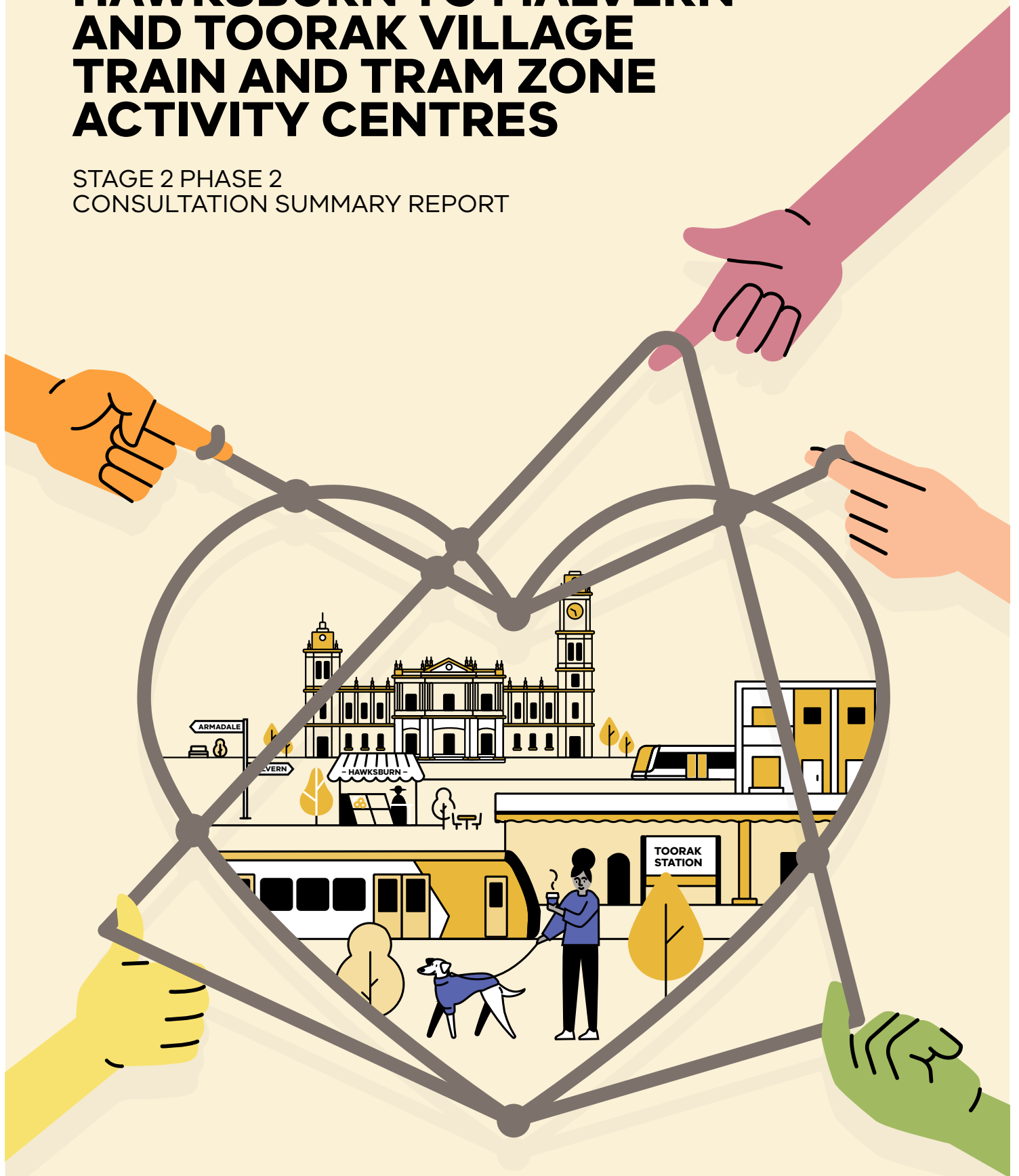


HAWKSburn TO MALVERN AND TOORAK VILLAGE TRAIN AND TRAM ZONE ACTIVITY CENTRES

STAGE 2 PHASE 2
CONSULTATION SUMMARY REPORT



ACKNOWLEDGEMENT OF COUNTRY

We proudly acknowledge the First Peoples of Victoria. We acknowledge their ongoing strength in practicing the world's oldest living culture. We acknowledge the Traditional Owners' lands, waters and skies on which we live and work. We also pay our respects to their Elders past and present.

The Hawksburn, Armadale, Malvern, Toorak and Toorak Village train and tram zone activity centres are located on the lands of the Wurundjeri Woi-wurrung People and the lands of the Bunurong people, and we acknowledge them as Traditional Owners. We pay our respects to Elders past and present, whose knowledge and wisdom have ensured the continuation of spiritual and cultural practices.

Description of artwork

Aaron Duggan (Gunaikurnai) 'Movements Between the Five Clans' 2019, acrylic on canvas.

'The tracks are going between the five clans of the Gunaikurnai and the hands are the symbols of my spirit traveling around the campsites.'

This artwork was created through programs provided by the Torch. The Torch provides art, cultural and arts industry support to Indigenous offenders and ex-offenders in Victoria. The Torch aims to reduce the rate of re-offending by encouraging the exploration of identity and culture through art programs to define new pathways upon release.



Authorised by the Victorian Government, Melbourne

Department of Transport and Planning
1 Spring Street, Melbourne
Victoria 3000
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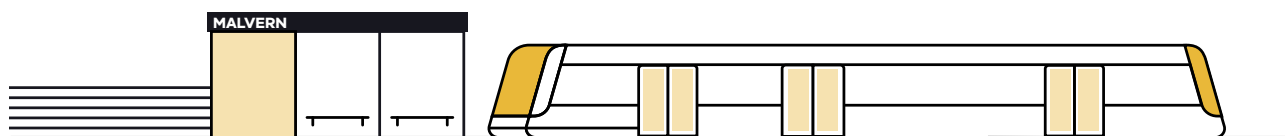
Accessibility information

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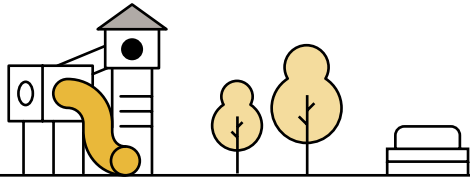
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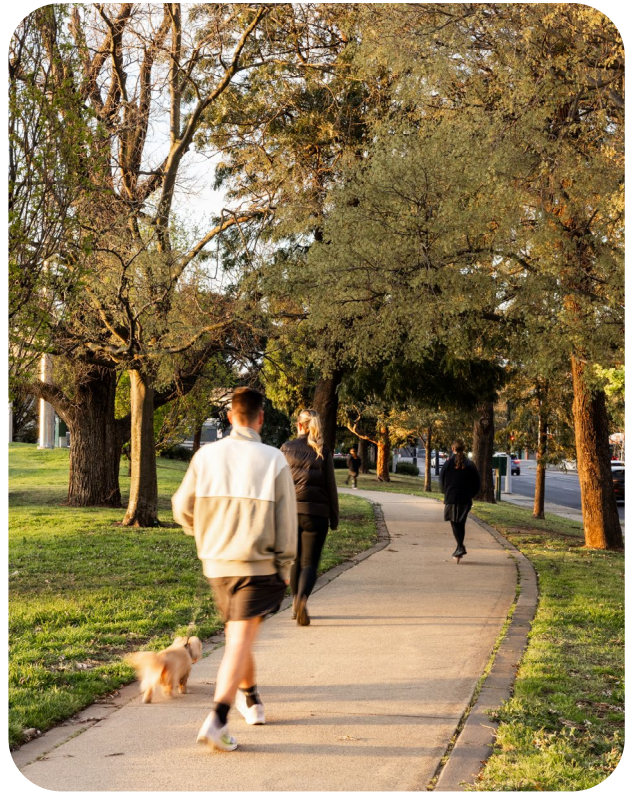


EXECUTIVE SUMMARY

This report documents the second phase of consultation for the Stage 2 Train and Tram Zone Activity Centres Program, undertaken between 11 February 2026 and 22 March 2026.

