes any precinct traffic management upgrades.
- Stage 8 site includes 600 car parks under stadium (\$19.09M).
- All options exclude table tennis.
- NPAC costed at \$20.7M should be considered as part of overall strategy.

Preliminary estimated costs (i.e. at the concept phase of the project) are summarised below.

Item	Mills Reserve	Market Site	Stage 8
Building Works	\$21,226,800	\$33,301,433	\$39,597,233
Aquatic Works	\$8,489,600	\$8,489,600	\$8,489,600
External Works & Services	\$2,613,403	\$5,577,303	\$2,338,303
Construction Cost	\$32,329,803	\$47,368,335	\$50,425,135
Contingencies	\$8,353,752	\$12,239,613	\$13,029,565
Fees and Charges	\$5,380,355	\$7,347,795	\$7,748,470
Total Project Cost (Excluding GST)	\$46,063,910	\$66,955,743	\$71,203,170

Table 18: Preliminary Cost Plan Summary

The summary of preliminary costs for each site are as follows:

- Mills Reserve - \$46.0M.
- Market Site - \$66.9M.
- Stage 8 - \$71.2M.

Note: the points identified above and the exclusions outlined in the detailed costing report must be considered as part of the costing summary.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

10.7 Site Option Analysis and Recommendation

An analysis of the site options is provided below with scoring based on the following:

- 5 – Excellent, 4 – Good, 3 – Average, 2 – Poor and 1 – Very Poor.

Assessment Criteria	Mills Reserve		Market Site		Stage 8	
	Summary	Score	Summary	Score	Summary	Score
Cost	Costed at \$46.0M.	5	Costed at \$66.9M with significant additional costs associated with replacement of existing community facilities and precinct traffic management upgrades.	1	Costed at \$71.2M.	1
Site Characteristics	Relatively flat site 16,300m ² on-grade with access to all services. Caters for future proofing. Currently zoned GRZ so would require rezoning. Design would need to consider neighbours adjacent to location.	4	5,000m ² for site with car parking below ground and adjacent. Access to all services. Site size would constrain design options and future proofing. Comprehensive Development Zone 2 (will require permit involving public consultation).	2	5,000m ² for site with car parking option to be finalised. Site size would constrain design options and future proofing. Comprehensive Development Zone 1 (will require permit involving public consultation). Relocation of gas and sewer lines required.	2
Catchment Population	CoGD residents – 53K. Other LGA residents – 10K. Workers – 28K. Total Catchment – 91K.	5	CoGD residents – 47K. Other LGA residents – 12K. Workers – 33K. Total Catchment – 92K.	5	CoGD residents – 37K. Other LGA residents – 10K. Workers – 37K. Total Catchment – 84K.	4
Resident Preference	Preferred by 67% of CoGD residents who use DO. Preferred by 34% of CoGD residents who don't use DO.	4	*Preferred by 11% of CoGD residents who use DO. Preferred by 8% of CoGD residents who don't use DO. *Note: as a Central Dandenong site.	1	*Preferred by 11% of CoGD residents who use DO. Preferred by 8% of CoGD residents who don't use DO. *Note: as a Central Dandenong site.	1

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2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Assessment Criteria	Mills Reserve		Market Site		Stage 8	
	Summary	Score	Summary	Score	Summary	Score
Accessibility	Very good car parking capacity on-grade with good public transport and proximity to major roads.	5	Central location with very good public transport servicing precinct and proximity to major roads. Very busy precinct to access and car parking may be problematic as shared with precinct users and below ground. Community perception is that the Central Dandenong precinct is busy and hard to access particularly by car which is traditionally the predominate mode of transport to an aquatic and leisure facility.	3	Central location with very good public transport servicing precinct and proximity to major roads. Community perception is that the Central Dandenong precinct is busy and hard to access particularly by car which is traditionally the predominate mode of transport to an aquatic and leisure facility.	4
Risk	Low risk as greenfields site and construction could be isolated. Would need to design with consideration to neighbouring residents.	4	High risk as tight brownfields site, requirement to replace and co-locate community facilities, co-located in market precinct which has 5.3M visitations per annum and involves other stakeholders such as the Market Board.	2	Moderate risk as potential co-location in a broader precinct involving other stakeholders. Relocation of services required (gas and sewer).	3
Ability to Implement Full Strategy with future NPAC Redevelopment	High potential due to low risk and lower cost.	5	Low potential due to overall cost associated with site option.	1	Low potential due to overall cost associated with site option.	1
Assessment Total		32		15		16

Table 19: Site Option Analysis

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2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Site Recommendation

Based on the assessment outlined above, it is recommended that the future Dandenong aquatic and leisure facility be located at the identified greenfields site in the Mills Reserve precinct.

- The community generally has a much stronger preference for this site with 67% of current Oasis users and 34% of CoGD resident non-Oasis users preferring this site over the other options.
- When compared to the Market and Stage 8 sites, the Mills Reserve site is larger and hence provides more flexibility for the design solution, future proofing and accommodating table tennis (if required).
- The 3km residential catchment population for the Mills Reserve site of 53,000 is greater than the Market site, 47,000 and the Stage 8 site 37,000 hence the Mills Reserve site maximises access for CoGD residents.
- There is a relatively lower risk with the Mills Reserve site as it is a greenfields site and has no other critical siting relationships (e.g. Market site is in the very busy market precinct with the location providing other community facilities and Stage 8 is linked to the stadium development).
- It is expected that Oasis would continue to operate through the construction period ensuring service continuity.
- The site is located close to a medical and health precinct and as such opportunities exist to position the facility with consideration to an aligned health and well-being function.
- The overall combined lower cost of \$20.7M for NPAC and \$46.1M for the Dandenong replacement facility allows for the delivery of the whole CoGD aquatic and leisure provision strategy including NPAC which is critical to maximise municipal wide community benefit.

10.8 Indicative Financial Performance Projections

A significant range of factors will influence overall visitation numbers and financial performance and for a new aquatic and leisure facility in Dandenong, these include: leadership capability, centre management model, establishment period timeframes and pre-opening marketing, programs and service provision, approach to pricing, staff awards, ESD initiatives and other design elements, car parking provision, etc. As a result of these variables, it is appropriate to use industry benchmarking as a guide to overall performance at the concept stage of the project.

Annual visits to Dandenong Oasis are approximately 509K which equate to 8.1 visits per head of population. This is low when compared to contemporary major aquatic and leisure facilities benchmarked that average approximately 16 visits per head of population catchment. Based on this benchmarking, it is estimated that a new Dandenong Oasis facility would have approximately 12 visits per head of population. This is a conservative mid-point between the current Dandenong Oasis performance and the industry average as a result of the lower SEIFA index and the higher level of multi-culturalism in the CoGD.

The 2017/18 spend per visit at Dandenong Oasis was \$6.95 and this is significantly lower than the industry average which is predominately a result of: pricing policy which considers affordability, the level of concessions and the mix of business use (e.g. relatively low health and wellness member numbers and learn to swim participants which are the higher yield activities). It is therefore anticipated that with enhanced facilities, a growth in the core business areas (e.g. higher yield activities such as memberships and learnt to swim) and improved secondary spend (through quality cafe and merchandise offerings) that the spend per visit would increase by 15% but potentially up to 25% subject to pricing policy and services.

It is noted that in 2017/18 total expenditure at Dandenong Oasis was \$4.7M excluding major maintenance. This equates to a cost of approximately \$9.26 per visit which is exceptionally high by comparison to industry benchmarks which for contemporary multi-purpose facilities can be as low as \$6.70 per visit. This difference is predominately a result of design impacts

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

on operational costs, an appropriate facility provision for the population and higher usage levels (resulting in economies of scale). It is assumed with a contemporary design and increased attendance numbers that the expense per visit will be approximately \$7.98 which is the mid-point between Dandenong Oasis currently and an industry benchmark.

Indicative Financial Projections

An analysis of the implications of these assumptions was undertaken for a new Dandenong aquatic and leisure facility (in current day values and excluding maintenance and a sinking fund) compared to Dandenong Oasis actual performance in 2017/18.

In summary, a significant difference in performance is projected between the current Dandenong Oasis facility and a new Dandenong aquatic and leisure facility and this includes:

- An increase in annual visitation numbers by 247K.
- An increase in income by \$2.5M.
- An increase in expenditure by \$1.3M.
- An improvement on the net performance by \$1.2M and a projected operational surplus..

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

11 Preliminary Recommendations and Benefits

An overview of the preliminary recommendations together with a general summary is outlined below.

11.1 Major Recommendations

Based on the extensive research, consultation and analysis undertaken, the proposed future directions for the Greater Dandenong Aquatic Strategy are summarised as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular accommodating special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That Greater Dandenong provide one 50m pool for the municipality, with the new Dandenong facility comprising a 25m (10 lane) pool, in addition to a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:
 - i. 25m 10 lane pool.
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

11.2 Proposed Direction Benefits

The key outcomes and benefits of the proposed direction are outlined below.

- Resident's site preference for a new Dandenong aquatic and leisure facility are met.
- Resident's facility component preferences have been incorporated.
- Whole of municipal approach that maximises community benefit across CoGD.
- Low risk option with the suitability of the Mills Reserve site.
- Enhanced efficiency and financial performance at both facilities.
- Meets Guiding Principles and Vision (e.g. accessibility).
- Allows for staging and considers future proofing.
- Flexibility for a table tennis solution either at Mills Reserve or an alternate site.
- Lowest capital cost option of those considered.
- Excellent value compared to Industry benchmark costs.
- Provides funding opportunities (e.g. co-location in a medical and health precinct).

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

12 Second Round Consultation and Implications

As part of developing the Greater Dandenong Aquatic Strategy a second-round consultation process was undertaken. The information below provides a summary of the key findings together with an overview of the potential implications.

12.1 Second Round Consultation Findings

The consultation and engagement process endeavoured to seek public feedback on the draft Aquatic Strategy. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The main pool size at the proposed Dandenong aquatic and leisure centre (25m v 50m).
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities, in which the key points outlined below were noted. Full report details are attached in Appendix F.

Proposed Dandenong Aquatic and Leisure Centre

There was overwhelming preference for 50m 8 lane pool – The consultation process found strong support for a 50m 8 lane pool at the new Dandenong Aquatic and Leisure Centre, as reflected by 68% of survey respondents who indicated their preference to use and support a 50m 10 lane pool, as opposed to 26% in favour of the proposed 25m 10 lane pool.

Key messages included the need to provide for lap swimming, larger water spaces to avoid congestion, future proofing the facility for the high / growing population, avoiding loss of business and the perceived loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.

There was support for the site selection. General support for the proposed Mills Reserve site and the ability of existing Centre operations to continue without disruption during the construction process. Parking and security to be considered during the planning process.

There was overall support for the new Centre and proposed facility components including:

- Warm water / hydrotherapy pool – high demand confirmed and need to balance casual and programmed use (two pools supported).
- Spa and sauna – popular facilities. Need to ensure they are large enough to cater for demand.
- Facilities for children and families – including learn to swim (LTS) pool, leisure pool / water play and family change rooms etc. Need to ensure LTS pool is large enough to cater for high numbers.
- Health and fitness facilities – including large gym, modern equipment and group fitness rooms to cater for high demand.

Universal design principles were identified as being critical in the new facility including ramp access to pools, lift to level one, accessible change rooms etc. Environmentally Sensitive Design (ESD) principles also identified as a priority.

Proposed Noble Park Aquatic Centre Redevelopment

There was a preference to retain the existing 50m pool as an 'outdoor' pool. Whilst mixed views were received, the majority of survey respondents indicated their preference to retain NPAC's 50m pool as an outdoor pool (43%), over the potential enclosure of the pool (36%). This view was particularly evident amongst existing NPAC users who highly value the outdoor / open air environment (which is not readily available in the region). Other comments related to the potential negative impact on summertime activities and swimming carnivals and an unnecessary use of resources.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

There was strong support for expansion of indoor pool hall and provision of additional indoor facilities including:

- Program pool. Support for redeveloping existing pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.
- Spa, sauna and steam room would be welcome additions to the Centre, however need to ensure they are large enough to cater for expected high demand.
- Reinforced need to cater for families and children with learn to swim (LTS) pool and leisure pool / water play. Consideration to be given to acoustics and ensuring sufficient space around pools for people / families to congregate.

There was support for a gym to complement program rooms, but need to ensure it is well integrated with the Centre and includes adequate change facilities. Consideration of 24 hour access (secure access to gym only).

Integration of Centre expansion with Ross Reserve precinct – to ensure a coordinated approach to addressing car parking, lighting and security, access to adjoining facilities (i.e. playground) etc.

12.2 Implications- 50m Pool Option at Mills Reserve

Based on the second round consultation preference for a 50m pool at Mills Reserve, further analysis was undertaken by the Consulting Team to assess the potential 50m pool design options and the associated cost.

Design Options

If a 50m 8 lane pool was to be incorporated into the proposed Dandenong Aquatic and Leisure Centre it would replace the 25m pool that was included into the design option previously outlined (refer Section 10.3). The facility components for an option with a 50m pool would effectively remain the same as the 25m pool option except for an increase in the indoor pool hall size and circulation spaces.

An indicative siting plan for a 50m pool option at Mills Reserve for both the Cleeland Street and Heatherton Road locations is attached in Appendix G. Concept floor plans for a 50m pool option at the Cleeland Street and Heatherton Road locations are also attached in Appendix G.

Costings

The approximate cost associated with the development of a 50m pool option at Mills Reserve is \$54.4M plus the costs associated with the exclusions identified.

Differences between a 50m and 25m Pool Options

Based on the analysis undertaken, the following key differences are identified between a 50m and a 25m pool option at Mills Reserve:

- Increased capital cost, with the 50m pool option costing approximately \$8.3M more than a 25m pool option (\$54.4M versus \$46.1M plus exclusions).
- Increased building footprint of approximately 825 square metres for the 50m pool option, compared to the 25m pool option contributing to greater site impact and loss of open space.
- Increased operational subsidy associated with additional utilities and staff requirements (estimated at \$201K per annum).
- Increased carbon footprint and energy consumption.
- Potential need for a staged implementation program for the delivery of the full Aquatic Strategy (i.e. proposed Dandenong centre + proposed NPAC redevelopment).

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

13 Final Recommendations

Based on the extensive research, consultation and analysis undertaken, the key recommendations for the Greater Dandenong Aquatic Strategy are as follows:

1. That the City of Greater Dandenong provide two complementary aquatic and leisure centres that provide the following primary functions into the future.
 - a. The Dandenong replacement facility to be a multi-purpose aquatic and leisure facility offering all year-round services with a focus on: allied health, passive activity, education, fitness and wellness and in particular catering for special needs and targeted groups.
 - b. NPAC to be a family friendly facility offering all year-round services with a focus on: leisure, recreation and fitness, sport-based usage (e.g. swim club competitions and school carnivals) and summer activities.
2. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis.
3. That the new Dandenong facility comprise a range of complementary aquatic and leisure facility components.
 - a. Proposed facility components to include:
 - i. 25m 10 lane pool.* (refer below - 13.1 'Alternate Option')
 - ii. Two (2) warm water pools.
 - iii. Learn to swim pool.
 - iv. Leisure pool / water play.
 - v. Spa, sauna and steam room.
 - vi. Gymnasium.
 - vii. Program / group fitness rooms (3).
 - viii. Amenities – café, meeting room, crèche, change rooms etc.
4. That the future Dandenong aquatic and leisure centre be located in Mills Reserve.
5. That NPAC be redeveloped into the future to include an expanded range of year-round services.
 - a. Proposed improvements / facility components:
 - i. Expanded indoor pool hall:
 - Dedicated learn to swim pool.
 - Enclosure of water play / leisure water.
 - Spa, sauna and steam room.
 - Redeveloped program pool.
 - ii. Health and wellness gymnasium.
 - iii. Enhanced accessible change rooms.
 - b. Retention of 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.

13.1 Alternate Option

Based on the second round consultation feedback, Council may consider an alternate option of providing a 50m 8 lane pool (including a boom or swim wall), rather than a 25m 10 lane pool, at Mills Reserve.

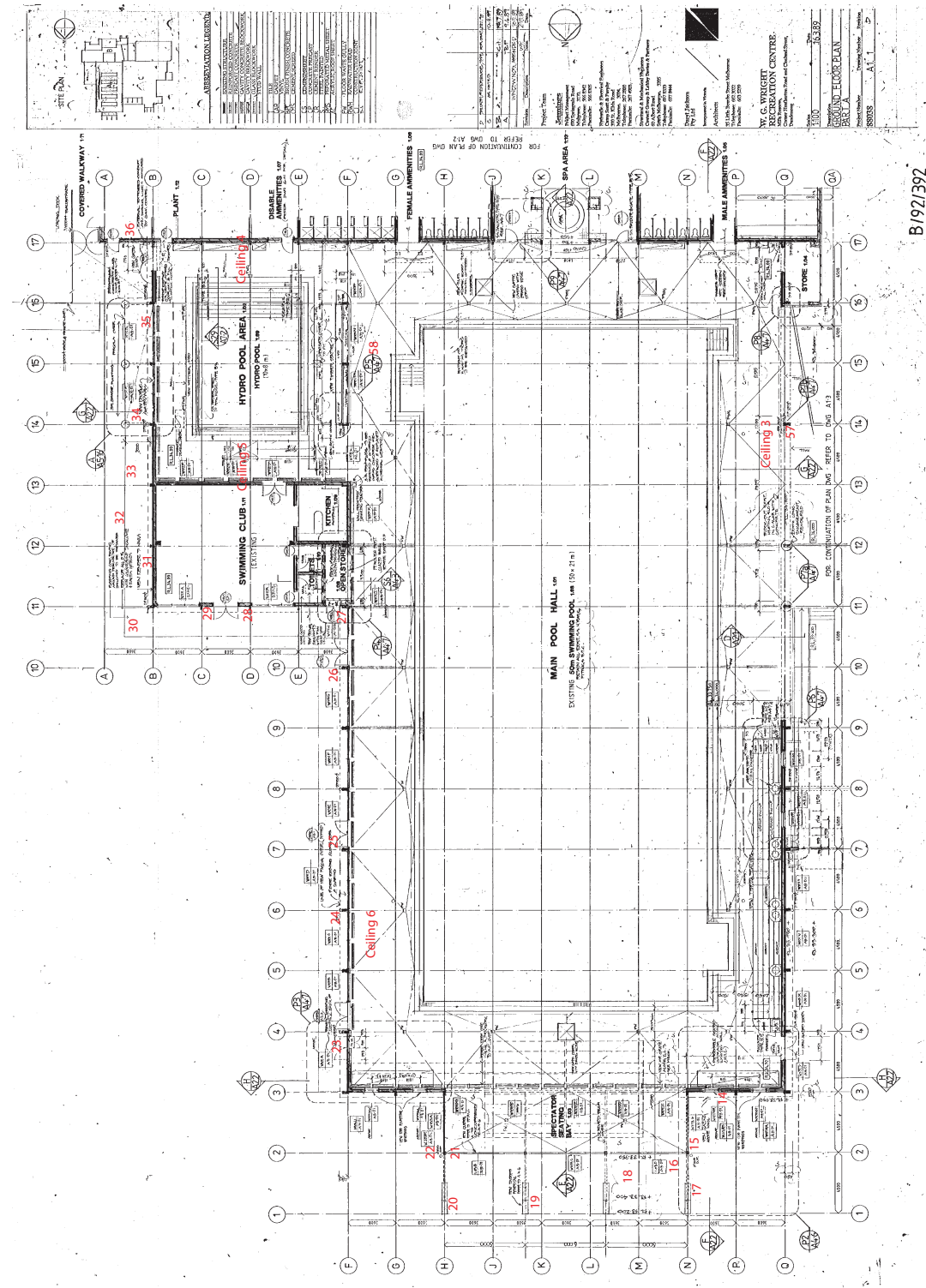
This consideration however should be balanced against the associated implications including: an additional capital cost of at least \$8.3M, an additional operational subsidy estimated at \$201K per annum, an increased building footprint and associated loss of open space and a potential staged implementation of the full Aquatic Strategy (i.e. proposed Dandenong centre and proposed NPAC redevelopment).

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

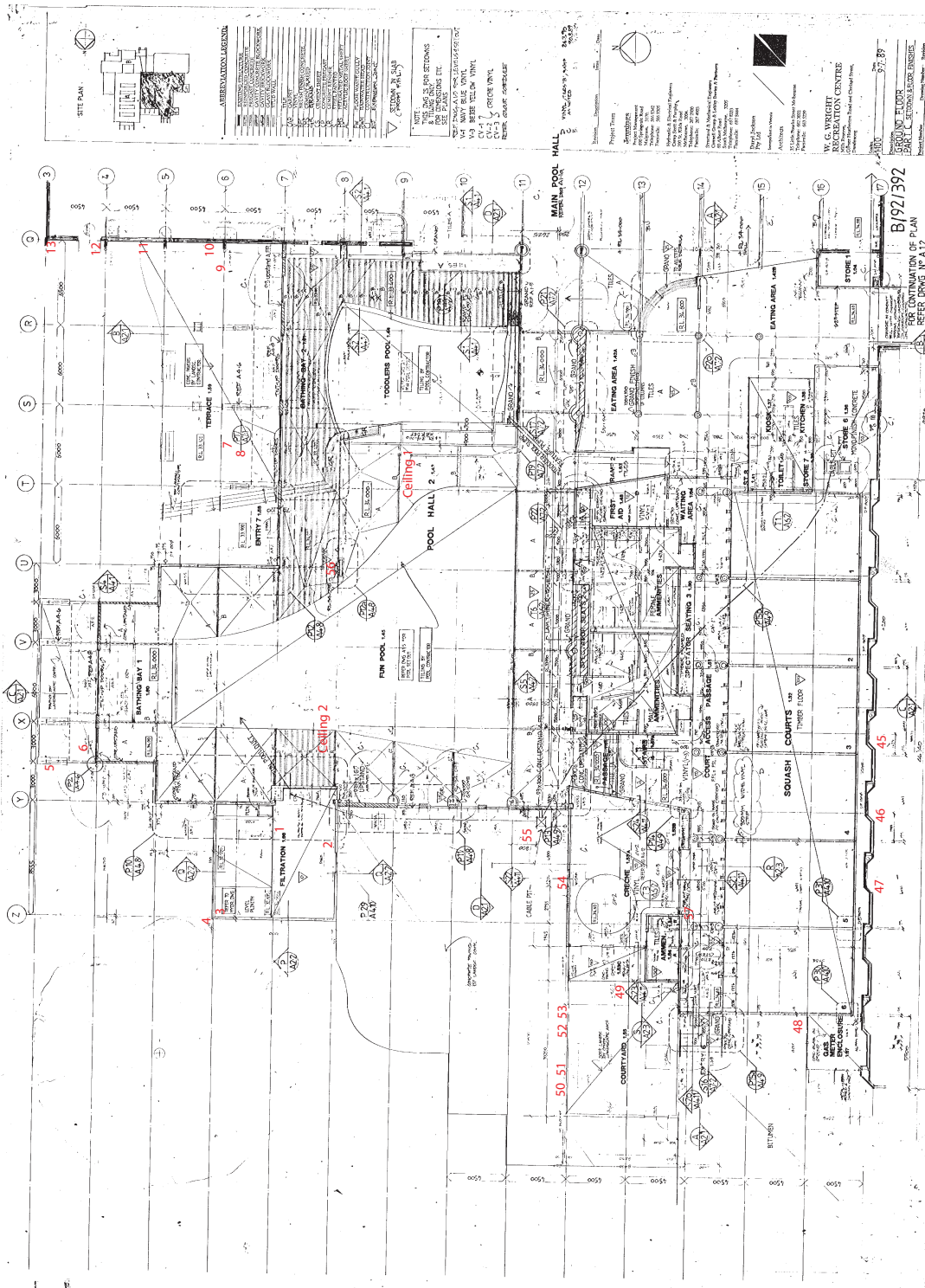
**Appendix A -
Dandenong Oasis Floor Plan**

2.5.1 Aquatic Strategy (Cont.)



Architectural floor plan of the Ground Floor, Part B, of the W. G. Wright Recreation Centre. The plan shows a large rectangular building with various rooms including a Hydro Pool Area, Male and Female Amenities, Spa Area, Reception, Waiting Room, and several smaller rooms and corridors. The plan is oriented with North at the top. A grid system is used for reference, with letters A through S along the top and numbers 1 through 40 along the right side. A title block in the top right corner contains project information, including the project name, location, and the architect's name, W. G. Wright. A north arrow is located in the top right corner. The plan is labeled 'GROUND FLOOR PART B' and 'SHEET 12'.

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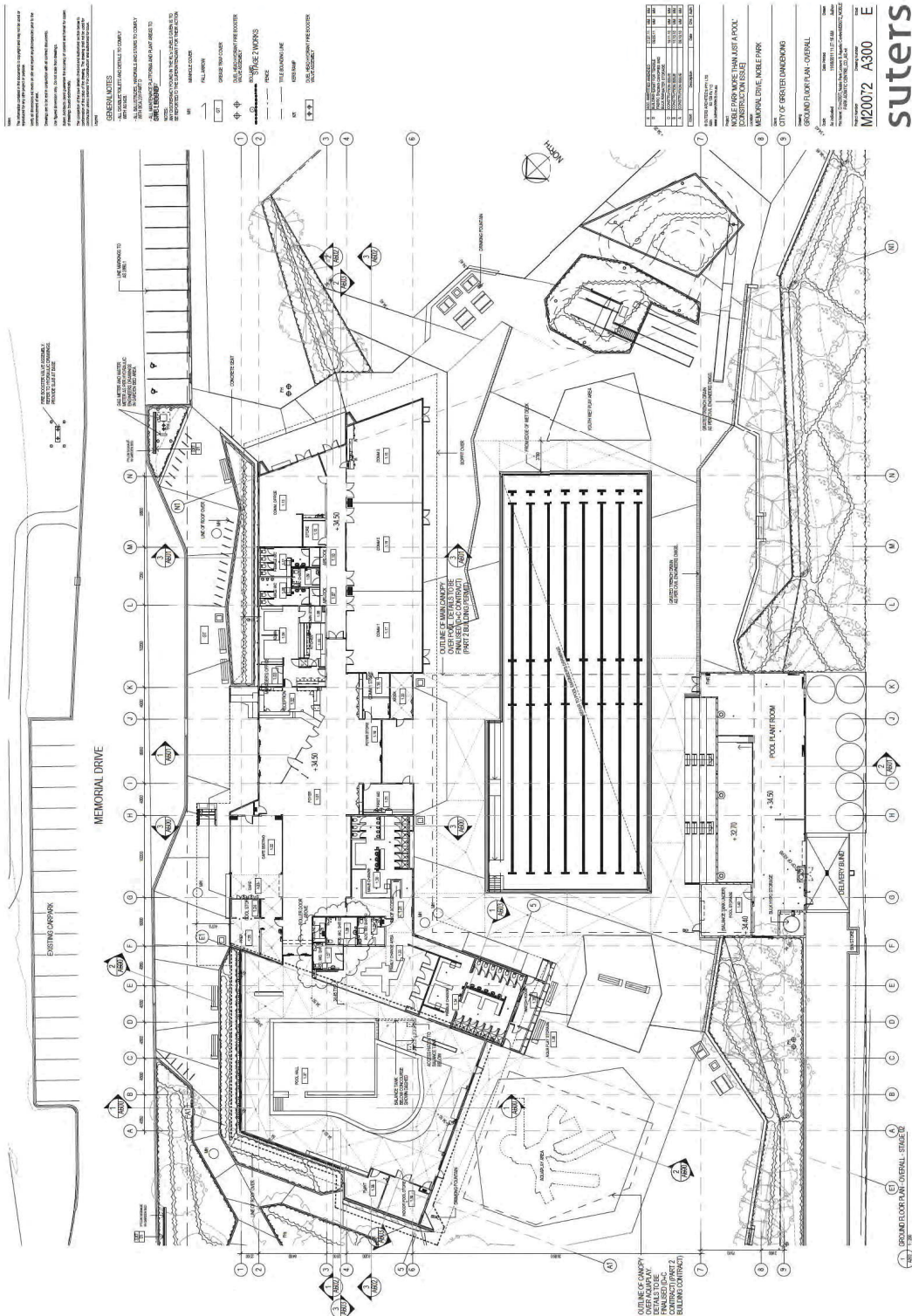


2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

**Appendix B -
NPAC Floor Plan**

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

**Appendix C -
Community Consultation Report (Round 1)**

2.5.1 Aquatic Strategy (Cont.)

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SOLUTIONS

Future Dandenong Oasis Feasibility Study Community Consultation Report

Prepared for the City of Greater Dandenong

February 2018

Prepared by

Michelle Read

Planning for communities

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

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2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

1.0 Introduction

This Report provides the results from the first round of community consultation and engagement undertaken as part of developing a Feasibility Study for the future Dandenong Oasis aquatic leisure facility. The Report provides the detailed results from each of the consultation and engagement tools implemented, and explores possible implications for the Feasibility Study.

The consultation and engagement program focused upon developing an understanding of what community members, organisations and Council value about the existing Dandenong Oasis and what they would like to see changed or improved in a new facility. As part of this, community preferences for the location of the Centre were explored.

To make the community aware of the consultation and engagement program, a large-scale marketing and promotion strategy was implemented including:

- Use of online mechanisms such as Council and the YMCA's websites and social media
- Issuing media releases to the local newspapers
- Emails to various Council databases including Council advisory committees, Dandenong Oasis members and users, sports clubs, community groups, and schools
- Mail outs to senior's groups, neighbourhood houses and community bus users
- Providing hard copies of surveys at key community venues such as Council's customer service centres, libraries, aquatic leisure facilities, youth facilities, and Council's Food Distribution Centre
- Attending key community events and facilities to make the community aware of and encourage them to complete the various surveys
- Attendance at targeted forums such as the Youth Leader Program and Children's Advisory Group, to make the community aware of and encourage them to complete the various surveys.

The community consultation and engagement program included:

1. **A community survey** (long survey) available through Council's online consultation platform. In total 940 surveys were completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 213 of the total responses received via this medium. 'Pop up consultation sessions' in various locations throughout the City also occurred to make people aware of the survey and encourage them to complete it
2. **A separate community survey** (short survey) that focused solely upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

completed. Hard copies of these surveys were distributed to a number of targeted locations throughout the municipality with 89 of the total responses received via this medium

3. **A survey of children in the City of Greater Dandenong.** In total 101 young people completed the survey
4. **A survey of schools in the City of Greater Dandenong.** The survey was provided to 55 school, and 16 completed the survey
5. **One on one discussions with key stakeholder organisations.** The organisations involved in these discussions were the Otters Swim Club and the Greater Dandenong Table Tennis Association. They were designed as targeted conversations to understand the specific needs and aspirations of these groups as existing key users of the Centre, Hockey Club and Advisory Groups.
6. **Two community workshops** open to all members of the community. The workshops were held in the morning and early evening to provide multiple opportunities for community members to participate. In total 37 people attended the community workshops
7. **Two workshop discussions with health and disability providers and groups who currently use Dandenong Oasis.** While only 2 organisations attended these sessions, the information gathered was consistent with findings from other parts of the consultation program
8. **Submissions from the public** were also invited, and in total 14 were received.

In addition to the above community consultation and engagement program, the following targeted consultation was also undertaken:

- **Consultation with Council officers and YMCA** to understand the key issues and opportunities that must be considered and responded to in developing the Feasibility Study. These included factors such as existing use of Dandenong Oasis, traffic and parking, the current and future community profile and needs, and contextual issues unique to the City of Greater Dandenong. Consultation with officers will continue throughout the life of the project
- **Industry consultation** with key players and peak bodies from across the aquatic leisure facility industry to understand issues, opportunities and factors that should be considered in planning for the future redevelopment of Dandenong Oasis
- **Consultation with Councillors** will continue throughout the project and include updates and a site tour to Dandenong Oasis and other aquatic leisure facilities
- **Other relevant stakeholder groups** to understand the potential issues and opportunities associated with the future provision of an aquatic and leisure facility in the City.

The outcomes from these consultation mechanisms have been captured separate to this report.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

2.0 Key Findings

The consultation and engagement program has identified some very clear messages and themes for Council to consider in preparing the Feasibility Study for the future Dandenong Oasis. These include:

Proposed Development is Important: For those who participated in the consultation, the redevelopment of the existing Dandenong Oasis or development of a new facility is important to them with in excess of 65 percent of respondents providing a score of 8 or more (out of 10) and an overall average response score of 7.9 out of 10. (It is important to acknowledge that this is not the case for all who were involved in the consultation with 10 percent of survey respondents, providing a score of 4 or less indicating the development is not important to them).

Site Location: There is strong support from those who participated in the consultation and engagement program for Dandenong Oasis to remain in its current location. The analysis of the two community surveys combined (long and short), identified that 55.3 percent of those that responded preferred the current site followed by 18.8 percent who had no site preference and 18.1 percent who preferred at CBD site.

A further breakdown of the site preference indicates some quite specific findings that are related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb and these are summarised below.

- The existing site was the strongly preferred site by current CoGD resident Oasis users (67.5 percent) and moderately preferred by CoGD resident non-users (34.4 percent which was the highest preferred response)
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents (57.0 percent). Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site
- A CBD site was preferred by non-COGD resident non-users (37.6 percent).

In total, 17 sites/areas were nominated in the two surveys (short and long) as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) – 159, Springers Leisure Centre – 30 and Springvale (generally) - 10. Of the total respondents, 165 had no preference.

The Age, Poor Condition / Quality and Accessibility (to and within) of Dandenong Oasis are key reasons why it is difficult for existing users to use the Centre, why past users no longer use the Centre, and why people have never used the Centre. Addressing this will be a critical part of any proposed development.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Car Parking: The information gathered through the community consultation program indicates that the provision of free and readily available car parking is important to existing users of Dandenong Oasis, and is valued because it helps to make the Centre more accessible. Existing users expressed concern that car parking would be difficult to access and likely to incur a charge if Dandenong Oasis was relocated to the centre of Dandenong. This suggests that in addition to any planning requirements, Council will need to give careful consideration to the provision of car parking at the proposed new or redeveloped aquatic leisure facility, and that it may be challenging to encourage Centre users to make use of other forms of transport to access the Centre.

Changeroom Facilities: As noted above, age, condition and accessibility are key areas of concern for existing, past or non-users of Dandenong Oasis, and top of the list of their concerns are the change room facilities. Specifically, there are not enough change rooms, showers and toilets to cater for demand; the condition, size and standard of the existing facilities is poor; the lack of accessible and family change room facilities; and the need for separate change facilities to support use of the Centre by schools is a key concern. The impact upon people with a disability who are required to wait to access change rooms facilities is profound, and causes significant discomfort, frustration and at times embarrassment. The lack of family change room facilities not only creates difficulties for families but also creates operational challenges for staff associated with the age limit for children being allowed in change rooms with their parents.

Cost to Access the Centre: The consultation results suggest that cost is a barrier for past and non-users of Dandenong Oasis, and is an area of concern for existing users. This is not unexpected given the socio-economic profile of the Greater Dandenong community. In redeveloping or building a new Dandenong Oasis, Council will need to strike a reasonable balance between the cost to Council to operate the Centre and the ability of the community to pay to access the Centre. Genuine concession pricing is something Council must consider carefully. While the aquatic and leisure industry has generally applied concession pricing of between 10 and 20 percent, this is unlikely to mean the facility will be accessible for people with reduced capacity to pay.

Facilities for Families, Children and Young People: The lack of facilities to support use of the Centre by families, children and young people is one of the key reasons why past users and non-users do not visit Dandenong Oasis, and is also a key aspect that is likely to encourage them to use a new or redeveloped Centre. Water play, water park, water slides, dive boards, wave pool, wave machine, learn to swim facilities, and family change rooms were raised repeatedly throughout the consultation program as suggestions about what families, children or young people would like to see incorporated into a new centre. Other suggestions directly from children included making sure there are big change rooms, and making it colourful -

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

colourful tiles, colourful seats and change rooms. There were also some delightful and insightful comments from children including:

'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'

'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'

'Just make sure that it is suitable for all ages because everyone wants to have fun'

Facility Improvements: The results from the consultation program suggest that the provision of more hydrotherapy / warm water rehabilitation space is the number one improvement to water space that is likely to encourage people to use a new or redeveloped Centre. Either a larger hydrotherapy pool or multiple pools to support the needs of people with a disability or long or short-term injuries, and older adults is the key priority.

Other facility improvements that were raised consistently throughout the consultation program were: the provision of leisure facilities for families; larger gym, improved accessibility and enhanced equipment; larger / more spa and sauna facilities; provision of a bigger café with healthier food choices; and providing more / improved program rooms for fitness classes. The provision of more water space generally was also raised in various forums, in particular the need for enough water space that allows lots of different activities to occur at the same time e.g. swimming lessons, lap swimming and schools.

Facility Preferences by Age Cohort: An analysis of facility preferences by age cohorts specifically highlighted that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old and that general accessible was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facilities including: quality gymnasium areas, group fitness rooms, good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for facility component preferences combined.

Health, Fitness, Fun and Entertainment: The consultation results indicate that a new or redeveloped Dandenong Oasis will need to be a place for health and fitness, and a place for fun and entertainment. These are the primary reasons why people use Dandenong Oasis or other aquatic leisure facilities. A challenge for Council will be the potential number of other providers offering these experiences in close or reasonably close proximity to Dandenong Oasis, and the consequent expectations the community has about what a new or redeveloped Centre will provide. The reality is that people have many choices about how their health and fitness, or fun and entertainment needs can be met, as evidenced by the large number of public or private facilities consultation participants indicated they use or have used. Public facilities identified by people many times as places they visit and / or examples of places with

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

quality facilities were Noble Park Aquatic Centre, Waves Leisure Centre, GESAC, Monash Aquatic and Recreation Centre, Casey ARC and Casey RACE.

Safety and Security: Raised through various parts of the consultation program, safety and security is an issue that will need to be considered in developing the existing or a new Dandenong Oasis. Particular areas of concern were safety for females and the safety of patrons after dark, but there were also some suggestions about improved security around access to the Centre including implementing a swipe card system and improving the entry control points.

Operational: While the outcomes from the consultation indicate participants were very focused upon current or future facilities for Dandenong Oasis, there was some feedback about the existing operation of the Centre. This included some suggestions that the cleanliness of the facility needs to be improved, the approach and manner of staff needs to be improved, and there needs to be better management of the behaviour of Centre users by staff. These are factors that can be addressed in the short term.

Consulting with Hard to Reach Cohorts: Future additional consultation is recommended to better understand the particular needs and interests of multicultural communities, young people and young adults for aquatic leisure facilities, programs and services as despite the extensive consultation program, these parts of the community were underrepresented. In addition, health and disability providers were underrepresented in the consultation program. It is recommended that Council undertake future targeted consulting with these cohorts as part of the design development process (i.e. subsequent to the Feasibility Study).

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

3.0 Community Survey (Long Survey)

In total 940 people completed the survey that was available on-line and in hard copy. The survey asked respondents to reflect on their existing or past use of Dandenong Oasis, and share what would influence them to use a redeveloped Dandenong Oasis in the future, including the preferred location. It also explored the experience of those who do not use Dandenong Oasis and why. The survey specifically sought information about:

- Existing users and how they travel to Dandenong Oasis, whether they have a membership and what type, how long they have been attending the Centre, how frequently they usually attend the Centre and who they usually attend with, the main activity they undertake and main reason they attend Dandenong Oasis, and the factors that make it difficult or challenging for them to use Dandenong Oasis
- Past users of Dandenong Oasis and why they no longer use the Centre, if they use other aquatic and leisure centre, private swim school or private gymnasiums, what was the main activity they undertook and the main reason they attended Dandenong Oasis in the past
- Non-users of Dandenong Oasis and why they don't attend the Centre, and if they use other aquatic and leisure centre, private swim school or private gymnasiums
- The facilities and factors that would encourage existing, past or non-users of Dandenong Oasis to use a new or redeveloped Dandenong Oasis
- The preferred site for locating a new or redeveloped Dandenong Oasis
- How important the development of a new Dandenong Oasis is.

The survey also collected key demographic data to assist in understanding how representative the survey responses are of the Greater Dandenong community.

Detailed survey results can be found in Appendix A.

3.1 Key Findings from Survey Results

Who Completed the Survey

Nearly two thirds of all survey respondents were female and around one third were aged between 35 and 49 years. This may reflect that people in this age range are more likely to have children and currently access, or wish to access an indoor aquatic centre such Dandenong Oasis.

In relation to other age cohorts, there was a relatively even spread of survey respondents across those aged 25 – 34 years, 50 – 59 years, 60 – 69 years, and 70 - 84 years. The lowest number of responses came from those aged 5 -11 years, and those aged 85 years or older. For those in the older age cohort, this is not unexpected given that the ability of people aged 85 years and older to use a facility such as Dandenong Oasis, is more likely to be restricted because of health and aging issues. However, with

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

people living longer and a much greater understanding of the health benefits of remaining physically active, this cohort is one that Council should consider carefully when planning for the redevelopment of the Dandenong Oasis.

While a moderate response level was received from the those aged 5 – 24 years it was noted that, where relevant, adults provided responses on behalf of families (i.e. on behalf of teenagers and children under the age of 18 years old). In addition, there was a separate survey targeting young people and this was very successful in reaching grade 5 and 6 students.

A higher proportion of survey respondents were born in Australia compared with the Greater Dandenong population (two thirds compared with just over one third). Similarly, a much higher proportion of survey respondents indicated a person in their household has a disability compared with the rates of disability in the Greater Dandenong community.

There was strong response from individuals not born in Australia (31 percent of responses). Given the multi-cultural diversity of the City of Greater Dandenong, it will be important to continue ongoing targeted consultation with this group as the planning process for the new Dandenong Oasis continues beyond the Feasibility Study phase.

Over one third of survey respondents live in Dandenong and Dandenong North. This is not unexpected given Dandenong Oasis is located on the border of these suburbs. Of greater interest is the reasonably high proportion of respondents from Keysborough and Noble Park. While Noble Park has the Noble Park Aquatic Centre there is no public aquatic facility in the Keysborough area.

Existing Use of Dandenong Oasis

It is clear ***the survey has been effective in engaging people who currently use or have previously used Dandenong Oasis***, with just over half of survey respondents indicating they are a current user of the Centre, and a further 30 percent indicating they have used the Centre in the past but not in the last 12 months. Just over 17 percent of survey respondents indicated they have never used Dandenong Oasis.

In relation to how people normally travel to Dandenong Oasis, nearly half of all survey respondents chose not to answer this question. Of those who did answer the question, the vast majority travel to the Centre by motor vehicle (87.9 percent), with very small proportions indicating they walk to the Centre (5.0 percent), use public transport (3.7 percent), or travel by bicycle (1.2 percent). These results suggest that current users of the Centre rely heavily upon the car parking available at the Centre, and most likely have an expectation car parking will be provided as part of any new of redeveloped Centre. It also suggests there are likely to be some challenges for Council in encouraging Centre users to make use of other forms of transport to access the Centre.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

In relation to people being a member of Dandenong Oasis, nearly half of all survey respondents chose not to answer this question. Of those who did answer the question, two thirds indicated they are a member, with just over half of them having a full membership, just over one third having an aquatic membership, and a very small proportion having a multi visit pass.

For those who are a member of the Centre, nearly 60 percent have been visiting the Centre for 3 years or more. This is perhaps not unexpected as this type of survey and project often attracts strong interest from existing users, particularly longer-term users of aquatic centres. This usually reflects their strong sense of ownership about the facilities and what they value about the Centre.

For most survey respondents, visiting Dandenong Oasis is something they do by themselves or with a family member. In addition, most visit the Centre once a week or more frequently.

The **main activities** survey respondents undertake when they visit Dandenong Oasis are wide ranging, with top items including lap swimming for fitness, swim lessons, gentle exercise / injury rehabilitation warm water pool, using the gym, aqua aerobics, and group fitness classes. The **main reasons** they visit Dandenong Oasis are to improve general health and wellbeing; personal fitness including lap swimming, strength training and group fitness; swim lessons; and gentle exercise / injury rehabilitation warm water pool.

The aspects survey respondents find most challenging or difficult about using Dandenong Oasis are the cost / price to access the facilities, and the lack of appropriate change room facilities. These responses are perhaps not unexpected, with the City of Greater Dandenong community having a high level of socioeconomic disadvantage, impacting upon the capacity of community members to pay to access Dandenong Oasis. In relation to the change room facilities, this may be connected to the high proportion of survey respondents who have a person living in their household with a disability, but also most likely reflects the generally poor condition of the existing change room facilities at the Centre.

Past Use of Dandenong Oasis

The **main reasons** survey respondents indicated they no longer use Dandenong Oasis is because of the poor quality, condition, age and accessibility of the facilities, particularly the hydrotherapy pool, and gym; the distance from home; that they attend another aquatic and leisure centre, private swim school or private gymnasium; that the facilities do not meet their specific needs; and the lack of appropriate change facilities. Other reasons included the poor cleanliness of the facilities, dissatisfaction with the staff, the lack of play equipment / facilities for children, and cost / value for money.

The **main activities** past users of Dandenong Oasis undertook when they visited the Centre were swimming for fun, followed by lap swimming for fitness. This is consistent with the **main reason** past users visited Dandenong Oasis i.e.: for fun and entertainment, followed by improving my general

2.5.1 Aquatic Strategy (Cont.)

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health and wellbeing. Interestingly, past users of the Centre were far more likely to visit Dandenong Oasis for fun and entertainment than current users of the Centre, who are more likely to use the Centre to improve general health and wellbeing or participate in personal fitness activities.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by past users of Dandenong Oasis, there was a wide range of responses highlighting the availability of these facilities in close or reasonably proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Casey ARC, and Casey RACE. A notable number of private gym facilities and private swim school providers are also used by past users of Dandenong Oasis but much less so than other public aquatic leisure facilities.

Non-Use of Dandenong Oasis

The **main reasons** survey respondents indicated they have never used Dandenong Oasis are because of the distance from home, that they attend another aquatic and leisure centre, private swim school or private gymnasium and the poor quality of the facilities. While the proportion of responses was a little different, these were also the top three reasons why past users of Dandenong Oasis no longer attend the Centre.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by non-users of Dandenong Oasis, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Monash Aquatic and Recreation Centre, and Frankston PARC. A notable number of private gym facilities and private swim school providers are also used by non-users of Dandenong Oasis, but much less so than other public aquatic leisure facilities.

Future Use of Dandenong Oasis

The facility that is **most likely** to encourage survey respondents to use a new or redeveloped Dandenong Oasis is a warm water program pool for rehabilitation and gentle exercise, followed by quality group fitness program rooms, a lap swimming and squad swimming pool, quality gym areas and equipment, a café and social space, and water play areas for children.

Further analysis of facility preferences by age cohorts indicated that: the provision of a warm water pool was of high importance for all age cohorts over the age of 50 years old while general accessible was very important for the 70 years plus age groups. The 12 to 24 year age groups highlighted the importance of several facility components including: quality gymnasium areas, group fitness rooms,

2.5.1 Aquatic Strategy (Cont.)

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good lap swimming pools, improved swim lessons and programs for teenagers. Of interest, the 18 to 24 year old age cohort had the highest average score for all the facility components combined.

The highest priority items identified for each age group is outlined below:

- 12 to 17 years: Quality of gym area (average score of 8.2), improved swim lesson area (7.7), lap swimming (7.6) and water play (7.6)
- 18 to 24 years: Lap swimming pool and swim lesson area (both 8.0)
- 25 to 34 years: Water play (7.7)
- 35 to 49 years: Water play (7.3)
- 50 to 59 years: Warm water pool (7.5)
- 60 to 69 years: Warm water pool (8.2)
- 70 to 84 years: Warm water pool (8.1) and general accessibility (7.5)
- 85 years plus: General accessibility (9.2), warm water pool (8.6) and cafe/social areas (8.4).

Those facilities that are **least likely** to encourage survey participants to use a redeveloped Dandenong Oasis are community meeting rooms, childcare facilities, women's only activity areas, and specific areas and programs for teenagers. In relation to specific program areas for teenagers, the low response for this may be linked to the low number of young people who completed the survey.

