Our Vision: Casey – Creating the most Caring, Safe, Innovative and Sustainable City
Document Control

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Responsible Department – Strategic Development

Adopted 2 August 2011

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Electronic reference library version 1.1

Preamble

In accordance with a resolution of Council on 21 June 2005 to include definitions of Council, Councillors and Council officers in all Council policy documents, the following definitions are provided:

Council – means Casey City Council, being a body corporate constituted as a municipal Council under the Local Government Act 1989

Councillors – means the individuals holding the office of a member of Casey City Council

Council officers – means the Chief Executive Officer and staff of Council appointed by the Chief Executive Officer.

Administrative Updates

It is recognised that, from time to time, circumstances may change leading to the need for minor administrative changes to this document. Where an update does not materially alter this document, such a change may be made administratively. Examples include a change to the name of a Council department, a change to the name of a Federal or State Government department, and a minor update to legislation which does not have a material impact. However, any change or update which materially alters this document must be by resolution of Council.
The Casey Complex (the Complex) Structure Plan is a high level strategic document that sets the strategic planning directions and the vision for the development of the Complex into the future. It includes an indicative implementation strategy outlining key projects required to make the Structure Plan happen.

This Casey Complex Structure Plan is supported by a more detailed Master Plan that includes design guidelines and background information to help with the implementation. Its primary role is to guide the programming of Capital Works from year to year over the life of the Structure Plan.

The diagram below explains the strategy framework and its relationship to the Capital Works programming and Budget.
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The Casey Complex (the ‘Complex’) is a 21 hectare parcel of land owned by the City of Casey on the eastern periphery of the Cranbourne Town Centre. The Complex forms an integral part of the Cranbourne Town Centre and is located between key activity nodes including the Cranbourne Retail Core (primarily the High Street), Royal Botanic Gardens, Cranbourne Racecourse and Recreation Complex, and Casey Fields (Refer to Figure 01).
2.1 STRATEGIC CONTEXT

The Complex forms an integral part of the Cranbourne Town Centre Plan (CTCP), adopted on 19 September 2006. The Complex is currently zoned for Public Use under Schedule 6 which is for Local Government purposes and is affected by the Development Plan Overlay Schedule 8. Under the CTCP 2011, the Complex is situated within Precinct 7 - Community Hub.

The CTCP sets eight strategic directions to shape the future of the Town Centre. The key direction relevant to the Complex is to reorient the Town Centre toward the proposed Cranbourne East Railway Station (Refer to Figure 02).

This direction recognised that the Cranbourne railway station is distant from the retail core of the Town Centre and has limited activity opportunities close to it in the foreseeable future. In contrast the Complex site has a collection of major education, sporting and leisure activities in proximity to the proposed Cranbourne East railway station. It was seen that a positive link from this precinct to High Street would mean this site could be the location for a bus / rail transport interchange that serves the High Street area.

Figure 2: Cranbourne Town Centre Structure Plan Vision (2011)
2.2 REGIONAL & SITE CONTEXT

The site currently accommodates a range of community, leisure and recreation facilities servicing the Cranbourne region and sits within a broader sport, education and recreation precinct bounded by Berwick-Cranbourne Road to the south; the Narre Warren-Cranbourne Road to the west; the rail reserve to the north; and, the proposed Broad Oak Drive extension to the east. This broader precinct accommodates key community uses including the Chisholm Institute of TAFE; Casey Grammar School; Marnebeck School; and the Salvation Army.

At present, the Complex’s role is that of a centre for recreation and leisure facilities to service local and regional sports competitions and patronage as well as cultural and community service activity. The area is inextricably linked to existing and potential residential estates and proposed activity centres further to the north, east and south.

Council has a unique opportunity to develop the Complex site as a hub that stitches together the Cranbourne Commercial Centre to the west; the future railway station to the north; and proposed new residential communities to the south and east.

Figure 3: Regional and Site Context
Under the CTCP 2011, the key outcome for the Complex is to develop enhanced mixed use activity and to focus on bringing about the creation of a ‘New Urban Heart’ for Cranbourne, while maintaining as a key priority its sport, recreation, leisure, cultural, community and education uses.

