

# Knox Mobility and Access Action Plan 2025–2036



# Mayor’s message

Knox is home to a diverse and evolving community. As our population ages and the needs of our community continue to change, it is important that we create a city where all the community members, regardless of mobility, can easily move around and remain connected to the places and people that matter most.

Knox Mobility and Access Action Plan 2025-2036 provides Council with a 10-year roadmap to improve Knox’s urban infrastructure and support independent travel for all users within our community. It is also a key step in realising our Community Vision 2035 for Knox: where we connect with our people and our environment, ensuring they are safe, supported and have every opportunity to thrive.

Developed with strong community input, the plan reflects what matters most to our residents about transport infrastructure: independence, safety, access and comfort. Therefore, the plan sets out clear priorities, including improving pedestrian safety, expanding accessible infrastructure, strengthening public transport connections, and embracing smart technologies that make pedestrian crossings safer.

These commitments are vital to our broader goals of strengthening community connections to vital services and resources and improving the quality of life for everyone who calls Knox home.



**Councillor Paige Kennett**  
Knox City Council Mayor, 2025-2026

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# Glossary

|                                                       |                                                                                                                                                                                                 |
|-------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Accessible parking</b>                             | A car parking space that is accessible for people with a disability who are eligible for and display a valid parking permit in their vehicle.                                                   |
| <b>Barrier</b>                                        | Limits people's ability to use and enjoy a public place or space. It can be an obstruction such as tables or chairs along a pathway or missing items such as handrails along stairs.            |
| <b>Bullnose</b>                                       | A vertical rise at the bottom of a pram ramp, which creates a tripping hazard and increases the challenges for people with mobility aids when using pram ramps.                                 |
| <b>Crossfall</b>                                      | The slope of a path towards the edge.                                                                                                                                                           |
| <b>Disability Discrimination Act (DDA)</b>            | A piece of legislation aimed at preventing discrimination against individuals with disabilities, ensuring that they have the same rights and opportunities as those without disabilities.       |
| <b>Mobility device</b>                                | A device used by people with disability such as manual and electric wheelchairs, walking frames, walking sticks, scooters, canes and crutches to help them move within spaces and places.       |
| <b>Shared zone in an accessible car parking space</b> | A striped space next to the accessible car parking bay that gives extra room for permit holders to enter and exit their vehicles and access pathways                                            |
| <b>Smart technology</b>                               | Technology including sensors and high-definition cameras that automatically adjust crossing times by detecting how many people are either waiting at a crossing or currently crossing the road. |
| <b>Tactile ground service indicator (TGSi)</b>        | Raised surface domes or cones on the ground designed to warn pedestrians who are blind or who have a vision impairment with information about features such as stairs, ramps or hazards.        |
| <b>Wayfinding signage</b>                             | Signs with words or images that help people find their way around a place, such as showing directions to key destinations.                                                                      |



**Accessibility:** the ability for everyone to participate in day-to-day activities and to use buildings and infrastructure.



**Mobility:** the ability to move in a physical space with ease and comfort.

When something provides accessibility and mobility, it means it is designed or arranged in a way that allows you to use it easily, regardless of any physical limitations or impairments.

# About the plan

The Knox Mobility and Access Plan (KMAAP) is a 10-year plan that focuses on improving people's ability to travel around Knox. While creating public spaces that accommodate all types of disabilities presents challenges, Council endeavours to ensure spaces and places used by people with disability are accessible, safe, convenient and comfortable.

This action plan mainly focuses on improving our paths and accessible car parking facilities managed by Council. However, Council will enhance overall accessibility and mobility in the municipality through providing service and regulation, fostering partnerships with private owners, advocating to State Government and Federal Government, and raising community awareness.

We recognise that "accessibility" means different things to each individual, and achieving full accessibility across Knox will be a long-term journey. Due to Council's financial constraints, it will not be achievable within the next 10 years. However, this plan represents an important step forward. It reflects what we've heard from the community and ensures that improvement works will be guided by community needs and delivered against the new priority criteria that will be developed through this action plan.



