

# Sunshine West

## Our 20-Minute Neighbourhood

---

20-Minute Neighbourhood Pilot Program



# Creating a city of 20-minute neighbourhoods

Neighbourhoods are the foundation of our city — they are the places we live, connect and build communities.

*Plan Melbourne 2017-2050* is a long-term plan to accommodate Melbourne's future growth in population.

The 20-minute neighbourhood concept is a key principle of the strategy. The 20-minute neighbourhood is all about 'living locally' — giving people the ability to meet most of their everyday needs within a 20-minute walk from home, with access to safe cycling and local public transport options.

Research shows that 20-minutes is the maximum time people are willing to walk to meet their daily needs locally.<sup>1</sup>

These needs include local health facilities and services, local schools and local shopping centres. This represents an 800m walk from home to a service or destination, and back again.

This distance is a guide as there are many factors that influence people's ability or willingness to walk.

To make Sunshine West a more liveable place, people should have access to the 20-minute neighbourhood features within 800 metres from home.

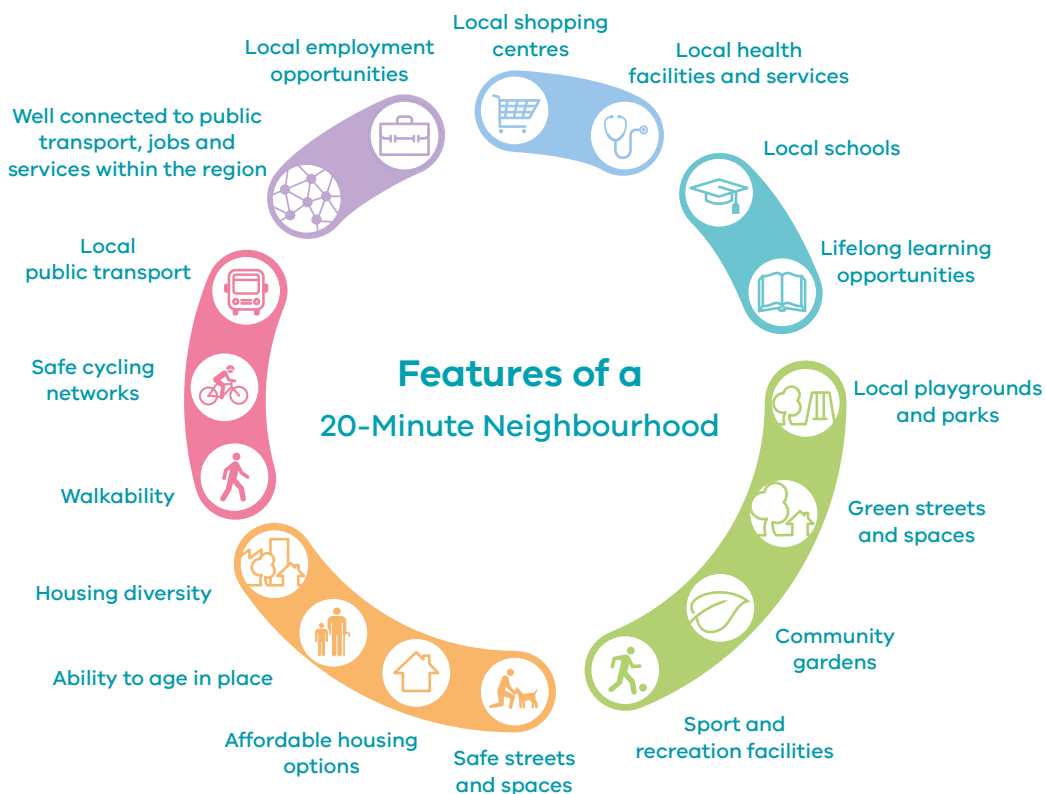


Figure 1 Features of a 20-minute neighbourhood

Source: Department of Environment, Land, Water and Planning

## 20-Minute Neighbourhood Pilot Program

The Victorian Government is working in partnership with local government to test the implementation of 20-Minute Neighbourhoods in three pilot projects sites in Melbourne.

This report outlines the approach taken in the Sunshine West pilot project, delivered in partnership with Brimbank City Council, Victoria Walks and the Heart Foundation (Victoria).

