

Community engagement: density done well

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IV 30-year strategy -
Engagement Report
(Stage One and Two)
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REPORT

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1 EXECUTIVE SUMMARY

1.1 Introduction

RPS was engaged by Infrastructure Victoria to design, deliver and report on a program of community engagement activities to support the review of the 30-year infrastructure strategy. The community was asked to consider the concept of 'density done well'. This community engagement program is one of several inputs that will help inform the update of the 30-year draft strategy, including broad stakeholder consultation, modelling and other analysis.

Community engagement activities were scheduled into two stages – the first, a round of small group discussions with participants from three suburbs close to the city, with good public transport and existing infrastructure; with stage two bringing all participants together for a half-day community workshop to identify the consistent values and principles evident across all groups.

This report provides a summary of all the stage one and stage two activities.

The four-week, stage one engagement program was undertaken in October 2019 and included two rounds of deliberative focus group workshops with randomly selected and self-selected participants across Melbourne-specifically in Heidelberg, Camberwell and Footscray. These areas were selected as they are close to the city and public transport and already have mixed levels of density.

Deliberative focus groups draw upon on the intimate and iterative nature of traditional focus groups and the deeper, more thoughtful consideration of issues that a deliberative engagement process offers. Groups are brought together in several meetings to consider and interrogate the issues and, importantly, to work as a group. Those principles of deliberative democracy – random selection, 'mini-public' and the agency of the group to ask questions and for information - are also included.

The half-day stage two community workshop was held on Saturday 16 November 2019, and invited all 66 participants from the focus groups to gather together to further refine and develop collective principles when considering 'density done well'.

Infrastructure Victoria sought to understand the values and principles that the community think important when considering the proposition of 'density done well'. Infrastructure Victoria's remit is to provide independent advice to the Victorian Government regarding the state's current and future infrastructure needs. Its 30-year strategy provides long-term recommendations for the state to support the growth, prosperity and well-being of the Victorian community.

The focus of the engagement, 'Density done well', was developed as a proxy for the more complex conversation about how to leverage and augment existing infrastructure, and one that encapsulates both concepts the community could readily engage with.

The feedback from the focus groups will inform recommendations on density and future infrastructure planning in the updated 30-year strategy. All feedback was collated and analysed to identify key feedback themes and conclusions (see Section 4 Feedback Analysis for further detail).

1.2 Key outcomes

Across all activities there were areas of agreement and dis-agreement about 'density done well', the impacts of changing density and current infrastructure availability and capacity and the priorities of different themes that could inform principles for Infrastructure Victoria.

Areas of broad consensus

Participants in the three suburbs developed and agreed on nine themes with underpinning principles to guide the concept of 'density done well'. They also identified these in terms of relative importance, and they are presented below in order of importance.

Quality urban design

- Quality design and production of built form that's well integrated into local design character including green space (more than the bare minimum) and sustainability of environment
- Diverse mix of residential and industrial and commercial development to genuinely support 20-minute neighbourhoods and public transport
- Maintain the integrity of the natural environment including fauna and flora

Public transport

First and foremost must be accessible (not only in terms of ability/disability), but also in terms of reasonable distance from dwellings and services). Must be reliable and frequent, safe, clean and affordable. Must be interconnected with other transport modes (physically and in terms of timetables) and provide cross suburb connectivity (including non-radial)

Housing affordability and choice

A range of living options (including what people can afford and a range of housing models to meet diverse community needs) supported by integrated services and support to represent diversity

Good public environment

Includes safe, adaptable multi-functional spaces and green space in proportion with density, technology, environmentally sustainable built infrastructure for diverse (age, culture and disability) communities and reflects the cultural elements of that neighbourhood

Pedestrian friendly

Safe, well maintained, energy efficient, well-lit pathways that prioritise people with all abilities that follow logical pedestrian desire and made of environmentally friendly material and technology i.e. sensor lights. These should be designed with amenity in mind (seats, shade, water fountains, bins)

Accessible places

Neighbourhoods must be designed to be accessible for all, with comprehensive transport connections, where the community needs are reachable within a 20-minute walk

Community safety

Create structures and resourcing that support the community to take ownership of their own and others' safety supported by local government services including law enforcement sufficient lighting and other measures to allow use of community hubs after hours

Inclusion

Inclusion ensures representation through a voice, opportunity, access and sense of belonging for all cross-sections of the community i.e. age, ability, ethnicity, sexual orientation, etc.

Inclusion requires appropriate spaces, housing, facilities, events, resources and physical and social infrastructure to ensure a seamless and enjoyable experience for people of all abilities and circumstances

Mix of uses/diversity of things to do

Meet the changing needs of the people who live there by including multi-faceted green spaces and multi-flexible inclusive facilities therefore maintaining an inclusive community feel.

The outcomes of the engagement program also demonstrated that there are a number of matters for which participants expressed a range of different views. The most significant of these were:

Car parking –participants do not share consistent views regarding car parking. For some, density done well is an opportunity to prepare for a future which is less car dependent and will require less car parking than is

currently provided. For others, providing the current level of car parking, or increasing it to ensure the car parking needs of future residents are met, is important. Many participants could not conceive of a future with fewer cars, while others talked about the need for car dependence to be decreased through incentives and the removal of parking. Alternatives to car ownership and options for increasing public transport and its affordability were all discussed.

Housing choice and affordability – there was not unanimous agreement about what housing choice meant, particularly in terms of apartments, with younger participants tending to be more supportive of apartment living and others less enthusiastic. For some, affordability went hand in hand with rent control and more intrusive policy levers, while for others it was more about increasing supply to meet demand and market responses to that.

Quality urban design– there was no agreement about what ‘good design’ is, with some advocating for ‘interesting and creative’ buildings and others strenuously opposed to more modern architecture. For most participants, the issue here was ‘quality’ and the flammable cladding example was used more than once to demonstrate the need for more control or oversight of developers and construction standards.

Other issues discussed

Over the course of the discussions, groups identified a number of issues that were important to them that weren’t necessarily shared issues, or that had different levels of support, both within individual groups and across all groups.

These included differences within suburbs (between self-select and randomly select), such as:

Heidelberg self-selected group did not discuss **housing choices**, but the randomly selected participants were concerned about adequate supply of safe housing for homeless people, providing a broader spectrum of housing (such as granny flats) and housing that is adaptable for all needs

Community safety at Heidelberg were also different conversations, with self-select participants interested in a greater feeling of responsibility for safety by all the community and programs and initiatives that support this while randomly selected participants were more concerned about healthier and respectful attitudes towards women of colour, lighting to encouraging walking and the provision of GP’s within emergency departments to take pressure of the system by managing less serious illnesses

Diversity of things to do were also interpreted slightly differently in the two Heidelberg groups – self-select participants saw this as meeting the needs of a diverse population and which creates interaction while the randomly selected group were thinking more of community events, facilities, swap meets and multi-purpose facilities, as well as innovation and manufacturing hubs for jobs close to home

Footscray participants looked at **good public environment** differently, with the self-select group seeking built form and open space that connects and engages people, fosters a sense of community, has an identity and incorporates art, recycled materials and natural elements; the randomly selected group wanted a commitment to the protection of existing green open space, diversity and range of attractions and services and ‘future proofing’, allowing interaction between older and younger people sharing and learning together

In Camberwell, both groups wanted the **public environment** to bring people together but the self-select group had strong views about the human-scale of the public environment, and its role in off-setting the negative impacts of development (in terms of sustainability and the environment)

The theme of **diversity of things to do** was also different – the self-select group sought efficient use of spaces to meet changing needs and diversity in art, theatre to meet diversity in people – gender, age etc. Randomly-selected participants were more focussed on a village feel, choice and higher density housing with parking on transport links

Architect involvement was important to **quality design** for the self-select group while limiting higher density to main roads and sympathetic design relative to existing architecture were important for the randomly-selected participants

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The impact of gentrification was raised in Footscray but not elsewhere and traffic was an issue that all groups raised in one way or another.

