

Engagement Summary Report

Hamilton Place Car Park Re-Design

Executive summary

Council resolved on 25 November 2025 to commence community consultation for the proposed Hamilton Place Car Park Redesign.

The community consultation was open for 6 weeks from 12 March until 24 April 2026.

Section 56 of the *Local Government Act 2020* sets out the Community Engagement Principles when conducting engagement and consultation, and this forms the basis for the Community Engagement Policy and Framework.

Given prior engagement activities (including the two stages for the Mount Waverley Activity Centre Structure Plan, and engagement of Amendment C167mona), it was determined in preparing the Engagement Plan that the influence IAP2 level of 'consult' was the most applicable.

The majority of responses did not support the proposed redesign of the car park, particularly the reduction of existing exits and entrances, as they felt this would increase congestion. Some respondents thought that improving safety and driver behaviour could be achieved through signage changes.

This report provides details about the engagement process and what people said but doesn't include how those responses will shape changes to the proposed design. This will be dealt with in a later report.

Background

The Hamilton Place Car Park Re-design arose from community feedback collected from the two stages of the consultation on the Mount Waverley Activity Centre Structure Plan 2021 (MWSP). Council heard from the feedback that the Hamilton Place Car Park feels congested, confusing and unsafe, particularly where pedestrians and vehicles interact. 35 percent of responses to the MWSP identified that creating new public plazas and activation of the existing spaces is a top priority for Mount Waverley. The MWSP includes a key action to improve the safety and efficiency of the central Hamilton Place car park.

Proposed Redesign

The four key issues addressed in the proposed re-design were:

1. Improving pedestrian safety and comfort and creating a highly walkable pedestrian environment
2. Minimising pedestrian and vehicle conflict points.
3. Upgrading pedestrian crossings to one standardised treatment.
4. Rationalising vehicle circulation to ease congestions and driver confusion.

Council invited feedback on the following elements of the draft concept design:

- Widening the footpaths along the western and southern trading areas
- Raised pedestrian threshold treatments at key pedestrian points
- Minimising pedestrian and vehicle conflict points
- Consolidating car park entry and exit points
- Upgrading pedestrian crossings to one standardised treatment such as a raised threshold treatment (wombat crossing) through the car park

- Creating a high-quality public realm to enhance the civic amenity and its attraction as a neighbourhood destination
- Increasing opportunities for additional tree canopy, improving tree growing conditions, and providing shade and amenity for pedestrians.

The decision Council is seeking to make is to determine the final layout and functioning of the Hamilton Place Car Park based on the draft redesign.

How we engaged (We asked)

Council invited feedback from the community for 6 weeks from 12 March until 24 April 2026. Engagement was conducted using the methods described below:

Methods used	Stakeholders	Dates
Traders information session	Traders Owners	30 January 2026
Direct Notification: Letter drop	Traders Owners Residents	11 March 2026
Shape Monash Webpage	All stakeholders	11 March – 24 April 2026
Online survey	All stakeholders	11 March – 24 April 2026
In person – pop up information booth at Hamilton Place Carpark. Stationed outside of 43-45 Hamilton Place, Mount Waverley	All stakeholders Visitors	Session 1: 19 March 10am-2pm Session 2: 25 March 10am-2pm Session 3: 16 April 10am-2pm

Traders' information session

Two officers from the Strategic Planning Team attended and presented at the Traders Information Session. They explained the background for the car park re-design and presented the changes to be made by the draft concept design. They listened to and answered questions from the traders and owners as well as noted down concerns and issues raised.

Direct Notification



Letters were sent to residents in the areas around the activity centre on 11 March 2026. The letters explained the project background, the need for the re-design, the proposed draft concept design, and how to lodge a submission on the Shape Monash Webpage or via the Strategic Planning email address.

The letter also contained links to the Shape Monash Webpage and the Strategic Planning email box.

Shape Monash Webpage

The webpage included information on the proposed changes to Hamilton Place, the reasons for the proposed changes, links to the draft concept plan and landscape plans, the scope of the project and next steps in the project.

Link to the Shape Monash Webpage (consultation now closed) <https://shape.monash.vic.gov.au/hamilton-place>

Survey on Shape Monash

The community were also invited to submit their feedback via a survey on the Shape Monash website. The survey asked respondents to rank their support to specific topics. The survey also allowed for free text comments. Respondents were able to write any comments, views or issues in this section.