The factor that is **most likely** to encourage survey respondents to use a new or redeveloped Dandenong Oasis, is good access to substantial numbers of car parking spaces. This is not unexpected given the high proportion of survey respondents that access the existing Centre by car. Other factors that are likely to encourage survey respondents to use a redeveloped Dandenong Oasis are, good access for pedestrians, and locating the Centre within a park or reserve.

Those factors that are **least likely** to encourage survey participants to use a redeveloped Dandenong Oasis are collocating the Centre with youth services, accessibility by train, locating the Centre close to shops, and collocating the Centre with children and family services.

Preferred Site

As both the long and short surveys incorporated questions relating to site preference, a combined analysis of the site preference is outlined in Section 5.

Importance of the Proposed Centre

Survey respondents were asked to indicate on a scale of 0 to 10, where 0 is extremely unimportant and 10 is extremely important, how important the development of a new Dandenong Oasis / Aquatic and Leisure Centre is. In total 65.8 percent of people who answered the question selected either 8, 9 or 10 which indicates survey respondents consider the development to be very important. However,

2.5.1 Aquatic Strategy (Cont.)

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it is worth acknowledging 10 percent of survey respondents who answered this question selected 0,1,2,3, or 4, and do not consider the development to be important.

General Comments

Survey respondents were invited to provide any general comments about the proposed development of Dandenong Oasis. Just over one quarter of survey respondents chose to answer this question providing the following key messages:

- Strong support for the existing Centre, but with an acknowledgement that the facilities are old, tired and need to be upgraded
- Strong support for the Centre to remain in its current location with some suggesting they would cease to use the Centre if it was relocated, and some concern about the cost of and availability of parking if it was located in the centre of Dandenong
- A need for family friendly facilities including family change rooms, water play, water slides etc.
- Some concern about the chlorinated nature of the pool and suggestion that any new pool could be salt water
- Concern about the dirtiness of different parts of the Centre including the pools, change rooms, and gym including the equipment
- Some support for the existing facility and a preference for it to remain as is, be maintained more effectively so that it can continue to operate, or undergo some upgrade works but not a complete redevelopment
- Some programming suggestions such as poolates (i.e. pilates in the pool), more time for individual use of the hydro pool, programs for frail aged and health and wellness programs such as yoga and pilates
- Concern about the extensive use of the spa / sauna facilities by males and the consequent lack of access for women i.e.: women feel uncomfortable using the facilities
- The increasing cost to access the Centre, particularly the increase in membership prices in recent years, and the price to access facilities such as the gym for a one-off session
- The need for facilities to support residents living in Keysborough / Keysborough South
- The need for more appropriate areas for group fitness and gym facilities
- Some preference for a 50m pool to be included as part of redeveloping the Centre
- The need for improved change facilities
- Some concern about the consultation process and outcome of the design for the Noble Park Pool, and suggestions that this not be replicated in planning for the Dandenong Oasis Centre.

2.5.1 Aquatic Strategy (Cont.)

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4.0 Community Survey (Short Survey)

This survey consisted of only 2 questions that focused upon understanding the community's preferences for the future site / location of the Dandenong Oasis Centre, and the features the redeveloped Dandenong Oasis could have. In total 150 surveys were completed with all survey respondents completing the question about the site / location, and just under 80 percent completing the question about features the redeveloped Dandenong Oasis could have. It is highlighted that no further analysis of these responses could be undertaken due to the absence of respondent details.

Future Site

As both the long and short surveys incorporated questions relating to site preference, a combined analysis of the site preference is outlined in Section 5.

Features of a Redeveloped Dandenong Oasis

In relation to the question about the features a redeveloped Dandenong Oasis could have, this was an open-ended question which means there was a wide range of responses. Key facilities identified through the responses multiple times were:

- Children's/ kid's pool, water play, playground, wave pool or waterslide (identified 50 times)
- 50m swimming pool (identified 37 times)
- Hydrotherapy pool (identified 30 times)
- More change rooms, including family and also group change for schools (identified 20 times)
- Gym facilities, including that is on the ground floor or there is a lift, that it is larger and incorporates women's only areas, and that it has more equipment (identified 19 times).

Facilities or features raised multiple times but less frequently than those listed above included:

- A larger café, particularly with healthy food options and reasonably priced
- Spa and sauna
- Space for and provision of more or different exercise classes including more aquatic classes (not swimming lessons), mums and bubs classes, female only classes, and free fitness classes
- Clean / cleaner facilities
- Close to or accessible to public transport
- Outdoor pools.

2.5.1 Aquatic Strategy (Cont.)

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5.0 Community Site Preference Analysis

Given that both the long and short surveys incorporated questions in relation to site preference, the following information provides an overall analysis of the responses provided.

Long Survey Site Preference Overview

Overall there was 727 site preference responses to the long survey, a 77.3 percent response rate and these consisted of 403 (55 percent) Dandenong Oasis (DO) users and 324 (45 percent) non-DO users.

For survey respondents, the existing site at Mills Reserve appears to be the preferred site with 52.5 percent of people who answered this question, selecting this site. This is consistent with the feedback from the community workshops (and the results from the site selection survey). It is also not unexpected given the high proportion of survey respondents who are existing users of the Centre.

A further 19.3 percent of survey respondents indicated they had no preference, 18.4 percent selected Central Dandenong and 9.8 percent selected other. Those survey respondents who selected other, identified a large number of alternate sites including three locations that were raised consistently. These were Springers Leisure Centre (or other sites in the Keysborough and Keysborough South area) and next to the Dandenong Stadium. A summary of the more detailed findings is outlined below.

1. Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
Current Users	CoGD	11.0%	67.5%	15.9%	5.7%
Non-Users	CoGD	24.2%	34.4%	19.5%	21.9%
Current Users	Non-CoGD	8.3%	76.7%	10.8%	4.2%
Non-Users	Non-CoGD	37.6%	22.9%	36.7%	2.8%
Total		18.4%	52.5%	19.3%	9.8%

Table 1a: Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

A summary of the consolidated responses for CoGD and Non-CoGD residents is outlined below.

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
All Respondents	CoGD	16.7%	53.2%	17.5%	12.7%
All Respondents	Non-CoGD	22.3%	51.1%	23.1%	3.5%

Table 1b: Site Preference Analysis for all Dandenong Oasis Users

2.5.1 Aquatic Strategy (Cont.)

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A summary of the consolidated responses for users and Non-Users is outlined below.

User or Non-User	Residential LGA	Central Dandenong	Existing Site	No Preference	Other Site
Users	All Respondents	10.2%	70.2%	14.4%	5.2%
Non-Users	All Respondents	28.7%	30.6%	25.3%	15.4%

Table 1c: Site Preference Analysis for all Dandenong Oasis Non-User

An analysis of site preferences for these groups indicates that:

- For CoGD resident's - 67.5 percent of current users preferred the existing site compared to only 34.4 percent of non-users for a total for CoGD residents of 53.2 percent
- For non-CoGD/unspecified resident's - 76.7 percent of current users preferred the current site compared to only 22.9 percent of non-users with non-users having a preference for a CBD site for a total 51.5 percent
- Overall 70.2 percent of current users had a preference for the existing site compared to 30.6 percent of non-users (the existing site remained the overall preferred option for non-users).

2. Site Preference Analysis by Suburb for CoGD Residents who are Current DO Users

Suburb	Response Number	Central Dandenong	Existing Site	No Preference	Other Site
Dandenong	82	15%	71%	10%	5%
Dandenong North	91	10%	69%	19%	2%
Keysborough	33	9%	36%	30%	24%
Noble Park	44	11%	75%	11%	2%
Noble Park North	21	10%	81%	5%	5%
Springvale	9	0%	89%	11%	0%
Springvale South	3	0%	0%	100%	0%
Grand Total	283	11%	67%	16%	6%

Table 2: Site Preference Analysis by Dandenong Oasis User/Non-User and CoGD/non-CoGD Resident

An analysis of site preferences for these groups indicates that:

- Current DO users from all CoGD suburbs (with the exception of Springvale South which has a small response) had a preference for the current site
- Overall this was a very strong preference except for Keysborough residents with 36% nominating this as the preferred option.

2.5.1 Aquatic Strategy (Cont.)

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3. Site Preference Analysis by Suburb for CoGD Residents who are non-DO Users

Suburb	Response Number	Central Dandenong	Existing Site	No Preference	Other Site
Dandenong	44	36%	57%	7%	0%
Dandenong North	36	14%	75%	3%	8%
Keysborough	68	9%	16%	18%	57%
Noble Park	35	49%	9%	37%	6%
Noble Park North	10	20%	60%	20%	0%
Springvale	14	29%	7%	50%	14%
Springvale South	8	25%	13%	50%	13%
Grand Total	215	24%	34%	20%	22%

Table 3: Site Preference Analysis by Suburb for CoGD Residents who are non-DO Users

An analysis of site preferences for these groups indicates that:

- Of the CoGD resident non-users, only residents from: Dandenong, Dandenong North and Noble Park nominated the current site as the preferred site
- Keysborough residents strongly preferred an alternate site (predominately in Keysborough) while residents from other suburbs didn't have a strong preference.

2.5.1 Aquatic Strategy (Cont.)

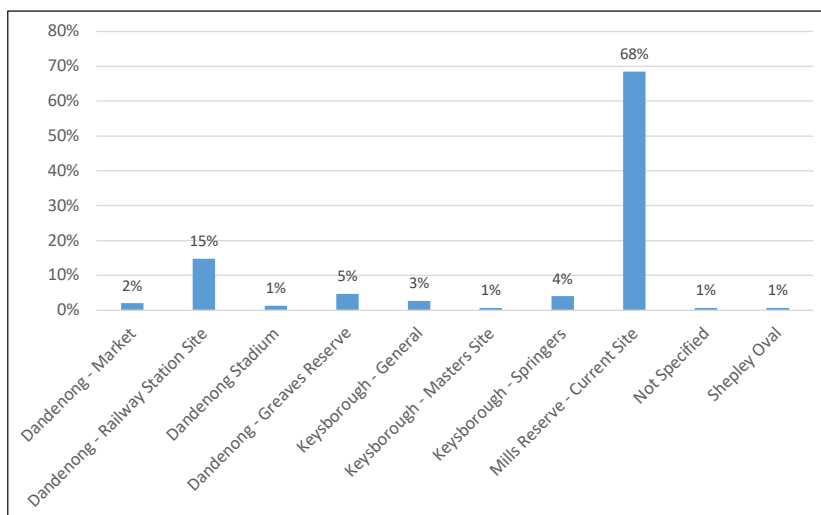
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Short Survey Site Preference Overview

Of the 150 respondents to the survey, 149 provided a response to the site preference question. Apart from the site assessment, no further analysis of the responses could be undertaken as no personal details were requested.

Survey respondents were provided with 4 possible sites and the option to identify other sites not listed. The vast majority of survey respondents (68.5 percent) indicated a preference for the Centre to remain in its current location. A further 14.8 percent indicated a preference for it to be located next to Dandenong Railway Station, 4.7 percent indicated a preference for Greaves Reserve, and only 2.0 percent for next to the Dandenong Market. A small number of survey respondents (10 percent) also identified other possible locations or sites including next to the Dandenong Basketball Stadium, behind or in front of Springers Leisure Centre, the old Masters building in Keysborough, and Keysborough / Keysborough South.

A graph of the site responses is provided below.



Graph 1: Site Preferences

2.5.1 Aquatic Strategy (Cont.)

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Combined Surveys Site Preference Overview

The table below provides a summary of the site preference for the two surveys combined.

Note: as the two surveys asked slightly different questions in relation to the preferred site, reference to Central Dandenong includes: CBD generally, the Railway site and the Market site.

1. Actual Site Preferences for the Two Surveys Combined

Site	Percentage	Responses
Dandenong - Mills Reserve (Current Site)	55.3%	484
No Preference or Not Specified	18.8%	165
Dandenong - Central Business District	18.1%	159
Keysborough - Springers	3.4%	30
Springvale - General	1.1%	10
Dandenong - Greaves Reserve	0.8%	7
Keysborough South	0.5%	4
Keysborough - General	0.5%	4
Keysborough - Masters Site	0.3%	3
Dandenong - Stadium	0.2%	2
Bangholme - Green Wedge Area	0.1%	1
Dandenong - Shepley Oval	0.1%	1
Dandenong North - Menzies Reserve	0.1%	1
Doveton - Doveton Reserve	0.1%	1
Endeavour Hills Secondary College	0.1%	1
Keysborough - Maralinga Primary School	0.1%	1
Noble Park - Barry J Powell Reserve	0.1%	1
Noble Park Aquatic Centre	0.1%	1
Total	100.0%	876

Table 4: Site Preferences from the Two Surveys Combined

An analysis of site preferences for these groups indicates that:

- 55.3 percent of all respondents nominated the existing site as the preferred location, followed by 18.8 percent who did not nominate a preferred site and 18.1 percent who nominated a CBD location
- In total, 17 sites/areas were nominated as potential locations with only 4 being preferred by more than 10 respondents. These sites were: the current site - 484, CBD (generally) - 159, Springers Leisure Centre – 30 and Springvale (general) - 10.

2.5.1 Aquatic Strategy (Cont.)

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Overall Summary on Site Preference

Based on the two completed surveys, the following key points are noted:

- Overall, the existing site was the strongly preferred site by current Oasis users and moderately preferred by CoGD resident non-users while a CBD site was preferred by non-COGD resident non-users
- The greatest site preference variation occurred with non-users and in particular a strong preference for a Keysborough site by Keysborough residents
- Overall site preferences related strongly to the variables of Dandenong Oasis usage or non-usage and also to residential suburb.

2.5.1 Aquatic Strategy (Cont.)

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6.0 Children's Survey

In total 101 young people completed the children's survey which sought to understand how they use community swimming pools, and what they would like to see in the new Dandenong Oasis. It specifically sought information about:

- How often they go to a community swimming pool each year and who they normally go to the community swimming pool with
- What activities they participate in / what do they like to do at the community swimming pool
- What is their most favourite community swimming pool to visit and why
- What they would like to be included in a new community swimming pool
- Was there anything they wanted Council to particularly know about in developing a new community swimming pool.

The survey also collected key demographic data to assist in understanding how representative of the community the survey responses may be.

Detailed survey results can be found in Appendix B.

Who Completed the Survey

The vast majority of young people who completed the survey were in grade 5 or 6 and a very high proportion attend the Athol Road Primary School, with a much smaller proportion indicating they attend Dandenong South Primary School. The suburb in which the highest number of survey respondents live is Springvale. This is not unexpected given Athol Road Primary School is located in Springvale.

Existing Use of Community Swimming Pools

Nearly three quarters of all survey respondents indicated they have visited a swimming pool in the past year, with just over quarter indicating they visited one less than five times in the past year and just over 20 percent indicating they visited one either 5 – 10 times, or more than 10 times in the last year. Of those who have visited a pool, the majority attended with their family, followed by their school. These results are not unexpected given the age cohort of the survey respondents i.e.: students in grade 5 and 6. At this age, children are most likely to be visiting community swimming facilities with their family because of supervision requirements in aquatic environments and the type of activity they are participating in e.g.: swim lessons.

The activities survey respondents are most likely to participate in when they attend a community swimming pool are swim lessons and playing with friends or family. Other activities they are less likely to participate in are school swimming carnivals, birthday parties, and swim squad.

2.5.1 Aquatic Strategy (Cont.)

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What they like to do when they visit a community swimming pool is **swim** including swimming laps, swimming in the deep end, swimming and relaxing, practicing swimming, and swimming lessons, **play** including playing with my friends and family, playing around, **use water play equipment** such as Tarzan ropes, water slides, wave pools, and **have fun**.

The community swimming pool that was identified by the largest number of survey respondents as their favourite to visit was **Noble Park Swimming Pool** because of the water slide, because its lots of fun and there are lots of activities, it's close to home and the staff are helpful. Others included **Dandenong Oasis** because it's close to home, **Waves Leisure Centre** because of the wave pool, **GESAC** because there are lots of different things to do including a slide and outdoor pool, and **Monash Aquatic and Recreation Centre** and **Melton Waves** because of the wave pool facilities.

Future Development of Dandenong Oasis

Key facilities young people would like to see included in a new community swimming pool are a wave pool or wave machine, slides or a water slide, a water park, water play or water equipment, diving boards, a playground or children's area, and inflatables and / or obstacle courses.

In relation to the question about whether there is anything else young people would like to tell Council about building a new community swimming pool key messages included having big change rooms, make it colourful, colourful tiles, colourful seats and change rooms, and include features like wave pools, slides, Tarzan ropes.

Some of the more unexpected comments from the children who completed the survey were:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'
- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'
- 'I think they should build a safe part for babies and toddlers'
- 'Don't forget to hire some lifeguards'
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'
- 'The Council might need more time to redevelop the New Dandenong Oasis as they need to also rethink what safety features there are in the Community Pool.'

2.5.1 Aquatic Strategy (Cont.)

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7.0 School's Survey

A total of 38 Primary Schools and 17 Secondary Schools were sent the link to this survey via email, with 16 schools completing the survey. Only 6 survey responses indicated which school they were representing. These included:

- Springvale Rise Primary School
- St Gerard's Catholic School Dandenong North
- Emerson School Dandenong
- Dandenong South Primary School
- Springvale Park Special Development School
- Minaret College Springvale.

The survey asked schools about their current use or non-use of Dandenong Oasis, and their potential future use of the Centre. The survey specifically requested information about:

- Whether schools have used Dandenong Oasis in the past 12 months and if yes, how often, what activities they undertake, their reasons for using the Centre, and their level of satisfaction with the Centre
- If schools do not use Dandenong Oasis, why this is the case, and whether they use another Centre
- What would encourage schools to use Dandenong Oasis, what activities they would be likely to undertake if the Centre was redeveloped, and any suggestions for improving the services and facilities at the Centre.

Detailed survey results can be found in Appendix C.

Existing Use of Dandenong Oasis

Three quarters of schools indicated they have used Dandenong Oasis in the past twelve months, with one quarter indicating they have used the Centre occasionally, and another quarter indicating they have used it either frequently or often. Other schools did not answer this question.

The main activity schools are undertaking when they use Dandenong Oasis is swimming lessons, with only a couple indicating they have used the Centre for gym workouts. No other uses were identified by the schools. The main reasons for using the Centre are the close proximity to our school, cost of use, ease of access at times that suit the school, and swimming lessons.

In relation to overall satisfaction with Dandenong Oasis, the **highest levels of satisfaction** were the range of programs available, bus parking and car parking availability, and the options for water play. Those areas with the lowest levels of satisfaction were the quality and size of the change rooms, and

2.5.1 Aquatic Strategy (Cont.)

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spectator opportunities for carnivals. The low level of satisfaction with the change rooms is consistent with information gathered through the community survey which found that the size and condition of change facilities is a key area community members would like to see improved or addressed through redevelopment of Dandenong Oasis.

Non-Users of Dandenong Oasis

The primary reason schools indicated they do not access Dandenong Oasis is because of the lack of availability at times that suit the school. Other reasons are the poor space provided for swim lessons, the lack of group change rooms, poor access and facilities for people with disabilities, and the school not participating in swim carnivals. Other Centres schools indicate they use are Genesis Fitness Club, Monash University Swim Centre, and Time for a Swim in Parkmore.

Future Use of Dandenong Oasis

In relation to what would encourage schools to use Dandenong Oasis more frequently or start using it, improved space for swim lessons, provision of group change rooms, water play areas for fun and entertainment and improved overall facility quality were considered to be the most important. Those factors that appear to be less likely to influence future use of the Centre by schools are improved group fitness rooms and improved gym facilities. Consistent with these findings, the activities schools are most likely to undertake at a new or redeveloped Dandenong Oasis are swimming lessons and end of term fun days. They are much less likely to use the Centre for lap swimming, swimming carnivals, fitness classes and gym workouts.

While only a small number of schools answered the question about what could be done to improve the services and facilities at Dandenong Oasis, one of the responses was very consistent with information coming through all aspects of the consultation program - improved change room facilities.

2.5.1 Aquatic Strategy (Cont.)

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8.0 Stakeholder Organisations

One on one discussions were held with the Otters Swim Club, Greater Dandenong Warriors Hockey Club, Disability Advisory Committee, Positive Aging Advisory Committee and Greater Dandenong Table Tennis Association. Otters Swim Club uses the Centre 5 days per week, while the Table Tennis Association makes extensive use of the table tennis facilities co-located with Dandenong Oasis. The purpose of the discussions was to understand what the groups like about the facilities they use, whether they experience any challenges or difficulties using Dandenong Oasis, and what their future aspirations are for the use and development of Dandenong Oasis.

The detailed notes from each discussion can be found in Appendix D, with a summary of the key findings provided below.

- The Otters Swim Club had a preference for the current location as it works for their swimmers and families, and it is in close proximity to local schools.

Significant challenges for the Swim Club are the recent changeover of management and consequent time required to build working relationships with new contractors, the narrowness of the lap lanes causing swimmers to run into each other (1.8m rather than 2.2m), a lack of access to storage facilities in the Centre, the consequent reliance upon a shipping container in the reserve where Dandenong Oasis is located and the lack of feeder activities and pathways between programs run by the YMCA and the Swim Club

In the future Dandenong Oasis, the Swim Club would like access to storage inside the Centre, would like the Centre to have the capacity to host competitions, would like to have access to a meeting / activity room to conduct dry programs for swimmers and would like a 50m pool with a moveable boom allowing it to operate as two 25m pools. In addition, they would like to build better relationships with management of the Centre and with Council

- The Greater Dandenong Warriors Hockey Club have a preference for their current location. Many club members use the Dandenong Oasis and the club sometimes uses the pools for cool downs and alternate training. Peak usage times are Monday evenings and Saturdays and this may result in 50 to 60 car visits, the precinct is generally able to accommodate these visits which is important. In relation to future facilities and services at Dandenong Oasis, it was identified that sports therapy / physiotherapy services would be highly utilised.
- The following facilities and/or services were identified by the Disability Advisory Committee as being very important in the future Dandenong Oasis: all-purpose wheelchairs to access the pools (like at Casey ARC and GESAC), universal change rooms, changing places room/s, two hydraulic lifts – in case one breaks down, level access / beach entry into children's water play areas, larger hydrotherapy pool, or two separate hydrotherapy/warm water pools (need to be mindful of temperature regulation),

2.5.1 Aquatic Strategy (Cont.)

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breakout rooms for other types of exercise classes/sessions and good access to gym facilities

- The Positive Aging Advisory Committee were very happy with the consultation process. The following facility or service inclusions/considerations were identified as being important for the new Dandenong Oasis: good access for all abilities, hydrotherapy and warm water exercise programs which are important for arthritis sufferers, water aerobics, gentle exercise classes, non-slip concourse and a need to overcome safety concerns, quality change room facilities that are private, increased program promotion, accessibility via public transport, community bus service, affordable access and the provision of a good gym.
- The Greater Dandenong Table Tennis Association, they believe co-location with Dandenong Oasis is complimentary for both table tennis and users of Dandenong Oasis, and particularly assists to raise the profile of table tennis. They have a strong preference to remain co-located. Table Tennis understood that they would not be moved to a CBD location but they are flexible in considering alternate locations.

The key challenge for the Table Tennis Association is not having access to international standard courts. This means the facility is not able to host national or international tournaments, and the Association has a clear aspiration to host these types of tournaments. Another key aspiration of the Association is for the facilities to remain single purpose i.e.: only for table tennis. They do not believe a multipurpose facility is viable because of the time involved in setting up and packing up equipment.

2.5.1 Aquatic Strategy (Cont.)

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9.0 Community Workshops

The community workshops explored several areas with participants including why they use Dandenong Oasis and what they like about the Centre, what makes it difficult to use the Centre, what they would like to see changed, what they would like to remain the same about the Centre, and lessons from using other aquatic leisure centres. All of the workshop participants were existing users of the Centre, and many were older adults.

The detailed notes from each workshop can be found in Appendix E with the following key messages identified:

- The location of the Centre is very important to existing users and there was strong opposition to moving the Centre to another location. Key reasons why the current location is important to existing users is, the public transport connections available, and the proximity to major arterial roads and residential areas. Workshop participants also identified that there is room for future expansion on the current site, and the existing Centre could remain open while a new one is built on the same site
- Being able to access the Centre by public transport is important for Centre users, particularly people with a disability and older adults who cannot drive
- The availability of free car parking is considered to be very important by Centre users because it helps to keep costs down and makes the Centre more accessible
- The condition, size, number and cleanliness of the change rooms, showers and toilets is a key area Centre users would like improved. In particular, they would like to see more family change rooms and more accessible change rooms, but also general change rooms and easy to access toilet and shower facilities. The lack of change room facilities when the Centre is busy or when school groups are using the Centre was raised many times. Of particular concern, was the time people with a disability are required to wait to access an accessible change room
- Other key facilities that Centre users would like to see improved are accessibility to the gym – either by having it on the ground floor or providing lift access to the second floor, larger sauna and spa facilities, and a larger hydrotherapy pool or multiple hydrotherapy pools. The hydrotherapy pool is generally in high demand but particularly the corners of the pool which people use to support them as they undertake their exercises
- A lack of facilities for children and families is a key area of frustration. Examples of other aquatic facilities with child and family friendly facilities raised by workshop participants were, the wave pool at Casey ARC, the water play facilities at Noble Park Aquatic Centre, and the large water slide/s at Aquanation
- The need to improve how safe patrons feel using the Centre, particularly after dark

2.5.1 Aquatic Strategy (Cont.)

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- Concern about the perceived inconsistent monitoring and management of patron behaviour by Dandenong Oasis staff. In contrast to this, the staff and instructors were identified as a key area existing users would like to see remain the same about the Centre
- Fees and charges were also raised several times including the need to retain reasonable fees and charges once the Centre is redeveloped, the importance of concession pricing in helping to make the Centre accessible, and the need for gym only memberships
- The need for more aquatic space that will allow a range of uses to occur at the same time e.g.: lap swimming, schools, swim lessons etc.
- A desire for a bigger café with healthier food options and reasonably priced food and drinks.

2.5.1 Aquatic Strategy (Cont.)

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10.0 Health and Disability Providers and User Groups

A workshop style discussion was held with health and disability providers and a second for existing user groups of Dandenong Oasis. With only one organisation attending each session, the value of the information gathered is limited. There is however, consistency between the information gathered from the discussion with the health provider who attended the session, and the information gathered from the community workshops including:

- The value of the current location of the Centre because it is close to home and work for clients. This, along with the proximity to local schools is also important for the clients of the user group who attended one of the sessions
- The importance and value of the hydrotherapy pool, and the desire for increased access to and / or a larger hydrotherapy pool. Other issues raised by the health provider in relation to the hydrotherapy pool were the temperature of the pool being too cold in winter, and the water quality causing irritations. Both of these factors make it difficult for some clients to use the pool
- The lack of and poor condition of the change room facilities
- Safety concerns for clients attending the Centre, particularly female clients
- Concerns about the behaviour of some users of the Centre
- Overall, the need to improve the condition, functionality and aesthetic of the Centre including the gym facility.

The user group who attended the session indicated they have fairly simple requirements and would value having access to a multifunctional room with street frontage, and access to chairs and tables in a newly developed Dandenong Oasis.

The detailed notes from each discussion can be found in Appendix F.

2.5.1 Aquatic Strategy (Cont.)

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11.0 Submissions from the Community

Members of the Greater Dandenong community were invited to make submissions to Council about their views and expectations of the Dandenong Oasis Centre and the Feasibility Study. In total 14 submissions were received.

The submissions contained a wide range of views, perspectives and ideas, with many offering feedback consistent with that received through the other consultation mechanisms including:

- The location of the Centre. Views included retaining the Centre in its current location, locating it with Dandenong Basketball Stadium, locating it more centrally and linking it to public transport. The availability of car parking, the amount of land around the Centre, and the easy access for surrounding neighbourhoods and services, were key reasons for retaining the Centre in its current location
- Improving accessibility of the Centre, especially for people with a disability, including shower and change room facilities, ramp access and automatic doors
- Improved change room facilities including more showers, more space, more family change rooms
- Providing a larger or multiple warm water rehabilitation facilities
- The age and poor condition of the facilities
- Increasing the number and range of pool, sauna and spa facilities
- Keeping the existing Centre open while a new Centre is built alongside it
- Providing water play facilities for children and families.

Other issues or ideas raised that have not been identified through other aspects of the community consultation program were:

- Developing Greaves Reserve as a significant hub for sport, recreation and aquatic facilities
- The importance of having the Centre in a highly visible location to reinforce the value of water safety especially for culturally diverse communities
- Considering the role of a redeveloped Dandenong Oasis in meeting community needs and its role in the centre of Melbourne's fastest growth corridor
- Consider how members will be impacted through any redevelopment process
- Embracing technology as part of any facility development
- Careful consideration of the materials and finishes that will be applied any facility development with a focus upon ensuring they are future proof.

A copy of the detailed submission can be found in Appendix G.

2.5.1 Aquatic Strategy (Cont.)

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Appendix A – Detailed Results from Long Community Survey

A total of 940 surveys were completed for the long community survey.

A.1 Key Demographic Characteristics

In total just under 80 percent of survey respondents indicated answered the question about their gender. Of those who answered this question, a high proportion were female (66.5 percent female and 31.2 percent male). The remaining respondents (2.3 percent) did not specify their gender.

In total just under 80 percent of survey respondents answered the question about their age. Of those who answered the question, the highest proportion was from those aged 35 – 49 years (31.8 percent). This is a very high proportion when compared with the population profile for the Greater Dandenong community, where 17.6 percent of the population are aged between 35 and 49 years (2016 Census). The high response rate from this cohort may reflect that people in this age range are more likely to have children and currently access or wish to access an indoor aquatic centre such Dandenong Oasis. It is also an age cohort that stretches across 15 years rather than the 7 – 10 years of other age cohorts.

There was a relatively even spread of survey respondents across a number of age cohorts including those aged 25 – 34 years (15.8 percent), 50 – 59 years (14.9 percent), 60 – 69 years (18.1 percent), and 70 – 84 years (11.4 percent). This is a good indication that the survey has been of interest to and available to community members across a broad age range.

The lowest number of responses came from those aged 5 -11 years (less than 1 percent), and those aged 85 years or older (2.2 percent). For those in the older age cohort, this is not unexpected given that the ability people aged 85 years and older to use a facility such as the Dandenong Oasis, is more likely to be restricted because of health and aging issues. However, with people living longer and a much greater understanding of the health benefits of remaining physically active, this cohort is one that Council should consider carefully when planning for the redevelopment of the Dandenong Oasis.

The engagement of younger age cohorts (5 – 24 years) through the survey was very low (6.6 percent) compared with other age cohorts. This suggests there may be a need for some more targeted consultation that seeks to understand the needs and interest of children and young people in relation to Dandenong Oasis.

Age Categories	Number of Responses	Percentage of Responses
5 – 11 years	5	0.7%
12 - 17 years	18	2.4%
18 – 24 years	26	3.5%
25 - 34 years	118	15.8%
35 - 49 years	237	31.8%

2.5.1 Aquatic Strategy (Cont.)

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50 - 59 years	105	14.1%
60 - 69 years	135	5.0%
70 - 84 years	85	11.4%
85 years and over	16	2.1%
TOTAL	745	100.0%

Table A.1: Age profile of survey respondents, Dandenong Oasis Redevelopment Study, December 2018

Respondents were asked to identify their country of birth. In total 696 respondents answered this question, with a small proportion (2.6 percent) providing invalid answers.

The majority of people who answered this question were born in Australia (66.4 percent). This is a very high proportion when compared with the population profile for the Greater Dandenong community, where 36 percent of the population were born in Australia at the 2016 Census. This suggests there may be a need for some more targeted consultation that seeks to understand the needs and interest of people from multicultural backgrounds for aquatic, health and fitness opportunities in the Greater Dandenong area and specifically at the Dandenong Oasis.

The remaining survey respondents came from a wide range of countries which is not unexpected given the extensive cultural diversity in the Greater Dandenong community.

Table A.2 below provides a summary of the top eight countries.

Country of Birth	Number of Responses	Percentage of Responses
Australia	462	66.4%
India	31	4.5%
England / UK	26	3.7%
Sri Lanka	14	2.0%
Vietnam	11	1.6%
New Zealand	10	1.4%
Italy	7	1.0%
Malaysia	7	1.0%
All other Countries	110	15.8%
Invalid Answer	18	2.6%
TOTAL	696	100.0%

Table A.2: Country of Birth, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

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Respondents were asked to identify whether any person in their household had a disability. In total 78.3 percent of survey respondents answered this question. Of those who answered the question, 19.8 percent answered yes and 80.2 answered no. The proportion who answered yes appears to be high when compared with the rates of disability in the Greater Dandenong community (6.8 percent at the 2016 Census.) This suggest that it will be particularly important to consider the needs of people with a disability and possibly carers when planning for the redevelopment of Dandenong Oasis.

Respondents were asked to identify the suburb in which they live. In total, 69.7 percent of survey respondents answered this question. Of those who answered the question, the highest proportion of respondents live in Dandenong (19.2 percent) and Dandenong North (19.2 percent). This is not unexpected given that Dandenong Oasis is located on the border of these suburbs. Of greater interest is the reasonably high proportion of respondents from Keysborough (15.4 percent) and Noble Park (12.6 percent).

Table A.3 below provides a summary of the responses to this question.

Suburb in which Survey Respondents Live	Number of Responses	Percentage of Responses
Dandenong	126	19.2%
Dandenong North	126	19.2%
Keysborough	101	15.4%
Noble Park	79	12.6%
Noble Park North	31	4.7%
Springvale	25	3.8%
Dandenong South	16	2.4%
Bangholme	10	1.5%
Lyndhurst	6	0.9%
Springvale South	4	0.6%
Other	131	20.0%
TOTAL	655	100.0%

Table A.3: Suburb in which Survey Respondents Live, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

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A.2 Use of Dandenong Oasis

Survey respondents were asked to answer ten questions about their use of Dandenong Oasis. The opening questions identified whether the survey respondents were an existing or past user of the centre, or if they have never used the centre. The following questions were then directed towards those who currently use or have used the centre in the past. The questions were:

- How do you normally travel to Dandenong Oasis?
- Are you a member of Dandenong Oasis?
- What type of membership do you have?
- For how long have you been attending Dandenong Oasis?
- When you attend the Centre who do you usually come with?
- How often do you generally attend the centre?
- What is the main activity you undertake when you visit the centre?
- What is the main reason for visiting the centre?
- Is there anything that makes it challenging or difficult for you to use Dandenong Oasis?

In total 99.4 percent of survey respondents answered the question about whether they use or have used Dandenong Oasis. Just over half indicated they are a current user of the Centre, a further 30 percent indicated they have used the centre in the past but not in the past 12 months. Just over 17 percent of survey respondents (or 162 people) indicated they have never used Dandenong Oasis. This is interesting given that it can often be difficult to engage people in this type of survey when they have not made use of the centre. See Table A.4 below.

Connection with Dandenong Oasis	Number of Responses	Percentage of Responses
I am a current user of the centre	484	51.8%
I have used Dandenong Oasis in the past but not the past 12 months	288	30.8%
I have never used Dandenong Oasis	162	17.3%
TOTAL	934	100.0%

Table A.4: Connection with Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to how people normally travel to Dandenong Oasis, the vast majority of respondents (87.9 percent) travel to the centre by motor vehicle, with 5.0 percent indicating they walk to the Centre, 3.7 percent indicating they use public transport and 1.2 percent indicating they travel by bicycle. These results suggest that current users of the Centre rely heavily upon the car parking available at the Centre, and most likely have an expectation car parking will be provided as part of any new centre of redevelopment. It also suggests there are likely to be some challenges for Council in encouraging

2.5.1 Aquatic Strategy (Cont.)

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existing Centre users to make use of other forms of transport to access the Centre. See Table A.5 below.

Travel to Dandenong Oasis	Number of Responses	Percentage of Responses
Motor Vehicle	423	87.9%
Walking	24	5.0%
Public Transport	18	3.7%
Bicycle	6	1.2%
Other	10	2.1%
TOTAL	481	100.0%

Table A.5: Travel to Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to people being a member of Dandenong Oasis, 68.2 percent indicated they are a member and 31.8 indicated they are not a member of the Centre. See Table A.6 below.

For those survey respondents who indicated they are a member of the Centre, just over half (53.5 percent) indicated they have a full membership, 36 percent indicated they have an aquatic membership, and 4.8 percent have a multi visit pass. See Table A.7 below for full results.

Are You a Member of Dandenong Oasis	Number of Responses	Percentage of Responses
Yes	328	68.2%
No	153	31.2%
Total Survey Responses	481	100%

Table A.6: Membership of Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Type of Membership at Dandenong Oasis	Number of Responses	Percentage of Responses
Full Access Membership	167	53.5%
Aquatic Membership	112	35.9%
Multi Visit Pass	15	4.8%
Corporate Membership	2	0.6%
Teen Membership	1	0.3%
TAC Rehabilitation	0	0.0%
TOTAL	312	100.0%

Table A.7: Type of Membership of Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

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For those survey respondents who indicated they are a member of the Centre, nearly 60 percent indicated they have been attending the Centre for 3 years or more. This is perhaps not unexpected given that this type of survey and project often tend to attract strong interest from existing users, particularly longer-term users of aquatic centres. This usually reflects their strong sense of ownership about the facilities and what they value about the centre. See Table A.8 below for full results.

Length of Time Attending Dandenong Oasis	Number of Responses	Percentage of Responses
3 years or more	270	58.8%
2 – 3 years	30	6.5%
1 – 2 years	54	11.8%
6 – 12 months	30	6.5%
3 – 6 months	36	7.8%
Less than 3 months	39	8.5%
TOTAL	459	100.0%

Table A.8: Length of Time Attending Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Survey respondents were asked to identify who they usually attend Dandenong Oasis with. The vast majority of respondents indicated they attend the Centre either on their own (48.6 percent), or with a family member (34.6 percent). See Table A.9 below for full results.

When you Attend Dandenong Oasis, who do you Attend with	Number of Responses	Percentage of Responses
On Your Own	223	48.6%
With a Family Member	159	34.6%
With a Friend	41	8.9%
With a Group	22	4.8%
Other	14	3.0%
TOTAL	459	100.0%

Table A.9: Length of Time Attending Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Survey respondents were asked to identify how often they generally attend the Centre. In total 48.8 percent of respondents answered this question. For those who answered the question, the vast majority indicated they attend the Centre either more than once a week (57.7 percent), or once a week (24 percent). See Table A.10 below for full results.

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Frequency of Attendance at Dandenong Oasis	Number of Responses	Percentage of Responses
More than once a week	265	57.7%
Once per week	110	24.0%
At least once per month	34	7.4%
At least once every 3 months	24	5.2%
At least once every year	18	3.9%
Other	8	1.7%
TOTAL	459	100.0%

Table A.10: How Often Attend Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to the main activity survey respondents indicated they undertake when they visit Dandenong Oasis, the highest response was for lap swimming for fitness (19.8 percent). Then there was a relatively even spread across several activities including swim lessons, gentle exercise / injury rehabilitation warm water pool, using the gym, aqua aerobics, and group fitness classes. Individually these attracted between 10 and 13 percent of responses. Table A.11 below provides the full results.

Main Activity Undertaken at Dandenong Oasis	Number of Responses	Percentage of Responses
Lap swimming for fitness	91	19.8%
Swim lessons	62	13.5%
Gentle exercise / injury rehabilitation warm water pool	59	12.9%
Use the gym	54	11.8%
Aqua aerobics	52	11.3%
Group fitness class	50	10.9%
Swimming for fun	49	10.7%
Watch my kids	11	2.4%
Water play	9	2.0%
Squad training	8	1.7%
Play squash / racquetball	8	1.7%
Socialise / use café	4	0.9%
Personal training	1	0.2%
Play table tennis	1	0.2%
TOTAL	459	100.0%

Table A.11: Main activity undertaken at Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

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In relation to the main reason survey respondents indicated they visit Dandenong Oasis, the highest response was received for improving my general health and wellbeing, followed by personal fitness - lap swimming, personal fitness – strength training and group fitness, swim lessons and gentle exercise / injury rehabilitation warm water pool. Table A.12 below provides the full results.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Improve my general health and wellbeing	96	20.9%
Personal fitness – lap swimming	69	15.0%
Personal fitness – strength training and group fitness	67	14.6%
Swim lessons	59	12.9%
Gentle exercise / injury rehabilitation warm water pool	50	10.9%
Keep my children active	21	4.6%
Fun and entertainment	18	3.9%
Weight loss	18	3.9%
Make sure I stay active	15	3.3%
Competitive sport - swimming	13	2.8%
Spend time with my family	9	2.0%
To relax and unwind	8	1.7%
I feel comfortable using the centre	6	1.3%
A chance to socialise with my friends or others in the community	5	1.1%
Competitive sport – squash / racquetball	4	0.9%
Competitive sport – table tennis	1	0.2%
Other	0	0.0%
TOTAL	459	100.0%

Table A.12: Main reason for visiting Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

The final question about existing use of Dandenong Oasis was in relation to identifying anything that makes it challenging or difficult to use the Centre. (Less than half, 43.3 percent, of survey respondents answered this question). In addition, just over 40 percent who answered the question indicated the question was not applicable. This means there is a relatively small sample of responses (229 response) for this question compared with other questions. The two factors which received the highest

2.5.1 Aquatic Strategy (Cont.)

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responses were the cost / price to access the facilities (22.1 percent), and lack of appropriate change room facilities (19.1 percent). These responses are perhaps not unexpected, with the City of Greater Dandenong community having a high level of socioeconomic disadvantage which will impact upon the capacity of community members to pay to access Dandenong Oasis. In relation to the change room facilities, this may be connected to the high proportion of survey respondents who have a person living in their household with a disability, but also probably reflects the generally poor condition of the existing change room facilities at the Centre. Table A.13 below provides the full results.

Challenges or Difficulties Accessing Dandenong Oasis	Number of Responses	Percentage of Responses
Not applicable	178	43.7%
Cost / price to access the facilities	90	22.1%
Lack of appropriate change room facilities	78	19.7%
Distance from my home	42	10.3%
I don't feel comfortable using the facilities	35	8.6%
No women's only activity areas and programs	21	5.2%
Programs and activities do not suit my specific needs	20	4.9%
Lack of car parking available	18	4.4%
Poor accessibility for people with a disability or mobility issues	17	4.2%
Lack of public transport to the Centre	16	3.9%
Cost of transport to the Centre	8	2.0%
Distance from my work	7	1.7%
I don't feel safe getting to or using the Centre	7	1.7%
Poor access for cyclists and pedestrians	5	1.2%
A lack of cultural sensitivity	0	0.0%
Other	0	0.0%
TOTAL	407	100.0%

Table A.13: Challenges or Difficulties using Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

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A.3 Past User Information Questions 11 - 14

Survey respondents were asked to answer four questions about their previous use of Dandenong Oasis and use of other Centres. These were:

- Why you no longer attend Dandenong Oasis?
- What was the main activity you undertook when you used to visit the centre?
- What is the main reason you used to visit the centre?
- If you use another aquatic and leisure centre, private swim school or private gymnasium, please indicate which centre(s) you use.

In total 24.6 percent (232) of all survey respondents answered the question about why they no longer attend Dandenong Oasis. Survey respondents were able to select from a drop-down list of responses, and select more than one answer. The top three answers were the poor quality of the facilities (39.2 percent), distance from my home (35.8 percent), and I attend another aquatic and leisure centre, private swim school or private gymnasium (34.5 percent).

Overall, for survey respondents, the condition, appropriateness and accessibility of facilities at the Centre appears to be a key reason why people no longer use Dandenong Oasis. As noted above, 39.2 percent selected the poor quality of the facilities, 20.7 percent selected the facilities don't meet my specific needs, 14.2 percent selected a lack of appropriate change facilities, and 4.3 percent selected facilities are not accessible for people with a disability or mobility issues.

Survey respondents were also able to select other and provide a written comment about why they no longer attend the Centre. The condition and accessibility of facilities was also raised consistently through these responses. Key messages from these responses included:

- Lack of cleanliness of the facilities
- Small size of facilities e.g.: hydro pool and gym
- Age of facilities, not welcoming and looks tired
- Lack of accessibility to the second floor
- Lack of play equipment / facilities for children e.g.: no water slide or playground.
- Rudeness of staff and no follow up regarding enquiries about swimming lessons for children
- Electing to do a different type of exercise and / or using a different facility

Combined, the responses to this question suggest that upgrading or new facilities at Dandenong Oasis will help ensure the Centre is able to meet community needs and expectations for quality, accessible aquatic leisure facilities. But the responses also suggest attention needs to be given to how the facility is being managed in relation to cleanliness, the responsiveness of staff, and programming. It is also worth noting, that cost / value for money was selected by nearly 20 percent of survey respondents

2.5.1 Aquatic Strategy (Cont.)

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who answered this question. This proportion is similar to the responses from existing users of the Centre when they were asked to identify anything that makes it challenging or difficult to use Dandenong Oasis. Cost / value for money was selected by 22 percent of survey respondents who answered that question. See Table A.14 below for more information to the question about why survey respondents no longer use Dandenong Oasis.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Poor quality of the facilities	91	39.2%
Distance from my home	83	35.8%
I attend another aquatic and leisure centre, private swim school or private gymnasium	80	34.5%
Facilities don't meet my specific needs	48	20.7%
Cost/Value for money	45	19.4%
Programs don't meet my specific needs	37	16.0%
Lack of appropriate change facilities	33	14.2%
I don't feel safe getting to, or using the centre	21	9.1%
Distance from my work	19	8.2%
No women's only activity areas and programs	13	5.6%
The facilities are not accessible for people with a disability or mobility issues	10	4.3%
Poor access for pedestrians and cyclists	9	3.9%
The lack of public transport connections to the facility	9	3.9%
The lack of parking availability	5	2.2%
The cost of transport to get to the centre	4	1.7%
Other (please specify)	52	
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.14: Reasons why you no longer use Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to when survey respondents previously attended the Dandenong Oasis, the main activity they undertook was swimming for fun (33.2 percent) followed by lap swimming for fitness (16.8 percent). This is consistent with the responses to the question about the main reason survey respondents previously visited Dandenong Oasis i.e.: for fun and entertainment (19.4 percent), followed by improving my general health and wellbeing (13.8 percent). Table A.15 provides a full list

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of responses about the main activity undertaken and Table A.16 about the main reason for visiting Dandenong Oasis.

Interestingly, past users of the Centre were far more likely to visit Dandenong Oasis for fun and entertainment, than current users of the Centre who are more likely to use the Centre to improve general health and wellbeing or participate in personal fitness activities. There was however, consistency in the proportion of current and past users who indicated they do or did visit the Centre to lap swim for fitness.

Main Activity Undertaken at Dandenong Oasis	Number of Responses	Percentage of Responses
Swimming for fun	77	33.2%
Lap swimming for fitness	39	16.8%
Swim lessons	21	9.0%
Use the gym	21	9.0%
Group fitness classes	19	8.2%
Gentle Exercise / Injury rehabilitation warm water pool	19	8.2%
Watch my kids	14	6.0%
Water play	11	4.7%
Aqua aerobics	5	2.2%
Play squash and/or racquetball	3	1.3%
Squad training	1	0.4%
Socialise/use cafe	1	0.4%
Play table tennis	1	0.4%
Personal training	0	0.0%
Other (please specify)	14	9.0%
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.15: Main activity previously undertaken at Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
Fun and entertainment.	45	19.4%
Personal fitness – lap swimming	32	13.8%
Improve my general health and well being	32	13.8%
Swim lessons	24	10.3%

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Personal fitness – strength training and group fitness	24	10.3%
Spend time with my family	18	7.8%
Keep my children active	18	7.8%
Gentle exercise Injury rehabilitation warm water pool	15	6.5%
Weight Loss	8	3.4%
Make sure I stay active	6	2.6%
I feel comfortable using the centre	4	1.72%
To relax and unwind	3	1.3%
Competitive sport – swimming	2	0.8%
Competitive sport table tennis	1	0.4%
A chance to connect with my friends or other people in the community	0	0.0%
Competitive sport – squash or racquetball	0	0.0%
Other (please specify)	2	
TOTAL (NB: Multiples Responses Allowed)	232	

Table A.16: Main reason previously attended Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

In relation to other aquatic and leisure, private swim school or private gymnasiums used by survey respondents, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Casey ARC, and Casey RACE. Other public aquatic centres identified by survey respondents included GESAC, Frankston PARC, Waves Leisure Centre, Monash Aquatic and Recreation Centre, Clayton Aquatic and Health Club, Aqualink, Aquanation, Cardinia Life, Oakleigh Recreation Centre, Springers Leisure Centre, Don Tatnell Leisure Centre, Melbourne Sports and Aquatic Centre, Harold Holt Swim Centre and Prahran Aquatic Centre.

