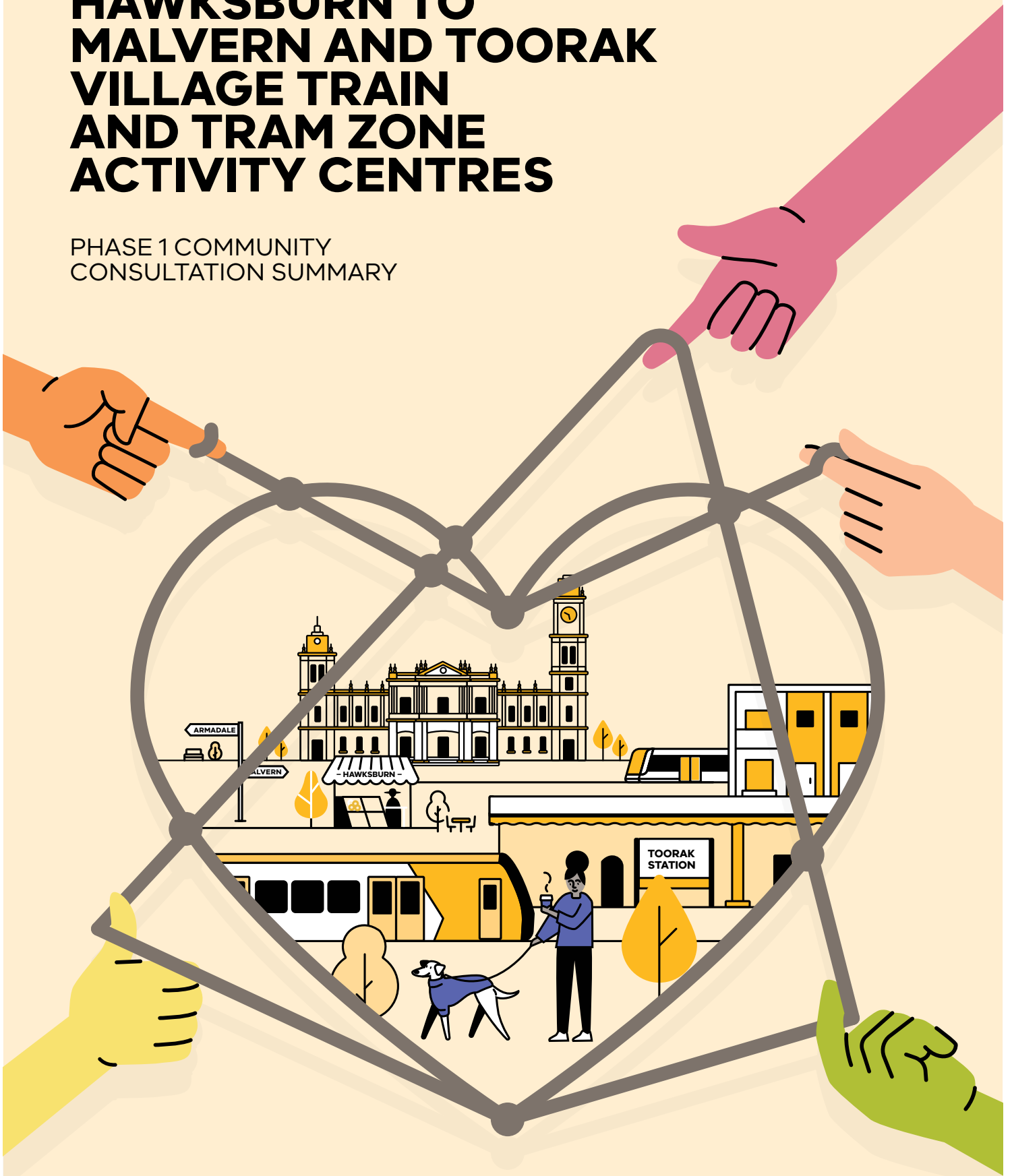


# HAWKSburn TO MALVERN AND TOORAK VILLAGE TRAIN AND TRAM ZONE ACTIVITY CENTRES

PHASE 1 COMMUNITY CONSULTATION SUMMARY



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## TRAIN AND TRAM ZONE ACTIVITY CENTRES PROGRAM

We want to provide all Victorians with the choice of a well-designed home, in a place where they can thrive. That's why we're planning for more homes in and around 60 train and tram zone activity centres across Melbourne, creating capacity for more than 300,000 new homes to be built around train and tram lines, jobs and services by 2051.

