



Proposed Cranbourne Hub Concept Design

Community engagement summary report
March 2025



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Background

This document provides a summary of stakeholder and community feedback on the Proposed Cranbourne Hub Concept Design.

The City of Casey is proposing to develop the Cranbourne Hub at 1-3 Lyall Street, Cranbourne. This modern, purpose-built space will centralise various community services, including the Connected Libraries (Cranbourne branch), the City of Casey's Customer Service, and the Cranbourne Youth Information Centre. The Hub aims to provide easy access to these services in one convenient location, based on community feedback. Additionally, the Peninsula Community Legal Centre is a preferred service to be included in the proposed Hub's design.

The first stage of community engagement took place in 2023, with community touchpoint sessions held in 2024 to help inform the concept design for the proposed Cranbourne Hub.

From 17 February to 16 March 2025, a four-week community engagement process was held to gather community feedback on the proposed concept design.

2.1 Key findings

The community engagement process for the proposed Cranbourne Hub revealed several key insights and themes, reflecting the community's feedback and priorities for the new proposed development. The concept design was generally well-received, with support for ensuring accessible space to maximise community benefit. There was positive feedback on the availability of community-friendly facilities, with a desire to see enough seating, landscaping, art, and attractive spaces. There were requests for additional features not currently within the concept, such as a café. The building's accessibility, central location, and convenience for those without cars or using public transport were also praised. Additionally, the importance of good lighting, security presence, and clean, well-maintained surroundings was highlighted for a safe and welcoming space. However, there were concerns about insufficient parking and the impact on existing parking spaces.

2.2 Next steps

Council officers will consider community feedback and may make changes to the concept design in line with the scope detailed in the project engagement plan.

Council officers expect to share the community engagement summary report to Council for consideration, May 2025.

Consultation overview

3.1 Consultation purpose

The consultation was designed to gather feedback from community members who use the current services, residents of the southern region of the City of Casey, and neighbouring business owners and residents.

3.2 Consultation process

The tools and techniques selected for this project were informed by the project content, stakeholders and type of feedback sought.

Key tools for communicating the project

- Emails to key stakeholders
- Social media
- The Casey Catch up
- Signage and displays
- Local newspaper advertisement
- Letterbox drop to neighbouring homes and businesses

Key methods for gathering feedback

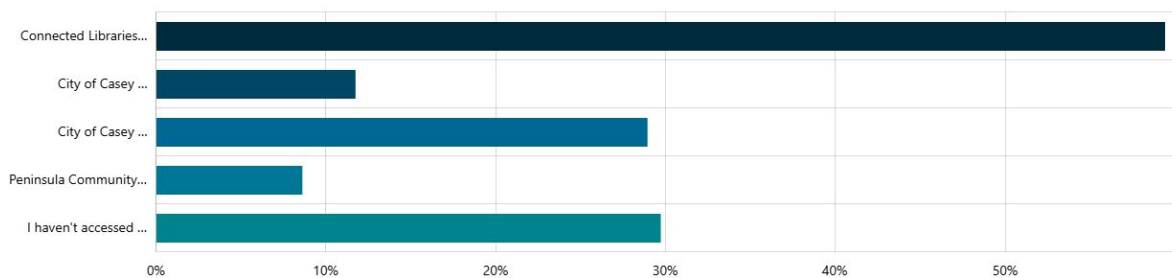
- Online engagement through Casey Conversations, including opportunity to provide feedback via survey, Q&As and/or upload a written statement
- 9 Community pop ups
- 2 Community advisory groups
- 9 Static displays, featuring printed surveys, information and ballot boxes
- Contact email address and phone number of Council Officer provided for interested community members to ask for further information or provide feedback
- Printed information available, as required.

Details	Activity
16 February – 17 March 2025 1166 visitors 135 contributions	Casey Conversations Website Project information, engagement plan, online survey, question and answer activity and written submission hosted on the engagement platform Casey Conversations. Online survey: 128 responses Questions and answers: 5 requests Written submission: 2 responses
16 February – 17 March 2025 112 visitors	Community Pop Ups and Reference Groups Council project officers were onsite at multiple pop-up locations to answer questions, gather feedback, and guide the community through the proposed designs.

- Cranbourne Youth Information Centre
- Cranbourne Customer Service Centre
- Cranbourne Library
- Cranbourne West Community Hub
- Orana Community Place
- 1-3 Lyall St, Cranbourne
- Casey RACE
- Aboriginal Gathering Place – Youth Group
- Living and Ageing Well Advisory Committee
- Rainbow Action Group

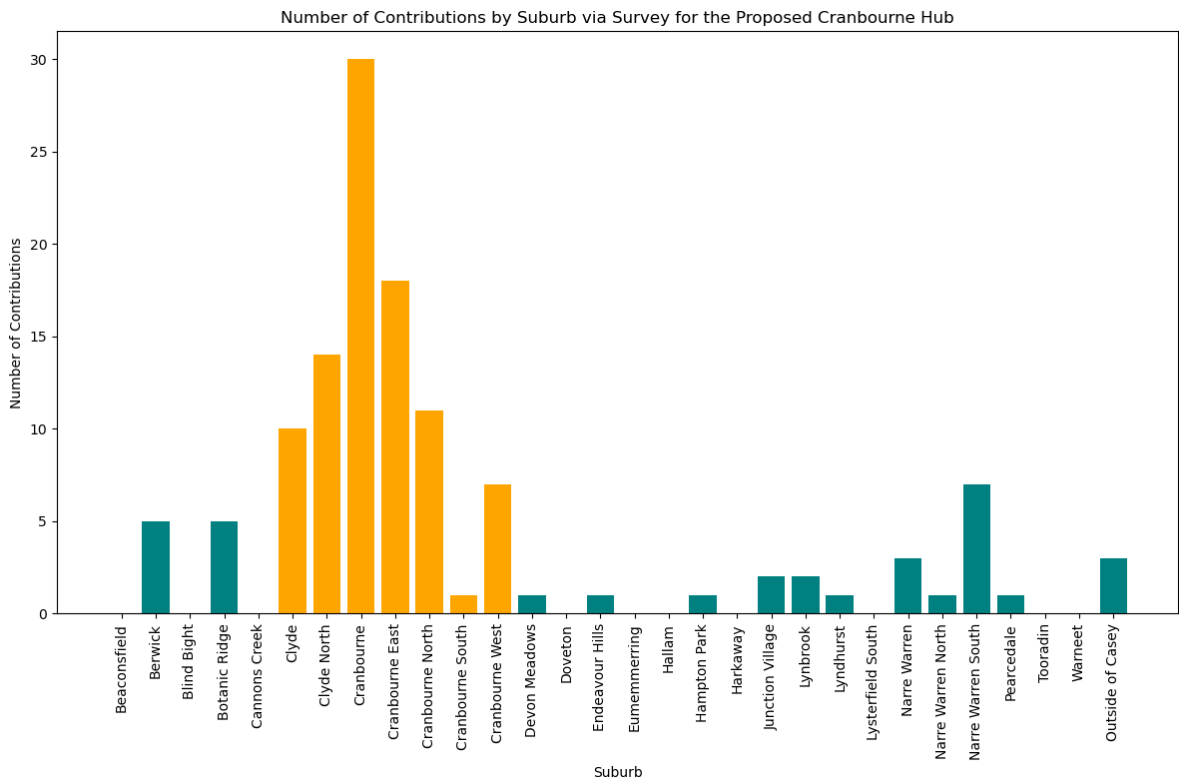
Who we heard from

Survey respondents were asked *'In the last 12 months, have you or anyone you know used or helped someone use'* the Cranbourne library, youth centre, customer service and Peninsula Community Legal Centre. A large majority of respondents have accessed the Cranbourne Library in the last 12 months. The community consultation heard from all users of the four (4) service areas.