Private gym facilities identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Anytime Fitness, Fitness First, Fernwood, Genesis, Good Life, Prime Health Solutions, ReCreation Keysborough, Freeway Sports, Snap Fitness, Pick it Up Fitness, Stand Up Fitness, and Next Level Fitness.

Private swim school providers identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Kings Swim, North Lodge Swimming Academy, Paul Saddler Swim School, Time for a Swim, Haileybury Swim School, Swimworld, and Jump Swim School.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

A.4 Non-User Information Questions 15 – 16

Survey respondents who have never used Dandenong Oasis were asked to answer two questions about why they do not use the Centre. These were:

- Why you don't attend Dandenong Oasis?
- If you use another aquatic and leisure centre, private swim school or private gymnasium, please indicate which centre (s) you use.

In total 15.2 percent (143) of all survey respondents answered the question about why they don't attend Dandenong Oasis. Survey respondents were able to select from a drop-down list of responses, and select more than one answer. The top three answers were the distance from my home (41.3 percent), I attend another aquatic and leisure centre, private swim school or private gymnasium (30.1 percent), and the poor quality of the facilities (17.5 percent). While the proportions differ a little, these were also the top three reasons why previous users of Dandenong Oasis no longer attend the Centre.

Survey respondents were also able to select other and provide a written comment about why they no longer attend the Centre. The number of written comments was only very small (18 in total), so this information needs to be used with some caution. Key messages identified more than once included:

- Allergies / bad reaction to chlorine
- Undertaking other forms or exercise
- Lack of cleanliness
- Facilities are too small.

Table A.17 below provides the results from this question.

In relation to other aquatic and leisure, private swim school or private gymnasiums used by survey respondents, there was a wide range of responses highlighting the availability of these facilities in close or reasonable proximity to Dandenong Oasis. In addition, it is likely that factors such as proximity to home, work, study or family, also impact upon the facilities a person may access.

Public aquatic leisure facilities appear to be popular amongst survey respondents, particularly Noble Park Aquatic Centre, Monash Aquatic and Recreation Centre, and Frankston PARC. Other public aquatic centres identified by survey respondents included Casey ARC, Casey RACE, GESAC, Waves Leisure Centre, Clayton Aquatic and Health Club, Aquanation, Aquahub, Oakleigh Recreation Centre, and Harold Holt Swim Centre.

Private gym facilities identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Anytime Fitness, Fitness First, Genesis, Good Life, Snap Fitness, and Jan Wilson Centre.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Private swim school providers identified by survey respondents but with much less frequency than the public aquatic leisure centres included, Kings Swim, Mentone Grammar Swim School, and Paul Saddler Swim School.

Main Reason for Visiting Dandenong Oasis	Number of Responses	Percentage of Responses
I attend another aquatic and leisure centre, private swim school or private gymnasium	43	30.1%
Distance from my home	59	41.3%
Poor quality of the facilities	25	17.5%
Cost/Value for money	19	13.3%
No interest in using the centre	18	12.6%
The lack of public transport connections to the facility	12	8.4%
Facilities don't meet my specific needs	11	7.7%
I wasn't aware the centre existed	11	7.7%
Wouldn't feel comfortable using the centre	11	7.7%
Programs don't meet my specific needs	8	5.6%
The lack of parking availability	7	4.9%
I don't feel safe getting to, or using the centre	7	4.9%
Distance from my work	6	4.2%
The facilities are not accessible for people with a disability or mobility issues	5	3.5%
Lack of appropriate change facilities	5	3.5%
No women's only activity areas and programs	4	2.8%
Poor access for pedestrians and cyclists	0	0.0%
Other (please specify)	18	
TOTAL	143	

Table A.17: Reasons why you do not use Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

A.5 Future Use Information Questions 17 - 18

Survey respondents were asked two questions to understand their likely interest in using a redeveloped Dandenong Oasis Centre in the future. Respondents were asked to identify on a scale of 0 – 10 where 0 is extremely unlikely and 10 is extremely likely:

- Which facilities would encourage them to use a new Dandenong Oasis. A drop-down list of 17 types of facilities was provided
- Which factors would encourage them to use a new Dandenong Oasis. A drop-down list of 11 factors was provided.

In total, 80.2 percent of survey respondents answered these questions.

In relation to facilities, the facility that received the highest weighted average was the warm water program pool for rehabilitation and gentle exercise (7). There were also a number of facilities that received a weighted average of between 6.5 and 6.7 including quality group fitness program rooms, a lap swimming and squad swimming pool, quality gym areas and equipment, quality gym areas and equipment, café and social space, and water play areas for children.

Those facilities receiving the lowest weighted average (between 4.4 and 4.9) included community meeting rooms, childcare facilities, women's only activity areas, and specific areas and programs for teenagers. In relation to specific program areas for teenagers, the low weighted average may be linked to the low number of young people who completed the survey. Those aged 6 – 24 years accounted for only 6.6 percent of all survey respondents. Figure D1 below provides a summary of the weighted average responses for each facility.

In relation to factors that would encourage survey respondents to use a new Dandenong Oasis, the factor that received by far the highest weighted average was good access to substantial numbers of car parking spaces (8.1). This is not unexpected given the high proportion of survey respondents that access the existing Centre by car (87.9 percent).

The factors that received the next highest weighted average were good access for pedestrians (6.5) and located within a park or reserve (6.1). Those factors receiving the lowest weighted average of between 4.3 and 4.8 were, collocated with youth services, easily accessible by train, located close to shops, and co-located with children and family services. Figure D2 below provides a summary of average response score for each item.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

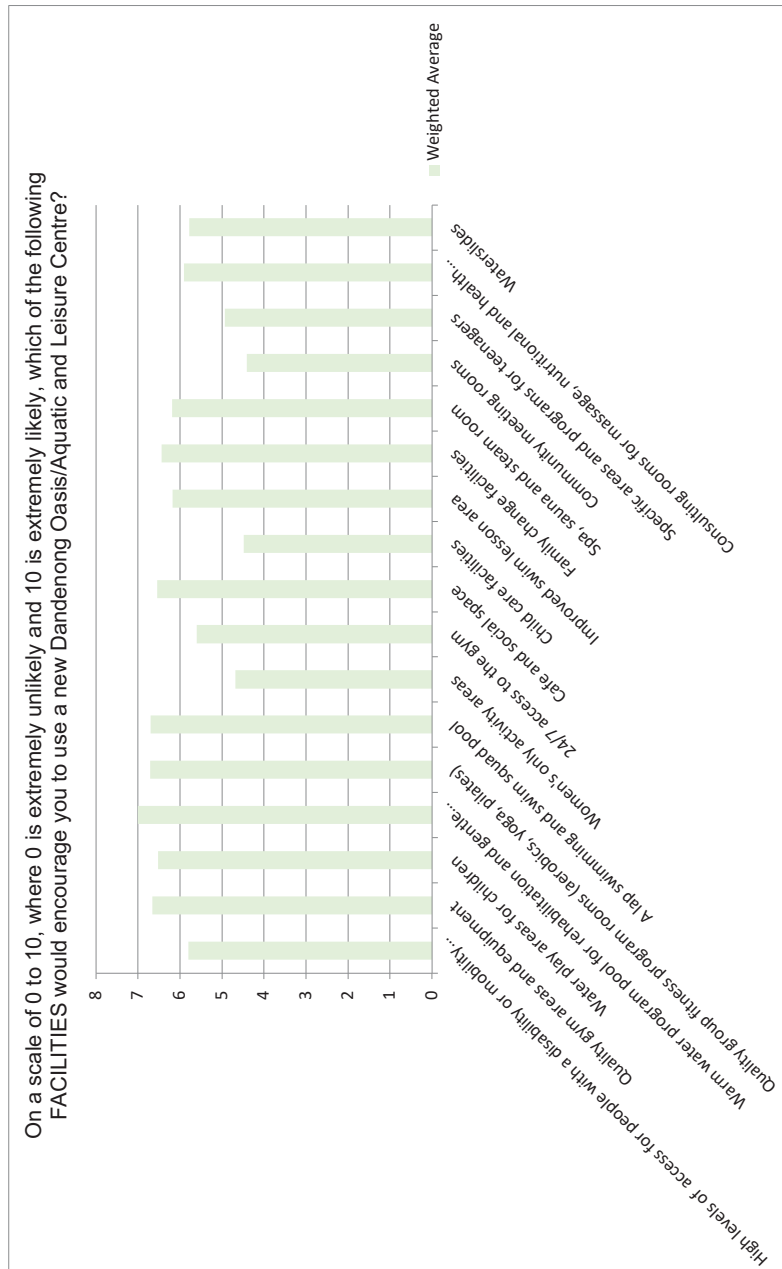


Figure D1: Facilities that will encourage use of the new Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

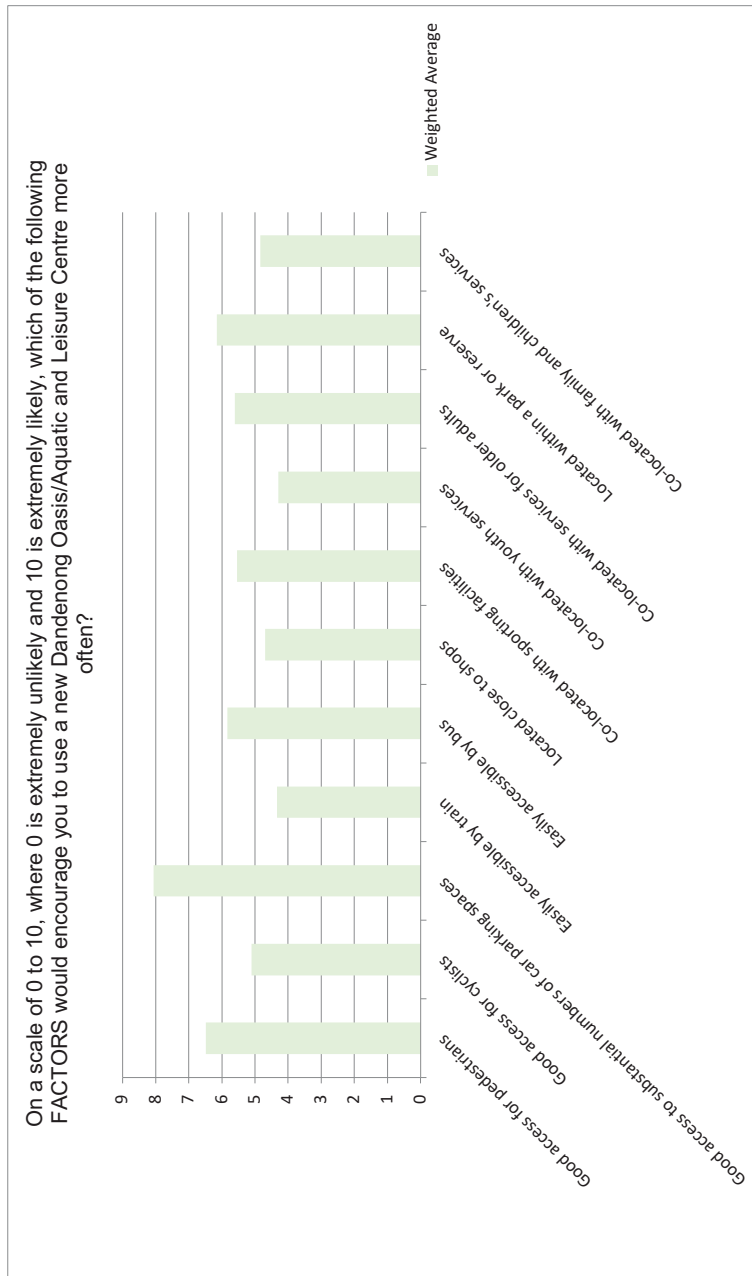


Figure D2: Factors that will encourage use of the new Dandenong Oasis, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

A further analysis of future facility priorities is provided in the table below with preferences by age cohorts detailed.

Age Cohort	Average of Access for People with Disabilities	Average of Quality Gym Areas	Average of Water Play	Average of Warm Water Pool	Average of Group Fitness Rooms	Average of Lap Swimming Pool	Average of Women's Only Activity Areas	Average of 24/7 Gym Access	Average of Cafe and Social Space	Average of Child Care Facilities	Average of Improved Swim Lesson Area	Average of Family Change Facilities	Average of Spa, Sauna and Steam Room	Average of Community Meeting Rooms	Average of Programs for Teenagers	Average of Consulting Rooms	Average of Waterslides	Overall Average
12 to 17	5.6	8.2	7.6	5.6	7.2	7.6	4.7	6.3	6.3	4.9	7.7	6.4	4.8	5.2	7.5	6.4	8.1	6.5
18 to 24	7.3	7.1	6.6	7.0	7.1	8.0	7.0	6.6	6.7	6.5	8.0	7.0	6.9	6.3	7.1	7.0	7.0	7.0
25 to 34	5.6	6.6	7.7	6.5	6.8	6.7	5.5	6.4	6.4	5.3	7.1	7.3	6.8	4.1	4.6	6.0	7.0	6.3
35 to 49	5.3	6.6	7.3	6.4	6.5	6.7	4.8	5.6	6.5	4.7	6.5	6.9	6.1	4.4	5.2	5.8	6.8	6.0
50 to 59	5.9	7.0	5.3	7.5	7.1	7.4	4.8	5.8	6.5	4.1	5.4	5.5	5.7	4.6	5.0	6.1	4.2	5.8
60 to 69	6.2	6.9	5.1	8.2	7.2	6.7	4.0	5.5	7.0	3.3	5.5	5.9	6.8	4.6	4.0	6.0	3.9	5.7
70 to 84	7.5	6.6	5.3	8.1	6.8	5.9	3.0	4.3	6.8	4.4	4.9	6.0	5.9	3.9	4.6	6.1	3.7	5.5
85+	9.2	5.4	4.3	8.6	3.4	7.5	4.0	3.0	8.4	2.8	4.3	4.6	7.8	4.4	3.3	5.0	3.3	5.3
Total	5.8	6.7	6.5	7.0	6.7	6.7	4.7	5.6	6.6	4.5	6.2	6.5	6.2	4.4	4.9	5.9	5.8	5.9

Table A.18: Future Facility Preferences by Age Cohorts

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

A.6 Preferred Site Question 19

As part of planning for the future Dandenong Oasis, Council is considering several potential sites. Survey respondents (for the long survey) were asked to indicate their preference in relation to sites which included the existing site at Mills Reserve and Central Dandenong within the Activity Centre. Survey respondents could also identify other sites they believe Council should consider or indicate if they have no preference. In total 77.3 percent of survey respondents answered this question.

The existing site at Mills Reserve appears to be the preferred site with 52.5 percent of people who answered this question, selecting this site. A further 19.3 percent indicated they had no preference, 18.4 percent selected Central Dandenong, and 9.8 percent selected other.

Those survey respondents who selected other, identified a large number of alternate sites including three that were raised consistently. These were Springers Leisure Centre, the Keysborough / Keysborough South area, and next to State Basketball Centre / Dandenong Stadium. Other sites raised multiple times but with much less frequency were Tatterson Park, near Dandenong Railway Station, the old livestock market, Springvale, Dandenong South, Greaves Reserve in Bennett Street Dandenong and the old Bunnings site in Dandenong.

Other alternate sites identified but only by single survey respondents were:

- Maralinga Primary School site
- Close to Police Paddocks
- Shepley Oval, Dandenong
- Existing Masters property Keysborough
- Watcher Reserve area
- North of Dandenong
- Dandenong Showgrounds
- Doveton Reserve
- Barry Powell Reserve
- Melbourne Water Recreation Area
- Tomas Carroll Reserve
- Old Endeavour Hills Secondary College site
- Barry Powell Reserve
- Frankston Dandenong Road green wedge area of Bangholme
- Noble Park – merge with existing centre
- Cheltenham Road Reserve
- Dandenong Park, Putney Street area
- An alternate location within the existing Dandenong Oasis precinct (i.e. keep existing facility open during construction)
- Clow Road next to Dandenong Creek

2.5.1 Aquatic Strategy (Cont.)

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Note: there were also several responses provided about non-specific alternate locations such as “near a train station”.

A.7 Importance of Dandenong Oasis Development Question 20

Survey respondents were asked to indicate on a scale of 0 to 10, where 0 is extremely unimportant and 10 is extremely important, how important the development of a new Dandenong Oasis / Aquatic and Leisure Centre is. In total 80.2 percent of survey respondents answered this question.

The weighted average response to this question was 7.9, with 45.8 percent of those who answered the question indicating they believe the development is extremely important. In total 65.8 percent of people who answered the question selected either 8, 9 or 10 when responding to this question. Generally, this suggests survey respondents consider the development to be very important. Although it is important to acknowledge 10 percent of survey respondents who answered this question selected 0, 1, 2, 3, or 4, and do not consider the development to be important.

A.8 Open Comments Question 26

The final question of the survey, invited respondents to provide any general comments about the proposed development of Dandenong Oasis. In total 28.7 percent of survey respondents chose to provide comments. Key messages from the comments included:

- Strong support for the existing Centre, but with an acknowledgement that the facilities are old, tired and need to be upgraded
- Strong support for the Centre to remain in its current location with some suggesting they would cease to use the Centre if it was relocated, and some concern about the cost of and availability of parking if it was located in the centre of Dandenong
- A need for family friendly facilities including family change rooms, water play, water slides etc.
- Some concern about the chlorinated nature of the pool and suggestion that any new pool could be salt water
- Concern about the dirtiness of different parts of the Centre including the pools, change rooms, and gym including the equipment
- Some support for the existing facility and a preference for it to remain as is, be maintained more effectively so that it can continue to operate, or undergo some upgrade works but not a complete redevelopment
- Some programming suggestions such as poolates, more time for individual use of the hydro pool, programs for frail aged and health and wellness programs such as yoga and pilates
- Concern about the extensive use of the spa / sauna facilities by males and the consequent lack of access for women i.e.: women feel uncomfortable using the facilities

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

- The increasing cost to access the Centre, particularly the increase in membership prices in recent years, and the price to access facilities such as the gym for a one-off session
- The need for facilities to support residents living in Keysborough / Keysborough South
- The need for more appropriate areas for group fitness and gym facilities
- Some preference for a 50m pool to be included as part of redeveloping the Centre
- The need for improved change facilities
- Some concern about the consultation process and outcome of the design for the Noble Park Pool, and suggestions that this not be replicated with planning for the Dandenong Oasis Centre.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Appendix B – Detailed Results Children’s Survey

A total of 101 surveys were completed.

B.1 Key Demographic Characteristics Questions 8 - 10

Survey respondents were asked to provide some simple demographic information as part of completing the survey. This included:

- Which school they attend
- What grade they are in at school
- Where they live.

In total 82.2 percent of survey respondents answered these questions.

Of those who answered these questions, 84.3 percent indicated the school they attend is Athol Road Primary School, and 13.3 percent attend Dandenong South Primary School. The vast majority are in grade 5 or 6 (83.1 percent), and the largest proportion (44.6 percent) live in Springvale. This is not unexpected given that Athol Road Primary School is located in Springvale.

A full list of where survey respondents live can be found in Table B.1 below.

Suburb in which Survey Respondents Live	Number of Responses	Percentage of Responses
Bangholme	0	0.00%
Dandenong	4	4.8%
Dandenong North	0	0.0%
Dandenong South	8	9.6%
Keysborough	5	6.0%
Lyndhurst	0	0.0%
Noble Park	9	10.8%
Noble Park North	0	0.0%
Springvale	37	44.6%
Springvale North	0	0.0%
Other (please specify)	20	24.1%
TOTAL	83	

Table B.1: Suburb in which Survey Respondents Live, Dandenong Oasis Redevelopment Study, December 2018

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

B.2 Existing Use of Community Swimming Pools Questions 1 - 5

Survey respondents were asked to respond to 5 questions about their existing use of community swimming pools including:

- How often do you go to a community swimming pool each year?
- Who do you normally go to the community swimming pool with?
- What activities have you participated in at a community swimming pool?
- What things do you like to do when you go to the community swimming pool?
- Which community pool is your favourite to visit and why?

There was a relatively even spread across the available responses for the frequency survey respondents visit a community swimming pool with

- 27.7 percent indicating they never visit a community swimming pool
- 27.7 percent indicating they visit a community swimming pool less than 5 times per year
- 21.8 indicating they visit 5 – 10 times per years, and
- 22.8 percent indicating they visit 10 times or more a year.

Of those who do visit a pool, the majority attend with their family (65.7 percent), followed by their school (22.4 percent). A total of 9 percent indicated they visit with others but in the main this was friends and family. A further small proportion (3 percent) indicated they visit with friends. These results are not unexpected given the age cohort of the survey respondents i.e.: students in grade 5 and 6. At this age, children are most likely to be visiting community swimming facilities with their family because of supervision requirements in aquatic environments and the type of activity they are participating in e.g.: swim lessons.

The activities survey respondents are most likely to participate in when they attend a community swimming pool are swim lessons (59.1 percent) and playing with my friends or family (59.1 percent). Other activities they are less likely to participate in are school swimming carnivals (12.1 percent), birthday parties (9.1 percent) and swim squad (6.1 percent).

In relation to the question about what survey respondents like to do when they visit a community swimming pool, popular responses were:

- Swim including swimming laps, swimming in the deep end, swimming and relaxing, practicing swimming,
- Playing including playing with my friends and family, playing around
- Use water play equipment such as Tarzan ropes, water slides, wave pools
- Have fun.

2.5.1 Aquatic Strategy (Cont.)

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In relation to the question about which community pool is your favourite to visit and why, in total 63.4 percent of survey respondents answered this question. Of those who answered the question:

- 39.7 percent identified Noble Park Swimming Pool with key reasons including the water slide, its lots of fun and there are lots of activities, it's close to home and the staff are helpful
- 18.8 percent identified Dandenong Oasis with the primary reason being it's close to my home
- 9.4 percent identified Waves Leisure Centre with the primary reason being of the wave pool
- 4.7 percent identified GESAC because there are lots of different things to do including a slide and outdoor pool.

Other facilities identified were Monash Aquatic and Recreation Centre and Melton Waves because of the wave pool facilities.

B.3 Future Development of Community Swimming Pools Questions 6 and 7

Survey respondents were asked to respond to 2 questions about possible future development of a community swimming pool by council. These questions were:

- What would you like Council to include in a new community swimming pool?
- Is there anything else you would like to tell Council about building a new community swimming pool?

In total 79.2 percent of survey respondents answered the question about what you would like included in a new community swimming pool, with key answers including:

- A wave pool or wave machine
- Slides or a water slide
- Water park, water play or water equipment
- Diving boards
- Playground or kid's area
- Inflatables and / or obstacle courses.

In total 70.2 percent of survey respondents answered the question about whether there is anything else they would like to tell Council about building a new community swimming pool. The responses to this question were quite varied and some perhaps unexpected given the age cohort. Key messages that were raised multiple times included make it big, including big change rooms, make it colourful, colourful tiles, colourful seats and change rooms, and include features like wave pools, slides, tarzan ropes.

Some of the more unexpected comments from the children who completed the survey were:

- 'Don't spend all your money on something that people aren't going to come back. It needs something that will make them come back to keep them interested'

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

- 'As people grow you need privacy so, I want to say that, maybe you can add a personal closet for each person because, getting changed in one room is VERY awkward'
- 'I think they should build a safe part for babies and toddlers'
- 'Don't forget to hire some lifeguards'
- 'Just make sure that it is suitable for all ages because everyone wants to have fun'
- 'The Council might need more time to redevelop the New Dandenong Oasis as they need to also rethink what safety features there are in the Community Pool.'

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Appendix C – Detailed Results School’s Survey

In total 16 schools completed this survey. This is a small sample size given the number of school who currently use the Centre, and the number of schools in reasonably close proximity to the Centre. The information from this survey will need to be used with some caution because of the small sample size.

Of the surveys completed, only 6 indicated which school they were representing. These included:

- Springvale Rise Primary School
- St Gerard’s Catholic School Dandenong North
- Emerson School Dandenong
- Dandenong South Primary School
- Springvale Park Special Development School
- Minaret College Springvale.

C.1 Existing Use of Dandenong Oasis Questions 1 - 5

Survey respondents were asked to respond to 5 questions in relation to their existing use of Dandenong Oasis including:

- Does your school currently use Dandenong Oasis?
- Approximately how many would your school have used Dandenong Oasis in the past 12 months?
- What activity or activities does your school undertake when using Dandenong Oasis?
- What are the reasons your school uses Dandenong Oasis?
- What is your overall satisfaction with the following in relation to Dandenong Oasis? In total 12 items were listed and schools were asked to rate their satisfaction on a scale of 1 – 10 with 1 being extremely dissatisfied and 10 being extremely satisfied.

In total 12 schools (75 percent) indicated they have used Dandenong Oasis in the past 12 months, and 2 schools (25 percent) indicated they have not. A number of schools who have used the Centre, did not answer the next question about how frequently they have used the Centre in the past twelve months. Of those who answered this question:

- 4 indicated they have done so occasionally (3 – 10 times)
- 3 indicated they have done so frequently (over 20 times)
- 1 indicated they have done so often (11 – 20 times).

The main activity schools are undertaking when they use Dandenong Oasis is swimming lessons, with a much smaller number indicating they have used the Centre for gym workouts (2 in total). None of

2.5.1 Aquatic Strategy (Cont.)

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the schools who completed the survey use the Centre for school swimming carnivals, fitness classes, lap swimming, or end of term fun days.

The main reasons schools indicated they use Dandenong Oasis is because of

- The close proximity to our school
- Cost of use
- Ease of access at times that suit the school
- Swimming lessons.

There were mostly an even number of responses from the schools across all of these areas.

In relation to overall satisfaction with Dandenong Oasis, the highest levels of satisfaction from schools who answered the survey were:

- The range of programs available with a weighted average of 7.25
- Bus parking and car parking availability with a weighted average of 7.17
- The options for water play with a weighted average of 7.13.

Those areas with the lowest levels of satisfaction were:

- The quality and size of the change rooms with a weighted average of 4.25. This result is consistent with information gathered through the community survey which found that the size and condition of change facilities is a key area community members would like to see improved or addressed through redevelopment of Dandenong Oasis
- Spectator opportunities for carnivals with a weighted average of 5.33.

C.2 Non-Users of Dandenong Oasis Questions 6 and 7

The sample size for this question is very small (3 in total), so the information will be of limited value.

Schools who indicated they do not currently use Dandenong Oasis were asked to indicate:

- Why they do not access the Centre
- If they use another Centre, which one is it.

The primary reason schools indicated they do not access Dandenong Oasis is because of the lack of availability at times that suit the school. Other reasons are the space provided for swim lessons is poor, there are no group change rooms, access and facilities for people with disabilities is poor, and our school doesn't participate in swim carnivals.

The other Centres schools indicate they use are Genesis Fitness Club, Monash University Swim Centre and Time for a Swim in Parkmore.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

C.3 Future Use of Dandenong Oasis Questions 8 - 10

Schools were asked to respond to 3 questions about possible future use of Dandenong Oasis including:

- What would encourage your school to use Dandenong Oasis more frequently or start using the Centre. Schools were asked to select from a list of items indicating their importance from 1 – 10 where 1 is the least important and 10 is the most important
- What activities is your school likely to undertake in a new or redeveloped Dandenong Oasis
- Can you suggest anything that could be done to improve the services and facilities at Dandenong Oasis?

In relation to what would encourage your school to use Dandenong Oasis more frequently or start using it, in total 10 schools answered this question with a relatively even spread of responses across a number of factors. Those receiving the top responses were:

- Improved space for swim lessons with a weighted average of 8.44 for importance
- Provision of group change rooms with a weighted average of 8.4 for importance
- Water play areas for fun and entertainment, and improved overall facility quality. Both of these responses received a weighted average score of 8.2 for importance

Other factors with a weighted average score of between 7.1 and 7.7 were:

- Reduced cost of entry
- Improved access and amenities for people with disabilities
- Better bus parking
- Quality facilities for swim carnivals

Those factors that appear to be less likely to influence future use of the Centre by schools are improved group fitness rooms and improved gym. Both of these received the lowest weighted average score of 6 for importance.

The activities schools are most likely to undertake a new or redeveloped Dandenong Oasis are swimming lessons (90 percent of schools) and end of term fun days (80 percent of schools). They are much less likely to use the Centre for lap swimming, swimming carnivals, fitness classes and gym workouts.

In relation to suggestions about what could be done to improve the services and facilities at Dandenong Oasis, only 5 schools responded to this question providing a very small sample size. Suggestions included:

- Improved change room facilities

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

- Keep children in the same year level in swim classes together e.g.: do not have preps with grade 3 children
- Continuity of co-ordinators for the swimming school
- Provision of side of pool space for lessons for children with a disability.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Appendix D – Detailed Notes from Discussions with Stakeholder Organisations

Discussions with the following key stakeholder were undertaken:

- The Otters Swim Club (meeting 15th November 2017)
- Greater Dandenong Warriors Hockey Club (meeting 15th November 2017)
- Disability Advisory Committee (meeting 20th November 2017)
- Positive Aging Advisory Committee (28th September 2017)
- Greater Dandenong Table Tennis Association (meeting 15th November 2017).

Where relevant, detailed notes are outlined below:

D.1 Discussion with Otters Swim Club

The Otters Swim Club currently make use of the 50m pool at Dandenong Oasis 4 mornings and 5 nights each week. They have operated from the Centre since 1992 and currently have around 40 children who swim regularly with the Club.

Discussion with representatives from the Otters Club focused upon:

- Understanding what the Club likes about / what works for them in using Dandenong Oasis
- The challenges of using Dandenong Oasis for the Club
- What the Club like to see in a newly developed Dandenong Oasis.

Key aspects the Club likes about using Dandenong Oasis are:

- The location of the Centre works for swimmers and their families
- The close proximity of the Centre to local schools.

Largely however, the Club feels it has no choice other than to use Dandenong Oasis and accept the constraints or challenges that go with this. Key challenges identified by the Club about using Dandenong Oasis are:

- The recent changeover of centre management (i.e.: the organisation contracted to manage the Centre on Council's behalf). This approach means the Club finds it spends a lot of time developing ongoing positive working relationships with the contractor
- The lane width has been made smaller to accommodate more use i.e.: 1.8 m rather than 2.2m. This makes it difficult for the Club when conducting training sessions with swimmers constantly bumping into each other
- The lack of access to storage in the Centre for the Club. The Club has a cage on pool deck but the YMCA want to get rid of this. The Club had a filing cabinet at the Centre with key records

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

of swimmers, but this was removed and is now stored in a shipping container along with other Club equipment outside the Centre

- The Club identified an opportunity to increase membership numbers through an improved pathway from the YMCA learn to swim program into this club squads and programs.

The Club would like to see the following in a newly developed Dandenong Oasis:

- Shared access to storage inside the Centre
- Improved relationships between the Club and the contractor responsible for managing the Centre
- More effective support from Council for the Club
- For the Centre to have the capacity to host swim competitions. This includes the provision of grandstand facilities
- Access to a meeting / activity room to conduct dry programs for swimmers
- A moveable boom in a 50m pool, allowing it to operate as two 25m pools. Modern technology is essential to implement this effectively.

D.2 Discussion with Greater Dandenong Warriors Hockey Club, Disability Advisory Committee and the Positive Aging Advisory Committee

All details have included into the summary contained in the main report.

D.3 Discussion with Greater Dandenong Table Tennis Association

The Greater Dandenong Table Tennis Association currently leases a facility from Council that is co-located with Dandenong Oasis. There is a physical connection between the two buildings, and more recently relationships between the Association and the YMCA who operate Dandenong Oasis on Council's behalf, have been strengthened.

Discussion with representatives from the Table Tennis Association focused upon:

- Sharing information with them about the planning happening for Dandenong Oasis
- Understanding the challenges or difficulties the Association experiences with the current facilities.
- Developing an understanding of the future needs and aspirations of the Association

The key challenge or difficulties the Association identified was that the existing courts are not international size courts, so it is not possible for the venue to host national or international tournaments. The Association also identified the lack of toilet facilities as a challenge.

The future needs and aspirations of the Association are:

2.5.1 Aquatic Strategy (Cont.)

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- A strong preference to remain in their current location and remain co-located with Dandenong Oasis. They believe the co-location of the facilities is complimentary and assists to build the profile of table tennis
- To have the capacity to host national or internal competitions. Mornington has built 4 international standard courts in recent times
- They are unclear whether locating to another site in a standalone location is viable. They believe the facilities would need to be of an international standard to attract extensive use
- To focus upon building participation. Currently the Association offers training and / or competitions 6 days a week
- That the facilities continue to be used for the sole purpose of table tennis. They do not believe a multipurpose facility is viable because of the time involved in setting up and packing up equipment. All top facilities in Australia are not multipurpose. Examples they provided were Croydon, Mornington, Geelong and Ballarat
- The number of courts in the venue is 16. The Association would like more, but 16 is workable.

2.5.1 Aquatic Strategy (Cont.)

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Appendix E – Notes from Community Workshops

Two community workshops were held at Dandenong Oasis on 15 November 2017. One was held in the morning and one in the early evening. Both workshops were open to all members of the community. A total of 25 people attended the morning workshop and 12 people attended the evening workshop. Participants were wholly existing users of Dandenong Oasis, and the vast majority of participants were older adults.

In the first part of the workshops, information was presented about the planning work being undertaken in relation to Dandenong Oasis. The second and main part of the workshops concentrated on exploring the following questions:

1. Why you use Dandenong Oasis and what do you like about it?
2. What makes it difficult to use Dandenong Oasis, and what would you like to see changed at the Centre and why?
3. What are the things you would like to see remain the same at Dandenong Oasis and why?
4. What have you seen at other aquatic centres that you think could be considered for Dandenong Oasis? This could be facilities, programs or access.

Participants worked in small groups of up to 5 people to collectively respond to these questions. In total, there were 7 groups across the 2 sessions, 4 in the morning workshop and 3 in the evening workshop.

The final activity participants were invited to complete was to indicate the top 3 priorities they believe need to be addressed or considered as part of redeveloping Dandenong Oasis.

E.1 Why Workshop Participants Use and Like Dandenong Oasis

The main reasons workshop participants indicated they use and like Dandenong Oasis were:

- The location of the Centre – raised by 7 groups
- The availability of car parking at no cost – raised by 6 groups
- The opportunity to exercise / maintain health - raised by 5 groups
- The social interaction / companionship – raised by 4 groups
- The variety of classes / programs offered – raised by 4 groups
- Public transport access (buses) – raised by 3 groups
- Concession pricing / reasonable pricing – raised by 3 groups.

Other reasons identified by 1 or 2 groups about why they use and like Dandenong Oasis were:

- The hydrotherapy pool

2.5.1 Aquatic Strategy (Cont.)

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- Ambience / atmosphere
- The café – centrally located
- The staff
- The variety of facilities
- Convenience / ease of access
- Good equipment
- The community meeting room
- Free tea and coffee after classes
- Opening hours of the Centre
- Amenities including family change rooms, large clock, fresh water coolers
- The gym facilities
- 50m pool
- Close to rehabilitation and complementary services
- Many people and schools can walk to the Centre
- Large vehicles e.g.: buses can easily access.

E.2 What Makes it Difficult to Use or What Would You Like to Change about Dandenong Oasis

There was a lot of cross over and consistency between the aspects workshop participants identified that they find makes it difficult to use Dandenong Oasis, and those aspects they would like to change. A key aspect that makes it difficult to use the Centre is **the change room facilities** including poor water pressure and water temperature, a lack of family change rooms, a lack of accessible change rooms, and a lack of change rooms, showers and toilets generally in the Centre, especially when multiple activities are occurring, or school groups are in the Centre. Combined the change rooms were raised on 15 different occasions as an aspect that makes it difficult to use the Centre.

Other aspects that make it difficult to use the Centre and that were raised multiple times were:

- Poor accessibility to the gym i.e.: no lift access
- The spa and sauna facilities are too small
- Inconsistent monitoring and management of patron behaviour by staff e.g.: spitting, attitudes to undressing, swimming attire, age restriction on boys in female change rooms etc.
- The hydrotherapy pool is too small and too hot for classes

2.5.1 Aquatic Strategy (Cont.)

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- The Centre is not family friendly / no facilities for children
- Parking hazards around the trees / planter boxes.
- The size of the pools means they are not able to accommodate both leisure and lesson use.
There is competing use of pools by squads, schools and lap swimmers.

Other aspects that make it difficult to use the Centre that were raised only once were:

- The café offers poor quality food and the variety is inadequate
- Inadequate locker facilities – they should be refundable
- The limited availability of lanes for lap swimming during peak times
- The cleanliness of the facility is at times poor
- Lack of floor mats in the change room – people stand on the benches rather than the tiled floor.

In relation to aspects workshops participants would like to see changed about the Centre, the primary aspect was **the change room facilities** including providing private change rooms for men, bigger change rooms, providing separate / better change room facilities for school groups, maintaining change rooms to a higher standard and providing better / cleaner toilets. In total, the change rooms were raised on 8 occasions.

In relation to aquatic facilities, **bigger / more spa and sauna facilities** was raised multiple times, along with **a larger or more than one therapy pool**, and **a steam room**. With regards to the therapy pool, there was a request for more corner spaces where people can do their exercises. The corners in the existing hydrotherapy pool are apparently in high demand.

Other aquatic facilities identified as aspects to be changed but only on one occasion included:

- A 25m pool
- A diving pool.

Accessibility was also a key factor that workshop participants would like to see changed at Dandenong Oasis, including a lift to **access the gym** on the second floor or having all facilities on the ground floor, **improving access to the Centre for people with a disability including car parking**, and providing **a waiting area** for people who are waiting to be picked up.

Other aspects to change that were identified only once were:

- Improved security, particularly in relation to feeling safe using the Centre after dark. Better control of access points into the Centre is needed
- Provide better quality and cheaper sports gear in the shop

2.5.1 Aquatic Strategy (Cont.)

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- Install durable quality / vandal proof fittings
- Better lockers in the change rooms and / or no pay lockers
- Install electronic entry gates
- Clean carpets
- Offer a gym only membership
- Offer more classes in the 50m pool – more time between classes
- Provide undercover or multi-level parking
- Provide free WiFi
- Offer allied health services such as physiotherapy and massage at the Centre
- Offer more classes
- Provide a bigger café with healthier food options and reasonably priced food and drinks
- Larger function room/s
- Develop an app for bookings for classes and courts

E.3 Aspects to Remain the Same at Dandenong Oasis

The primary aspect workshop participants indicated they would like to see remain the same about Dandenong Oasis was **the location of the Centre** because of public transport connections, and proximity to major arterial roads and residential areas. They also identified the current location has room for future expansion, plus the existing Centre could remain open while a new one is built on the same site. Five groups nominated location as one of the key aspects they would like to remain the same about Dandenong Oasis.

While raised as a part of the location discussion above, workshop participants (4 groups in total) also separately identified **access to public transport** as an aspect they would like to see remain the same, because it is important for people with a disability and older adults who cannot drive.

Workshop participants also raised **free car parking** as a key aspect to remain the same about Dandenong Oasis because it helps keep costs down for Centre users, and makes the Centre accessible. A total of 3 groups nominated free car parking.

Other aspects nominated by 2 groups were:

- Continuing to offer a good variety of classes for all ages and abilities
- Retention of the reasonable entry fees / membership fees
- Having a separate pool for toddlers / children, and
- Having a crèche.

2.5.1 Aquatic Strategy (Cont.)

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Other aspects raised by only one group were:

- The swim squad / competition opportunities for swimmers
- The staff and instructors
- Offering a range of multiuse facilities
- Having a 50m pool
- The social interaction / companionship
- Continuing to have a café
- Having a hydrotherapy pool but it needs to be larger
- Having rooms for fitness classes
- Having a gym

E.4 Ideas from Other Aquatic Centres

Workshop participants identified a number of facilities, programs or approaches they have seen at other aquatic and leisure centres, that they believe could be considered for Dandenong Oasis. These were:

- The wave pool at Casey ARC. This was raised several times
- The fun water play facilities at Noble Park Aquatic Centre
- The accessible change rooms and showers at Casey RACE
- The car parking at Casey RACE including parking for people with a disability, bus and large vehicle parking. Its aesthetically pleasing and accessible
- The open showers at Noble Park Aquatic Centre
- Entertainment areas for young people
- No pay lockers at Aquarena
- Electronic entry gates at Aquarena
- High ceilings at Craigieburn
- Diving pool and training area at Aquanation Ringwood
- Restrictive access to pool area in relation to hygiene at GESAC
- Large water slide/s at Aquanation
- Mezzanine floor for café at Casey Arc.

2.5.1 Aquatic Strategy (Cont.)

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E.5 Priorities for Redeveloping Dandenong Oasis

In relation to the priorities workshop participants believe need to be addressed or considered as part of redeveloping Dandenong Oasis **retention of the Centre in its current location** was by far the highest priority. This is not unexpected given that all participants in the workshops are existing users of the Centre, and that one of the things they like the most about / the reason why they use Dandenong Oasis, is its location. In total location was raised 14 times as a priority.

Consistent with the information gathered through other aspects of the workshop, **improvements to the change room facilities** was also a high priority including the provision of more accessible change rooms, more family change facilities, more change facilities for school groups, and generally more toilets and showers.

Other aspects raised as a priority multiple times were:

- Having a larger or multiple hydrotherapy pools
- Improved monitoring and management of patron behaviour
- Retention of the free car parking
- Retention of reasonable fees and charges
- More spa and sauna facilities
- Provision of health and wellness facilities.

Like the retention of the existing location and improvements to the change room facilities, these aspects are consistent with information gathered through other parts of the workshop.

Other aspects identified only once as a priority were:

- Having a 50m pool
- Offering a gym only membership
- Having a café but with longer opening hours
- Providing more car parking for people with a disability
- Having additional pool space
- Installing no pay lockers
- Implementing better hygiene requirements for people accessing the pool e.g.: like at GESAC
- Installing water slides
- Managing age restrictions for boys in the female change rooms
- Retaining a separate pool for toddlers / children
- Retaining social interaction opportunities through café.

2.5.1 Aquatic Strategy (Cont.)

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Appendix F – Notes from Workshops with Health and Disability Providers and Existing User Groups

F.1 Health and Disability Providers

While a large number of health and disability providers were invited to this workshop, only one, a physiotherapist attended. a2z Health Group (note: business trading name) has conducted programs in the hydrotherapy pool and the gym at Dandenong Oasis for the past 15 years. The discussions centred around:

- Understanding what they like about / why they use Dandenong Oasis
- What are the difficulties they or their clients experience using the Centre and what would they like to change.

The reason they use Dandenong Oasis is because:

- It is the only public facility with a hydrotherapy pool in the area
- Clients like to come to Dandenong Oasis because it is close to home / work
- Because it suits the needs of the physiotherapy business and its clients.

Key difficulties of using Dandenong Oasis and / or what they or their clients would like to change about the Centre are:

- Having increased access and / or a larger hydrotherapy pool. The physiotherapist can only ever access half the pool which means they can have a maximum of 10 – 12 people in a session. It gets very congested with equipment
- Improving the water temperature of the hydrotherapy pool in winter. At times it is cold, making it hard for clients to use
- The water quality causes skin irritations for some clients
- The equipment in the gym is old and there is not enough of the right equipment to support people with an injury
- The aesthetics of the facility are poor i.e.: it looks old and tired
- The staff in the Centre are not always helpful
- There are not enough change facilities, they need to be updated and cleaner
- Clients have experienced their cars being broken into. Female clients in particular are not attending the Centre because they feel unsafe
- Clients find other users of the Centre are inappropriate in their behaviours at time, making them uncomfortable attending the Centre.

2.5.1 Aquatic Strategy (Cont.)

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F.2 Existing User Groups

While all existing user groups of Dandenong Oasis were invited to this workshop, only one attended. Lynns Learning (note: business trading name) conducts tuition programs at the Centre each weekend.

The discussions centred around:

- Understanding what they like about / why they use Dandenong Oasis
- What are the difficulties they or their clients experience using the Centre and what would they like to change
- What their or their client's future needs are in relation to Dandenong Oasis.

The reason Lynns Learning uses Dandenong Oasis is because:

- It is surrounded by a number of primary schools
- It is in walking distance for many of the children who attend the programs
- The room itself suits the needs of the program i.e.: it's the right size, has street frontage, is air conditioned and has toilets close by.

The only difficulty or challenge Lynns Learning experiences using the Centre is accessing tables and chairs, especially if a birthday party is happening in another part of the Centre.

In relation to future use of Dandenong Oasis:

- Lynns Learning has fairly simple requirements i.e.: a multifunctional room, preferably with street frontage, toilets close by and a good supply of chairs and tables
- Lynns Learning prefers the current location because of the number of families / children who access the Centre by walking but believes the central Dandenong Market location would also work for their business.

2.5.1 Aquatic Strategy (Cont.)

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Appendix G – Detailed Submissions from the Community

Submission	Comments
Submission 1	After some thought I would like to suggest the following: - Relocate the aquatic centre to a more central position. - The old Bunnings store on Gladstone Rd is sufficiently large enough to accommodate an aquatic centre and other sporting facilities. Public transport is available. - Moving to this location would enable more schools a closer facility. - As the old Bunnings warehouse is an empty warehouse it provides a 'blank canvas' for designers. - Rehabilitate the Oasis centre into parkland
Submission 2	- If the Centre stays where it is, I would prefer that it does, then there needs to be easier access for people with disabilities – ramp into pool – like ARC, automatic opening doors or whole open for patrons to get onto pool deck & into the change rooms when they have to use walkers or wheelchairs. - More shower & change facilities for people with disabilities. - More showers in general. After classes there are always queues of people waiting to get a shower. - The current space in the women's main change room between the shower + the opposite wall is too narrow – creating too much congestion, needs to be widened.
Submission 3	- You are currently making a bid for team 11 in the A-League. Your current plans are a stadium with a main pitch and 2 pitches next to that. - Greaves Reserve is already the home of Dandenong Tennis Club and there are 12 netball courts there. - Unfortunately, there is no train station directly next to the site but that may be a possibility in the future. If you are serious about being Team 11 I believe it's best to develop the site as best as you can to maximize use for the community and monetary gain for the local economy. I'd say a review of the current Team 11 masterplan site could be reviewed to allow for a bigger and brighter outcome of the entire site. - Picture having the brand-new Dandenong Oasis partnered with the soccer stadium and pitches, a brand-new Netball & Tennis Club redevelopment. A mini Melbourne Park/Olympic Park. - Possibly some commercial real estate coupled with the site offering some great cafes and eateries which will also help create a high traffic flow for the area. It could be a community green space with a large television much like the one in Harmony Square. - Casey ARC & Casey RACE are nice and all but this sit could totally blow them out of the water if done well. I believe the new Oasis could have integrated services like a designated bus stop/pick up drop off area. A state of the art

2.5.1 Aquatic Strategy (Cont.)

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Submission	Comments
	indoor/outdoor aquatic centre offering childcare amenities, a playground (indoor/outdoor), large café with great views to the whole site and the large television screen. table tennis centre, squash courts, gym, heated pools, spas, saunas, steam rooms, a relaxation centre offering massage & beauty therapies for mums taking their children for training giving young people in the area studying beauty a place to train their skills and work. - Blue hard courts like those at the Australian Open as they are aesthetically pleasing plus clay and synthetic grass courts. - Greaves Reserve is the large site I can see within the area that is most appropriate for such a plan. It stretches underneath the East Link all the way to Yarraman Station. Still plenty of room for general parklands. - I've attached a link to you an idea of how the new Oasis could look couple to a brand-new tennis centre adjoining to the side as opposed to a soccer pitch. Just an idea. The main issue for the side would be enough parking. I'm not sure how that would be done? Perhaps underground? I know this all comes down to money. However if my proposed ideas are possible then hopefully they come to fruition. - Thanks for taking the time to read this. - https://m.youtube.com/watch?v=LzyfN3b4qMI - http://www.aba-architects.com.au/projects#/gparc/
Submission 4	We are a young family who have lived in Dandenong and own our own home here for the past 8 years. We have used the Dandenong Oasis frequently for the past six years, since our son was born. We have found it to be: - Centrally located, in a way that puts fitness and water safety at the heart of our city - Clean - Affordable - With great parking We only make use of the pools (children's pool and 50m pool) and they are always well patronized; anymore and they would be too full! Please, if possible, retain the site with a pool, or else, if you must redevelop the site, please give us a pool that is similarly centrally located. We're not so fussed about the other facilities – but the pools are essential. Please bear in mind that we live in a community that is culturally diverse and that traditions of teaching children to swim are not universally embraced; keeping the pool in such a highly visible location tells the community that we value water safety and provides an easily accessible place to learn.
Submission 5	As someone who uses their local pool regularly, the best addition they made to Knox Leisureworks was to add a warm water rehab pool. I think all organisations thinking of renovating their public pools should consider this.

