



KENSINGTON NEIGHBOURHOOD REPORT

PARKING AND KERBSIDE MANAGEMENT PLAN (PKMP) CHECK INS, CITY OF MELBOURNE

Capire Consulting Group

Giving every person a voice.

Capire Consulting Group
The Commons,
Wurundjeri Country
36-38 Gipps Street,
Collingwood VIC 3066
(03) 9285 9000

info@capire.com.au
capire.com.au

Capire acknowledges
and deeply respects the Wurundjeri
people and
the Traditional Owners
of the Victorian land.



capire

Privacy

Capire Consulting Group and any person(s) acting on our behalf is committed to protecting privacy and personally identifiable information by meeting our responsibilities under the Victorian Privacy Act 1988 and the Australian Privacy Principles 2014 as well as relevant industry codes of ethics and conduct.

For the purpose of program delivery, and on behalf of our clients, we collect personal information from individuals, such as e-mail addresses, contact details, demographic data and program feedback to enable us to facilitate participation in consultation activities. We follow a strict procedure for the collection, use, disclosure, storage and destruction of personal information. Any information we collect is stored securely on our server for the duration of the program and only disclosed to our client or the program team. Written notes from consultation activities are manually transferred to our server and disposed of securely.

Comments recorded during any consultation activities are faithfully transcribed however not attributed to individuals. Diligence is taken to ensure that any comments or sensitive information does not become personally identifiable in our reporting, or at any stage of the program.

Capire operates an in-office server with security measures that include, but are not limited to, password protected access, restrictions to sensitive data and the encrypted transfer of data.

For more information about the way we collect information, how we use, store and disclose information as well as our complaints procedure, please see www.capire.com.au or telephone (03) 9285 9000.

Consultation

Unless otherwise stated, all feedback documented by Capire Consulting Group and any person(s) acting on our behalf is written and/or recorded during our program/consultation activities.

Capire staff and associates take great care while transcribing participant feedback but unfortunately cannot guarantee the accuracy of all notes. We are however confident that we capture the full range of ideas, concerns and views expressed during our consultation activities.

Unless otherwise noted, the views expressed in our work represent those of the participants and not necessarily those of our consultants or our clients.

VERSION	AUTHORS	AUTHORISED	DATE
1	Michelle Setianto, Erin Searle, Emily Mellon	Athalia Zwartz	17/06/2025
2	Erin Searle	Athalia Zwartz	24/06/2025

Contents

1. Executive Summary	2
2. Introduction	3
2.1. Report Purpose	3
2.2. Project Background	3
2.3. Engagement Limitations for Check-Ins session	3
3. The PKMP Process	4
4. Check-in Process	6
4.1. Overview of Check-in Sessions	6
5. Check-ins Outcomes	8
5.1. What Was Heard Prior to Check-ins	8
5.2. Summary of Participants	8
5.3. What was Heard During the Check-ins	11
5.4. Common Themes Identified	11
6. Opportunities and Action steps	15
7. Next Steps	20

1. Executive Summary

In May 2025, the City of Melbourne hosted two online community check-in sessions to gather feedback on the Kensington Parking Changes introduced from November 2024, as part of Round One of the Parking and Kerbside Management Plan (PKMP).

These changes aimed to improve parking equity, safety, and access through measures such as line-marked bays, revised time limits, and expanding resident permit exemptions.

The check-in sessions provided a platform for residents, businesses and visitors to share how these changes are being experienced and to identify opportunities for improvement. A total of 311 invitations were sent, with 73 people registering and 36 attending. Participants contributed through group discussions, interactive polls, and chat functions. Insights from these sessions were complemented by 116 responses to a community survey conducted after the changes began to take effect.

These activities build on broader engagement efforts with the Kensington community over a period of 12 months, which include:

- Over 190 people engaged through in-person events
- More than 15 businesses and community groups consulted through direct interviews
- Over 400 responses collected through our ongoing online survey

The feedback showed a mix of support and concern. Key themes emerging across the check-ins and survey responses included:

- Uncertainty around permit eligibility, particularly among residents of subdivided or newer developments.
- Increased competition for limited parking, with new developments and tradespeople identified as contributing factors.
- Concerns about communication and engagement, with residents calling for greater clarity and transparency before and after changes.
- Issues with enforcement, including inconsistent patrols and low deterrence for rule breaking.
- Mixed feedback on bay markings, with some appreciating the added clarity while others questioning the need for line marking.
- Feedback on increased accessible parking bays at key shared-use community sites, such as, public parks and community centres.
- Criticism and support of time limits, with residents finding the 2-hour parking restriction too limiting for everyday needs, whilst others supporting the implementation for increased turn-over.
- Some continuing frustration with the overall parking experience, especially residents having difficulty finding parking near homes and the perceived impracticality of some new restrictions.

This report presents the full range of insights collected through the check-ins and survey, offering a thematic summary and proposed actions for consideration. It also outlines the next steps in the PKMP process, including how this feedback will inform future refinements and reinforce Council's commitment to a place-based, responsive approach to managing Kensington's kerbside parking.

2. Introduction

2.1. Report Purpose

This report presents the community feedback gathered during two check-in sessions held in May 2025, following the implementation of the Kensington Parking Changes Round One under the City of Melbourne's Parking and Kerbside Management Plan (PKMP). It summarises what was heard during these sessions and from earlier survey responses, highlights key themes and concerns, outlines how Council has considered the feedback, and details the short, medium, and long-term actions that will be undertaken as a result.

2.2. Project Background

In November 2024, the City of Melbourne implemented several parking changes in Kensington under the Parking and Kerbside Management Plan. These changes were informed by feedback gathered from the community during the Kensington Engagement Round One and an independent parking study of the neighbourhood.

The changes aimed to balance the needs of residents, businesses, and visitors, improve safety and access, and ensure accessibility and effective use of parking resources. Key changes included:

- Introduction of 2-hour parking limits in some previously unrestricted areas to increase parking turnover and access for short-term users.
- Introduction of 'resident permit exempt' parking controls to some 2-hour parking areas to allow residents eligible for a permit an improved opportunity to find an available space.
- Introduction of line-marked parking bays in high-demand locations to support more efficient and safe parking.
- Rebalancing of permit exempt and time-restricted parking in mixed-use streets to account for both resident and visitor demand.

These changes were developed following the initial Kensington engagement phase and implemented as part of the City of Melbourne's broader PKMP. The Kensington check-ins in May 2025 were designed to assess how these changes have been received and identify areas for adjustment or further refinement.