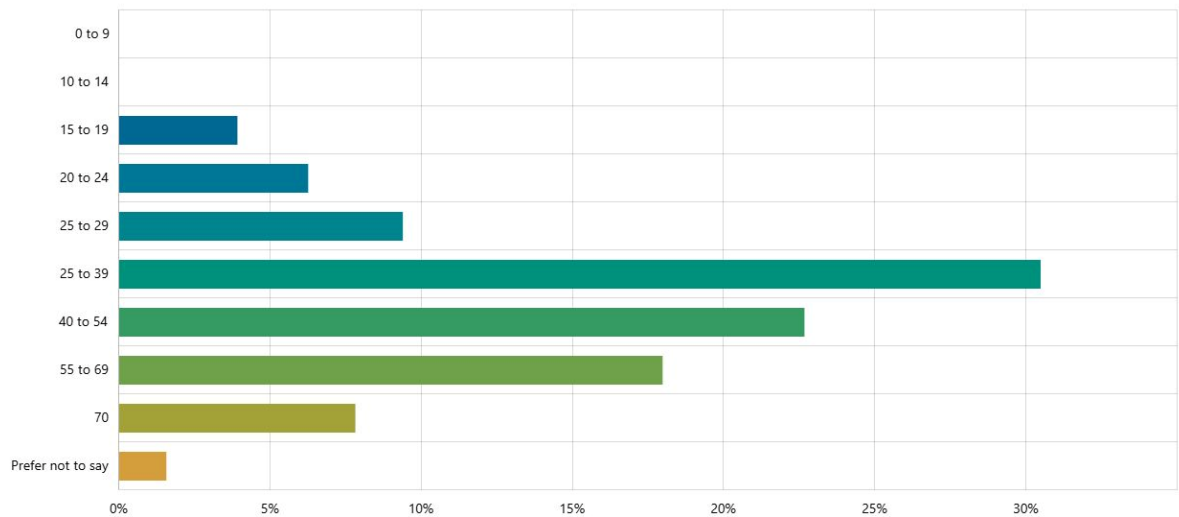
Number of Survey Responses by Suburb

Out of the 128 survey responses, a total of 95 responses were from Cranbourne, Clyde and surrounds.



Age of Survey Respondents

Survey respondents were asked to provide their age. Children and young people were underrepresented in the survey; however, their feedback was captured through community pop ups.



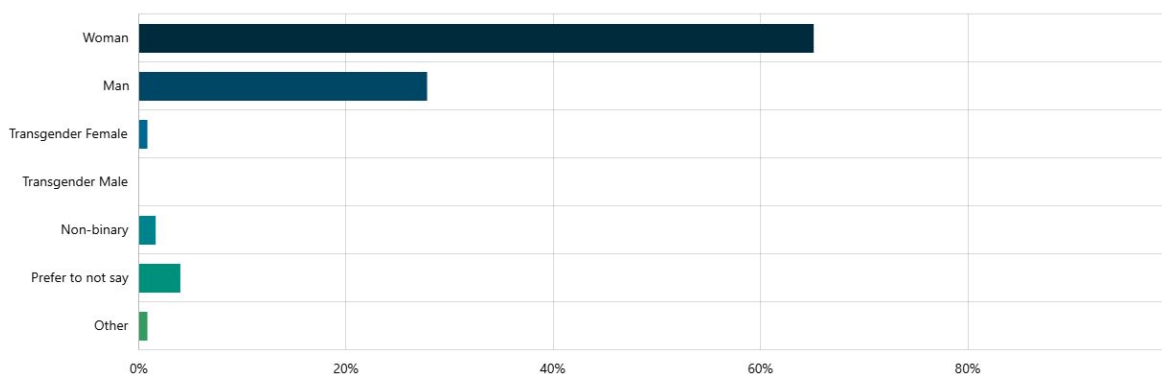
Age selection	Amount
0 to 9	0
10 to 14	0
15 to 19	5
20 to 24	8

PUBLIC

25 to 29	12
30 to 39	39
40 to 54	29
55 to 69	23
70+	10
Prefer not to say	2

Gender of Survey Respondents

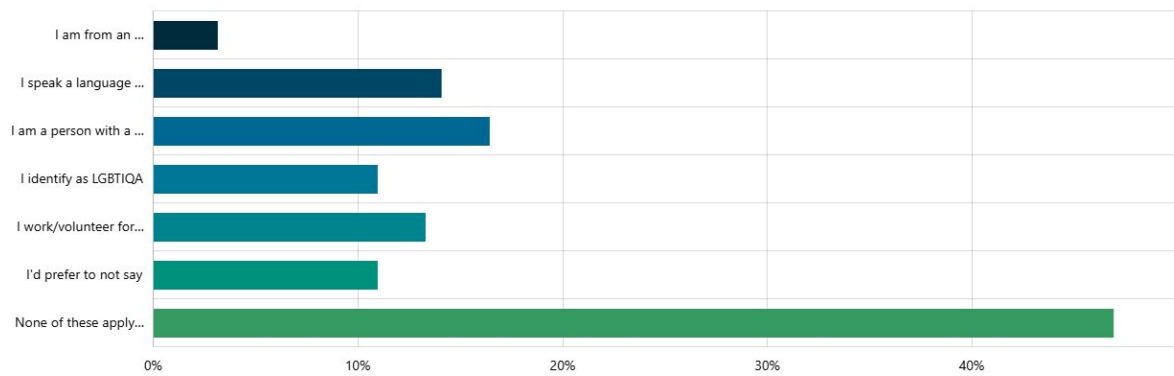
Survey respondents were asked to provide their gender.



Gender selection	Amount
Woman	82
Man	35
Transgender Female	1
Transgender Male	0
Non-binary	2
Prefer to not say	5
Other	1

Further Demographics of Survey Respondents

Survey respondents were asked to tick as many statements as possible that apply to them. Below graph shows their responses.