2.5.1 Aquatic Strategy (Cont.)

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Submission	Comments
Submission 6	Follow GESAC but make sure there are at least four times the number of changing room facilities especially those that are family rooms
Submission 7	The good points of the Dandenong Oasis are: - 50m pool, easy access. The bad parts now: - Aging facilities - Poor change rooms to what is not accepted - Security, no free general use lockers. Few paid lockers - Height of facility. Poor use of land. A higher facility would give a more open feel and more rooms for various facilities. - Low tech facilities. More technology could be used for better entry, monitoring (could not see any security camera), wireless WiFi - Café facilities not up to modern standards - Many others that I may put in a future email In my survey, I suggested to integrate with the Dandenong Stadium. They have excellent parking facilities and you can pool resources to open up a retail precinct with other forms of entertainment and sporting facilities which is sadly lacking in the Dandenong area. Stud road is also a much better access point than any other location. In developing a new facility, the Dandenong Council should also consider how to best use this opportunity to enhance Dandenong's current community needs and standing in Greater Melbourne considering that Dandenong sits in the center of Melbourne's fastest growing expansion corridor.
Submission 8	I work at Dandenong Oasis as Swimming Teacher since 2007. I also was member of Oasis Otter swimming club from 2004. I was excited to hear that there is a plan to redevelop Dandenong Oasis Swimming Pool. However, I would like to know more information about the plans and future developments for the centre. What is exactly your going to do? Are we going to relocate the Swimming Pool to another area. I would expand the facility instead of relocation (if that's the plan). You will never find area in Dandenong where you can have plenty of space, car parks where you want, chance of potential expansion of the pools and most importantly easy access from Dandenong CBD and neighboring suburbs. We have an opportunity to make Dandenong Oasis the largest Pool in Melbourne the amount of space which is offered. I know from blue brochure that our client base are getting surveyed however what about our team leaders from each department having their say? They have more knowledge on how to improve and what needs to be improved at the facility.

2.5.1 Aquatic Strategy (Cont.)

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Submission	Comments
	Thank you for your time reading this. I know that its not my decision on the future of my lovely pool. If needed I'm happy to provide some help to improve the facility.
Submission 9	I would like to write to you about Dandenong Oasis Swimming pool. My children have been members there for 7 years doing weekly swimming lessons. I would like to express my concerns over the idea of moving the swimming pool to the town centre or market location. The pool being where it is having sufficient parking, is away from the traffic congestion of the town centre and market and accessible from many surrounding suburbs. It also has a lot of land around so if there is going to be a redevelopment of the facilities there is plenty of room to expand. The pool is old, but with only 2 pools in the greater dandenong area, and being the largest indoor pool, to shut down this facility would be such a waste. Redevelopment would be a far better option and please leave the pool where it is. After the library was moved, even though it is a great facility, I now rarely go there as parking is hard to find it and it means I have to travel across the town centre. Please don't do the same to our pool. Thanks for listening to my concerns.
Submission 10	Recommendations for Leisure Centre - Multi-purpose basketball court with multiple sport use - Graded hydro pool 3 sections of current size pool - 1.2m, 1.6, 2m - Islands in the middle of pool for seating/rails for holding onto (minimising dead space in middle of pool. - Ramp into pool (no stairs) - Multiple spas/plunge pools - at least 1 cold plunge pool for recovery - Functional/multipurpose gym, large cardio area, large floor area for classes/stretching, large functional training area (think 45), weights - Treatment facility with multiple treatment rooms, reception area and training area - Modern changing facilities - closed showers, electronic pass code lockers, disabled access - Large pool with divider in the middle of pool so you can turn it into 2x25m pools, 1 50m pool or waterpolo pool - Diving facility - Wave pool with water slide for kids
Submission 11	Our needs are a therapy pool, not just heated, for the management by exercise of diabetes and cardiac problems. Currently we use Oasis pool 3 sessions per week as members. Benefits are fitness – at 78 + 80 years of age exercise helps keep us in our own home we look to our council policies to assist us in this aim. Social group interaction is

2.5.1 Aquatic Strategy (Cont.)

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Submission	Comments
	essential for mental well-being. Oasis provided this. It is also our only multi-cultural interaction. Access to the current site could not be improved upon, it has access from Monash Freeway, Stud Road. Which flows through Dandenong and bus service it has a large parking area. A leisure centre should be in a pleasant leisure area not a commercial or business centre, easy access please. We have little confidence of any constructive value in true representative results of a survey, who is filling this survey? Many users of these pools have little spoken English never mind written fluency. The importance of this issues to many Dandenong citizens is perhaps not able to be expressed by your survey. Two meetings were held on Wednesday 15.11.2017. The attendance was 20 at the morning meeting 11 at the evening one. Obviously not the way to go.
Submission 12	Please retain the Oasis swimming pool at Mills reserve. There is ample land to provide for any future additions deemed necessary!! Access to the present site is covered by bus routes and private car spaces. It was and is, the Councils responsibility to ensure that proper maintenance was regularly carried out. Cannot believe that consideration is being given to building a new aquatic centre on land nearby to the market. Parking spaces is inadequate in the centre of Dandenong at the best of time. Do not add to the further mayhem of pedestrians, road traffic, etc. already in existence. By all means update the Oasis Swimming pool BUT keep it in its present site!!!!
Submission 13	I am a current member of the gym at Dandenong Oasis. I recently received an invitation via email to complete a survey related to the future of Dandenong Oasis. I have completed the survey but did not see a question or information related to memberships should the Council choose to move locales or close for a period of time to undertake refurbishment. I live in Endeavour Hills and selected Dandenong Oasis as the gym to join based on location alone. I drive past the centre each day to get to work and it makes it very convenient to visit and use the facility. Whichever decision is made as to the future of Dandenong Oasis, I believe there should be consideration given to optional dissolution of current membership contracts given location is likely to change, or at the very least, reduced access to amenities during any works. I would certainly be very disappointed if there was no ability to cancel my membership penalty free should the new arrangements not suit me.

2.5.1 Aquatic Strategy (Cont.)

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Submission	Comments
	Has the council or centre management considered this issue and what has been the outcome of any discussions already had?
Submission 14	Subject: Redevelopment of the Oasis Pool Complex. Location As the real estate industry always quotes, location, location, location. The current site of the Oasis Pool has just that, set in park land where people walk warming up before swimming, the trees provide a visual barrier to the surrounding houses. The sunrises through the vast glass windows are spectacular, at times patrons just stop swimming and stare and take it in. The suggestion to move it elsewhere would be based on a flawed and/or questionable policy. The current site allows access from all major arterial roads without the problems of dealing with traffic. This is why a lot of patrons, particularly rehab ones come from neighbouring shires. The current site is close to medical provider and hospital and provide ease of access to patients. There is a convent bus stop directly outside. One of the touted sites of by the market, this is ludicrous, the area is congested enough with people fighting for parking as it is, add to this the pool users and it's a recipe for carpark rage on a daily basis. No doubt the charge for existing parking will follow to this site. We frequent Dandenong on a limited basis due to the lack of parking preferring to shop further afield. Unless Stuart Street removed I do not believe that the footprint of the current site will be the same. Dandenong has one big problem, that is it is locked in on all sides and the only way is up. Surely council is not proposing that a multi-story pool is their agenda. Currently and more so in the future buses are used to bring school children to classes. On the current site these large vehicles come and go with ease due to the efficient layout of the access roads. One has to only watch the buses picking up from the RSL via the Plaza carpark to get an idea of what is in store should the new pool be located elsewhere, in particular near the market. Can you imagine inserting a convoy of buses into a market day with all those no-idea and ignorant drivers? Then trying to get back onto the major arterials. The second by the station, while less congested again the CBD mayhem is a disadvantage. Looking at pool/recreation complexes on newer/other suburbs, they have moved them away from congestion. As I understand it there had been rumours that the current pool site has been considered for sale to private investors. Should this land pass from council's hands then the ratio of parklands for each ward will be diminished even lower than it already is in this ward.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Submission	Comments
	Totally New Complex versus Staged Upgrade of the Current Keeping the existing pool open while a new complex is built allows for business as usual. Keeping it open while modifications and new construction are in progress around the existing has to accommodate compromises in both cost, design and conveniences to patrons. The main reason for the decision to replace the current pool is the aging infrastructure. While keeping what appears to be, on the outside, a perfectly good pool the reality is what can be seen above ground is probably reflective of what is happening below ground and in the future, may be a major cost. From this point I feel that a total new complex is the most economical option. The existing soccer field to the east of the present pool to me is the most logical position, about the same footprint, with its own access road from behind the Ingrid Street shops. The current carpark would not have to be duplicated at a new site and the present pool site once cleared replace the field of the new pool and/or allow for further expansion of the pool. While there is an elevation difference between the field and pool site/carpark, I am sure this will be no issue for engineers to address. The current pool and carpark are on similar levels but still have a hill and steps one way. The orientation of the current carpark to the soccer field site is a matter to get used to, after all look at where neighbouring pools are in relation to the carpark. A drop off/pick up zone is badly needed and should be included in the new design. A designated area where people and vehicles flow independent of each other, not crossing paths. At present people park over and around the pedestrian crossing and entrance. This is a place where people/children are constantly attending and the people that drive them don't particularly stay. Amenities Showers are one of the critical components that cause the most frustration to patrons. The current pool while adequate for the time it was built does not meet the demands of current society. Let's learn from this in futureproofing as much as possible the new facility. Casey RACE have designated block of family showers which facilitate speedy processing of wet children. This is a good place to start, the only criticism is there could be half as many again and that like many wet-rooms there is no place for dry bodies to finish to get dressed and accommodation of a pram and several children and two adults should be considered. A solution to this is alcoves in the passage between doors with seats for putting on foot wear, these clearly marked to differentiate from waiting to use showers seats, because seats are important while waiting with grumpy children.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Submission	Comments
	This shower block system should be duplicated for disabled patrons. The construction of the general shower block and change rooms are a matter of providing enough room for the predicted volume of users, the current is at the tight squeeze stage and new should be larger. Current spa is less than adequate, it is almost domestic. The hydro pool has outgrown its self decades ago. Currently patrons have to vacate the water so as classes can take place. If you are paying for this in your membership then it should be available all the time. The fifty-meter pool degenerated into bedlam when swim classes are on. Not sure how this can be alleviated? BUT, if we think this is bad, then the children's pool is a nightmare, A domestic spar bath has more room than some of the spaces given to classes. Serious consideration must be given to how a fun pool looks when divided into swim lessons and space must be retained for children that just want to splash about. The whole children's area needs to expanded ten times with a wet play area for toddlers. A slide needs to be given some serious consideration given the popularity of those at NPAC and the RCAE. At the moment the fun pool is a hole with water, the new pool has to be inclusive experience for bubs to adolescence and beyond. Not sure if we should go as far as putting in a wave pool? All pools need access ramps. If I was to use another pool complex as a comparison the Casey RACE is a good example. The use of a two level has allowed them to incorporate the squash courts, gym etc above the amenities block. Joining ramps throughout allows large volume of pram pushing parents and wheelchair folk to navigate without the need to cram into lifts. The only downside is the fifty-meter pool has a moveable divider which has inherent problems including one drowning. This idea I would not recommend for our new pool. Finally, seating and tables. Sturdy, robust, not Bunnings special. Attached and mobile, swim school parents and patrons alike need somewhere to sit and chat/rest, they are not swimming all the time. Caffe/restaurant facilities have to be more than just another takeaway. They need to be inviting, just like your favorited shopping centre franchise. Away from the acoustic din of hundred screaming kids in a concrete and steel box. Even if it has double/triple glaze window screen. Outdoor lawn area with some seating should be retained in the new design.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Submission	Comments
	Technology A redevelopment will give the opportunity to embrace new technological advances, from the infrastructure, administration, processing patrons and behind the seen things we the public have no idea about. Electronic key-card entry will streamline admissions, "train station style." Cards that have a predetermined membership status, i.e. family, disabled, spar/gym etc, and this like a standard building access card system will only unlock doors that your membership status permits. Disabled and family showers will only be accessible to those designated members, thus locking out the general public, of who hog these larger spaces. Drowning alert alarms are an option that should be seriously looks at. I am of the opinion that there exists a detection device (commercial) that differentiate between a baby and a bag fall into the water and sounding an alarm both audible (sound) and visual (flashing light). This would be a great asset. Water safety is paramount given Dandenong's large population that come from countries where even drinking water is scarce and have no idea of the potential hazards of water. Multi lingual signs would help get messages across. The positioning of windows in relation to the glare the prevents life guards from seeing drowning children is an issue that has to overcome. Material Selection Obviously, the old infrastructure is inefficient and goes without saying that new efficient and lower carbon footprint technology has to be incorporated. This gives the council the opportunity to invest bold and wisely in the best systems and construction without going to the ridiculous. I would like to see council in this redevelopment be brave and make the hard decisions of spending the extra money on producing a reasonably future proof amenity. Buy once buy right is so often overlooked when considering the bottom line but in the long-term the constant chasing of the maintenance of the cheaper option is more expensive and usually ends up having to be replaced with what should have been used initially. This is not a house, nor an office building, and therefore the materials and the practices employed in the construction of these should not be employed in the construction of our new pool. Look at projects completed by tenders and see how they look five, ten years after completion. AND let's not use any of these highly flammable cladding materials used in high-rise buildings and now being removed. The selection of construction material is the most important component for longevity and keeping down future maintenance cost.

2.5.1 Aquatic Strategy (Cont.)

Future Dandenong Oasis Feasibility Study - Community Consultation Report

Submission	Comments
	How often do we visit a new building or facility, only to sit in the toilet and see the effect of cleaning chemicals and basic water in the structure? Or go to a similar pool, hospital etc type environment to see steel used instead of stainless steel, now rusting away, paint peeling off, plaster walls and timber cabinets deconstructing from the surround environment. Steel fixings bleeding rust through the wrong paint. If stainless steel is used it is of the lesser grade and it too is showing signs of rust, only marine grade stainless steel should be used in the corrosive environment of a swimming pool. I quote, <i>"Grade 304, which is cheaper offering some corrosion resistance, but simply doesn't compare to Marine Grade 316, which provides superior resistance to a wider range of corrosive medias. Grade 304 is more susceptible to corrosion than Marine Grade 316 because it lacks one important extra ingredient..... 2% to 3% of molybdenum..."</i> Likewise, the selection of plumbing fixtures. These have to be robust, even if they cost ten time the amount of off the shelf versions. The current selection of these items (while stop gap) are reflective of this. People are carless or just don't care. Resulting in cheap shower hoses braking continuously. How much has it cost to keep repeating this??? Guaranteed a lot more that a bespoke one. People keep steeling the tap handles, door locks etc. These issues of pilfering and willful acts of damage must be addressed in the new design and selection of fittings. NO PLASTIC!!! The materials of yesteryear are not the same of today. Look at a ten-year-old steel construction on a new station compared with a hundred plus on older ones. This project is going to cost millions. Let's not shy away from spending big (not frivolous.) Let's not see that in ten years another sitting council will have to waste more millions retrofitting a relative new facility. Let's not see that in forty it being demolished because it is the cheaper option that refurbishing. Because buy right buy once adage applies here. I do hope this letter is not been too long but it is hard to address such a mammoth and complex project in a short communication from a lay persons perspective.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Appendix D - Industry Trends

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

PARTICIPATION TRENDS

An overview of industry research on general participation rates and associated trends is provided below.

Recreation and Sport Participation

The following participation trends show what sports and activities are the most participated in, highlighting swimming participation in relation to all sports and activities. Further it shows sports and activities that are important to this study as they are common activities that complement modern aquatic and leisure facilities by providing a more sustainable business model in offering a diverse range of recreation options.

The most recent Exercise, Recreation and Sports Survey in 2010 provides participation rates nationally and for each state and territory. In Australia, swimming was the third most participated activity while two other activities relevant to this study (aerobics/fitness - 2nd, and netball - 10th) are also inside the top 10 most participated activities. These activities are complementary to aquatic leisure centres, now common in modern facilities where more sustainable business models can be made.

A study of children between the ages of 5-14 years by the Australian Bureau of Statistics in 2012 depicts their participation in culture and leisure activities for Australia. It is important to note that these statistics are for participation outside of school hours during the 12 months prior to the interview. Based on Australian participation rates, swimming (17.7%) tops the list for the most popular organised sport for children aged 5-14 years. Netball and basketball both have strong participation rates at around 8% Australian-wide and are important to this study as they are complementary sports to modern aquatic centres.

Leisure and Wellness Factors

In a recent report, Deloitte Growth 25 (DG25), has identified 25 areas with the biggest potential to increase Australia's prosperity over the next 20 years. Within the DG25, two areas, "retirement living and leisure", and "preventative health and wellness" are relevant to the planning for community aquatic leisure facilities. Local governments have been responding to this market through the provision of modern multi-purpose facilities that offer a diverse range of leisure, recreational, fitness, health and wellness services and facilities.

Traditional Fitness Market

A review of the health and fitness sector by *IBISWORLD* in 2016 indicated that the primary activities in this industry include fitness centre operation, gymnasium operation and health club operation. The major products and services in this industry are casual entry, classes, memberships, merchandise and personal training. Currently 3,356 businesses operate in the industry, with revenue of \$1.4B annually with an approximate profit in 2015/16 of \$150.1M. It was identified that key external drivers of this market include: increased health consciousness, average weekly hours worked, real household discretionary income, consumer sentiment index and levels of obesity.

General Participation Trends

A report completed in 2013, *The Future of Australian Sports*, by CSIRO for the Australian Sports Commission identifies and outlines six megatrends that are likely to shape the Australian sports and recreation sector over the next 20 years with each megatrend representing an important social, economic or environmental change.

A summary of the four (of six) key trends relevant to aquatic leisure centre planning are outlined below.

- **A Perfect Fit:** Participation in individual sport is on the rise with people fitting sport into their increasingly busy and time-fragmented lifestyles to achieve personal health objectives. Participation rates in aerobics, running, walking and gymnasiums have all risen sharply over the past decade while participation rates for many organised sports have held constant or declined (Standing Committee on Recreation and Sport, 2010).
- **From Extreme to Mainstream:** There is a rise in lifestyle, adventure and alternative sports that are particularly popular with younger generations. These sports typically involve complex, advanced skills and have some element of inherent danger and/or thrill

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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seeking. They are also characterised by a strong lifestyle element and participants often obtain cultural self-identity and self-expression through these sports.

- **More than Sport:** The broader benefits of sport are being increasingly recognised by governments, businesses and communities. Sport participation for children and adults is recognised as an effective way of reducing the rising rates of obesity and chronic illness and, if managed appropriately, sport participation can be an effective mechanism to help achieve social inclusion for marginalised groups.
- **Everybody's Game:** Australia and other countries of the Organisation for Economic Cooperation and Development (OECD) face an ageing population and this will change the types of sports we play and how we play them. There are indications that Australians are embracing sport into their old age and to retain strong participation rates, sports of the future will need to cater for senior citizens. They will also need to cater for the changing cultural make-up of Australia. Australian society has become, and will continue to become, highly multicultural. Different cultures have different sporting preferences and recreation habits.

FUTURE BUSINESS DRIVERS

Key factors and other issues that affect future design and operations of an aquatic leisure centre are outlined below.

Industry Feedback

General feedback provided by the CEO of Belgravia Leisure highlighted the following five key trends associated with future provision:

- **Societal Trends:** Australia's population is ageing. Individuals are living, learning and working for longer.
- **Programming Trends:** Programming is shifting towards smaller group fitness models, functional training and boutique studios. In the aquatic space learn to swim memberships are increasing, with water therapy and relaxation also becoming more prevalent.
- **Facility Trends:** Facilities are becoming more environmentally sustainable, with accessibility and universal design an important component of any new facility. Facilities are attempting to become modern, cost effective, clean and professional.
- **Service Trends:** Service is shifting to a mobile format (e.g. Facebook, Airbnb, Uber). This is also being seen in the health and wellness industry and services and classes are moving online.
- **Technology Trends:** Members are being given access to wearable technologies such as Fitbits. For staff factors such as management systems, online rostering/qualifications, communication and compliance is all moving online.

CONSULTING TEAM RESEARCH

Customer Expectations

Customer expectations in terms of the quality and service have increased significantly in the past ten years. Change room quality, car parking and facility presentation can have a significant effect on customer satisfaction and retention. In instances where facility quality does not meet customer expectations, participation and revenue levels can fall quite dramatically placing pressure on Councils to ensure that facility quality is consistently high.

An example of this has been the Fitness First approach with a case study outlined below.

Fitness First was caught in the middle of a highly competitive market polarised between budget and premium clubs. Fitness First used data segmentation and a Customer Relationship Management (CRM) campaign to identify its core audience and provide a more tailored service. Because of this campaign, Fitness First created a depth of understanding about its members that was unmatched by its competitors. This also led to a better service being provided which resulted in increased customer satisfaction, customer attitude and retention. Fitness First removed the limitation of looking at members on a yearly basis and instead looked at them over their lifetime with Fitness First.

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2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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The goal was to assist club staff in identifying different types of members and predict their needs and aspirations. Staff could then provide a tailored approach that would encourage members to keep coming back. Members were broken down into six groups: the achievers, the learners, the focused, the free spirits, the confidence seekers and the neutrals.

The key to increasing Fitness First's profit was to translate these insights into a program of action that club staff could take to deliver superior service that would forge strong customer relationships, build loyalty and give Fitness First a real competitive edge.

Fitness First now represents global best practice in using segmentation to deliver media profiling and targeted marketing that makes the smartest use of budget. The whole initiative is built around making the business stronger by giving Fitness First customers better value – a more personalised relationship with club staff that focuses on each member's specific needs and provides them with greater guidance to achieve their goals.

Fitness First built customer loyalty by creating the industry's first real-time Member Experience Dashboard. The online portal improved the speed, efficiency and automation of customer satisfaction and feedback to operational management. It also gave Club Managers a level of quick, actionable information. The strategy revolved around retaining Fitness First's profitable existing base, rather than increased market share or sales.

High Density Living

The National Heart Foundation identifies high density living as an area that has 60+ dwellings per hectare. The make-up of these dwellings can vary from a studio apartment to three and four-bedroom apartments. With increasing development, there is increasing future demand to cater for the needs of higher density populations. In high-density living areas, residents typically forgo private outdoor space resulting in an increased need for public open space and other recreational services such as aquatic leisure centres. Critical to the health and wellbeing status of communities in higher density areas is the general accessibility and proximity of services, hence it is highly desirable that these services are available within a 400-800m walking distance from residential areas.

Children and Obesity

With childhood obesity growing at an alarming rate, health and fitness professionals see the epidemic as a need to create programs and facilities tailored to overweight and obese children. This provides an opportunity for leisure and aquatic centres to provide facilities and programs capable of addressing childhood obesity.

Fitness Programs for Older Adults

As the "baby boom" generation reach retirement age, they have more time to participate in health and wellness programs. Therefore, many health and fitness centres are creating age-appropriate fitness programs and membership categories to keep older adults healthy and active. Older adults have been a major growth area and targeting this cohort can increase use during periods throughout the day that traditionally experience low demand.

Utility Costs

In recent times, there has been a significant increase in the costs associated with energy provision (i.e. gas and electricity) for leisure and aquatic centres. As a result, it is essential that future facility design considers the reduction of energy consumption to maximise financial performance and reduce the overall long-term subsidy requirements.

Industry Competition

The past five years has seen a significant increase in the number of 24-hour gymnasiums that provide a low cost and low service approach to fitness. These centres are proving popular with people in the 19 to 34 age group. The 24-hour facilities operate with much lower business overheads than the bigger local government aquatic leisure centres due to lower levels of staff in associated service. For this reason, it is important that any community facility provision has a focus on the "non-fitness" market segment including the provision of programs and services for: females, over 40's, high needs individuals, weight loss and general wellbeing.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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Summary

The nostalgic view of aquatic centres as outdoor pools where the local community cooled down in summer is a far cry from today's sophisticated and competitive indoor aquatic leisure centre market. Contemporary centres are now offering a broad range of facilities and programs to meet the community needs of all ages. Key to this is the provision of warm water exercise areas, aquatic leisure play areas, family-centric facilities, alternate programming and a focus on universal design initiatives. Facilities that do not provide these services in some form are likely to perform poorly in terms of participation and viability.

FUTURE SERVICE PROVISION TRENDS

The following information provides a summary of research undertaken on future provision trends.

Future Wellness Trends (Global Wellness Institute 2017)

Research undertaken by the Global Wellness Institute identifies eight key trends that may shape the wellness industry into the future. These trends examine future shifts across categories including: leisure, travel, spa, beauty, fitness, nutrition, technology, medicine and architecture. The following trends are highlighted:

Sauna Reinvented: As the need for social and fun experiences intensifies in our 'Age of Loneliness', wellness experiences connected to sauna culture will increase, as businesses look for new and innovative ways to meet consumer demands.

Wellness Architecture: New 'wellness architecture', will be one of the biggest future wellness trends, with strategies ranging from the inclusion of more plant life in offices to the creation of entire homes built around the inhabitant's personal wellbeing.

Silence: From new 'silent spa' models to silent zones at restaurants, gyms and even airports, it is argued that time, space and silence will be the most precious future luxuries, and that retreats like theirs will need to offer services that help people restore inner silence.

Art and Creativity Take Centre Stage: Citing creative pursuits as key to mental wellness, the report suggests that we will start to see more classes and programming that encourages people to embrace their creative side, whether that be dancing, drawing, writing or learning.

Wellness Remakes Beauty: As the notion of beauty from the inside out continues to shake up the beauty industry, the report argues that the convergence of beauty and wellness has created a new aesthetic of beauty that has nothing to do with shape or size.

The Future is Mental Wellness: Spas, fitness studios, workplaces and governments will start putting more emphasis on helping consumers to tackle stress, depression and anxiety. Mental wellness will form a new wellness category, with businesses creating innovative paths to emotional wellbeing and happiness.

Embracing Cancer: It is predicated that wellness businesses will pursue cancer-focused education to train staff, enabling them to offer models of wellness that cater to those with the disease.

Beyond the Elite "Ghettos" of Wellness: Governments and wellness businesses need to bring more healthy services to more people. Businesses will start to launch charitable initiatives, more affordable products and services will emerge, and wellness tourism will shift from high-end resorts within walls to destinations where more authentic experiences can be found.

Twenty Trends in Business (Sport Business 2017)

Fitness Management asked industry suppliers to provide their predictions for the major factors driving participation and design over the next 20 years and the following major points were noted:

- Existing fitness centres will expand.
- Small facilities will open.
- Competition will heat up.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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- Location will become more important.
- Niche markets will open up.
- Entertainment options will be imperative.
- Educated members will look for results.
- New ways to profit will be implemented.
- Specialisation will set fitness centres apart.
- High-quality staff will be mandatory.
- Regulation will increase.
- Spa services will raise the bar.
- Paperless billing will be here to stay.
- Insurance companies will incentivize fitness.
- Information will increase the power to sell.
- The internet will enhance communication.
- Consolidation will continue.
- Equipment innovations will stall.
- Technology will be less intimidating.
- Business will improve.

The Future of Fitness (2016)

Australians spend an estimated \$8.5 billion on gym memberships each year. With the gym market expected to reach saturation in five years, niche providers are tapping into unique, technology-driven ways to keep ahead. The following key trends are noted:

- Everyone will be able to access it: Technology has made fitness far more accessible with the rise of the 24/7 gym, but the growth of collaborative apps will make the next class, gym or workout very easy.
- Health will be able to be tracked to a ridiculous degree: Companies such as Fitbit, Microsoft and Apple are looking to expand in this area. For example, the Apple Watch already reminds you to stand up when you've been sitting for too long.
- Gyms will shift their focus: Australia's fitness industry boom is due in part to a movement away from organised sport to activities that focus on winning at health, not just at sport. Baby boomers approaching or entering retirement are also investing more in their health than ever before.
- Competitive elements of exercise will increase: Virtual cycling games like Spivi Studio, for example, get cycling class members competing in teams by projecting their efforts onscreen in a race simulation. Personal data and the instant gratification of social media will be increasingly used to motivate, guilt and compel fitness junkies to compete on a virtual plane.
- Virtual Reality will shift the focus of exercise: There are already start-ups exploiting virtual reality to help people exercise, including Munich's Icaros fitness machine, which requires users to don a chunky virtual reality headset.

Equipment Provider Comments (2017)

The following information provides a summary of consultation undertaken with a major global fitness equipment provider, Life Fitness, on the future of fitness programming.

Life Fitness is a major provider of health and fitness equipment to both Council operated and commercially operated gyms throughout Australia. Life Fitness is responsible for the design and set up of numerous gyms throughout Australia and is a market leader in this space.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
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Life Fitness is seeing several trends impact upon the health and fitness market. As space becomes a premium commodity at facilities, Life Fitness is seeing the creation of equipment that can perform multiple functions, allowing for a greater utilisation of space.

Life Fitness is also seeing a significant push towards functional training within both commercial and government run facilities. This form of exercise has grown extensively in the last five years and requires greater amounts of space than what is typically seen in leisure facilities for a broader array of exercises and circuits.

Australia's aging demographic is also impacting upon the services provided by gyms and leisure centres. Gyms are now beginning to create specific rehabilitation areas which allow for use by those who are injured or experiencing health issues associated with aging (arthritis etc.).

The rapid evolution of technology is also impacting upon the gym market. Users now expect complete compatibility with Wi-Fi, Bluetooth and internet in most machines. Life Fitness is also experiencing rapid growth in on demand-based training. On demand-based training allows individuals and groups to begin workouts without instructors at any time, whilst allowing individuals to work together or compete against each other to meet certain goals and targets. On demand-based training is particularly popular within 24-hour gyms.

The existence of virtual reality-based programs is also increasing in the health and leisure industry. Virtual reality-based exercise is unique and can allow for the inclusion of groups that would traditionally utilise gyms. Currently this form of equipment is still in its infancy and therefore not overly prevalent, however it is predicted that it will grow over the coming years as the technology improves and becomes more accessible. The leading brand in the technology/virtual reality space is 'Myzone'.

High interval training has grown in popularity in gyms and leisure centres as individuals look to combat their time poor lifestyles. This has led to the introduction of machines that are easy to use and those that can be used efficiently and quickly.

To meet with certain demographics and socio-economic groups, some centres are now beginning to have gender specific zones which allow for use by certain user groups.

SOCIAL AND ECONOMIC BENEFIT

The information outlined below provides a summary of research undertaken in relation to the social and economic benefits associated with leisure and aquatic centres.

Industry Benefits Report (Royal Life Saving 2017)

The study aims to estimate the economic benefits of an individual aquatic facility visit by measuring the links between an increase in physical activity from an average pool visit and reduced risk of mortality, morbidity and health care expenditure, as well as reduced absenteeism.

The study outlines that the average Australian visits a public aquatic facility 4.4 times a year, with the average aquatic facility creating \$2.72M a year in value to the community. A weekly visit to a pool is enough to take most people out of the "physically inactive" category.

As a result of these health benefits, every aquatic facility visit creates economic benefits worth an average of \$26.39 in addition to the leisure value gained by users.

Physical inactivity imposes costs on Australian society, leading to higher rates of stroke, heart disease, diabetes and cancer. Australia's public aquatic facilities enable Australians to engage in more than 130M hours of vigorous exercise each year. The benefits from public aquatic facilities are additional to the revenue they generate and to their many intangible benefits including a sense of community, social capital, access to water safety education and patron enjoyment.

Benefits Overview (RPS Australia 2017)

A separate review of sport and recreation literature reveals that there are a range of potential social, environmental and economic outcomes and benefits from sport and recreation. A summary of these benefits and outcomes are outlined below.

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2.5.1 Aquatic Strategy (Cont.)

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- **Improved Physical Health:** Having access to local parks, recreation and sports facilities leads to higher levels of physical activity for both youth and adults, with closer proximity and higher density of exercise facilities significantly associated with increased frequency of exercise. Moreover, increasing the availability of physical activity-related equipment and facilities was found to lead to significant positive changes in overall fitness measures within local communities and decrease the risk of death by 20% to 30%.
- **Improved Social Inclusion:** A lack of appropriate sport and recreational facilities can be found to be a key constraint to the attraction and retention of youth and young adults. Studies however have concluded that opportunities for community involvement, especially through sport and recreation, help to reverse feelings of isolation and create a stronger association with the community, encouraging youth and families to remain in a region. Other positive outcomes in studies include reduced social and ethnic tensions and more collective action and community involvement through sport, particularly volunteering.
- **Reduced Crime and Anti-Social Behaviour:** Sport and recreation infrastructure research has found evidence of lower levels of recidivism, drunk driving, use of illegal drugs, crime and suspensions at school, property crime, shoplifting and juvenile crime (for facility users compared with non-users). Research has also found that usage of sport and physical recreation facilities leads to higher levels of trust in people.
- **Improved Education and Work Participation:** Use of recreation facilities has been linked to improved participation in extra-curricular activities and increased energy levels and productivity. A widely cited study found that increased participation in physical activities reduces absenteeism by an average 2.1 days per annum. Meanwhile, other studies demonstrate that our 'mental firepower' is directly linked to participation in exercise activities.
- **Amenity Improvements:** Infrastructure investments, which cater for, the social and community space needs of current and future residents increase the visual appeal of areas, as measured by increases in property values, faster sale times and enhanced marketability. This enables developments to occur earlier than may otherwise be the case due to improved development viabilities. This can also lead to higher property tax revenues for local governments.
- **Improved Early Child Development:** Usage of sports facilities has strong effects on children's cognitive and non-cognitive development with evidence supporting that engagement in sport leads to better physical and emotional health outcomes for children.
- **Economic Activity:** Recreational facilities have been found to have broader economic impacts on local economies, with visitors and locals spending more at local shops and businesses.

These interrelated benefits have been illustrated in the diagram below.

2.5.1 Aquatic Strategy (Cont.)

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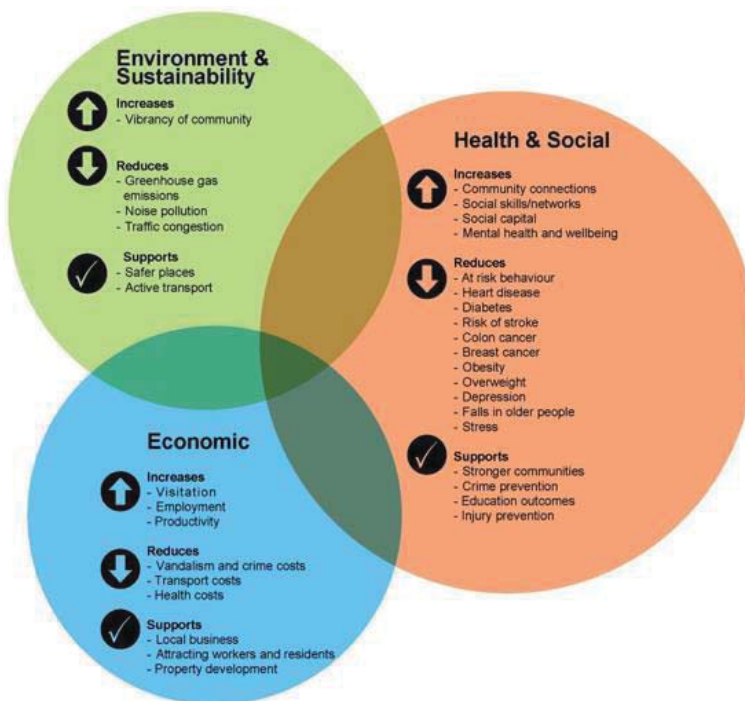


Diagram: Benefits and Outcomes of Sport and Recreations

Swimming for Health and Wellbeing (Swim England 2017)

In 2017 Swim England commissioned major new research into the health benefits of swimming. The Health and Wellbeing Benefits of Swimming report is an independent study that fully explores the impact of swimming on physical, mental and social wellbeing. Key findings from the research are outlined below:

- The report highlights the enormous potential swimming and aquatic activity has to support the health of the population due to its popularity and accessibility across the lifetime.
- The unique properties of water make swimming perfect for people of all ages to exercise, particularly those with injuries, impairments, long term health conditions, or those who struggle to exercise on land.
- The report found evidence that swimmers live longer, that regular swimming helps older people stay mentally and physically fit, and participation in swimming lessons can help children to develop physical, cognitive and social skills quicker.
- Swimming has a positive impact on a range of physical and mental health conditions including obesity, cancer, cerebral palsy, and pulmonary disease.
- There is increasing evidence that swimming is a cost-effective activity that will help reduce national medical costs.
- Aquatic activity not only helps develop aerobic fitness but is also good for the development of strength and balance which are key components of the Chief Medical Officer's guidelines for health.

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2.5.1 Aquatic Strategy (Cont.)

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- There is emerging evidence on the contribution of swimming to support the healthy development of children, and how this can contribute to their physical, mental and social skills.

Community Benefits of Aquatic and Leisure Facilities (Victoria University 2014)

A study undertaken by Victoria University assessed, for the first time, the social and economic benefits associated with Local Government Authority aquatic leisure provision. It was identified that aquatic leisure facility activities are important contributors to the local community with users valuing their visit to the centre at almost \$48 per visit with the centres providing an average of \$38M of benefits. While the centres generate a broad economic return of \$7.60 value for every dollar of expenditure, the overall value of their operations needs to be better recognised by the wider community and political decision makers.

Leisure and Aquatic Facility Catchments

Catchment analysis has become a valuable planning, management and marketing tool as it provides an understanding of how well a venue is reaching the market, it provides guidance as to where different types of people do and do not come from and it provides guidance as to where there may be excess provision, or gaps in provision. Catchments can be defined by: age groups, gender, user activities, socio economic status, membership type etc.

Some major catchment findings relevant to planning are as follows²:

- Aquatic, leisure and dry fitness venues are reaching a very small market numerically and are narrow on other counts including: age, gender [2:1 by females], socio-economic status and cultural factors.
- Spatially, the distances travelled to most venues is very short (i.e. less than 4km for vast majority) and strongly influenced by topography, positioning and roads etc.
- At present, the \$40M+ mega/regional centres are not reaching regional catchments.

Opportunities for Local Government

The consulting team meets with industry leaders on an ongoing basis and the information below provides a summary of the key facility "positioning" items raised specifically for local government.

- Leisure facilities should look to enhance learn to swim and aquatic leisure facility components, as these components can provide competitive advantages against private operators. This is as private operators do not have the capital or expertise to operate within this market space in the same way.
- Learn to swim can provide significant financial benefits for council run facilities. Therefore, learn to swim facilities should be made as large as possible. The learn to swim industry will only increase in Victoria as the government is mandating compulsory swim lessons for children in primary school.
- Aquatic facilities have now begun to move past offering just health and fitness, with leisure elements now providing a competitive advantage.
- The health and fitness market is becoming saturated with the introduction and stabilisation of several 24/7 gym chains. Leisure centres must provide a point of difference to remain competitive.
- Group fitness can provide differentiation from 24/7 gym operations. Group fitness can also assist community goals regarding enhancing social inclusion and accessibility.
- It has been demonstrated that the community is willing to pay extra financially for a feeling of social cohesion and inclusiveness. This is exemplified by the F45 phenomenon, which has allowed individuals to feel a part of a broader community.
- As group fitness types are constantly changing, spaces must be provided at facilities that can allow for flexible and ever-changing use.

² Ken Marriott (2014)

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

- Leisure facilities have traditionally lost customers within the age of 12-18. Technology and virtual reality type programming may provide an opportunity to make leisure facilities an entertainment experience for this age group.

LIFECYCLE COSTING AND RENEWAL

Many older local government aquatic facilities are in relatively poor condition due to a lack of asset replacement funding. This results in facilities that are poorly presented and are subject to regular breakdown of essential plant and equipment. Over time, these issues contribute to a reduction in customer satisfaction and a deterioration of financial performance.

To assist the consulting team with understanding the future asset replacement requirements for a range of aquatic facilities, quantity surveying company Slattery Australia Pty Ltd was previously engaged to provide an assessment of "Lifecycle Costs" for different facility types. The Lifecycle Costing Analysis identifies and evaluates the estimated funding requirements for items requiring replacement in the future.

The key finding from this Lifecycle Costing analysis is that an appropriate "sinking fund" provision for major works and capital replacement is approximately 2% per annum of the initial asset value. It is highlighted that this amount is in addition to annual proactive and reactive maintenance provisions.

It is important to note that asset replacement requirements are not annually uniform and will require higher commitments in some years as more expensive assets require replacement. Centres that have adequately funded asset replacement regimes continue to be well presented and operate efficiently well after they are opened. Importantly they continue to attract similar levels of customers throughout their effective life and deliver stable levels of financial performance.

Case Study – MSAC

The State Sport Centres Trust submits annual funding requests to State Government for lifecycle (sinking fund) related costs. MSAC's long term (20 years) history indicates that an allocation of 1% of the asset value is required for maintenance and 2% of the asset value for lifecycle costs (i.e. a total allocation of 3% of the asset value). MSAC advised of high maintenance costs associated with technology such as building management systems, online, security, sport, business IT, point of sale and related systems.

Case Study – APARC

As part of a recent redevelopment planning process for Ashburton Pool and Recreation Centre (APARC), a detailed condition audit of the asset was undertaken. APARC, which opened in 1993 at a cost of \$10M, is a multi-purpose community leisure facility with indoor and outdoor aquatic spaces, health and wellness areas and indoor sports courts. A summary of identified "make good" works is: high priority (immediate) works of \$2.9M and medium and low priority (two to ten year) works of \$5.2M. Based on this summary, the high priority work costs were 2.9% of the initial asset cost per annum.

VICTORIAN AUDITOR - GENERAL'S OFFICE AUDIT

An audit of the Local Government Service Delivery of Recreational Facilities was completed by the Victorian Auditor-General's Office in March 2016. A summary of the key findings and recommendations from this Audit are outlined below.

Audit Summary

Aquatic recreation centres (ARC) are diverse, active social spaces that contribute to local economies and provide job and income opportunities. They have developed beyond being basic pools to incorporate water play areas, hydrotherapy and attached gym facilities offering fitness classes. Childcare facilities are also sometimes co-located with modern ARCs. While these additions can make facilities more attractive to customers, they also increase building and maintenance costs. The relatively low return on investment means the private sector has limited interest in this area.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

Conclusion

The examined ARCs are generally well planned and managed, and all six audited councils used feasibility studies and business cases to support their development. However, most ARC operations are heavily subsidised by councils who are reliant on grants or other sources of income for new developments and the refurbishment of existing facilities.

The cost of providing ARCs should be balanced against social and other community outcomes. However, none of the audited councils effectively evaluate their ARC services to determine how well they are meeting needs and the council's broader social, health and wellbeing objectives. Similarly, Sport and Recreation Victoria needs to improve its monitoring and reporting on the outcomes of ARC-related grants to provide greater assurance that grants to councils are achieving their intended objectives.

Recommendations

The following key recommendations were made:

Councils should improve aquatic recreation centre monitoring, reporting and evaluation activities so that they can demonstrate the achievement of council objectives and outcomes.

Sport and Recreation Victoria should improve its monitoring, reporting and evaluation of aquatic recreation centre related grants to provide assurance that these are achieving their intended outcomes.

Sport and Recreation Victoria should assist councils to improve regional strategic planning relating to aquatic recreation centres so that developments and refurbishments are well coordinated and regional needs and impacts are appropriately considered.

Sport and Recreation Victoria should require councils to demonstrate effective regional planning to be eligible for government grants.

Sport and Recreation Victoria should, in conjunction with councils, update its recreational facilities database and drive the development of aquatic recreation centre regional plans for all of Victoria—which identify areas requiring refurbishment, replacement, and the development of new aquatic recreation centres.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

PROJECT PLANNING PROCESS AND INDICATIVE TIMEFRAMES

The development of a leisure and aquatic facility by local government is a significant investment requiring the application of an appropriate planning framework to meet government requirements and also ensure successful delivery. An overview of a conventional major project planning process is provided on the following page (reference – Major Projects Guidance for Local Government - Ernst Young and Maddocks Lawyers, 2014). This process, which has been developed for any type of major local government capital project, outlines the different project stages together with the key tasks within each stage.

Leisure and Aquatic Facility Developments

The consulting team has liaised with architects and project managers to gain further insights into the stages and potential timeframes associated with leisure and aquatic facility developments and a summary is outlined below. It is noted that projects will vary significantly hence this process is for a major greenfields type development.

Project Stage	Indicative Timeframes
Feasibility Study (and procurement)	6 – 12 months
Business Case (and procurement)	6 – 12 months
Funding and Partnership Development	12 months (varies significantly)
Project Initiation (Internal Process)	3 months
Design Team Procurement	3 – 12 months (longer for competition)
Design and Documentation	12 – 15 months
Procure Head Contractor	3 – 6 months
Mobilisation and Construction	18 – 24 months
Commissioning and Fit Out	2 months

Table: Leisure and Aquatic Facility Indicative Program Timeframes

Based on the above indicative timeframe, the total project time is between 65 months and 98 months depending on the complexity of the project.

The following examples are provided as a guide to major leisure and aquatic facility planning:

- GESAC (Vic) – the planning process effectively commenced in 2006 with the release of a discussion paper and public meetings in March 2006 with the facility opening in May 2012 hence the total project timeframe was six years.
- Cockburn ARC (WA) – the planning process commenced in 2010 with the completion of the initial feasibility study and the Centre opened in March 2017 hence the total project timeframe was seven years. During this process, extensive work was undertaken on partnership development and funding procurement from federal and state governments.

Note: Cockburn ARC is the most expensive local government leisure and aquatic facility in Australia and is co-located with Fremantle Football Club and Curtin University.