2.3. Engagement Limitations for Check-Ins session

While the engagement sessions provided useful insights, several limitations should be acknowledged when reading this report. These are outlined below:

- The check-ins were attended by a relatively small number of participants (25 in Session 1 and 11 in Session 2), which limits the representativeness of the feedback collected.
- Participants self-selected to attend the sessions, meaning that the views captured reflect those of more engaged or available community members rather than a randomised sample.
- As this round of engagement sessions were held online via Zoom, digital access and literacy may have affected participation, potentially excluding residents who were unable or unwilling to engage via this platform.
- Some participants may have contributed more actively than others and the nature of open discussion may have resulted in more dominant voices shaping the outcomes.
- While qualitative data from Menti polls, Zoom chat, and breakout rooms were analysed thematically, they do not offer a comprehensive or statistically valid representation of all Kensington residents.
- Timing of the sessions (weekday midday and evening) may have influenced who was able to attend, possibly underrepresenting shift workers or those with caring responsibilities.

3. The PKMP Process

The PKMP is being delivered through a multi-phase, place-based process to better understand and manage how limited kerbside space is used. This approach is designed to move away from reactive, one-off fixes and toward a more strategic, transparent, and community-informed model of parking management.

The process involves several key steps:

- A neighbourhood-wide online parking survey
- Data collection, analysis, and mapping
- Initial community and stakeholder engagement
- High-level parking recommendations
- Implementation of changes
- Neighbourhood community check-in workshops
- Annual Reviews

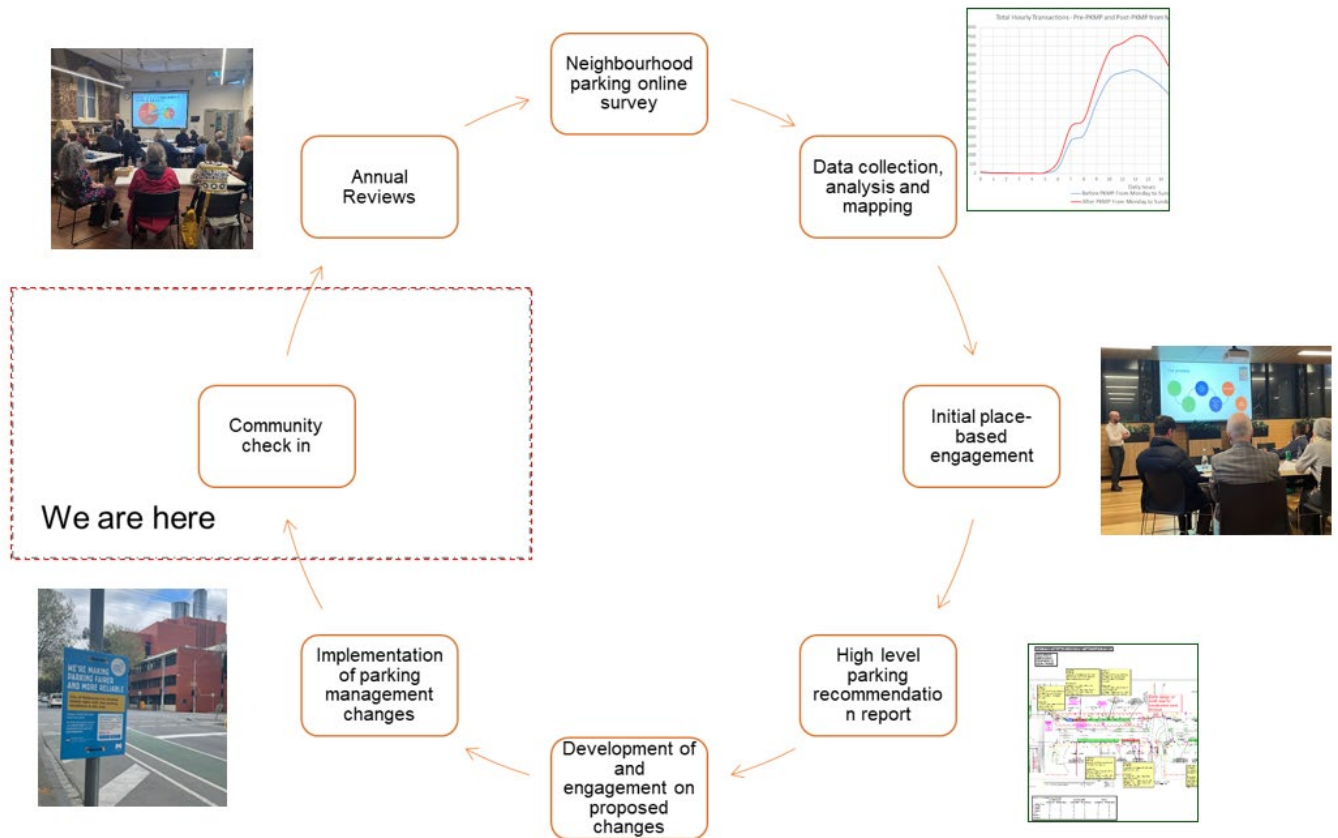


Figure 1: The Kensington PKMP process. The current stage, Community Check-in, follows implementation of Round One changes.

3.1.1. Round One – Who was reached

120+ survey responses were received and 120+ community members attended in person workshops. Community was reached via survey promotion, direct emails to parking database, geo-located social media campaigns, digital website promotions and notifications, A4 posters to key community hubs and business locations and community outreach programs (City of Melbourne Neighbourhood Partners) followed by direct stakeholder engagement with local associations. Parking Services supported other local project engagement including McConnell Street greening, Kensington Community Centre and State Project works. Communication and engagement is improving every round and feedback about this has been used to continue to reach more our community each round.

3.1.2. Round One – What was Changed and Why

In November 2024, Council implemented the first round of changes in Kensington, focusing on improving safety, access, and increase turnover to improve availability. These changes included:

- Introducing line-marked parking bays to improve visibility and organisation
- Adjusting time limits to better align with street use and turnover needs
- Increasing permit exemptions areas with increased time limits to ensure resident parking is more available.
- Increase in accessible bays at key locations such as health precincts, parks and major transport hubs.

These changes were developed using local data, best-practice design principles, and insights gathered from initial community engagement.

3.1.3. Expected Outcomes

Changes were expected to:

- First step approach, changes are staged over years to get the mix right.
- Start to improve the clarity and of on-street parking through line marking while reducing access issues.
- Encourage a better balance between long-stay and short-stay parking needs
- Create more equitable outcomes for different users such as disability permit holders
- Simplifying signage and rules encourages self-compliance and support more efficient enforcement activity

It was also anticipated that some impacts would only become clear after implementation, which is why Council committed to review the changes and listen to community feedback through follow-up engagement and ongoing updates to kerbside parking.