All groups discussed social inclusion, access and social justice, although some groups were more committed to this than others, with the self-select group at Footscray notable for its strong commitment to inclusion, diversity and affordable housing.

2 INTRODUCTION

RPS was engaged by Infrastructure Victoria to design, deliver and report on a program of community engagement activities to support its research work on increasing density. The community was asked to consider the concept of ‘density done well’. This community engagement program is one of several inputs that will help inform the update of the 30-year draft strategy, including broad stakeholder consultation, modelling and other analysis.

2.1 Engagement context

Infrastructure Victoria is an independent advisory body established to guide decision-making on Victoria’s infrastructure needs and priorities.

Infrastructure Victoria provides advice to government on infrastructure matters, publishes original research and make recommendations on Victoria’s long-term infrastructure priorities via the 30-year infrastructure strategy. An update of the strategy is underway and will be released in 2021 with the aim to publish a draft strategy open to community and stakeholder consultation in 2020.

Infrastructure is complex and not necessarily, on the face of it, particularly interesting to everyday people. While we all rely on infrastructure in every aspect of our daily lives, we give little thought to it except when it is not working – and so transport, congestion, parking and energy costs remain the most commonly considered infrastructure as they are what we feel we interact with, in a negative way, most often. The ability to have energy, telecommunications, education, health, transport, water and sewer, freight and all forms of travel together with recreational, sporting and community facilities is something we mostly all take for granted.

Victoria is growing rapidly and the need to accommodate this growth and support it with infrastructure is at the core of Infrastructure Victoria’s work. The focus of the engagement was the concept ‘what is density done well?’. This provided a proxy to be able to discuss the visible and less visible aspects of places that were great to work, visit and live and for community participants to explore and understand the complexity, inter-relatedness and importance of the full suite of infrastructure necessary for successful urban communities.

RPS was critically aware that there is a current public conversation about the negative changes growth and density create in existing suburbs, so we recognised that there was a need to design an engagement process that provided a defensible evidence base of community priorities and perspectives while ensuring the process was robust, rigorous and inclusive.

2.2 Engagement overview

2.2.1 Stage one

RPS designed a process of engagement that included two rounds of deliberative focus groups in three inner-Melbourne suburbs – Heidelberg, Camberwell and Footscray.

Deliberative processes provide a richness and depth of consideration of issues. Importantly, they shift the onus away from the individual to the broader, community ‘good’, recognising that communities are diverse and needs and priorities require balancing in order to get them right for everyone. They also introduce a degree of transparency and accountability, demanding that information is available for interrogation and consideration.

It was for this reason that we designed this process so that Infrastructure Victoria, and the communities of Victoria, could be confident that:

- Community members likely to be affected by potential future decisions were engaged in the decision-making process ¹
- The process captured the breadth of views within the community
- The best elements of deliberation were included
- The outcomes could be relied on to represent the broader views of the community, those likely to be impacted and those not.

Therefore, we determined that small focus groups in three locations where existing infrastructure was good, close to the city, with existing levels of mixed density and where future density may be considered, would provide us with the firsthand responses and values of those communities.

These considerations led us to design a process which included:

- Three randomly selected focus groups, one each in Heidelberg, Footscray and Camberwell
- Three advertised focus groups in the same locations, where participants were aware of the focus group's topic and responded to advertising and were selected so we had a range of ages, gender and housing status represented (owning/renting).

For ease of reference, we refer to these two groups as 'randomly selected' and 'self-selected'.

2.2.2 Stage two

In November 2019 all community members from the focus group sessions were invited back to participate in a half-day deliberative workshop where they would collectively refine and develop the final principles on density done well.

The combined event allowed participants to consider the perspectives of others and to reconcile those perspectives with their own. They delivering participant-led suggestions for how differing perspectives can be addressed and accommodated during as Melbourne continues to grow.

The deliberative democracy event allowed participants to:

- Share outcomes from all focus group sessions on what makes a great place
- Discuss the differences and similarities in their approach and the underlying drivers of those
- Test and refine principles previously developed on density done well
- Build a collective view on increasing density and what is required to make it work
- Create a combined outcome that reflects the views of all participants

2.3 Purpose of this report

This report summarises the methodology, participation, key findings, observations and insights from the two stages of community engagement in October and November 2019. It is provided to Infrastructure Victoria to help inform recommendations on density in the updated 30-year infrastructure strategy.

¹ [International Association for Public Participation \(IAP2\) core values; while we framed discussions with participants as concerning issues which may impact suburbs like their own, in order for them to explore more freely the constraints and opportunities while not being distracted by the immediate impact any changes may have on them personally, all groups recognised and discussed the reality that their suburbs – well located in terms of transport and other infrastructure – will change over time.](#)

3 METHODOLOGY

3.1 Recruitment

RPS engaged Jetty Research to recruit a selection of diverse participants using targeted Facebook advertising that seeks interest from people based on their location, age, gender, and future intentions for housing choices (house, townhouse, apartment/ renting, buying, investment, owning, etc).

The recruitment focused on two groups of community cohorts:

1. people who elect to participate in the focus group process by responding to an invitation to participate (**self-selected – from Facebook advertising**)
2. those who are invited to participate through a random recruitment process (**randomly selected – Jetty Research direct calls**)

Through this approach we were able to capture the views of both those with a strong interest/position and those with more moderate views. Community engagement can be dominated by those with the greatest interest – the loud and the articulate. This approach allowed us to work with a number of people who wouldn't otherwise be engaged about long term planning and infrastructure issues.

Random selection not only provides an avenue for hearing everyday voices; it also provides the diversity of a chosen community. This ensures we are hearing from those most unrepresented within engagement – younger people, people of culturally and linguistically diverse backgrounds (CALD) and working families.