Selection

Amount

I am from an Aboriginal and/or Torres Strait Islander background

4

I speak a language other than English at home

18

I am a person with a disability

21

I identify as LGBTIQ

14

I work/volunteer for a Community Service Organisation (CSO)

17

Prefer to not say

14

None of these apply to me

60

Consultation findings

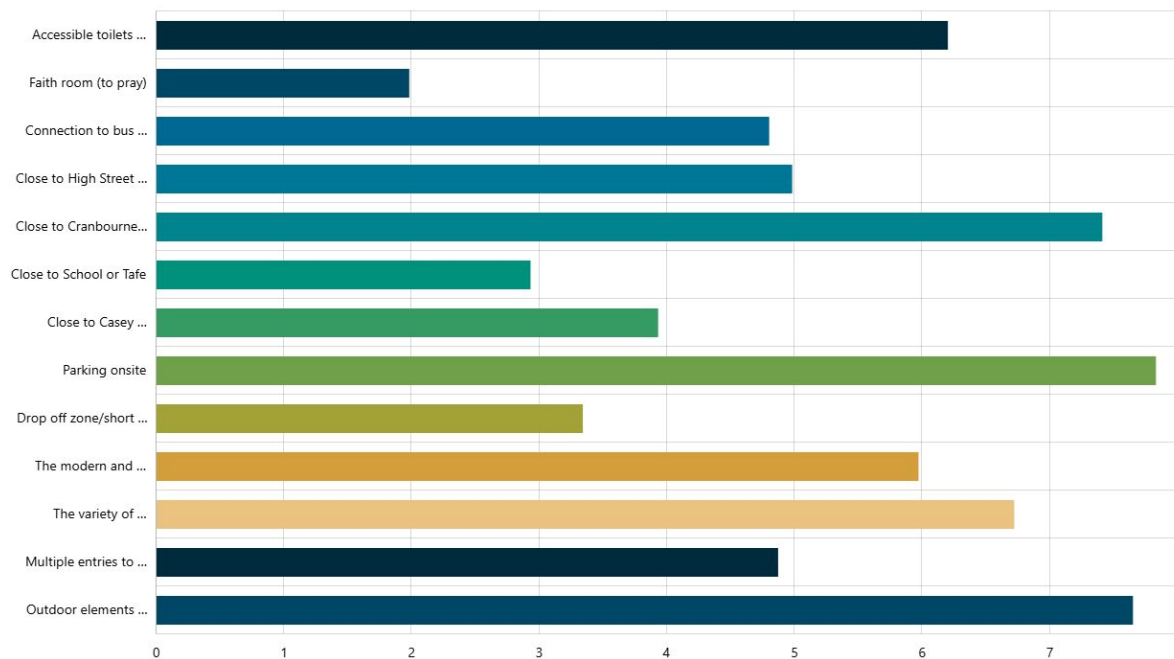
The following section summarises the key themes which arose in community feedback on the proposed Cranbourne Hub Concept Design. In the interest of stakeholder and community privacy, individual quotes have not been included within this public document. Where there was more than one mention of a topic or item, the number of mentions has been specified in brackets. Conversations with community are included in the item specific feedback table.

5.1 Support for actions

Survey respondents were asked to think *'of the building as a whole, rank what do you like about it?'*

Note: The higher the score, the higher the ranking received from responses.

PUBLIC



Selection	Score
Parking onsite	7.83
Outdoor elements (seating, shade, garden beds, grass, trees	7.65
Close to Cranbourne Park Shopping Centre	7.41
The variety of services offered	6.72
Accessible toilets (including changing places)	6.2
The modern and unique look and feel of the building	5.97
Close to High Street retail shops	4.98
Multiple entries to the building	4.87
Connection to bus shelter	4.8
Close to Casey Complex (Casey Race, The Shed, Casey Stadium and The Factory)	3.93
Drop off zone/short stay	3.34
Close to School or Tafe	2.93
Faith room (to pray)	1.98

Survey respondents had the option to provide additional feedback on this question. The data from community pop-ups and sessions has been summarised and included below:

Topic	Community feedback
Overall Concept Design	The concept design is generally well-received, with suggestions for clear sightlines, accessible design, and maximising community benefits.
Community-Friendly Facilities	Positive feedback on community-friendly facilities, including the inclusion of having enough seating,

(12 mentions)

trees, art, visually appealing spaces and a café space.

Multi-Purpose Use

- Spaces in the building are seen to have potential for their multi-purpose use, such as yoga lessons, homeschooling groups, and senior chess groups.

Outdoor Areas

- Positive mentions for the inclusion of outdoor areas for children.

Suggestions for Additional Elements

- Positive mentions of outdoor areas for kids, including water play areas and bike tracks.

Council/Community Services Hub

- There is support for having a second hub for council and community services, with a regular Justice of the Peace (JP) as a positive addition.

Modern Look

- Some feedback appreciates the modern look of the building, although there are mixed feelings about it being too upmarket.

Accessibility and Convenience

- Positive feedback on the building's accessibility, central location, and convenience for those without cars or using public transport.

Community Participation

- The building is seen as a positive addition for community participation, with spaces for community programs, arts, and technology training.

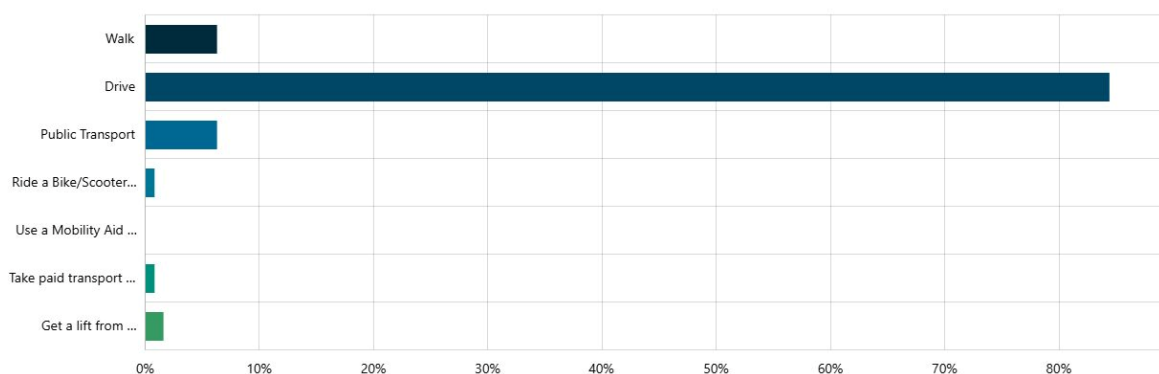
Offices for Service

- Suggestion to have offices available for purchase within the building to provide services to the community.

5.2 Item-specific feedback

5.2.1 Location of the Proposed Cranbourne Hub

Survey respondents were asked 'if you travel to Cranbourne, how do you usually get there?'

**Selection****Amount**

Drive

108

Walk

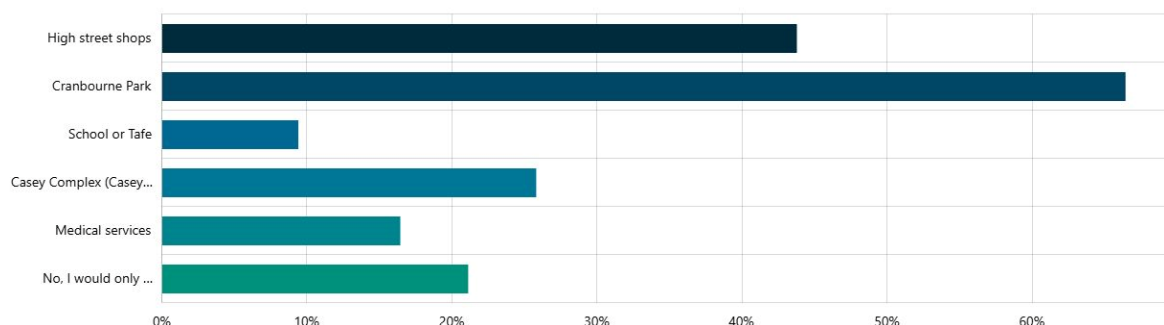
8

Public transport

8

Get a lift from family, friend or support worker	2
Ride bike/scooter/skateboard	1
Take paid transport service (Taxi, Uber)	1
Use a Mobility Aid (e.g. scooter, wheelchair)	0