By planning for more housing in activity centres, we're supporting more Victorians to live closer to jobs, services, public transport and green, open space.

## STAGE 2 CONSULTATION

In October and November 2025, we connected with local communities, Councils, landowners and industry stakeholders across 23 train and tram zone activity centres. This was the first phase of community consultation for these centres. We wanted to understand what matters most to you about the places you live, work or are otherwise connected to.

We asked:

- What do you love about these places?
- What makes them unique?
- What should be protected or improved?

Your feedback has helped shape draft maps for your train and tram zone activity centre, which will aim to guide new housing development around **Hawksburn, Toorak, Armadale and Malvern stations and Toorak Village** – while preserving the things that make each of these places special.

This consultation report reflects the feedback from local communities.

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## HOW WE REACHED OUT TO COMMUNITIES

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### Newsletters

mailed to households and businesses approximately 100 to 200m from the edge of each activity centre



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### Social media

geo-targeted posts and videos to encourage participation in the consultation (online sessions, drop ins and online survey)



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### Advertising

posters at stations and digital screens at various retail stores in activity centres



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### Community representatives

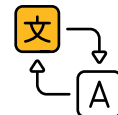
information and consultation materials shared with councils, local leaders and interest groups and multicultural community groups

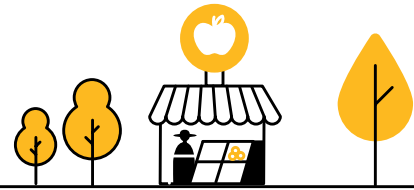


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### Multicultural materials

translated survey, Engage Victoria content and postcards in-language





## HOW WE RECEIVED FEEDBACK

To ensure we had broad participation, we gathered community feedback through a range of digital and face-to-face events, as well as providing translated materials.

Options to participate included:

### Engage Victoria online survey

The survey was on our Engage Victoria page, along with information to help people better understand the program. The survey sought community feedback on what you love and value most about your local area. The survey was available in English and in the top three languages in each centre.

### Online QA sessions

We held online webinars to provide people with an opportunity to hear directly from planners, gain more knowledge about the program and ask questions. These sessions were also recorded and published on our Engage Victoria webpages.

### Community drop-ins

For those who wanted to have in-person discussions, we held 2 drop-in sessions per train and tram zone activity centre group, where participants could view and take home useful materials and had an opportunity for one-on-one conversations with a planner.

### Walk-by events

Walk-by events were held in busy local areas with program representatives out on the street sharing information about the program and encouraging people to provide feedback either by conversation, attending a drop-in session held nearby, or by completing the survey online.



**102,328**

Engage Victoria  
page views



**45,046**

Engage Victoria  
unique visitors



**3,200+** pieces  
of feedback:

- **427** questions asked at online sessions
- **742** comments from drop ins and walk by sessions
- **2,505** survey responses
- **7** in-language survey responses

**8** online sessions held

**574** online session registrations

**309** online session participants

**14** community drop-in sessions held

**363** community drop-in participants

**14** walk by events

**527** walk by participants

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## HAWKSURN TO MALVERN AND TOORAK VILLAGE ENGAGEMENT INSIGHTS

### Online session

**37** participants

**Thursday 30 October**  
6:30pm – 7:30pm



### Walk-by events

**87** interactions

**Wednesday 12 November**  
Coles, Malvern, 164 Glenferrie Road

**Saturday 15 November**  
Tok H Centre, 459 Toorak Road



### Drop-in sessions

**33** participants

**Wednesday 12 November**  
St. Georges Anglican Church Hall,  
296 Glenferrie Road

**Saturday 15 November**  
Toorak Uniting Church,  
603 Toorak Road



## KEY THEMES

### Local infrastructure

- Suggestions included upgrades to transport, drainage, sewerage, and services such as schools, hospitals, health clinics.
- It was felt that open space needs to be planned for, ahead of projected population growth.
- Concerns expressed about the future of strip shops with varying perspectives. Some were concerned increased density might impact small retailers because there would not be enough parking, others thought increased density would mean fewer pedestrians, which would in turn impact shops.
- Some felt larger mixed retail and residential zones might change the existing retail mix for the better.