It covers engagement across 23 activity centres and provides a summary of feedback for the Hawksburn to Malvern group of centres (including Armadale and Toorak) and Toorak Village.

The report outlines consultation with community, Traditional Owners, Stonnington City Council, state agencies and industry stakeholders, and explains how feedback has informed the final activity centre plan and planning controls, which were approved and implemented in July 2026.



There were two stages of the Train and Tram Zone Activity Centre Program, with 25 centres in Stage 1 and 23 centres in Stage 2.

For each stage, there were two distinct phases of consultation. Phase 1: we asked community about the things they love about their local areas. Phase 2: we sought feedback on draft maps.

We also worked with community reference groups to help us distil the information we gathered from community and develop Statements of Advice.

There are a further two activity centres in the program across the City of Yarra and the City of Melbourne. These will be reported on separately.

PROGRAM OVERVIEW

Housing is one of the biggest challenges we face in Victoria. By 2051, metropolitan Melbourne will need around 1.8 million additional homes.

The Train and Tram Zone Activity Centres Program is helping to plan for this growth by focussing new homes in well-located areas close to public transport, jobs and services, making it easier for people to live, work and stay connected. This program will encourage more than 300,000 new homes in and around train and tram zone activity centres.

Activity centres are vibrant places where people live, shop, work, access public transport and connect with family and friends. They range in size and service offering, such as small centres around suburban train stations, to clusters of shops and services along high streets, to major centres with universities, hospitals and large shopping centres.

As part of the program, plans have been developed for each activity centre, including for the Hawksburn to Malvern and Toorak Village centres. The plans will guide where new homes can be located, and what types of homes are most appropriate for each area while still supporting well-designed, liveable, thriving neighbourhoods.

PROGRAM TIMELINE

LATE 2024 TO EARLY 2025

Consultation for 10 Pilot activity centres and plans developed and finalised
50 train and tram zone activity centres announced (including 2 inner city centres)

MAY TO JULY 2025

Stage 1 (first 25 train and tram zone activity centres)

Phase 1 consultation

Community Reference Group workshops

Feedback from consultation informs draft maps for Stage 1 centres

SEPTEMBER TO OCTOBER 2025

Stage 1

Phase 2 consultation – Draft maps

Further detailed planning

OCTOBER TO NOVEMBER 2025

Stage 2 (23 train and tram zone activity centres)

Phase 1 consultation

Consultation feedback informs draft maps for Stage 2 centres

FEBRUARY TO MARCH 2026

Stage 2

Phase 2 consultation – draft maps

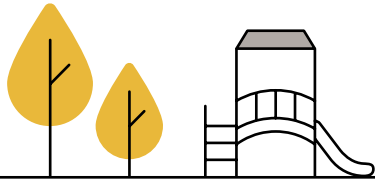
Community Reference Group workshops

Further detailed planning

Stage 1 Train and Tram Zone Activity Centre Plans finalised

JULY 2026

Stage 2 Train and Tram Zone Activity Centre Plans finalised



CONSULTATION APPROACH AND PARTICIPATION

Phase 2 consultation for all 23 Stage 2 activity centres combined both broad community participation and targeted stakeholder consultation. Consultation activities for community were developed to be accessible and inclusive, supporting participation from the wider community. Activities included an online survey (translated into priority languages), online Q&A sessions, walk-by events, drop-ins and community reference group sessions. Structured meetings were also held with councils, Traditional Owners, state agencies and industry representatives.

A comprehensive marketing campaign was undertaken to support consultation, which included direct mail, digital advertising boards in shopping centres, posters at train stations, tram and bus stops, social media posts, multicultural outreach and targeted briefings.

Gender impacts and considerations

Consultation for the Train and Tram Zone Activity Centres Program was developed to be broadly accessible and inclusive, supporting diverse participation from across the community. While the program did not specifically target participation based on gender, the outcomes indicate a relatively balanced representation across genders. Approximately 49% of survey participants identified as female, 40% as male, 2% as non-binary and 8% preferring not to say.

Multicultural approach

A focus of our consultation approach was to reduce barriers for multicultural communities to participate. Targeted multicultural consultation was undertaken in areas with a higher percentage of non-English speaking residents with low English proficiency. Activities included pop-up stalls at local markets, attending local community centre events, and a multicultural drop-in session, where translators were available. Throughout the program, we had more than 300 interactions with more than 20 language groups.

In addition to this, translated content was available in the form of flyers, newspaper ads, radio ads, geo-targeted social media ads, posters, content and surveys on our Engage Victoria webpages. These were tailored to the top languages spoken amongst people with low English proficiency for each of the local areas. Throughout our engagement in Phase 2, we had over 1,000 views on our in-language pages, and 11 survey submissions completed in languages other than English. Approximately 30% of participants to the English survey also said they spoke a language other than English at home.



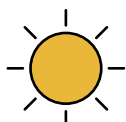
KEY PROGRAM-WIDE THEMES AND RESPONSES

There was a range of feedback from community, council, industry, major landowners and Traditional Owners, across all 23 centres. However, some common themes emerged, which supported the program's objectives and deliverables. These included:



INVEST IN LOCAL INFRASTRUCTURE TO SUPPORT GROWTH

Infrastructure Contribution Plans are being considered for the activity centres. This is to fund infrastructure essential to the liveability of current and future communities.



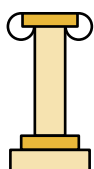
ADJUST PROPOSED CORE HEIGHTS

Core building heights have been adjusted, where relevant, in response to feedback, to ensure access to sunlight is protected for important locations.



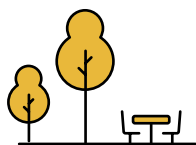
DEVELOP PLANS BASED ON LOCAL CONDITIONS

The planning tools ensure the character of special places is preserved and core and catchment boundaries have been amended to reflect local conditions and walking distances from train stations/tram stops.



PRESERVE AND PROTECT LOCAL HERITAGE

In addition to retaining existing Heritage Overlays, we've applied lower heights to large heritage precincts and not specified heights on Victoria Heritage Register sites in the core of the activity centre.



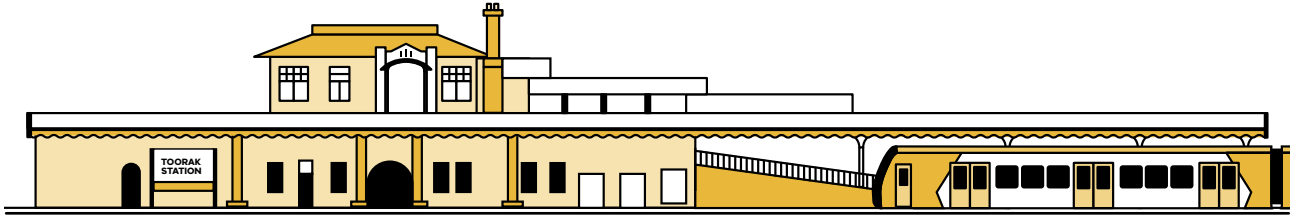
PRESERVE AND PROTECT CONTROLS FOR EXISTING OPEN SPACE AND INCREASE TREE CANOPY COVER

Statewide planning controls now include items relating to canopy cover. We have also considered and have tailored a response to Significant Landscape Overlays.



ENABLE MORE OPPORTUNITIES FOR SITE CONSOLIDATION

The Built Form Overlay and Housing Choice and Transport Zone support site consolidation by allowing for greater development capacity when lots are consolidated in the core and catchment.