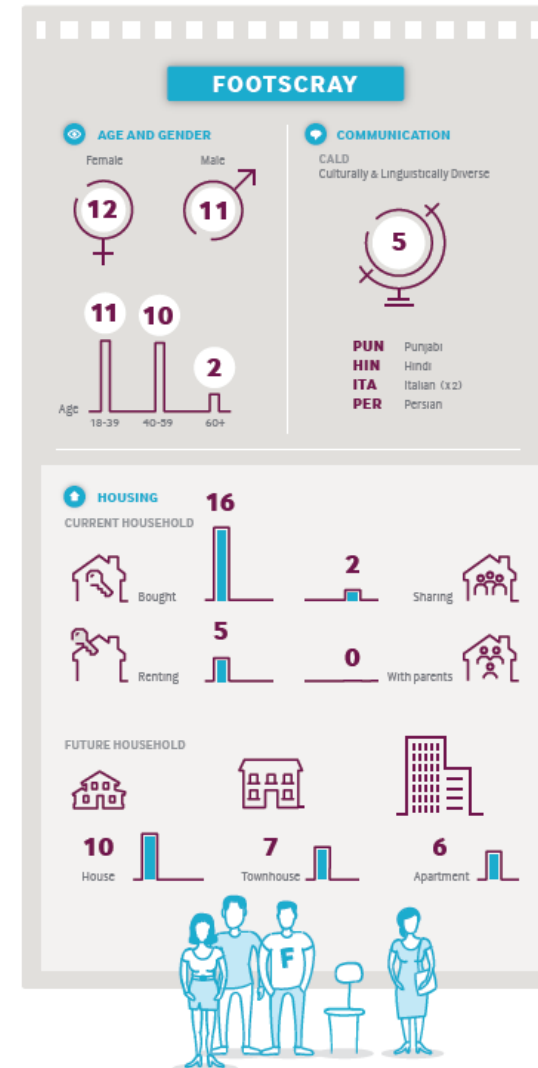
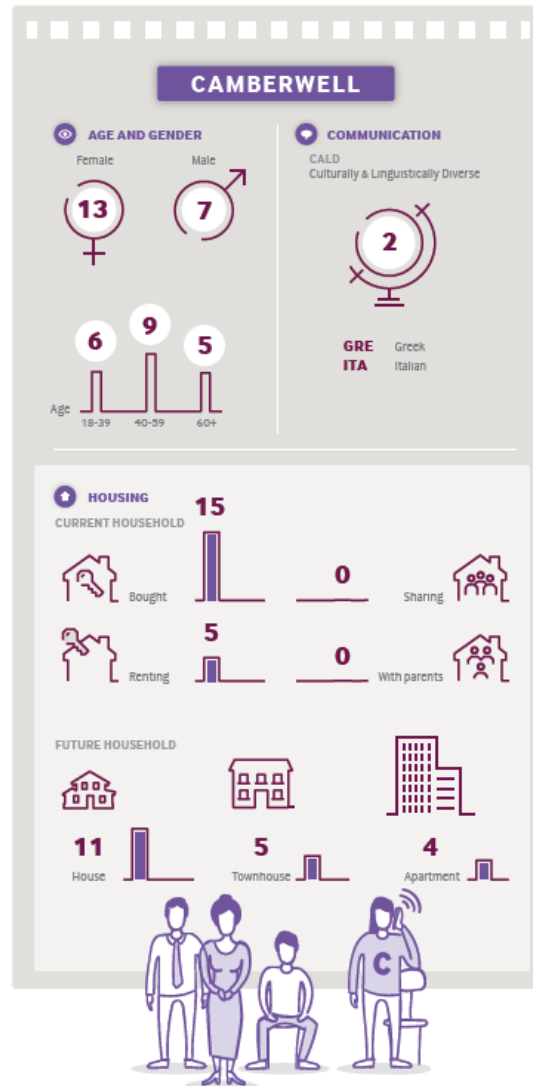
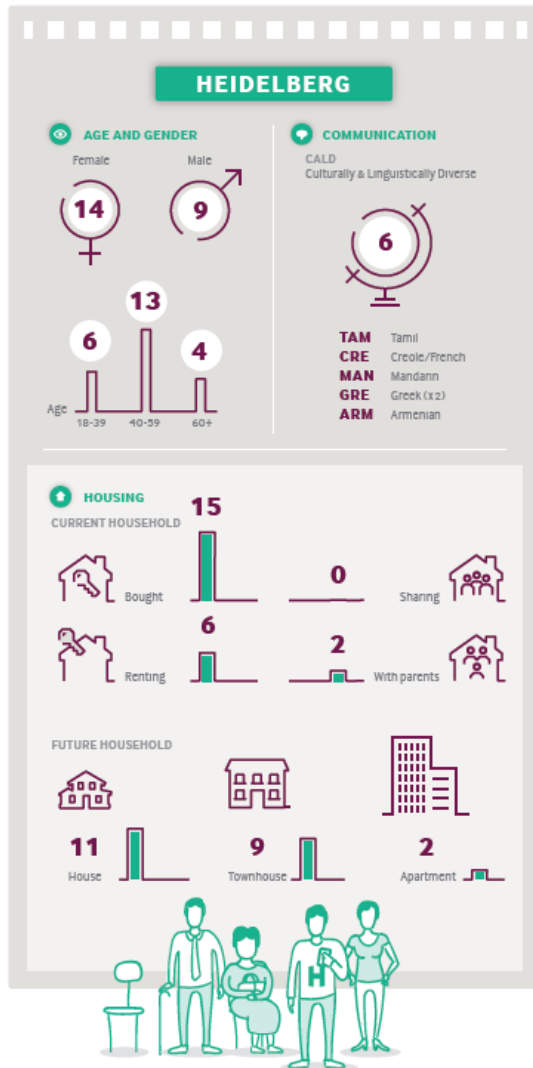
Accordingly, recruitment sought to assemble a diverse range of participants comprising people:

- from Heidelberg, Camberwell and Footscray
- who provided a mix of ethnicities and cultures
- from different age groups
- with different future housing choices (house, townhouse, apartment/ renting, buying, investment, owning, etc)

In recognition of the time contributed and to defray any travel costs, participants received a stipend of \$250 at the end of the second workshop. See Appendix A for a list of participant demographics.

3.2 Demographic overview

The image below demonstrates the demographic overview of all self-selected and randomly selected focus group participants.



3.3 Program of events

The purpose of the staged approach was to demonstrate a robust, rigorous and inclusive engagement process that provides evidence of community priorities and perspectives so they can influence strategy recommendations. The two staged approach also provided the opportunity to determine whether different suburbs had different views towards increased density.

3.3.1 Stage one

To reach a broadly representative sample of local community members and ensure their views were recognised, understood and considered, RPS designed a deliberative workshop process that enabled participants to think deeply and critically about what is important to them and the broader community on future infrastructure priorities.

The process involved two deliberative workshops of 2.5 hours each over four consecutive weeks. This included an exploration of participant views about 'what is density done well?'.

The purpose of exploring this theme was to understand how the community perceives density in the local urban environment, its strengths, issues and opportunities; and to get participants thinking about density they have already experienced.

Focus groups were held across three different locations in Melbourne as outlined in Table 1 below:

Area	Venue Details	Dates and times	Number of participants
Heidelberg	Quest Ivanhoe 72-84 Upper Heidelberg Road Ivanhoe VIC 3079	Self-selects - October 8 and 22 Random-selects - October 15 and 29	23
Camberwell	Hawthorn Arts Centre 360 Burwood Rd, Hawthorn VIC 3122	Self-selects - October 9 and 23 Random-selects - October 16 and 30	20
Footscray	Yarraville Community House 9 Victoria St, Footscray VIC 3011	Self-selects - October 10 and 24 Random-selects - October 17 and 31	23
Total participation			66

Table 1 – Focus group logistics

The focus of each workshop was to:

1. Deliberative workshop one

- Introduction to deliberative democracy and the purpose of deliberative focus groups
- Introduction to Infrastructure Victoria and its work
- Presentation about the topic, its challenges and opportunities
- Facilitated discussions and the collection of initial feedback about great places and density done well
- Identification of outstanding participant questions
- Issuing participants with deliberative 'homework' – reflection questions for them to consider

2. Deliberative workshop two

- Check-in and sharing of reflections since workshop one
- Answers to questions from workshop one
- Facilitated discussions and capture of participants' ideas of what makes great places from the first meeting
- Develop high level principles that can inform decision-making.