The questions asked in the survey are below:

Q1: To what extent do you agree or disagree with that the design... (Strongly agree, agree, neither agree nor disagree, disagree, strongly disagree)

- Improves pedestrian safety
- Improves parking
- Reduces traffic congestion
- Improves the look and feel of the car park
- Balances parking and safety considerations

Q2: What do you think could be improved in the design? (Free text)

Q3: Do you have any further feedback? (Free text)

Q4: What is your main connection to Hamilton Place? (multiple choice)

Q5: Your gender (multiple choice)

Q6: Your age (multiple choice)

Q7: Email address (email address) (respondents could include their email address if they wanted to be kept informed about the consultation)

Drop-In Sessions – pop up information table

Council Officers conducted three community drop-in sessions across the consultation period. Officers set up a table with signs informing passers-by of the draft concept design, the landscape concept design, past and present aerial



imagery of the carpark and information sheets including links to the Shape Monash Website and the Survey to provide feedback.

One Chinese speaking officer attended two information sessions. Many passers-by stopped to talk to Officers about the draft concept plan, and the functioning of the car park and shopping centre more generally. It is estimated that about 250 – 300 conversations occurred over the three sessions.

Feedback (You said)

Who we heard from

Submissions were made in the following ways:

- 153 were submitted via the survey on the Shape Monash webpage
- 18 were received by email
- 4 were received by hardcopy or mail
- 1 was received verbally via a phone call
- Many (uncounted) were given verbally to officers at the drop-in sessions

A total of 175 written submissions were received. Of the submissions received:

- 134 identified themselves as local residents
- 21 were visitors
- 5 were workers
- 4 were traders or business owners
- 1 was a shopper
- 10 undeclared

The largest demographic cohort that responded to the online survey were women aged between 40-59. The sentiment of this demographic, like the majority of the respondents, was mostly negative towards the proposal with a count of 27 negative responses, 13 positive responses and 4 neutral responses.