HAWKSBURN TO MALVERN AND TOORAK VILLAGE – FEEDBACK AND OUTCOMES

Council and community feedback in the Hawksburn to Malvern and Toorak Village areas focused on adjusting building heights to consider heritage constraints and development opportunities, while refining the catchment extent based on heritage and street access considerations. Feedback also highlighted the importance of protecting access to sunlight for key pedestrian streets including Beatty Avenue and Station Street, which informed both sun access protection measures and building height adjustments.

In response, final plans include:

Preserve and protect local heritage

We've applied lower catchment heights to large heritage precincts such as the Grandview Grove/Woodfull Street and the Victoria Gardens precincts. We have also not specified heights on Victoria Heritage Register sites within activity centre cores, such as the historic school on Malvern Road.

Develop plans based on local conditions

In response to feedback, the catchment boundary has been refined to reflect local conditions, for instance the residences on the edge of the catchment on Florence Street have been removed because of their limited street access. Local context is also included in site specific planning controls. Master planning requirements on larger sites will encourage public space improvements like pedestrian connections and additional greenery. Landscape setbacks have also been introduced along streets like Toorak Road to preserve the area's leafy character.

Invest in local infrastructure to support growth

Infrastructure Contributions Plans are being developed for Hawksburn, Toorak, Armadale, Malvern and Toorak Village. They will fund infrastructure essential to liveability for current and future communities in and around these centres.

Adjust proposed catchment boundaries

Core heights across Hawksburn, Toorak, Armadale, Malvern and Toorak Village have been revised to leverage each site's strengths to deliver more housing and protect solar access on key streets, including High Street, Malvern Road, Beatty Avenue, Jackson Street, Station Street, Glenferrie Road and Toorak Road.

WHAT WE DID WITH FEEDBACK

Feedback from Phase 2 consultation has been central to shaping balanced, place-specific outcomes that support housing growth, while responding to local character, heritage, amenity and infrastructure considerations.

The Hawksburn to Malvern and Toorak Village train and tram zone activity centre plans are now finalised. Thanks to all participants for their contributions, which have directly influenced final planning outcomes and will help deliver more homes in well-located, liveable communities.

CONSULTATION SCOPE – STAGE 2

Consultation for the Train and Tram Zone Activity Centre Program was developed to be accessible and inclusive, supporting participation from a diverse representation of the community and to provide community members and stakeholder groups with an opportunity to understand the program and provide feedback at key points in the program. This also included Traditional Owner, council and industry consultation.

The objectives were to:

1. build community and stakeholder understanding of the program, the change it may bring and the rationale, including the importance of providing more homes in metropolitan Melbourne
2. provide clear, timely and transparent program information to enable informed participation and to collect meaningful feedback
3. engage with stakeholders and community at the right time to meaningfully inform project deliverables
4. reach a diversity of community stakeholder views and perspectives.

Stage 2 of the Train and Tram Zone Activity Centres Program focused on 23 centres, including Hawksburn to Malvern and Toorak Village.

The 23 centres are:

- **Hawksburn Station, Toorak Station, Armadale Station, Toorak Village, Malvern Station**
- Blackburn Station, Nunawading Station, Mitcham Station
- Caulfield Station, Glen Huntly Station, Ormond Station, Bentleigh Station, Elsternwick Station
- Mentone Station
- Riversdale to Willison Stations, Ashburton Station
- South Yarra Station, Prahran Station, Windsor Station
- Springvale Station, Noble Park Station, Yarraman Station, Dandenong Station

COMMUNITY CONSULTATION

Phase 1: Understanding place

The first phase of community consultation was held between **20 October and 30 November 2025**.

In this phase, we asked people to share what they love about where they live.

We created maps to support consultation, showing indicative boundaries for proposed activity centres.

We asked:

- where do you like to spend time
- how do you move through your suburb
- what areas do you want to see protected
- what needs to be improved.

This phase of consultation was also an opportunity to provide more information about the program and to answer questions.

Key activities included:

- an online survey
- local drop-in sessions and walk-by events
- online question and answer sessions.

Feedback from these activities helped us to develop draft maps for each activity centre.

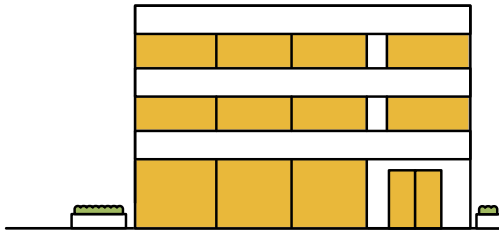
Phase 2: draft maps

Phase 2 community consultation was held between **11 February and 22 March 2026**.

Feedback gathered from Phase 1 community consultation together with key stakeholder groups and local councils helped us develop draft maps for each centre.

During this phase of consultation, we went back to the local community, councils and key stakeholders with draft maps, to gain further feedback on:

- proposed heights
- proposed catchment boundaries
- important public spaces and streets.



Community Reference Groups

Community Reference Groups (CRGs) formed a key component of the Phase 2 consultation program, providing structured and representative workshops for in-depth community input.

Expressions of interest opened on 27 October 2025, with participants selected through an EOI process. An agency, who is independent of government, managed the EOI review process to ensure diverse community perspectives were represented.

The program was delivered between 17 March and 22 March 2026 and was facilitated by an independent agency to encourage confidence in the process. It included one online session and two full-day, in-person workshops. Across the sessions, participants engaged with project materials, community feedback as well as planners who shared how draft maps were determined.

CRG participants brought a diverse range of views and local insights and were tasked with preparing Statements of Advice for their respective centres. These statements were provided to DTP and have been considered alongside broader community feedback, strategic work already undertaken by councils, site visits, technical studies and urban design testing to inform the final plans.

TRADITIONAL OWNER CONSULTATION

The Hawksburn, Armadale, Malvern, Toorak and Toorak Village activity centres are located on the lands of the Wurundjeri Woi-wurrung and Bunurong People and we acknowledge them as the Traditional Owners.

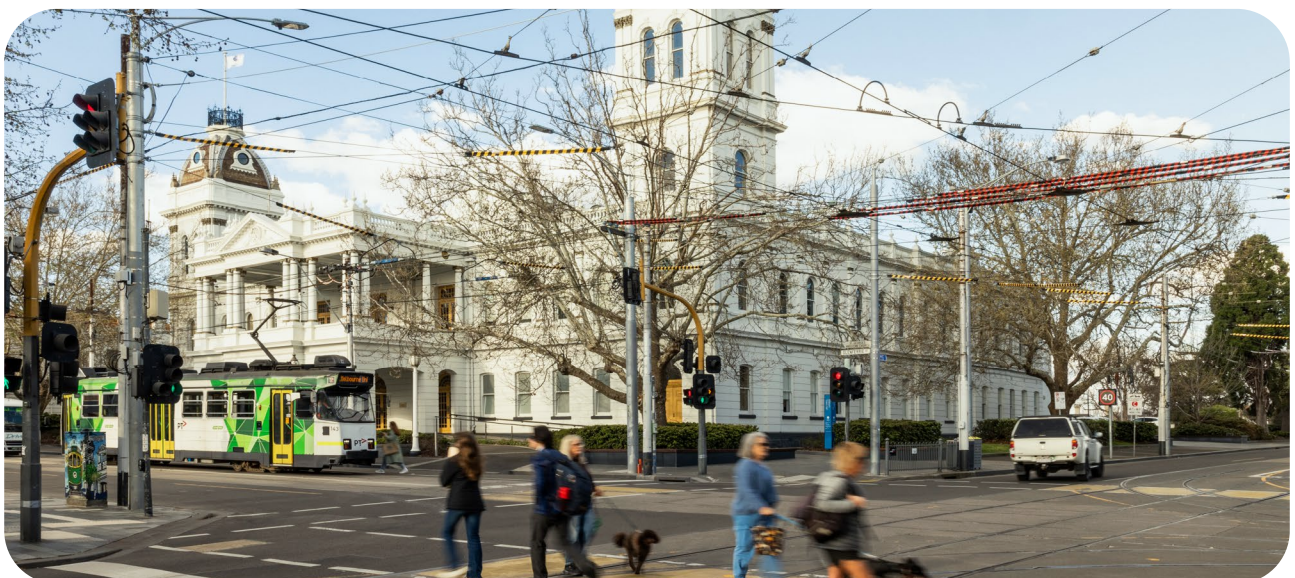
We have been consulting with the relevant Registered Aboriginal Parties (RAPs) for the Stage 2 train and tram zone activity centres.