The purpose of the project was to identify opportunities to improve liveability and create a 20-minute neighbourhood in Sunshine West.

The project was delivered in three stages.

The pilot program and this report are important in developing local solutions to address global and metropolitan sustainable development challenges.

## 20-minute neighbourhood 'hallmarks'

Plan Melbourne outlines the 'hallmarks' of a 20-minute neighbourhood.

The purpose of the pilot project was to identify opportunities to deliver on the hallmarks in Sunshine West.

The hallmarks establish that a 20-minute neighbourhood must:

- be safe, accessible and well connected for pedestrians and cyclists to optimise active transport
- offer high-quality public realm and open space
- provide services and destinations that support local living
- facilitate access to quality public transport that connects people to jobs and higher-order services
- deliver housing/population at densities that make local services and transport viable
- facilitate thriving local economies.

### Pilot project stages

#### 1.1 Community partnerships

Place-based engagement to understand community concerns and capture their ideas

#### 1.2 Technical assessments

Technical assessments undertaken on walkability, transport network, land use, housing density and vegetation cover

#### 1.3 Future opportunities

Initiatives and infrastructure opportunities identified for the neighbourhood





Glengala Village  
Image Courtesy of Brimbank City Council

# Sunshine West

## Neighbourhood context

Sunshine West is located approximately 13km from Melbourne CBD and approximately 2km from Sunshine in Brimbank City Council. The neighbourhood is serviced by bus route 420 (Sunshine-Watergardens) and characterised by low-density housing and entrenched car-dependency, with 66,000 cars passing through Glengala Road daily.

While Sunshine is outlined as a place of state significance in Plan Melbourne, which is the focus for growth and significant investment, there has been limited development in Sunshine West, particularly in Glengala Village (the commercial centre of Sunshine West).



While Glengala Village has a mix of businesses, including a chemist, casual dining and fresh food grocer, many residents drive to the Sunshine to meet daily needs.

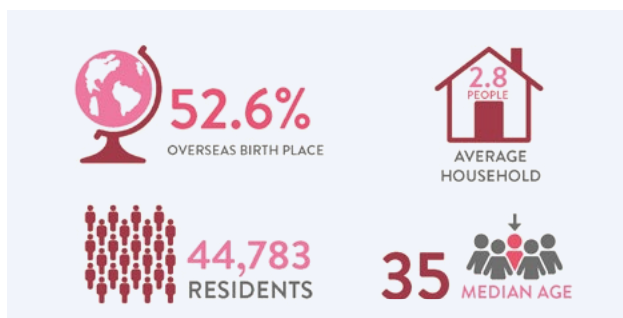
Sunshine West is a multicultural neighbourhood that has the potential to provide the services and destinations to support the community to shop and live locally.

# The 20-minute neighbourhood concept is all about 'living locally'

## Local strategic context

Relevant local strategies that apply to this area include:

- Brimbank Housing Strategy, Home and Housed
- Brimbank Council Plan 2017–2021
- Brimbank Activity Centre Strategy 2018

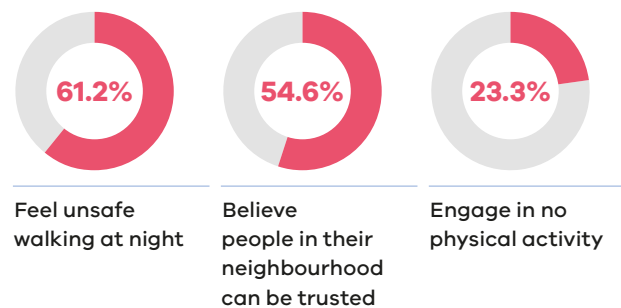


"Brimbank is hard to get around for people who do not have (or have limited access to) a car. We need to include these people as well! We need walking and cycling, as well as better and cheaper bus transport."