### Heritage and local character

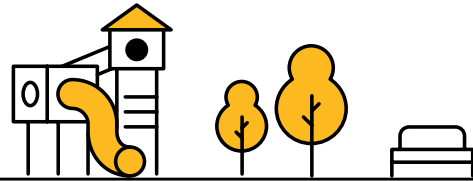
- Community want to retain heritage overlays and the architectural integrity in residential areas
- Desire to preserve heritage, with requests that new developments respect the heritage streetscapes and local character.

### Building considerations

- Concerns about overshadowing, overlooking and loss of tree canopy due to increased housing density. Requests for controls to protect established trees and landscaping.
- Calls for enough open space to support more high-density development.

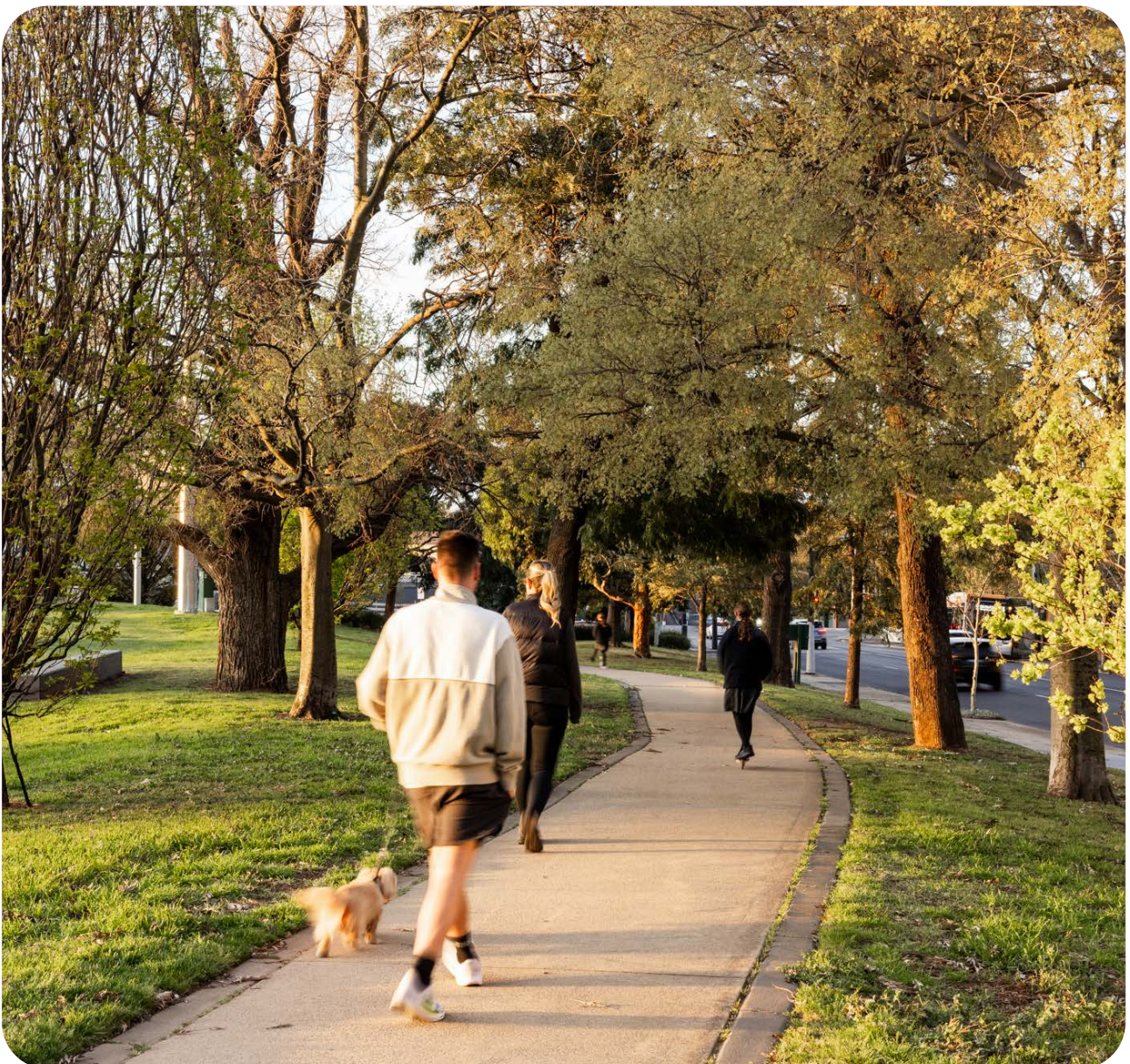
### Transport and parking

- Perception that there are existing pressures on traffic and parking near stations, particularly from new development and commuters.
- Public transport is also at capacity and frequency needs to be considered as part of planning for more homes.