The focus group agenda was consistent across each session; however, themes were explored further if they were identified as important by participants. A copy of workshop runsheets and presentations including handouts for stage one are available at Appendix B.



Focus group participants sharing their views on density done well.

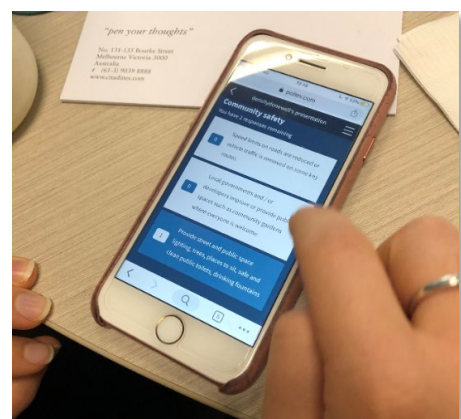
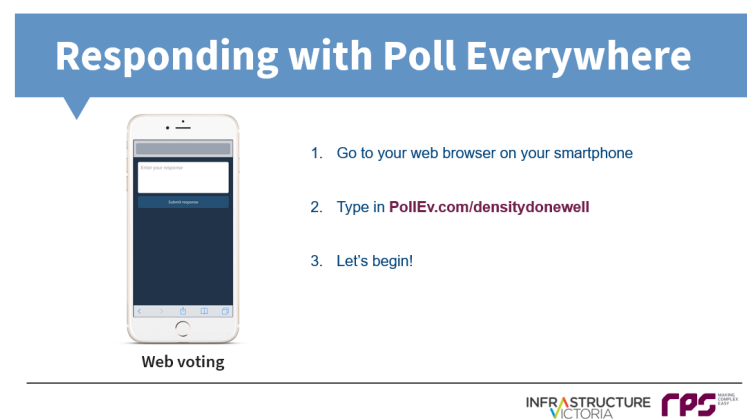
3.3.2 Stage two

In November 2019 all community members from the focus group sessions from the three suburbs were invited back to participate in a half-day community workshop where they would collectively refine and develop the final principles on density done well.

The event was held on Saturday 16 November from 10am until 1.30pm.

Participants were able to consider the perspectives of others and reconcile those perspectives with their own while delivering participant-led suggestions for how differing perspectives can be accommodated as Melbourne continues to grow.

Participants were invited to respond to questions via the online polling platform called 'Poll Everywhere'. This is a smartphone based process. The community members were able to see their responses in real time on screen as they selected their preferences.



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Instructions to participate in the live polling activities.

Live polling by a community participant

The community workshop allowed participants to:

- Share outcomes from all focus group sessions on what makes a great place
- Discuss the differences and similarities in their approach and the underlying drivers of those
- Test and refine principles previously developed on density done well
- Build a collective view on increasing density and what is required to make it work
- Create a combined outcome that reflects the views of all participants

A total of 45 participants attended the event with an even representation across all three locations and participant type (self-selected and randomly selected focus group participants). In recognition of the time contributed and to defray any travel costs, participants received a stipend of \$250 at the end of the event.

A copy of workshop runsheets and presentations including handouts for stage two are available at Appendix C.



Participants at the community workshop

Who was in the room?

The online polling results below illustrate the outcomes from questions asked at the event to create familiarity around the polling technology and enable participants to understand who was in the room.

The demographic make-up of the group included:

Age

There were 40 responses to this question with a majority of participants aged between 40-59.

- 53% (21) of participants aged between 40-59
- 35% (14) of participants aged between 18-39

- 13% (5) of participants aged 60+

Gender

There were 40 responses to this question with a majority of female participants at 59%.

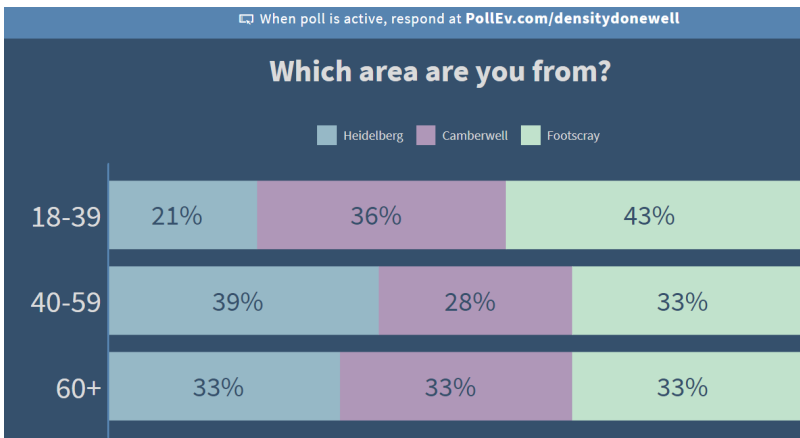
- 59% (26) female participants
- 39% (17) male participants
- 2% (1) prefer not to say
- 0% other

Location

There were 35 responses to this question with a majority of participants from Footscray.

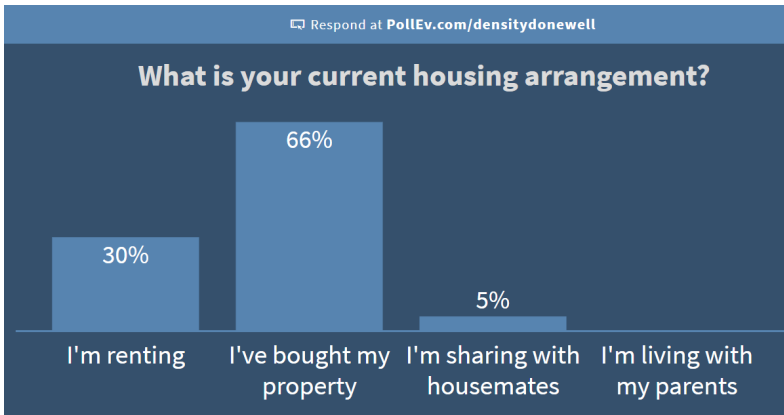
- 37% (13) from Footscray
- 31% (11) from Camberwell
- 31% (11) from Heidelberg

To gain further insight into the audience, the data was segmented to compare responses and develop a better understanding where the participants were from in relation to age and location.

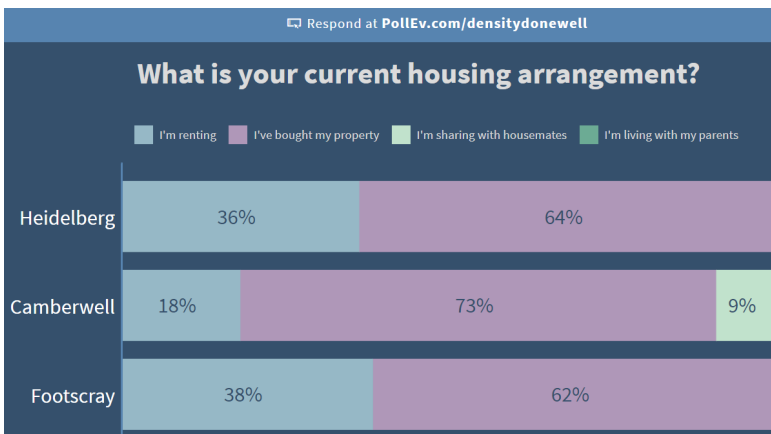


Current housing

The majority of participants purchased their property representing 66% of responses, while 30% were currently renting and 5% were sharing with housemates.