The purpose of consulting with the RAPs was to seek feedback on planning proposals for these centres, and to identify ways to amplify the significance of Aboriginal cultural heritage and values through the Train and Tram Zone Activity Centres Program and the plans.

Consultation involved:

- A total of nine workshop style meetings with Wurundjeri Woi-wurrung Cultural Heritage Aboriginal Corporation (WWCHAC) to support feedback and the preparation of their Waterways statement as well as six place-based Statements of Cultural Values produced by WWCHAC's Research Unit
- Two meetings with Bunurong Land Council Aboriginal Corporation (BLCAC) to support feedback and the preparation of six Cultural Values Statements produced by BLCAC.

The statements are included in the train and tram zone activity centre plans for each place. These statements aim to share information with the broader community and to increase awareness and understanding of Wurundjeri Woi-wurrung and Bunurong People and their connection to Country.



LOCAL COUNCIL CONSULTATION

The Stage 2 train and tram zone activity centres are in the following council areas:

- City of Boroondara
- City of Glen Eira
- City of Greater Dandenong
- City of Kingston
- City of Stonnington
- City of Whitehorse

Throughout the program, we regularly engaged with councils to:

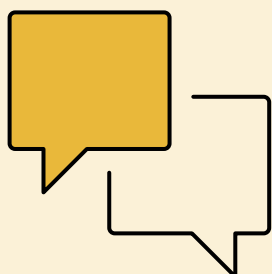
- provide regular and timely updates about the program
- seek input into draft maps and proposed planning changes
- tap into their local expertise and knowledge to better understand the local train and tram zone activity centres and potential opportunities for housing and infrastructure upgrades
- inform them about our community engagement approach and upcoming engagement
- seek advice about effectively engaging their local communities, including multicultural groups
- identify appropriate locations for drop-in sessions to maximise community participation.

STATE GOVERNMENT AND KEY AUTHORITY CONSULTATION

We have worked with relevant State Government departments and agencies to align planning, transport, infrastructure, and service delivery objectives.

Departments and agencies we engaged with included:

- Department of Health
- Department of Education
- Department of Justice and Community Services
- Department of Energy, Environment and Climate Action of Victoria
- Development Victoria
- Homes Victoria
- Melbourne Water
- South East Water
- Environment Protection Agency
- Infrastructure Victoria
- Level Crossing Removal Authority
- Department of Jobs, Skills, Industry and Regions
- Victorian Infrastructure Delivery Authority
- VicTrack
- Other Department of Transport and Planning teams



In early 2025, plans were finalised and implemented for the 10 pilot activity centres.

In March 2026, plans for the 25 Stage 1 train and tram zone activity centres were finalised and implemented.

We've now finalised plans for the 23 Stage 2 train and tram zone activity centres.

These key milestones would not have been possible without the valuable input of the community, local councils, Traditional Owners and key stakeholders. The interest, participation and feedback have all been critical in shaping the final plans.

The input received has directly informed key elements of the plans, ensuring they respond to local priorities, conditions and lived experiences.

The plans aim to provide a considered and place-based approach to supporting growth and will play an important role in guiding development to support communities over the coming decades.

PHASE 2 CONSULTATION OVERVIEW

This section of the report provides an overview of the Stage 2 – Phase 2 consultation with community, councils and industry representatives including the engagement approach, activities and key statistics.

HOW WE CONSULTED

Phase 2 consultation was developed to ensure the community was informed about the program and its progress, while also encouraging community feedback on draft maps for each of the centres.

To maximise reach and participation, our engagement approach included combining broad-reaching and targeted activities. These included:

Direct mail

Postcards and newsletters were sent to businesses, households and absent landowners within approximately 100m to 200m from the edge of each activity centre boundary.



Information packs

Information packs were provided to local councils, community organisations and multicultural organisations to support information sharing and promoting the program. This helped to extend reach through trusted local networks.



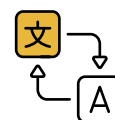
Social media

A targeted social media campaign used geo-targeted posts and organic content to encourage participation in the online survey, local drop-in sessions and to encourage expressions of interest for the Community Reference Groups.



Multicultural engagement

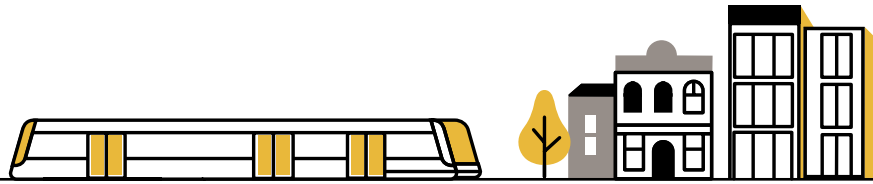
Targeted multicultural consultations included pop-up stalls at local markets, local community multicultural events, and a targeted in-language drop-in session with translators available and supported by advertising in local newspapers. To raise awareness and encourage participation, in-language radio advertising was used, translated information kits were sent to council and community organisations, and the Engage Vic pages and the online survey were also translated into the top languages for each activity centre.



Digital and out-of-home advertising

To reach people in high-activity locations, we had posters at train, tram and bus stops and digital displays at various retail stores across the activity centres. Online advertising on commonly used apps also helped to increase visibility and awareness.





HOW WE RECEIVED FEEDBACK

During this phase of engagement, feedback on the draft maps was gathered through a range of channels to ensure broad community participation. This included:

- an online survey available via Engage Victoria. The survey was translated into the top languages other than English across all clusters
- online Q&A sessions held for each cluster, where planners provided information on the program, and participants had a chance to ask questions. Questions were thematically summarised and answered by the planners during this one-hour session
- drop-in sessions where community members could speak directly with place-based planners in one-on-one conversations, and provide feedback on the draft maps
- walk-by events held in busy locations near the activity centres, to promote the program and encourage participation online or at our drop-in sessions
- submissions through our dedicated inbox
- additional pop-up sessions held in community centres and at local markets to reach diverse and multicultural communities.

STAGE 2 – PHASE 2 CONSULTATION IN NUMBERS



2,674

Survey responses



36

Council briefings and meetings



69,204

Unique visitors to Engage Vic
(from 11 Feb to 22 March 2026)



15

Industry forums and briefings



1,718

Drop in and walk-by attendees



579

Submissions received via email



178

Online Q&A attendees



181

Community Reference Group
Participants

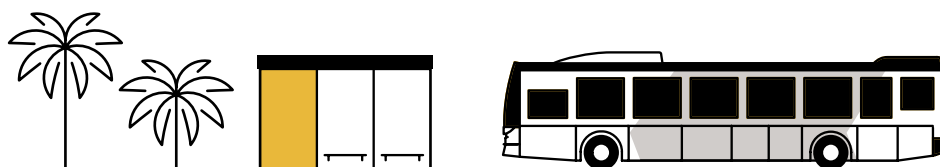
CONSULTATION THEMES FOR PHASE 2

There was a range of feedback from community, council, industry, major landowners and Traditional Owners, across all 23 centres.

However, some common themes emerged, which supported the program's objectives and deliverables. These included:

- a need for more homes and different types of homes in well-located areas
- new planning controls to give more certainty to council, community, developers and other industry stakeholders about what can be built
- confidence that the new planning controls will aim to enhance long-term opportunities for housing delivery by unlocking land near transit corridors, thereby strengthening the pipeline for infill development.