- Requests for traffic calming measures, clearer signage and improved safety for pedestrians.
- Improved pedestrian links, footpaths and safer cycling paths were also raised.
- Views that parking capacity should be retained or increased in residential and commercial areas.



### Green and open space

- Community want assurance that new housing developments will not result in the removal of trees and loss of tree canopy cover.
- Desire to retain mature trees and increase green space and landscaping in new developments.
- Calls for more local parks and open space and the need to make better use of land to protect existing open spaces.



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## ONLINE SURVEY



**222** Survey Responses

**35** Hawksburn

**45** Armadale

**28** Toorak

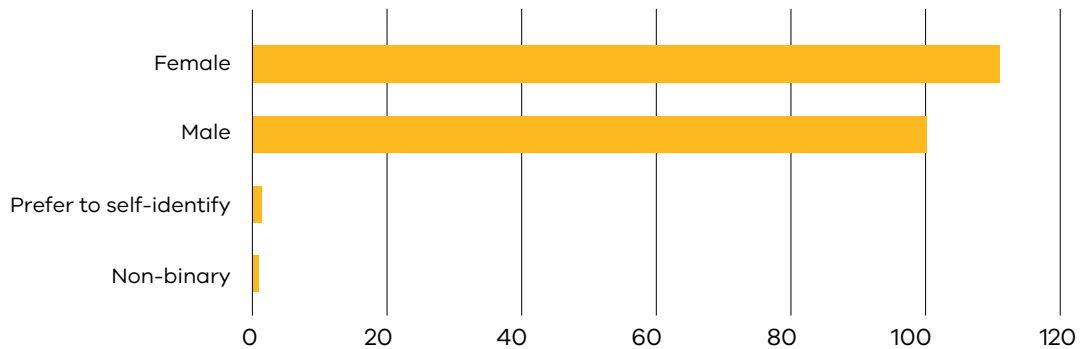
**88** Malvern

**26** Toorak Village

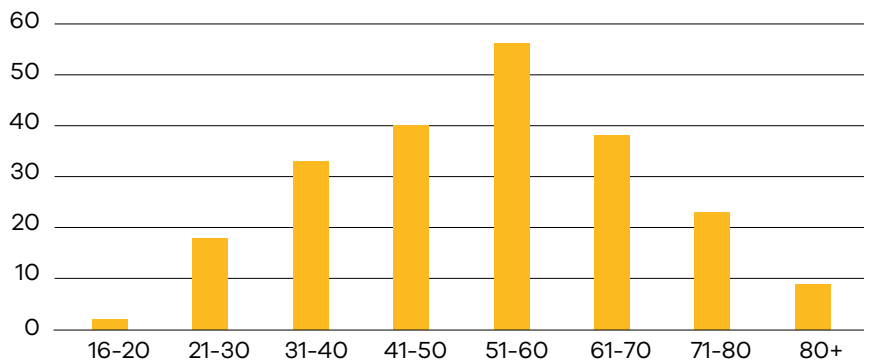
**3,651** website views for this group of centres