Major Projects Guidance for Local Government

A summary of the stages associated with local government major projects (as developed by Ernst Young and Maddock Lawyers – 2014) is attached below.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

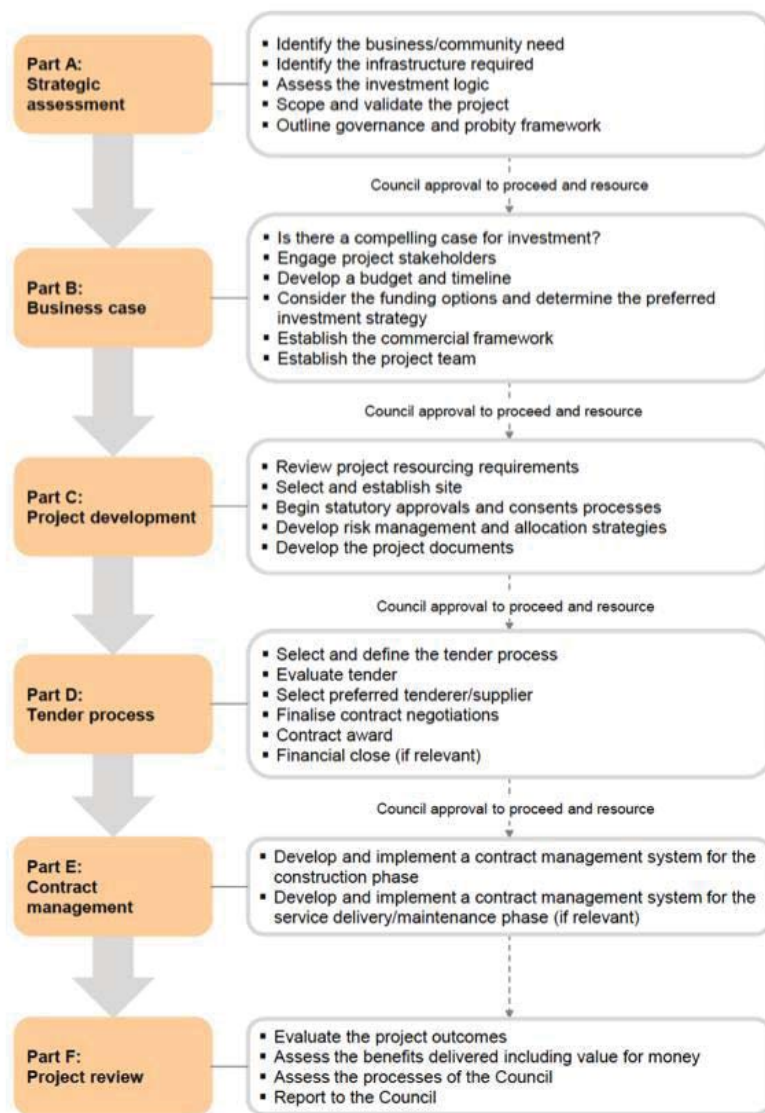


Chart: Major Project Guidance for Local Government

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

**Appendix E -
Sustainable Design**

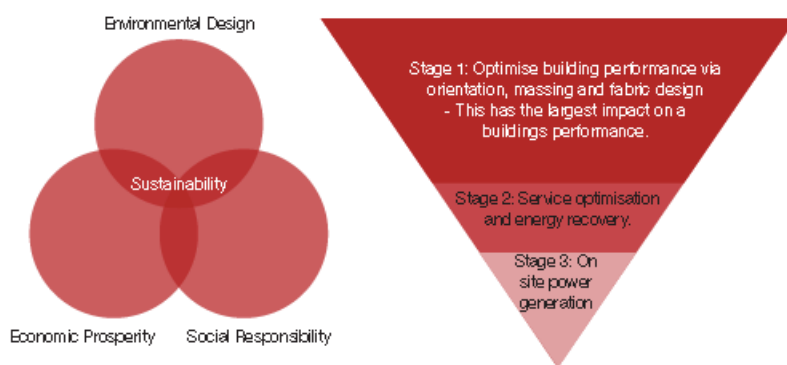
2.5.1 Aquatic Strategy (Cont.)



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1 Best Practice Sustainability for Leisure Facilities

The design process requires analysis of site specific environmental conditions to assist in the creation of a facility that will react to its surroundings rather than impose upon them. This is particularly important with regards to design of indoor aquatic facilities which consume significant amounts of energy to heat pool water and indoor environments. Solar, rainfall, temperature, humidity and wind conditions must be considered and conceptual energy modelling should be undertaken to help drive design decisions. The diagram below illustrates the impact that sustainability solutions can have on a buildings performance. All sustainability initiatives should be considered with cost / benefit and investment / payback impact throughout, to ensure value up front and during buildings life cycle.



Utilising the above methodology and considering local resources tariffs, the design process should entail evaluations of building massing and facade for ultimate energy performance and building maintenance to ensure full optimisation. This is typically complimented by a thorough investigation into water management, bio diversity potential, climate mitigation which in collaboration with the design of building services will ensure a holistic and coordinated solution. Passive strategies for ventilation and day lighting are driven by detailed modelling and analysis, and material selection is carefully considered to ensure a healthy indoor environment with maximum thermal comfort for occupants.

2 Sustainability Initiatives

It is important that a breadth of opportunities are explored in order to determine which are most appropriate for a specific site. Core initiatives explored as a starting point for aquatic facilities include the following:-

2.1 Planning and Building Fabric

- i. Building orientation: plan facility to maximise energy efficiency with regards to acceptance or omission of solar heat gain.
- ii. Building configuration and form: plan facility to protect external spaces from prevailing winds to improve patron comfort and to reduce evaporation from outdoor pools.

2.5.1 Aquatic Strategy (Cont.)

- iii. Heavy building insulation and building sealing to reduce building fabric permeability (confirmed via pressure testing) to ensure a controlled environment to reduce heat loss and therefore demand on mechanical systems.
- iv. Pool blankets to reduce heat loss and evaporation.
- v. Learning resources in the form of display screens demonstrating performance of sustainability initiatives; these may also be used for displaying program timetabling, promotions, local public transport information, current pool temperatures, etc.
- vi. Pool shell insulation to limit heat loss into the ground.
- vii. Natural ventilation or capacity for mixed-mode ventilation to enable opening of building facades when external climatic conditions are suitable;
- viii. Shading: of building facades to limit heat gain, and of external spaces for patron comfort and wellbeing.
- ix. Waste minimisation / recycling through construction and operation.
- x. Bike storage facilities.

2.2 Energy

- i. Cogeneration / trigeneration for combined heat and power generation via a gas-fired turbine engine: recent experience with cogeneration systems indicates mixed success with some installations failing to achieve anticipated performance. There are a range of procurement options where cogeneration plant can be installed, owned and/or maintained by either the facility owner or the plant supplier / power authority.
 - outright purchase through Design and construct – the engine supplier can provide a service to supply, install and commission the engine and its entire associated infrastructure from electrical cabling to flues and heat reticulation equipment. This is provided in a turnkey package. The client would pay for the system upfront and would pay for the gas to operate the system. In this case the client would achieve the full financial savings from the difference in the cost of generation compared to the cost of grid electricity.
 - Build Own Operate Maintain (BOO or BOOM) – A third party provider can build the engine on site, they would own and operate the engine on behalf of the client under a term contract and they would sell the client electricity and hot water. In this case the upfront cost would be almost nil but the cost savings compared to grid electricity would be smaller. This option would include small financial savings while achieving carbon abatement goals.
 - Build Own Operate Transfer (BOOT) – As above for BOO scheme but after a defined period the cogeneration provider would transfer ownership of the engine so that the client can operate and maintain it themselves.
 - Leaseback option – This is an alternative to the BOOM scheme, it would utilise a third party to operate the engine on the client's behalf. The client would own the equipment and take financial responsibility for it, however it could be funded partly or wholly by the cogeneration provider. The third party operator would lease back the equipment and operate it on behalf of the client.
- ii. Geothermal heat source: used at Cockburn ARC as the only sustainability initiative, due to its high cost. There is reasonable risk in that there is no guarantee that bores will strike a suitable ground water source, which may mean additional bores are required at significant cost,
- iii. Energy sub-metering: enables detailed monitoring and analysis of energy consumption to facilitate fine tuning of systems and operating procedures.
- iv. Variable Speed Drive (VSD) pumps allowing pumping to be wound back or ramped up to suit demand.
- v. Heat recovery from pool water and pool hall environment.
- vi. Solar water heating for showers and pre-warming of pool water.

2.5.1 Aquatic Strategy (Cont.)

- vii. Photo-Voltaic cells.
- viii. Access to natural light.

2.3 Water

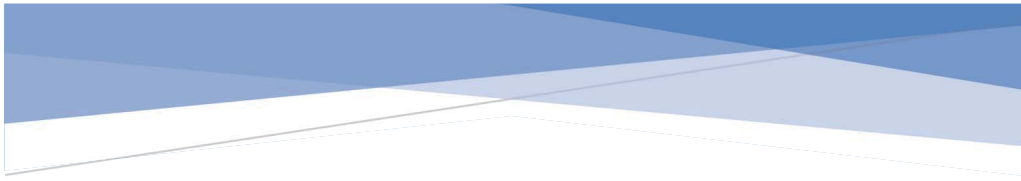
- i. Rainwater harvesting for toilet flushing, pool top-up, irrigation, and the like.
- ii. Grey water re-use for flushing, irrigation and the like. Low backwash filtering (pre-coat) to reduce water consumed for back-washing (ie. Neptune Benson filters used at SAALC in Marion SA, AquaPulse in Wyndham VIC, and nominated for use at Cockburn WA).
- iii. Leak detection / monitoring of water consumption.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

**Appendix F -
Community Consultation Report (Round Two)**

2.5.1 Aquatic Strategy (Cont.)



AQUATIC STRATEGY

COMMUNITY CONSULTATION ROUND TWO

Consultation Outcomes Report

July 2019



2.5.1 Aquatic Strategy (Cont.)

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2.5.1 Aquatic Strategy (Cont.)

Introduction

This report provides the results from the second round of community consultation that was undertaken as part of developing the 'Greater Dandenong Aquatic Strategy'.

The consultation and engagement process endeavoured to seek public feedback on the draft Aquatic Strategy. In addition to seeking general comments about the draft recommendations, the consultation focused on the proposed mix of facilities across Council's two aquatic and leisure centres, namely:

- The size of the main pool at the proposed Dandenong aquatic and leisure centre (25m v 50m)
- The potential to retain or enclose the existing outdoor 50m pool at NPAC.

Consultation Methodology

The consultation process was undertaken over a six-week period from 20 May to 30 June 2019. The draft Strategy and associated consultation opportunities were promoted broadly in order to maximise community awareness and engagement. This included:

- Council and YMCA website and social media channels
- Email distribution to current and former leisure centre members (Oasis, NPAC and Springers)
- Email distribution to Greater Dandenong Table Tennis Association members (via GDTTA)
- Email distribution to various Council databases including sports clubs, senior citizen clubs, youth service network, children's service network, volunteer network, multi-cultural community network, disability service providers / advisory committee members and positive ageing committee members
- Displays and hard copies of flyers / surveys at key community venues including aquatic, leisure and sports centres, customer service centres, community centres and libraries.
- Promotion via The City magazine and via local media (i.e. Dandenong Leader)
- Promotion to City of Greater Dandenong staff via Webstar.

The community were provided with a range of opportunities to 'have their say' which included:

1. **Community survey** – 444 surveys received
 - a. On-line survey – 235 surveys
 - b. Hardcopy survey – 209 surveys (plus 9 late surveys)
2. **Written submissions** – 31 received
3. **Public consultation sessions.** Four sessions held involving approximately 80 people
 - a. Dandenong Oasis x 2 sessions (55+ attendees)
 - b. NPAC x 2 sessions (24 attendees)
4. **Targeted consultation sessions** involving a) Disability Advisory Committee; b) Positive Ageing; Advisory Committee and c) YMCA Leadership Team (Greater Dandenong leisure facilities)
5. **Meetings with key stakeholders** including a) Oasis Otters Swimming Club; b) Greater Dandenong Table Tennis Association; c) Healthy Movement Healthcare (Exercise Physiologist) and d) Swimland Swim Club.

2.5.1 Aquatic Strategy (Cont.)

Key Findings

Over 570 responses to the draft Aquatic Strategy were noted across all consultation opportunities, in which the following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

Overwhelming preference for 50m 8 lane pool. The consultation process found strong support for a 50m 8 lane pool at the new Dandenong Aquatic and Leisure Centre, as reflected by 68% of survey respondents who indicated their preference to use and support a 50m 10 lane pool, as opposed to 26% in favour of the proposed 25m 10 lane pool.

Key messages included the need to provide for lap swimming, larger water spaces to avoid congestion, future proofing the facility for the high / growing population, avoiding loss of business and the perceived loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.

Support for site selection. General support for the proposed Mills Reserve site and the ability of existing Centre operations to continue without disruption during the construction process. Parking and security to be considered during the planning process.

Overall support for new Centre and proposed facility components including:

- **Warm water / hydrotherapy pool** – high demand confirmed and need to balance casual and programmed use (two pools supported).
- **Spa and sauna** – popular facilities. Need to ensure they are large enough to cater for demand.
- **Facilities for children and families** - including learn to swim (LTS) pool, leisure pool / water play and family change rooms etc. Need to ensure LTS pool is large enough to cater for high numbers.
- **Health and fitness facilities** - including large gym, modern equipment and group fitness rooms to cater for high demand.

Universal design principles identified as being critical in the new facility including ramp access to pools, lift to level one, accessible change rooms etc. Environmentally Sensitive Design (ESD) principles also identified as a priority.

Proposed Noble Park Aquatic Centre Redevelopment

Preference to retain existing 50m pool as an 'outdoor' pool. Whilst mixed views were received, the majority of survey respondents indicated their preference to retain NPAC's 50m pool as an outdoor pool (43%), over the potential enclosure of the pool (36%). This view was particularly evident amongst existing NPAC users who highly value the outdoor / open air environment (which is not readily available in the region). Other comments related to the potential negative impact on summertime activities and swimming carnivals and an unnecessary use of resources.

Strong support for expansion of indoor pool hall and provision of additional indoor facilities including:

- **Program pool.** Support for redeveloping existing pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.

2.5.1 Aquatic Strategy (Cont.)

- **Spa, sauna and steam room** would be welcome additions to the Centre, however need to ensure they are large enough to cater for expected high demand.
- Reinforced need to cater for families and children with **learn to swim (LTS) pool and leisure pool / water play**. Consideration to be given to acoustics and ensuring sufficient space around pools for people / families to congregate.

Support for gym to complement program rooms, but need to ensure it is well integrated with the Centre and includes adequate change facilities. Consideration of 24 hour access (secure access to gym only).

Integration of Centre expansion with Ross Reserve precinct – to ensure a coordinated approach to addressing car parking, lighting and security, access to adjoining facilities (i.e. playground) etc.

2.5.1 Aquatic Strategy (Cont.)

Summary of Consultation Outcomes

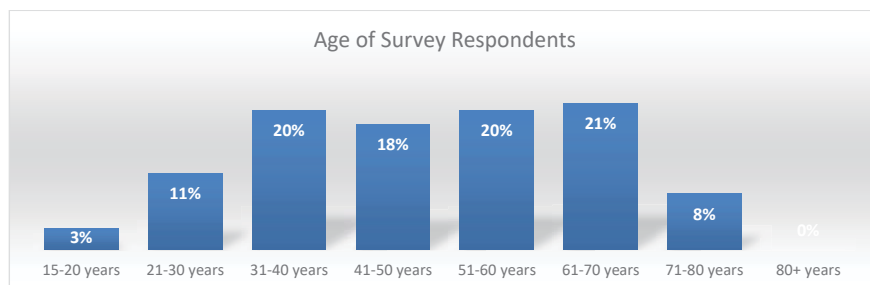
The outcomes of the consultation process for the draft aquatic Strategy are summarised below and detailed in Appendix 1.

1. Community Survey

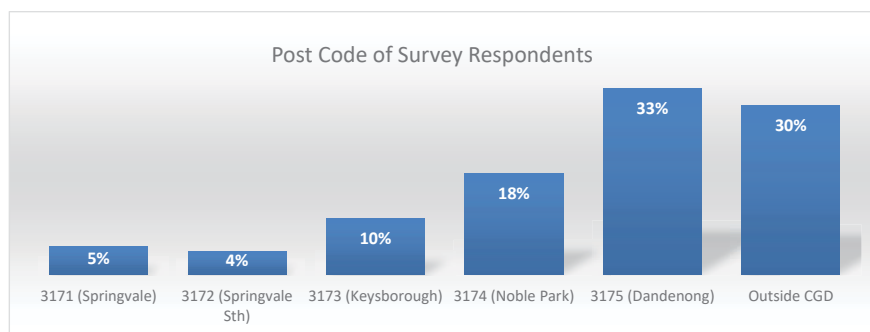
A total of 444 surveys were completed between 20 May to 30 June 2019. This included 235 on-line surveys and 209 hard copy surveys. The majority of hard copy surveys were completed by users of Dandenong Oasis and NPAC (being those collected directly from the Centres). A summary of the survey results is provided below.

(A further 9 surveys were received after the consultation period. Comments included in Appendix 1.)

Profile of Survey Respondents



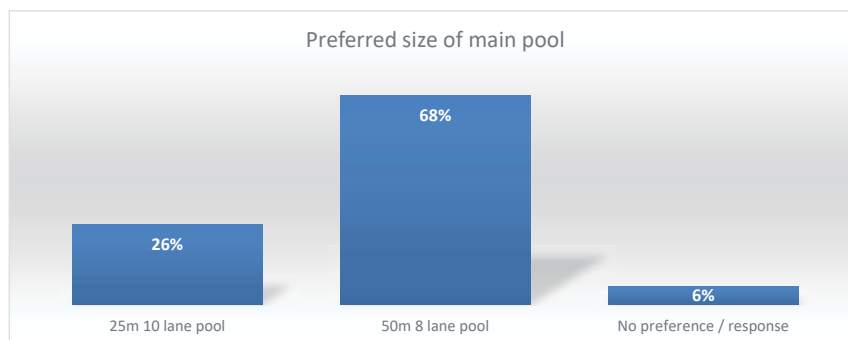
- The majority of survey respondents were evenly spread between the ages of 31 and 79 years (79%). Conversely, only 14% of respondents were aged under 30 years. (87 people / 20% of total survey respondents failed to answer this question.)



- 70% of respondents (249) reside in the City of Greater Dandenong, whilst 30% (109) come from outside the municipality. (86 people failed to answer this question.)
- The majority of respondents from CGD reside in Dandenong (33%) and Noble Park (18%).
- For those respondents from outside CGD, 20% are from Endeavour Hills and 17% from Rowville.
- A total of 34 different post codes were listed.

2.5.1 Aquatic Strategy (Cont.)

Proposed Dandenong Aquatic and Leisure Centre – Size of Main Pool



- The majority of survey respondents indicated their preference to use and support a 50m 8 lane pool (68% or 303 respondents), over the proposed 25m 10 lane pool (26%).
- The preferences of CGD residents are similar to the overall survey results with 61% preferring a 50m pool, whilst 32% support a 25m pool. (7% of residents provided no preference.)
- Both on-line and hard copy survey respondents prefer a 50m pool over a 25m pool. However this proportion is significantly higher for hard copy survey respondents, who primarily represent existing Centre users.
 - Hard copy survey responses: 50m pool 83%; 25m pool 11%; No preference 6%
 - On-line surveys responses: 50m pool 55%; 25m pool 41%; No preference 4%

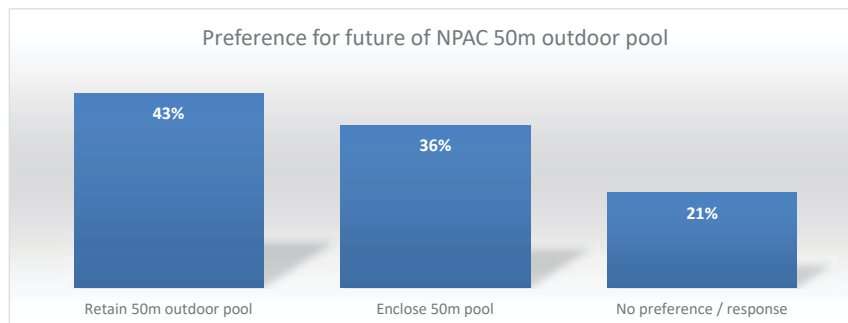
Proposed Dandenong Aquatic and Leisure Centre – Comments

218 survey respondents provided comments on the Dandenong Aquatic and Leisure Centre proposal. These comments are provided in Appendix 1 and summarised below.

- Overwhelming support for 50m pool over 25m pool (95+ comments). Comments ranged from needing to provide for lap swimming, competitions, larger water space for large / growing population, future proofing the facility, avoiding loss of business, swimming congestion and loss of an existing asset. The use of a moveable boom was suggested to maximise use and flexibility.
- Strong support for inclusion of warm water / hydrotherapy (15+ comments). Some concern / confusion over terminology (warm water v hydrotherapy).
- Need for spa and sauna that is significantly larger than the existing facilities (13+ comments)
- High emphasis on provision of facilities to attract children and families and the need to ensure sufficient space for teaching children to swim (13+ comments)
- Support for larger gym with more / state of the art equipment (12+ comments). Some concern over location on first floor and access for people with a disability (query regarding lift access). Some feedback regarding women's only gym / access.
- Strong support for more appropriate change facilities, including family change (13+ comments).
- Overall support and enthusiasm for new facility (11+ comments), however some comments querying / disagreeing with the need for a new facility. (7 comments)
- Support for Mills Reserve location (12+ comments). Need to ensure sufficient car parking.

2.5.1 Aquatic Strategy (Cont.)

Proposed NPAC Redevelopment – Future of 50m Outdoor Pool



- The majority of survey respondents indicated their preference to retain NPAC's 50m pool as an 'outdoor' pool (43%), over the potential enclosure of the pool (36%).
- When reviewing the preferences of survey respondents from CGD, a slightly higher proportion wish to retain the 50m pool as an outdoor pool (51%), whilst 44% support the enclosure of the pool. (5% of residents provided no preference / response.)
- The results from on-line and hard copy surveys differed for this question as shown below:
 - Hard copy survey responses (primarily representing Centre users): Preference to retain outdoor pool (46%) – whilst 27% wish to enclose. (27% no preference / response.)
 - On-line surveys responses: Preference to enclose 50m pool (44%) – compared to 39% who wish to retain the outdoor pool. (17% no preference / response.)

Proposed NPAC Redevelopment – Comments

163 survey respondents provided comments on the proposed NPAC redevelopment. These comments are detailed in Appendix 1 and summarised below.

- Strong support for retain 50m pool as 'outdoor' pool (70+ comments) due to limited provision of other year-round outdoor pools in the region, preference for open air environment, negative impact on summertime activities and carnivals, unnecessary use of resources and ability to complement indoor pool at Oasis.
- Support to enclose 50m pool also lodged (23 comments) for greater year-round access and use.
- Program pool. Strong support to increase capacity of pool by creating separate LTS pool, and increasing depth to better cater for adults. High emphasis on warm water / hydrotherapy.
- Spa, sauna and steam room would be welcome additions to the Centre (6+ comments)
- Reinforced need to cater for families and children with learn to swim (LTS) pool, leisure / water play. Need to ensure sufficient space around pools to allow families to congregate.
- General support for facility improvements, but note the need to complement and address Oasis as a priority.

2.5.1 Aquatic Strategy (Cont.)

2. Written Submissions

Eight (8) submissions were received during the consultation period, which are summarised below and detailed in Appendix 1.

1. Support for 50m pool at Oasis and request to be kept informed.
2. Feedback on NPAC proposal including support for 'outdoor' 50m pool, large learn to swim pool, hydrotherapy pool, provision of appropriate change facilities (for gym and expanded pool hall), sufficient parking and preservation of existing classes.
3. Support for 50m indoor pool at Oasis to complement 50m outdoor pool at NPAC.
4. Need to retain significant plaques from Oasis and install in new Centre to preserve history.
5. PETITION (35 signatures) in support of 50m pool at Oasis and objecting to proposed 25m pool.
6. Varied feedback across a range of topics including:
 - a. NPAC – retention of 50m 'outdoor' pool, proposed improvements to program rooms, provision of change facilities for dry facilities, storage, crèche and consideration of health and fitness facilities on level 1. General support for separate warm water / LTS pools
 - b. New Dandenong facility - support for 50m 8 lane pool.
 - c. Both centres - provision of 25m pools plus 50m pools, provision of separate spa and sauna facilities for males and females (duplication), sufficient parking, adequate change facilities and ESD inclusions. Objection to proposed steam rooms. Feedback on placement of facilities to minimise noise and consider line of sight for lifeguards.
 - d. Consultation process - suggestions for targeting multicultural groups and centre staff.
7. Support for 50m pool at Oasis and objection to proposed 25m pool. Concern about consultation process.
8. Concern about perceived closure of NPAC's 50m pool, noting highly valued community asset.

A further twenty-three (23) late submissions were received after the consultation period concluded in response to a flyer objecting to the proposed 25m pool and in support of retaining a 50m pool on site. These submissions are detailed in Appendix 1 and all strongly support the provision of a 50m pool at the new Dandenong aquatic and leisure centre.

3. Public Consultation Sessions

Four (4) public consultation sessions were held at Dandenong Oasis (2) and NPAC (2) involving approximately 80 people.

An overview of draft Strategy was provided before questions / general discussion, in which the following key points were noted. (Refer to Appendix 1 for more detailed information.)

Dandenong Oasis Consultation Sessions (55+ attendees)

- Overwhelming support for 50m pool and strong opposition to proposed 25m pool for a broad range of reasons, including the need to cater for lap swimming, avoid overcrowding and prevent the 'loss' of an existing asset.
- Some concern raised over the inclusion of an operable boom (if a 50m pool is provided) and the programming / availability of the 50m pool (versus 2 x 25m pools).

2.5.1 Aquatic Strategy (Cont.)

- Warm water / hydrotherapy pools strongly supported, acknowledging high demand within the community. General agreement that two warm water pools are better than one.
- High demand for learn to swim. Need to ensure sufficient space to cater for high numbers.
- Support for provision of modern change room facilities, including family change rooms etc.
- Mills Reserve supported as the proposed location, but some queries raised regarding loss of open space and potential impact on other facilities (i.e. table tennis, hockey).
- High demand for spa and sauna facilities. Need to ensure that are large enough to cater for demand.
- Need to include ramps to pools, lift access etc. Reinforcement of universal design principles.
- Consideration to be given to the needs of CGD's multicultural community, including the demand for women's only programs and facilities (potential for programming and design initiatives).
- Query omission of squash courts, but note low participation levels.
- Car parking provision, security and lighting to be considered.
- Proposed NPAC Redevelopment:
 - Providing a 50m pool at Oasis is cheaper than enclosing NPAC.
 - People want all facilities in the one Centre. It's unrealistic to think 50m pool users will travel to NPAC.

NPAC Consultation Sessions (24 attendees)

- Overwhelming preference to leave 50m pool as an outdoor pool. It is a unique facility and the open air environment is highly sought after by lap swimmers. The pool is also a popular destination for swimming carnivals and summertime activities.
- Support for expansion of pool hall and provision of additional indoor facilities. However, need to ensure sufficient space around the pools for people / families to congregate.
- Spa and sauna will be a welcome addition, but appear to be undersized on the plan. Query best location?
- Provision of a separate learn to swim pool is strongly supported, however question whether it is large enough to cater for high demand.
- General support for redeveloping program pool to better cater for adults and increase capacity (increased depth and size). High demand for warm water activities and hydrotherapy.
- Consideration of acoustics when determining placement and design of leisure pool / splash park and learn to swim pool – in relation to program pool and spa which should be quieter spaces.
- Support for additional of gym, but need to ensure it is well integrated with the Centre and includes adequate amenities. Consideration of 24 hour access (secure access to gym only).
- Existing facility and programs are highly valued by the community and cater well for older adults. Potential for more marketing to attract greater numbers.
- Concern about disruption to service during construction period. Need to minimise impact.
- Need to ensure a coordinated approach to the broader Ross Reserve precinct. Integration of Centre with surrounds, all abilities playground and provision of sufficient car parking, lighting etc.
- Proposed Dandenong Aquatic and Leisure Centre:
 - 50m pool overwhelming preference. Need to future proof the new Oasis.

2.5.1 Aquatic Strategy (Cont.)

- Need to ensure a coordinated approach with neighbouring municipalities / facilities i.e. Doveton Pool.

4. Targeted Consultation Sessions

Targeted consultation sessions were held with three different groups, which are summarised below and detailed in Appendix 1.

- **Disability Advisory Committee** reinforced the need for universal design principles (i.e. ramps to pools, lift to level 1 etc.) and the importance of warm water / hydrotherapy pools. The Committee had no real preference for a 25m pool v 50m pool at the new Dandenong facility.
- **Positive Ageing Advisory Committee** expressed their support for proposed developments including the warm water pools, and reinforced the importance of hydrotherapy and appropriate access arrangements (ramp and cradle lift). Mixed views expressed, but no overall preference for 25m pool v 50m pool at the new Dandenong facility, or whether the NPAC 50m pool should be enclosed. However the Committee recognise NPAC's significance as a summertime destination.
- **YMAC Leadership Team (CGD Centres)** provided feedback on a range of topics which included the high demand for community meeting space/s at Dandenong Oasis and the importance of group change facilities in catering for school groups. The high demand for women only programs was also discussed, including potential design and operational implications (duplication of facilities v design and operational initiatives).

5. Stakeholder Meetings

Meetings were held with four (4) different stakeholder groups to seek their feedback on the draft Aquatic Strategy, which is summarised below and detailed in Appendix 1.

- **Oasis Otters Swim Club** is based at Dandenong Oasis and has 35 members. The Club has a preference for a 50m pool and cited a range of challenges with the proposed 25m pool and the subsequent need to split their operation over two centres (Dandenong and NPAC) – including the potential loss of members. The Club has a range of specific needs / feedback and would like to remain involved in the design development phase of the project.
- **Greater Dandenong Table Tennis Association** is reportedly the second largest in Australia and is the most successful at producing elite athletes. The Association is aware of the limitations of the existing Centre and will work with Council to plan / develop new accommodation in the future. The Association would prefer to be co-located within another facility (due to synergies with management and cross promotion etc.) and seeks tables / courts that comply with international standards so they can host major tournaments.
- **Healthy Movement Healthcare (Exercise Physiologist)** is a tenant of Dandenong Oasis, utilising an office and exercise studio. Supports the planned focus on health and wellbeing at the new Centre and the provision of warm water pools, expanded gym etc. Would ideally like to be considered for inclusion / tenancy in the new Centre.
- **Swimland Swim Club** has 168 members and is a regular user of NPAC. The Club would prefer the 50m pool to remain outdoors due to the atmosphere and air quality and are likely to use the proposed gym. The club supports a mix of facilities being provided across the two centres.

2.5.1 Aquatic Strategy (Cont.)

Appendix 1 – Detailed Consultation Results

1. Community Surveys – Written Comments

Dandenong Aquatic and Leisure Centre Proposal

Comments in favour of 50m pool:
You will lose more business by cutting to a 25m pool.
A 50m indoor pool is usable all year. I currently utilise this facility
Would only come to Dandenong oasis if it was a 50 metre pool
Keep 50m pool in Oasis here so we can save more money to upgrade better facility.
Definitely NO to 25m 10 lane pool. Leave at 50m. Bigger spa.
definitely no to changing the pool from 50m to 25m
I never use it because the pool is indoors but if I did it would have to be a 50m pool
50M lane pool makes facility more usable. A "moving" divider should be added to enable the pool to be split into 2x25M in peak periods, swim lessons, school swim lessons etc similar to NPAC and Casey Arc. Additionally, there is a need to offer aqua classes after hours in the 'normal' pool as opposed to the hydro-pool to enable pregnant women and those who also risk overheating if exercising in a hydro-pool to have access to aqua fitness classes after hours. EG Dand Oasis offers only 1 after hours aqua class that isn't in the hydro-pool, Deep Water on a Tuesday night and this isn't suitable for pregnant women.
looks great, but 50m pool would be much better
Great to see plans that have a little of everything to suit everyone. Might be good to see some function rooms in the facility. Good to have a 50m indoor pool close to home
I would not use a 25m pool
You need to keep a 50m pool. All swimming events/races use 50m, training in a smaller pool is not sufficient. Noble park 50m is outdoors. We need a 50m indoors as it is Melbourne! The extra cost is small as it will be an asset for many years.
Construct a 10 lane 50m pool with moveable booms like at Ringwood Aquanation. The lanes also need to be standard size, not the measly 1.2m wide lanes we currently have. It is not safe for fastpaced circle swimming also considering the lane ropes keep swaying in and out. This way there are enough lanes for squad swimming, swimming lessons and public swimming without hassle of overcrowding on busy days (which is what is happening right now). A 10-lane pool also has the opportunity to host high level competitions, which can attract numbers each time. Moving into the future, all new pools will be constructed with 10-lanes. By the time you build an 8-lane pool, 5 more years down the road and the pool is again outdated. A 10-lane 50m pool is a smarter move than a 25m pool PLUS a Learn to Swim pool. What happens when lessons have finished? Is anyone going to be able to use that pool? How long is it? It's a long term investment.
We need to continue with the last 40 years of an inside 50m pool. This is the only facility like this in area and as such should remain.
I come with my grandson here every week. He is very, very upset about 25m pool. Why we have to cut the size and spend more money to go somewhere else?
We need 50m pool here, not a half size and we don't want to go to NPAC. All my friends are here.
Keep the 50m pool for all our grandchildren and save \$4m for the tax payer's money.
We need a 50m pool for schools, laps, etc. PLEASE keep it.
Do it first time and do it properly. NPAC is a no-trade facility. My experience with Oasis is far superior. We have the population and should be providing the best facilities at every opportunity
We need 50m indoor pool, huge area dedicated to spa, sauna, steam, learn to swim pool, leisure pool is good and warm pools for aqua classes

2.5.1 Aquatic Strategy (Cont.)

Need 50m for sports swimming - not multiple tumble turns
Any refurbishment should include a 50m pool
A 50 metre pool can be divided into half such as Fountain Gate and Haileybury pools which would give 16 lanes of 8. It would provide a competition size 50 metre pool. It would be beneficial for people who have chlorine allergies to install salt water pools.
Do it properly the first time around. 50m pool is Olympic standard and so the new Oasis should also be. Yes, Noble Park is 50m also however it is an outdoor pool.
Are you people joking a 25 meter pool obviously who thought up this idea hasn't tried to swim laps during busy times it's dangerous now and it will be more dangerous with a 25 meter pool
Why on Earth would any sane person consider a move from a 25 metre pool to a 25 metre pool an improvement. A 50 metre pool AND a 25 metre pool would provide an outstanding facility.
If you are building a pool to attract people to come then we need to build an A class facility and not try to skimp. After all the ratepayers are paying for it. Need to build as a state of the art in the first place rather than skimping and then regretting and adding on.
Obviously Dandenong facilities are very outdated so great they are getting updated. I only swim in 50m. Worried that only having 25m will mean npac gets even busier as 50m swimmers all shift to npac. Already a pain to find a clear lane at either site that isn't clogged with slow swimmers.
Dandenong not Noble Park should be the premier pool and leisure centre for the City of Greater Dandenong. I agree that it should remain on the existing site. The centre should have a 50m indoor and 25m outdoor pool as was on previous plans. The centre should also be council run. The small existing spa should be replaced by banks of water jets along the length of the warm pools with access for all. Any provision for squash or table tennis?
Remove the toddler pool, keep 50m pool for lap swimmers, 24/7 gym
A 50m 8 lane pool allows for deep water allows activities, not just shallow water classes please please include a 50m pool
25 metre pool too small
50m pool preferred as that is the standard basis that would support proper exercise by means of swimming. 25m pool makes the interval of passing another swimmer when swimming to and from more frequent which is considered a small impediment as focus is on avoiding rather than swimming.
it would be chaos if we had a 25m pool. no time to pass between slow medium and fast. Please add a steam room too
Many fast swimmers are using slow or medium lanes, 25m lane will encourage fast swimmers to chase slow swimmers, lap indication with slow/medium/fast might be hard to follow, even the main pool is lap swim only the size of 25m may not be adequate, slow swimmers end up leaving the pool
25m pool is frustrating. too many turns. broken routine. 50m pool allows for a smooth rhythm up and down the pool No squash courts? - not profitable?
I am a lap swimmer - so 50m is preference
25m pool a toy for play- to small - bad 50 m pool very good for real swimming
Retaining the 50 metre pool will keep the current clients and school and competition sport. You may save 8 million but you will lose a lot of your current income. in real terms the 25 metre pool will cost more. Thought for the next 30 years is important. Save 8 million and have a not fit for purpose, underused facility. The old saying save a penny and loose a pound. Long term thinking is the key
8 million cos to keep 50 metre pool at Oasis and keep outdoor pool at NPAC is a better option. Giving a choice of indoor or outdoor. A 25 metre pool is not forward thinking and limiting future use of the facility
It is a false economy to build a 25m pool just to save \$8 million in the short term. One can assume that a substantial revenue is derived from competition meets by schools and groups etc. By not building a 50m pool then the cost of the rebuild will be higher than shown due to the loss of revenue because potential users will go elsewhere and it is not guaranteed that it will be NPAC even if it is enclosed. On the reverse, do it right and it will be a desirable venue, therefore more income and in the long term the cost of the extra \$8 million and

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

associated running costs will be recouped faster. To the matter of the layout proposed. Why would you separate the pools by placing the change rooms in between? It is clear from this that the staff, in particular the life guards have not been consulted on this matter. In my limited understand of the matter is that they could not have a clear line of sight of all pools. This equals the need for more guard, ergo more costs to run the facility even on quite days. The council needs to look beyond the gasping \$8 million and look well into the future and not be seen as the short-sighted council that built us a pool that is of no commercial use. Just a hole in the ground in which money is poured into, is no more than a playground. Just a financial burden, that in the future the decision will have to be made, "do we pull it down and rebuild?" And that will cost a lot more than the \$8 million to rectify
Project should've been started with consideration of 50m pool. it is more versatile and could attract other professional sporting activities.
Come regularly for laps and the 50m area great for swimming and fitness
I really believe a 50m pool is essential for proper swimming fitness practice, and for competition training
A 50m pool is the better option for swimming meets and teaching children to swim
Please opt for a 50m pool. This best accommodates a wide range of users from lap swimmers to lessons to squads. Perhaps a 50m without boom is an option
A 25m pool does not suit the needs of real swimmers. it must be 50m. A larger (less intimidating) spa is needed. similar size to the knox leisure works
50m pool is the only reason I come here
Too small to swim in 25m pool. You will wait for a long time to have your turn in the busy hours. Can you try it by yourself?
I enjoy swimming laps and a 50m pool would be great
A 50 mtr pool for a swimming squad to utilise with a movable gantry to enable to split the pool into two 25mtr pools. Seating for spectators for swimming competitions.
50 metre swimming pool is necessary for laps. 25 metres is too short. no sauna - why? no spa - why? Looks like cafe area is bigger than pool space - what's going on?
50m is preferred and the current depth too - 1m at the shallow end and 2.4m at the deep end - as this depth is good for diving, jumping and exercise
On top of personal preference of using a50m over 25m pool, it is also important to consider a 50m pool is the standard competition pool so it is important to have a standard competition pool to train our kids as the future swimming competitors. I also believe to at least keep up with the current needs, the new leisure centre will need at least four program/group fitness rooms instead of the proposed three! The current facility used three separate group fitness rooms for the following each separate programs - RPM, Lite Pace circuit and Boxing/Adrenaline classes because they each use dedicated equipment set up in each room (these equipment are either fixed in each room or too bulky to be moved or stored away). A separate (fourth room) is shared used by other programs/classes (that use light equipment that can be store when not in use) like Body Pump, Aerobics, different forms of Yoga, different forms of Tai Chi etc.
Please make it a 50m pool as it is currently used for swim meets and is a wonderful training facility for promising young swimmers. A long course is much more beneficial as is the deep water for diving.
Keep the current centre open when you build the new one. I only come here because it is 50m pool. don't change it to 25m
Bigger LTS pool More change rooms\50m pool
50m pool is a necessity for us. It is the proper length of exercise
25m pool is too short for swimming. We are always proud to have a 50m swimming pool in our area. How about only 1 warm water pool? Because we are not going to have 2 lessons at the same time
In my opinion a 50 metre pool - with the possibility to divide it into 2x25m pools. would be user friendly, and would cater for the lap swimmers and recreational swimmers at different times. (I would have not been to the OASIS for 20 years + thought it was dirty)
I find the larger pool a better challenge for my fitness level. However a boom in the pool would also be a good

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

idea for later in the day
A 25m pool would not be big enough when all the swim schools are running, at the moment the 50m pool isn't big enough for members to swim at the same time. So a 25m wouldn't work
Would prefer the 50m 8 lane pool. I come all the way from Berwick because of it. If it does happen, I would no longer come back.
how deep is the proposed new pool? diveable?
After talking with patrons we were unanimous with our thinking. 50 metre pool to cater for swimmers and aerobic classes. Good facilities for the disabled. Good amount of showers, toilets and family facilities
I enjoy swimming laps and would rather a 50m pool. If it was to be a 25m pool I would have to consider other options. Will the existing centre remain open while the new facility is being built? Regards.
Please don't ever change to 25m lap swimming pool keep it as a 50m pool
25 metre pool is unsuitable for seniors however is good for young kids. is also bad for lap swimming
I only pay my annual membership to Oasis because of the 50 meter pool for lap swimming
Coming from a swimming background of over 50 years I have watched many communities choose a 25m pool option over the 50m pool only to regret their decision down the track. From my experience the 50m option would service the community for better.
I swim at Oasis and very few people us the 50m pool for lap swimming. More water for health rather than lap swimming.
Dandenong Oasis should keep their 50m lap pools. 25m lap pools does not do justice to those who are in squad and train for district/state swimming competitions.
You really need two 25m 10 lane pools if you want to cater for everyone who WANTS to swim, not based on people who are currently swimming. I don't swim there most of the time because there isn't a lane or half lane free to actually swim properly; only space to splash around.
50m pool more convenient when considering school groups
25m pools are crap keep the 50m pool
who down size to 25m?
keep indoor 50m heated pool
to swim in a 25 metre pool after using a 50 metre pool in like being the ball in a pinball game ,it would reduce your stamina by 50%,it took me months to swim for an hour in a 50 metre when I changed to the 50 metre from swimming for an hour plus in a 25 metre pool.
I have been swimming here almost every Saturday for the last 18 years and swim approx.100 + laps ,it would not suit me and many others who swim a lot of laps to do so in a 25 metre pool.I used to swim an hour in a 25 metre pool before switching to the Oasis's 50 metre pool and i would struggle to do 6 laps then ,you work harder in a 50 metre pool. Swimming here has helped me recoup from major prostate surgery i had almost 5 years ago .Would hate to lose the 50 metre pool.
Don't go for a 25metre pool, stick to a 50 metre pool,and don't stick a bridge over it to give 2 25metre pools
Serious swimmers need a 50 metre indoor pool! I swim 100 laps on Tuesdays and 70 laps on Saturdays, in the oasis 50 metre pool.- to do this in a 25 metre pool is too many turns. The 50 metre outdoor pool at noble park is not an all weather all year round option
50m pool is the only reason we are here for. 25m is very short. Please keep 50m pool for all of us
I swim laps 2 mornings every week at 8am. I do this at the oasis (have been doing this for 12 years) because it is a 50m pool. I will no longer use the Oasis. if the pool changes to 25m - too many turns! I will not swim laps at the 50m outside pool - its far too cold outside. why don't you try this in june?
Great facility but it is old and tired. Absolutely need an upgrade. Beautiful 50m pool. So sad if it goes. NP pool although close is down busy Heatherton Road. Oasis is situated next door to TAFE. Great source of potential clientele.
Please keep to 10 lanes 50m. We need a Competition Pool Indoor with sufficient seating for 800-1000 people.

2.5.1 Aquatic Strategy (Cont.)

Only current option of this size is the 2 pools at MSAC.
All the keen Oasis swimmers that I have spoken to indicate that a 50m pool is the only way forward. Noble Park is out of the way of dedicated lap swimmers who drop of the freeway to swim then get back on to the fwy to continue to work. If a 25m is built the dedicated swimmers who currently use Oasis will find alternative pools that are more convenient to their travel route to swim at. Have you swum in a 25m pool then gone onto swimming in a 50m pool because once you have there is no going back from a 50 to a 25!! cheers
The location of the existing pool is fine, but of course as most of us who swim their daily notice the building is becoming very tired and in need of refurbishing. Any new pool considered MUST have a 50 metre or Olympic sized pool installed. I have been swimming at the centre for just on 40 years and intend to swim there as long as the 50mtr pool is kept. Yes, refurbishing required, keep the same location.
Why we need to pay more to enclose NPAC? Why not spend less to upgrade size here in oasis? We really need 50m pool here. Think about the school children racing
25 metre to small for swimmers and aerobic classes combined. more showers and family friendly spaces. and good hoists, ramps etc. for disabled people
If the emphasis is on new and improved, then why even bother with a 25m pool. Don't downsize. How deep will the new pool be? Will teaching of safe diving be allowed? Most new pools now are not deep enough to dive in, therefore safe diving is not even taught. How big is the learn to swim pool? The current program pool is inadequate with the 16 lanes available so I hope the new pool will be even larger so Dandenong Oasis can aim to become the Number 1 schools swim lesson pool. (We're currently number 2). Will there be sufficient storage spaces for all the swim school equipment? Give the people of Dandenong and surrounding areas a pool we can be proud of and the \$200,000 pa will not matter when patronage is up. Get it right the first time, unlike Noble Park, and extra expense down the line will not be necessary
50 metre pool required for lap swimming
How am I going to do laps? this is a complete waste of money! you will lose business if this goes ahead
would only come to Dandenong oasis if it was a 50m pool
Have been attending the 50m lap pool for over 25 years. I would be disappointed to loose it. I would be annoyed if the current pool was closed prior to the new pool facility opening. There are a lot of friendships made over this period and I would be disappointed if broken during the build of the new pool
Believe the 50mtr pool will accommodate the current demand on this busy centre as well as the increased influx during holidays etc where memberships are not fully utilized when lessons take up most of the pool area.
<i>The new centre should have a 50m pool (x 9 late submission)</i>
Comments in favour of 25m pool:
25m 10 lane pool is best option, and most cost effective. \$8m can be spent on other projects in municipality. Schools needing 50m pool are catered for at NPAC.
If available- 25m with 16 lanes - more flexibility for swimmers
Go for the cheapest.
50m better result but hard to justify extra build cost and running costs
Comments re: warm water / hydrotherapy pool:
No mention of hydro pool, hope this is to be in the new design.
1/ Warm water pools for men and women separately. 2/ Spa to be divide to two sections for men and women. Many women miss out on using current spa as they feel uncomfortable sitting too close to men, especially big men
The current proposal is good due to providing two warm water pools. The current aquatic Centre (Oasis) warm water pool is old and does not provide a proper service to the community
Warm water is more important than lap swimming which is available at NPAC
It's all well and good that NPAC has a 50m pool, but is it used in Winter. 2 hydro pools is fantastic, as long as one will be available to use all day everyday, and only one kept for classes. And really needs to have a ramp entry, as a lot of people using hydro pool are injured and steps are not always easy to use.