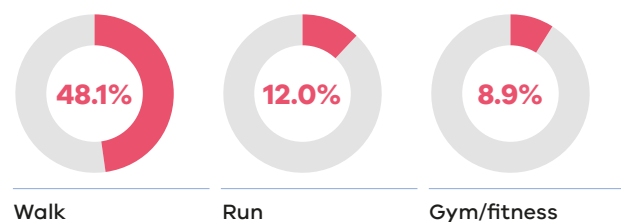
BRIMBANK COMMUNITY VISION 2040

## Community health profile

The following physical, mental and social indicators for Brimbank City Council residents are considered relevant for Sunshine West:



The three most popular non-organised physical activities are walking, running and gym or fitness.





# Sunshine West pilot project

Sunshine West, image courtesy of Brimbank City Council

## 1 Community partnerships

A community partnership approach underpinned the pilot project. This reflects the need to strengthen community participation in the planning of our city.

The project empowered a broad range of local people to take a partnering role to support the project and help shape the changes they want to see in their neighbourhood.

To build a community partnership, council engaged these existing key community groups:

- Traders/local businesses
- Community walking groups
- Residents within 800m of Glengala Village.

Council undertook a range of different activities to test a community partnership approach.

### Newsletters and surveys

In May 2018, a newsletter and surveys were mailed out to businesses and residents within 800m of Glengala Village. The survey was framed around what people love about the area and how it could be improved. More than 250 responses were received, which was a higher response rate than expected. This reflected the community's strong interest in the neighbourhood.



## Meet local traders Guess Who campaign

To support the retail community, Brimbank City Council delivered a Guess Who Campaign.

The campaign showed the friendly faces of Glengala Village and encouraged local residents to meet their local traders. The campaign broke down barriers and encourage interaction and connection between traders and the community.

The campaign was fun, flexible and was rolled out across a number of promotional platforms and disciplines. Not only did it encourage locals to shop, the confidence and enthusiasm it gave traders was immeasurable.

**Your local fruit shop**



**Your local social BBQ**



**Your local hardware**



**Your local cafe**



**Your local drycleaner**



**Your local butcher**



**Your local post office**



**Your local hairdresser**



## Destination Yellow Business Strategy

A local business strategy was developed to increase visitation and help establish an informal traders group.

To support the strategy, Brimbank City Council engaged local shop owners to better understand the challenges and opportunities for Glengala Village.

A local business strategy was developed to support a thriving local economy in Glengala Village. This strategy involved infrastructure and streetscape improvements as well as business development focusing on:

- Customer service
- Marketing — social media/online
- Visual merchandising
- Business planning/fundamentals
- Mentoring
- Supporting business listing on Google

In addition to business needs, a number of other immediate local issues were identified including the need to:

- Clarify the name of Glengala Village — ensuring brand consistency across all platforms including Council, businesses, signage and online channels
- Develop an informal traders group — facilitated and supported by Council
- Develop an online presence
- Investigate opportunities to transition to EFTPOS card purchases (not just cash).

Feedback from the community throughout the project highlighted a sense of community pride in the village.

## Pop-Up Park trial

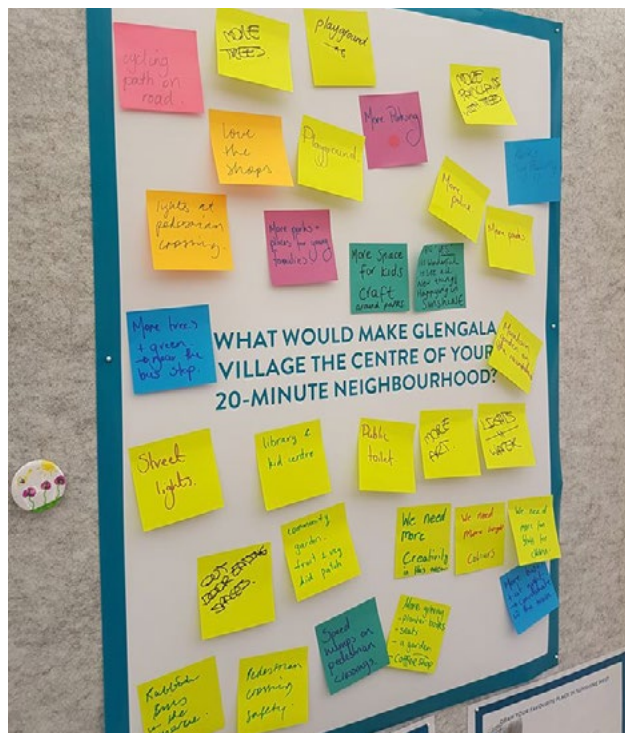
In July 2018, a Pop-Up Park trial was delivered in Glengala Village by Co-Design Studio. The purpose of this was to test the community's response to new public open space and engage directly with residents in the centre of the neighbourhood.