## DEMOGRAPHIC INFORMATION

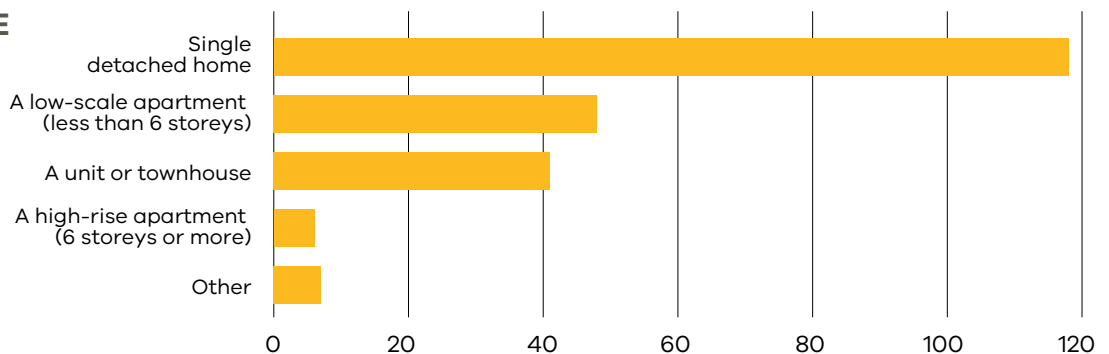
### GENDER

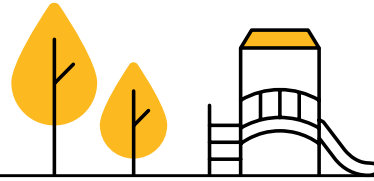


### AGE



### HOME TYPE





## WHAT'S MOST IMPORTANT WHEN IT COMES TO SUPPORTING MORE HOMES

1. Building considerations, such as overshadowing, wind protection and sun access to the street
2. Space between and around buildings
3. Protecting built heritage
4. Protecting parks and open space
5. Different types of higher density homes
6. Improvements to support local travel.

## TOP 10 LOCAL AREAS WHERE PEOPLE LIKE TO SPEND TIME

1. Malvern Road
2. Glenferrie Road
3. Orrong Park
4. Toorak Road
5. Toorak Park
6. Como Park
7. High Street
8. Beatty Avenue
9. Union Street / Park
10. Hawksburn Village

## WHAT YOU VALUE MOST ABOUT YOUR LOCAL AREA

- Neighbourhood character and feel, including heritage buildings
- Local shops, restaurants and entertainment
- Existing trees and vegetation
- Access to open space
- Access to public transport.

## WHAT WOULD MAKE YOUR LOCAL AREA BETTER?

- Improved parks, gardens and playgrounds
- More trees and vegetation
- Better walking streets, footpaths and road crossings
- Local shops, cafes and outdoor dining
- Safe, inclusive and welcoming public areas.



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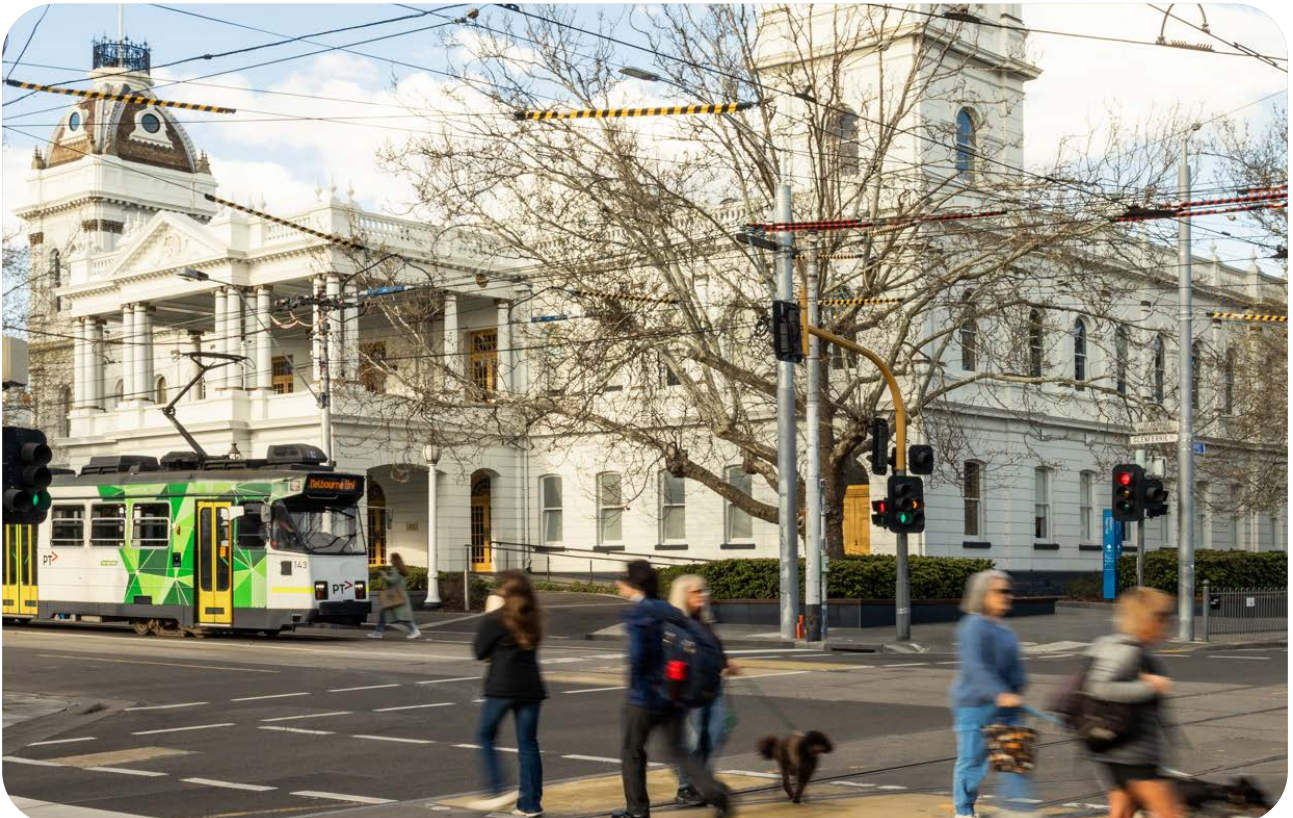
## PLACE-BASED FEEDBACK