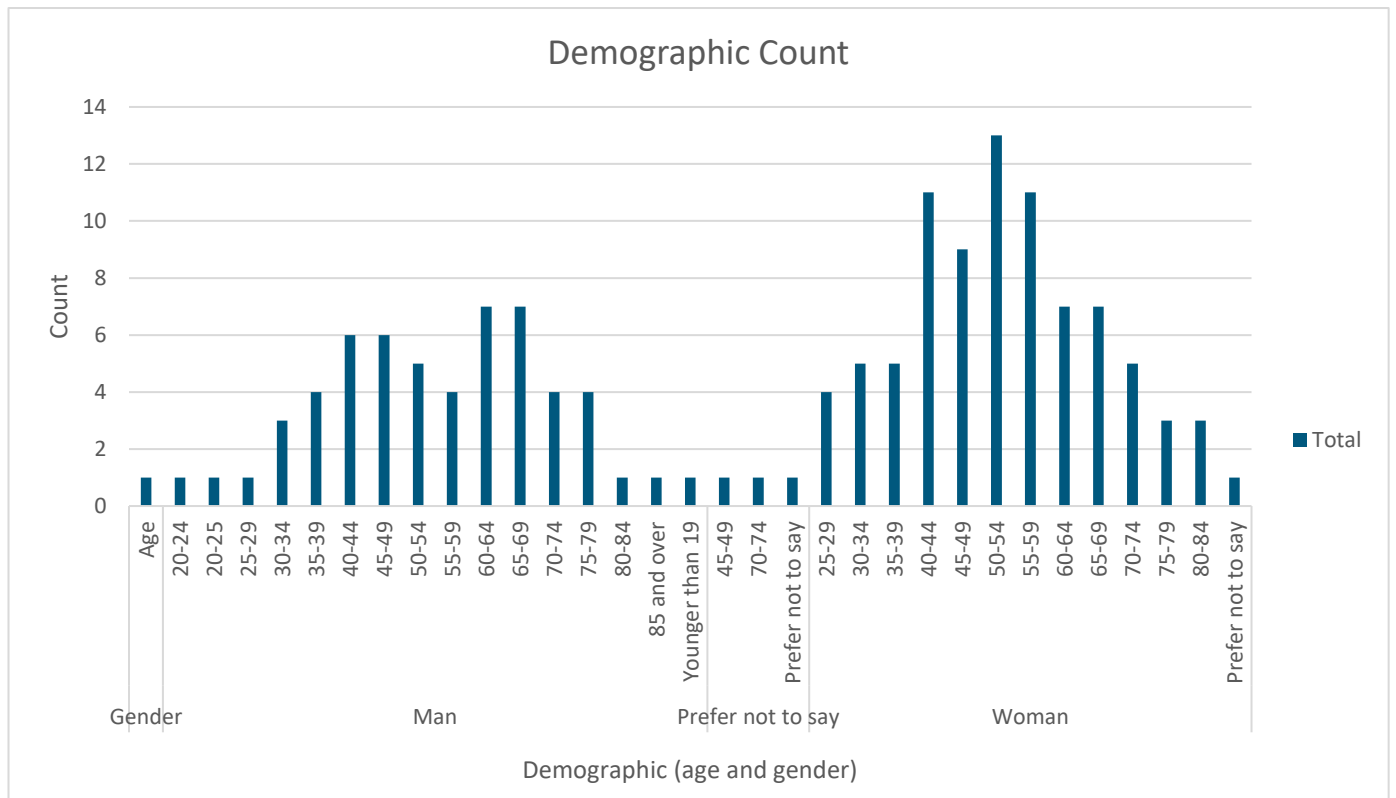


Figure 1

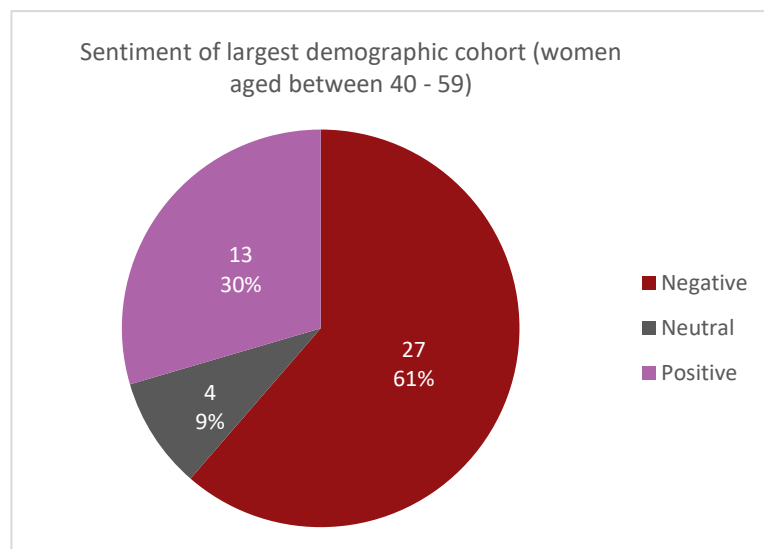


Figure 2

What we heard from the community

Online Survey

The online survey collected attitude statements with respect to elements of the concept plan in Question 1 of the online survey. The below graphs show the responses to each of the five parts of Question 1.