The structure planning process undertaken for the Complex site confirmed the key role the new urban heart will play in relation to the Town Centre and the adjoining growth area developments south of Berwick-Cranbourne Road. The process noted the following key drivers in the urbanisation and development of the Complex:

1. Council has a strategic asset in terms of the financial and community benefits it can derive by virtue of its land ownership;
2. The location of the proposed Cranbourne East Railway Station can stimulate transport-oriented development;
3. The need to provide a local Neighbourhood Activity Centre function for the Cranbourne East community to be established south of the Complex site; and,
4. There are synergies to be derived from the diverse uses and existing facilities within and adjacent to the Complex.

It's emphasises on a mixed use approach to development (Refer to Figure 4).
Image 5: Existing Conditions of the Complex showing the vibrant indoor activity areas and the poorly activated public realm/ the life between buildings

Image 6: Artist impression of the Skate Park front entrance
The purpose of the Casey Complex Structure Plan (the Plan) is to provide for future growth and manage change to the physical environment and activities on land owned by Council at the Complex. Council has prepared the Plan with input and assistance from various Council Departments and specialist consultants.

The Plan provides the future urban structure to guide development of the site in an ordered manner. It is intended that this structure will facilitate the best and highest use of the land and create synergies between existing uses and more intensive and diverse land uses to maximise economic and social benefits for the wider community.

The Plan defines the specific policy and objectives for the transformation of the area, and identifies opportunities and strategies to realise those objectives. The overarching objectives of the Plan are:

- To provide a framework for intensive mixed use and transport oriented development that form synergies with the existing land uses within and adjacent to the Complex;
- To ensure the best and highest use of Council-owned assets to maximise financial and community benefits;
- To ensure a coherent, well-planned, coordinated and cost effective approach for the future development of the Complex;
- To harness the advantages derived from Council’s land ownership and use this advantage to deliver and showcase innovative and best practice examples of design and development and sustainability;
- To deliver a liveable and sustainable community of the future; and,
- To provide a basis for the assessment of proposals for use, development and subdivision.

It is anticipated that this Plan will be incorporated into the Cranbourne Town Centre Structure Plan which is an adopted document under the Development Plan Overlay contained within the Casey Planning Scheme.

Any development proposal must support delivery of the urban structure as identified in this document.

**Illustration 1:** Artist impression of the proposed upgraded CILC East Facade & Station Precinct - Activating the street with alfresco dining and high quality public realm treatments with appropriate built form interface
The vision for the Complex is to create:

“A place that engenders an exciting and vibrant community through intense and diverse land uses.”

The Complex will be a place:

- Celebrated for its range of civic, recreational and cultural activities.
- With reduced reliance on the car as a means of transportation.
- With excellent access to public transport.
- Where people can enjoy living, playing, walking, seeing and meeting others and developing their social networks.
- Where a mix of land uses supports extended hours of activity.
- With an active, high quality and visually attractive public realm.

Image 7: Digital visualisation of the Complex Vision
Figure 5: Land Use Precinct & Activity Hub
The vision is underpinned by the following key themes and goals:

**Placemaking**: A unique sense of place (genus loci) with a unique community identity that will stitch together the elements of urban fabric. A genuinely functioning urban heart for the City where people live, work and play in close proximity. It will be a new lifestyle option for Cranbourne residents as the place to be, to experience and to be seen.

**Diversity**: Mixed use development, diversity and intensification of land use (to foster social diversity) to create a critical mass of activities and movement to generate a more vibrant centre, both indoors and outdoors; including a variety of housing types in close proximity that promote a 24/7 activity at the Complex.

**Employment Generation**: Land uses that generate new and high employment capacity by maximising floor space.

**High Quality Public Realm**: Intimate nodal environments and well designed and defined edges to the public realm that encourage walking, improve community health and wellbeing, and create high quality civilised streets and spaces.

**Connectivity and Movement**: A network of highly connected and high amenity streets, boulevards and pedestrian footpaths to and from the Cranbourne Town Centre and the adjoining residential communities. Street design that consider not just 'Capacity', but 'Character'. Increased public transport patronage within the Complex and adjacent residential communities through the intensification of development to accelerate the delivery of the Cranbourne East Station.

**World Class Architecture**: World class - architectural design excellence for all new and upgraded structures. Design that is innovative, responsive, sustainable and adaptive, setting a high benchmark / exemplar.

**Environmentally Sustainable Design**: Council to take a pro-active leadership role in the field of Environmentally Sustainable Design (ESD), with the Complex showcasing ESD through self sustaining power supply, co-generation, water collection and reuse, waste management, building design, water sensitive urban design and the like.