3.1.4. Commitment to Community

Effective parking management can't be delivered in a single step. That's why Council committed from the outset to a multi-phase engagement process — one that includes:

- Opportunities for residents and businesses to shape changes
- A clear explanation of trade-offs and system-wide impacts
- Follow-up check-in sessions after implementation to reflect on what's working and what's not

4. Check-in Process

4.1. Overview of Check-in Sessions

The Kensington neighbourhood check-ins were designed to provide an opportunity for residents, businesses, visitors and stakeholders to engage with the City of Melbourne’s PKMP. The check-ins aimed to:

- Build community understanding of the PKMP.
- Clarify changes that have been made and why.
- Communicate parking changes and engagement process and outline future changes.
- Understand how changes have been received in Kensington and how Council can continue to work with community to improve parking.

These sessions provided a platform for open, respectful, and inclusive conversations where participants could share their experiences, raise concerns, and provide suggestions for improvement. Feedback was gathered through breakout room discussions, interactive polls, and whole group sharing, ensuring a variety of perspectives were captured. Participants were also encouraged to ask questions directly to Council staff and contribute ideas for future parking in Kensington.

The overarching goal was to assess how the changes are being experienced in Kensington, with a view to improving the system for access, availability, and liveability.

4.1.1. Round Two – Who was reached

100+ survey responses were received, and 36 community members attended online workshops. Community was reached through survey promotion, direct emails to parking database (300+), digital website promotions and notifications and attendance at local community outreach programs (Chatty Café – Kensington Neighbourhood Centre).

4.1.2. Session One

Details: Wednesday 21st May 6.00pm-8.00pm, online via Zoom.

Session One was attended by 25 participants.

TABLE 1. SESSION ONE OBJECTIVES AND ACTIVITIES

Session objectives	Session activities and presentations
Participants will: • Build understanding of the PKMP. • Clarify changes that have been made and why and communicate future changes. • Understand how changes have been received in Kensington and how council can better meet community needs.	• Presentation outlining the PKMP, the reasons for its development, city-wide and local changes, and Council actions. • Presentation of data from post-parking changes (106 responses). • Breakout room discussions reflecting on data and personal experiences, exploring needs, values, and ideas for fair parking in Kensington. • Interactive Menti poll: “What brought you here tonight?” and a closing poll on final thoughts. • Whole group sharing of breakout room insights and additional participant comments. • Open Q&A session with Council staff and facilitators. • Closing summary of key insights and next steps.

4.1.3. Session Two

Details: Tuesday 27th May 12.00pm-2.00pm, online via Zoom.

Session Two was attended by 11 participants.

TABLE 2. SESSION TWO OBJECTIVES AND ACTIVITIES

Session objectives	Session activities and presentations
Participants will: • Build understanding of the PKMP. • Clarify changes that have been made and why and communicate future changes. • Understand how changes have been received in Kensington and how council can better meet community needs.	• Presentation outlining the PKMP, reasons for changes, city-wide and local changes, and Council actions. • Q&A with Council to provide expert input. • Presentation of post-parking changes data (106 responses), incorporating feedback from Session 1. • Breakout room discussions reflecting on data and personal experiences, exploring needs, values, and ideas for fair parking in Kensington. • Whole group sharing of breakout room insights and additional participant comments. • Interactive Menti poll: “What brought you here today?” and closing feedback via poll and chat. • Open Q&A session with Council staff and facilitators. • Closing summary of key insights, next steps, and future engagement. • Facilitator and Council debrief to capture lessons learned.

5. Check-ins Outcomes

5.1. What Was Heard Prior to Check-ins

Prior to the check-in sessions, the City of Melbourne conducted a community survey on parking conditions in Kensington. 106 unique responses were gathered between November 2024 and May 2025 from residents, businesses, and stakeholders. The survey was administered via an online form and aimed to capture feedback on recent parking changes and broader kerbside management issues.

The survey revealed a range of concerns and suggestions, including strong dissatisfaction with the permit system and parking eligibility rules, frustrations with short parking time limits, inconsistent enforcement and communication practices, and challenges in finding available parking near homes and businesses. A small proportion of responses also highlighted perceptions of revenue-driven motives behind recent changes and concerns over increased density from new residential developments impacting parking availability.

Number of respondents vary in the graphs below depending on number of responses to each question.

5.2. Summary of Participants

5.2.1. Connection to neighbourhood

The majority of survey respondents identified as residents of Kensington, making up 86% of the total. This was followed by workers (12%), while only a small proportion (2%) identified as business owners. No respondents identified as students, visitors, or transport workers, indicating that the engagement primarily reflected the views of people who live in the area.

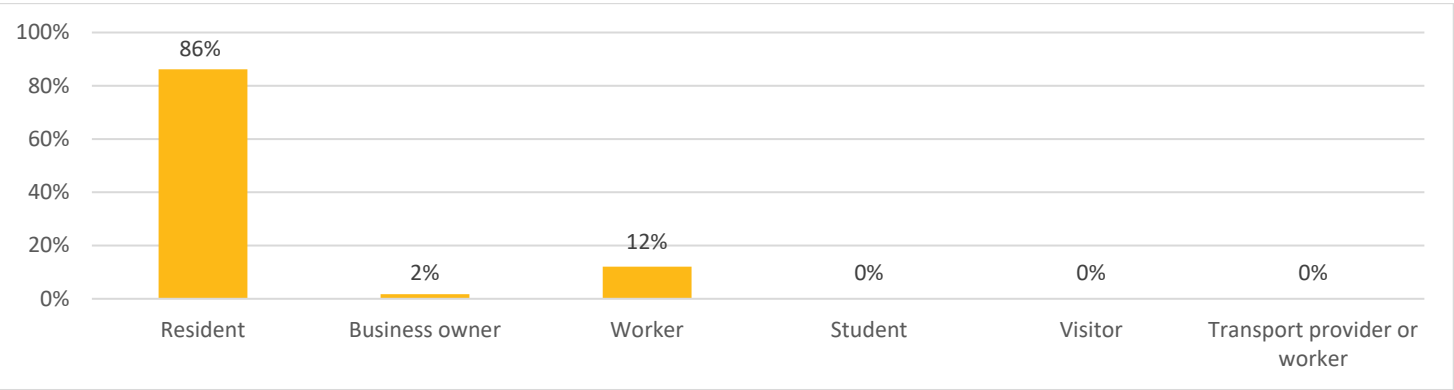


Figure 2. Connection to neighbourhood of survey respondents (n=116)

5.2.2. Gender

Among survey participants, 52% identified as female and 29% as male. A further 15% preferred not to disclose their gender, while 1% identified as non-binary or gender diverse. No respondents selected "I use a different term."