Other broader feedback has resulted in a range of program-wide changes (refer to page 7). In addition to these program-wide changes, we have also drawn on council structure plans and other relevant strategic documents where they align with the program's objectives, policy principles and timing. Additional planning reforms will support train and tram zone activity centres to be vibrant, liveable places.

These include:

Infrastructure contribution plans (ICPs)

As part of the Train and Tram Zone Activity Centres Program, infrastructure contributions plans are being developed for each of the centres. These intend to require developers to pay a standardised fee for each new home or equivalent charge for an office or similar building, which will be used to invest in improvements to infrastructure and facilities for local communities.

Mid Rise Code

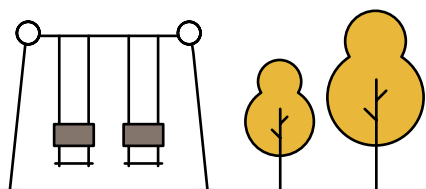
The new Mid-Rise Code will make it faster, cheaper and easier to build good quality, medium-density homes in the places people want to live, close to transport, jobs and services.

The Mid-Rise Code introduces new planning controls for four to six storey apartments to make them more comfortable, liveable and sustainable.

Townhouse and Low-Rise Code

The Townhouse and Low-Rise Code introduces a deemed to comply assessment pathway to support faster decisions and greater certainty for townhouses and apartment buildings up to three storeys.





Tree canopy standards

Amendment (VC289) introduced a new clause (52.37) to all planning schemes with regards to canopy trees, requiring a planning permit to remove, destroy or lop a canopy tree in specific circumstances.

Car parking reforms

Parking requirements have been updated and less parking is required for a new use or development where it has access to public transport. For residential uses, car parking can increase the cost of a townhouse by more than 10 per cent or add more than 15 per cent cost to the rent. This initiative will enable more Victorians the choice of a more affordable home by not paying for car parking they may not need.

Environmentally sustainable design

New policy and guidance have been introduced to ensure new housing is designed sustainably, including the Resilient Building and Development Guidelines, Future Homes and Low-rise and Townhouse and Mid-rise Code.

The Great Design Fast Track

The Great Design Fast Track is a new, streamlined planning approval pathway, based on seven principles of good design.

The Great Design Fast Track is available for apartment and townhouse proposals that are two to eight storeys in height with eight or more homes that demonstrate specified principles for great design. These design principles, developed in partnership with the Office of the Victorian Government Architect, will ensure new housing is well-designed, sustainable and liveable for Victorians.

Pick my Park

Pick My Park is a \$30 million program, which will improve access to quality parks and open spaces for growing communities.

Grants have been made available to improve or revitalise existing parks and to transform underused land to create new green spaces.



HAWKSBURN TO MALVERN AND TOORAK VILLAGE – PHASE 2 CONSULTATION SUMMARY

This section of the report provides an overall summary of council, industry, Traditional Owner and community consultation themes and feedback, relating to the Hawksburn to Malvern and Toorak Village activity centres. It also includes an overview of how we have responded to this feedback.

COUNCIL CONSULTATION – STONNINGTON CITY COUNCIL FEEDBACK

The Hawksburn to Malvern and Toorak Village train and tram zone activity centres are located in the Stonnington City Council area.

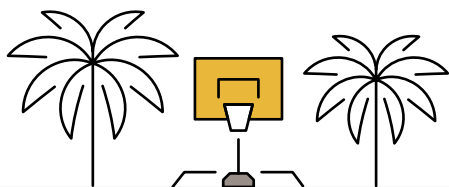
As part of Phase 2 consultation, we sought feedback on the draft maps from Stonnington City Council. This included feedback on the proposed core heights, catchment boundaries and planning controls.

Stonnington City Council prepared a submission in response to the draft maps and proposed planning controls, which can be accessed [here](#) (refer to 16 March 2026 minutes).

High level themes from the submission included:

- requests for the extensive strategic work that council has undertaken to be utilised by the program
- requests to reduce building heights to respond to existing heritage places and precincts and solar protection to specific streets of character value in the activity centres
- removing areas within Heritage Overlays and Neighbourhood Character Overlays from the Housing Choice and Transport Zone (HCTZ) and apply the HCTZ2 to areas in the Neighbourhood Residential Zone (NRZ)
- built form testing to be undertaken to demonstrate achievability of proposed heights and setbacks
- Environmentally Sustainable Design (ESD) and tree protection requirements to be strengthened as part of this program
- requests for rezoning of Council owned land that provide community services (e.g. childcare).





COMMUNITY CONSULTATION INSIGHTS FOR HAWKSBURN TO MALVERN AND TOORAK VILLAGE

Community consultation in numbers for Hawksburn to Malvern and Toorak Village



592

Survey responses



20

online Q&A session
participants

Held on Tuesday
24 February 2026



97

walk-by interactions

2 walk-by events

Saturday 28 February
2026 – Cnr High Street and
Glenferrie Road, Malvern

Thursday 12 March 2026 –
Tok H Centre, 459 Toorak
Road, Toorak



41

drop-in participants

2 drop-in events

Saturday 28 February 2026
– St George's Anglican
Church Hall, Malvern

Thursday 12 March 2026 –
Tok H Centre, 459 Toorak
Road, Toorak



35

CRG participants for
Hawksburn to Malvern
and Toorak Village

HAWKSBURN TO MALVERN AND TOORAK VILLAGE KEY THEMES

The following key themes were raised across the online Q&A sessions, walk-by events and drop-ins for Hawksburn to Malvern and Toorak Village.

Building heights and catchment boundaries

- While there was some support for more homes, there were calls to ensure the scale of proposed heights complement the existing village-like character of the area
- There were calls to consider the impacts of increased density on existing residential properties, including overshadowing and solar access.

Heritage and neighbourhood character

- Participants called for areas with Heritage Overlays and Neighbourhood Character Overlays to be excluded from activity centre zoning
- It was felt that future developments should take existing character into consideration when being designed
- There was strong support for protecting heritage and historically significant heritage buildings.

Local infrastructure and open space

- Support for growth and change was conditional on the need for good planning and infrastructure that can cope with more people
- There were suggestions for upgrades to roads, sewerage, parking and drainage
- Participants felt there was a need for more infrastructure like parks, libraries, health services and open space.

Traffic congestion and parking

- Participants felt the local area is already busy and increasing density in the area will create more congestion, especially along Malvern Road, High Street and Orrong Road
- Support for more on-street parking, and more than one carpark per apartment.

COMMUNITY REFERENCE GROUPS

181 participants online across all 23 centres

163 participants across the 2-day in-person workshops

Held at Monash College City Campus – 750 Collins Street, Docklands

35 Hawksburn to Malvern and Toorak Village participants

The Community Reference Groups were delivered between 17 March – 22 March 2026 and included one online session and two full-day, in-person workshops. Across the sessions, participants engaged with project materials, community feedback and DTP planners shared how draft maps were determined. An agency, independent of government, managed the recruitment and delivery of the sessions to ensure a level of confidence in the process.

Community Reference Group participants brought a diverse range of views and local insights. They were tasked with reviewing these materials, understanding what considerations were within scope and where community had influence, and preparing Statements of Advice for their respective centres. These statements were formally provided to DTP and have been considered alongside the broader community feedback, council strategic work, site visits, technical studies and urban design testing to inform the final plans.

CRG sentiment towards Statements of Advice

4%
Love it

31%
Like it

31%
Could Live with it

27%
Lament it

8%
Loathe it

Key Themes from the Statements of Advice (SoAs)

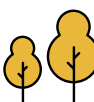
These themes represent Hawksburn to Malvern and Toorak Village's group consensus on each of the characteristics they love and value about their activity centres. You can read the full Statements of [Advice here](#).