2.5.1 Aquatic Strategy (Cont.)

The lack of a hydrotherapy pool is a very important omission. Most centres of this type include hydro facilities. Warm water pools are not a substitute. The range of other services are excellent. All should be retained
Can the Pool accommodate sports physiotherapists to conduct hydrotherapy. There isn't enough Pools around to provide this type of treatment in the South Eastern Suburbs.
The hydrotherapy pool is used all the time. Providing there is a hydrotherapy pool and the Council bus from Dandenong can still transport our people to the pool, as the clients don't have access to Noble Park pool. Being also unable to drive, that's why we use the community bus. Also a lot of our people don't live near the train station.
jets for water massage in one of smaller pools Geothermal water pool, pasting here one pic of one of aquatic parks in Poland http://www.dzieckowpodrozy.pl/wp-content/uploads/termy-malta%C5%84skie-Pozna%C5%84-park-wodny.jpg
What about hydrotherapy pool?
It is not necessary to have a 50 metre pool. More rehabilitation opportunities and casual usage would be better
There is no mention of the hydro pool! what will happen with that?
Are you building a Hydropool, would not be using either 25m or 50m pool.
Ladies change rooms are nor clean sometimes and need renovation badly. Hydro pool not big enough, sometimes 30 people in it. Whole benthe needs renovating or rebuilt. Whole benthe needs renovation have been going to hydro pool for over 15 years
Warm water and spa.
<i>Agree with two warm water pools as these get very busy (late submission)</i>
Comments re: leisure pool / water play:
it doesn't make sense for the leisure pool to be bigger then the LTS Womans only gym are please More activities for the kids - maybe water slide?
would love to see activities for children in 'fun pool' access to gym other than stairs 50m pool
Which pool would the aqua fit use?
The Oasis definitely needs a revamp last I was there was definitely my last. It was pretty revolting. I much prefer NPAC The kids love the splash park at NPAC. I know the proposal mentions a water play. Not sure if this is a similar thing to splash park at NPAC. Would be great to have an Indoor one. One that could operate all year round and could be possibly hired out for parties. Thanks
Put slide and more things for children as familys always complain about not having enough for kids not enough room in the LTS pool Womens only gym space
Good activities for children and primary school aged kids for weekends and school holidays. Good facilities and more amenities for families
we need wave pool
Have an indoor playground area for children like Peninsula Aquatic centre and a waterslide would attract people.
The NPAC has a decent play and water park facilities which Dandenong lacks.
Bring back the slide
Comments re: learn to swim pool:
Teaching babies and young children how to swim
I talking from a PE teacher's perspective and I believe the more space for the kids to do their swimming lessons, the better.
The proposal needs to allow for way more learn to swim spaces, schools need '16' lanes for peak times Everything else "awesome"
Comments re: spa, sauna, steam room:
Dandenong Aquatic leisure centre, we need big areas dedicated to spa, sauna, steam room

2.5.1 Aquatic Strategy (Cont.)

We need a bigger spa and steam room (ASAP)
Spa to be divided/scheduled for men and women separately.
Building exterior and interior are too old. The spa pool is too small.
Increase the space of sauna and spa (need large space for usage). The current one is too congested for use.
Please make a sauna room bigger and add a new steam room.
Must have separate spa/sauna facilities for men and women
a big spa is needed
spa, sauna, steamroom- 50m pool- learn to swim pool, toddler pool etc
A steam room with the use of Eucalyptus oil vapor and plunge pool for instant cooling down, would complement the sauna and spa experience for patrons
A larger spa both dry and steam sauna and independent spa disabled wearing dry nappies. more disabled car park spaces
Nothing wrong with the current pool but you need a second or larger spa and a steam room would be nice.
a bigger sauna and spa is needed
Comments re: health and fitness facilities
The current gym is located upstairs. this is a huge problem to many of the older people + those undergoing rehab Please ensure gym is downstairs
Please make sure there's a good sick bay in the new centre with plastic sheets on the beds. Also/ please put good ceiling fans in the new gym rather than having the fans on the wall. Also, please get a very good air condition system in the new gym. Please have pay tv on the tv's at the new gym. Please have a good digital radio in the new pool area where people can listen to good radio stations
Larger gymnasiums than previously with more equipment
Gym should be moved to lower level - safety concern
Gymnasium should be located inside
Ladies gym
Multi sports hall
Bigger gym room still with a stretching/ strengthening area. Updated equipment..
Redevelopment of the centre is long overdue - the current facility is very tired and the gym and group fitness areas are too small
I have been a continuing member at Dandenong Oasis since Oct 1991. So I believe that some of your proposed changes will be a backward step for the Wider Community. I would be happy to communicate with Council about my feelings. One thing that needs addressing is how do people with Disabilities access the Gym? Why does it have to be located up stairs?
If the gym is upstairs will there be elevator access?
Why is the gym upstairs
<i>More group fitness rooms (x 2 late surveys)</i>
Comments re: amenities
Desperately needs more adequate change room facilities, especially for families
Need more group change facilities. need family change rooms. need bigger LTS pool. location of change rooms should be on outside of pools not middle
More showers especially family ones with two heads and maybe a shower curtain when adult showers.
Upgrade showers/change rooms toilets better facilities
the proposal that changing rooms in sight lines of the smaller pools will impede lifeguards visibility, increasing the need for more lifeguards

2.5.1 Aquatic Strategy (Cont.)

More change rooms and family friendly more fun activity pools for children. Hoists and more facilities for disabled. Plenty of shower and toilet facilities. Also if we only had 25metre pools it would be to cramped for swimmers and exercise classes.
Good sight for all lifeguards no dressing rooms in middle of buildings, scooter recharge points, nursing mother areas, all equipment to stand best of use without breaking down, a lift to 1st floor, built on existing site
Large family change room facilities.
Need plenty of storage space for equipment eg. swim schools
have more family change rooms
Need separate change rooms for schools
have two separate change rooms for the male + female. keep the 50 metre pool
all clients agree. more showers and toilets. Good facilities and activities for children and families ramps etc for disabled. 25 metre too small
Comments re: site / Mills Reserve:
Outdated and not well planned in it's location. Lack of Public Transport.
why is it that there are so many parked cars that aren't using oasis, where are they coming from?
Please ensure adequate car park spaces available
The location should remain where it is currently located.
Happy that it will stay at present location
This is a disgrace to move the pool out of Dandenong and next to the other pool. I'm a member of years at to oasis and won't be able to get there. What's happening to the Table Tennis centre? Just saving cash?
Where is Mills Reserve
I believe the new centre should be located in Mills Reserve
Provide more car parking spaces. Consider two spas and two saunas or bigger spas and sauna
If Dandenong oasis moves to another location I hope it moves to Dandenong basketball stadium, where there is sports, aquatics and fitness/gym/group fitness/health can be in one building.
Depends on where it is built. Facilities at Oasis outdated.
Happy that it will stay at present location.
<i>Retain land of current facility / None of the land should be sold / Retain land for parkland and sporting hub (x 9 late submissions).</i>
<i>Make sure there is ample free parking (x 2 late submissions)</i>
Comments re: operational issues
the wrist band only area are not controlled properly. There are a numbers of patrons not wearing the wrist bands using this service. The locker sensor reading bar code is not working properly.
To check on the level of cleanliness of the swimming pool water.
Make sure filter works
Fantastic initiative. I agree to keep it in the same area. Please make sure the big pools are well heated. The current Oasis big pool is very cold. The swimming teachers are shivering in the water for hours when they teach older groups. Please ensure it gets proper heating.
Dear Customer Service Officer, I am writing to provide some feedback and suggestions regarding the swimming pool management. I am currently using the aquatics only but find it quite hard to find a quiet time to use the pool. I try to avoid times like Mon Wed Fri 9:30am as there is ongoing group lesson going on in the main pool which occupy almost half the area. But other times like Sat morning or random weekday afternoon suddenly has big school group or kids using the deep pool side diving, and mostly can have up to two events going on, e.g. diving and swimming lessons at the same time, and therefore leave ONLY 3 lanes for swimming. Slow swimmers like myself often get chased by those fast people who has been squeezed to use the slow lanes as there is not enough lane. Some of the fast people paddle water very rapidly and overtake us slow people, which

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

splash a lot of water into our faces, we already get choke many times. I understand some people are very selfish and inconsiderate to others, but clearly this is an underlying hazard to slow swimmers safety, especially to disabled or elderly group, due to not enough lane issue. Suggestions: 1. Events or group bookings should not be double-booked at the same time in the main swimming pool 2. Group bookings or events should be marked on the notice board together with current time table alongside so to give slow swimmers a chance to choose a quiet time to enjoy swimming (some bookings are once off not like school groups is fix time, it is hard to put in the current timetable but white board would be very helpful to give everyone an idea) 3. The sign for "program in progress" or "swimming lessons" should be taken off as soon as the events finished, there were times when those signs were on but only last two lanes were occu
Need to reserve 2 lanes for family recreation.
Discount fees for ratepayers
Other comments – in support:
Definitely a develop centre for the community
Very excited about this new aquatic centre.
I love this idea. Oasis needs a total revamp. As population has increased since it was built it has reached its expiration. I think it's fantastic!
Looking forward to the new pools
Definitely in need of an upgrade- I don't swim there mainly because the facilities are so old and the pool water always looks dirty
Have to keep it for that part of the population
so looking forward to the new Dandenong oasis. glad to see we are moving on the project and its going to stay at mills reserve. great
Good
sounds wonderful as Oasis in it's current format is looking extremely tired and showing signs of ageing. Looks dirty mot of the time, and things breaking down all the time. The pool is used by many, at times overcrowded so not many can use the lap pool without someone diving into the lanes.
Firstly, I commend the council on the decision to keep the complex at the same almost perfect location. Also parking is a very very important issue & this location has a lot, although Hospital workers & other users do make it crowded & difficult sometimes. As a regular user of Oasis Dandenong Aquatic & Leisure Centre I see it is an absolute necessity to retain a 50m lap plus pool, not only for the current users but more importantly for the future users, as the City of greater Dandenong increases population. It is a very very vital tool & meeting place for many, particularly the elderly & newly arrived to this country. Reducing the 50m lap pool to 25m lap pool would cause the loss of many many users. Seems to myself & others that it is a very crowded & busy area when the aerobics classes are on, when the schools are in, when the squads are in & when other groups parties etc use the 50m lap pool & our lanes are reduced. Frequently to just 2 lanes for laps & it is uncomfortable & not necessarily a safe place. A 25m lap pool would just compact this crowding & also has the potential to lessen the safety of users. Swimmers/lappers need the length a 50m pool provides to build up their performance etc. A 25m pool does not provide that. I feel the displayed plan is flawed in the positioning of certain facilities. The change rooms should be on the exterior so as to not split the pools. This would be an advantage to families & their supervision. It is unclear exactly what warm water pools 1 & 2 actually are. Are they both hydro or just one? Whilst the current hydro pool is too small & needs more capacity to accommodate users. It would be advantageous to have two hydro pools a little larger or the same size as the current one. The usage would be better as currently when an aerobics class is on there is no availability for general use of the hydro pool. When other classes are on in the hydro the space is halved. Two pools would allow multiple usage for all. After all that's what we aquatic members are paying for & far too often can't use due to classes etc. Well-appointed change rooms for the disabled are necessary. One suggestion which has come up via discussions is within disabled change rooms, the creating of shower only cubicles (wet area) with multiple adjoining dressing only cubicles (dry area) This would allow a quicker flow of disabled showering. Currently, most users shower & dry & dress all within the disabled shower cubicles. The disabled take & need time for this process. Were there a shower only cubicle with adjoining drying, dressing only cubicles with multiple access doors, user flow would potentially be quicker as once a user has showered they move to a dressing only cubicles allowing the next user

2.5.1 Aquatic Strategy (Cont.)

to shower & not wait as long as currently happens. The positioning of the pools. Positioning the lap & leisure pools side by side allows for better observation/supervision, particularly for family supervision. The learn to swim pool is predominantly supervised by instructors & therefore, should not be in between the lap & leisure pools. I don't see that closing-in the Noble Park Aquatic Centre is needed as many users do prefer the outdoor atmosphere it provides. All-be-it seasonal. As with Dandenong Oasis there should definitely be a designated learn to swim pool, separate from the fun/general use pool inside. As with Dandenong the swim classes virtually render the fun/general use pool unavailable which is unfair to paying customers at both facilities.
Other comments – in opposition:
stop wasting money and leave it as it is
Save the rate payers' money
CGD should not be replacing the existing aquatic centre but rather renovate the existing facility. I have used the facility and spoken to both other users and staff of the centre and the over riding issue is that Council have not invested in adequate cyclic maintenance. The discussion about Council having another 50 metre facility located within four kilometres is not an issue as Council inherited the assets as part of Council amalgamation and Council has the potential to better equip its residents with more available access to healthy living, social and sporting pursuits. CGD has almost the most diverse ethnic population in the world with arguably the highest proportion of population unable to swim. This therefore suggests that more accessible 50 metre training facilities should be retained. The advice by consultants that 50 metre pools are no longer the flavor of the month is not relevant as most of the new facilities being provided by other local governments is for a 50 metre pool with a divider to enable more multi-use of the water facility. CGD doesn't appear to have adequately assessed the greenhouse implications of demolition and replacement of what will be the third rebuild in 40 years. Where is the feasibility and cost study suggesting that the only plausible option is to demolish the current pool and start from scratch. Again. Why doesn't CGD incorporate either geothermal or cogen to heat and power this facility. Why hasn't CGD considered the potential unused waste energy/heat from neighbouring or nearby cogen plants for heating Council's aquatic facilities? If they have, I would like access to then for my perusal.
Prefer upgrades to existing facilities or an additional pool rather than a replacement center as it is better use of financial resources. It also the more holistic and sustainable approach
I have been a patron (Twice weekly) since the existing pool opened in 1978. Apart from complaints about the lack of maintenance and occasionally poor attention to the pool floor I have not heard any dissatisfaction about the centre and I cannot understand any pressing need to replace it I'm the foreseeable future
existing oasis is fine
Other comments – General:
Would love to provide feedback in person, please contact me Eric Du 0422 382 900 to discuss. Thank you
This draft seems not planning for what we want but the short sight vision of the planner.
need wheelchair access to all the places
Exercise and during summer for a fun swim Swimming lessons Just general swimming
More information on the proposals would be useful. impossible to comment on something that there is no information about
Sounds great and can't be built fast enough! I joined the gym at Oasis for a while, but the facilities were so old, dirty and run down, I haven't been back for some time.
Have you considered location at Springers Leisure Centre to make it a more rounded sports centre?
Why does Noble park and Dandenong oasis always get funding and renovations? What about springers leisure centre in Keysborough? Why do we need to waste all this money on 2 pools in close proximity to each other
Where is squash in the new venue. What about indoor bowls on carpet. Parking for venue and members only
Please time upgrades so that least 1 pool is available
How about a dive pool
As a great number of people belonging to Islamic faith live in the City of Greater Dandenong, I suggest that the needs of Muslim women should be taken into consideration as well. Thank you.

2.5.1 Aquatic Strategy (Cont.)

oasis need more program pools not less
The smell you get when you walk through the glass doors is very off-putting with the chemicals. I rush into the squash court area to get away from the smell. Great to have both the facilities though.
<i>Lifts for access to upper floor (x 3 late submissions)</i>
<i>At least two lifts should be provided to ensure accessibility in the event of one lift malfunctioning (x 5 late submissions)</i>
<i>Include squash courts (x 4 late submissions)</i>
<i>Council should concentrate on Dandenong. NPAC has already had their turn (x 2 late submissions)</i>

Proposed NPAC Redevelopment

Comments in support of retention of 50m 'outdoor' pool
Enclosure of 50m pool will be too hot to swim in summers
Good swimming. This is one of the best outdoor pools in Melbourne. Clean and very good environment just keep it as it is
The outdoor facilities are well suited to summertime use.
I think patrons will have plenty of choice for an indoor pool and activities. it is unnecessary to completely enclose the outdoor pool
best thing about swimming at NPAC is the non-enclosed 50 metre pool
I agree to accept most of the improvements, but not enclosing the 50m pool. this is quite unique. Not many around. Winter may be slow, but warm weather its buzzing
I appreciate our brilliant facility and councils efforts but one indoor 50m (oasis) is sufficient. catering for swimmers who prefer outdoors is important and fair. Noble park should remain outdoors. Gym is a good idea. the program pool was underdone from the start and needs to be rectified
please leave the 50m pool as an outdoor pool. car parking will need to be increased if participation numbers increase in summer
pool needs to remain outdoors
please leave it outdoors! great in summer and school carnivals. Another change rooms please
The additional capital cost implication is better spent on the 50M pool at Dandenong. The community should have access to both indoor and outdoor pool options. Many people prefer to swim in an outdoor pool as it is a more pleasant experience and you are not enclosed in a humid and hot environment which is what happens when pools are enclosed.
It's much nicer in summer to be outside in the sunshine, now it is perfect with half sun and half cover.
We need an outdoor pool at NPAC and the indoor Dandenong oasis will contemplate that. Dandenong oasis and npac indoor is not necessary we need an outdoor pool
Keep som pool outdoors- appeals to many swimmers and carnival season. there isn't another outdoor som in the area
Would not use an indoor or 25m pool there is no evidence that more people would use an indoor pool
Keep NPAC as outdoor as Oasis is already planned to be indoor. At NPAC, the booms need to be redeveloped- it seems like it takes too much man-power to move from a 50m to 25m pool, thus the pool is not reaching it's full potential. The creation of the 12.5m(?) program pool is absolutely useless. Why not create an indoor 25m instead? That way you can still have your lessons and attract more lap swimmers.
Leave as an outdoor venue as people specifically go there as it is outdoor.
We need to keep the 50m outdoor pool. we love to have an outdoor pool. Spa, sauna, steam is absolutely

2.5.1 Aquatic Strategy (Cont.)

necessary
NPAC is a close outdoor 50 m pool
There is not enough space for proposed changes. Please keep Melbourne's best outdoor pool as an outdoor pool
The outdoor pool seems fine to me- the indoor pool desperately needs to be expanded to deal with local traffic.
The outdoor pool is great for Summer, if people want an indoor pool Oasis is not far away.
Any redevelopment should consider retaining OUTDOOR space also for the warmer months. A decent sized sauna and spa is a must as it was negligent that these were not included in the original plan.
please keep the pool as outdoor, it is the best swimming environment
Outdoor pool is heated so never an issue when its cold. I go more in winter cos its quieter.
leave 50m pool as an outdoor pool long term, (clubs) add a hydrotherapy pool to attract football/soccer/athlete recovery patrons
Enclosing the pool is unnecessary- indoor pools are hot, have fumes and are noisy. This is why outdoor pools are popular. 12 Million is too much to pay when swimmers will have so many choices.
proposed improvements are such that enclosure of 50m pool can be delayed, and kept outdoor in short to medium term.
Please don't enclose the current outdoor pool. I think its better to leave it as an outdoor pool, it gets too hot in enclosed pools. please have a good sick bay in the new development
I think many people use the outdoor pool regardless of weather and that it is more important to enclose outdoor playground
The area needs both an indoor and outdoor pool. Personally I prefer swimming in an outdoor pool throughout the year.
50m pool must remain an outdoor pool. the massive costs to enclose it will only result in making it stink of chlorine as per oasis
Don't cover 50m pool wonderful to have a gym there instead
Please dont enclose outdoor pool. Its fantastic as it is , nice on the hot days...and I love swimming in winter so ,please don't enclose it Also spend the money on homeless people or animal shelters please.. such a waste on such a great pool as it is . Thanks Karl
The 50 m pool is great because it is not enclosed and allows the chlorine smells to disperse. In comparison the enclosed pool at the Oasis that smells heavily of Chlorine. (Stinks) The 50 m pool should never be enclosed. As a regular lap swimmer at NPAC I really appreciate the open air aspect of the pool as it is. And I am sure that you would loose a lot of other Lap swimmers if you enclose the 50 m pool.
Please don't enclose the 50m pool. An indoor pool is just not the same. What about a retracting roof so you have the best of both worlds? or more shelter around the edges?
Please don't cover. Use money elsewhere in local area.
Outdoor pools are a beautiful asset to the community and as a lap swimmer, I love NPAC's outdoor pool as it is. I don't see the value in enclosing this pool.
The outdoor pool provides a good alternate to the indoor pool at oasis.
great facility ... open air fantastic and year round availability
Enclosure would destroy pool atmosphere, becomes stuffy. It's not the pool's fault more people aren't here...??
Definitely leave 50m pool as outdoors. Imagine swimming indoors during summer! The water temp is kept beautifully for all year round swimming. I drive from Aspendale just to swim in an outdoor pool. Please don't change it now or in the future. I think a 25m pool is needed for younger swimmers and for schools to maybe have their students taught to swim. All other redevelopments sound good, just don't ever touch the 50m pool
DO NOT GET RID OF OUTDOOR POOL
Please keep this pool outdoors

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2.5.1 Aquatic Strategy (Cont.)

only year round outdoor pool in the southeast and the only reason I swim there is to be outdoors
Would not like to see the outdoor pool enclosed at all. Most swimmers prefer to swim outdoors and NPAC is one of the only outdoor pools around, most others are enclosed. I'm a member at NPAC and drive up from Seaford to be able to swim outdoors - that is what attracted me to the Centre.
Like the outdoor pool.
Having an outdoor pool in the area is great for summer
outdoor if Dandenong retains its 50m pool
I have been a regular lap swimmer in Noble Park for 3 years now. it would be terrible to close the pool off. I love to swim in an outdoor pool. there are enough indoor pool around the area (oasis, casey arc). There are lots of opportunities to make noble park as a special pool. ie. steam, ice baths
Proposed improvements are such that enclosure of 50m pool can be delayed, and kept outdoor in short to medium term.
The pool being outdoors is one of its main attractions- much preferable.
Do not enclose outdoor pool. fresh air is essential speak to staff
Would be good if outdoor pool had retractable roof or moving walls that let the air flow on hot days. will gym be attached to main building looks like it will be a separate building at the moment
Indoor and outdoor.
We need the 50m outdoor pool. we love the outdoor pool. a lot of people come to the pool because its outdoor. we need an option to be able to enjoy the outdoor pool. Dandenong oasis is indoor, that should cover the need for people who enjoy the indoor facility
if only a 25m pool is built at oasis there will be no 50m pool to swim in the day during the carnivals
Keep the 50m pool outdoors long term!
The outdoor 50meter pool is excellent and should be retained. The water quality is far superior to Dandenong indoor 50meter pool. Please do not enclose the pool. I will not swim in an indoor pool.
The outdoor pool is amazing, it's a pleasure to swim there, invigorating, calm, quiet, relaxing. Must have lockers available...locate in changing rooms.
Keep as outdoor pool it is the best pool in Victoria as it is. please leave it its great
please keep this pool as an outdoor pool. this centre greatly benefits out community
people like outdoor pools and already have indoor pool in case proximity of NPAC
don't close it
My Wife swim's outside at Noble Park & appreciates it being outside.
It is a great pool and should remain outdoor
I think it's fine the way it is at the moment
I believe it's better to spent the extra \$8 million (and \$200K annual operating cost) on the new facility then to spend the extra \$12 million enclosing an existing pool. I appreciate that converting the outdoor pool into an indoor pool may encourage members to come use it during the colder winter season. But that is still a \$12 million bet/risk. However, based on the strong feedback from the if the new facility at Mills Reserve is build with a 25m pool. The New Leisure Centre is guaranteed to loss a lot of members (who currently come to OASIS to swim) and I guess the New Centre may also loss more schools that currently send kids to OASIS to learn swimming. I do expect private kids (parents will also prefer to send them elsewhere that are 50m pools).
#1 Not enough outdoor pools in the area #2 indoor pools are disgusting #3 I will cancel my membership and go to Monash facilities #4insuficent notice about this NOT HAPPY
don't get rid of sem pool
<i>Do not enclose NPAC. The focus should be on the Oasis replacement and provision of a 50m at the new facility replacing the existing 50m pool. Enclosure of NPAC is not necessary. (x 3 late submissions)</i>
<i>No need to enclose the NPAC 50m pool. This gives choice to the public to use either indoor Dandenong or</i>

2.5.1 Aquatic Strategy (Cont.)

<i>outdoor NPAC whenever they want to. (x 5 late submissions)</i>
Comments in support of enclosure of 50m pool
if enclosure of 50m pool is considered, how will the council ensure the smell is minimised?
cover over
Indoor pool will make winter attendance much more comfortable.
Enclosing the 50m lap pool will ensure comfort during the colder months
More people will utilize the pool if it was enclosed and can be used in all weather
The pool would be better utilised during winter months if it is fully enclosed. Cranbourne RACE is a good example. Include an indoor slide.
Enclosing the outdoor 50m pool would encourage more people to take up swimming during winter months.
indoor swimming pool necessary so that people who currently use the oasis can change pools.
Victoria is much cooler than qld or nsw so to transform the pool would be better to use it year round
outside to cold- ok for young people
NPAC has a limited use time and sits idle in cold months. Enclosing would generate extra income to offset the extra cost. income from school sports, corporations and pool parties
Enclosing the 50m pool makes it an all weather asset, not just a summer asset
if mills reserve 50m pool is a no goer. NPAC can be an indoor substitute
At the moment, you can't take smaller kids into the indoor pool during the week because it is loaded up with lessons. If the outdoor pool was indoor, then the lessons could be moved out of the smaller pool. As it is, we are looking for another place for lessons because I can't swim with my 2 year old while my 11 year old has lessons.
An indoor pool would receive greater use all year round whereas an outdoor pool would be limited seasonally. Also, I believe getting it done now is the cheaper option - future prices would only increase.
Since so close to train it would be good to enclose and have year round utility
I think Noble Park Pools needs an indoor pool to cater for all seasons. That is the link so that during the colder months the community can still access this pool centre.
The enclosure of the 50m pool will enable the facility to be used all year round which will benefit NPAC attracting more patrons.
Only enclose the 50m pool if the 25m pool goes ahead at Dandenong oasis
I would only use the NPAC 50m pool if it were inside, + the pool heated to the temperature that the oasis 50m pool is currently warmed to
Forget the cost it should be covered like oasis.
If you closed the Oasis 50 metre pool, i guess I would switch to NPAC ,never been here through ,pass it on the way to Oasis which I use as it has a dry sauna and spa .and i do prefer the dry sauna.
I've had 1 melanoma removed already ,don't want to encourage another one, as I swim for a couple of hours.
Comments re: program pool
Hi - I have had difficulty doing Water Aerobics classes at Noble Park Pool as the indoor water pool is not deep enough. Half the class could not do the class properly. Roz Blades has done the classes as well.
Warm water pool.
Warm water pool for elderly and people with health problem/s to do exercise. This will help residents living in Noble Park, Springvale and Keysborough to improve their health.
Should be a hydro pool at NPAC
I don't know if it is possible but having the pool floor being level would be great as it allows you to walk from one end to the other which is a great exercise for older people and/or rehab.
A gym and more warm water is needed

2.5.1 Aquatic Strategy (Cont.)

Elderly and residents with health problem/s in this area need warm water pool in this centre
current program pool too small- spa, sauna, steam room is very important, more people will join the centre.
Actually if a hydro pool could be put in at NPAC, that would be terrific, as I live closer to NPAC and go further out of my way to use the hydro pool at the oasis.
1. An indoor pool warm water pool is required as current outdoor pool has very low usage rate which is waste of resources. At least indoor pool has no season/weather constraint. 2. Construct a spa pool for hydrotherapy needs. I had high expectation when NPAC newly opened, but never return after first visit as the above two standard facilities are not available. I need to drive 30 mins to GESAC for my hydrotherapy spa session.
swap indoor leisure pool and program pool. LTS pool should be bigger. Swap function rooms and gym
Small indoor pool should be bigger or left for leishre2more frequently.
Warm water and spa.
I wish to see a heated hydro pool at NPAC. I will go if there is a heated hydro pool for health benefits.
What about hydrotherapy pool?
warm water pool in this centre please
NPAC needs a larger deeper warm water pool for water aerobics and water zomba classes. Numbers are so high there isn't enough room for people to exercise properly and numbers have been set at 21 people. More people have been wanting to attend.
As said before - the indoor pool area is not deep enough to do the Water Aerobics class. There are a lot that love doing the water aerobics and half the class cannot do it properly with the depth of the pool. Also, I have been to two classes where the pool was shared by a handicapped school and when I saw a lifeguard using a scoop at the edge of the pool, I began to think about the possibilities of germs etc. The indoor pool is not large enough. Great facilities though. I noticed Roz Blades doing the water aerobics as well. I would love to go back but the depth of water puts me off.
It is necessary to have a deeper indoor pool for exercising in. The present pool is not suitable for aerobics if you are tall.
What about a hydro pool for NPAC
Preferred option is to build a enclosed bigger pool indoors ie. 25m indoor as the facilities are currently not practical once kids are doing classes over around 7-8 years old because kids don't want to swim outside in winter and the swimming teachers also avoid teaching outside if they can - result is everyone is squished into toddler pool it's crazy because it is such a great facility.
Comments re: learn to swim pool:
Having the indoor play areas for families will be great all year around. if one of the 50m pools can be indoors that gives great options
A designated learn to swim pool is essential.
Larger learn to swim pool.- More changing rooms.
If the new 'learn to swim' pool gets some of the school kids out of the 50m pool on weekday afternoons, that will be great. It's disheartening to sometimes see only 1-2 lanes available, which are already filled with other swimmers.
With enclosed water play and more space for indoor lessons, I would definitely consider using NPAC on a more regular year round basis.
Currently we bypass the NPAC for School Swimming Programs as the indoor facility cannot cater for all of our students. The indoor heated pool is too small for bus loads of students. From memory it can only take 40 and a bus load of students would be 50 or so. Therefore for efficiency of cost etc I need to bypass NPAC and take our students to Dandenong Oasis as it is large enough to cater for our program
Comments re: leisure pool / water play:
the outdoor play area needs to be more available, it was closed before the school holidays had ended and should open if there is enough children willing or the day is hot.

2.5.1 Aquatic Strategy (Cont.)

Comments re: spa, sauna, steam room:
Spa and hydro pool would encourage more people. Do not enclose 50m pool- stupid idea!
a spa & sauna are needed.
Please add a sauna and steam room
About the sauna and the Gymnasium..."well done". I live just around the corner and that was the only part missing and for me to go to Dandenong, instead of Noble Park
Spa, sauna and steam room have adequate space for usage please.
A plunge pool would enhance the sauna , spa and steam room , Eucalyptus vapour should should be allowed in the steam room
Comments re: gym / health and fitness facilities
A gym and more warm water is needed
Comments re: amenities
An additional private/schools change room would be great
An additional change room would be great.
Recharge scooter points, gym attached to main building, family facility doors that can stand all the abuse so they don't malfunction, nursing mother rooms, retractable roof movable walls on outside for hot days
Comments re: operational issues
The current management of pool is unable to maintain facilities as they are, why throw more public money to a facility that does not care about customers, example - change rooms are filthy & un cared for Parents/ chaperoning children at toilets/changing - walking mud and filth every where & staring at others while changing separate facilities for children that need supervision & attendants that give a damn in their work place
To check in the level of cleanliness around the pool. Many people, specially in summer tends to bring food or lunch, so after a few hours all the floor and or grass around the pool is not in the best shape. Perhaps more control or penalties for those who don't behave properly.
Other comments – in support:
Great additions to an already loved facility.
The pool is ideal for families
Other comments – in opposition:
stop wasting money and leave it as it is
NPAC has been a money put for years and the service provided there is sub standard. Oasis provides a superior experience in inferior conditions. Stop throwing money at NPAC and leaving Oasis struggling
First concentrate on the Oasis.
Need to concentrate on building the Oasis pool rather than doing two pools at the one time. Enough money has been spent on NPAC.
I probably wouldn't use the facility at Noble Park
Save the rate payers' money
Other comments – General:
Residents need to know what lengths the existing pools are .is it right to assume the play equipment (think it's called the splash park) will be built inside the building giving it all year appeal will any replacement pool, be a hydro pool Originally told when NPAC pool was built that hydro pool couldn't be included because operational costs would be prohibitive. These our say consultation don't really give the scope to see what is intended and real thoughts or comments
I thought this was a fairly new facility.
Expand indoor pool area- 50 m indoor pool with dedicated lanes. Child specific Indoor pools. Sheltered

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

outdoor areas. Safety/Non slip materials used in Changing Rooms. Yoga or Pilates considered activities. Dedicated exercise Programs over the week end. Increased lighting - externally(parking areas). Increased cleanliness.
Create a 25m indoor and enclose the splash area with something that opens on warmer days. Keep the 50m outdoors, its great in summer.
Any magnification please consider the wheelchair users.
rather than waiting, be good to get it all done now to avoid further delays
The pool needs to cater to young people and old people, with hygienic play and swim spaces that aren't too deep and allow the different age groups to avoid each other. I would LOVE a gym complex like GESEC. I was a member there for years. The classes were great because of the diversity of patrons.
Never been to this pool.
Build another enclosure swimming pool to increase the options during winter and summer. In this way all the families can enjoy the best of both seasons. At the same time this will help the senior classes and increase the number of people able to do the class.
More family showers, another 30 m indoor pool for swim and/or play especially when classes or carnivals are on. Fun park like a moving river or wave pool, surf waves or inflatables obstacle. Zip line you can land in the water and for older kids get the water jet boots or underwater scooter and have sessions to use then. Diving pool? used for scuba lessons too. A water polo team.
More transparent and active communication rather than Dandenong oasis receive feedback and not action on it
Council should cease any further planning and development on this aquatic facility until it can better understand both the long and short term implications of lurching to further development changes. CGD runs the risk of wasting further money on adopting favour of the month interim stop gap measures that bare incredibly costly to incorporate as a retrofit program. Recommendation: No further action until a proper public consultation process has been undertaken. I don't see where greenhouse emissions and climate change has been considered in the development assessment, particularly as Victoria is likely to loose another base load coal power station within the next ten years. How will this facility be powered for the life of this facility and where is the projected costings. If this is not undertaken, it is likely that this facility will be closed within the next 20 years as CGD will not be able to fund its ongoing opex costs.
I note that you state, "retention of NPAC 50m pool as an outdoor pool (short to medium term)." If it is a matter of economics then holding off enclosing the pool in preference to upgrading the OASIS then this would be a good thing. However, if this is translated into just never getting around to it as opposed to a fixed date in the future then it is not a good thing. State government funding is always becoming available and putting all the funds into OASIS gives the opportunity to achieve both targets. That said, the enclosing of the outdoor pool extends the useful life/time of this facility. Spend money to make money and with NPAC an all year-round venue the revenue will balance out the facility that has to be looked after weather there is one person a day or a hundred. In the course of the rebuild I would suggest that the positioning of the exit from the toddler pool next to the program pool be revised. It only takes a second for a child to exit the shallows and plunge into the deep water. I have heard guards complain that because of the glass wall they would lose valuable seconds to retrieve a drowning toddler.
This is a disgrace to move the pool out of Dandenong and next to the other pool. I'm a member of years at to oasis and won't be able to get there. What's happening to the Table Tennis centre? Just saving cash?
When will you spend money? Renovations in Springvale's leisure centre? how about a gym for springers leisure centre
There is lots of different opinions about the feasibility of an outdoor headed pool, which must cost big \$\$\$ to keep it heated the program pool has too many users when group fitness and swimming classes are in place. Casey RACE has a separation of pools catering for all abilities and needs. The family dressing rooms have been a huge bone of contention with the mechanics operating the doors constantly breaking and abuse of use by arrogant users
I rarely use the NPAC. Only with my grandkids in summer
I believe the new proposed NPAC should allow sports clubs specific areas to utilise in group sessions, pre and

2.5.1 Aquatic Strategy (Cont.)

post training
Presently I do not use this centre, although I do occasionally visit. It is not convenient for me to travel to this centre on a frequent basis.
I really don't care what happens to the Noble Park pool unless Dandenong Oasis closes its 50m pool.
Don't know
All pools should keep their 50 metre pools. Great for lap swimming and squads.
Don't use it so can't really comment but if Oasis becomes a 25m pool will be looking at other more convenient aquatic locations than NPAC
If you don't enclose this and get rid of the 50 metre pool at the oasis I'll have to find another pool as I swim all year round and I've already had 1 melanoma removed, don't want to risk another.
If enclosing the 50m pool to create an indoor 50m pool, there should be no barriers, so that people can swim 50m between turns
length of how long pool will be closed for these renovations
Currently being used by many swimmers from outside of the City limits

2.5.1 Aquatic Strategy (Cont.)

2. Written Submissions

A total of 31 submissions were received in response to the proposed Aquatic Strategy, which are detailed below. These included the 8 submissions during the consultation process and a further 23 submissions that were received after the consultation period concluded (accepted up until 30 July 2019).

Submission #	Comments
1	I would like to be kept up to date on the redevelopment of the Oasis as I have been using the 50metre pool there for the last 18 years and would hate to see it go. I have just filled out the survey ending June 30.
2	• Desperately hoping all land classes (i.e. indoor) for seniors will be continued • Majority do not want the outside pool to be enclosed (health reasons - fresh air etc.) • No mention of size of the "learn to swim" pool - 15 metres would be good, 25 metres would be great • Doesn't appear to have any change room/shower facilities in the new gym area • Will YMCA still manage the centre? • With all the proposed new buildings will there be extra parking for additional members and hopefully will be brightly lit? • Perhaps a Hydro Spa for rehabilitation? • Definitely need more showers and change rooms in current indoor pool area - at least double the existing number to cater for extra swimming lessons and school holiday times
3	I would prefer a 50m indoor at oasis (option for dividing float like noble park) and keep the noble park 50m outdoor. It is the only outdoor in the area and is great place to socialize in summer. We should retain an outdoor facility. 50m indoor at oasis is better, as lap swimming and training and competitions can use it. If they have the divider then can use it for both.
4	Need to retain significant plaques from Dandenong Oasis and install in new facility. 50m pool at Dandenong Oasis is named after Claude Quist; a lifeguard who carried out many rescues for the public and is held in high esteem by the community. Acknowledges display at NPAC from the original Noble Park pool, which includes notable items that have been salvaged and re-installed for historical purposes. Believes that capturing and preserving history needs to be made a priority.
5	As regular patrons for many years, the community wishes to express our collective disappointment in the proposed decision to construct a 25m pool. Whilst we are in dire need of a facility upgrade, the 50m pool is an unanimous necessity for the community. The proposed 25m pool does not meet the community needs, in sharing between the swimming squads, lap swimmers, patrons, swimming lessons and recreational users. Furthermore, swim squads won't be able to dive and train properly. The results of the survey from last year is not accurate because the low activity / patronage of the 50m pool is due to the dilapidated quality of the facility. With a new 50m pool that is cleaner and newer, who wouldn't want to come? The new and upgrade 50m pool will attract more patrons, generating more revenue. According to the proposed costs, would it more be more financially sustainable to spend less on a 50m pool for Oasis, than funding a more expensive enclosure upgrade of NPAC. If this facility truly aims to cater for the needs of the community, then the uncompromising and correct changes of providing a 50m pool should be carefully considered. These decisions are integral for posterity. WE, THE UNDERSIGNED, HEREBY PETITION the Council of Greater Dandenong to maintain a 50m pool in the proposed design:
6	<u>NPAC - 50 Metre Outdoor Heated Swimming Pool Year Round Operation</u> DO NOT enclose

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	<u>Why:</u> • The pool is the only one of its kind across a number of municipalities • The pool provides City of Greater Dandenong with a unique advantage • Ideal for school carnivals • Paramount for people who are sensitive to the odours of indoor pools • Paramount for people who have respiratory conditions and need the fresh air when swimming • Paramount for those who are sensitive to excessive noise and echo which is encountered with indoor pools • Swimming in the open is a totally different experience than swimming indoors – for those who swim recreationally outside, doing backstroke, either through preference or necessity, and being able to see the clouds and the trees and see and hear the birds is just magic – so peaceful and relaxing and rejuvenating • Other swimming clubs and groups bring their swimmers/clients to NPAC to run their programs specifically in the outdoor pool • The pool is currently partly covered by the concrete overhead structures. This provides shade and a wind break so that people can still enjoy the outdoor experience of the pool without it being totally closed in. <u>Other Factors:</u> • The outdoor pool and its surrounds i.e. outdoor space and outside cafe, when used for school carnivals, 'contains' the students and does not encroach, with foot traffic and noise, on inside space that the public is using at the time, for example, group fitness classes, aqua classes, swimming lessons, and cafe. <u>DANDENONG OASIS - Provide a 50 metre 8 lane pool</u> <u>Why:</u> • Required for squads – I am aware that the centre will lose patronage if squads are not provided for • Required for diving • Longer pool = less congestion by lap swimmers • Equivalent of 3 – 4 lanes width often required for aqua aerobics • Deeper pool required for aqua deep and aqua running classes • There are people who have aspirations to be great swimmers. There are people who swim train for triathalons. There are many people who prefer to swim in a 50 metre pool. Limiting the pool to 25 metre only or even 50 metre with boom, will not provide for these people. <u>NPAC AND DANDENONG OASIS - Put in a 25 Metre Pool AS WELL as retaining the 50 metre pools</u> NPAC: Why: During the school swimming carnival season which runs for around 2 months, the 50 metre pool is out of action to the public from around 7.30 a.m. until around 3.00 – 3.30 p.m. Having an additional 25 metre pool at NPAC would allow lap swimmers to stay at NPAC and not have to necessarily share space with swimming lessons or aqua classes. NPAC and Dandenong Oasis: - Can be used as swimming space for childrens' lessons - Can be used as swimming space for adults' lessons There was discussion at the meetings that if a 25 metre lane pool was included it would provide for additional, narrower lanes for swimming lessons. This is not acceptable. The lanes become too congested and people cannot swim butterfly or breast stroke at all, or properly due to limb activity of the strokes. 25 metre pool lanes need to have adequate width for all swimmers for swimming and for resting at the ends. <u>Proposed Gym and Group Fitness Room/Creche and Meeting Rooms</u>

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	On the brochure the proposed gym is shown as a separate building with no provision for any change rooms, toilet or shower facilities. It is not sensible for gym patrons to be walking, or using their crutches, wheelchairs or other aids, through the main building corridor down to the other end of the building to access toilets, change rooms and shower facilities. Furthermore there is no provision of storage areas or staff office within the proposed gym. Council staff state that there will be no change to the current group fitness or meeting rooms. With the expansion of the centre and Council wanting greater participation rates and utilisation of the Centre, the current Group Fitness room – Room 1 – will not be big enough. Currently there are a number of classes with large numbers and, with the use of specific equipment, the concertina door between Rooms 1 and 2 needs to be opened so that participants can exercise in safety. Whilst it is great to be able to have the use of both rooms for an exercise class there is no sound proofing of the rooms and this would need to be done. Additionally, there is currently inadequate storage room in Room 1 for the GF equipment and it is currently an OH & S issue. New or additional storage areas need to be incorporated in the plan. The room also requires a stage for the instructor to present from as it is hard for participants to see what the instructor is doing when everyone is at ground level. Some of the meeting rooms as they are now are not large enough for some of the groups that use them. There is currently no provision made for a crèche. <i>Recommend that the gym, sound proof group fitness rooms and associated adequate, accessible and safe storage spaces, change and shower and toilet facilities (including those for disabled patrons), and staff office be built into a first story on the complex.</i> <i>In the Group Fitness rooms, dimmer switches should be incorporated into the lighting to suit classes such as Pilates, Yoga, Body Balance, Meditation, Relaxation, Stretch and Tai Chi. Stages need to be provided in the group fitness rooms for the instructors to work from as it is too difficult for patrons to see the instructor when they are on the same level.</i> <i>Building a first floor would then free up the rooms downstairs to incorporate a crèche (which has not even been proposed for the centre), and maintain the meeting rooms. This would enable many multicultural women and groups to participate in programs at the centre which they cannot do at the moment as they have nowhere to leave their children. It is considered an OH & S issue for children to be unsupervised (actively watched) in GF classes. To maximise income for the crèche, it could additionally be used for Occasional Day Care under qualified supervision.</i> If Council wants to run with a 24/7 gym this is still viable if a first floor facility, along with change room/shower/toilet facilities is built with external access – which would be required as part of building requirements. <u>Spa and Sauna</u> Male and female facilities need to be provided Why: The population within the City of Greater Dandenong has an extremely large number of nationalities. Many women from the C.A.L.D. communities and indeed other women, feel extremely intimidated by men and will not, using Oasis as the example, go into these facilities because of the threat they feel. <i>Recommendation: Male and female facilities provided.</i> <u>NPAC & DANDENONG OASIS - Parking</u> A major increase in parking will be required for: - public - disabled patrons - buses <u>NPAC & DANDENONG OASIS - Environment</u> Solar Panels - include Water Tanks – increase

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	L.E.D. Lighting Extensive external lighting Air Conditioning – high level air conditioning/ventilation required on pool decks Recharge points for electric wheelchairs More indoor rinse off areas may be needed at NPAC. Indoor rinse off areas need to be incorporated at Dandenong Oasis in multiple areas Cleaning – the current allowance by Council for cleaning of one hour during the afternoon is far from adequate. The cleanliness of Oasis is abysmal. Recommendation <i>Additional money provided in the budget for both Centres for thorough cleaning on multiple occasions, i.e. every shift, throughout operation hours to maintain a safe and hygienic environment for patrons and employees.</i> <u>NPAC AND DANDENONG OASIS - Steam Room</u> Ditch the Steam Room proposal. It is a Life Guard's nightmare – with all the condensation and the steam it becomes impossible to see through the glass walls/doors to see if people are still conscious. Even with 15 minute checks in the room by the LG, 15 minutes is a long time for a person to be unconscious and in that heat and not found till the next Life Guard rotation. <i>Recommend that the space for the steam room be added to spa and/or sauna capacities</i> <u>NPAC & DANDENONG OASIS - The Current Program Pool</u> NPAC: • Aqua Aerobics. This pool was never designed with the intent of having aqua aerobic classes in it. As it is, the pool is not deep enough and there is too much slope on the floor. Additionally there are often swimming lessons and also the space being used by the public, which has resulted in having the aqua class participant numbers capped at quite a low figure (for safety reasons), and on many occasions patrons are turned away. • Infant and Pre-school Swimming Lessons. The pool depth is currently too shallow and therefore not safe for instructors and parents who are in the water with their infant or pre-schooler for lessons. Currently instructors and parents are spending most of the class time on their knees in the pool. • Seating Ledge in the pool. This ledge is regularly used by children who run along it. More often than not, they don't know the depth of the water, or understand about depth in relation to their own height, and can't swim. They lose their balance and run off the ledge into the deep water. Many a time lifeguards have to enter the water to retrieve the child. • Perspex dividers. These are a lifeguard's nightmare as they create blind spots due to the Perspex being virtually impossible to clean and keep transparent. • Beach Entry. The beach entry is the only accessible entry for people with disabilities. Having to try and work their way, often with their carer, and sometime with aids, through the shallow water and down the narrow side and into the deeper water is not at all ideal. • Multiple Use. During week days – late afternoons and evenings and particularly on Saturday mornings there is generally only the beach entry area and the 'aisle' area available for public space – which is always congested, being occupied by many parents with children who are waiting for lessons or with children after their lessons. Recommendations <i>Indoor Learn to swimming pool/s specifically for children's lessons during designated times. This pool be utilised by children who are learning to swim (i.e. beginners – who are generally younger children) depth and distance need to be considered – particularly bearing in mind the occupational health and safety considerations for instructors. Outside of these times the area can be used by children and parents who attend for recreation. Once children are ready for progression to greater depth they can move to the new 25 metre indoor pool. A 25 metre pool could also accommodate Aqua Aerobics lap swimming and swimming lessons for adults.</i>

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	Hydro Pool <i>Notwithstanding the above, the hydro pool must cater appropriately with the needs of users – those with disabilities, aqua classes, older adults, instructors and swimming students (infants and pre-schoolers) in regard to access (ramps and rails, hoist) depth, gradient and temperature. For some users even an indoor heated pool is too cold for their physical conditions and/or age.</i> <i>Design of all pools at both Centres need to provide for:</i> • Adequate depth for activities undertaken in the pool. For example, aqua aerobics – participants should be at upper chest depth (1.2 m) so that they can comfortably adjust their body to have their shoulders under the water for maximum benefit of exercise. Infant and pre-schooler swimming lessons – depth should be at upper chest height (1.2m) for instructors and parents who are involved in lessons with infants and pre-schoolers - to prevent injury – particularly to backs and knees • Gradient/floor level of pool. Gradual – gradient - To allow for wheelchair entry and those with other mobility issues – Ramp entry required to avoid any mishaps with youngsters who may be using the beach entry area • Size – To allow for, say 30 – 40 participants, to be able to stand with their hips parallel on a level surface • Minimisation of noise and echo Those using the sauna, spa and hydro areas usually do so for relaxation. The use of the hydro and the 25 metre for aqua classes requires the use of music, microphone and loudspeaker for the instructor for class delivery Recommendation <i>Children's areas, for example splash park and learn to swim pools, be positioned away from the sauna, spa, hydro area and 25 metre pool.</i> DANDENONG OASIS Currently most of the space in the program pool is taken up with swimming lessons on Saturdays and week afternoons. Hence the public rarely are able to recreate in this area. Swimming lessons also occupy a number of lanes in the 50 metre pool. Recommendation <i>Keep the current 50 metre pool and build a 25 metre pool – Council has the land to do so. Reasons are similar to those outlined above for NPAC.</i> NPAC & DANDENONG OASIS Positioning of pools/spa/sauna <i>Recommended – position so that there are no blind spots for Life Guards</i> Change Rooms Whilst there are already designated women's and men's toilet and shower and change facilities and family change cubicles these are not sufficient. More facilities need to be included: Recommended: <i>Increase the number of existing designated facilities</i> <i>Add designated disabled change facilities</i> <i>Add designated male and female school groups change facilities</i> <i>Add a designated staff change facility</i> <i>Removing the slide (which is only operational during summer, and then only when the temperature hits a certain degree) could be replaced with change/shower/toilet facilities that would work well for both school groups and the general public.</i> Duplication of Services Council state that they are trying to avoid duplication of services. However, local residents generally want to patronise their local community services. It is

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2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	unreasonable to expect people from the Springvale side of NPAC to travel to Oasis to get a service that is not provided at NPAC and likewise for the opposite direction, people coming from Endeavour Hills having to go to NPAC to get a service that should be provided at Oasis. In addition residents within the City of Dandenong who are linked to community services via community buses, can only attend a pre-determined venue for recreation i.e. Dandenong Oasis. However, there are community groups who have a pre-determined venue of NPAC. Furthermore, many people use the facilities either closest to their home or closest to their work or closest to public transport (bus and rail). Often people use the closest centre during their lunch break or before work or after work and I would not think, would want to travel further to the other centre. There are a number of patrons who attend one centre rather than another as it is within walking distance. Recommendation <i>Provide duplication of services</i> ADDITIONAL COMMENTS What is planned for both Centres is well overdue and will meet current needs. To cater for the future then larger development needs to take place. Brochures / Multicultural Brochures Dandenong has a high percentage of varying nationalities, a large majority of whom access Oasis in particular. No brochures or surveys in different languages were provided. I appreciate that with so many different nationalities it would be extremely difficult to produce brochures/surveys for everyone, but to disregard this demographic is discriminatory. The appearance of a tiny TIS logo on the back of the English language brochure/survey is useless. Recommendation <i>At the next round of consultation with the public that multicultural groups be included</i> Consultation with staff at the coal face Quite a number of staff from varying disciplines within the Centre were very disappointed with Council that meetings were not specifically held with them. At the coal face, not only are these staff involved in professional relationships with the public but they are the ones who have a very good idea of what is needed for the areas in which they are concerned for optimal delivery to the public. Recommendation <i>At the next round of consultation with the public that multicultural groups be included</i>
7	My name is Cheryl Wilkin and I am a resident of the Dandenong Community. I have been swimming at Dandenong Oasis for many years. I and my fellow swimmers have just been informed of the Dandenong Council idea of re building Oasis - fantastic However at the expense of the 50mtr pool. Replacing the 50mtr pool with a 25mtr pool is not only beyond belief, but certainly impractical. The idea that all lap swimmers have to travel to Noble Park to an outside pool especially in winter is beyond any words that I can think of. This reconstruction has been poorly advertised and it was only by accident that we found out about a meeting being held at the pool. Consequently there was only 15 people in attendance, not a great cross section of the community and not enough to raise any objection that would be taken into account. We were told to go to Council meetings to lodge our objections and ask questions but we find out that if Council don't like our questions they will not be answered which tip the scales in Council favour. So where do we turn to get this antiquated idea overturned. Any suggestions?
8	To Officer in charge. Hello! This email is addressing my concerns around the proposed closure of Noble Park Aquatic Centre's 50 meter swimming pool. As I only learned of this proposal today, 4th July, I would still like to submit my feedback on this issue.