The trial took place on the street in place of where parking usually occurred, and it included temporary grass, kids play area and areas where people could engage with council officers and record issues and ideas.

The Pop-Up Park was visited by 75 people. 45 of whom favoured there being a permanent public open space in the area. No-one voted against it.

**'Love that council is paying attention and looking after the street.'**

**RESIDENT**



## Shop Local campaign GlenGALA Day

A Shop Local campaign was delivered as part of the pilot to help engage with business, enhance community pride and increase visits to the village.

Approximately 350 community members attended the GlenGALA Day and all 23 businesses in Glengala village participated. The event generated interest from the community in shopping locally and generated pride amongst traders.

As part of an initiative to Think. Shop. Buy Local, activities were held on 2 September 2018.

The traders responded positively to the campaign with more than 90 per cent expressing interest in being part of an informal traders' group. The group is looking to implement initiatives from the campaign including increasing its social media and online presence.

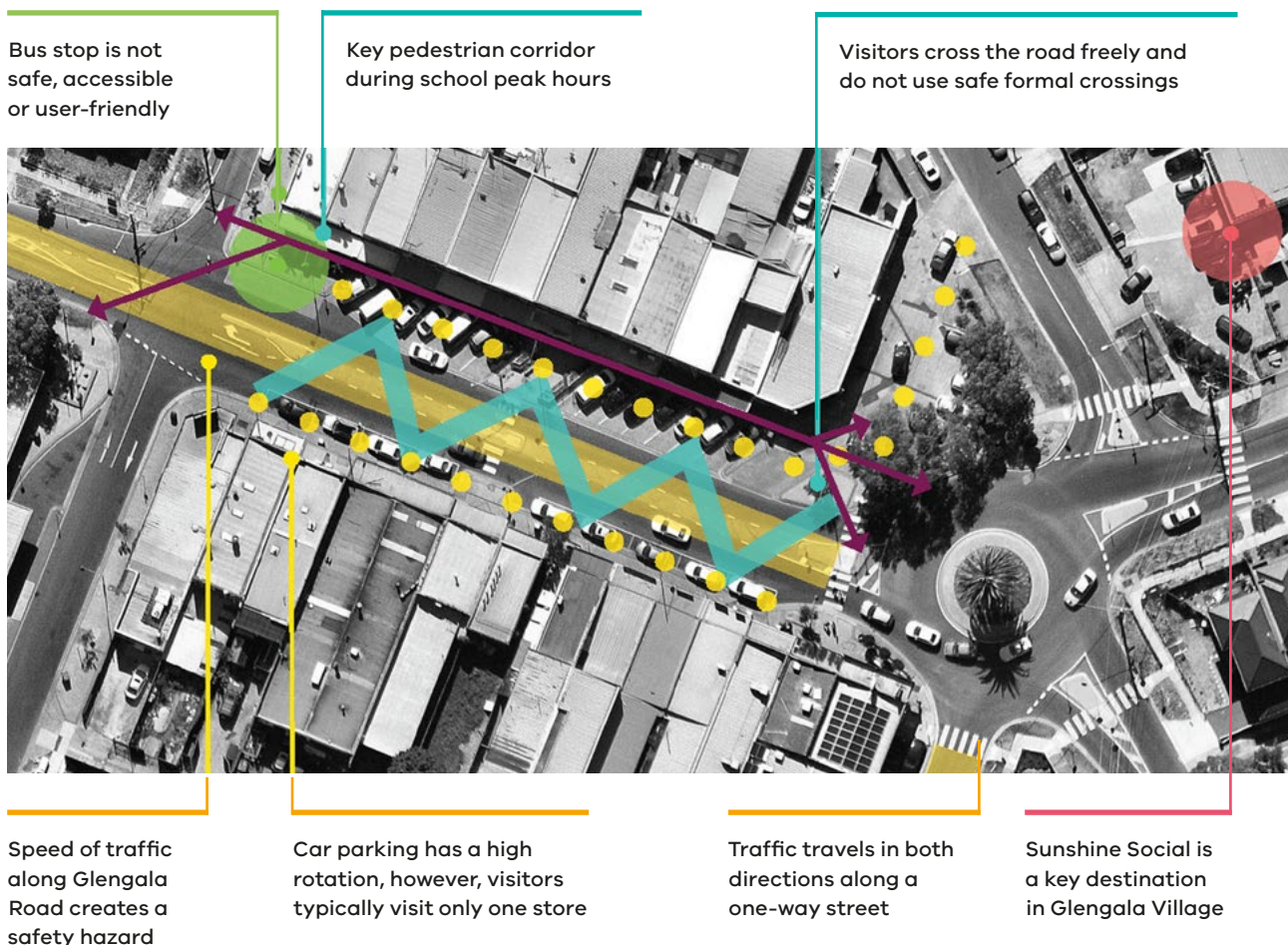


**'GlenGALA day attracted new people to the shop. It had a market feel, with fun and music. A lot of people came in and stayed for a long time.'**

**GLENGALA VILLAGE TRADER**

## Movement and Activity Glengala Village

Key movement and activity patterns were identified in Glengala Village at direct community engagement events. The findings were tested during independent site audits by Co-Design Studio.



## Key issues and improvements raised by the community



### Public open space

Deliver upgrades to local infrastructure including:

- Playgrounds
- Community gardens
- Dog-friendly parks
- Public toilets



### Pedestrian safety

Improve safety by:

- Installing traffic-control measures
- Creating safe crossings near schools and intersections



### Streetscape

Streetscape upgrades to create a 'destination' feeling, including:

- Upgrading lighting
- Installing public art
- Street greening
- More seats
- More bins and rubbish collections