Figure 3

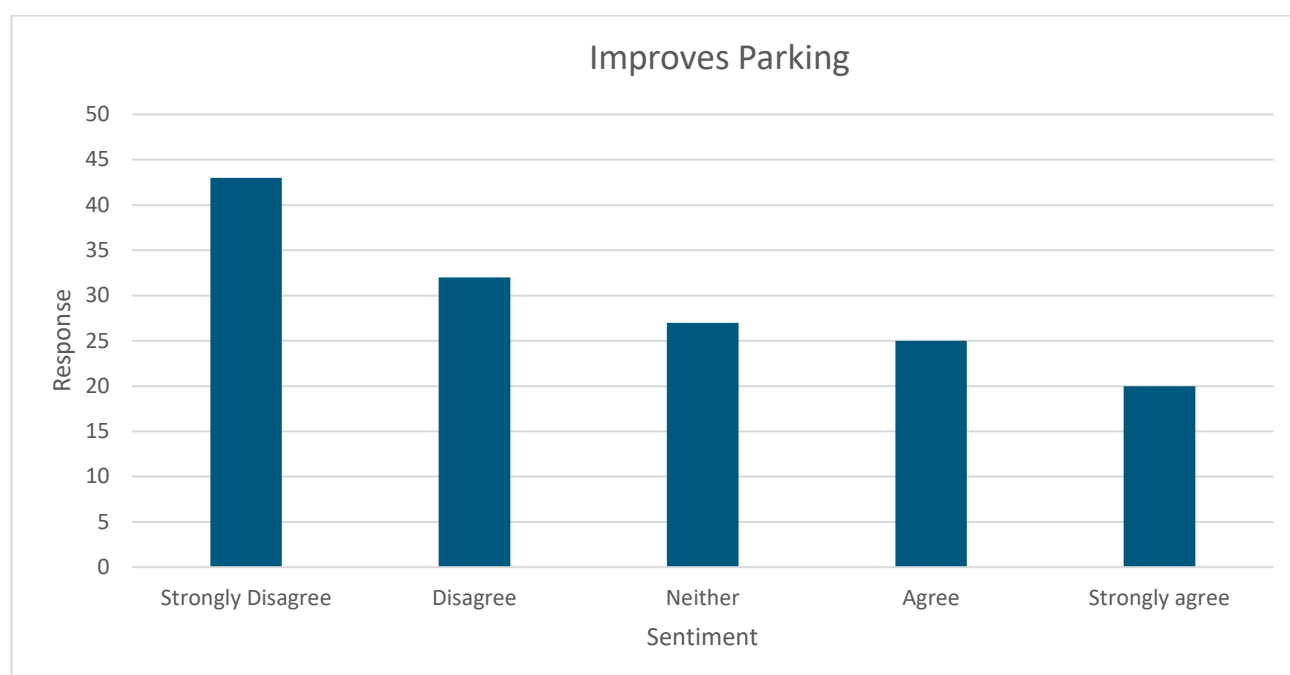


Figure 4

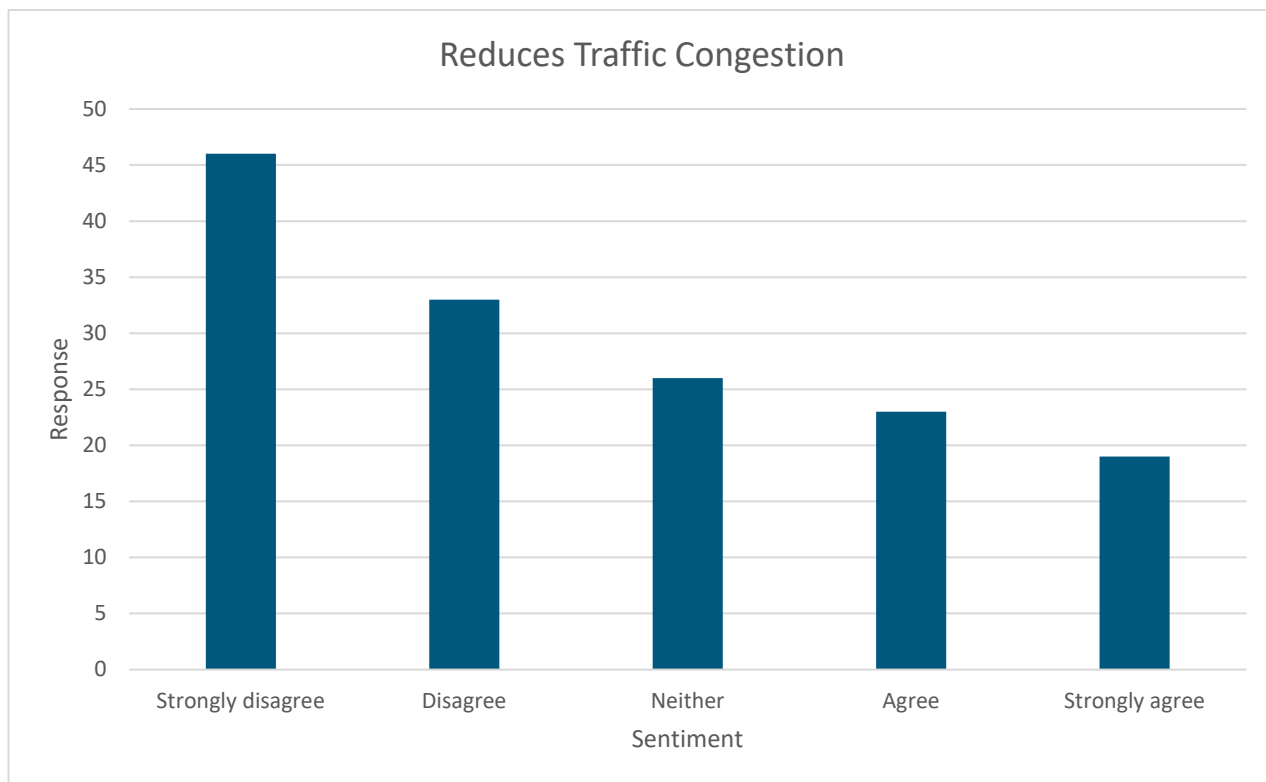


Figure 5

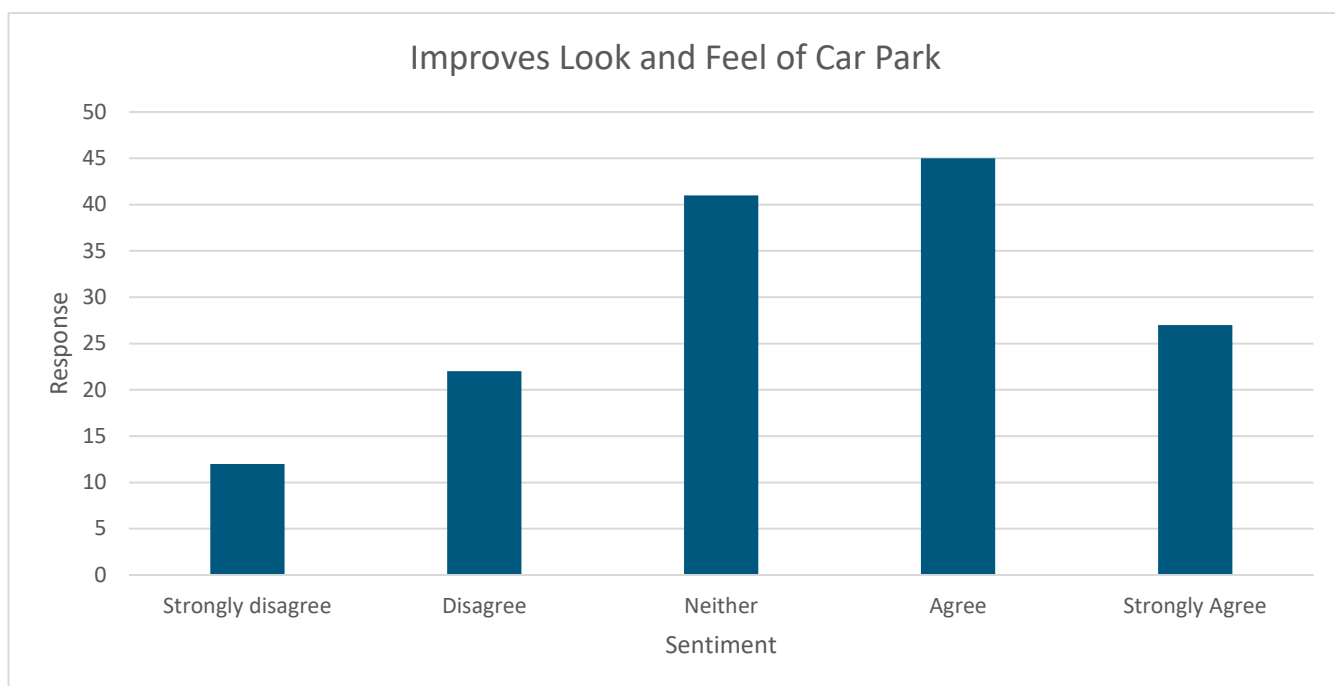


Figure 6

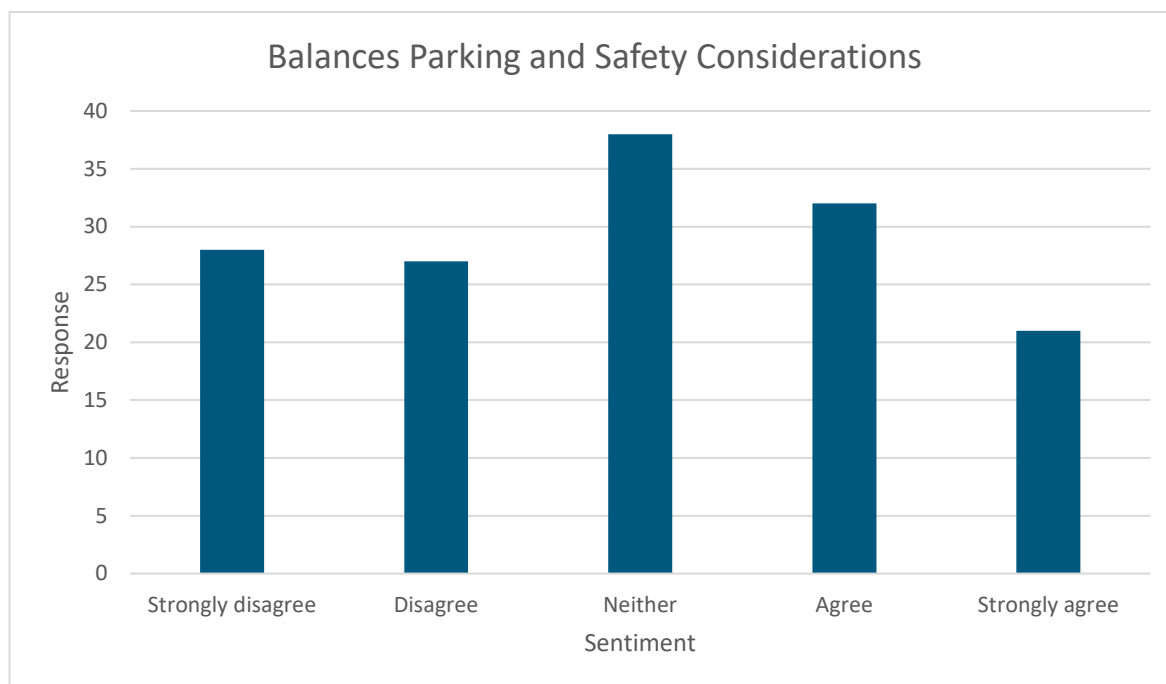


Figure 7

Key issues raised in all submissions

All written submissions including the respondents to the Shape Monash survey (Q2&3) provided comments about the draft concept design. Most respondents left comments about improvements that could be made to the design and changes that they did not support.

All comments have been categorised into themes as shown in the table below. Some comments were out of scope for the project, and where actionable were passed to the relevant service areas.

Some comments received such as the implementation of better signage, EV Charging Stations and Bicycle links will be considered within the detailed design phase of the project.

Issue themes within scope	Issue themes outside of scope
• Closure of entrances and exits • Removal of the roundabout • Angled carparking • Loss of carparking spaces • Pedestrian safety measures • Rationalising vehicle circulation (flow of traffic) • Landscaping • Implement signage • EV charging stations • Bicycle links and parking	• Public toilets • Transform carpark into plaza or community space