## What guides this plan?

### ✓ Disability Discrimination Act 1992 & Victorian Disability Act 2006

Both protect the rights of people with disability from discrimination. These laws ensure that people with disabilities have equal access to services, public spaces, and transportation, promoting inclusivity and equal opportunities for all.

### ✓ Intersectionality

We understand that every individual has multiple, intersecting identities that shape their unique experiences and mobility needs.

### ✓ Universal design

We believe that transport infrastructure should be accessible to as many people as possible, regardless of age, ability, gender identity, culture, language, or any other social characteristics.

### ✓ Co-design

We work towards a "nothing about us without us" approach that includes people with disability in decisions relating to service design and delivery.

**People with disability** include, but are not restricted to, those who have long-term physical, mental, cognitive, intellectual or sensory impairments.

Due to limited feedback from the community with mental disabilities, the KMAAP focuses on the specific challenges experienced by individuals using mobility devices, such as electric and manual wheelchairs, long canes, walking sticks, walking frames, and prams, as well as those with body-balancing issues and those with hearing or vision impairments.

# Engaging our community

The development of this plan was guided by two phases of intensive community engagement. The first focused on understanding the issues and challenges faced by people with mobility limitations, while the second sought to “test and refine” the draft plan and identify key priorities for implementation.

We appreciate the effort of volunteers and community members who contributed to the consultations.

## PHASE ONE

### Community engagement

We asked you a series of questions about travel patterns, key destinations, what makes your journey easier or more pleasant, and where you think attractive and easy to travel. Different channels (online versus in person; written versus verbal) were used to cater for the needs of people with different disabilities:

- online community survey
- face-to-face workshop
- online workshop.
- consultation with Knox Disability Advisory Committee (KDAC)



### Site walk-throughs

We walked around six activity centres with community members with different disabilities to assess Council's assets through their eyes.

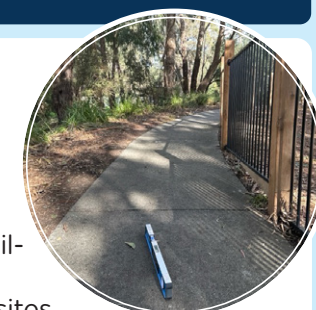
- Ferntree Gully Activity Centre
- Knoxfield Shopping Centre
- Rowville Community Centre
- Scoresby Village Shopping Centre
- The Basin Triangle
- Wantirna Activity Centre



### Access audits

We engaged an Access Auditor to undertake onsite inspections of Council-owned assets in the following 11 precinct sites, in accordance with the requirements of the National Construction Code and relevant Australian Standards.

- Bayswater Activity Centre
- Boronia Activity Centre
- Ferntree Gully Activity Centre
- Knoxfield Shopping Centre
- Knox Central Activity Centre
- Mountain Gate Shopping Centre
- Rowville Community Centre
- Scoresby Village Shopping Centre
- The Basin Triangle
- Upper Ferntree Gully Activity Centre
- Wantirna Activity Centre

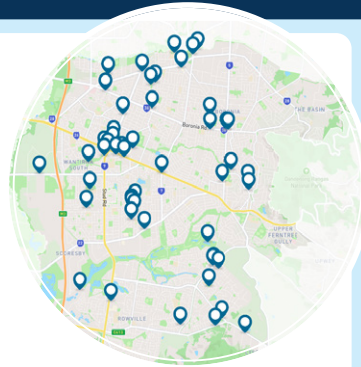


## PHASE TWO

### Online Survey

We asked you to rank each proposed action based on how much you believed it would improve accessibility on Have Your Say page. It helped us identify the action priorities for future implementation. In addition, we invited you to pinpoint specific locations on a map of Knox where footpaths, shared paths, or accessible parking spaces could be improved. Channels used to promote the engagement included:

- Letters to 11 Knox retirement village residents
- Newsletters via Knox News, Accessing Knox, and Bright Ideas
- Emails distributed to Knox Seniors Clubs and key disability service providers



### In-person consultations

We sought detailed feedback on the draft plan from key stakeholders to understand how to deliver the actions in a way that is practical, effective, and meets community needs. It helped address potential challenges and strengthen implementation of the plan. Engagement activities included:

- In-person consultation with Knox Early Years Advisory Committee, Knox Active Aging Advisory Committee, and Knox Disability Advisory Committee.
- Interview with an Orientation and Mobility Specialist in Guide Dogs Victoria
- In-person consultation at Seniors Festival Open



# Disability in Knox



**17.2%**

of people in Knox live with a disability, which includes all reported disability.