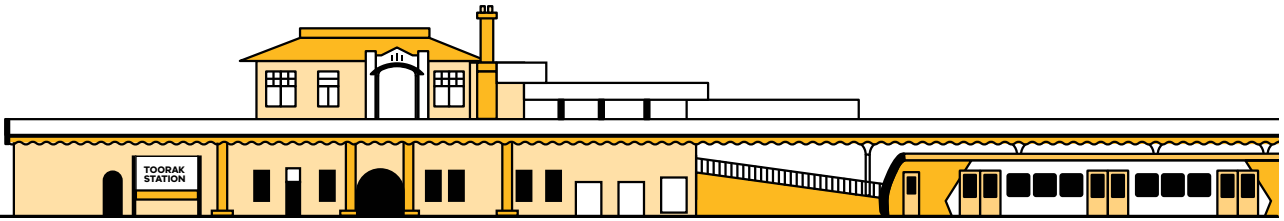
### HAWKSBURN STATION

- Perception Toorak Primary is already at capacity. Comments that public infrastructure needs to be considered when planning for more homes
- Suggestions the project considers the work City of Stonnington has done on its Neighbourhood Activity Centre Strategy when planning for more homes
- Views that train services need to increase in the area as there is a perception that Hawksburn, Toorak and Armadale Stations have the infrastructure to support more services
- Requests to consider the impacts new developments may have on local services as well as infrastructure (water, sewerage etc)
- Concerns increasing density around Hawksburn Station will result in significant traffic congestion on the adjacent narrow roads at Gordon Street and Tashinny Road.

### ARMADALE STATION

- Community perception that train services are at capacity and suggestions to increase public transport services
- Request to improve safety at Armadale Station
- Concerns developments higher than 4-5 storeys on main roads like High Street and Malvern Road are not appropriate for Armadale in already developed commercial zones
- Perception that streets surrounding Armadale Station are already at capacity and used as thoroughfares between High Street, Kooyong Road and Wattletree Road
- Concerns that increased density in these areas will increase traffic congestion, and impact safety for pedestrians and cyclists.





## MALVERN STATION

- Requests to improve safety around Malvern Station with more lighting, like the underpass connecting Station Street to Dandenong Road
- Suggest prioritising mid-rise developments around 5-7 storeys with small parks and open space
- Perception that roads, transport infrastructure and public transport is already at capacity.
- Calls to protect heritage and neighbourhood character, including protection of the Gascoigne Estate
- Suggestions to focus higher density closer to Malvern Station and Glenferrie Road. A view that areas further away from the station, like Claremont Road, Wheatland Road, Hunter Road and Finlayson Roads are not appropriate areas for high density development as they are residential areas.