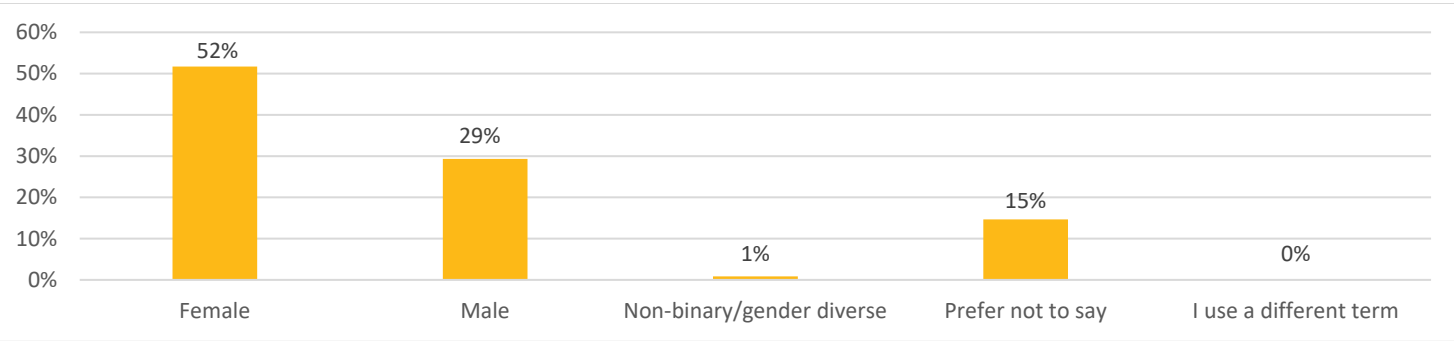


Figure 3. Gender distribution of respondents (n=116)

5.2.3. Age

As shown in Figure 4, there was a spread of age groups represented in the survey. The largest proportion was represented by age 30-34 and 35-39 (13% respectively), followed by 11% aged 40-49, and smaller percentages in other age groups. This included 9% aged 60-64, 6% aged 65-69, 5% aged 70-74, 4% aged 20-29 and 11% preferred not to say. There was no representation from the age groups of <15 - 19, and ≥90 years old.

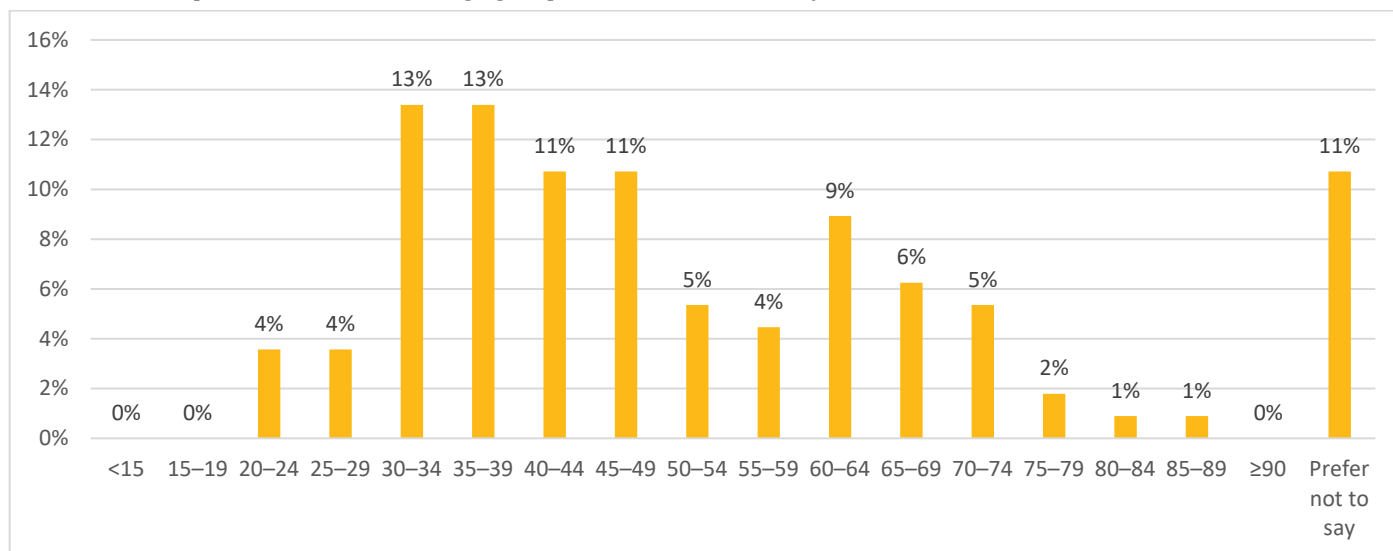


Figure 4. Age of survey respondents (n = 112)

5.2.4. How well is your neighbourhood served by the current parking restrictions?

The survey included 116 responses recorded from participants before and during the delivery of changes (which are still underway) and revealed mixed views on parking arrangements in place during this time:

- Signage clarity received the most positive feedback, with 67% agreeing it is easy to understand.
- On-street parking availability was the most criticised, with 60% disagreeing that it is typically available.
- 63% of respondents also agreed that some areas are always full, highlighting congestion.
- 41% felt that a range of needs (e.g. loading, accessible parking) were appropriately catered for.
- 58% disagreed that parking time limits are longer than needed, suggesting most see limits as too short.
- 80% opposed repurposing parking for green space or footpaths.

These results reinforce the need for parking changes to address the general dissatisfaction with availability and flexibility of parking in the area and will be monitored as changes are finalised.