Community, local services and everyday convenience



Access, walkability and transport connections



Open space, parks and green environment



Trees, streets and neighbourhood setting



Heritage, character and built form



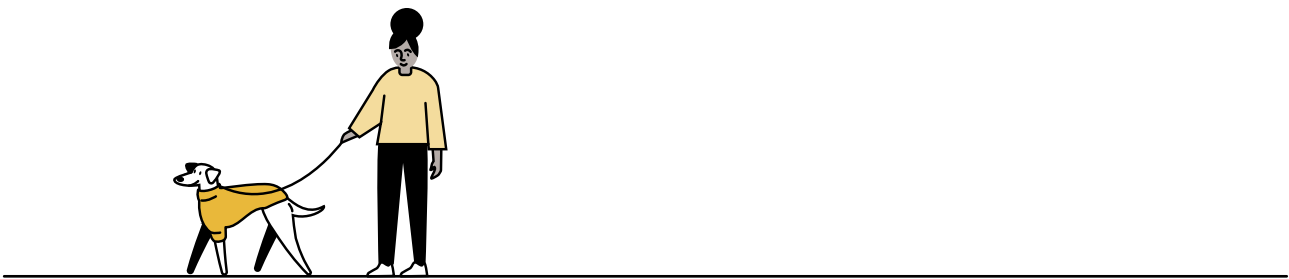
Diversity and housing mix



Vibrancy, hospitality and activity

We asked participants to rate their levels of comfort with the Statements of Advice that was presented to the planners. Overall, the results indicated mixed levels of comfort. While 66% of participants expressed either positive or neutral sentiment, a notable 35% expressed dissatisfaction. When explaining why they chose these levels of comfort, many participants reported that their Statement of Advice lacked details, was too broad in scope or reflected too many diverse views, rather than a clear unified position. Others shared they found it difficult to draft meaningful statements for multiple activity centres, within a limited timeframe.

Overall, the results suggest that the statement was broadly accepted, however would have benefited from more specifics, clearer statements and more time for refinement.



ONLINE SURVEY RESULTS



592 SURVEY RESPONSES

102 Hawksburn Station

146 Malvern Station

25 Toorak Village

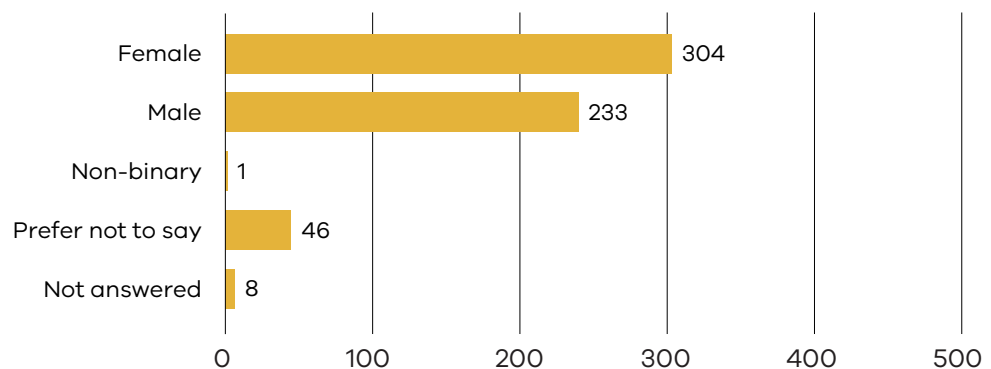
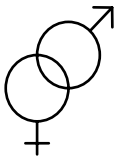
165 Armadale Station

154 Toorak Station

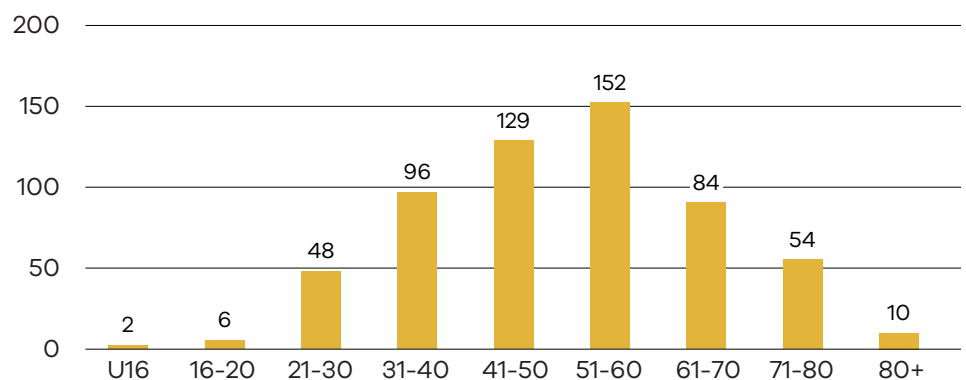
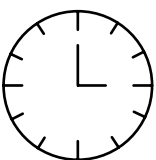
DEMOGRAPHIC INSIGHTS

As part of the survey, we asked participants to provide us with demographic information to better understand the diversity of those participants. The following provides an overview of who we heard from:

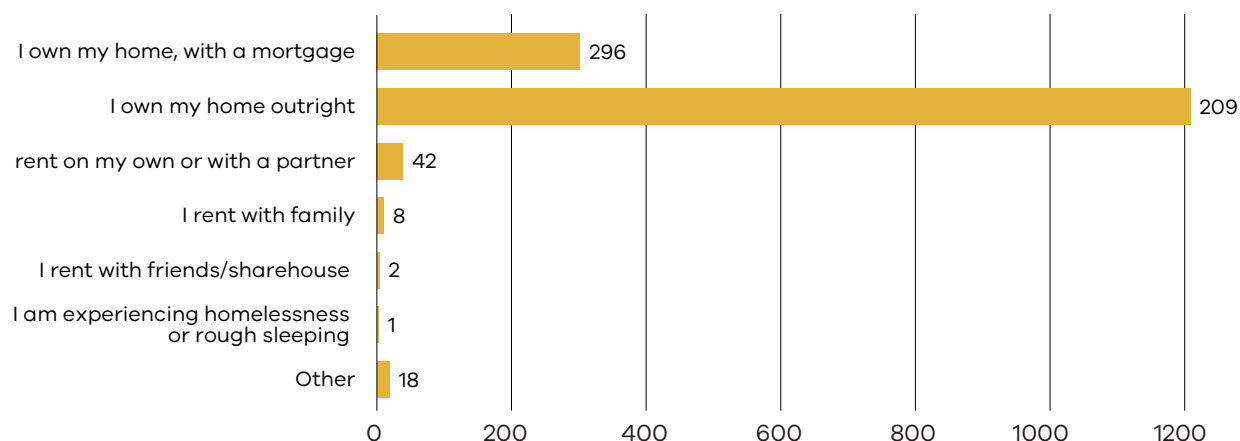
GENDER



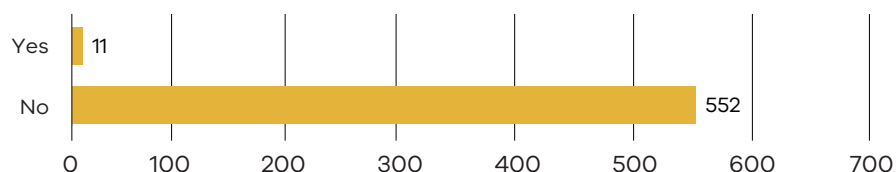
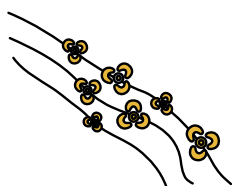
AGE