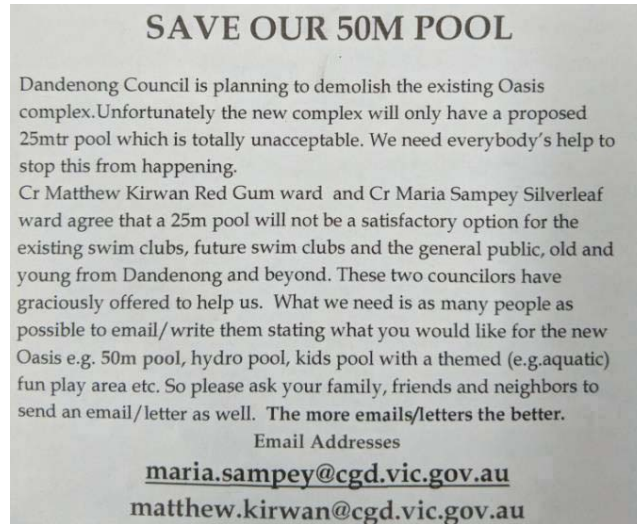
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2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	I am a cancer survivor, and swimming has been an enormous help towards my rehab and general wellbeing. My husband and I swim at NPAC on average 3-4 times a week, throughout the year, and consistently renew our multi passes. We drive from our home in Rowville, and consider NPAC to be the best managed aquatic centre, with friendly and obliging staff, clean pool environment, that we have experienced throughout our many decades of swimming at other aquatic centres. The other draw card for us is the experience of an outdoor pool, there are not any of its kind in the south eastern suburbs. As a member, I am concerned that there has been good money and foresight invested in refurbishing the aquatic precinct, which was completed only 5 or 6 years ago. The pool serves multiple community clubs and users that I have observed in the winter months, not just the warmer months. I would strongly encourage those making these decisions to seriously and thoroughly explore other creative ways to keep this facility open to the community. e.g shorter pool opening hours during winter months. Could you please notify me on this email address of any future community consultation meetings or updates!

2.5.1 Aquatic Strategy (Cont.)

Twenty-three (23) additional submissions were received after the formal consultation period, in response to the following flyer that was distributed at the Centre by a local patron. These submissions are detailed below.



Submission #	Comments
1	I think the new Oasis Complex should contain a 50 meter pool not 25 meters.
2	I has been swimming in Oasis Dandenong swim pool 18 years, please keep have 50M pool
3	It is great that my workplace is going to get an upgrade, but I am extremely disappointed to find out that it doesn't include a new 50m pool. A 25m pool is like upgrading the tennis centre at Melbourne Park and only building half size courts! Completely unsatisfactory. Lap swimmers need and deserve a 50m pool. Please try and save our 50m pool. As a swimmer I am passionate about this, but as a staff member I also fear a decline in members if the 25m pool goes ahead.
4	My wife and I are regular lap-swimmers at Dandenong Oasis pool. We attended the recent public meeting at the pool and were surprised to learn of the probability that the new pool will no longer feature a 50 metre pool for regular public lap swimming. I swim 5 km on Tuesdays and 3 km on Saturdays, which is 100 laps and 60 laps respectively and my wife swims 20 laps, twice a week. To swim these distances in a 25 metre pool, just doubles the number of turns to 200 and 120, for me, and 40 for my wife. Short swims (25 metre) do not provide the same exercise benefit as longer swims. We have been coming to the Oasis pool / W.G.Wright pool in Dandenong for nearly 40 years and value the long, deep pool that we have there. As we are older, now, Noble Park Pool (outdoor) would not be an option for us, as walking from the pool deck to the changerooms on a Winters morning would be far too cold.
5	I am just emailing you to share my thoughts on the new aquatic centre that Dandenong Council is going to build, which I believe is a great idea.

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2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	I am a member of the present Oasis centre using the facilities for swimming. I use the 50 metre pool for both exercise and health and well being. I am concerned about the discussion of a 25 meter pool for several reasons. A 25m pool would not give me the challenge of having to swim a distance for my fitness level and no room to improve it. There would be a lot more turning rather than swimming strokes in a 25m pool. There would be more crowding in a 25m lanes to the detriment of individual swimmers. The swimming club would be unable to use the pool for either training for competitions at National or state levels therefore it could reduce the membership numbers attending the pool. Children who are learning at swim would also not have a deep end to learn how to tread water for their own safety, eg when going to the beach or lakes. I have no concern about a boom being used in the pool as long as everyday swimmers have the opportunity to swim using 50m pool each day. The present 50m pool has been an asset to Dandenong for a long period of time and it would be a loss to swimmers to reduce it to a 25m pool losing the opportunity to provide a first class facility for the local community. Other improvements for the new centre a great idea, the present hydro-therapy is too small for the number of patrons using it, along with the present spar and sauna. Facilities for families and the local community, young children and ramps etc for the disabled are also needed. A teaching pool for learning to swim is also a positive move. The multicultural mix of patrons within Dandenong who come from countries where swimming was not seen as important need encouraging into a new centre to hopefully learn to swim so that all Australians are safe around water. At present the centre is easy to reach with many bus services and easy parking, it would be a longer distance to reach the Noble Park pool and direct access is not as easy. I believe many patrons would not bother to try and swim at Noble Park but would consider looking towards the facilities at City of Casey centres. I ask the Council to please provide a new aquatic centre with a 50metre pool.
6	Please save our 50 meter Swimming Pool from being removed from the Oasis Complex. A 25M Pool will not be a satisfactory replacement for existing Swimming clubs, future Swimming clubs, and the general public from Dandenong and surrounding areas, as 50M is required for a good swimming experience and work out.
7	Thank you very much for being aware and supporting our, the residents, need and desire for a 50m swimming pool. Please consider my full support for a new facility which is designed to provide multi-use for any community member. I also have a very important personal reason for this plea. I'd like to outline to you my situation, briefly. I am in my early 60's, recently retired and have taken up swimming as my hobby and fitness routine. I have always been a reasonable swimmer but now that I have the time to invest in this activity, I have actually taught myself the correct techniques for freestyle and breaststroke. Swimming in the 50m pool has been a real inspiration. It has been very satisfying to set and achieve new challenges. In my opinion, swimming in the 50m pool is what is keeping me fit and healthy. I would love to be able to continue investing in my health and wellbeing for many years to come. Please help me to stay healthy and active in my later years.
8	I am a member of Dandenong Oasis, I do Aqua fit classes in the 50 metre pool, the new

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2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	complex definitely need a 50 metre pool as a 25 metre will be totally useless considering all the activities the 50 metre has.
9	Dandenong Council is planning to demolish the existing Oasis complex at the corner of Heatherton Road and Cleeland Street and replace it with a new one. Unfortunately the new complex proposed will only have a 25-meter swimming pool which is totally NOT acceptable. We would like to see a 50-meter pool in the plan of the new Oasis complex. Thank you for your help!
10	I am writing to request your support in relation to the proposed massive changes to the existing 50 metre pool at the Oasis centre in Cleeland St. Although I am not now a resident of Dandenong, (I now live in Carrum), I grew up there, I am an active volunteer with Dandenong Historical Society and was an member of the Dandenong Lifesaving and Swimming Club for all of my teenage years (1951 - 1960), at that time in the old 40yard (36.6 metre) open air, unheated pool. I can assure you that training in that length for competitions in a 50metre pool is inadequate and in a 25metre pool is even worse. I have used this facility since it was the W.G.Wright pool from 1978 till we left Dandenong in 1998. Since we returned to live in Carrum in 2010, I regularly attend the pool and swim 1Km. twice weekly from about 8.15am. I have made many acquaintances there including some in the Chinese community (about 80% of patrons in that time slot) many of whom attend every weekday! To many in this group it is an opportunity to socialise with people of their own cultural group. I find it very difficult to understand why consideration should be given to demolish this facility as it is perfectly adequate to satisfy the needs of the community as it is. At a talk by the proposed project's manager, she put forward the following reasons: (a) Maintenance Cost (b) Low Attendances (c) Council was seriously considering a 25metre pool. (d) Lack of access to gym. areas for disabled people. <u>Maintenance</u> If the filtration and heating elements are inadequate, it must surely be more economical to refurbish that to demolish and rebuild! I have personally never heard complaints from users except perhaps for a lax approach by management about the cleanliness of the pool bottom and ongoing cleanliness and provision of adequate toiletries in change rooms. <u>Attendance</u> When the PARC Aquatic Centre opened in Frankston some 3 or 4 years ago, I attended one morning. On entering, I found the huge foyer to be more a large coffee lounge/retail store for swimwear apparel with a pool attached, than the entrance to a swimming centre. Upon entering the pool area, I was confronted by a 50metre pool with a pontoon divider mid length constricting lap lengths to 25metre ponds with 4 people in each lane. Swimming in that situation is akin to doing laps in a trout farm! Passing a slower swimmer is not possible due to risking collision from the opposite direction. Returning to the Dandenong pool was bliss. I use swimming as a fitness regime, not just a fun paddle, as I'm sure many others do, where our 50metre lanes can accommodate 3 people comfortably and there is adequate room in the spare lanes for people to socialise and paddle about. <u>Disabled Access</u>

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2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	I would have thought that disabled people would require rather more specialised programs and instruction than they could access at a public gymnasium, however if this facility and the other special pools and features she outlined were necessary, they could surely be located in a ground level extension on the East side of the main pool. I draw your attention to the fact that the original plans of the W.G.Wright Pool allowed for an outdoor pool in that area. Finally can you please stress to your fellow councillors : Please reconsider the replacement of the existing 50metre pool, and concentrate on refurbishment. Discard any proposal of a new 25metre pool OR installing mid length barriers. There is plenty of life left in this facility and Dandenong MUST have it's own 50 metre indoor heated pool for the health, enjoyment and competitive sporting ability of it's future generations
11	I am writing to voice my disappointment in the currently proposed Oasis complex redevelopment, and specifically the 25m pool that has been included in the plans for the refurbishment. Being a loyal member for a number of years now, the 50m lap pool in one of the key reasons why I have chosen Oasis as my recreational pool of choice. With many options available closer to home, I prefer to travel extra distance, with the 50m pool being a key driver for this choice. Appreciate that you guys share the same concerns, and I therefore ask you to help us be heard at the next councillors meeting and help save the 50m pool.
12	I support the petition to save our 50m pool at Oasis. I've lived in Dandenong for 25 years. Keeping active is very important for me. Please help us save our 50m pool.
13	I'm writing to you to support the "save our 50m pool" initiative. Swimming in the 50m pool is reliably the highlight of the day for both of my parents, who have lived in Dandenong for over 35 years. It will be a sad day if we were to lose the 50m pool at the Oasis swimming pool.
14	I am writing to you about the proposal to reduce the swimming pool at oasis to 25m. Both me and my husband swim everyday at Oasis and have done so for the last 10 years. It saddens us to think that we will not have access to a 50 pool. Please help us in our cause to save the 50m pool.
15	A 25m pool would be very short sighted. This would be very limiting to any who area doing any form of regulation swimming training
16	I have recently been informed by neighbours and friends that the Dandenong council has plans to demolish the oasis swimming complex and replace the 50mtr pool with a 25mtr pool. Whilst the is oasis centre is in dire need of upgrading, I find astonishing that they would want to replace it with a smaller pool, do they not think that the people of Dandenong deserve to have the same or if not better pool complex than the one it replaces, has there been any consultation with the people of Dandenong after all the pool is for the benefit of the people, and is the redevelopment paid for by the people of Dandenong through their rates. You can add my name to the list of disgruntled ratepayers to let the council know that a 50mtr pool must remain as part of the

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	redevelopment.
17	My friend at the Oasis, Alex has sent this email because I do not have a computer. I am writing to you about the 25m pool at the Oasis. Could you please make a 50m pool as my friends are all telling me that they would like to keep a 50m pool and may not come here if there is only a 25m pool. It would be something good for everybody if the 50m pool was used.
18	I wish to register <i>my petition to have a 50 metre pool included in the construction of the new Dandenong Oasis complex.</i> I am a member of Dandenong Oasis and swim 5 days a week, in the morning. Three times a week, a swimming coach coaches young swimmers, who are performing very well. On these 3 mornings the training team uses 3 lanes, hence reducing the number of lanes for other swimmers. Some lanes have 5 or more swimmers at a time and the 50metre lanes make it less congested. A 25 metre pool is so short that as soon as you reach the ends and turn you will be in the other swimmers way, i.e. the space between swimmers is wider in a 50 meter pool. I would also like the new complex to include all the facilities that are already there i.e. hydro pool, kid's pool, sauna, spa etc. I thank you for your attention and co-operation.
19	I am sending you this email in regards to the proposed upgrade to the Dandenong Oasis facility. Several years ago my Dad and I decided to embark on a Rotary project, "Swim Against Malaria" and in 2008 we swam at the Oasis Dandenong raising around \$10,000 for the cause. Here is a link to an article that was printed in the local paper https://dandenong.starcommunity.com.au/journal/2008-07-18/help-tony-to-make-a-splash/ For me this was the start of a journey and the use of the facilities at the Oasis. When Dad and I started to train we decided that we needed more physical fitness and started to use the gym. As the years went by my Dad stopped coming and this left me to continue on my journey of well being. Sadly Dad passed away some 5 years ago but I feel that his determination to do the best you can is with me to this day. I am sure that there are many members of the Oasis community with similar stories. There are a lot of my friends at the Oasis who have expressed concern and disappointment if the Council decided to not include a 50m pool in the development project. There is a great sense of good feeling when you swim 50m laps concentrating on technique or just contemplating the day ahead or anything else. It would be difficult to adjust to a 25m pool and perhaps in my case the need to consider an alternative. Some years ago KMart in Rowville reduced their hardware section and as a consequence I shopped elsewhere for my hardware. It also meant that I did not go to KMart very often. KMart lost the potential for me to buy other things. I sincerely hope that the Council considers the needs of and benefits to the community by including a 50m pool in the new facility.
20	I am writing to you about the new proposal at the Oasis. I am not sure why you are proposing a 25m pool as I like to use a 50m pool and it is close to my home. I have been coming to the oasis and enjoy everything for the last 20 years. It is more enjoyable to swim without too many people and a 50m pool provides enough room for everyone from

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	casual swimmers to lap swimmers. Thank you for your time and I hope the Council will make a 50m pool.
21	I heard from my friend that the 50-meter pool in Dandenong Oasis will be replaced by a 25-meter one. I don't think that can be called an upgrade. Please help to keep a 50-meter pool in the planning. Not sure if this helps but I created this online petition: https://www.change.org/p/city-of-greater-dandenong-save-our-50-meter-swimming-pool
22	I am delighted that the Council of Dandenong are upgrading an aging Oasis pool. This is a great way to support the citizens of Dandenong in both fitness and recreation. However to consider replacing the 50m Olympic size pool for just a 25m pool is a waste of resources. 25m pools are great for kids and families to play and splash about in or for water exercise classes. This size pool is useless for any swimmer who wants to train for competition swimming or just to maintain fitness. Do a lap, tumble turn and kick of and you are halfway to the other end already. No time to refine or improve your stroke style or just burn up energy. All you do is get giddy before you get fit. To have a pool that is only the 25m length rules out any competition swimming carnival or school sports events. A loss of income for the Council. To spend millions to try to upgrade the Noble Park pool is a waste of my council funds. The Noble Park pool is older than the Oasis pool. If you want to outshine Casey and their new complex and turn it into a social meeting place selling merchandise, then great, go ahead with wasteful plans, but to really cater for the Dandenong community you need a 50m pool in the complex. With all the surrounding land around the present Oasis why not just build your café and social splash pool and extra access for disabled. This would still work out cheaper and more functional than spending millions on Noble Park and more millions on a new pool complex. The Government is clamping down on wasteful councils and this would surely classify as wasteful. The shorter pool also means no deep end. This might not sound like much of a problem but its important for kids learning to swim. They need a deep end to prove to themselves they don't need to be able to touch the bottom to be safe. Also necessary for lifesaving training retrieving bodies from bottom of pool. If you do make the new facility just 25m then like many others, I shall get in car to drive to pool and decide why go to old Noble Park pool. Since I am already in my car I might as well go to Cranbourne which I have been told have excellent new 50m pool. Again a loss of income. You will end up with just exercise classes and a few kids splashing in pool or beginning swimming classes. To use the argument Noble Park is near station is ridiculous. Most of Rowville, Endeavour Hills, Dandenong and surrounding area who use the pool would still have to drive to station. Have you ever considered the parking at the station. Sure go ahead and build a 50m pool but make sure you also include the 50m Olympic competition size one as well as a priority. Personally, if you build a 25m pool there will be no deep end and so no Tarzan swing. As the oldest Tarzan swing addict, this is something I seriously protest about.
23	I am confused as to why Dandenong council would even remotely consider not including a 50 metre pool in its new complex. It beggars belief that you would spend so much money on a complex that does not fit the needs of your growing, multi-faceted population. Who needs a 50 metre pool and why? Children for play

ORDINARY COUNCIL MEETING - AGENDA

2.5.1 Aquatic Strategy (Cont.)

Submission #	Comments
	Children for water awareness and safety. Yes they need deep water Lap swimmers for fitness Lap swimmers for rehabilitation Lap swimmers for competition Older people for rehab. You might not be aware of this but they need more than a hydro pool for rehab Young people for recreation. Yes get them off the streets and into the water. Squad groups Scuba learners In your new complex i understand the need for 2 hydro pools and a state of the art children's pool and play centre including wave pool and water play equipment. Why would you as Dandenong, (the big brother of the outer south east) not want the biggest and best facility. As the saying goes, if you build it they will come. At the moment the numbers are down because the amenities are old, dirty and outdated. Most of the time the pool is not vacuumed and as you swim your view is the rubbish on the bottom. I only go to Dandenong because it is closer. Noble park will not be an option for many people as it is too far away and public transport is too difficult. Also it is outdoors and i don't know about you but i am not going out in the cold in winter. I will simply go somewhere else as will may others. Also we heard about the carbon footprint being less. Well what about the carbon footprint of the many more cars on the road for longer trying to fight their way through the traffic to get to Noble Park. Lastly, it really made me angry when we were told by your representative that the flyer could not include other languages as there were too many too include and you didn't want to exclude anyone. Well by the way the translator facility was placed at the bottom left hand corner you know as well as i do you excluded most of the pool's population. Most of them don't read English, so how could they read about a translator being available. Really? You expected us to believe that spin. It seemed to all of us at that meeting that the council were just ticking boxes. I have been told that you are on our side and i hope that you can convince the council to see sense, because believe me they have stirred up a hornets nest. Judging from the people i have spoken to they are prepared to fight to the end, including going the press. I really hope it doesn't come to this. Thankyou for taking the time to read this.

2.5.1 Aquatic Strategy (Cont.)

3. Public Consultation Sessions

Dandenong Oasis – Monday 17 June 11:00am

40+ Attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool - overwhelming preference over 25m pool**
 - Extensive discussion noted in favour of a 50m pool.
 - Rationale for proposed 25m disputed by attendees.
 - 25m pool would not cater for community needs. Pool would be overcrowded and not allow for lap swimming, squad etc.
 - Need to consider future population. More water space needed.
 - Retain existing 50m pool and build adjacent.
 - Retain 50m pool for training for future competitions
- Discussion about proposed inclusion of boom (if a 50m pool is provided) and concern raised about how often it will be available for 50m swimmers – versus 2 x 25m pools (*Response: if a 50m pool is provided, it will be built to maximise flexibility and use and therefore include a boom. The use of the boom will be an operational issue and will respond to community demand. Note NPAC has a boom.*)
- Mills Reserve:
 - Support for new Centre remaining on current site / Mills Reserve.
 - Query about potential loss of open space.
 - Support for existing Centre remaining open during construction.
 - Query impact on hockey facility. (*Response: unlikely but subject to master plan*)
 - Query potential sale of existing site / Centre. (*Response: No decision yet*)
- Warm water pools:
 - Strong support for warm water pools.
 - Acknowledge high demand, particularly amongst older adults and the inability of the existing facility to cope.
 - Need to ensure pools are appropriate depth.
 - Two pools are better than one. Shared use for programming and casual can be difficult.
- High demand for learn to swim. Need to ensure size of pool is large enough to cater for high numbers.
- The needs of the multicultural population should be considered, including the provision of women's only facilities. (*Response: to be address via programming initiatives as opposed to the duplication of facilities.*)
- Query what is wrong with the current facility? (Response provided by all in attendance re: inadequate size of facilities, access issues, poor layout, inefficiencies, end of service life asset etc.)
- Depth of pools need to be carefully considered. (*Response: refer to design development phase*)
- Query about future of table tennis facility. (*Response: planning of new facility to be undertaken in consultation with GDTTA.*)
- Question inclusion of squash courts. Note regular use and school use. (*Response: not included due to low participation level / demand.*)

2.5.1 Aquatic Strategy (Cont.)

- Car parking security and lighting to be considered. CCTV required.
- Fees and charges are a barrier to participation. The new Centre will need to be affordable.
- Query funding sources. Note CGD main contributor, but seeking external funding (including State and Federal funding).

Proposed NPAC Redevelopment

- Provided a 50m pool at Oasis would be cheaper than enclosing NPAC.
- People want all facilities in the one Centre. Not travel between two Centres.

Other Comments

- Consultation. Query why survey was not translated into other languages. *(Response: 130 different languages in CGD. Interpretation service provided instead.)*

Dandenong Oasis – Monday 17 June 6:00pm

15 attendees (approx.)

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool - overwhelming preference over 25m pool**
 - 25m pool is a laugh. Would get very busy and congested. People don't understand the rules (re: use of lanes)
 - OH&S issues: 25m pool would be dangerous; everyone wants to swim in the fast lane; no opportunity to overtake slow swimmers; would cause 'pool rage' – very frustrating
 - Why not 2 x 50m pools – one warm, one cold?
 - Swim Club needs 50m pool. 40 kids will leave and club will fold if 25m pool built.
 - CGD has large and growing population. Will need large pool/s.
 - Need 50m pool at Oasis. Rate payers are paying for it.
 - Don't see why we can't have 2 x 50m pools like Waverley and Doncaster. We're the second largest city in Melbourne!
 - The new Centre should be about improving facilities, not going backwards to 25m pool
 - Query reported issue with deep water. Required for diving, scuba divers etc.
- Warm water pools. Acknowledge high demand, especially amongst older adults and support for provision.
- Spa and sauna appears very small. Need ramp access.
- I swim at NPAC but come to Oasis for sauna by bus
- Query potential for separate facilities / areas for males and females. High demand for women's only classes and areas.
- Need to include ramps to pools, lift access etc. *(Response: universal design to be included.)*
- Need to include solar panels / water tanks etc. *(Response: ESD principles to be included.)*
- Question Table Tennis remaining? *(Response: new facility to be planned in consultation with GDTTA)*
- Question inclusion of squash courts. *(Response: not included due to low participation level / demand.)*
- Need for private room for breastfeeding / reflection etc.
- Support for provision of modern change room facilities, including family change rooms etc.

2.5.1 Aquatic Strategy (Cont.)

- Query location within Mills Reserve. (Response: subject to master planning process)

Proposed NPAC Redevelopment

- Question why so much focus on Noble Park?
- NPAC was not done properly. Don't make the same mistake with Oasis.
- NPAC not easy to get to via public transport
- Unrealistic to think 50m pool users will travel to NPAC
- Query parking at NPAC. Need to ensure sufficient provision
- Question need to cover NPAC pool? General support to leave uncovered and spend money on Oasis (cheaper to upgrade 50m pool at Oasis than enclose NPAC pool)
- Question why swimming carnivals are predominantly held at NPAC and not Oasis. Note inconvenience to general public. Highlights need for two 50m pools.

Other Comments

- Consultation process:
 - Question whether the communities voice will be heard? Will Council really hear community opinions?
 - Question whether community can attend Council Meeting. Would like to see results of consultation report.
 - Question what other organisations are involved (*Response: local stakeholders plus peak bodies including LSV.*)
 - People can't read English (*Response: CGD has over 160 different nationalities therefore translation information is included.*)

Written Comments from Oasis Consultation Sessions (17 June 2019)

Main Pool – 25m v 50m

- 50m is pool is preferred!!!! Please use this opportunity to develop a State-of-the-Art facility which will suit the large proportion of the users current and future. This is more suitable to develop rather than duplicate with NPAC.
- 50m pool is my preference, a boom is a good idea as well.
- 50m pool should be provided for the future!!!!
- Nothing less than 50m pool!!
- Evening meeting overwhelming endorses 50m pool option
- Build a State-of-the-Art facility that improves o the status quo – do go backward by downsizing to a 25m pool
- 2 x 50m pool – what's the problem – how hard is it?

Warm Water / Hydrotherapy Pool

- Put water jets along the side of warm water pools instead of separate spa area. It should be able to be used by general public not just those who need hydrotherapy.

Learn to Swim Pool and Leisure Pool / Water Play

- We need to encourage our multicultural groups to teach their children to swim. Unfortunately, many beach drownings are members of our multicultural communities.

Other Facilities / Considerations:

- Drop-off zones – on the flat (undercover would be good)
- More disabled parking (on the flat)
- Ramps, rails, lift (urgent)
- Better change facilities for special needs
- Car parks

2.5.1 Aquatic Strategy (Cont.)

NPAC – Wednesday 19 June 11:45am

19 attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed NPAC Redevelopment

- **Overwhelming preference to leave 50m pool as an outdoor pool**
 - Unique facility that draws people from afar. People come for the outdoor environment.
 - Open air ideal for lap swimming. Good air quality.
 - Query what is to be gained by enclosing the 50m pool?
 - Regular swimmers at NPAC would never go to Oasis to swim as it's too hot and don't like the indoor pool environment / air quality. *(Response: Note the temperature of the 50m pool at Oasis reflects its current use.)*
 - Note limited year round access to outdoor pools in the region.
 - PARC is geared for children and young people and has too many kids. Parking is also a nightmare.
 - Hate lap swimming in a 25m pool when boom is in place. Is it possible to get a boom on half of the pool?
- Swimming carnivals
 - NPAC hosts the majority of carnivals - Oasis had 5, while NPAC had 27. *(Response: Preference for one facility to cater for carnivals)*
 - The swimming Club holds their comps in Melbourne.
 - The community get notified about carnivals. It is an inconvenience, however we are appropriately notified.
- Support for proposed improvements / additions, but leave 50m pool alone. Commend Council for the proposed upgrades but keep the 50m pool outdoors.
- Support for expansion of indoor pool hall.
- Query size of LTS pool. Suggest it be enlarged to be a 25m indoor pool to maximise use. *(Response: Existing outdoor pool has a boom and can be split in to 2 x 25m pools)*
- Spa and sauna. Facilities look small. Query location within building v building expansion.
- Program pool. Mixed views about redeveloping.
 - Support for addressing depth to better catering for adults
 - Community were previously told warm water / hydro pool was not possible at NPAC
 - Staff are likely to say the program pool is fine and leave it like it is.
- Gym:
 - On the diagram the gym does not look linked to the facility *(Response: indicative plan only, Gym will be linked to the Centre)*
 - Query whether gym will be open 24/7? *(Response: Likely to be incorporated into design, in response to current trends. Operational issue subject to demand.)*
 - Query how after-hours access and how gym would be secured from the rest of the Centre be fenced/secured? *(Response: a dedicated entry point will need to be considered as part of the design process)*
 - Highlight need for change rooms to cater for gym and program rooms

2.5.1 Aquatic Strategy (Cont.)

- NPAC caters well for older adults – highly valued. Highlight need for continue land-based classes / light paced classes. Highly valued. (Conversely, PARC have Zumba classes and cater for mixed age groups – particularly younger people.)
- Need to learn from previous mistakes and use a better tiler. The recent closure has hurt patronage. Many people haven't come back since it was closed.
- Need to keep as much of NPAC opened as possible while the works take place. Minimal impact to ongoing operations. There will be mutiny if the program pool is closed again as the community went without it for so long when the pools were closed
- The quality of staff at NPAC is good. Staff are lovely and do anything they can to help. Need to try and retain staff, over construction period.
- Ross Reserve Precinct.
 - There is going to be an All Abilities Playground across the road, which needs to be integrated into the whole development.
 - Coordinated approach required across the whole precinct.
 - Highlight need for adequate car parking for NPAC and surrounding facilities. Car parking is an issue when carnivals are on.
 - Master plan to be better promoted to the community.

Proposed Dandenong Aquatic and Leisure Centre

- **50m pool overwhelming preference**
 - Need to future proof the Oasis and get the 50m pool now. Highlight NPAC as example of what not to do (i.e. need for future expansion)
- Query impact of adding 50m pool – will something else go? (*Response: There is a possibility, but will be worked through re affordability. Note \$8M difference between 25 and 50m pool*)
- Proposed location for new change rooms limit the line of sight for lifeguards (*Response: Refer to next stage of planning*)
- Query what will happen with the old / existing site? (*Response: Subject to master plan – options may include return to open space or sale of land to pay for new centre.*)
- Query ability for Oasis stay open while the new centre is built? (*Response: Yes this is possible due to the new Centre being developed on new site within the Reserve.*)

Other Comments

- The survey does not provide enough background information to consider the rationale for a 25m pool at Oasis with relation to carnivals etc. Question are limited.
- Consultation opportunities could be better promoted (i.e. use of noticeboards, promotion amongst parents during swimming lessons).
- Highlight need to consult with YMCA staff on the ground to understand operational barriers with layout, pool size, member demands etc.? (*Response: meeting scheduled with YMCA leadership team next week*)
- Request for community to be informed of the outcome of the Aquatic Strategy.
- Highlight need for a coordinated approach across municipal boundaries, noting that the Doveton Pool is to be redeveloped. (The Drum and Bunjil place are a perfect example, with Bunjil now being more popular than the Drum.)
- Consideration of Allied Health at NPAC – and not just Oasis.

2.5.1 Aquatic Strategy (Cont.)

NPAC – Wednesday 19 June 6:00pm

5 attendees

Overview of draft Strategy provided (PowerPoint presentation) before questions / general discussion.
The following key points were noted:

Proposed NPAC Redevelopment

- **Overwhelming preference to leave 50m pool as an outdoor pool**
 - NPAC is the only outdoor pool around, why change it?
 - Enclosing the 50m pool would only be considered by a non-swimmer and would stop the current members from coming. Don't enclose it.
 - You should take the lane ropes out on a hot / busy day to maximise the space
- There appears to be insufficient space around the pools. We need family space around pools etc. and the plan does not look like this has been considered
- Spa and sauna.
 - These facilities look very small on the plan. Need to be adequately sized. Query how it will fit in the proposed location, without expanding the pool hall to the north.
- Leisure pool / water play
 - The noise levels will be unbearable with the splash park and learn to swim pool being in the pool hall. How will we be able to do our aqua classes? PARC noise levels are shocking when swimming lessons are on, why would we do the same thing here?
- Could the grassed area outside be expanded past the current fence line to accommodate better facilities and sufficient space for parents / families to congregate?
- We need a 25m pool at NPAC as well as the learn-to-swim and 50m pool so the kids can transition from the learn to swim pool to an indoor 25m then the outdoor 50m. *(Response: Outdoor 50m has a boom and can therefore be divided into 2 x 25m pools. No need for another.)*
- Query why a crèche at NPAC is not being considered?
- Amenities:
 - Why change the male change rooms?
 - Will the external showers stay for NPAC and is there a possibility that we could have rinse off showers inside the building to allow for easier access to showers before and after swimming
 - There are often queues of people trying to access the showers, will this be considered in the new build?
- Consider access for people with disabilities, parking access for people with disabilities and appropriate lighting?
- Gym / health and fitness:
 - Has there been thought to have the gym on top of the building and make it 24/7
 - Do shower blocks and toilets need to be added to the current plan. *(Response: amenities for dry facilities proposed in place of existing meeting room)*
 - Query whether the group fitness rooms be sound proofed? *(Response: we are not proposing to change the current group fitness rooms at this time.)*
- If you are wanting to bring more people in, more equipment and space is required. Storage is inadequate and the rooms need to be bigger and this is not provided for. You should take the learnings from this building and do it right the first time.
- Marketing of NPAC is poor. More advertising is needed. Query whether Council provides funding for marketing *(Response: Centre operations including marketing is contracted to the YMCA for an agreed subsidy. CGD assist where possible.)*
- Public transport here is an issue. Trains are ok, but buses from centre to centre is an issue.

2.5.1 Aquatic Strategy (Cont.)

- Request opportunity to see a re-draft before Council makes a final decision? *(Note public Council Meeting to be held to adopt final Strategy. Date TBC. Notification to be sent? Further community consultation to be undertaken as part of design development process.)*

Proposed Dandenong Aquatic and Leisure Centre

- Build the 50m pool at Oasis now to avoid having to do it in the future.
- Query / discussion about rationale for changing the current 50m pool at Oasis to a 25m pool?
- Note comment about high water temperature at Oasis – can't you just drop the temperature back? *(Response: current temperature reflects community demand. 60% of current 50m pool users are recreational swimmers and not lap swimmers.)*
 - One attendee agreed that he does not use Oasis for lap swimming due to 1) high water temperature and 2) internal pool environment. Prefers NPAC 50m pool.
- Aqua aerobics requires 3 lanes at 2.5m wide will this be considered? *(Response: whether it's an 8 lane 50m pool or a 10 lane 25m pool the planning will be for the lanes to be the correct width. It is then an operational consideration as to how the lanes will be divided.)*

Other Comments

- Query whether money was set aside for aquatic centre at Springers? *(Response: In short – no. Two facilities proposed. 95% of residents live within 5km of Oasis or NPAC.)*
- Query why staff haven't the staff been consulted *(Response: There is a meeting scheduled next week with the YMAC leadership team)*

Written Comments from NPAC Consultation Sessions (19 June 2019)

50m pool:

- Leave as outdoor 50m pool (x 6)
- Retractable roof and building with lift-up walls
- Never ever cover 50m pool!
- Best pool in Melbourne. Please leave it as it is.
- 2 x 50m pool. 1) Oasis; 2) NPAC
- Please leave it uncovered
- More marketing

Indoor Water Play:

- Area proposed is too small to allow a seating / supervision area for family and carers

Spa, Sauna and Steam Room:

- Move these to different location to what is on the new plan
- Proposed area is too small for a decent sauna / spa complex
- Sauna / spa complex need adjacent open showers

Program Pool and Learn to Swim Pool:

- Leave program pool for learn to swim. Turn new learn to swim pool into deeper warmer program pool
- Possible 25m 6 lane for more income from learn to swim growth and other programs
- Consider swapping proposed swim school pool to existing area

Gym:

- How is gym going to operation 24/7? Needs to be safely connected to facility to it is completely safe.
- Oasis lift if building is to be two-story
- Allied health opportunities at both Centres
- Build on top of existing program rooms. Would give the gym a nice outlook and use of existing footprint.
- Need to have a change room facility.

Change Rooms, Amenities, Other:

- Move change rooms so don't impede sightlines of lifeguards.
- Reflection room – prayer, breastfeeding, meditation, quiet room
- Scooter recharging points
- Why move existing male change room?

2.5.1 Aquatic Strategy (Cont.)

4. Targeted Consultation Sessions

Disability Advisory Committee Meeting – 20 May 2019

Overview of key findings and recommendations followed by a general discussion, with the following key points noted:

- Cr Long – opposes enclosing NPAC due to concerns about the air quality (and chlorine levels) associated with indoor pools and the potential implications to asthma sufferers. Need an outdoor pool in the municipality.
- Query whether a cool pool would be provided for people unable to use warm water pools. (Has previously used Port Phillip facility to access cold pool.) Note multiple water bodies of varying temperatures proposed.
- Reinforced need for ramps access to pools. Ramp access to spa also very important
- Reinforced need for universal design including the provision of lift access to level one health and fitness facilities.
- The group had no real preference for a 25m pool v 50m pool.
- Cr Sampey – reinforced her strong support for a 50m pool with operable boom.

Positive Ageing Advisory Committee Meeting – 13 June 2019

Overview of key findings and recommendations followed by a general discussion, with the following key points noted:

- General support and excitement noted about the proposed developments.
- Strong support for warm water pools. Highlighted need for 'hydrotherapy' – noting specific temperature requirements.
- Identified need to cater for people with special needs including 'cradle lift' into warm water pool.
- Mixed views about the 25m pool v 50m pool, with no overall preference noted.
- Acknowledge the appeal of NPAC as a popular destination for families and young people. No specific preference regarding whether the 50m pool should be enclosed.
- Other considerations:
 - Ability to cater for cultural groups i.e. women's only.
 - Acoustics in pool hall, particularly in the leisure pool area to help absorb noise.
 - Need to consider parking requirements during construction phase of project.
 - Bike racks to be provided.
- Management considerations - discounted access for seniors at off-peak times.

YMCA – Leadership Team (CGD Facilities)

Presentation of key findings and recommendations followed by questions and general discussion, with the following key points noted:

- Community meeting space in high demand at Dandenong Oasis. Need to consider fourth group fitness room or multipurpose community room for groups to hire and additional programming.
- Note strong demand for women only programs in the broader region and the need to separate / section off spaces for privacy.

2.5.1 Aquatic Strategy (Cont.)

- Consideration to be given to design of warm water pools and whether it's possible to separate (i.e. operable wall between two pools). Consider access to change rooms.
 - Design of gym to consider potential to section off part (or all) of facility for women's only program
 - Facility management to consider appropriate times for women's only activities, noting need to provide public access.
- Query whether large slide will be provided at Oasis. (Note water plan in leisure pool. Large slide currently provided at NPAC)
- Group change rooms are very important to continue to cater for school groups etc. Note very successful schools program currently operating at Oasis.
- Note high level of community interest in project and interest in pool size amongst many patrons. Staff to refer questions / comments to Council.

5. Stakeholder Meetings

Oasis Otters Swim Club – 4 June 2019

Meeting held with the President, Vice President and Coach of the swimming club.

- Small club with approximately 35 members / swimmers
- Operating within a multi-cultural community, where swimming is not a popular sport and where low-income can also be a barrier to participation. Would like to see more promotion.
- Discussion re: 25m v 50m pool:
 - Preference for 50m pool with boom.
 - Short course season runs from May to September.
 - Could potentially use 25m pool at Oasis and 50m pool at NPAC but would prefer outdoor 50m pool to be enclosed. (Noted as second preference)
 - Would be likely to lose some members (by using NPAC) – such as those already travelling from Endeavour Hills etc., but would be likely to pick up others.
 - Would need to rename club from Oasis Otters to i.e. Greater Dandenong Otters.
 - Lane availability and width are important considerations.
- Otters Swim Club serve a niche market in the south east corridor.
- Understand that 'Swimland Swim Club' currently operate out of NPAC and may be territorial (i.e. be reluctant to share with another club).
- Would like to remain involved in design development phase of project to discuss specific needs i.e. dive / start blocks, storage, access to clubroom / meeting space.
- Boom (dividing pool) would need to be fast and easy to manoeuvre (not like NPAC pool).
- Car parking and traffic movement are also an issue. Need to deter non-Centre users from using car park.

Greater Dandenong Table Tennis Association – 30 May 2019

Meeting held with President and additional representative of GDTTA.

- Participation / membership numbers to be provided. Centre is at 95% capacity at peak times. Opening hours are from 6pm-11pm on weeknights and 12pm-5pm on weekends, plus coaching. Schools use the Centre primarily in terms 2 and 3 (approximately 2-3 per week).

2.5.1 Aquatic Strategy (Cont.)

- The Association is the second largest in Australia, and the most successful in producing elite players. The Association places an emphasis on elite player development.
- Understand issues with the existing facility and that Council will work with the GDTTA to find / develop new accommodation in the future.
- Potential future locations: Would prefer Mills Reserve, followed by the Stadium and Greaves Reserve (i.e. Dandenong location) with the last preference being Springers / Tatterson Park.
- Prefer to be co-located with another facility due to synergies with cross promotion, marketing, management etc.
- Expect that Council would want to see increased participation as a result of a new facility.
- Facility requirements - No less than 16 tables / courts - current level of provision. Would need eight tables to comply with international standards to be able to host major events.
- Potential to host national and international competitions is high – assuming facility standards are met. (NB: Brett is the President of Table Tennis Australia – currently two years into a ten year term.)
- Other facilities to note:
 - Ballarat has 27 tables, however they are unable to host national / international competitions (insufficient number of compliant courts). However, the facility is well designed, with a central office with good view-lines to all courts.
 - Croydon is the largest club in Australia and is run very commercially. Facilities are good, but are disjointed (approximately 30 tables).
 - Mornington has new facilities but is small (13 tables?). They are very proactive in generating social / casual participants (i.e. vis senior citizen's groups)
 - MSAC is the home of Table Tennis Victoria, but their facilities have been halved over recent years, and it's suspected that the State Government would like to see them move to another location.

Healthy Movement Healthcare (Exercise Physiologist AND Oasis Tenant) – 12 June 2019

- Hires former meeting room at Oasis to operate Exercise Physiology business, which includes an exercise studio and office. Established in 2017. Allied Health Member.
- High and increasing demand for service. Has expanded from 2 days per week (2017) to five days per week. Receives many referrals from local GPs, TAC, Workcover and NDIS. (Demand from NDIS is increasing). Service is bulked billed.
- The development of exercise plans and Chronic Disease Management Plans is a focus. There is an emphasis on 'educating' the client to facilitate ongoing exercise (i.e. from the home), however referrals for Oasis memberships are commonly made.
- Would like to be accommodated in new aquatic and leisure centre.
- Facilities used / required:
 - Office / consulting room and exercise studio (clients appreciate 'private' space for assessments etc.)
 - Gym (for clients with a gym membership)
 - Group fitness room
 - Warm water pool (class held for YMCA once per week)
- General feedback on Aquatic Strategy.
 - Supports the focus on health and wellbeing at the new Dandenong facility.

2.5.1 Aquatic Strategy (Cont.)

- Strong support for warm water pools. Note high demand for existing space and need to juggle casual use with program use.
- Supports increased provision of health and fitness facilities (gym, group fitness rooms)
- Understands and supports rationale for 25m pool. (Does not use current 50m pool)
- Is not familiar with NPAC, but supports rationale for complementary provision.

Swimland Swim Club (SSC) – 19 June 2019

Meeting held with SSC Head Coach.

- The club has 168 members and use facilities from across the region (aged from 6-68 years)
- The club is not-for-profit and was established 12 years ago. It aims to continue to grow and cater for swimmers from across the region.
- Use of NPAC:
 - Tuesday, Thursday and Friday: 4:30pm to 6:30pm and from 6:30pm for masters
 - Monday and Tuesday: 7:45am to 9:15am
- Proposed NPAC expansion:
 - 50m pool – would prefer it to remain outdoor. Great air quality and atmosphere
 - Gym would be a great addition and would be used by the club
 - The club would hope to use the Centre more in the future, and is hoping to introduce triathlon and water polo.
- Oasis 25m v 50m pool – have no preference as not a primary user (Note Otters Swim Club). The Club like to use a mix of facilities, so wouldn't have an issue with the proposed 25m pool.

2.5.1 Aquatic Strategy (Cont.)

Appendix 2 – Consultation Material

1. Promotional Flyer



54

2.5.1 Aquatic Strategy (Cont.)

What you previously told us

- The development of a new aquatic facility in Dandenong is very important to the community.
- Mills Reserve is the preferred site for the new centre.
- Warm water pools are the most popular facility for inclusion in the new centre.
- Water play features are very important for parents and children.
- NPAC is an important facility, but has limited year round appeal.

Future Directions

- Council is proposing two 'complementary' aquatic and leisure centres in the City of Greater Dandenong.
- The new Dandenong facility will be a multi-purpose venue with a focus on health, education, fitness and wellness, and will include two warm water pools, a water play area, learn to swim pool, lap pool and much more.
- NPAC will be a family friendly facility offering an expanded range of year round services with a focus on leisure, recreation and fitness, swimming carnivals and summer activities.

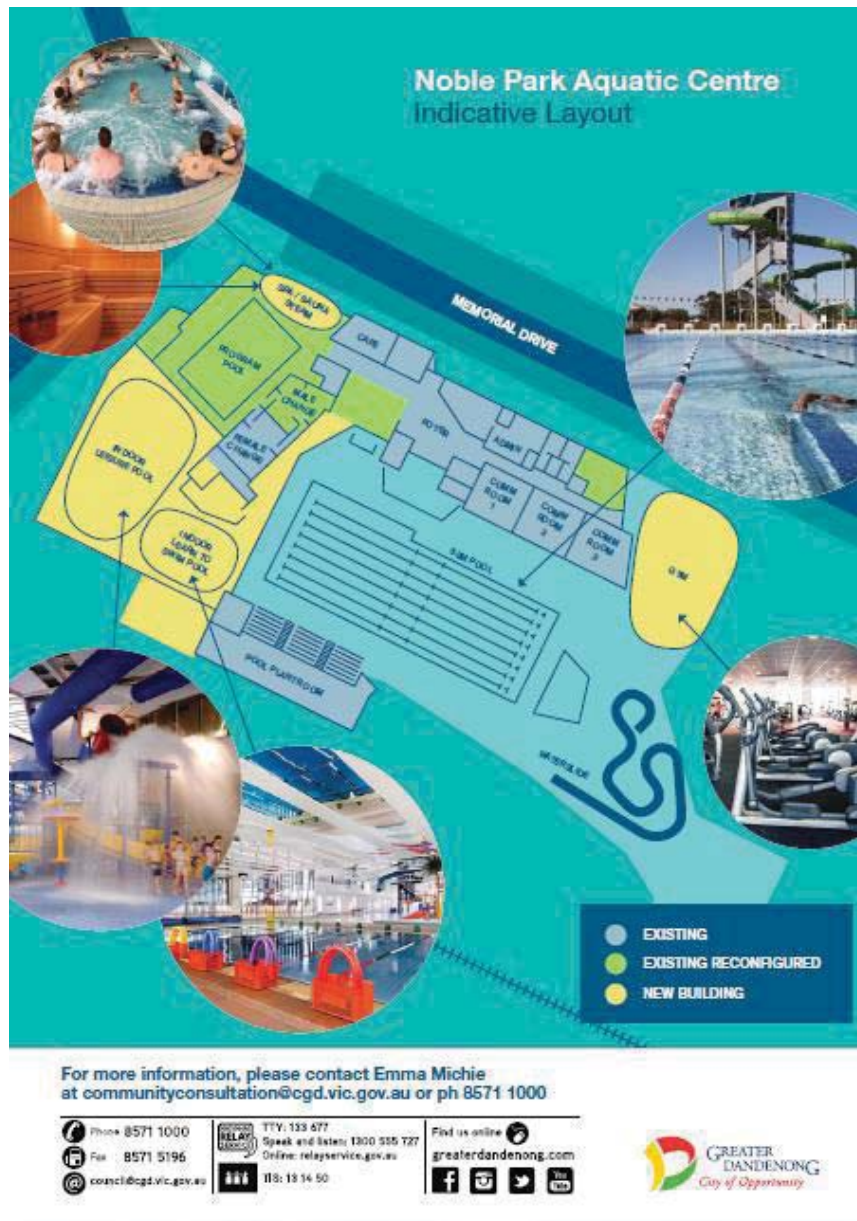
The estimated cost to implement the whole aquatic strategy is \$47 million based on proposed facility components (as shown). Council's ability to deliver the whole strategy will be considered in finalising the ultimate budget and mix of facilities across the two centres.