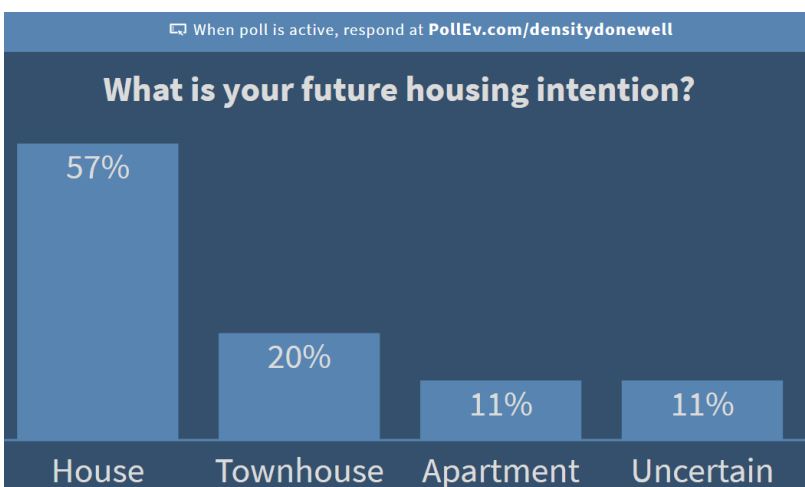


The graph describes the percentage of respondents who selected their current housing arrangement in correlation to their location. For example, 64% of respondents who live in Heidelberg have purchased their property.

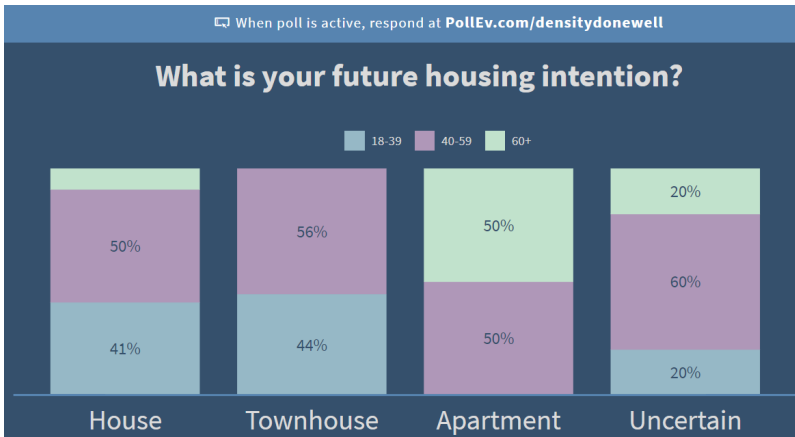


Future household

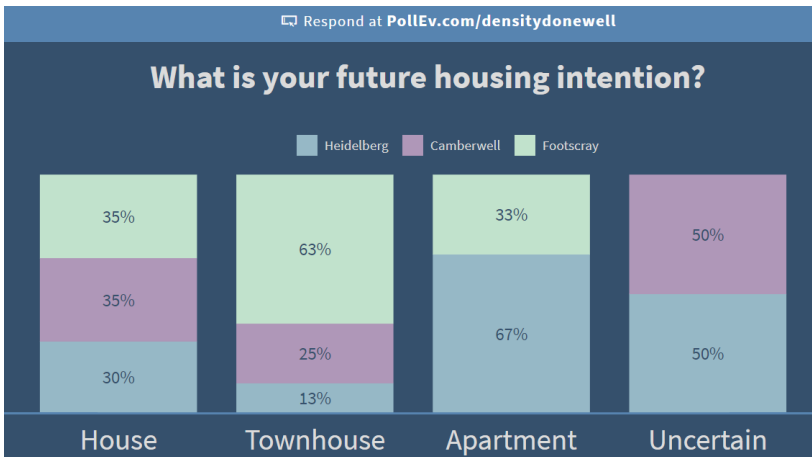
The desire to live in a house was strong with 57% of participants preferring a house, following 20% for a townhouse and 11% of responses preferring future apartment living. There were 11% of participants that were unsure.



The graph describes the percentage of respondents who selected their future housing arrangement in correlation to their age. 44% of those who would like to live in a townhouse are aged between 18-39 years old.



The graph describes the percentage of respondents who selected their future housing arrangement in correlation to their location. 63% of those who would like to live in a townhouse were respondents from Footscray.



4 FEEDBACK ANALYSIS

A combination of data analysis methods was used to provide a high-level analysis of qualitative and quantitative data. This section outlines key findings from stage one and two on participants' views of the key elements for density done well. These findings will be essential considerations for Infrastructure Victoria when developing recommendations for the updated 30-year infrastructure strategy.

Qualitative data

The majority of data collected during the focus group workshops was in response to open-ended questions. Data from each engagement activity was collated for analysis, noting that feedback from reflection questions.

Each focus group was recorded using two audio devices and a project team member recording key discussion points. Audio was then used by the report writer/s to confirm comments against the collated notes, as required. Key themes and comments have been included in this report if participants indicated they were important, if they were agreed to and/ or repeated within or across groups or if they provided a diverse view or deeper insight. Providing comprehensive insights is the focus of this analysis.

Qualitative feedback from each of the focus group workshops were collated into weekly reports in order to record the commonalities and differences between the three suburbs and to identify the key themes on density done well. These reports are available at Appendix D.

All recordings and data are stored on RPS's server with appropriate privacy protection.

However, the feedback collected at the end of the deliberative workshop was subjected to minimal intervention so that the views of the broadly representative community participants can be considered as directly as possible.

At the half-day community workshop, qualitative data was gathered through:

- Roundtable activities where participants deliberated on outcomes from all the focus groups and develop one or two principles for each theme (Draft principles activity)
- Group decision making activity where all participants identified similarities and differences in support for the developed principles (What can I live with)

Quantitative data

Quantitative data was gathered at the half-day community workshop through:

- 5-point scale survey questions where participants rated each question on a scale of one to five (Feedback survey using Poll Everywhere)
- Multiple choice polling questions where participants could freely distribute a set number of votes across multiple options in order of priority (Prioritising themes and Infrastructure Victoria's responses using Poll Everywhere)

Comparative analysis

The key conclusions from this engagement were developed following a comparative analysis of the data collected through all engagement activities. This analysis considered a range of factors to identify the key conclusions and their relative priority. These factors included:

- Whether participants were self-selected or randomly selected
- The similarities and differences between all three suburbs
- The similarities and differences across topics raised during the focus group workshops

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- Whether feedback was provided in response to open-ended questions through workshop activities
- The frequency and the number of different mechanisms through which matters were raised



Participants engaging in group discussions and online deliberative polling.