**9.8%**

of people in Knox have a physical disability that likely impacts mobility across all levels of restriction (mild to profound)



**18%**

of people in Knox suffer from the most prevalent long-term health condition – arthritis.



**13.3%**

of people in Knox provide unpaid assistance to a person with a disability, long-term illness or old age.



**12.4%**

of people with disability use mobility aids or equipment.



**40%**

increase in people with core daily activity limitation is forecasted from 2018 to 2031.



**38%**

of people with disability find it difficult using some or all forms of public transport. One of the main reasons for this is not being able to reach stops or stations.

## People with mobility impairments experience travel differently from other users because they:

- travel more slowly along the paths, especially when navigating slopes
- take longer time to cross roads
- find it difficult to avoid hazards
- require more space along the path network
- experience discomfort during their journey due to factors such as uneven surfaces, or prolonged travel
- face challenges accessing infrastructure such as bins, seats, drinking fountains, and buttons at signalised crossings.

## Our community is saying

"The pram ramp is too steep and narrow, so I have to be dropped off instead of coming alone."

"It is frustrating when finding out the path ends nowhere."

"The distance between the bus stop and my house is too far, even though it is considered 'reasonable' for people without disabilities."

"If there aren't enough accessible car spaces, I have to park in the street which is dangerous, go somewhere else or go home."

"I like the painted yellow markings; I can see them from a mile off."

"I have found the footpaths very uneven, particularly where the bitumen has been used to try to level the concrete slabs. Tree seeds and small broken branches are continual hazards."

"If I was by myself, I would rush across the pedestrian crossing which means I'm likely to fall. I would probably avoid the crossing."