Did you know that Dandenong Oasis and NPAC are only 4km from one another (that's 8 minutes by car)?

Proposed Dandenong Aquatic and Leisure Centre Indicative Layout

Proposed facility components may be subject to change

2.5.1 Aquatic Strategy (Cont.)



2.5.1 Aquatic Strategy (Cont.)

2. Survey



Dandenong Aquatic and Leisure Centre (Oasis Replacement)

The draft Aquatic Strategy proposes the following recommendations in order to overcome issues associated with the age and condition of the existing Dandenong Oasis, which is no longer adequately meeting the needs of the community.

1. That a new aquatic and leisure centre be developed to replace the existing Dandenong Oasis
2. That the future Dandenong aquatic and leisure centre be located in Mills Reserve
3. That the following facility components be included in the new Centre:
 - Main pool - 25m 10 lane pool (see below)
 - Two (2) warm water pools
 - Learn to swim pool
 - Leisure pool / water play
 - Spa, sauna and steam room
 - Gymnasium
 - Program / group fitness rooms (3)
 - Amenities – café, meeting room, crèche, change rooms etc.

In addition to seeking general comments on the above proposal, specific feedback is sought on the size of the main pool. Independent advice suggests a 25m 10 lane pool (in addition to other proposed pools) in response to community need, current usage patterns, industry benchmarks and in order to complement NPAC's 50m pool (4km away). However community feedback is sought on this proposal.

Question: What size main pool are you more likely to use and support? (Please select one)

- | | |
|---------------------|--------------------------|
| 1. 25m 10 lane pool | ☐ |
| 2. 50m 8 lane pool | ☐ |

Capital cost implication: +\$8 million for 50m pool (increasing total capital cost from \$46 million to \$54 million) assuming no change to other proposed facility components
Operational implication: +\$200,000 pa for 50m pool

Comments on Dandenong Aquatic and Leisure Centre proposal (if any):

greaterdandenong.com/futureofaquatics



2.5.1 Aquatic Strategy (Cont.)



Please place completed surveys in the feedback boxes that are located in various City of Greater Dandenong's centres.

Alternatively send to:
City of Greater Dandenong
P.O. Box 200, Dandenong VIC 3175

Noble Park Aquatic Centre (NPAC)

The following recommendation is proposed for NPAC in order to provide a greater range of year-round facilities and services, increase participation and attendance levels and improve the financial performance of the Centre.

1. That NPAC be redeveloped into the future to include an expanded range of year-round services.

Proposed improvements include:

- Expanded indoor pool hall
 - Dedicated learn to swim pool
 - Enclosure of water play / leisure water
 - Spa, sauna and steam room
 - Redeveloped program pool
- Health and wellness gymnasium
- Enhanced accessible change rooms

This proposal will complement existing facilities including the 50m outdoor pool, program rooms etc.

In addition to seeking comment on the above proposal, specific feedback is sought on the future of the outdoor 50m pool. Independent advice suggests that Council consider enclosing the 50m pool as a long term option only, however community feedback is sought on this proposal.

Question: What is your preferred option for the future of the NPAC 50m outdoor pool? (Please select one only)

1. Retention of NPAC 50m pool as an outdoor pool (short to medium term) and reassess the future enclosure of the pool as a long term option.	☐
2. Enclosure of 50m pool (creating an indoor 50m pool)	☐

Capital cost implication: +\$12 million to enclose outdoor pool (increasing total capital cost from \$21 million to \$33 million)

Comments on proposed NPAC redevelopment (if any):

Demographic Information

1. How old are you?

2. What is your postcode?

Please provide your contact details if you would like to stay informed about the project (optional)

Name:

Email:

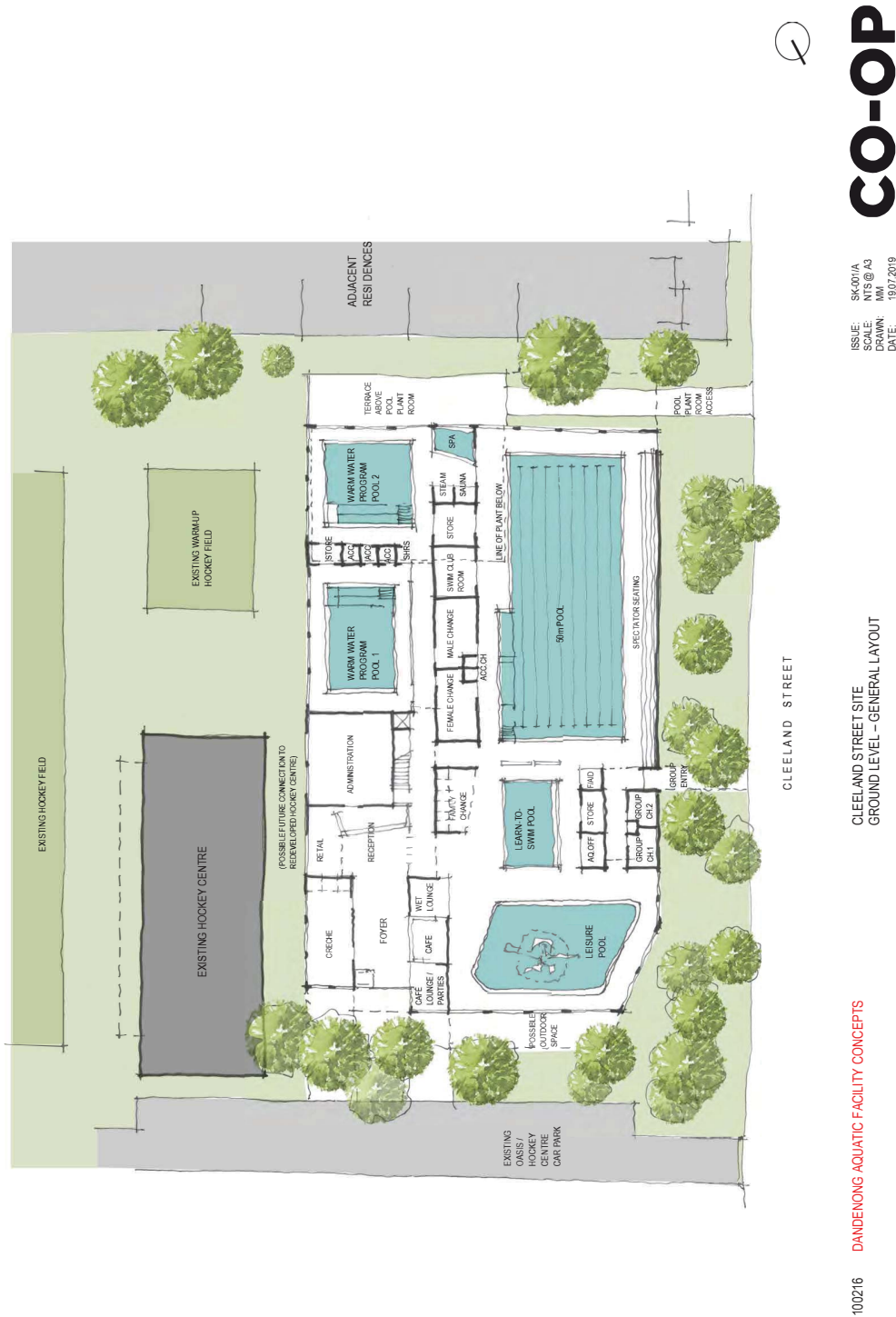
We respect your privacy. We will not sell or give away your personal information, unless required by law. Occasionally, we may use your details for our own research purposes or to let you know about other council information. If you want to see your personal data, modify your details or obtain a copy of Council's Privacy and Personal Information Policy please call 03 71 1000.

2.5.1 Aquatic Strategy (Cont.)

Aquatic Strategy
City of Greater Dandenong

**Appendix G -
50m Pool Option at Mills Reserve**

2.5.1 Aquatic Strategy (Cont.)



CO-OP

SK-001/A
ISSUE: 1
DATE: 19.07.2019

CLEELAND STREET SITE
GROUND LEVEL - GENERAL LAYOUT

DANDENONG AQUATIC FACILITY CONCEPTS

100216

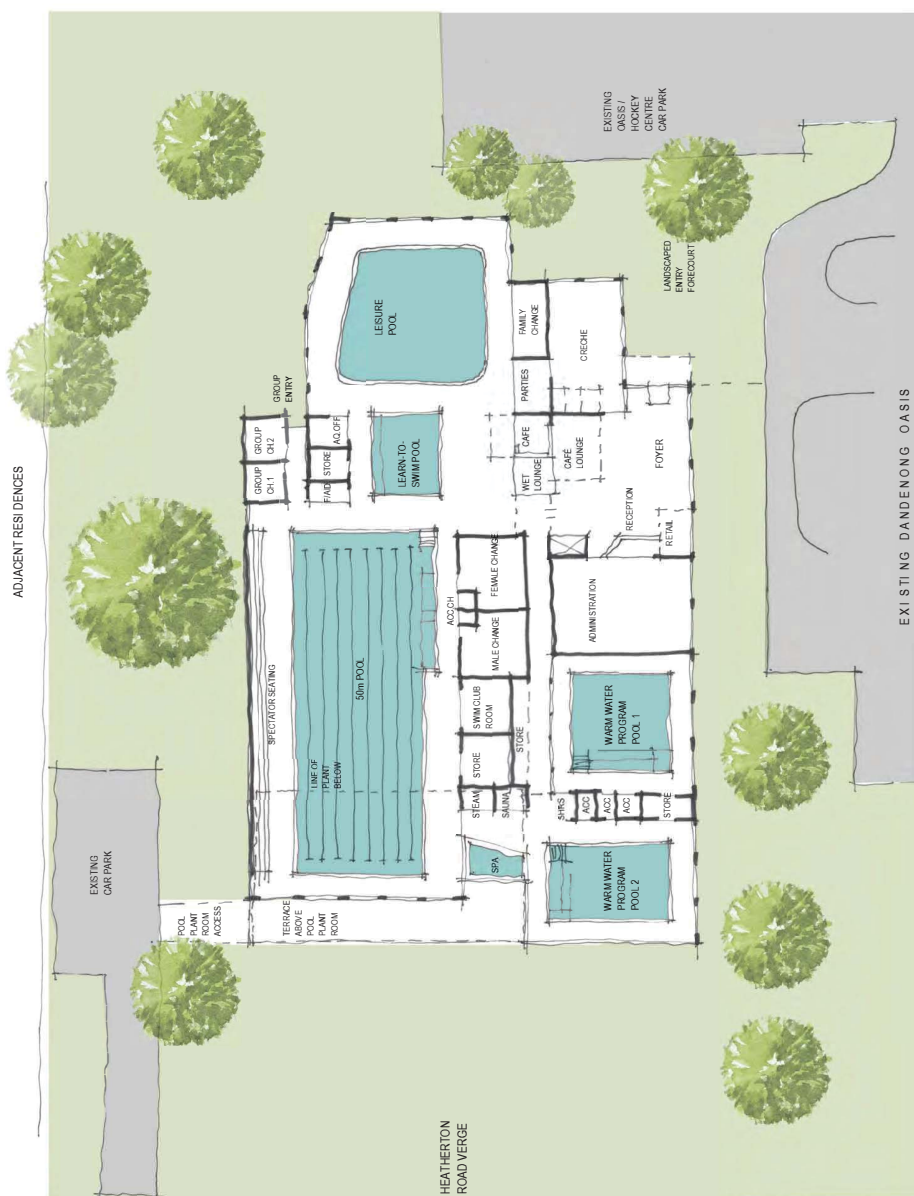
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CLEELAND STREET SITE
UPPER LEVEL – GENERAL LAYOUT

100216

POCO

POD



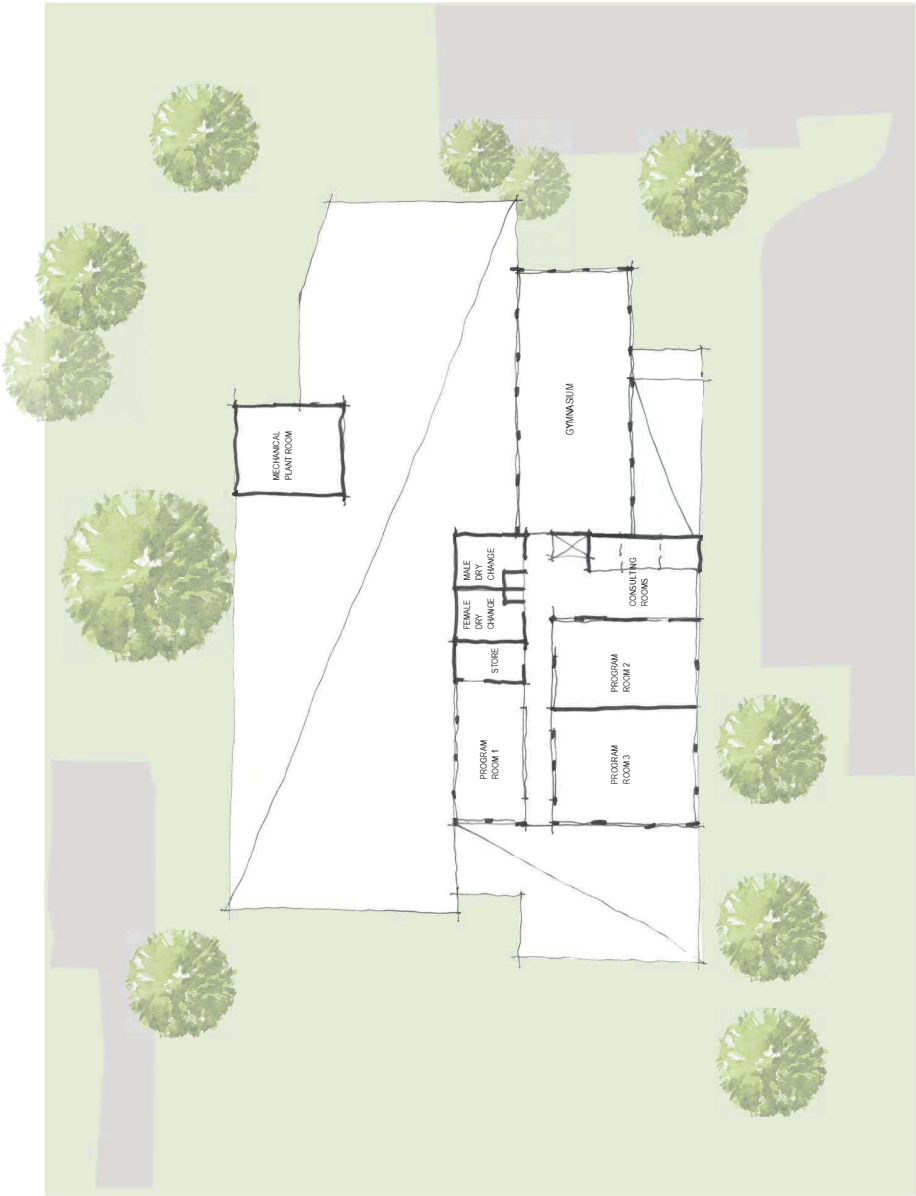
ISSUE: SK-003/A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19.07.2019

HEATHERTON ROAD SITE
GROUND LEVEL - GENERAL LAYOUT

DANDENONG AQUATIC FACILITY CONCEPTS

100216

2.5.1 Aquatic Strategy (Cont.)



100216

DANDENONG AQUATIC FACILITY CONCEPTS

HEATHERSTON ROAD SITE
UPPER LEVEL - GENERAL LAYOUT

ISSUE: SK-001A
SCALE: NTS @ A3
DRAWN: MM
DATE: 19/07/2019

CO-OP

2.6 OTHER

2.6.1 Community Support Grants Policy Review

File Id:	A5991540
Responsible Officer:	Director Community Services
Attachments:	Community Support Grants Policy

Report Summary

The existing Community Support Grants Policy has been reviewed.

The review recommendations further align the Community Support Grants Program with Council's strategic direction and broader funding program, while improving program transparency, efficiency and outcomes for the community.

The updated program directs resources to address emerging community needs, community inclusion, activation of public spaces and broad community participation.

Recommendation Summary

This report recommends that Council readopts the Community Support Grants Policy.

2.6.1 Community Support Grants Policy Review (Cont.)

Background

Policies establish a framework by which Council conducts its business activities and ensures the decision-making process is consistent. Council has established a number of policies to guide its responsibilities to the Greater Dandenong community and these policies reflect the principles outlined in the Council Plan.

Existing policies are subject to ongoing review and compliance. The current Community Support Grants Program was adopted on 27 April 2015.

Community funding is a key role of local government to support events and projects that serve and benefit the community. Council recognises that fit-for-purpose funding programs support community-led responses to emerging needs and facilitate community inclusion, place activation and broad participation.

The review of the existing Community Support Grants Program considered a range of factors including:

- assessment of key council plans, strategies and policies
- review of the Community Funding Audit (2015) and legislation
- analysis of the past three years funding data
- benchmarking against six other Councils
- internal consultation
- feedback from the 2018 community funding consultation
- briefing of and feedback from Councillors.

The review has identified a number of opportunities to strengthen the program including:

- clearly articulated program goals and structure
- improved program administrative efficiency
- closer alignment with Council plans and strategies
- increased equity and access for small community organisations
- engagement of community representatives to enhance program decision-making and transparency
- alignment with Council's broader community funding program.

Proposal

The updated Community Support Grants Program builds community capacity, encourages active participation in community life, increases intercultural connections and supports activation of public spaces.

This will be achieved through two funding streams:

1. Community Development Stream
2. Arts, Festivals and Events Stream.

2.6.1 Community Support Grants Policy Review (Cont.)

The Community Development Stream funds projects that respond to community priorities, improve access and inclusion, and supports lifelong learning through enhanced community collaboration and partnership. Applications under this Stream can be submitted under the following categories:

- Arts and Cultural Heritage
- Lifelong Learning (Education and Development)
- Sport and Recreation
- Environmental Sustainability.

The Arts, Festivals and Events Stream supports initiatives that activate public spaces and broad community participation. Applications under this Stream can be submitted under two categories:

- Festivals and Events
- Arts.

The proposed model improves accessibility for applicants through simplified eligibility criteria and the holding of two funding rounds per year.

Reduced maximum funding limits and incentives for co-contribution for larger grants strengthen program equity and impact.

Independent Assessment Panels comprised of community members, Councillors and Council officers will make efficient and considered recommendations for funding. Panels will be facilitated and supported by officers, including provision of technical advice from relevant business units. The Panel's funding recommendations will be submitted for endorsement at an official Council meeting.

Funding decisions will be transparent and accessible for interested organisations. Key outcomes and achievements of projects will be made available to the public to enhance community trust in the funded programs and highlight community successes.

This model is consistent with best practice from other councils and is in line with the endorsed model of the new Community Partnership Funding Program. The model significantly enhances administrative efficiency, reduces timeframes for applicants and strengthens community engagement in, and transparency of, the program.

Community Plan 'Imagine 2030' and Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

After consultation with the Greater Dandenong community on what kind of future they wanted to see for themselves and the City in 2030, the result was the Greater Dandenong Community Plan 'Imagine 2030'. This report is consistent with the following community visions:

Community Plan 'Imagine 2030'

People

- *Pride* – Best place best people
- *Cultural Diversity* – Model multicultural community

2.6.1 Community Support Grants Policy Review (Cont.)

- *Outdoor Activity and Sports* – Recreation for everyone
- *Lifecycle and Social Support* – The generations supported

Place

- *Sense of Place* – One city many neighbourhoods
- *Safety in Streets and Places* – Feeling and being safe
- *Appearance of Places* – Places and buildings

Opportunity

- *Education, Learning and Information* – Knowledge
- *Tourism and visitors* – Diverse and interesting experiences
- *Leadership by the Council* – The leading Council

Council Plan 2017-2021

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. This report is consistent with the following goals:

People

- A vibrant, connected and safe community
- A creative city that respects and embraces diversity

Place

- A healthy, liveable and sustainable city
- A city planned for the future

Opportunity

- A diverse and growing economy
- An open and effective Council

The strategies and plans that contribute to these outcomes are as follows:

- Council Plan 2017-2021
- Community Development Framework
- Community Engagement Policy
- Diversity, Access and Equity Policy
- Electronic Gaming Policy

Related Council Policies

- Community Repose Grants Policy
- Community Partnership Funding Policy

2.6.1 Community Support Grants Policy Review (Cont.)

Victorian Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities has been considered in the preparation of this report but is not relevant to its contents.

Financial Implications

There are no financial implications associated with this report.

Consultation

The Community Support Grants Program review has included significant consultation.

The review considered feedback from the community funding public consultation held November to December 2018. Feedback was obtained through a multi-faceted process utilising an online survey, roundtable discussions and one-to-one discussions. Over 120 responses were received in this engagement. Feedback from community during implementation of the Program has also been incorporated.

The Community Support Grants Program review has included internal consultations with the following units:

- Community Development, Sport and Recreation
- Community Care
- Arts and Cultural Development
- Festivals and Events
- Youth Services
- Economic Development.

Significant benchmarking and industry consultation with other councils has taken place:

- City of Greater Bendigo
- City of Melbourne
- Yarra City Council
- Darebin City Council
- Melton City Council
- Moonee Valley City Council.

Councillors have been updated and provided feedback at multiple briefing sessions.

Conclusion

The updated Community Support Grants Policy enhances the capacity of community funding to contribute to achieving Council's strategic priorities and respond to community priorities. The new Policy complements the suite of Council's funding programs.

2.6.1 Community Support Grants Policy Review (Cont.)

The Policy detailed in this report has been reviewed and is consistent with current legislation, Council's operational needs, and is now submitted to Council for readoption.

Recommendation

That Council endorses the Community Support Grants Policy as detailed in Attachment 1.

2.6.1 Community Support Grants Policy Review (Cont.)

POLICY AND STRATEGY

COMMUNITY SUPPORT GRANTS POLICY REVIEW

ATTACHMENT 1

COMMUNITY SUPPORT GRANTS POLICY

PAGES 6 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

2.6.1 Community Support Grants Policy Review (Cont.)



Greater Dandenong Policy

Community Support Grants Policy

Policy Endorsement:	Endorsement required by Council		
Policy Superseded by this Policy	Community Support Grants Policy Version No 1		
Directorate:	Community Services		
Responsible Officer:	Director of Community Services		
Policy Type:	Discretionary		
File Number:	A5910591	Version No:	1
1 st Adopted by Council	25 February 2013 Minute No. 99	Last Adopted by Council:	27 April 2015 Minute No. 911
Review Period:	3 years	Next Review:	June 2022

1. Purpose

The purpose of this Policy is to provide a framework for the operation and delivery of the Community Support Grants Program that is based on good governance and a commitment to building community capacity and promoting self-reliance.

2. Background

Council recognises the significant role played by community organisations in providing valuable programs, activities and events that promote healthy community participation. Activities foster social inclusion, community resilience, and an enhancement of residents' health and wellbeing. They celebrate the diversity of the City of Greater Dandenong and promote harmony across the municipality.

Council provides annual funding resources to support, facilitate and encourage these activities through the Community Support Grants Program.

3. Scope

This Policy applies to one-off monetary grants of up to \$10,000 provided by Council.

This Policy covers grants provided by Council to individual artists, community groups and organisations through the Community Support Grants Program.

2.6.1 Community Support Grants Policy Review (Cont.)



Greater Dandenong Policy

4. Human Rights and Responsibilities Charter – Compatibility Statement

The aims of this Policy support and uphold the intentions of the Human Rights and Responsibilities Charter.

5. References

- Previous Community Support Grants Policy - Adopted at the Ordinary Council Meeting 27 April 2015
- Council Plan 2017-21
- Community Development Framework (Current)
- Community Engagement Policy (Current)
- Diversity, Access and Equity Policy (Current)
- Electronic Gaming Policy (Current)
- Disability Policy (Current)
- Language and Communications Policy (Current)
- Commonwealth Grant Guideline Principle (2013)

6. Definitions

Not-for-profit	A not-for-profit is an organisation that does not operate for the profit, personal gain or other benefit of particular people (for example, its members, the people who run it or their friends or relatives).
Community Group	Not-for-profit or voluntary groups that receive minimal or no funding to run group activities or programs that provide benefit to members and/or the wider community. Includes groups deemed to be providing services and activities that involve and benefit residents of the City of Greater Dandenong, such as sporting and hobby clubs, seniors' groups, youth groups, children's and family's groups, cultural groups, service clubs, environmental groups, and social support groups (e.g. disability support groups).
Community Service Organisation	Not-for-profit service organisations, charities or voluntary service groups that provide services to support the community.
Community Support Grant	A sum of money given for a specific purpose and subject to conditions including that the money is used for an agreed purpose.
Schools	Primary and secondary schools in the City of Greater Dandenong only in relation to grant applications for activities that are not part of core school curriculum and include the broader community.

2.6.1 Community Support Grants Policy Review (Cont.)



Greater Dandenong Policy

Local volunteer groups of affiliated government services

Government affiliated local volunteer groups that provide a civic service (such as Country Fire Authority or Victorian State Emergency Services) are eligible for community engagement and awareness raising activities beyond the scope of the Statutory Authority's support.

Individual Artist

An individual artist is defined as a practicing artist who is recognised by their peers, is committed to devoting significant time to artistic activity and/or has a history of public presentation.

7. Council Policy

7.1 Policy Statement

Council shall make one-off grants available to community groups and individual artists to support innovative and inspiring projects and activities that contribute to a healthy and vibrant community and enhance community capacity.

The policy objective of the Community Support Grants Program is to provide direct and tangible benefit to residents of the City of Greater Dandenong.

7.2 Policy Principles

The Policy builds on the Commonwealth Grant Guideline principles (2013), adapting these for the City of Greater Dandenong context. These are:

- Collaboration and partnerships between funder and recipient.
- Building-capacity of funded organisations.
- Open and accessible funding programs.
- Timely and efficient administration processes.
- Transparent decision processes and outcomes.
- Strategic alignment between funding and Council business.
- Measurable outcomes from funded programs.

7.3 Program Aims

The aims of the Community Support Grants are consistent with the Greater Dandenong Imagine 2030 Community Plan, the Council Plan and the Community Wellbeing Plan.

The goals of the Community Support Grants are to:

- Contribute to Council's vision and strategic priorities.
- Enhance community capacity in responding to local needs.
- Contribute to improvement of community safety, health and wellbeing.
- Encourage active participation in community life.
- Increase partnership and collaboration.
- Increase intercultural connections, promote understanding and celebrate diversity.

2.6.1 Community Support Grants Policy Review (Cont.)



Greater Dandenong Policy

- Promote access and inclusion of individuals or groups that may experience exclusion.
- Have the best sustainable outcome for the local community.

7.4 Implementation Principles

- Budget
 - o Determined by Council through the annual budget process.
 - o Allocated over two funding rounds per financial year.
- Funding streams:
 - o Community Development
 - o Arts, Festival and Events
- Information and Support
 - o Grant round information, including opening and closing dates are to be publicly advertised through a range of communication mediums.
 - o Applicants are encouraged to review relevant documents.
 - o Applicants encouraged to seek support from Council staff prior to developing and submitting an application.
- Assessment and Decision making
 - o Officers will conduct an eligibility check on all applications received.
 - o Multi-stakeholder Independent Assessment Panels will assess applications against assessment criteria and make recommendations to Council for funding.
 - o Public reporting after each round on Council's grant website and in the Annual Report.
 - o Conflict of Interest
 - Council employees and Councillors involved in the assessment and/or determination of grant applications must adhere to the requirements detailed in the Code of Conduct for Staff or Councillors. Where an Employee or Councillor believes they have a real or perceived conflict of interest the must contact the Governance Business Unit and complete a Conflict of Interest form.
- Conditions
 - o Grant applicants are required to provide evidence to demonstrate good governance in their organisation's management and use of Council funds.
 - o Where organisations are unable to demonstrate good governance or risks are identified, Council officers will offer support to identify opportunities and training to improve governance processes before a grant is approved.
 - o Grants are subject to conditions which will be outlined in the grant agreement.
 - o Assessment Panels may recommend additional conditions for funding.
 - o Grant recipients will be required to complete period reports and acquit grants, including reporting on expenditure of funds and project outcomes.
 - o Where grant recipients fail to comply with conditions Council shall take appropriate action, such as designating the organisation as ineligible for

2.6.1 Community Support Grants Policy Review (Cont.)



Greater Dandenong Policy

further grants or taking action to reclaim funds already paid, dependent on the specific circumstances of the case.

- Continuous Improvement
 - o Officers will seek to improve program effectiveness and accessibility. Where opportunities to significantly improve the program arise, Council will be notified of any procedural changes.

8. Related Documents

- Community Support Grants Program Guidelines
- Community Response Grants Policy
- Community Partnership Funding Policy

2.6.2 Dandenong Market Pty Ltd (DMPL) Board Appointments

File Id:

Responsible Officer:

Director Corporate Services

Report Summary

In accordance with Clause 9 of the Dandenong Market Pty Ltd (DMPL) Constitution, Directors of DMPL are appointed by resolution of the Shareholder (Council).

This report seeks the reappointment of a current Director for a further term of twelve months and notes the resignation of another Director.

Recommendation Summary

This report recommends that Council reappoint Franz Madlener as a Director of Dandenong Market Pty Ltd for a term of twelve months expiring on 23 September 2020. Further that Council notes the resignation from DMPL by Tim Cockayne.

2.6.2 Dandenong Market Pty Ltd (DMPL) Board Appointments (Cont.)

Background

The DMPL Constitution sets out in Clause 9 that the number of Directors shall be not less than three nor more than five.

The number of Directors beyond this range can be varied by a Shareholder resolution. Council is the sole shareholder of DMPL.

Clause 9.1.2 also provides that the Shareholder, may be resolution appoint a Director for a term stated in their notice of appointment of up to three years.

DMPL currently operates with five Directors and has done so since its formation in 2012.

DMPL has recently received the resignation of one its Directors, Mr Tim Cockayne with the resignation effective at the conclusion of the next Board meeting scheduled for 22 October 2019. The term of one of the current Board members, Mr Franz Madlener is also due to expire on 23 September 2019.

The current Board of DMPL has considered these matters jointly and recommends to Council that:

- a. The structure of the current Board be reduced to four members for a trial 12-month period; and
- b. The appointment of Mr Franz Madlener be extended by a further twelve-month period concluding on 23 September 2020.

In making this recommendation, the Board has been cognisant of the high level of professional input contributed by both retiring members and the desire to avoid any significant change to the Board whilst it continues to oversee a period of change and development within the Market.

Proposal

This report recommends that Council reappoint Franz Madlener as a Director of Dandenong Market Pty Ltd for a term of twelve months expiring on 23 September 2020. Further that Council notes the resignation from DMPL by Tim Cockayne.

Community Plan 'Imagine 2030' and Council Plan 2017-2021 – Strategic Objectives, Strategies and Plans

After consultation with the Greater Dandenong community on what kind of future they wanted to see for themselves and the City in 2030, the result was the Greater Dandenong Community Plan 'Imagine 2030'. This report is consistent with the following community visions:

Community Plan 'Imagine 2030'

Opportunity

- *Tourism and visitors* – Diverse and interesting experiences
- *Leadership by the Council* – The leading Council

2.6.2 Dandenong Market Pty Ltd (DMPL) Board Appointments (Cont.)

Council Plan 2017-2021

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. This report is consistent with the following goals:

Opportunity

- A diverse and growing economy
- An open and effective Council

Financial Implications

The reduction in the number of Directors on the DMPL Board from five to four would save DMPL approximately \$17,000 over the balance of the 2019-20 financial year.

Consultation

All current Board members have been consulted in the Board developing this recommendation its Shareholder.

Conclusion

The Dandenong Market continues to go through a period of changing retail dynamics with the forthcoming installation of children's play facilities into the Bazaar and the proposed co-development with this facility of a café. These changes have been designed to provide revitalisation of the Bazaar.

In addition to this there remains several future development plans for the Market. In January 2020, the Market will launch its first night market which will run for four successive weeks during this month. There is also further work required to develop the Terrace area into a sustainable outdoor eating area within the Market.

The current Board has functioned to a high level and it is considered desirable to step out changes in Board membership and dynamics in order to smooth out the impacts of changes whilst the Market is still undergoing considerable redevelopment.

Recommendation

That Council reappoints Franz Madlener as a Director of Dandenong Market Pty Ltd for a term of twelve months expiring on 23 September 2020. Further that Council notes the resignation from DMPL by Tim Cockayne effective 22 October 2019.

**2.6.3 Report on Matters Discussed at Councillor Briefing Sessions & Pre-Council Meetings
- 26 August & 2 September 2019**

File Id: fA25545

Responsible Officer: Director Corporate Services

Report Summary

As part of Council's ongoing efforts to improve transparency in Council processes, matters discussed at Councillor Briefing Sessions & Pre-Council Meetings (other than those matters designated to be of a confidential nature) are reported on at ordinary Council meetings.

The matters listed in this report were presented to Councillor Briefing Sessions & Pre-Council Meetings in August & September 2019.

Recommendation Summary

This report recommends that the information contained within it be received and noted.

2.6.3 Report on Matters Discussed at Councillor Briefing Sessions & Pre-Council Meetings - 26 August & 2 September 2019 (Cont.)**Matters Presented for Discussion**

Item		Councillor Briefing Session/Pre-Council Meeting
1	<i>General Discussion</i> Councillors and Council officers briefly discussed the following topics: a. Council submission on preliminary options presented by the Victorian Electoral Commission for the Greater Dandenong Electoral Representation Review. b. Current investigation into allegations pertaining to the Noble Park Community Centre. c. Lions Club Summer Festival event negotiations. d. Agenda items for the Council Meeting of 26 August 2019.	26 August 2019
2	<i>DMPL Annual Report</i> Councillors were presented with the June 2019 quarterly performance report and the full year audited financial outcomes for Dandenong Market Pty Ltd. Cr Jim Memeti disclosed a conflict of interest in this item. He stayed during the presentation but left the meeting for discussion and question time.	2 September 2019
3	<i>Meeting Procedure Local Law Review 2019</i> Councillors discussed submissions and options for the final format of the draft Meeting Procedure Local Law 2019 prior to it being formally endorsed by Council at a future Council Meeting.	2 September 2019

ORDINARY COUNCIL MEETING - AGENDA

2.6.3 Report on Matters Discussed at Councillor Briefing Sessions & Pre-Council Meetings - 26 August & 2 September 2019 (Cont.)

4	<i>General Discussion</i> Councillors and Council officers briefly discussed the following topics: a. The VEC's Electoral Representation Review. b. Contract dispute negotiations between Council and a current service provider. c. Dandenong Library meeting space and booking processes. d. Recent advocacy meetings between council officers and the Minister for Priority Precincts and the Minister for Jobs, Innovation and Trade/Tourism, Sport and Major Events. e. Agenda items for the Council Meeting of 9 September 2019.	<i>2 September 2019</i>
5	<i>CEO/Councillors Only Session</i> <i>CONFIDENTIAL</i>	<i>2 September 2019</i>

Apologies

- Councillor Roz Blades AM, Councillor Youhorn Chea, Councillor Angela Long and Councillor Maria Sampey submitted apologies for the Pre-Council Meeting on 26 August 2019.
- Councillor Roz Blades AM, Councillor Angela Long, Councillor Maria Sampey and Councillor Loi Truong submitted apologies for the Councillor Briefing Session on 2 September 2019.

Recommendation**That:**

1. the information contained in this report be received and noted; and
2. the information discussed at the above listed Councillor Briefing Sessions that was declared confidential in Item 5 by the Chief Executive Officer under Sections 77 and 89 of the *Local Government Act 1989* remains confidential until further advisement unless that information forms the subject of a subsequent Council report.

2.6.4 List of Registered Correspondence to Mayor and Councillors

File Id:	qA283304
Responsible Officer:	Director Corporate Services
Attachments:	Correspondence Received 2–13 September 2019

Report Summary

Subsequent to resolutions made by Council on 11 November 2013 and 25 February 2014 in relation to a listing of incoming correspondence addressed to the Mayor and Councillors, Attachment 1 provides a list of this correspondence for the period 2-13 September 2019.

Recommendation

That the listed items provided in Attachment 1 for the period 2-13 September 2019 be received and noted.

2.6.4 List of Registered Correspondence to Mayor and Councillors (Cont.)

OTHER

**LIST OF REGISTERED CORRESPONDENCE TO
MAYOR AND COUNCILLORS**

ATTACHMENT 1

**CORRESPONDENCE RECEIVED
2 – 13 SEPTEMBER 2019**

PAGES 3 (including cover)

If the details of the attachment are unclear please contact Governance on 8571 5235.

ORDINARY COUNCIL MEETING - AGENDA

2.6.4 List of Registered Correspondence to Mayor and Councillors (Cont.)**Objective**

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 02/09/19 & 13/09/19 - for officer action - total = 13

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Assigned
Letter from the Minister for Planning reminding Council of its responsibilities in relation to Local Heritage Conservation and Interim Heritage Overlay requests.	04-Sep-19	10-Sep-19	fa172510	Mayor & Councillors EA
Letter from a Mornington Peninsula resident in relation to proposed changes to Victorian legislation that will allow for insecticide spraying to control vector-borne disease.	10-Sep-19	10-Sep-19	fa172529	Mayor & Councillors EA
Response from the Minister for Planning to Mayor's letter requesting further information about the rezoning of land in Keysborough South.	07-Sep-19	12-Sep-19	fa172605	Mayor & Councillors EA
Complaint from Noble Park resident regarding the new line markings in Corrigan Road and suggesting changes to the bicycle line marking.	12-Sep-19	12-Sep-19	fa172616	Mayor & Councillors EA
Complaint from a Springvale resident regarding a 4-5 metre wall constructed along their back fence resulting from planning permit granted (PLN17/053.830-850).	12-Sep-19	13-Sep-19	fa172715	Mayor & Councillors EA
Letter to the Mayor from a Springvale South resident regarding Meeting Procedure Local Law and various concerns regarding the Springvale Community Precinct.	02-Sep-19	02-Sep-19	fa172132	Mayor & Councillors EA & Springvale Community Precinct Coordinator
Advice from the Legislative Council regarding an Inquiry into Homelessness in Victoria and inviting Council to make a submission before January 2020.	06-Sep-19	06-Sep-19	fa172426	Community Development
Responses from six residents to the consultation plans for Wai Turner and Barry Powell Reserves (received directly by a Councillor).		5-13-Sep-19		CPDA

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.

2.6.4 List of Registered Correspondence to Mayor and Councillors (Cont.)

Objective

CONNECTED. COLLABORATIVE. COMMUNITY.

Correspondences addressed to the Mayor and Councillors received between 02/09/19 & 13/09/19 - for information only - total = 1

Correspondence Name	Correspondence Dated	Date Record Created	Objective ID	User Assigned
Letter of response from the Minister for Transport Infrastructure to Mayor's letter regarding a Shared Use Path for the Cranbourne to Dandenong rail corridor.	30-Aug-19	05-Sep-19	A6060873	Mayor & Councillors EA

NB: Users assigned may have changed by the time of the Council Meeting. Correct at time of report production only.

2.6.5 Proposal to Lease Part of Level 4, 225 Lonsdale Street, Dandenong

File Id:

Responsible Officer:

Director Corporate Services

Report Summary

This report addresses a proposal to enter into a lease with RMBL Investments Limited for part of Level 4 at 225 Lonsdale Street, Dandenong (known as the Dandenong Civic Centre).

Council is required to carry out statutory procedures in accordance with sections 190 and 223 of the *Local Government Act 1989* (LGA) in order to make a decision to lease the premises.

Recommendation Summary

This report recommends that Council gives public notice of the intention to lease part of Level 4, 225 Lonsdale Street, Dandenong to RMBL Investments Limited. Subsequent to the notification period, if submissions are received, Council will establish a Special Committee to hear such submissions and a further report will be provided to Council for consideration. If no submissions are received, Council will authorise the execution of the lease.

2.6.5 Proposal to Lease Part of Level 4, 225 Lonsdale Street, Dandenong (Cont.)**Background**

Section 190 of the LGA provides a restriction on the power of Council to lease land. If the lease is to be one year or more and the rent for any period of the lease is \$50,000 or more a year, or the current rental value of the land is \$50,000 or more a year; or the lease is for 10 years or more; Council must publish a public notice of the proposed lease at least four weeks before the lease is made. The LGA also provides that a person has a right to make a submission under section 223 on the proposed lease.

Council built the Dandenong Civic Centre in 2012-2013 and moved into the premises in March 2014. Two areas on levels 4 & 5 (of 553 and 514 square metres respectively) were vacant, cold-shell office spaces and were provided as future growth space for the Civic Centre for the significant long term. Council fitted these spaces out to a degree and subsequently leased the level 5 space to RMBL Investments Limited in 2017.

RMBL Investments Limited is an Australian financial services licensed contributory mortgage investment manager that has been in operation for over 50 years. RMBL is now in a position to expand its operations and wishes to lease out the remaining vacant office space on Level 4.

The level 4 office space proposed within this lease has an area of 553 square metres at the eastern side of the Civic Centre building. The proposed tenant would have secure access to its own space and no access to Council offices. Amenities in the eastern end of the building would be shared between a proposed tenant and Council officers.

Proposal

The following lease terms and conditions are proposed:

Commencement Date	1 January 2020
Term:	26 months + 3 x 5-year terms thereafter (This will coincide with the existing lease for Level 5)
Commencing Annual Rental:	\$152,075 pa plus GST with a six-month rent-free period at the commencement of the lease in lieu of tenancy fit-out costs (non-exclusive access to the tenancy will be granted from end of October 2019)
Annual Increase:	CPI at each anniversary of the commencement date during the first term and any further term other than market rental review dates
	No parking is able to be provided in the Civic Centre basement for this lease.

2.6.5 Proposal to Lease Part of Level 4, 225 Lonsdale Street, Dandenong (Cont.)

Community Plan 'Imagine 2030' and Council Plan 2017-21 – Strategic Objectives, Strategies and Plans

After consultation with the Greater Dandenong community on what kind of future they wanted to see for themselves and the City in 2030, the result was the Greater Dandenong Community Plan 'Imagine 2030'. This report is consistent with the following community visions:

Community Plan 'Imagine 2030'

People

- *Pride* – Best place best people

Place

- *Sense of Place* – One city many neighbourhoods
- *Appearance of Places* – Places and buildings
- *Travel and Transport* – Easy to get around

Opportunity

- *Jobs and Business Opportunities* – Prosperous and affordable
- *Leadership by the Council* – The leading Council

Council Plan 2017-21

The Council Plan describes the kind of future the Council is working for, and how Council will do this over four years. This report is consistent with the following goals:

Place

- A city planned for the future

Opportunity

- A diverse and growing economy

Related Council Policies

Council's Leasing and Licensing of Commercial Properties Policy provides for an equitable and consistent approach for leasing Council owned commercial property consistent with Council's Corporate Plan.

Victorian Charter of Human Rights and Responsibilities

The Victorian Charter of Human Rights and Responsibilities has been considered in the preparation of this report but is not relevant to its contents.

2.6.5 Proposal to Lease Part of Level 4, 225 Lonsdale Street, Dandenong (Cont.)

Financial Implications

Since Council invested capital funding to fit out both levels 4 and 5 in order to attract commercial tenants, it has received minimal interest in the leasing of the spaces from commercial operators except for that from RMBL. (It has received some interest from third parties who are not able to pay the rental expected for an office space of this calibre.)

The proposed commercial lease of Level 4 to RMBL for \$152,075 per annum will allow Council to recover the capital investment made in initially fitting out levels 4 and 5 and ultimately deliver a financial return beyond break-even point.

Consultation

A public consultation process will be commenced as required under sections 190 and 223 of the LGA. Public notice of the intention to execute a lease for Part of Level 4, 225 Lonsdale Street, Dandenong will be given in local papers and interested parties will be given the opportunity to make submissions for 28 days.

Conclusion

It is considered that the proposal to lease the vacant office space on Level 4, 225 Lonsdale Street, Dandenong for office purposes is in line with the intention of the development and complements existing corporate activities at the Dandenong Civic Centre.

Recommendation

That Council, being of the opinion that it is suitable to proceed with a proposal to lease Part Level 4, 225 Lonsdale Street, Dandenong to RMBL Investments Limited for use as an office for a term of 26 months with three further five-year term options, resolves:

- 1. to give notice of its intention to lease this office premises in accordance with sections 190 and 223 of the *Local Government Act 1989*;**
- 2. if submissions are received and any request to be heard is made, a Special Committee of Council made up of the Red Gum Ward Councillors be established to hear submissions (with submitters being notified of the time and place of the Special Committee meeting); and**
- 3. that if no submissions are received, Council authorises the signing and sealing of all documentation associated with the lease.**

3 NOTICES OF MOTION

A notice of motion is a notice setting out the text of a motion proposed to be moved at the next relevant meeting. It must be in writing, signed by a Councillor, and be lodged with the Chief Executive Officer in sufficient time for him or her to give each Councillor at least 72 hours notice of such notice.

The guidelines for submitting a notice of motion to a Council meeting are included in the current Meeting Procedure Local Law.

4 REPORTS FROM COUNCILLORS/DELEGATES AND COUNCILLORS' QUESTIONS

At each Ordinary Meeting of Council all Councillors will have the opportunity to speak for exactly four (4) minutes on any meetings, conferences or events they have recently attended.

If a Councillor chooses to speak, the name of the conference/event and the Councillor will be noted in the Minutes for that meeting. If a Councillor requires additional information on the conference/event to be listed in the Minutes, they must submit it in writing to a Member of Governance by 9am the day following the meeting.

Question time is provided to enable Councillors to address questions to the Administration. The guidelines for asking questions at a Council meeting are included in the current Meeting Procedure Local Law.

5 QUESTION TIME - PUBLIC

Question Time at Council meetings provides an opportunity for members of the public in the gallery to address questions to the councillors and/or officers of the City of Greater Dandenong.

Questions from the Gallery

1. Members of the public may submit questions from the gallery by completing a '*Ask a Question at a Council meeting*' form available at Council meetings and at www.greaterdandenong.com under Council - Council Meetings. Questions are limited to a maximum of three (3) questions per individual and a maximum of 300 words per question including the preamble.

2. Questions will be read aloud and in most cases an answer will be given on the spot. However, sometimes a councillor/officer may indicate that they require further time to research an answer. In this case the answer will be made in writing to the person who asked the question and may also appear in the Question Time Responses section at www.greaterdandenong.com under Council - Council Meetings.

3. Questions will be answered unless the Chairperson and/or Chief Executive Officer has determined that the relevant question relates to:

- personnel matters,
- the personal hardship of any resident or ratepayers,
- industrial matters,
- contractual matters,
- proposed developments,
- legal advice,
- matters affecting the security of Council property,
- any other matter which Council considers would prejudice the Council or any person,
- a matter which may disadvantage Council or any person,
- a matter in respect of which Council has no power to act,
- a question that is defamatory, indecent, abusive or objectionable in language or substance and is asked to embarrass a Councillor or Council officer,
- a question that is repetitive of a question already answered (whether at the same or an earlier meeting).

No debate or discussion of a question or an answer shall be permitted other than for the purposes of clarification.

Every question will receive a written reply, even if it is answered at the meeting.

6 URGENT BUSINESS

No business may be admitted as urgent business unless it:

- a. Relates to or arises out of a matter which has arisen since distribution of the Agenda.
- b. Cannot safely or conveniently be deferred until the next ordinary meeting and unless agreed to by a majority of those Councillors present at the meeting.