5 WHAT WE HEARD

5.1 Stage one

This section summarises the feedback we received from the focus groups on what they value most when thinking about density done well.

5.1.1 Accessible places

5.1.1.1 Commonalities

Many focus group participants believed access to public transport and essential services were paramount to density done well. Access to good jobs, schools, transport, health care and essential services was frequently mentioned throughout all locations. This includes being able to walk easily and safely to services and facilities without having to rely on cars.

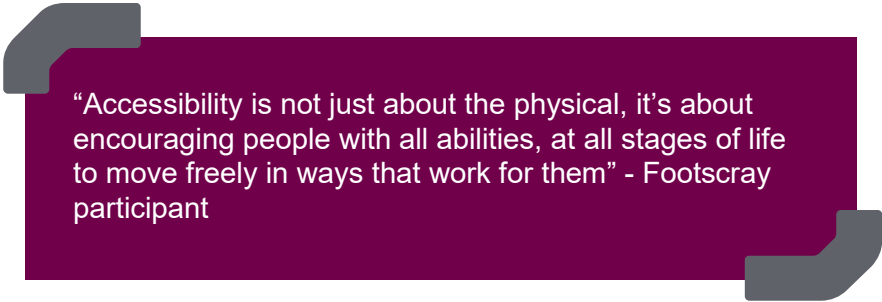
Employment hubs with access to good jobs and education precincts with learning opportunities were considered an important factor to density done well. This was seen as a solution to minimise congestion on the roads, where the majority of traffic is inbound towards the CBD. Participants also noted that trends in flexible working such as working from home, coworking and other mechanisms could also contribute to density done well.

5.1.1.2 Differentiators

In discussing access to transport options, the Heidelberg randomly- selected group were the only cohort that suggested improvements to the bus and cycling network. Bus network improvements were also seen as being critical in alleviating congestion on the road network, off-setting car dependency and facilitating greater access to the rail network.

This viewpoint stands in contrast to the Camberwell self-selected cohort, who put forward the view that car parking should be readily available at train stations.

A number of improvements to the road network were also proposed across groups, with the Heidelberg randomly- selected group suggesting on-street parking should be removed from main arterial roads, and the Camberwell randomly- selected group recommended additional traffic light installation.



“Accessibility is not just about the physical, it’s about encouraging people with all abilities, at all stages of life to move freely in ways that work for them” - Footscray participant

5.1.2 Good public transport connections

5.1.2.1 Commonalities

Easy access to public transport was an important consideration by focus group participants, although the functionality and connectivity of *all* modes of transport were considered by the community members. Good public transport connections mean the service is frequent, reliable, affordable and safe.

On the topic of density done poorly, the balance of increased density around public transport corridors was discussed by participants in relation to congestion and servicing demand during peak times. Some participants mentioned key train stations in the inner-city suburbs (Moonee Ponds, Richmond, etc) and the inability to catch a train, usually waiting for three trains to pass before being able to get on.

5.1.2.2 Differentiators

Despite consensus across groups that public transport pricing should be affordable, there were differences between each group to what affordability means. This is noted in how Heidelberg self-selected participants believed that public transport ‘needed to be cheaper’, Camberwell self-selected participants recommended that ‘affordable parking’ needs to be provided in walking proximity of train stations and Footscray self-selected participants suggested that public transport fares should be free or paid through council rates.

There were also differences between groups in what greater levels of safety looks like within public transport, with Camberwell self-selected participants requesting greater use of CCTV surveillance systems and Footscray self-selected participants suggesting greater use of passive surveillance mechanisms by encouraging a strong pedestrian friendly focus.

Participants from the Heidelberg focus groups also reflected on good public transport including better connections between suburbs while not having to travel into the city to get to places. Heidelberg self-selected participants were the only group that stated a preference for more environmentally sustainable assets within the state’s public transport fleet.



“Public transport should be frequent enough so you don’t have to run to catch it” – Camberwell participant

5.1.3 Pedestrian friendly places

5.1.3.1 Commonalities

Focus groups told us that accessible places with good connections to public transport, supported by pedestrian-friendly spaces for all abilities, are important when considering density done well.

Walking and cycling tracks that are functional and well-lit, green-lined paths to encourage safe movement during the day and night were highly valued by focus group members.

Participant feedback also indicated that having a pedestrian-centred space was strongly preferred and that providing the safe separation of pedestrians from other traffic should be another key consideration when planning for increased density.

Responses from the focus groups also indicated that safety in movement through better pedestrian and bike connection was strongly preferred providing the safe separation of pedestrians from other traffic.

5.1.3.2 Differentiators

Participants did not share consistent views regarding car parking. For some, ‘density done well’ is an opportunity to prepare for a future which is less car dependent and will require less car parking. For others, providing the current level of car parking, or increasing it to ensure the car parking needs of future residents are met, is important.

In particular, the randomly selected Camberwell focus group participants engaged in a lively discussion on walkable places, the provision of car parking spaces and reducing congestion on main roads. One participant was in favour of keeping parking off the main roads to enable traffic flow, although a few other participants were not in favour as this could potentially impact local businesses and their livelihoods.

Community members from the randomly selected Footscray focus group highlighted the importance of integrating sustainable features in footpath infrastructure, for example the use of renewable energy and recycled material (rubber) to make walking more environmentally friendly.

“Historically people have had the convenience to pull up in front and access shops, those days are over, and we need to accept the fact that we need to park behind the shops and walk to get to them”- Camberwell participant

The community was divided on the amount of car parking spaces, although there was agreement on making better use of existing infrastructure e.g., creating more clearways and minimising speed to ease congestion rather than building more car parking spaces.

5.1.4 Good public environment

5.1.4.1 Commonalities

Connection to nature and green open spaces that encourage interaction and improve people’s overall wellbeing were strongly valued by all focus groups. Open, green and public spaces were strongly valued by the community because they complement the local atmosphere of their neighbourhoods and create opportunities where people can come together and connect with others.

Green spaces such as community gardens, small parks, vertical gardens, and plenty of trees that invite people to enjoy the shared environment were strongly encouraged, as was creating well-lit areas that enable people to move around safely at night.

The provision of green, open space in the precinct is the most important consideration for participants when thinking about a good public environment. Providing a range of attractive and welcoming, multi-use communal spaces in which people can gather, relax and participate in community activities is also important and trees, gardens and water are key components of those spaces.

5.1.4.2 Differentiators

The inclusion and preservation of open green space was desired across almost all focus groups however the Footscray random-selected participants were the only cohort that put forward a principle to discourage developers compromising green space.

The Heidelberg random-selected participants were the only group that noted a desire to consider public safety as an element in creating a good public environment.

For the random-selected participants from Heidelberg, a greater level of public safety would be enabled through the utilisation of Protective Service Officers (PSOs) in community areas.

“Being able to feel safe, happy and proud of the community where you live” – Heidelberg participant

5.1.5 Mix of uses and diversity of things to do

5.1.5.1 Commonalities

A variety of activities and things to do including attractive and welcoming, multi-purpose communal spaces in which people can gather, relax and participate in community activities were identified as important throughout all three locations.