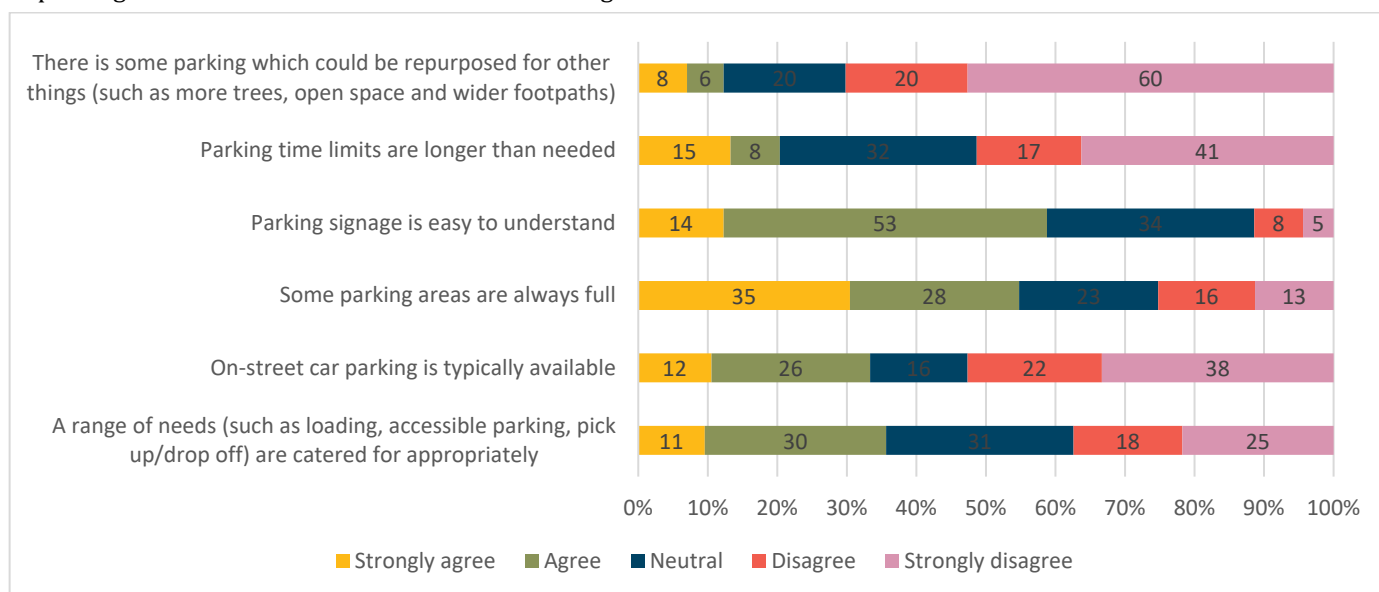


Figure 5. Responses on how well the neighbourhood is served by the current parking restrictions (n=116)

5.2.5. Common themes: What else would you like us to know about Kensington?

Of the 116 responses analysed, all comments were coded into 13 distinct themes. Each comment was assigned to one or more themes based on its key messages, resulting in a total of 214 coded instances. A selection of quotes from the four most common themes is provided below.

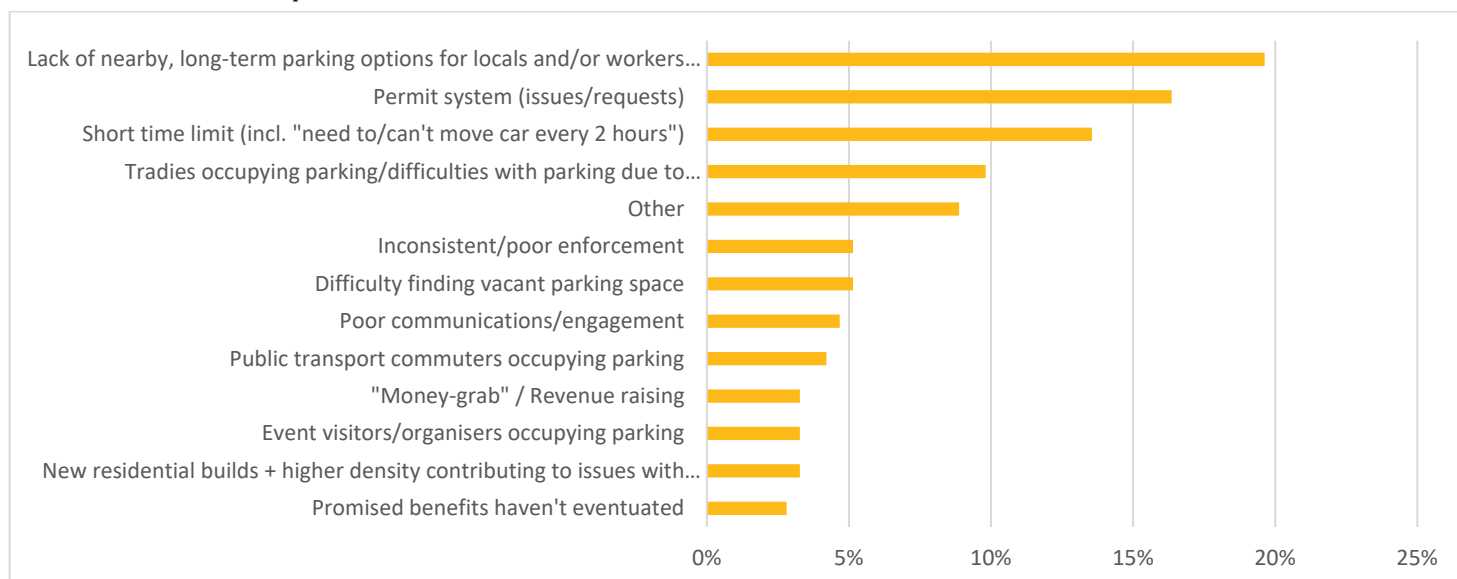


Figure 6. Common themes (n=214)

LACK OF NEARBY, LONG-TERM PARKING OPTIONS FOR LOCALS AND/OR WORKERS (20%)

Respondents frequently raised concern about the absence of all-day or long-term parking options for shift workers and local employees. Participants described difficulty in finding consistent and reliable parking close to their homes or workplaces.

"There is a lack of all-day parking in the area. As someone who works in Kensington I struggle to find all day parking and I am not in a position to be able to move my car every 2 hours."

"We now have to arrive 30 mins early to find a space and still end up parking blocks away from the clinic."

"It is extremely inconvenient and moreover not possible for me to scrub out simply so I can move my car."

PERMIT SYSTEM (ISSUES/REQUESTS) (16%)

The second most common theme related to dissatisfaction with the permit system. Respondents cited confusion about eligibility, frustration from newer developments being excluded, and the impact of permit policies on daily convenience.

"I've also been advised I can't get a permit because I live in a high-density development... this is inequitable and unfair."

"Our household is not entitled to a permit as its certificate of occupancy was after 2011... this policy needs to be reviewed."

"Please extend the Area 8 parking zone... a comprehensive solution is needed to ensure parking equity for all residents."

SHORT TIME LIMIT (INCL. "NEED TO/CAN'T MOVE CAR EVERY 2 HOURS") (14%)

Many responses pointed to frustration with the 2P limits across large sections of Kensington, noting the inconvenience and impracticality of having to move vehicles during the day.

"I work from home, what am I supposed to do, move my car every two hours?"

"My friends can't stay for long when they visit, even on weekends, for fear of getting a fine."

TRADIES OCCUPYING PARKING/DIFFICULTIES DUE TO CONSTRUCTION (10%)

Construction and trade-related parking were frequently mentioned as sources of congestion, especially near high-density developments. Residents found it difficult to park near their homes as these vehicles often took up available spaces throughout the day.

"The tradies from the new apartments park all day in front of our house. We have no space left."

"There are constantly tradies parking in our street and therefore impacting parking near my house especially with two young kids in tow."