Survey respondents were asked ‘*With the proposed Cranbourne Hub in Lyall Street, are you likely to visit any of the following before or after your visit?*’



Selection	Amount
Cranbourne Park	85
High street shops	56
Casey Complex (Casey Race, The Shed, Casey Stadium or The Factory)	33
No, I would only visit the proposed Cranbourne Hub	27
Medical Services	21
School or Tafe	12

Survey respondents had the option to provide additional feedback. The data from community pop-ups and sessions has been summarised and included below:

Public Transport Access	• Respondents appreciated that the proposed Cranbourne Hub is close to bus stops, making it convenient for users who rely on public transport. (4 mentions) • Respondents emphasised the importance of having accessible pathways from bus stops to the hub to ensure that everyone, including those with disabilities, can easily access the facility. (3 mentions) • The proximity of bus stops to the hub was highlighted as crucial for ensuring easy access for all users. (17 mentions) • Respondents were worried that the new hub might lead to increased traffic around bus stops, causing congestion and delays. (4 mentions) • To limit traffic issues, respondents suggested implementing measures to manage traffic flow around
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	bus stops, such as designated drop-off zones and clear signage.
Proximity to Key Locations	• Respondents appreciated that the proposed Cranbourne Hub is close to High Street retail shops, making it convenient for users who want to visit shops before or after using the hub. (4 mentions) • The location near shops was seen as an advantage, especially for those who want to combine their visit to the hub with shopping. (2 mentions) • Respondents highlighted the importance of the hub being close to schools and TAFE, making it easier for students to access the facility. • The proximity to educational institutions was seen as beneficial for students who can use the hub's resources before or after their classes. • Respondents appreciated the hub's proximity to Cranbourne Park Shopping Centre, making it convenient for users who want to visit the shopping centre before or after using the hub. (6 mentions) • The location near the shopping centre was seen as an advantage for users who want to combine their visit to the hub with shopping. • Respondents appreciated the hub's proximity to Casey Complex, making it convenient for users who want to visit these facilities before or after using the proposed hub. (2 mentions)
Alternative locations suggested (4 mentions)	• A respondent suggested the corner of Lamb and Sladen Streets as a better option, citing concerns about the current location's impact on parking and access. • respondents suggested keeping the location at the current site of Cranbourne Library.

5.2.2 Parking

Through survey data, community conversations, Q&As and written submissions. Parking has been identified as a specific feedback item.

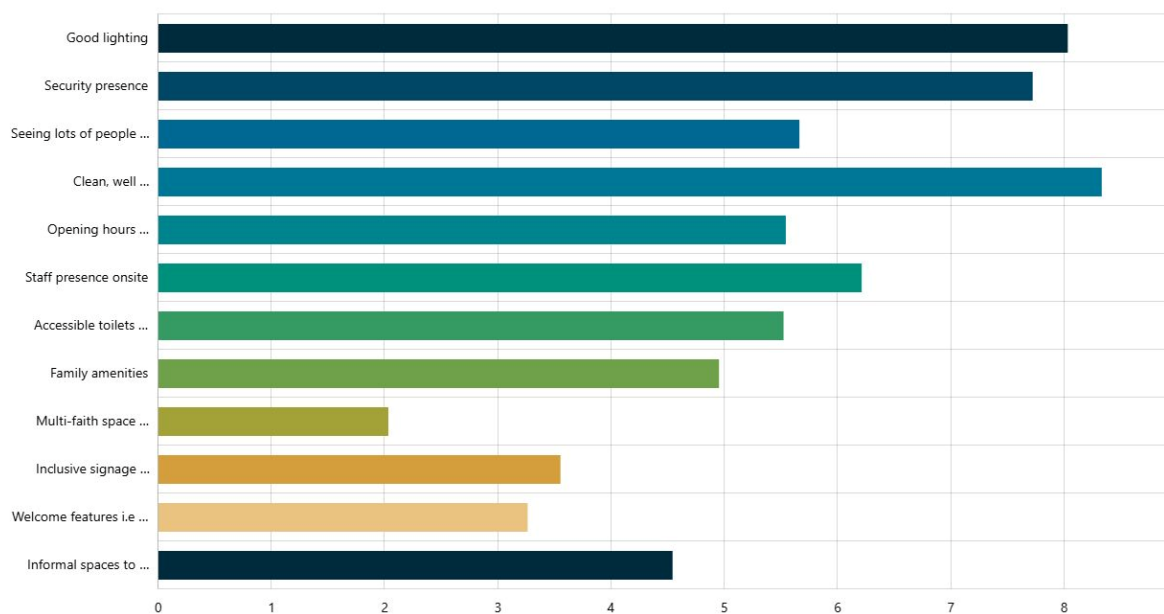
Topic	Community feedback
Insufficient Parking	• Respondents expressed concerns that the proposed parking provisions are insufficient to meet current and future needs. (14 mentions)
Accessibility (6 mentions)	• Concerns with crossing roads to access the proposed Cranbourne Hub and the impact on accessibility • Ensure there are enough disabled parking
Impact on Existing Parking	• Concerns that the new library parking will take away parking spaces used by local banks and other businesses. (2 mentions)

Bus Service Impact	Concerns that the new parking arrangements will hold up bus services with cars coming in and out of the laneway. (2 mentions)
Current usage of vulnerable groups	A respondent mentions that people park their cars and sleep overnight in the car park as it is perceived to be safer than other car parks
Location Preferences	Suggestions that the proposed location should be at the current parking spot at Sladen St
General Feedback	- Add bike parking - General concerns about the adequacy of parking and the need for compensated parking for spaces taken by the new building

5.2.3 Safe and Welcoming

Survey respondents were asked ‘*looking at the concept design, what would make you feel safe and welcome?*’ They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses.



Selection	Score
Clean, well-maintained building and surrounds	8.33
Good lighting	8.03
Security presence	7.72
Staff presence onsite	6.21
Seeing lots of people using the facility	5.66
Opening hours (extended)	5.54
Accessible toilets (including Changing Places)	5.52
Family amenities	4.95
Informal spaces to gather and/or relax	4.54

Inclusive signage (multi-language, accessibility keys, wayfinding etc)	3.55
Welcome features i.e flags, art, posters etc	3.26
Multi-faith space (place to pray/meditate)	2.03

Through survey data, community conversations, Q&As and written submissions. Further themes regarding safety, access and inclusion have been identified.