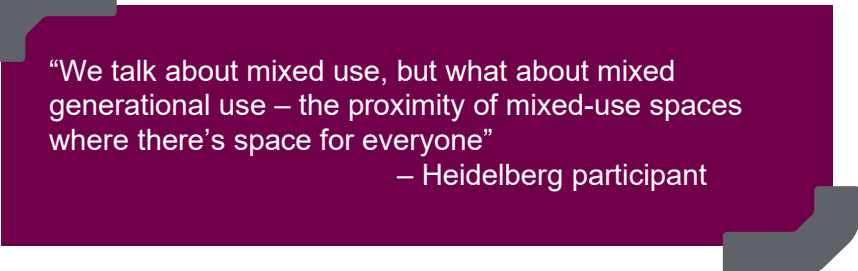
The diversity of communities needs to be reflected in the variety of things to do, and this would be enhanced if there were a sense of exploration and discovery.

A common response by all participants focused on the ‘village feel’ to a great place which includes spaces that are welcoming to people of all ages, family units, abilities and cultural backgrounds. Spaces for young and old people to gather and connect with each other is important to keep great places ‘alive’.

When asked the reflection question on ‘public spaces that can be used for different purposes’ and ‘how do we make better use of community facilities?’, focus group participants responded with alternative uses including community hubs, childcare, sport exercise facilities, rock climbing, innovation hubs and swap meets.

5.1.5.2 Differentiators

Discussion on the intersection between community spaces, commercial investors and private organisations saw groups providing different recommendations on how this interface can provide the most public benefit. The Footscray randomly-selected cohort put forward a recommendation that all private, multi-story developments should be required to incorporate community spaces in its design and planning, whereas the Heidelberg randomly-selected participants proposed a greater ‘relaxation’ in private organisations obtaining permits to use public areas to further enhance community life. An example provided by the group was providing more food trucks in parks.



“We talk about mixed use, but what about mixed generational use – the proximity of mixed-use spaces where there’s space for everyone”
– Heidelberg participant

5.1.6 Quality design

5.1.6.1 Commonalities

An interesting observation is that a majority of focus group participants don’t oppose new developments and understand the need for increasing density in good locations where there is access to public transport, good jobs, local amenities and green open spaces. Overall participants believe density done well is captured in the thoughtful design of new and existing buildings and public space that provides benefits for the whole community.

When reflecting on density done poorly, many responses focused on the inability of infrastructure to keep up with people and growth and buildings do not reflect the local character. One participant from Camberwell further expanded on this observation and highlighted the inconsistent ‘transition/scale’ of buildings which contributes to density done poorly. This is reflected in multi-storey buildings being located directly near single-storey houses without a buffer or consideration for natural light.

One participant from the Heidelberg randomly selected focus group appreciated the ‘village feel’ which most participants from all locations shared as a commonality, although for this particular community member seeing abstract modern design integrated with tall and medium sized buildings feels like ‘we’re moving forward and looking at the future of our city, which is an exciting thing’.

5.1.6.2 Differentiators

Quality design that ‘draws and keeps people in’, avoids homogeneity and encourages design solutions that are innovative and creative; that aren’t ‘one size fits all’ were identified as an important consideration on density done well by the Heidelberg community members. This is in contrast to Camberwell and Footscray’s level of importance on how quality design integrates with the existing architecture and character of the local area.

Participants from Heidelberg and Camberwell also strongly believed an architect should be involved in the design of new buildings to ensure they are fit for purpose and improve the lived experience of users.

“Density done well to me is that you don’t notice the increase in density as the infrastructure is keeping pace with it”

– Footscray participant

5.1.7 Housing choice and affordability

5.1.7.1 Commonalities

While a diverse range of demographics with different household compositions participated in the focus groups, many identified the need for housing options to cater for different people and lifestyles both in relation to size and affordability.

5.1.7.2 Differentiators

There were different opinions on housing affordability relating to people’s expectation and what they can afford. Participants in the 18-39 age group in Footscray and Camberwell were happy to compromise on house size/space if they have access to well-maintained green spaces and local amenities – this was seen as more favourable than pursuing the ‘suburban dream’ i.e. single-family homes built on large lots in car-oriented, low-density neighbourhoods². Younger participants suggested we need to shift from the ‘old school’ way of thinking (great Australian dream) and realised that not all young people want to buy houses and some families are prepared to live in apartments. A participant from the Camberwell self-selected focus group commented on housing choices designed on functionality rather than luxury. There were differing views about what people want in a ‘home’ where some prefer more room and space, while others are happy to live in smaller places if they have access to everything they need nearby (e.g. parks, shops, services).

“High density doesn’t just mean one- or two-bedroom apartments that are only suitable for certain demographics; it means a range of options, whether that’s larger apartments or town houses or a mixture of all these things” – Camberwell participant

One of the concerns from older residents was the need to ‘age in place’ and the desire to stay where they are and enjoy the benefits their local community currently offers, like access to shops, public transport and health services. Participants recommended creating housing options that would make it attractive for older people to ‘downsize’ so they can still have access to these benefits. The issue of losing the pension upon selling their home in more affluent neighbourhoods i.e., Camberwell, would create unwanted emotional and economic stress.

² [Is the suburban dream still alive in Australia?](#)

“You make concessions in your life based on how you choose to live” – Camberwell participant

On the topic of social housing and high-rise buildings, some participants from the Camberwell randomly selected group engaged in a discussion on the stigma associated with these types of buildings today compared to the 1960s and 1970s. Some participants expressed concerns about crime, safety, wellbeing, and social exclusion whereas some participants spoke fondly of social housing in the 1960s as places that encouraged community interaction, provided open space and natural light for residents.

5.1.8 Community safety

5.1.8.1 Commonalities

The ability to feel safe was a key priority for all locations when thinking about density done well and what makes a great place.

Well-lit public places that utilised renewable energy i.e. solar lighting, would encourage more people to walk more often through their neighbourhoods, which would in turn create a sense of passive surveillance and safety in numbers approach to better planning. This was a key consideration that would also create more pedestrian friendly places.

Family-friendly infrastructure that allowed for privacy from neighbours and also opportunities to connect by getting to 'know your neighbour' were seen as important to ensure community safety was shared by all.

5.1.8.2 Differentiators

There was disagreement between focus groups on what principles would enable greater standards of community safety, in particular with Camberwell self-selected participants and Footscray random-selected participants suggesting greater interventions in safety infrastructure. This included greater presence of CCTV surveillance systems in public spaces, more investment in footpath and street lighting and more police in public areas.

This was in contrast to both Heidelberg focus groups, with self-selected participants believing community safety is the responsibility of all community members and random-selected participants encouraging a cultural shift in healthier attitudes and behaviours towards women of colour.

Heidelberg random-selected participants were the only cohort that recommended better-resourced health care facilities as a direct contributor to community safety.

“Community safety is all of our responsibility”
–Heidelberg participant

5.1.9 Inclusion

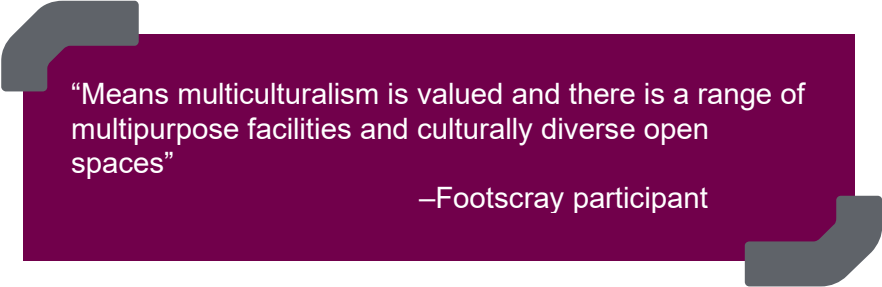
5.1.9.1 Commonalities

Inclusive communities that feel safe and are welcoming to different people with different needs is paramount to density done well. The outcomes from all focus group discussions provides an insight into what community members most value about inclusivity and that is fostering activities that prevent social isolation.