### Local transport

Support local transport options by:

- Upgrading bus services and stops
- Installing on-street bike lanes
- Designing accessible footpaths for prams and wheelchairs



### Businesses

Support a thriving local economy by:

- Supporting a diversity of stores such as a bakery and cafe
- Encouraging street trading racks that create an attractive aesthetic

## 2 Technical assessments

To support a whole-of-government evidence-based approach to the project, DELWP facilitated the preparation of technical assessments for Sunshine West. This included transport, housing, health and vegetation assessments.

### Healthy Active by Design

The Heart Foundation works to improve heart disease prevention and care. A key way to achieve this is through improved physical activity by promoting walking, cycling and other forms of physical activity. Work undertaken by the Heart Foundation aligns closely with the aims of 20-minute neighbourhoods, in particular the Healthy Active by Design guidelines, which were developed as practical guide to address the need to create healthy neighbourhoods.

These guidelines were used to inform the delivery of the program and were adapted into a 20-Minute Neighbourhood Scorecard, which was used to identify opportunities in **Step 3 Future opportunities**. This simplified scorecard will be adapted into a useful tool for other councils.

[For more information on the healthy active by design guidelines visit here](#)

### Walkability assessment

Victoria Walks is an independent health organisation that advocates for safe, accessible and connected environments that encourages walking.

In June 2018, Victoria Walks conducted a neighbourhood walking assessment of Sunshine West to identify pedestrian infrastructure issues. The assessment provided preliminary recommendations for Sunshine West including to:

- Create a safe, high-quality pedestrian route on Glengala Road between Links Road and Mernda Street.
- Improve streetscape around Glengala Village.
- Improve pedestrian infrastructure to support safe active travel to school and reduce congestion.
- Redesign intersections to reduce walking barriers on major roads including roundabouts.