**Regional Competitiveness**: New world class regional sports, recreation and educational facilities and upgrades to the architecture, technology and equipment of existing facilities to world-class standards to improve regional competitiveness of the Complex and increase rental income and the capital improved value of land and buildings.

**Designing For People**: The design of structures and spaces for ‘people’ should be given careful consideration to:
- Scale, proportion & grain size; micro climate of public spaces, safety, weather protection and visual amenity;
- Activate frontages where required with clear entries and exits;
- Hard and soft landscaped spaces for people to reflect and relax;
- Clear linkages between buildings, external and internal spaces;
- Iconic and signature buildings at strategic locations that provide a strong visual presence and make a statement for the Complex;
- Sufficient at-grade parking spaces during the transitional stages of development with deck, basement or undercroft parking at full development;
- High quality and coordinated landscape themes and public art installations;
- Coordinated, themed, high quality, artistically designed signs and way-finding elements;
- Appropriate street and facilities lighting, accent or highlighting with the capacity to create lights and sound shows during evenings to achieve a unique and lively night image as opposed to the day image of the Complex.

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**Figure 7**: Living Streets are Walkable Streets
The key elements that underpin the Structure Plan, and illustrated in the Physical Framework and Movement Plans at Figures 5 and 6 (page 12 & 13), are as follows:

6.1 MOVEMENT AND CONNECTIVITY
The urban structure is based around creation of a permeable network of streets that enable ease of movement within the Complex and provide connections to surrounding areas. This network of streets will form the key organising element for the centre and allow for the creation of active frontages, and provide development opportunities at street level.

Objectives:
• Make movement within the Complex an easy, memorable and safe experience.
• Base street design on best practice Urban Design (refer image below: Living Streets are Walkable Streets, Street Manual, DOT UK, 2010).
• Enhance connectivity and increase accessibility between the Complex and adjoining residential estates to the south, north and east; and, the Town Centre to the west.

Design Response:
• Adopt a pattern of streets with a 200m x 200m walkable grid that provides good connectivity between key activities.
• Design safe, walkable, attractive and legible paths and streets, public spaces, parks, homes, workplaces and key destinations.
• Design pedestrian friendly streets that encourage walking and improve community well being.
• Design streets to respond to and integrate with abutting land uses.
• Re-design the intersection of New Holland Drive and Lyall Street to establish a direct cross intersection; design as a high quality boulevard to encourage walking and improve the visual amenity of the streetscape between the Complex and the retail core of the Cranbourne Town Centre.
• The design and delivery of the two north-south streets within the Complex to establish direct and clear connections to the residential communities to the south; as well as to east-west streets to complete the grid.

6.2 MIXED USE DEVELOPMENT
The urban structure of the Complex is divided into six distinct precincts, each generally characterised by a predominant land use. However within each precinct a mix of uses is encouraged for vibrancy and to enhance the viability of the Centre. It will also create opportunities for employment, a diverse and interesting built form, improved public transport patronage and provide wider community benefits.

Objectives:
• Promote a mixed use pattern of development.
• Deliver active frontages to the Main Street and at other strategic locations to create a hub of activity.

Design Response:
• Locate a medium Neighbourhood Activity Centre (NAC) to provide for the needs of the Complex and the surrounding residential estates.
• Encourage a feasible and effective transport oriented development around the proposed Cranbourne East Railway Station, characterised by higher density residential development.

6.3 PUBLIC REALM AND ACTIVE HUBS
The overall success of a city centre is largely related to the liveability and usability of its public spaces which allow for people to interact. The Structure Plan envisages a range of linked public spaces that provide opportunities for people to gather, promoting social interaction and community involvement. A high quality, inviting urban environment activating the streets, prioritising pedestrians, promoting social interaction, and stimulating business interest and economic activity will be pursued.

Objectives:
• Provide a network of equitable, diverse and accessible public open spaces.
• Enhance the quality of the urban environment with inviting and interactive street design.

Design Response:
• Design of the public realm that offers passive surveillance and encourages community safety.
• Building design that contributes to the quality of the public realm and enhances the existing sense of place and identity of the Cranbourne area.
• Encourage developments that incorporate public plazas and spaces that contribute to the overall quality and atmosphere of the public realm.
• Ensure development fronting streets contributes to a continuous building edge and integrated streetscape.
• Soften the hard edge urban environment and large building mass of the CILC and create a more human scaled environment by means of a linear path on an east-west axis.
6.4 ECOLOGICALLY SUSTAINABLE DESIGN (ESD)

The Complex offers a unique opportunity for Council to continue to showcase ecologically sustainable design and deliver best practice sustainable outcomes whereby environmental, economic and social benefits are maximised.