## TOORAK STATION

- Requests to consider additional supporting infrastructure such as roads, parks and open spaces to support increased density
- Calls to preserve the amenity and character of the area by protecting existing heritage and original period homes
- A view that 4-6 storey buildings on Malvern Road and High Street are a good middle ground for what is appropriate in the area. It is felt that higher rise development will overshadow and not fit with the local character
- A view that pedestrian and cycling safety needs to be improved, particularly on busy streets like Malvern Road.

## TOORAK VILLAGE

- Perception there are existing issues with traffic congestion along Toorak Road
- The heritage and village-like character of the area is valued by many. Concerns increased density would take away this character
- A view that low-mid-rise developments are more appropriate and compatible with the area
- Support expressed for City of Stonnington's Neighbourhood Activity Centre Strategy and plans, and suggestions to consider their plans as part of our program.

## HOW WE'VE USED YOUR FEEDBACK



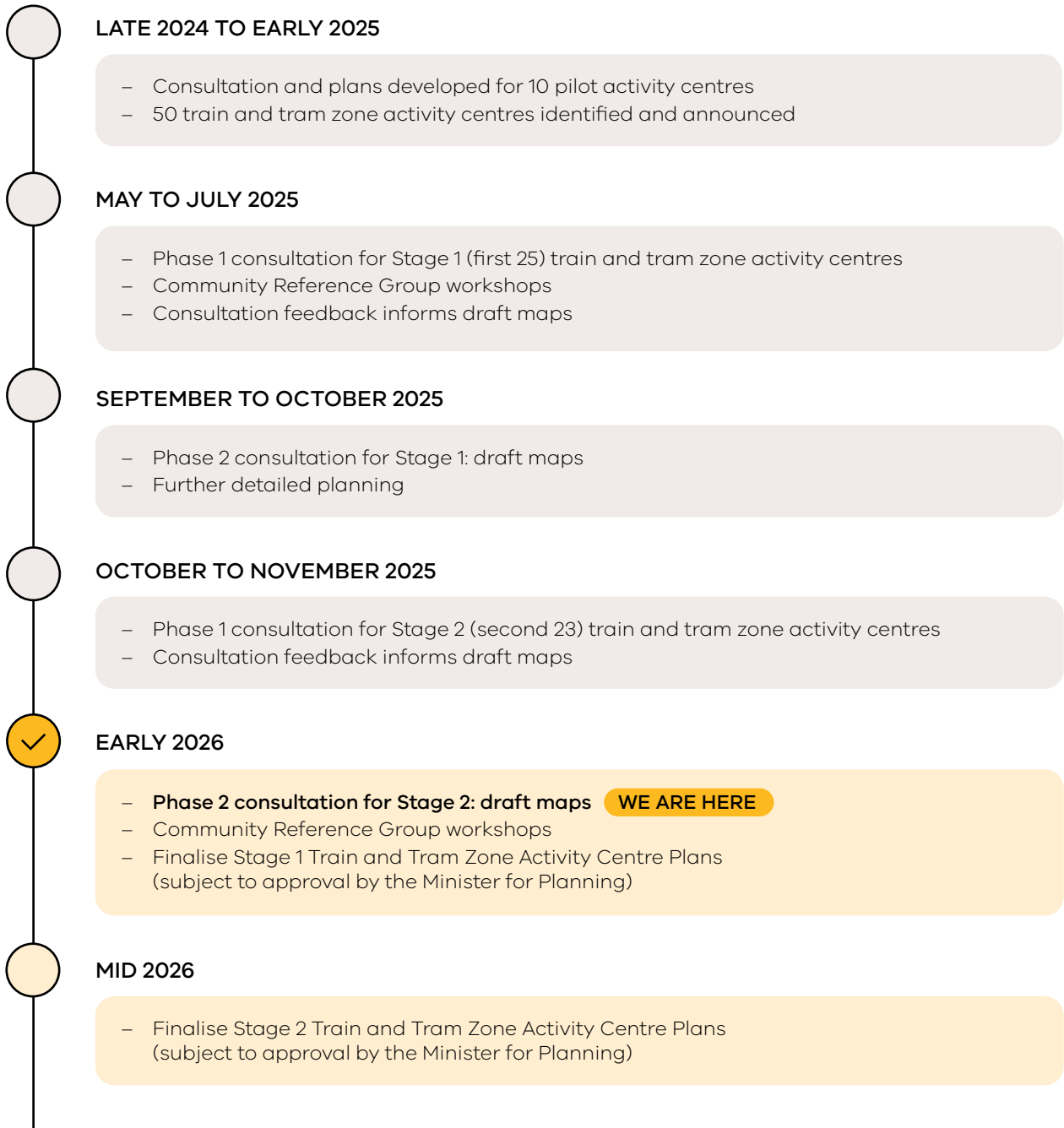
We heard clearly that community values heritage, local character and open spaces. The feedback we have received has helped to inform how we have shaped our draft maps and how we've applied planning controls across different areas.