"Construction workers taking most of parking space."

5.3. What was Heard During the Check-ins

During the two engagement sessions, participants were asked to do a small group discussion via Zoom’s breakout room to:

- Reflect on the data and your own experience
- Discuss their parking needs and what they value about parking and kerbside management in their neighbourhood
- Possible solutions for improved parking in Kensington.

The result of the discussion was then summarised and is presented below. Data was also captured via session notes, breakout room discussions, chat logs, and comments from Mentimeter. Utilising the Mentimeter tool, participants responded to this key prompt “What brought you here tonight/today?”.

A total of 166 comments were coded across Kensington Session One, Session Two, Zoom Chat, Breakout room sessions, and Mentimeter records.

5.4. Common Themes Identified

Comments gathered revealed several recurring themes reflecting the key areas of concern for the Kensington community members. The most frequently raised issues are related to general parking frustrations and suggestions (34%), followed by comments about permits and policy (22%), and increased parking demand from development and tradies (14%). Communication and engagement issues (10%) enforcement challenges and parking bays and line markings (both 8%) and the short duration of parking (3%) were also noted, highlighting a broad range of experiences and expectations. 7 provides a breakdown of these themes.

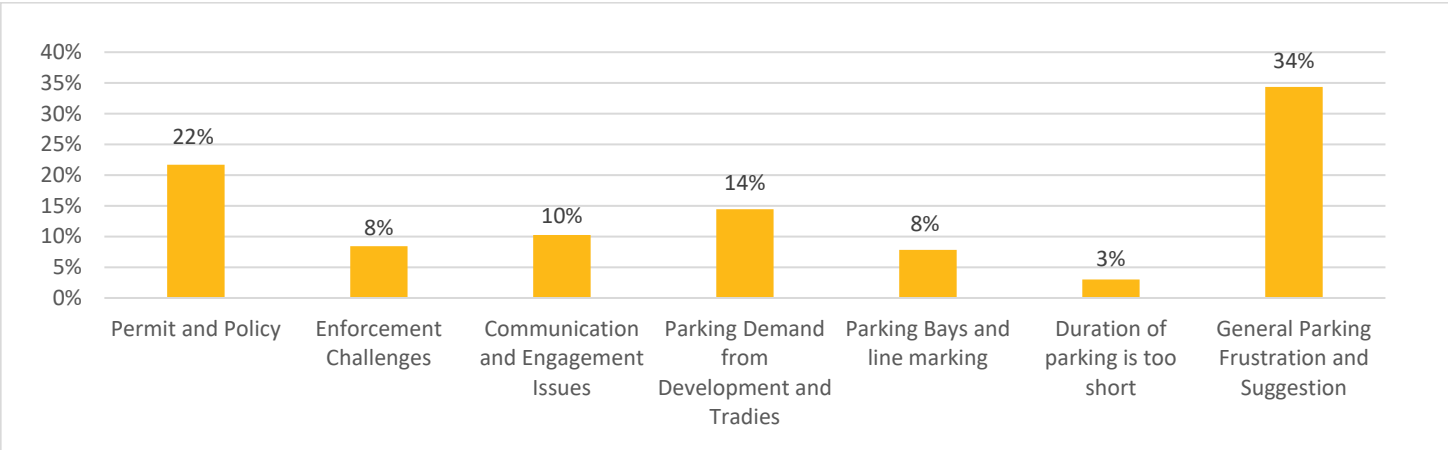


Figure 7. Common themes identified during check-ins (n=166)

GENERAL PARKING FRUSTRATION AND SUGGESTIONS (34%)

Comments in this theme expressed a sense of dissatisfaction with the new parking arrangements, focusing on three main areas: difficulty finding parking, confusion and sudden changes, and calls for more practical improvements.

Comments frequently described daily struggles to find suitable parking, especially near their homes or during peak times.

"Used to be 2P Monday - Friday and free weekends. Monday - Sunday now. Not changed issues but visitors are now restricted. Evenings can't park (can't get a spot after 5pm). Park a block away currently."

"On-street parking is vital as we don't have off-street (recent Reno counted on continuation of off-street). Rankins Rd in block at Macaulay CT Rd). So we are glad it was continued after all."

"I would like to park near my house"

"Dismay in the updated parking situation"

"Surprised by the proposal and not in a good way"

"Frustrations in Smith St changes"

"I am annoyed about lack of consultation in Robertson Street about the change from 30 min to 2 hours"

"Extreme frustration at implementation and ongoing parking congestion"

"Value of home without good access to parking. Housing prices affected."

PERMIT AND POLICY (22%)

Comments showed confusion and frustration around parking permit rules and eligibility. These concerns were more common among residents of newer developments or subdivided properties, who felt excluded by the policies and needed more clarification on how the permit and policy works.

"After some back and forth with council (including where a parking permit was given to us, then suddenly revoked), it turns out we're not eligible for a parking permit as our house falls foul of a rule given it's a townhouse ~2016 built subdivision."

"Concerned about so much 2-hour parking"

"Permits to do with the buildings, tradies: very high usage and parking plans"

"Parking permit, 30+ years, can't recall 2P in Ridgeway but people are parking in Bangalore you aren't paying. Where payments are required – why can't issue free permits?"

"Free resident permits for all residents, permit review (agree with PT comments, really low usage. 90% of staff driving because it doesn't cater"

"A review of permits, cost and users eligibility (Maribyrnong example)"

"Very unfair that houses built after 2011 can't access a permit."

"1 side permit and 1 side not – working staff can't get permits? Why? Otherwise supportive"

"Counter view to the above – Many share houses in the area, and they need permits"

PARKING DEMAND FROM DEVELOPMENT AND TRADIES (14%)

Comments emphasised the impact of new developments and trade vehicles on parking availability. Residents noted increased competition for limited spaces, particularly around high-density areas.

"Barnett street issues with increased demand"

"The biggest problem for Barnett Street is lack of parking. Soon the apartments will fill and they will be able to park from 5pm to 9am. There will be massive demand for our few spaces."

"Albert Street is full of tradies and this has impacted on members attending the church. Response from council has not been that great."

"Parking in Barnett Street. Development has 340 apartments but only 160 garage spaces available"

"Stubbs Street (Parsons Street), huge development"

"Once the community centre is up and running, we need to monitor pressure. 2 hours is better than it was (came in during the tunnel works). Can be harder on the weekends and varies across the day. Amount of commuter parking (some have permits and some not)."

"Advanced Care – parking out the front of us is staff – the issue currently is overstaying for those staff at 2P. Tradies are taking up the space."

"Parking experience has been disconnected, council planning vs experience of community. Robertson and Collette – huge amount of development density is coming."