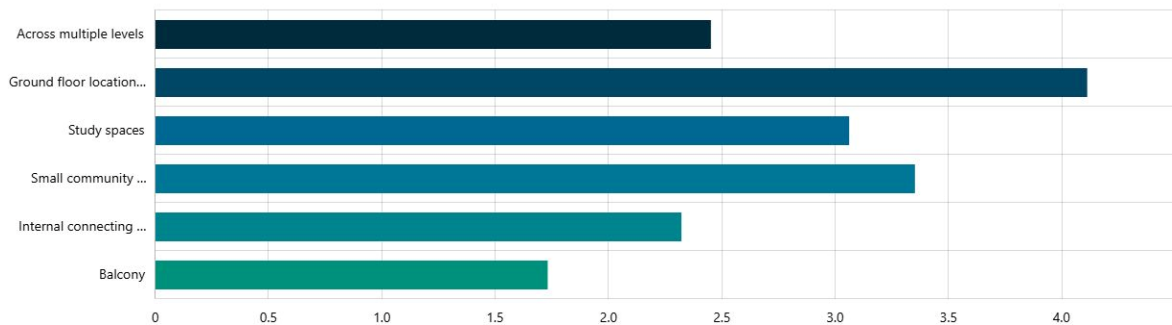
Topic	Community feedback
Lighting (9 mentions)	• Respondents expressed concerns about the safety of the area around bus stops, especially during nighttime. They suggested improved lighting around the bus stop and pathways.
Security Presence (5 mentions)	• Respondents highlighted the need for a visible security presence, including CCTV cameras and security personnel, to ensure the safety of users. • Respondents expressed concerns about the current safety of the area and emphasised the need for robust security measures to address these issues.
Inclusions (19 mentions)	• Creating inclusive spaces that support vulnerable groups, fostering relationships, and training staff to handle issues like racism. • Respondents highlighted the importance of having a cafe as a space for community members to gather, socialise, and build relationships. It is seen as a welcoming place that can foster a sense of community. The possible integration with another service (library).
Toilets (4 mentions)	• Respondent suggests having gender-neutral toilets that are separate from disability bathrooms to ensure accessibility for individuals with disabilities. • Respondents emphasised the importance of having accessible toilets, including Changing Places, to ensure safety and convenience for all users. • Respondents expressed concerns about the cleanliness and maintenance of accessible toilets and suggested regular upkeep to ensure they remain safe and usable.
Access (5 mentions)	• Respondents emphasised the importance of accessibility for individuals with disabilities and providing necessary information online
Faith Room (2 mentions)	• Respondents reflect a concern that the space for a faith room might not be the best use of resources. • Suggestion to evaluate the regular usage of faith rooms by the public.

- Proposal to use the space as a playroom connected to a study space for young/single mothers seeking education or employment.

5.2.4 Library

Survey respondents were asked '*looking at the concept design, what do you like about the library spaces?*'. They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses



Selection	Score
Ground floor location (library lounge)	4.11
Small community multi-purpose spaces (study, meet, create)	3.35
Study spaces	3.06
Across multiple levels	2.45
Internal connecting stairway	2.32
Balcony	1.73

A further optional question asking if '*we missed anything in the library spaces?*' was asked. Responses and community conversations are included and themed.

Topic	Community feedback
Children's Area (6 mentions)	• Respondents suggested having dedicated areas for children, including play areas, children's corners, and spaces for children's programs and activities.
Facilities and Amenities (27 mentions)	• Respondents suggested incorporating technology, such as IT hubs, multimedia spaces, and tech-enhanced learning zones, to support digital learning and access to information. • Importance to ensure there are enough toilets and other essential facilities like water filling stations and power points. • Respondents emphasised the importance of having ample study spaces, including study pods and quiet study areas, to accommodate students and other users who need a place to work.

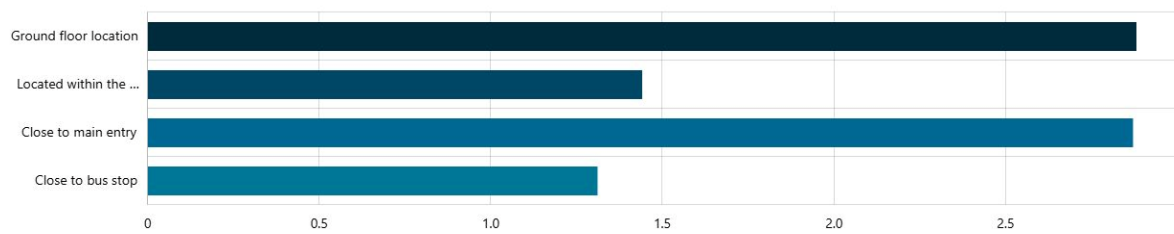
Design and layout (19 mentions)

- Respondents expressed concerns about the library being spread over multiple levels, which could make it difficult for users to navigate and access different areas.
- Suggestion to include features like gardens and artwork to enhance the environment
- Respondents expressed a need of ensuring the library has a pleasant and functional design.
- Respondents highlighted the importance of having quiet spaces where users can read, study, or work without distractions.

5.2.5 Council Customer Service

Survey respondents were asked '*looking at the concept design, what do you like about the customer service space?*' They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses



Selection	Score
Ground floor location	2.88
Close to main entry	2.87
Located within the library lounge area	1.44
Close to bus stop	1.31

A further optional question asking if '*we missed anything in the customer service space?*' was asked. Responses and community conversations are included and themed.

Topic	Community feedback
Accessibility	• Accessibility was highlighted by respondents with responses for ground floor location, being close to the main entry, and being close to the bus stop. (2 mentions) • Concerns about whether the customer service area would be staffed during library opening hours and suggestions for longer opening hours. (2 mentions)
Safety and Security	• Safety and security were emphasised, for security presence. (3 mentions)

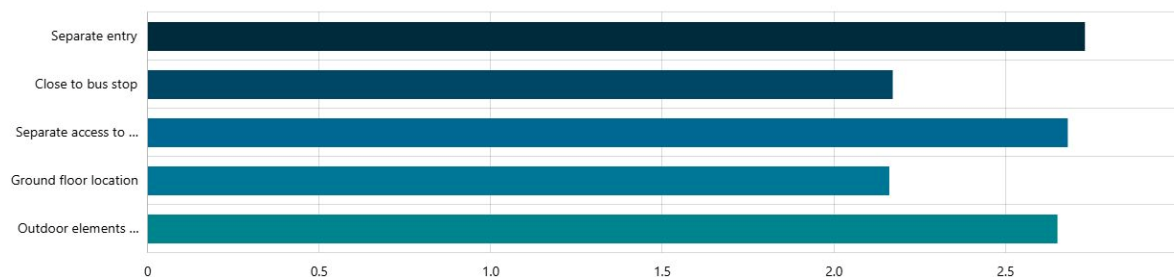
Amenities and Features

Amenities and features were appreciated for being located within the library lounge area, suggestions for seating, concierge service, extended opening hours, incorporating tech and self-service kiosk. (6 mentions)

5.2.6 Youth Space

Survey respondents were asked *'looking at the concept design, what do you like best about the space for young people?'* They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses

**Selection****Score**

Separate entry

2.73

Separate access to counselling rooms

2.68

Outdoor elements (seating, shade, garden beds, grassed area)

2.65

Close to bus stop

2.17

Ground floor location

2.16

A further optional question asking if *'we missed anything in the youth space?'* was asked. Responses and community conversations are included and themed.

Topic**Community feedback**

Social and Recreational Spaces
(5 mentions)

- Requests for spaces where young people can socialise and make noise without disturbing others. This includes gaming stations, chill-out zones, and areas for activities like table tennis, pool tables and snack bars.

Safety and Security
(3 mentions)

- Safety and security were emphasised with responses highlighting the need for security presence and good lighting.