# What we discovered

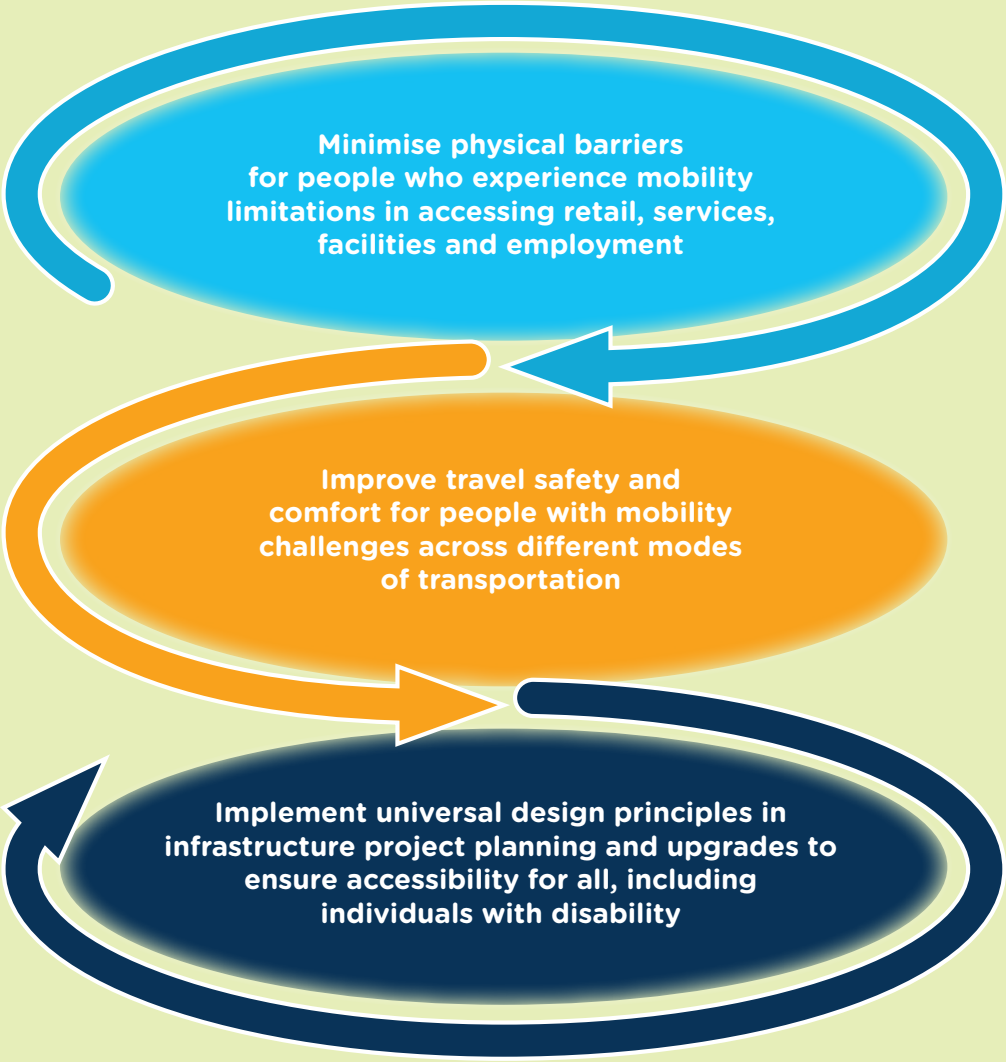
Every finding matters, whether gathered from community input, site walk-throughs, or access audits, in identifying the challenges faced by people with mobility issues. These insights help uncover issues and highlight barriers hindering independent and safe travel, serving as the first step in developing effective actions.

| Element                                   | Key Issues                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accessible car parking                    | <ul style="list-style-type: none"><li>• insufficient</li><li>• used without a valid permit</li><li>• poorly located</li><li>• shared zones absent, blocked or on the wrong side</li><li>• no pram ramp</li><li>• unclear/incorrect line marking</li><li>• difficult to find</li><li>• no designated parking spaces for seniors and young families</li></ul> |
| Stairs                                    | <ul style="list-style-type: none"><li>• absence of compliant handrails</li><li>• no Tactile ground service indicator warnings</li><li>• edges of steps not easily visible</li></ul>                                                                                                                                                                         |
| Pathways and walkways                     | <ul style="list-style-type: none"><li>• not provided/terminates</li><li>• pathway edges not level with nature strip</li><li>• too steep</li><li>• obstacles present such as encroaching vegetation, overhanging branches, rubbish bins, shop furniture</li><li>• uneven and/or broken</li><li>• unsafe crossings</li></ul>                                  |
| Furniture and fixtures                    | <ul style="list-style-type: none"><li>• no backs or armrests on benches</li><li>• no space for mobility devices to park</li><li>• no shade</li><li>• insufficient public lighting along the paths</li><li>• not enough water fountains along the trails</li></ul>                                                                                           |
| Wayfinding signage                        | <ul style="list-style-type: none"><li>• incorrect</li><li>• lack of informative signage to assist in decision-making and navigation</li></ul>                                                                                                                                                                                                               |
| Tactile ground surface indicators (TGSIs) | <ul style="list-style-type: none"><li>• broken or lifted</li><li>• directional or warning TGSIs not provided</li><li>• difficult to see</li><li>• not aligned with the path of travel</li></ul>                                                                                                                                                             |
| Kerb ramp                                 | <ul style="list-style-type: none"><li>• bullnose</li><li>• not aligned with direction of travel</li><li>• too steep</li><li>• a landing is not provided</li></ul>                                                                                                                                                                                           |

# What we are working towards

We are committed to implementing a series of actions to effectively address the barriers identified above.