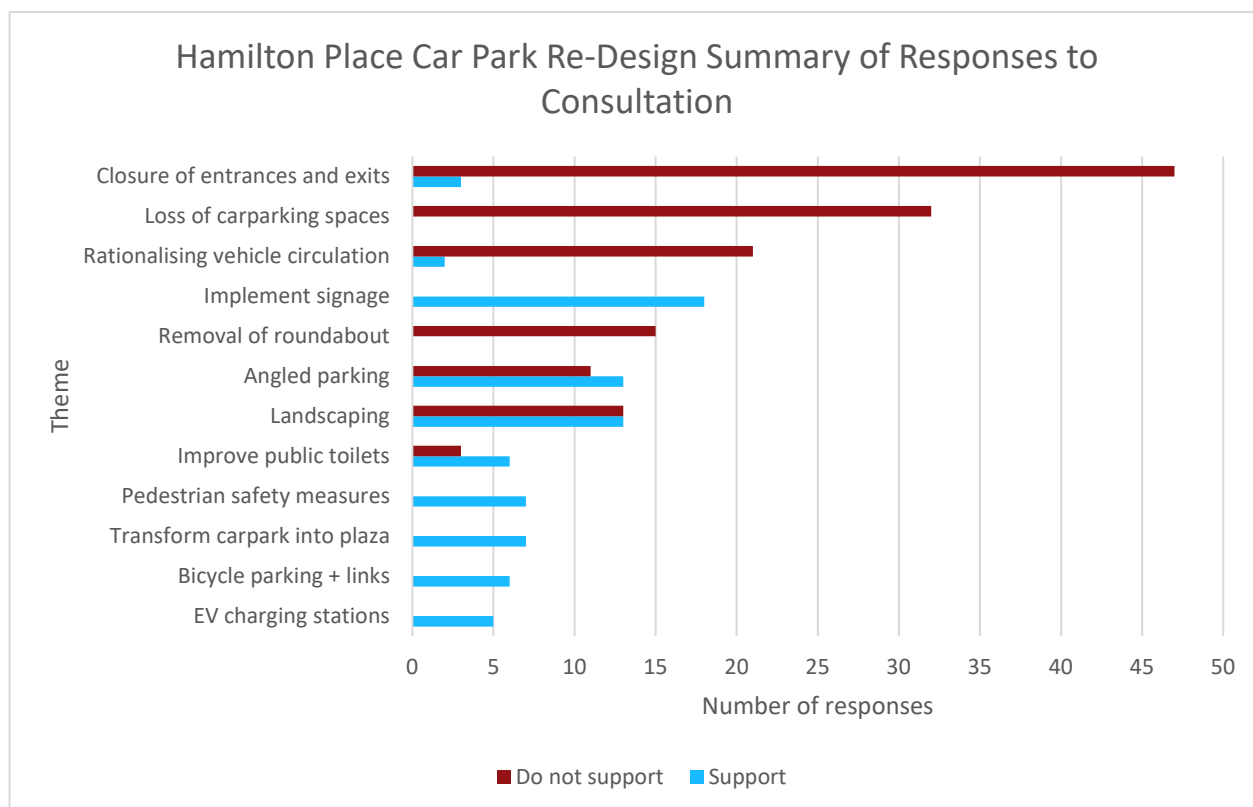


Figure 8

The sentiment to each theme (supports or does not support) is captured in the graph above.

The majority of the 'do not support' were to the proposed closure of the exit adjacent to the Commonwealth Bank. Although it was also noted that vehicles exiting the wrong way was an issue that needed to be addressed.

Observations

General observations

It is important to note that although many responses were captured in Shape Monash that did not support the proposed re-design, at the in person 'drop-in sessions' there was overwhelming support for the draft concept plan.

Many residents and visitors to the carpark were quoted as saying that it was "the most dangerous carpark in Victoria" and many visitors "did not know how to drive" or "disobeyed the one-way lane" at the western edge of the carpark. Many saw the proposed re-design as a positive step to improve congestion, traffic flow and pedestrian safety.

Closure of entrances and exits

The proposed change that caused the most concern, both within written submissions and delivered verbally at the drop-in sessions, was the closure of entrances and exits, in particular the southern-most entrance from Stephenson's Road and the exit at the north-western corner of the car park (outside of Commonwealth Bank). Respondents thought that congestion would occur by reducing the options available to exit the car park to Hamilton Place, particularly if they then wanted to proceed to Stephensons Road.

Reduction in carparking spaces

Respondents were also concerned about the loss of carparking spaces. Once the rationale for the loss of carparking spaces was explained verbally at the drop-in sessions most supported the improved parking and traffic mitigation measures that resulted in reduced car parking spaces. However, the survey responses indicate that 32 out of 175 submissions objected to the loss of carparking.

Angled parking

Support for angled parking was divided among the written submissions and survey results. There was overwhelming verbal support for angled parking heard at the drop-in sessions. Many supported the measure as it would stop reverse parking. Some of the written responses did not support angled parking because it could not be reversed into. Reverse parking by visitors was noted by respondents to cause most of the traffic accidents, near misses and congestion.

Rationalising vehicle circulation

Rationalising vehicle circulation refers to the general flow of traffic within the carpark. Those who objected to the change in traffic flow also tended to object to the removal of the roundabout and the closure of entrances and exits. Many respondents identified the longer route required to reach the car parking spaces outside of the IGA from Stephenson's Road as being problematic and time-consuming with conflicts with cars exiting car parks along the route.

Removal of roundabout

15 responses were concerned about the removal of the roundabout. Responses mostly referenced the longer route to park outside of the IGA and the possibility of traffic congestion blocking the eastern most carpark outside the IGA.

Landscaping

There was an even split of sentiment towards the proposed landscaping. Those who did not support the proposed landscaping believed that it would block views and vehicle sightlines. Conversely respondents who did support the landscaping proposed thought that it provided a greener, more visually appealing carpark setting and wider footpaths.

Signage

Many respondents suggested further traffic signage to direct vehicles and to emphasise road rules. Respondents recounted their observations that many visitors to Hamilton Place do not obey the road rules or road signs, resulting in dangerous driving and near misses. Many commented that if signage was improved the carpark would not need to be redesigned.

How we will consider your feedback (We listened)

We will consider the feedback in a future report, along with recommended changes to the carpark design as a result of that feedback (and any necessary consequential changes).

Next steps

A further report will be prepared responding to the issues raised by respondents and recommending changes to the proposed design of the car park based on the feedback.