Location and Space

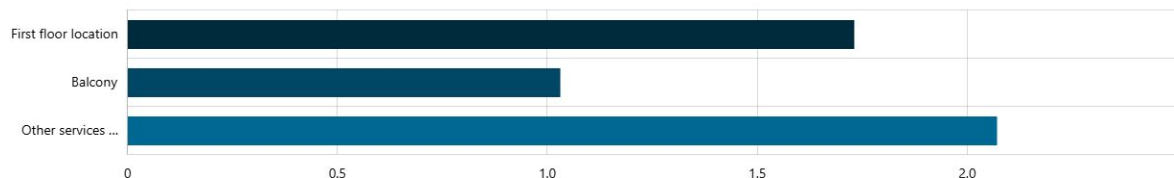
- Respondents appreciated that the outdoor area and entryway are close to the bus stop. This proximity is seen as a positive feature, making it convenient for young people who rely on public transport. (10 mentions)

- Many respondents appreciated that the outdoor area and entryway are close to the bus stop. This proximity is seen as a positive feature, making it convenient for young people who rely on public transport. (2 mentions)
- There was a mention of the need for advocacy to ensure that the bus stop area is safe and well-lit, reflecting concerns about safety for young people using public transport.
- Respondents mentioned that the current youth space is too small and often too full, especially after 3 PM. There is a need for a larger space to accommodate the number of young people using the service. (3 mentions)
- There is a suggestion to have a designated program space to open possibilities for other engagements and activities. This would help in managing the large number of young people and providing more structured activities.
- A respondent liked the idea of having a separate entry for the youth space.

5.2.7 Community Service Organisation

Survey respondents were asked ‘*what do you like about the Peninsula Community Legal Centre space?*’ They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses



Selection	Score
Other services located nearby and/or within the building	2.07
First floor location	1.73
Balcony	1.03

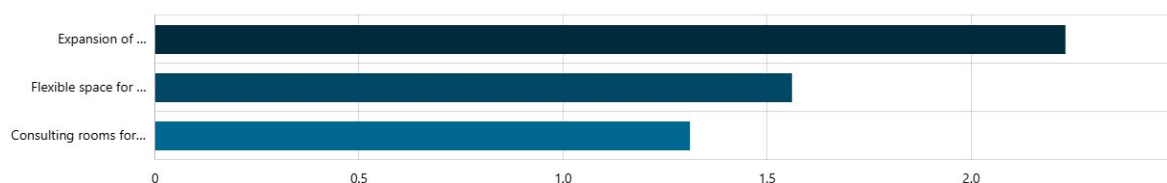
A further optional question asking if ‘*we missed anything in the space?*’ was asked. Responses throughout the survey and community conversations are themed and provided below.

Topic	Community feedback
Accessibility (3 mentions)	Accessibility was highlighted as important for all users i.e. clear signage, helpful staff to assist visitors, accessible information and spaces.
Privacy (5 mentions)	- Privacy was important with responses indicating the need for separate access to counselling rooms and private spaces. - Respondents mentioned the need for small meeting rooms or areas where staff can talk in private, or handle involved legal matters. - More consulting rooms were requested to be available for community use.
General Feedback	- The balcony was suggested that it may not be appropriate for community usage. - Respondents highlighted that this service isn't what the community wants and shouldn't be located with the library. (2 mentions) - A respondent highlighted that Peninsula Legal Services has been identified as a potential tenant for the Hub, but no other groups have been approached yet. Residents have suggested including U3A Cranbourne, a seniors' group offering educational and social programs. There is ongoing frustration about the end of the lease at the previous community hub, particularly affecting businesses like a Social Enterprise Cafe.

5.2.8 Shared space

Respondents were asked 'What type of programs or activities would you like to see in the shared area spaces?' They were asked to rank the below selections.

Note: The higher the score, the higher the ranking received from responses.



Selection	Score
Expansion of Connected Libraries (collections, help desk, computers etc)	2.23
Flexible space for Connected Libraries and Youth Services	1.56
Consulting rooms for Peninsula Community Legal Centre and other Community Service Organisations to use.	1.31

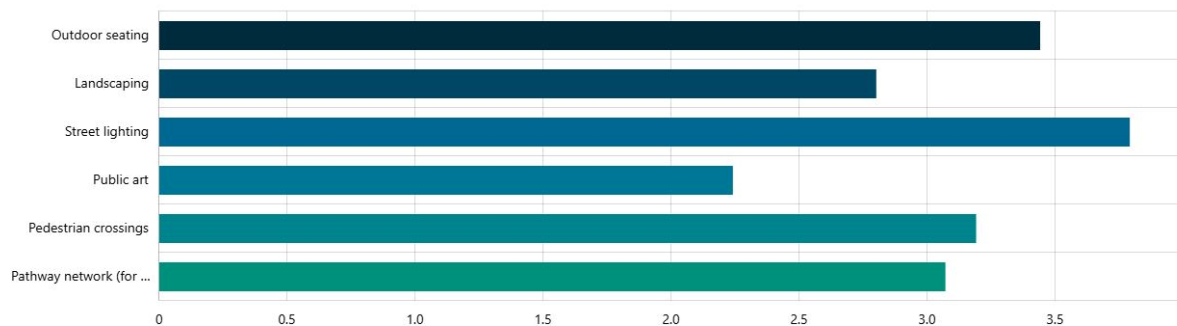
Through survey data, community conversations, Q&As and written submissions. Further feedback on the shared area spaces were provided.

Topic	Community feedback
Flexibility and multi-use community space (7 mentions)	• Respondents suggested the inclusion of a hireable community rooms, activity space for free events, community activities and programs.
Privacy and accessibility (4 mentions)	• Peninsula Community Legal Centre - Small meeting rooms or areas where people can talk in private. • Respondents want to ensure there are small meeting pods for private conversation.
Additional facilities	• Sensory quiet spaces, changing places, family-friendly areas, multimedia spaces and sufficient seating.

5.2.9 Look and feel of the proposed design and surrounding area

Survey respondents were asked ‘Thinking about the surrounding area, what other things would work well alongside the proposed Cranbourne Hub?’ Respondents had the opportunity to rank selections.

Note: The higher the score, the higher the ranking received from responses.



Selection	Score
Street lighting	3.79
Outdoor seating	3.44
Pedestrian crossings	3.19
Pathway network (for cycling, scooter, walking, mobility aids)	3.07
Landscaping	2.8
Public art	2.24

Survey respondents provided additional feedback regarding this theme. The data from community pop-ups and sessions has been summarised and included.

Topic	Community feedback
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Green Spaces and Landscaping	- Respondent requests to see a sustainable design including green and blue infrastructure elements (green walls, rain gardens etc). The need for trendy and green places to create a welcoming, comfortable and sustainable Cranbourne is requested. (2 mentions) - Inclusion of plants and flowers to create gardens. (2 mentions) - Suggestion to include a playground and adult exercise equipment. (2 mentions) - Presence and recognition of Indigenous culture history, art or vegetation. - Positive sentiment towards outdoor benches, suggestions to include picnic tables. - Suggestion to increase shade availability. (2 mentions)
Revitalisation	- A respondent suggested that the surrounding area needs a facelift. - Respondents suggested that the project has potential of increasing business to local businesses. (4 mentions)
Additional amenities	- Charging blocks - Water taps on all levels (4 mentions) - Include local historic art - Public phone (2 mentions)

5.2.10 Cost of the project

Through survey data, community conversations, Q&As and written submissions. The cost of the proposed Cranbourne Hub has been identified as a specific feedback item.