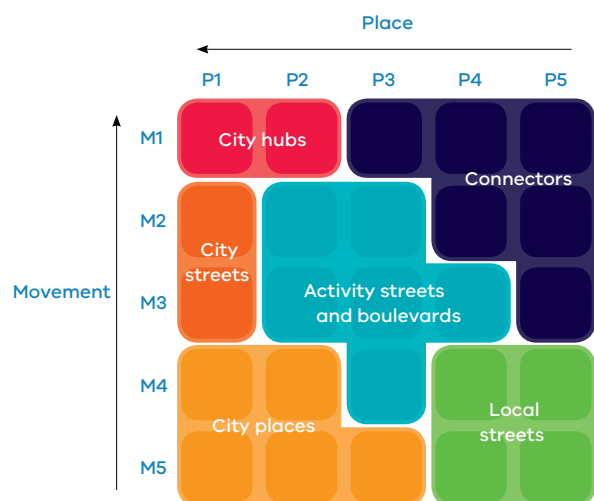
[To see the full walkability assessment visit here](#)

### Movement and Place assessment

Movement and Place is a new Department of Transport road-management framework for Victoria. It recognises the role streets play not only in moving people and goods, but also in contributing to the places where people live, work and play. It integrates planning and transport and it will be used as a framework to support transport decision-making.

An assessment was undertaken for Sunshine West, which was one of the first times the new framework was tested at a local level. Based on this assessment the following design objectives were identified for Sunshine West:

- Improve road safety around Glengala Village.
- Improve cycling infrastructure on Forrest Road.
- Support pedestrian and local cycling access to Glengala Village in Sunshine West.
- Improve place amenity and comfort in Glengala Village.



[For information on the methodology, visit here](#)

## Housing development assessment

Housing development data provided information on the number and location of existing dwellings, vacant residential land, and recent residential development across all land in Victoria.

Housing stock in Sunshine West is characterised by single detached dwellings. While there has recently been an increase in unit developments, the area remains low density with an average density of 16 dwellings per hectare.

Research shows that a minimum housing density of 25 dwellings per hectare is needed to deliver more walkable neighbourhoods.<sup>2</sup>

To provide greater choice and diversity of housing, increased density should be supported in and around Glengala Village. This will enable residents to downsize without leaving the neighbourhood and will help make services and transport viable.

**Facilitate an increased percentage of new housing in established areas to create a city of 20-minute neighbourhoods close to existing services, jobs and public transport.**

**POLICY 2.1.2. PLAN MELBOURNE**

## Vegetation and heat vulnerability assessment

The urban heat-island effect is created by the built environment absorbing, trapping and, in some cases, directly emitting heat. This effect can cause the built environment to be up to four degrees Celsius hotter than surrounding non-urban areas.<sup>3</sup>

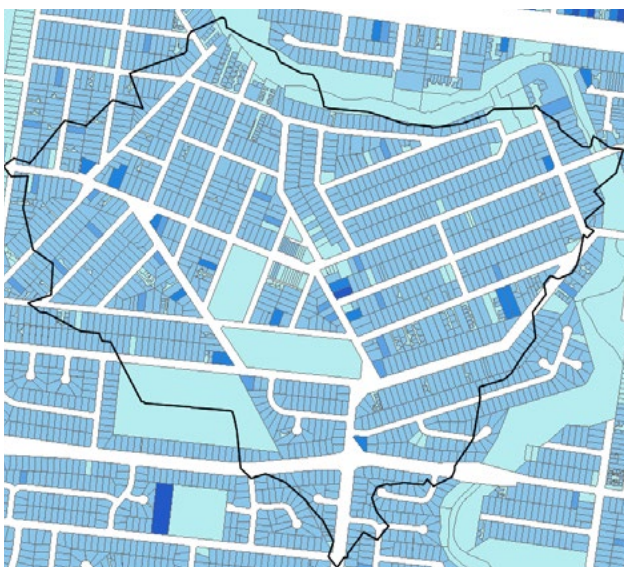
Increasing the vegetation cover and greening the city can provide cooling benefits and improve the community's resilience to extreme heatwaves. Urban greening and street trees remove pollution, an increases in tree cover by 10%, can reduce energy needed for heating and cooling by 5 to 10%.<sup>4</sup> Greenery can improve shade for walking and generally improve the public realm of neighbourhoods.

While vegetation mapping shows low cover for most of Sunshine West (less than 30%), there are some areas with high cover (more than 50%) such as Kororoit Creek and Castley reserve.