Through these actions, we aim to:



# Action today, mobility tomorrow 2025 - 2036





### Community story 1:

Lawrence, a wheelchair user, enjoys the freedom of driving his car everywhere, finding it much faster and more convenient than relying on public transport. He often visits Stud Park Shopping Centre and Wellington Village, but sometimes struggles to find an accessible parking spot. He's hoping for more accessible parking spaces and better enforcement of illegal parking.



### Community story 2:

Shelley loves being independent and staying connected with her community through social activities. She takes great joy in being active and involved in many community activities. However, she has to move slowly and cautiously as she has cerebral palsy which impacts her balance, fatigue levels and hearing. She's advocating for safer crossing points to make walking easier and give her the chance to drive less.



### Community story 3:

For over 40 years, Geoff and Leonie have called Ferntree Gully home. Leonie, who uses a mobile scooter, and Geoff, who is partially vision-impaired, love walking their grandchild to his kindergarten, local parks, and playgrounds. They're asking for better footpath maintenance to keep the paths wide, smooth, and safe for everyone.



### Community story 4:

Shirani, who uses a walking stick to navigate daily activities and has experienced muscle weakness from childhood arthritis, finds joy and peace in walking through local parks. She looks forward to seeing more accessible seats along the paths in the future, so she and others like her can take short rests and continue enjoying the outdoors with comfort. In addition, she has been advocating for an accessible parking spot at The Basin Triangle!

## Accessible car parking

People who experience mobility issues mainly travel as a passenger or driver in a private car or in a taxi. Therefore adequate, well-designed and well-located accessible car parking enable people with mobility impairments to use public places and spaces comfortably and safely.

**Our goal** for accessible car parking is that people with mobility challenges can park comfortably and conveniently.

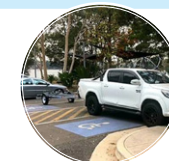
### We aim to:

- ✓ Provide more accessible parking spaces in Council-owned car parks
- ✓ Ensure accessible car spaces in Council-owned car parks are well designed, located and connected to the footpath and public amenities
- ✓ Encouraging developers and the private sector to increase the number of accessible parking spaces at key activity precincts
- ✓ Educate the public to keep accessible parking spaces clear and available for those who need them



### We will achieve it by:

- 1.1** Considering increasing enforcement to prevent the illegal use of accessible parking spaces by a person without a valid permit



- 1.2** Advocating to developers and the private sector to maximise the provision of accessible car parking spaces



- 1.3** Seeking Knox Disability Advisory Committee's feedback on the current supply of accessible parking as part of Knox Parking Management Plan consultations



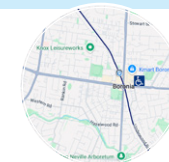
- 1.4** Installing at least one accessible parking space for every 50 regular parking spaces in Council-owned car parks



- 1.5** Retrofitting existing non-DDA-compliant parking spaces to address current community concerns through capital work programs



- 1.6** Creating accessible parking maps for Council-owned car parks



- 1.7** Investigating senior parking and parents with prams parking in suitable locations



## Pathways

Pathways are fundamental to enabling safe, independent, and inclusive mobility for people with mobility challenges. Properly designed footpaths contribute to greater social participation, improved quality of life, and well-being of individuals.

**Our goal** for pathways is that they are well-maintained, wide and gently sloping with compacted surfaces and gentle edges.

### We aim to:

- ✓ Continue to increase the provision of safe and accessible footpaths and shared paths across the municipality
- ✓ Continue to address footpath obstructions by monitoring and enforcing local laws and educating retailers and residents
- ✓ Maintain the surfaces and edges of paths to reduce tripping and slipping hazards



## We will achieve it by:

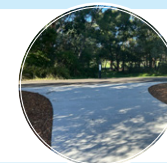
- 2.1** Prioritising the streets without any footpath in capital work programs



- 2.2** Encouraging private developers to incorporate accessible paths and infrastructure in their subdivisions through planning processes



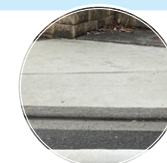
- 2.3** Maximising the width and minimising the slope and crossfall of paths



- 2.4** Reducing path obstructions through retrofitting, maintenance and advocacy to other stakeholders



- 2.5** Continuing to retrofit non-compliant pram ramps through footpath renewal program



- 2.6** Improving auditing process to identify footpath defects across municipality



- 2.7** Exploring different compacted and anti-slippery footpath materials that are accessible and eco-friendly to reduce environment impact



## Connectivity

Effective footpath connectivity enhances walkability and makes it easier for people to safely and easily reach their destinations.