Topic	Community feedback
Budget Concerns (6 mentions)	- Respondents feel that the proposed \$40 million budget is excessive and not seen as a responsible use of ratepayer money. They suggest focusing on practical and cost-effective design choices to make the most of the available funds. - Respondents express a keenness to see the project deliver real value for the community. They believe that the funds could be better allocated to enhance existing services and address pressing community needs, ensuring that every dollar spent benefits the residents.
Transparency and Communication	Respondent sentiment values transparency and would appreciate clear communication about the project's cost and budget allocation. They are eager

to understand the financial aspects and see how the investment will positively impact their lives.

5.3 Written submission feedback

A total of two (2) written submissions were received regarding the Proposed Cranbourne Hub Concept Design consultation. Below table shows a summary of all submissions received, full submissions will be included as an appendix for Council consideration.

Submission	Received	Mentions	Comments
Written submission 1	Via Casey Conversations	- Limited community engagement negotiables within the scope of the project - Cost of the project - Impact on overall traffic and congestion at the proposed location - Insufficient consultation with local community groups, to be included in the proposed Cranbourne Hub	Full submission included as an appendix to this report and provided to Council for consideration
Written submission 2	Via email	- Cost of the project - Location and the impact on the number of car parking spaces - Community organisations shut down - Alternative location proposed - False assumptions regarding community safety	Full submission included as an appendix to this report and provided to Council for consideration

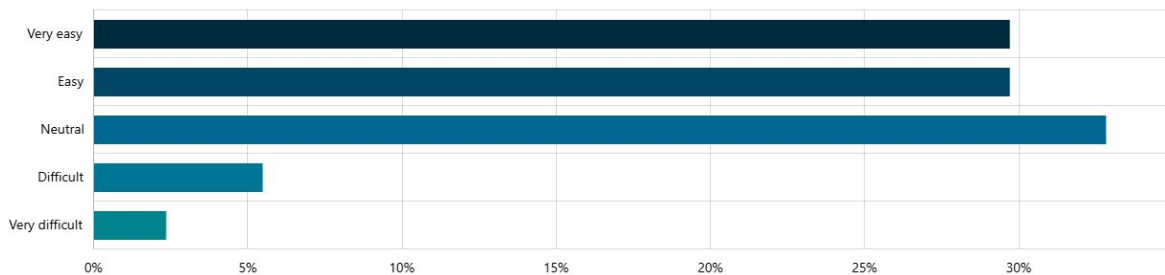
Consultation evaluation

This report presents the findings from the analysis of the community feedback gathered during the community engagement from 17 February – 16 March 2025.

The consultation was promoted to key stakeholders, including previous Casey Conversations project subscribers, surrounding residents, and local businesses. The Casey Catch-Up e-newsletter and a paid newspaper advertisement also ensured that the southern Casey community was given the opportunity to provide feedback. The Cranbourne Star ran an article on 24 February 2025, further promoting the engagement activities to the broader Cranbourne and surrounding communities. The article is available to view at: [Cranbourne Star Article](#). The consultation lasted four weeks. The engagement program received a total of 135 contributions, including 128 online surveys completed via Casey Conversations, 2 written submissions, and 5 questions completed via the Q&A forum on Casey Conversations.

5.3 Satisfaction with engagement process

Survey participants were asked 'How easy or difficult was it to find the information you needed?' of the responses 76 respondents selected *Very easy and easy*, 42 respondents selected *Neutral*, and 10 respondents selected *Difficult and very difficult*.

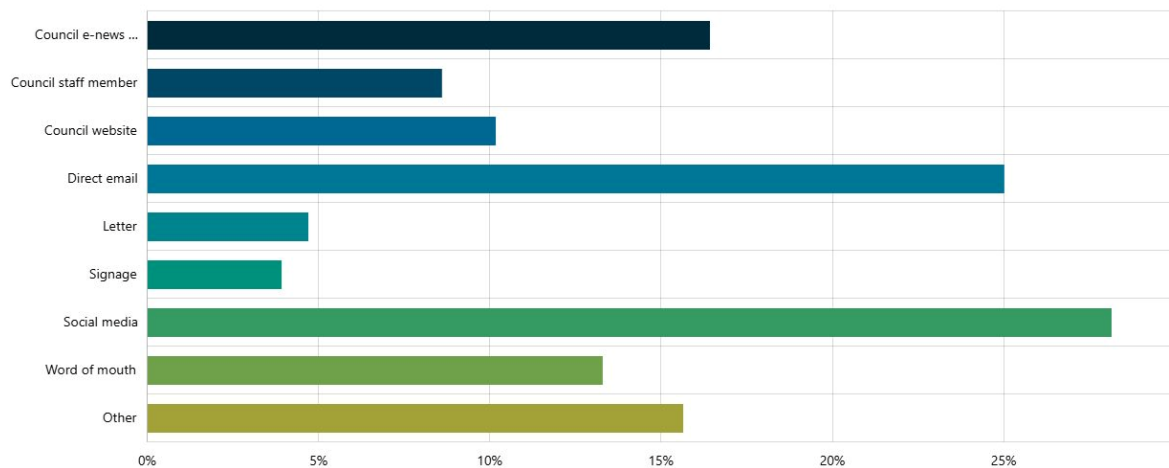


Selection	Amount
Neutral	42
Very easy	38
Easy	38
Difficult	7
Very difficult	3

Survey respondents who selected 'difficult' or 'very difficult,' a follow-up question was asked: 'What was missing?' The findings are themed below:

- **Layout, Design, and User Experience:** Need for better layouts, more pictures, 3D images, improved navigation, and accessibility for non-digital users.
- **Consultation and Communication:** Desire for more genuine public consultation, detailed information, and better awareness and communication about the project.
- **Options and Community Concerns:** More flexibility in survey options, ability to provide comments, and addressing local issues and community needs.

All survey respondents were asked 'How did you hear about the consultation on this project?'



Selection	Amount
Social media	36
Direct email	32
Council e-news (Casey Catch UP)	21
Other i.e. local paper, Library advertisement, Cranbourne Youth Centre	20
Word of mouth	17
Council website	13
Council staff member	11
Letter	6
Signage	5

Engagement plan

The engagement plan for this project was published and is available to view at:
<https://conversations.casey.vic.gov.au/Cranbourne-hub/engagement-plan>

Appendix – Written Submissions

Written Submission 1



Casey Residents and Ratepayers Association
Inc A0062545N
 crramediaandcomms@gmail.com

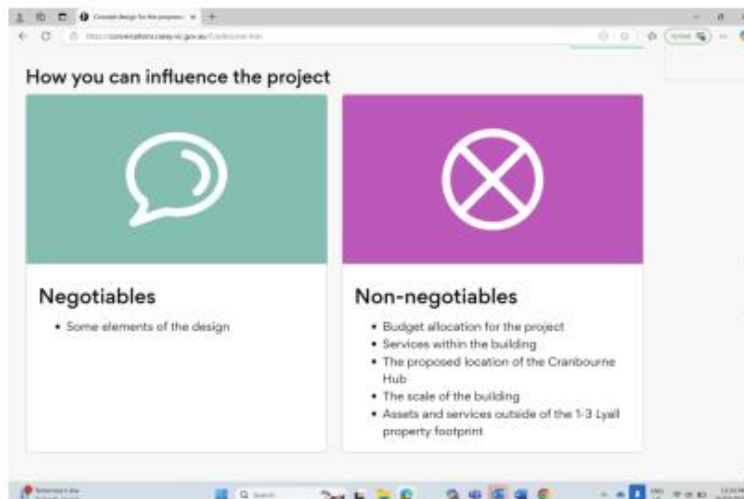
16th March 2025

Submission – Cranbourne Hub, 1-3 Lyall St, Cranbourne

Introduction

The Casey Residents and Ratepayers Association (CRRA) write on behalf of the residents and ratepayers of the City of Casey write to express concern of the scope of the community consultation for the proposed Cranbourne Hub ('the Hub'), 13 Lyall St, Cranbourne.