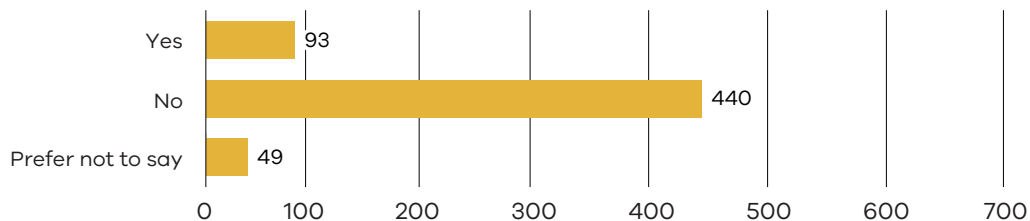
LIVING ARRANGEMENTS



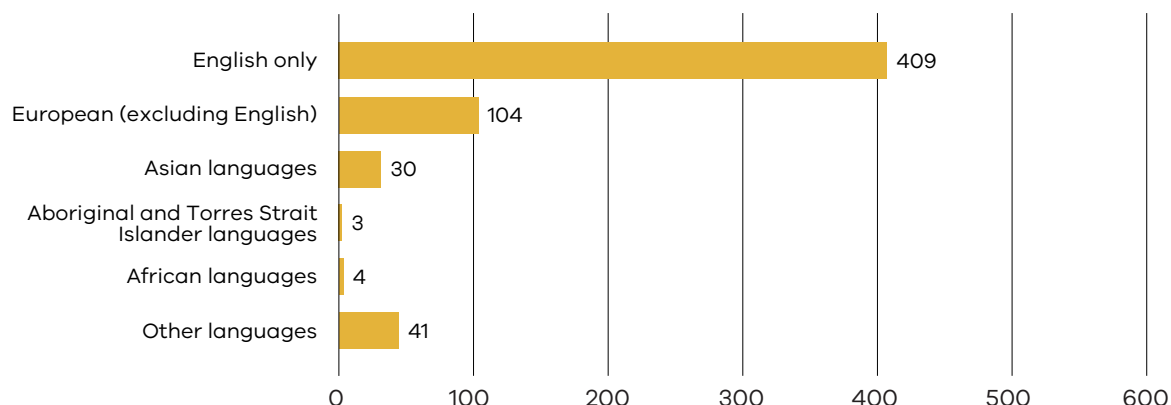
IDENTIFY AS ABORIGINAL OR TORRES STRAIT ISLANDER



NON-ENGLISH SPEAKING BACKGROUND



LANGUAGES SPOKEN AT HOME



SURVEY SENTIMENT

Top 10 most valued places

1. Armadale Reserve
2. High Street
3. Beatty Avenue
4. Toorak Park
5. Union Street Gardens
6. Victory Square
7. Oorong Park
8. Milton Gray Reserve
9. Malvern Central
10. Armadale Primary School

Key local streets

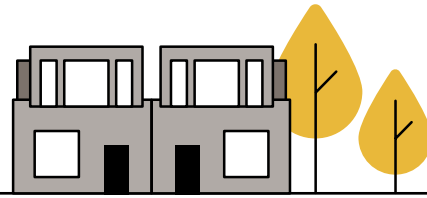
Participants were asked whether there were any specific streets where people spend a lot of time and should have good access to sunlight. Responses prioritised the following:

- the High Street corridor, especially near Malvern Cricket Ground, Malvern Public Gardens and the Orrong Road / High Street precinct
- Glenferrie Road and Wattletree Road as they have high foot traffic, outdoor dining, tram routes and retail activity
- Beatty Avenue, Malvern Road (specifically within Hawksburn Village), Chapel Street and Toorak Road are places that require 10am-2pm sunlight due to the café culture, walkability and retail activity
- streets near parks like Armadale Reserve, Victory Square, Union Street Park, Orrong Romanis Park and around the train stations
- quieter residential streets like Union Street, Armadale Street, Rose Street, Stanley/Stanhope Street and Claremont Avenue, as these are areas where people live, walk daily, and access green space.

Key pedestrian links

We asked what key pedestrian links and connections can help people move around their activity centre. Considerations included:

- upgrading or adding more pedestrian crossings at the stations, at Dandenong Road, between Tooronga Road and Glenferrie Road, at the Malvern Road-Orrong Road intersection, at Hawksburn Village and outside Malvern Central to improve pedestrian safety
- major roads like Williams Road, Malvern Road, Dandenong Road and Orrong Road. These roads were described as dangerous pedestrian barriers that need more crossings and improved cycling integration
- the need for clearer and safer pedestrian connections between key destinations like High Street to Armadale Station, Malvern Road to Hawksburn Village, Beatty Avenue to Orrong Road/Toorak Park, and between parks
- strong support for continuous walking and cycling paths along the railway line, provided there is adequate lighting, safety, and passive surveillance.



FEEDBACK BY TRAIN AND TRAM ZONE ACTIVITY CENTRE

Survey participants were asked to view the draft maps showing the proposed catchment boundaries and proposed building heights for the core of their train and tram zone activity centre.

The survey sought community feedback on preferred building heights within the core of each activity centre (where applicable) with six storeys presented as the lowest option. This reflected the program's objectives to enable more homes in well-located areas and as such, building heights below six storeys were not proposed for the core of the activity centres.

ARMADALE STATION

Building heights

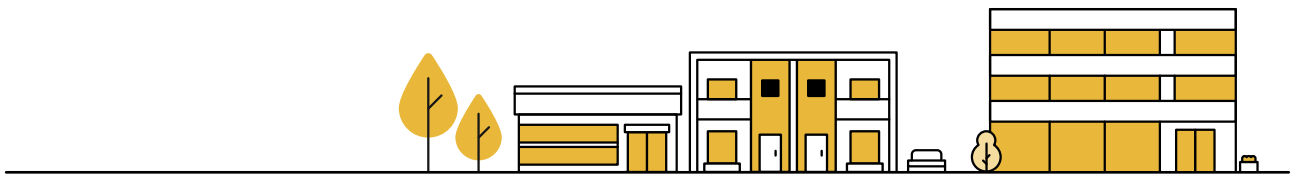
- Calls for the proposed building heights in the core to be allocated to major thoroughfares, like Dandenong Road, High Street, Glenferrie Road, Kooyong Road and Wattletree Road
- A majority did not agree with a minimum of six storeys in the core of Armadale Station and felt a maximum of four storeys was more appropriate for the area
- Some suggestions included keeping higher density along shopping strips, but not in quiet residential streets.

Catchment boundary

- Participants sought the exclusion of all areas subject to Heritage Overlay and Neighbourhood Character Overlay
- Participants wanted to see residential streets north and south of High Street such as Stanhope Street, Denbigh Road, Sutherland Road, Mercer Road, Huntingtower Road, Northcote Road, Haverbrack Avenue excluded, due to their low-scale heritage character
- Suggestions for the inner catchment area to be limited to major roads, commercial strips and transit corridors such as along Kooyong Road, Orrong Road, Wattletree Road.

How should Armadale be developed now and in the future?

Participants supported protecting Armadale's heritage and village character while allowing low to medium density growth that is well-planned. There was general acceptance of the need for more homes; however, participants opposed increased density in quiet residential streets due to concerns about traffic congestion, parking shortages, overshadowing and pressure on infrastructure. Participants emphasised that planning decisions should prioritise liveability, sustainability and infrastructure capacity so that future growth enhances Armadale and makes it a desirable place to live.



MALVERN STATION

Building heights

- Suggestions for Station Street (between Soudan Street and McKinley Avenue) to support increased density as there is no existing heritage overlay and is within walking distance to Malvern Station
- Participants wanted to ensure building heights north of High Street and east/west of Glenferrie Road transition to lower heights to align with surrounding residential areas
- Heights of six to eight storeys were broadly accepted, as they would allow for more homes while remaining more consistent with the surrounding built form
- Major roads like Glenferrie Road, Dandenong Road, Burke Road and Wattletree Road were considered suitable for increased heights, provided they have suitable setbacks to preserve access to sunlight and to avoid wind tunnels.