"There is a school there – this problem has been created and is limiting residents' ability to park close to home. School should supply parks or parking permits."

COMMUNICATION AND ENGAGEMENT ISSUES (10%)

Comments raised repeated concerns about the lack of clear, consistent, and accessible communication from Council regarding parking changes. Some participants reported being unaware of consultations, unclear about proposed changes,

or dissatisfied with the engagement methods used. Several comments emphasised the need for better outreach through local channels and timely updates to ensure residents are well-informed.

"Lack of consultation re the changes, reduction in residential parking in our block by over half in our block"

"I am annoyed about lack of consultation in Robertson Street about the change from 30 min to 2 hours"

"Initiating content in KenNews as an avenue for further information. Good to get in touch with people that have already engaged."

"Accessing information: Didn't get anything in my letter box, not on socials."

"No letter drops, use the community newspaper. Use those avenues."

"Engagement and communications – response from PS team – consultation in workshops 2024, not aware of these sessions."

"surprised by what happened in our street, map on council website dropped in letter box. Contractor letter was delivered."

"when information came around 1 November, one diligent resident found the map and resident permit exemptions weren't clear enough."

"I sent emails to Council and members of Parliament and response from Council was that changes made in response to findings of previous survey, but how changes made were inconsistent with survey results."

ENFORCEMENT CHALLENGES (8%)

While raised less frequently, several comments highlighted inconsistencies and gaps in the enforcement of parking regulations. Concerns included infrequent patrols, ineffective penalties, and lack of follow-up on reported violations.

"How many enforcement people are there? And what is their cycle of visiting Kensington? The only time I ever see them is occasionally when I make a complaint."

"Reporting cars incorrectly parked, sometimes come and sometimes don't. Examples of cars parked for weeks, \$99 only for the two-week infringement. Not enough deterrent, has to be severe."

"Advanced Care: parking out the front of us is staff, the issue currently is overstaying for those staff at 2P. Tradies are taking up the space. Enforcement of current restrictions."

"Enforcement, specifically around the Ridgeway and with updated parking controls."

"Agree with 2hr parking but it is not enforced – turn around time can be 5 hours so people move."

"With the church nearby, people park where they shouldn't and parking inspectors don't come."

"People park for weeks because they don't want to pay for permits."

"Story of overhearing tradies tell each other that they never get a ticket and safe to park in 2P."

"Workshop participant 2024 – so many views – often in conflict"

"People leave cars for days and months at a time. Someone left a car on Barnett St for 9 months."

PARKING BAYS AND LINE MARKINGS (8%)

Comments in this theme addressed the function, design, and impact of bay markings. Some viewed them as a necessary improvement to reduce chaos and collisions, while others questioned their effectiveness or implementation.

"Need for parking bay line marking"

"Parking bay marking is good. Should avoid so much damage from cars trying to squeeze in where there is hardly any room. (You should see my front number plate. It looks like a soup plate!!)"

"Marked parking is good but has to confirm to legal standard – is working well but can see the complexities."

"Parking bays – should be done everywhere. It's a balance and we should keep engaging in that."

"Bays: Who is making the bays and measuring them. Want a straight answer around the size, I've looked it up."

"Parking bays feel incompetent and poorly administered."

"What are the standard sizes of parking bays that have been marked, and has anyone checked whether they meet that. What the sizes are meant to be? And why are there random gaps?"

"Only park around home, but the line markings in Eastwood St and Rankins may have opened up some more parking bays – Positive"

"Rankins Rd, opposite Station – The parking bay markings should be an improvement, people are not trying to squeeze into spaces and damage the car behind – Positive"

"Barnett Street – early line marking has been good because of erratic parking previously. Very long between trees – maybe seems like a waste."

DURATION OF PARKING TOO SHORT (3%)

These comments focused on the current time limits being too restrictive for residents and visitors. Participants expressed frustration at the need to move vehicles frequently, sometimes multiple times a day, and questioned the suitability of the 2-hour limit.

"Nottingham St – 2P implementation does not prioritise parking needs for residents. You can't move car every 2 hours."

"Don't see how survey connects to changes made. Seems to be clear majority opinions but there wasn't enough data, but there is convincing data that 7 am–7pm and 2 hours don't work."

"Agree with 2hr parking but it is not enforced – turn around time can be 5 hours so people move."

"There used to be an area of parking on Albert Street under the causeway. Lack of signage. No parking, supportive of more parking restrictions in this area to support turnover."

"Once the community centre is up and running – we need to monitor pressure. 2 hours is better than it was (came in during the tunnel works). Can be harder on the weekends and varies across the day."

"Used to be 2P Monday–Friday and free weekends. Monday–Sunday now. Not changed issues but visitors are now restricted."

"Since it's been changed to 7am–7pm parking. Often we can go away, and come home after 5pm, there are no parking spots."

"Parking changed in my street suddenly – want to know why."

"I am someone with a permit, but still find it hard to get a park near me."

"Gone from 1Hr residents excepted, to 2Hr. Question, will this mean the parking is extended?"

6. Opportunities and Action steps

The community check-in sessions brought up a range of themes related to parking and kerbside management in Kensington. The table below summarises the key feedback received, how Council has considered this input, and any corresponding actions that have been committed to in the short, medium, or long term. It provides a clear link between what the community shared and how this has informed Council's response.

Table 3. Opportunities and action steps

Theme or Location	Summary	Council Insight	Action
Mulgrave Street	Feedback from area that Mulgrave Street should have updated parking restrictions in line with area	Street has been assessed by engineering and delivery team.	Mulgrave Street added to delivery list for upcoming works in 2025
Epsom Road	Residents wanted confirmation why new 4-hour parking did not have resident permit exempted signage.	Street has been assessed by engineering and delivery team.	Resident permit exempt signage to be added July 2025
Ormond Street	Feedback that 2P parking on JJ Holland side of street should have resident permit exemptions reinstalled and that 2P may not be long enough for park users	Street has been assessed by engineering and delivery team. Street sides that back on to non-residential land such as parks, health services, businesses or transport hubs are not resident exempt as there is a wide range of mixed demand for these spaces.	No change, collect usage data as part of the Annual Review 2026 and report back to community. Dependent on data results adjustments made in 2026.
Accessible Bay Locations	Both positive and negative feedback was received on the location and number of accessible bays around South Kensington station and park areas.	Accessible bays have been requested by a range of users across Kensington. We are attempting to meet the needs of the 1 in 7 people under 65 years old and about 1 in 2 people aged 65 years or older who have a disability. Accessible bays are line marked larger than standard bays to allow for loading or unloading safely around moving traffic.	Collect usage data as part of the Annual Review 2026 and report back to community. Adjust locations and types of bays depending on usage data collected.
General parking	Residents expressed dissatisfaction with the overall parking experience following	We expect new parking restrictions to change behaviour over a period of 12 months. The	We will run the 2026 Annual Review and engage on proposed next steps for parking