Objectives:

- To plan and design for the minimisation and offsetting of carbon emissions, that achieve new benchmarks in energy conservation and increased use of renewable energy resources.
- To minimise waste generation, water consumption and stormwater run off from existing and new buildings.

Design Response:

- To ensure all buildings, facilities, businesses, residents, operators and organisations have a strategy for environmentally sustainable operations.

Illustration 2: Artist impression of the proposed transitional retail in super block 1, and the Main Street south view from the train station - Vibrant street condition with alfresco dining and high quality public realm treatments with appropriate built form interface.
7. PRECINCT REQUIREMENTS

The six discrete precincts (including the green open space) identified in the Structure Plan on the basis of their role and associated built form character within the Casey Complex area are identified in Figure 5. Specific objectives, uses and built form outcomes for each of the precincts are detailed in Table 1 (located on the following page).
<table>
<thead>
<tr>
<th>Precinct</th>
<th>Objectives</th>
<th>Preferred Uses</th>
<th>Preferred Height</th>
<th>Setbacks</th>
<th>Frontages and Entries (Grain Size)</th>
</tr>
</thead>
</table>
| Transit          | To facilitate and prioritise the delivery of the Cranbourne East railway station with its related facilities.  
To negotiate the design of an iconic station which is an efficient regional transport mode for the Complex and the larger community.  
To concentrate high density housing and other uses around the station that increase activity in the precinct and maximises the use of the transport node. | Civic based commercial  
Bus interchange  
Train station  
Convenience retail  
Hotel | 10m (3 storey)  
Ground floor to ceiling height a minimum of 3660mm excluding parapet. | Zero lot boundary.                                                                 | Maximise the number of doorway entrances on the commercial edge to maximise legibility, tenancy mix and commercial opportunities.  
Maximise windows to improve articulation to the street; blank wall and unsafe edge conditions to be avoided.  
At the retail edge one primary entrance every 4.5m to 6m length; providing for a fine grain of shopfront widths and retail mix. |
| Retail and Commercial | To provide employment opportunities through commercial and office uses.  
To provide for diversity and intensification of development which enhances vitality and create a 24/7 activity. | Office  
Commercial  
Retail  
Supermarket  
Pharmacy  
Medical centre  
Second floor residential | 10m (3 storey)  
Zero lot boundary on the Main Street edge (mandatory) and 3m on the commercial edge of the Balla Balla Street with front landscape.  
Where a continuous urban facade cannot be achieved, buildings should improve the corner address at the most prominent frontage. Ancillary structures or landscaping should be used to continue the edge. | The high number of doorway entrances will reflect a fine grain of tenancy to improve activation of the streets. Blank wall and unsafe edge conditions to be avoided.  
Commercial and or residential at the upper storey to correspond to the ground floor grain size and vertical rhythm through appropriate façade treatments and architectural elements. |
| Recreation and Leisure | To upgrade the existing sports/recreation facilities and provide new high quality facilities for the Casey community.  
To provide a range of sports related commercial and retail facilities to serve the needs of residents and users of the Complex.  
To promote, wherever possible, the opening up, or the provision of outdoor areas to existing and new facilities to create a more vibrant precinct where activities occur both indoor and outdoors. | Leisure and recreation  
Place of assembly | Subject to sports facility standard requirements.  
Subject to sports facility standard requirements however zero lot setback is encouraged wherever applicable. | The primary and secondary pedestrian entries to be appropriately placed at strategic locations and major entries to be emphasised and enhanced with public art and architectural elements.  
The entrances to maximise legibility for the users at the street level with balanced control of access to the internal sports use. The sports related retail to adhere to the fine grain shop front concept of the overall precinct. |
| Civic and Community | To provide the community with civic facilities and space for community activities/festivals.  
To rationalise and re-locate community facilities to more appropriate locations and provide a civic space for iconic buildings that will engender a pride of place and a degree of community ownership of this civic space. | Civic  
Library  
Community Centre  
Childrens Centre  
Transitional retail  
Shop top residential | 11m (3 storey)  
Zero lot boundary on the retail edge and up to 3m with soft landscape for community buildings. | Entrances to community buildings to be legible with easy access and direct connection to the public transport nodes. |
| Residential | To provide more diverse housing within the walkable catchment of the future Cranbourne East Train Station.  
To increase the vibrancy of the area through 24/7 activity and provide passive surveillance to the other uses/users of the precinct.  
To encourage medium to high density residential units of integrated housing typology to meet the 35- 40 units per ha infill target. | Student housing  
Affordable high to medium density housing | 13m (4-5 storey)  
Subject to high density residential design to provide 35- 40 units per ha. | 3m front landscaped garden to address the residential street (Balla Balla Road)  
The integrated housing style units, terraces and apartments to provide appropriate level of articulation to the street and preferably rear loaded with access laneways. |
The importance of implementation strategy for a Structure Plan has been emphasized by the Department of Planning & Community Development. Implementation Strategies are tools to provide greater direction and certainty to the market, thereby encouraging increased investment in activity centres. Additionally by providing greater certainty, Council will be required to make a long term and sustained committment to the implementation of this Structure Plan.