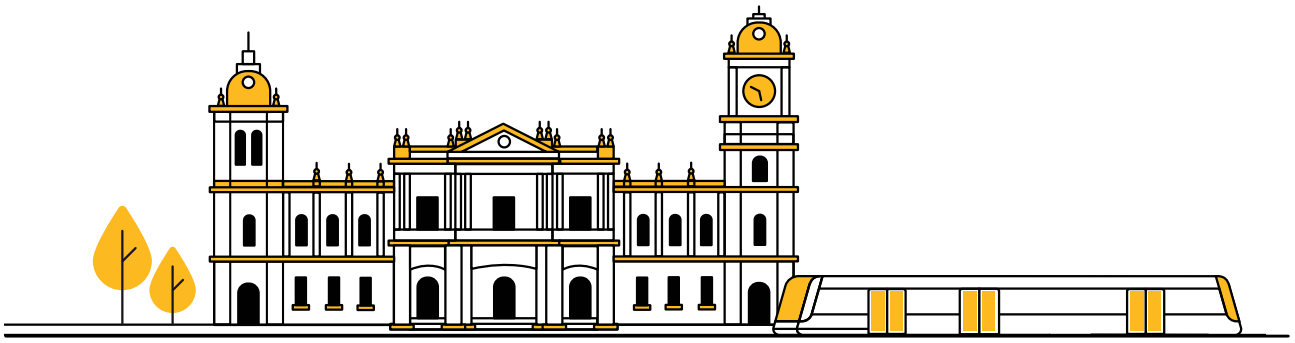
- We've applied lower building heights in areas with heritage overlay and we've set a maximum of six storeys at the **Toorak Station** train and tram zone activity centre due to its small scale, to retain the local character
- We've proposed solar access protections to key streets like **High Street, Armadale and Malvern Road** to ensure these streets remain enjoyable and relaxing places to walk and gather.



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## PROGRAM TIMELINE





## WHAT'S NEXT

We've listened closely to what you have told us about your train and tram zone activity centres, the places you care about and what makes those places special. Your feedback has helped to shape our draft maps by identifying areas you want to protect and enhance. It's also helped us to:

- propose core and catchment boundaries for each train and tram zone activity centre
- identify public spaces, streets and parks that need extra care to protect from overshadowing
- highlight the streets you consider to be vibrant and people friendly that you'd like us to protect.

Now we'd like your feedback on our draft maps including:

- proposed heights
- proposed core and catchment boundaries
- important public spaces and whether we've captured all the places and streets you'd like protected
- what would make your local train and tram zone activity centre better.

While considering both the need for more housing in these well-services areas and community feedback, we've created maps showing proposed building heights, core and catchment boundaries and important public spaces.

To learn more about tram and train zone activity centres and how you can provide feedback, visit our website: [engage.vic.gov.au/activity-centres](https://engage.vic.gov.au/activity-centres)

## CONTACT US

[Activity.centres@transport.vic.gov.au](mailto:Activity.centres@transport.vic.gov.au)

## GET INVOLVED

### HAVE YOUR SAY AND VIEW OUR DRAFT MAPS

Visit [engage.vic.gov.au/  
activity-centres-program](https://engage.vic.gov.au/activity-centres-program)



### COMPLETE THE SURVEY

Join the mailing list to stay updated.

Your feedback will continue to be considered as part of the planning process.