Theme or Location	Summary	Council Insight	Action
frustration and suggestion	recent changes. Key concerns included difficulty finding parking near their homes, confusion about the rationale for new restrictions, and frustration with the perceived impracticality of changes. Residents noted the opportunity to review the overall design and implementation of parking controls, improve clarity around changes, and introduce more practical, flexible solutions that better meet everyday needs.	combination of parking controls introduced were designed to improve availability for residents with permits while retaining some level of unrestricted parking for other parking users such as commuters and residents not eligible for permits. We will monitor parking occupancy during this time.	changes based on the feedback and data received. We will continue to assess safety and access needs, or specific requests received via the “always on survey” as works proceed.
Permit and policy confusion	Participants expressed confusion and frustration around permit eligibility, particularly affecting residents of newer developments and subdivided townhouses. Some residents reported revoked or denied permits despite long-term residency. Residents also mentioned about the opportunity to review and clarify permit rules, ensure fairer rules across property types, and consider low-cost or free permits in areas with limited parking alternatives.	Permits are used to help manage the demand for limited on-street parking. The Permit policy in Kensington states that residents are not eligible if the property has been reconstructed to increase residential density, is a commercial property, or is purpose-built student accommodation. Permit fees are set by Council through the Annual Budget and cost \$52 for the first permit at an eligible property and \$142 for the second. This equates to 50 cents per day for two vehicles.	The Parking and Kerbside Management plan commits to undertaking a strategic review of its Parking Permit Policy. Further information will be provided to the community when this work progresses.
Parking demand from developer and tradies	Feedback noted growing competition for parking due to ongoing development, especially in high-density areas like Barnett Street, Albert Street, and Stubbs Street.	The introduction of 2P parking restrictions with ‘resident permit excepted’ is intended to deter long-stay parking and provide residents with improved parking availability near their properties.	Investigate options to share information about long-stay parking availability for tradespeople and workers in Kensington, including through the planning process. Feedback regarding off-street parking requirements provided to City Strategy and Planning and Building divisions of council.

Theme or Location	Summary	Council Insight	Action
	Feedback highlighted the opportunity to better manage construction-related parking demand, consider tradie-specific loading zones, and making sure that future developments incorporate adequate off-street parking.	Tradespeople, like all workers in Kensington, can use the large areas of unrestricted parking with remains in lower demand areas.	
Communication and engagement issues	Participants reported insufficient communication and lack of transparency around recent parking changes. Many were unaware of consultations or found materials unclear. Participants mentioned the opportunity to improve communication through letterbox drop, local newspapers, and digital platforms, as well as to introduce education session.	Since works began in November 2024, delivery communication has included: • Geo-located social media posts • Postcard drop – 3500 total • Letter drop to properties eligible for a permit with application details – 2,267 total • Contractor letters hand delivered to all addresses in affected streets 1-2 weeks before works begin. • Corflute signage on all parking signs (500) As part of the recent engagement check in • Direct email invitation sent to over 300 residents, businesses and visitors who have been in touch since works began. • Chatty café session • Website updates	In next round of engagement, we commit to; • Increased Social Media advertisement • Engagement with FlemKen news to spread messaging • Review our stakeholder list criteria to ensure as many community members who have contacted us about parking are included as possible. • Focus on engaging with 20-29 year old community members who were under-represented in 2025 check in engagement • Review and expand communications approach for 2026 Kensington Parking Review

Theme or Location	Summary	Council Insight	Action
		We are always working on ways to increase communication and engagement with our community and feedback received during these sessions have directly impacted our approach in the next neighbourhoods to be delivered. These improvements will also be implemented in our next round of engagement in Kensington.	
Enforcement challenges	Several participants raised concerns about inconsistent or ineffective enforcement of parking restrictions. Reports included infrequent patrols, weak deterrents (e.g. low fines), and a lack of follow-up on complaints. Residents felt that without proper enforcement, the new parking rules would have limited impact. Residents noted the opportunity to strengthen enforcement visibility, review fine structures, and improve response to reported violations to build trust in the system.	Enforcement supports the effectiveness of parking controls. We recognise the Kensington community has strong and often competing views on enforcement. Some participants described a lack of visible officer presence, while others expressed that recent enforcement has negatively impacted their lives. It is critical that a balanced and data-led approach to enforcement is provided in Kensington.	Following completion of all parking changes in Kensington, we will review our enforcement approach to ensure the new conditions are adequately enforced. We recommend community report illegal parking witnessed in the neighbourhood via https://www.melbourne.vic.gov.au/illegally-parked-or-abandoned-vehicles or calling (03) 9658 9658.
Parking bays and line markings	Comments about bay markings were mixed. Some residents appreciated them for helping reduce congestion and improve space use, while others questioned their accuracy, implementation, and overall effectiveness. Concerns included inconsistent sizing, awkward gaps	All line marking is in accordance with AS 2890.5 – Parking Facilities: On-street Parking, which sets the Australian standard for dimensions, visibility, and layout to ensure safety, accessibility, and compliance. All parking bay designs are prepared by qualified engineers and delivered by experienced contractors.	Any specific issues raised by the community about line marking works will be investigated. Regular quality assurance checks will continue to be delivered..

Theme or Location	Summary	Council Insight	Action
	between bays, and wasted space. Residents saw an opportunity to improve how bays are planned, designed, and communicated across different street types.		
Duration of parking too short	Residents felt that the 2-hour parking limits were not sufficient for typical residential, visitor, and day-to-day needs. Concerns included inconvenience caused by frequent car movement, challenges for households without off-street parking, and lack of alignment with daily routines. Suggestions included extending time limits, reviewing hours of enforcement, or introducing greater flexibility based on location and context.	We expect new parking restrictions to change behaviour over a period of 12 months and we will monitor parking occupancy during this time. In most cases, two-hour parking areas have 'Resident Permit Exempted' signs. This may differ in high-demand areas such as parks, school zones, and shopping precincts. As eligible residents apply for and receive permits, we expect them to use these spaces more frequently as they are available and located close to their homes.	Collect data as part of the Annual Review 2026 and report back to community. Increase length of parking times if underutilised in locations data suggests.

7. Next Steps

Council officers will close the loop directly with check in participants and publish the outcomes of the review on Participate Melbourne at melbourne.vic.gov.au/parking-reviews

Actions will be delivered as specified in Section 6 and parking works will continue in Kensington until late 2025. Feedback can continue to be provided at any time via 'always on' survey.

Additional feedback and actions will be reported on at the next Kensington Parking Review will be held in 2026