The Implementation Strategy highlights the stages and mechanisms that can be used to deliver the Structure Plan vision, followed by an Action Plan which lists key projects.

8.1 IMPLEMENTATION MECHANISMS

The implementation of this Structure Plan is envisaged to be undertaken in 2 indicative stages as shown in Table 2:

Stage 1: Short Term
Stage 2: Long Term

These development stages can be accelerated at any time as the need arises – when the timing is right; funding is available; and, when development proposals/interests are lodged to serve Council's best interest.

The Implementation Strategy to deliver this Structure Plan considers several mechanisms for implementation. These mechanisms focus on:

(a) Statutory measures
(b) Council-led development, including all design development
(c) Joint venture partnership

Statutory measures include:

- Council to adopt the Local Structure Plan.
- Council to amend the Cranbourne Town Centre Structure Plan to reflect the revised vision and urban structure for the Complex site.
- Council to pursue a Planning Scheme Amendment process to rezone the land consistent with the mixed use activity focus detailed in the Structure Plan. To this end, the Activity Centre Zone has been chosen as the appropriate planning tool.

Council-led development includes:

- Design development, setting up the project management structure, facilitation or liaison, proactive marketing and partial implementation.

Joint Venture Partnerships include the following:

- Joint venture partnership with a developer; or, joint venture partnership with a developer and the State Government.

Funding is required to enable design work and project implementation over time. Funding options include:

(a) General revenue to fund the long term Capital Works Program (CWP).
(b) External sources - State and Federal Government funding, grants and the like.
(c) Allocating a share of the annual rental income from present and future lease agreements within the Complex for new development and maintenance of existing facilities.
(d) Public-private partnerships (PPP) programs; joint venture with the private sector and NGO's for the development of key sites and major buildings, facilities for retail, mixed-use, commercial, and residential uses.
(e) And, a combination of all the above
8.2 KEY ACTION PLANS

8.2.1 Short Term Projects

A number of short term projects Council have been determined to be fundamental to the orderly and proper development of the Complex. These projects can be found in Table 02 and include indicative costs.

8.2.2 Long Term Projects

A number of long term projects have been identified that will be the fundamental for the future success of the Complex and to meet the strategic vision and objectives set out in this document. These projects can be found in Table 4.