To minimise heat vulnerability associated with low canopy cover, continued protection of existing vegetation is required. Future investment is also needed to connect patches of vegetation and support of an urban forest.

**Support a cooler Melbourne by greening urban areas, buildings, transport corridors and open spaces to create an urban forest.**

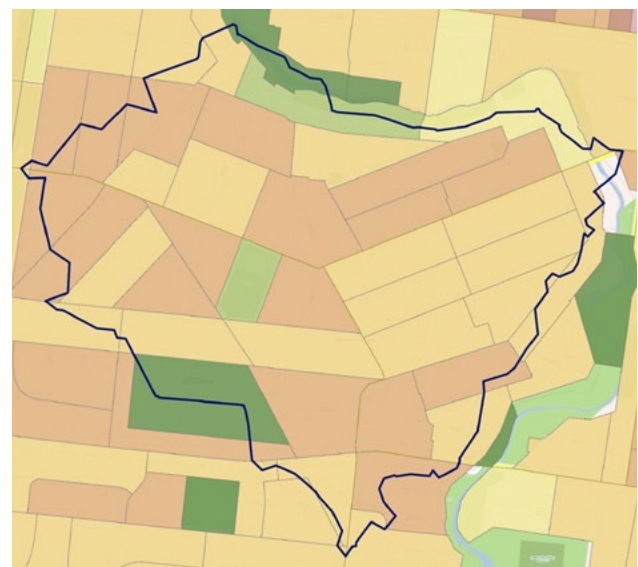
**POLICY 6.4.1. PLAN MELBOURNE**



Housing Development Data Stock 2016

0 1 2 10+ Dwellings per lot

0 200m N



Percentage Vegetation Cover 2018

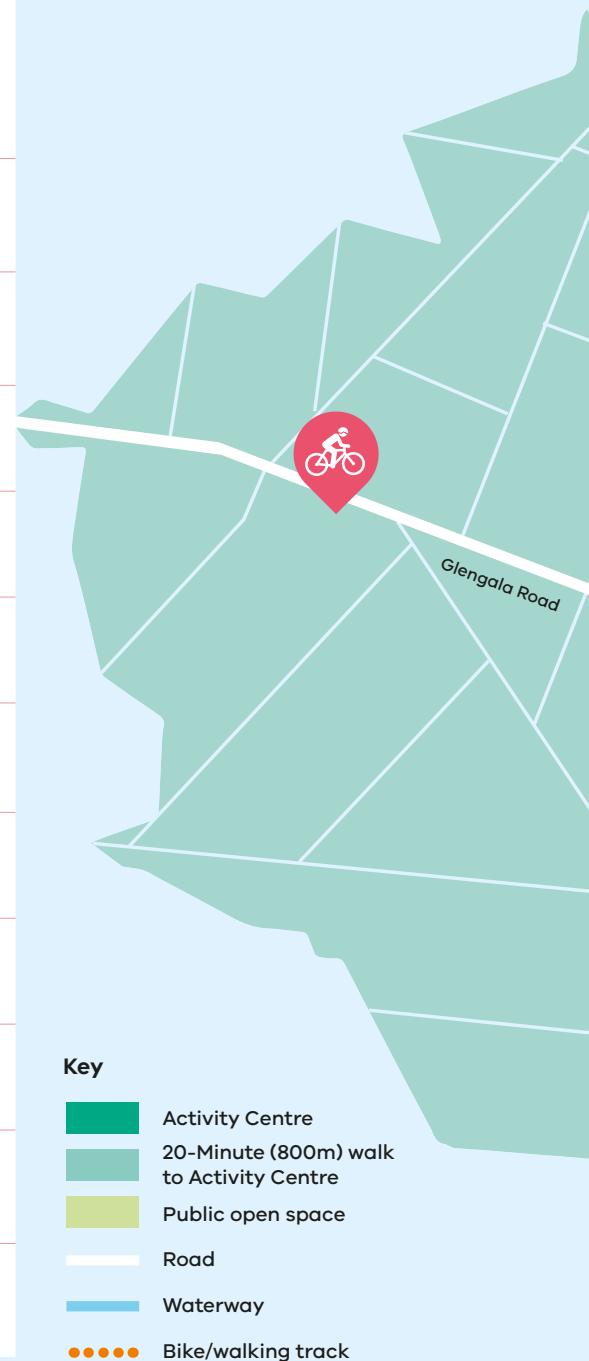
10-20 20-30 30-40 40-60 50-60 60+ % 0 200m N

### 3 Sunshine West future opportunities

This section brings all the work on the pilot together, it draws on the community partnership feedback, workshops and technical assessments.