**Our goal** for connectivity is pathways are connected and crossings are safe, ensuring easy access to community destinations and public spaces.

### We aim to:

- ✓ Create a connected and safe pathway network
- ✓ Improve accessibility to activity centres, buildings, facilities and public transport
- ✓ Update wayfinding signs to help people using mobility aids easily navigate and access DDA-compliant infrastructure



### We will achieve it by:

- 3.1** Improving pedestrian crossing safety by upgrading unsafe crossings and adding new ones for key walking routes



- 3.2** Prioritising the construction of missing links of footpaths with high footpath hierarchy



- 3.3** Seeking external funding to fast-track construction of accessible pathways and improvement of pedestrian crossings



- 3.4** Advocating to State Government to provide DDA-compliant pathways that connect to bus stops



- 3.5** Improving wayfinding signage to support accessible needs



## Supporting infrastructure

Supporting infrastructure such as seating, toilets, handrails, TGSi tactile markers and drinking fountains maximises the comfort and convenience of public places and spaces.

**Our goal** for supporting infrastructure is to ensure that it is well-designed and easy to use for the community, regardless of individual mobility needs.

### We aim to:

- ✓ Install benches, resting areas and shade structures in public spaces, providing opportunities for people with mobility impairments to rest during their travels
- ✓ Advocate to State Government on public transport issues impacting people with disability
- ✓ Enhance physical access for the whole experience or journey

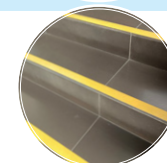


## We will achieve it by:

- 4.1** Considering installing landings along steep paths and DDA-compliant handrails along stairs to improve accessibility through renewal project



- 4.2** Using materials with luminance contrast in the new and upgrade works to improve people's awareness of potential hazards and obstructions along footpaths, particularly in activity centres



- 4.3** Installing more DDA-compliant seats with extra space and drinking fountains along pathways



- 4.4** Installing and maintaining clearly visible TGSIs for people with visual impairment in key activity centres



- 4.5** Advocating to State Government for DDA-compliant bus stops/shelters in Knox



- 4.6** Enhancing shade and greenery by planting more appropriate tree species along paths



- 4.7** Referring consideration of public lighting along key off-road walking routes to Public Lighting Policy



## Working towards a better future

Council is committed to creating an inclusive infrastructure environment where people of all abilities can access and enjoy the municipality's public places and spaces, ensuring safety and comfort for everyone well into the future.

### We aim to:

- ✓ Incorporate universal and accessible design principles throughout the planning and designing phases into Council's updated standard drawing, in Council's public transport and safety advocacy.
- ✓ Create mobility fund category under Capital Works Programs to constantly improve transport infrastructure accessibility



## We will achieve it by:

- 5.1** Advocating State Government to investigate and implement smart technologies such as dynamic pedestrian crossings to improve safety at signalised crossings



- 5.2** Generating a priority list and criteria for mobility projects focused on maintaining, upgrading and expanding infrastructure to promote more accessible and interconnected transport infrastructure network



- 5.3** Developing a best-practice toolkit that provides guidance to Council officers and private developers in embedding the principles framing the KMAAP in all its planning and decision making processes



- 5.4** Encouraging EV Charging Stations to be designed and located with accessible pathways to allow mobility aid users access to the EV charging stations



A man with grey hair, wearing a dark blue quilted jacket and blue jeans, is walking on a wet concrete sidewalk. He is holding a white cane in his right hand. The background shows a residential street with parked cars, trees, and houses on a hillside. A large tree trunk is in the foreground on the left.

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