<table>
<thead>
<tr>
<th>Short Term Projects (0 - 5 Years)</th>
<th>Long Term Projects (6 - 20 Years)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Land subdivision approval/ registration</td>
<td>NAC construction/completion (D 01)</td>
</tr>
<tr>
<td>Phase out / Clear Traffic School</td>
<td>Delivery of new library and commercial</td>
</tr>
<tr>
<td>CILC East facade design construction</td>
<td>CILC North Facade</td>
</tr>
<tr>
<td>Main St construction 200 linear metres</td>
<td>Linear Park Landscape</td>
</tr>
<tr>
<td>Implement Main St. landscape</td>
<td>Complete Main St. to Station</td>
</tr>
<tr>
<td>Construct POS on Main St. B/C Rd. int.</td>
<td>Implement Main St. landscape (continued)</td>
</tr>
<tr>
<td>Construct CILC Lane</td>
<td>Commence construction of Balla Balla Rd.</td>
</tr>
<tr>
<td>Construct Main pylon Signs (2no.)</td>
<td>Cranbourne Basketball CILC Expansion</td>
</tr>
<tr>
<td>Detailed Architectural &amp; Engineering Design of new structures and infrastructures</td>
<td>Delivery of Children Centre</td>
</tr>
<tr>
<td></td>
<td>Lyall St realignment completion</td>
</tr>
<tr>
<td></td>
<td>Linear Park development completion</td>
</tr>
<tr>
<td></td>
<td>Complete delivery of Way-finding signs</td>
</tr>
<tr>
<td></td>
<td>Construct Parking area for station</td>
</tr>
<tr>
<td></td>
<td>Start Cranbourne East Station detailed design (DOT / VicTrack)</td>
</tr>
<tr>
<td></td>
<td>Deliver 30% of total residential requirements - District 06</td>
</tr>
<tr>
<td></td>
<td>Deliver 30% of total residential requirements - District 06</td>
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<td></td>
<td>District 06</td>
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**NOTE:** Timeframe set for project milestones is tentative and is subject to a realistic cash flow projection based on a more accurate indicative costs.

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**Table 2: Implementation Program**

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<table>
<thead>
<tr>
<th>A</th>
<th>Project/Activity</th>
<th>Specification</th>
<th>Indicative Cost</th>
<th>Delivery</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Adoption of Structure Plan and all incorporated documents, ie. Master Plan, Implementation Strategy, etc</td>
<td></td>
<td></td>
<td>Year 03</td>
<td>Completed</td>
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<tr>
<td>2</td>
<td>Complex subdivision, approvals and registration</td>
<td></td>
<td></td>
<td>Year 03</td>
<td>Not started</td>
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<td>3</td>
<td>Parking Strategy</td>
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<td>Year 02</td>
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<td>4</td>
<td>Traffic Modelling Studies</td>
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<td>Year 01-02</td>
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<td>6</td>
<td>Continuing Urban Design Detailed Work</td>
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<td>1</td>
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<td>2</td>
<td>CILC Façade Upgrade – Design Development &amp; Contract Documentation</td>
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<td>$65,000</td>
<td>Year 03</td>
<td>Not Started</td>
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<tr>
<td>3</td>
<td>CILC – Façade Construction</td>
<td>East Elevation</td>
<td>$2,524,608</td>
<td>Year 03</td>
<td>Not Started</td>
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<td></td>
<td>North Elevation</td>
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<td>Year 04</td>
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<td></td>
<td>South Elevation</td>
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<td>Year 05</td>
<td></td>
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<th>Specification</th>
<th>Indicative Cost</th>
<th>Delivery</th>
<th>Status</th>
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<tr>
<td>1</td>
<td>Street Network – Detailed Engineering Design</td>
<td>Main Street Stage 01-200m</td>
<td>$278,000</td>
<td>Year 03</td>
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<td>Main Street Stage 02</td>
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<td></td>
<td>CILC Lane</td>
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<td>Main Street Stage 01-200m</td>
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<td>Refer to Cost Plan B prepared by Prowse Quantity Surveyor dated November 2010,</td>
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<tr>
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<td>CILC Lane</td>
<td></td>
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<td>Linear Park Street</td>
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<td>Civic Hub</td>
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## Key Action Plan - Long Term

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<th>PROJECT/ACTIVITY</th>
<th>SPECIFICATION</th>
<th>INDICATIVE COST</th>
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<td>Brochures and Information Briefings</td>
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<tr>
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<td>VicRoads, Department of Transport, VicTrack, Sustainability Victoria, VicUrban, Retail Industry, etc</td>
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<td>Proactive Marketing of Complex Development Pods</td>
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<td>Brochures and Information Briefings</td>
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<tr>
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<td>VicRoads, Department of Transport, VicTrack, Sustainability Victoria, VicUrban, Retail Industry, etc</td>
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</tbody>
</table>

Table 4: Key Action Plan - Long Term
Customer Service Centres
Cranbourne
Centro Cranbourne

Narre Warren
Magid Drive

Narre Warren South
Amberly Park
Shopping Centre

Telephone: 9705 5200
Facsimile: 9704 9544
TTY: 9705 5568
TIS: 131 450
(Translating and Interpreting Service)

Magid Drive
PO Box 1000
Narre Warren VIC 3805

Email: caseycc@casey.vic.gov.au
Website: www.casey.vic.gov.au