On the City of Casey website for the Hub at: [Concept design for the proposed Cranbourne Hub | Casey Conversations](#) is the below graphic:



Why is the City of Casey not allowing community feedback to potentially influence the matters outlined in the 'non-negotiables'?

Whilst there have been previous consultations seeking feedback from the community, it is unclear whether there was informed choice between the proposed location at Lyall Street and alternatives.

The project timeline outlined on the consultation website refers to earlier 'touchpoint' consultation sessions that were only in reference to the Hub's design and not to the significant other factors outlined in the 'non-negotiables.'

The CRRA believes that the very limited scope for which the community can provide feedback is not consistent with the Council's own *Community Engagement Plan, Version 3.1*¹ particularly the following objectives: *Clearly communicate how feedback is used to guide Council outcomes or decision making and Deliver deliberative engagement in line with community preferences.*

Feedback received from members and residents.

Feedback from residents and our members was that the online survey on the consultation website asked, 'leading questions' and 'already assumed I supported the proposal' with 'very limited opportunity to share what I really thought.'

The CRRA invited comment from our members and followers of our social media channels, along with consulting with other local community and business groups.

Below is a summary of the key points raised notwithstanding the Council's refusal to consider certain important elements of the proposal:

- **Impact on available parking on Lyall St and High St**
 - Residents are concerned with the proposed location what it would mean for available parking on and around Lyall St to access small businesses and service providers in central Cranbourne on High St outside Cranbourne Park shopping centre.
 - It is noted that feedback previously received by the City of Casey in the '*Cranbourne Hub Consultation Findings – June 2023*'² supports a central location for the Hub, but this should not come at the expense of already limited parking options. Whilst comments reported by the Council in their consultation findings document from residents believe it would be good for local businesses, proper consultation with local business groups, chambers of commerce and small businesses is essential as a reduction in car parking would have an overall negative impact.

¹ [Community Engagement Policy | City of Casey](#)

² [Cranbourne Hub Consultation Findings Reportupdated.pdf](#)

- Residents have queried have been raised about proximity of disabled parking to the proposed hub, comparing the challenges of poor access of publicly available disabled parking at Bunjil Place.
- **Overall estimated cost of \$40.3 million**
 - The City of Casey has an annual Capital Works program budget of approximately \$100m and residents are concerned of the overall estimated cost of the Hub, and its significant proportion of the overall capital works program budget for the Council.
 - This does not appear to have been canvassed in any previous community consultation activities. In fact, in the *Consultation findings* document under 'Cost-benefit' there are comments expressing concern of the impact of such a significant capital project could have on rates (in an already challenging 'cost of living' environment).
 - It is not clear over how many years the Hub's expenditure will be funded within the Council's budget. However, residents are concerned at such a high expense for a site's location that is seriously questionable where alternative locations do not appear to have been actively or genuinely considered including upgrade of the previous community hub site at 65 Berwick-Cranbourne Road, Cranbourne East.
- **Impact on overall traffic and congestion at the proposed location**
 - The proposed location of the Hub is near a busy bus stop exchange used by school-buses for Cranbourne Secondary College and other nearby schools.
 - It is also a thoroughfare for traffic exiting Cranbourne Secondary College and Casey Grammar School that is a cause of significant traffic congestion already. There can be lengthy delays for traffic turning off and onto Lyall St during peak times having to give-way to oncoming traffic on High St/South Gippsland Hwy.
- **Sufficient consultation with local community groups to be hosted by the Hub.**
 - Peninsula Legal services have been identified as a potential tenant of the Hub but no other service providers or groups. What other groups have been approached or given the opportunity of potentially accessing the Hub?

- Residents have identified groups such as U3A Cranbourne, a not-for-profit voluntary Senior's group that provides educational, recreational, and social programs.
- There is ongoing disappointment and frustration that the community has with the abrupt cessation of lease agreements and tenure at the previous community hub for businesses such as L'Arte Social Enterprise Cafe. Residents feel that their forced re-location was extremely poorly handled, without regard and had unintended consequences on vulnerable community members who were either employed by the L'Arte or used their offerings.

Conclusion

It is the view of the CRRA that this consultation process falls far short of the Council's own Community Engagement Plan in aiming to '*create a consistent best practice approach to the City of Casey's engagement*' by only allowing a very narrow opportunity for community feedback on what appears to be a pre-determined decision that lacks transparency on how previous feedback has been taken on board throughout the process.

The CRRA call on the City of Casey to immediately pause progression of plans for the Cranbourne Hub in the proposed location at Lyall St and actively consider upgrade of existing alternative sites to provide the community genuine opportunities for feedback that considers more than one option.

Written Submission 2



City Of Casey

By Email

16th March 2025

Att: Laura Wake – Senior Community Facilities Planner

Dear Laura,

We write on behalf of the Cranbourne Chamber of Commerce regarding the proposed Cranbourne Hub.

In May 2023, we held a meeting attended by over 50 of our Chamber and community members interested in the proposal. Council officers were also present. The overwhelming sentiment and message conveyed to the Council representatives was against the proposal as it was presented, for some of the reasons enumerated below. Nothing has changed.

We recently canvassed our membership and other local community and resident's groups, encouraging them to respond to the request for input via Casey Conversations or to advise us again of their thoughts. After receiving this recent feedback, we are of the firm view that this project should be scrapped in its current form and reconsidered.

The primary objections are:

- Cost: We believe the final cost will be in the order of \$60 million, representing an excessive proportion of the City of Casey's Capital Works Budget and are not a responsible use of rate-payer funds with competing priorities
- Location: The proposed location removes a significant number of car parking spaces serving the traders and other service providers on the east side of the South Gippsland Highway. No impact analysis has been undertaken by the Council (that we are aware of). We believe this outcome is unacceptable and not in the interests of: residents, business owners and service providers in the area

PO Box 221 Cranbourne 3977

- Community: Shutting down the many community-based organizations at 65 Cranbourne Rd was premature, callous, and unnecessary having significant unintended consequences.
- Alternatives: We believe 65 Cranbourne Rd could be brought up to required standards and meet the needs of the community for a cost significantly below the amount of the current proposal. We ask that any project costings undertaken canvassing this option along all other comparative assessments be made public.
- False Assumptions: It has been suggested that community safety would be enhanced by having the facility close to the bus interchange. If that is the case, why does the plan include secure parking for staff?

We urge the Council to immediately pause this project for re-assessment given the above compelling reasons raised by our community.

Sincerely,

Cranbourne Chamber of Commerce
Ian Wood President

CC: Mayor & Councillors; Star News