	Investigate opportunities to prioritise pedestrian movement and increase pedestrian safety including though measures such as- shared zones, speed restrictions, signal phasing and investigating the function of existing roundabouts
	Consider innovative ways to improve pedestrian safety, such as road-safety art
	Upgrade street lighting to improve community safety, particularly in Glengala Village
	Improve local cycle links and facilities
	Consider relocation of bus stop on north-east corner of Glengala Road and Simmie Street and allocate it to public open space
	Support increased housing diversity in and around Glengala Village
	Encourage 'pop up' shops and street trading to support a thriving local economy
	Consider streetscape improvements such as drinking fountains and seating
	Plant trees to create green streets and better connect the neighbourhood to Kororoit Creek
	Support public art installations and 'creative spaces', particularly in Glengala Village
	Upgrade playground infrastructure
	Investigate improvements to the community centre to support more flexible use

Note: These icons indicate areas for investigation, not specific locations or project sites



The 20-minute neighbourhood features (see figure 1) have been used as the basis for a range of opportunities to improve liveability and support people to live locally in Sunshine West.

The following opportunities reflect community ideas that will be a starting point in a local approach to delivering a 20-minute neighbourhood in Sunshine West. These opportunities reflect community feedback and technical assessments. They are not formal funding commitments.



# References

---

- 1 Badland H, Whitzman C, Lowe M, Davern M, Aye L, Butterworth I, Hes, D and Giles-Corti B 2014, Urban liveability: Emerging lessons from Australia for exploring the potential for indicators to measure the social determinants of health, *Social Science and Medicine*, 111: 64–73.
- 2 Badland H, Whitzman C, Lowe M, Davern M, Aye L, Butterworth I, Hes, D and Giles-Corti B 2014, Urban liveability: Emerging lessons from Australia for exploring the potential for indicators to measure the social determinants of health, *Social Science and Medicine*, 111: 64–73.
- 3 Voogt, JA 2002, 'Urban heat island', in I Douglas (ed.), *Encyclopedia of global environmental change*, John Wiley and Sons, New York.
- 4 Ewing, R et al. 2008, *Growing cooler: The evidence on urban development and climate change*. Washington, DC: Urban Land Institute.



## Accessibility

If you would like to receive this publication in an alternative format, please telephone the DELWP Customer Service Centre on **136 186**, or email **customer.service@delwp.vic.gov.au**, or via the National Relay Service on **133 677**, **www.relayservice.com.au**. This document is also available on the internet at **www.delwp.vic.gov.au**

ISBN 978-1-76077-697-8 (Print) ISBN 978-1-76077-698-5 (pdf/online/MS word)

© The State of Victoria Department of Environment, Land, Water and Planning 2019



This work is licensed under a Creative Commons Attribution 4.0 International licence. You are free to re-use the work under that licence, on the condition that you credit the State of Victoria as author. The licence does not apply to any images, photographs or branding, including the Victorian Coat of Arms, the Victorian Government logo and the Department of Environment, Land, Water and Planning (DELWP) logo. To view a copy of this licence, visit [creativecommons.org/licenses/by/4.0/](https://creativecommons.org/licenses/by/4.0/)

## Disclaimer

This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.

The background of the page is a solid pink color. A large, dark pink diagonal band runs from the top left towards the bottom right. In the bottom left corner, there is a white triangle containing the text 'VICTORIA State Government'. To the right of this triangle, the text 'Environment, Land, Water and Planning' is written. In the bottom right corner, the text 'Inclusive Vibrant Healthy' is displayed. The lower portion of the page features a faint, stylized line-art illustration of a landscape with various trees, bushes, and a small building.

**VICTORIA**  
State  
Government

Environment,  
Land, Water  
and Planning

Inclusive  
Vibrant  
Healthy