Catchment boundary

- Suggestions for the core boundary to extend west of Duncraig Ave to the railway line on the northern side of Wattletree Road as the railway provides a logical western end to the core and the size of properties could facilitate greater height limits
- Calls for established residential streets with heritage overlay areas to be excluded from all catchment boundaries. These streets include McKinley Avenue, Glendearg Avenue, Soudan Street, Easdale Street, Isabella Street, Gordon Grove, Chandlers Road, Bates Street, Valentine Grove as well as Gladstone, Egerton and Claremont Avenue
- Suggestions to reduce catchments to a 400m (5-minute walk) radius and limited to Glenferrie Road, Wattletree Road, Dandenong Road and land immediately surrounding Malvern Station
- Many felt that parks, reserves and streets adjacent to open space should be excluded from catchment boundaries to prevent overshadowing, habitat loss and impacts to amenity.

How should Malvern be developed now and in the future?

There was strong support for preserving Malvern's heritage streets, greenery, tree canopy, sunlight and overall liveability with many participants advocating for more moderate building heights that better complement the area's heritage character. At the same time, participants supported increased vibrancy within the area, including a mix of residential uses, offices, cafes, bars and restaurants. Across the feedback, there was a clear call for infrastructure-led growth, with investments into transport capacity, parking, roads, schools, drainage, green space and public safety to occur alongside or prior to, development. Participants also emphasised that future planning should consider local council strategies as well as genuine community input.

TOORAK STATION

Building heights

- A majority of participants felt that building heights in the core should be capped to one to two storeys and three to four storeys on main roads
- The core for Toorak Station is largely in the Armadale Heritage precinct, which many believed should be excluded from the activity centres, in line with the City of Stonnington's Housing Strategy
- Participants who accepted additional heights felt they should be strictly limited to areas adjacent to Toorak Station and on main roads, Malvern Road, High Street and Orrong Road.

Catchment boundary

- Participants wanted to see all areas with a precinct Heritage Overlay or Neighbourhood Character overlay removed from the catchment area completely.
- Participants felt areas proposed with a Neighbourhood Residential Zone in the Stonnington Housing Strategy should be considered in the outer catchment boundary area only.

How should Toorak Station be developed now and in the future?

Many participants felt that Toorak Station was already a heavily impacted area for high-density development, especially around Toorak Park and on the western side of the rail line. The eastern side of the station, including Beatty Avenue and surrounding heritage streets, is defined by narrow roads, heritage buildings, small businesses and limited parking, and was considered unsuitable for mid to high rise development. There was broad agreement that future development should be selective, well-designed and infrastructure-led, focused on major roads and sites with larger blocks or an existing apartment context that is separated from Heritage Overlay areas. Participants also emphasised that future change should prioritise quality, greening, walkability and active uses, while responding to existing constraints such as transport capacity, road space and public open space.

TOORAK VILLAGE

Building heights

- There was strong support for retaining the low-rise character, with limited height increases. Growth was accepted conditionally provided heights were a max of four to six storeys
- Participants wanted taller buildings to be confined to Toorak Road, and main transport corridors, near tram routes or larger sites and not extending into surrounding residential streets
- Several participants said that increased height should only occur where on-site parking, setbacks, greening and daylight protections are clearly demonstrated.

Catchment boundary

- Participants wanted catchment boundaries only to include properties directly fronting Toorak Road and to not extend into nearby residential streets such as Lascelles Avenue, Trawalla Avenue, Maple Grove, Iona Avenue and Millicent Avenue
- A view that areas subject to heritage overlays should be removed from the catchment areas, to avoid inappropriate redevelopment, given the existing narrow lots and streetscapes
- Participants wanted boundaries to only extend along Toorak Road, or the Route 58 tram corridor and on larger sites where mid-rise development could be accommodated without encroaching into residential areas.

How should Toorak Village be developed now and in the future?

Participants wanted to see change occur cautiously, with development paced by infrastructure capacity and local character rather than housing targets. Most participants believed that foundational infrastructure should be upgraded first, including roads, traffic management, improved tram reliability, safer walking and cycling paths, and better access to amenities, before additional development occurs. While a minority support mid-rise growth on larger sites or along Toorak Road, the majority felt that future development should remain low to moderate in scale, well landscaped, respectful of heritage and village character, and avoid boundary-to-boundary built form.

HOW FEEDBACK HAS HELPED TO INFORM PLANS

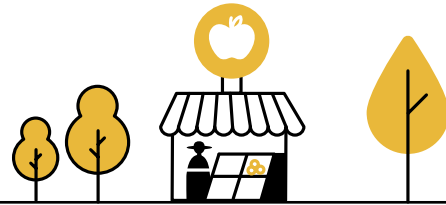
The feedback received as part of Phase 2 consultation has informed place-specific changes to the final Hawksburn to Malvern and Toorak Village activity centre plans and planning controls. This includes catchment boundaries and core building heights.

Some of the feedback we received was outside of the Train and Tram Zone Activity Centres Program scope, however much of this feedback is being addressed by other initiatives to support more homes in well-located areas.

There was other feedback we received that the program could not address because it did not meet program objectives.

This table reflects an overview of the place-specific changes that have been made to the maps for Hawksburn, Armadale, Malvern, Toorak Stations and Toorak Village based on feedback from Phase 2 consultation.

Train and Tram Zone Activity Centre	Key themes	What we heard	What we did
Hawksburn Station	Protect local character and heritage	A considered approach to larger sites	We've increased heights on larger sites that are well positioned along main roads such as Malvern Road.
		Value the character and heritage of shop fronts that offer a diverse mix of retail and commercial uses	We've lowered heights and applied sun access protection to the areas along the Malvern Road and Williams Road intersection, to protect the existing neighbourhood feel.
	Active Transport	Improve walking and cycling connections	We've planned for a new pedestrian link through 145 -147 Williams Road, between Clarke Street and the adjoining laneway, to ensure clear wayfinding and walkability in the future.
Toorak Village	Protect local character and heritage	A considered approach to larger sites	We've added master-planning requirements to the Woolworths site and car park to ensure future development responds to the local context along Malvern Road. We've also added master-planning requirements and greater heights to larger sites such as Track and Tok H Centre to accommodate more housing that is well designed and considers its context.
		Protect and preserve sun access in unique residential streets	We've applied solar protection controls, to ensure increased heights will not minimise sunlight access to Jackson Street, and other select streets that are frequently used by the community.



Train and Tram Zone Activity Centre

Train and Tram Zone Activity Centre	Key themes	What we heard	What we did
Toorak Station	Protect local character and heritage	Heritage shopfronts to the east of Toorak Road are important and valued by the community	We've proposed lower heights of six storeys, to preserve the heritage character in these areas.
		Victory Square Reserve and the landscape civic corner on Beatty Avenue are valued places to the community	We've applied planning rules that will continue to protect access to sunlight in strategic locations that are of high value to the Toorak community.
	Local infrastructure investment	Ensure community facilities are considered	We've identified Orrong Romanis as a potential location for community infrastructure improvements to be made in the future.
Armadale Station	Protect local character and heritage	Consider the importance of neighbourhood residential streets	We've removed streets like Florence Street from the catchment area.
		Kooyong Road and High Street are considered key areas for the community and key routes for pedestrians	We've designated High Street and Kooyong Road as key pedestrian streets, ensuring higher sun protection in the future.
Malvern Station	Protect local character and heritage	The heritage streetscape and neighbourhood feel along High Street is highly valued	We've applied planning controls that ensure future development responds to the heritage context along High Street, applying specific design standards and height controls.
		Community values the small, village character along Station Street and Claremont Avenue	We've reduced heights around these areas to retain the existing heritage feel, while still allowing for future development.

THANK YOU

The feedback summarised in this report has been used to inform the Hawksburn to Malvern and Toorak Village train and tram zone activity centre plans.

The plans are now finalised and have been approved by the Minister for Planning.

We'd like to thank everyone who has contributed to this program. Your feedback has played an essential role in shaping outcomes to benefit your local communities.

If you would like to learn more about tram and train zone activity centres, visit our website:

[Train and Tram Zone Activity Centres Program](#)

CONTACT US

Activity.centres@transport.vic.gov.au