Inclusion was a recurring theme across groups and discussions and social isolation was seen as a risk of increased density which did not specifically plan to create places and spaces that encouraged and supported people to connect with each other in a diversity of ways.

5.1.9.2 Differentiators

Across all groups, participants believed that community events and activities were an opportunity to foster inclusion. However, there were minor differences between suburbs in who these events should be catered for. The Footscray and Heidelberg groups proposed that there needed to be a wider range of community events and activities for a range of abilities, ages and ethnic backgrounds, whilst the Camberwell randomly-selected group proposed additional establishments and community festivals targeted to families should be provided.



“Means multiculturalism is valued and there is a range of multipurpose facilities and culturally diverse open spaces”

–Footscray participant

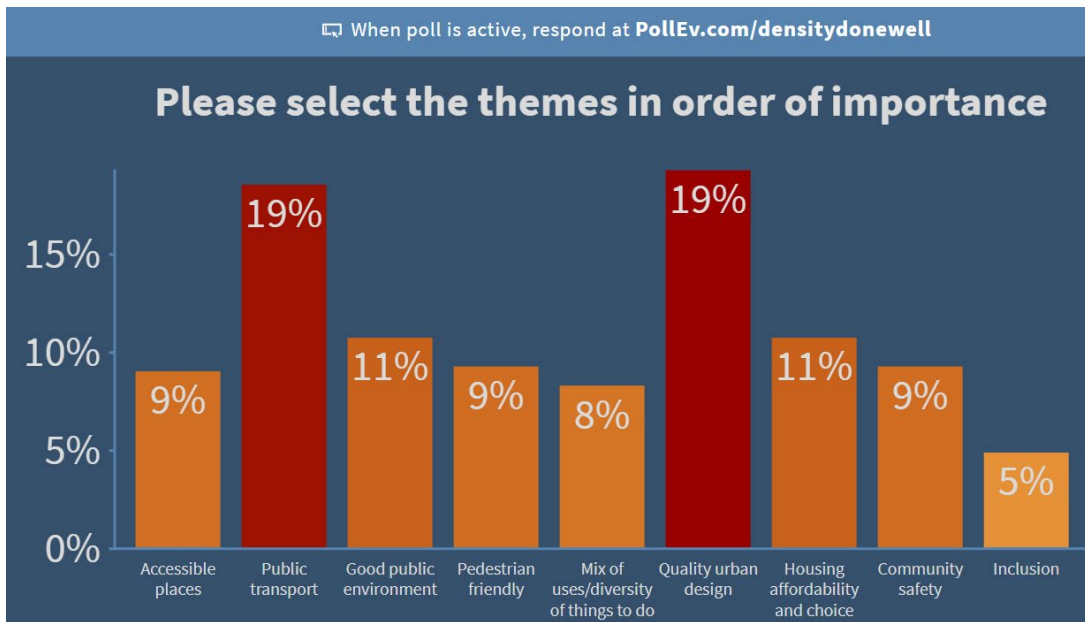
5.2 Stage two

This section summarises the outcomes from the half-day community workshop which captures the nine key themes and corresponding principles the participants had developed to guide recommendations on ‘density done well’. It also includes the responses to each table considering Infrastructure Victoria’s responses to each of the themes.

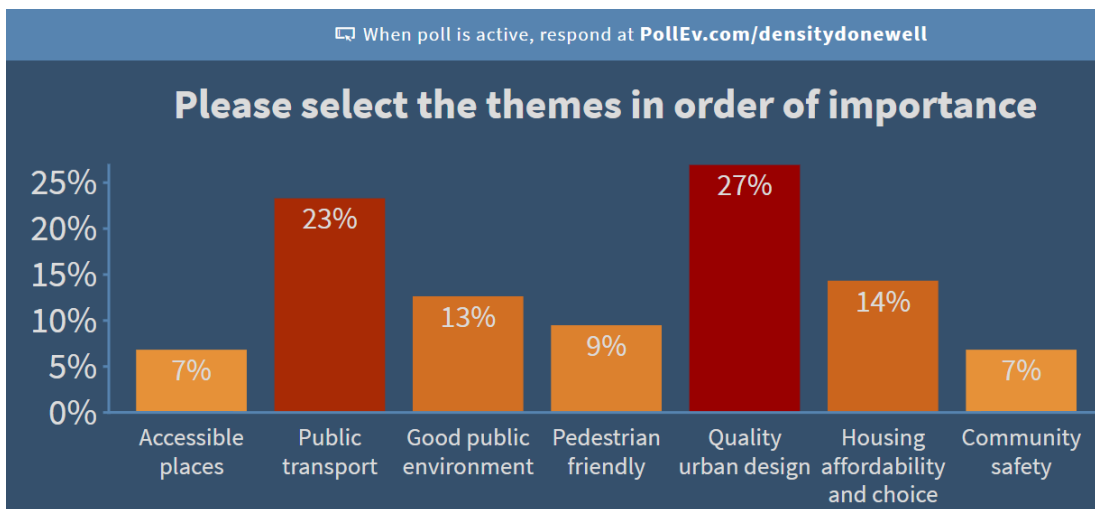
Prioritising themes on density done well

Participants had the opportunity to prioritise the density done well themes in order of most to least important using live online polling on their smartphones. The purpose of this activity was to understand the level of support for these themes and how participants prioritised them in order of most important to least important.

Round one: The following graph shows the top nine themes in order of priority. Each theme is represented as a percentage of total number of votes given.



Round two: At the end of the workshop, the poll was run again, this time narrowing the selection to the top seven themes identified during the first round. The results below demonstrate the top seven themes in order of importance.



The final principles

The image below illustrates the final themes and principles in order of importance.



DENSITY DONE WELL – THE PRINCIPLES

1 QUALITY URBAN DESIGN

- a Quality design and production of built form that's well integrated into local design character including green space (more than the bare minimum) and sustainability of environment
- b Diverse mix of residential and industrial and commercial development to genuinely support 20-minute neighbourhoods and public transport
- c Maintain the integrity of the natural environment including fauna and flora

2 PUBLIC TRANSPORT

First and foremost must be accessible (not only in terms of ability/disability), but also in terms of reasonable distance from dwellings and services). Must be reliable and frequent, safe, clean and affordable. Must be interconnected with other transport modes (physically and in terms of timetables) and provide cross suburb connectivity (including non-radial)

3 HOUSING AFFORDABILITY AND CHOICE

A range of living options (including what people can afford and a range of housing models to meet diverse community needs) supported by integrated services and support to represent diversity

4 GOOD PUBLIC ENVIRONMENT

Includes safe, adaptable multi-functional spaces and green space in proportion with density, technology, environmentally sustainable built infrastructure for diverse (age, culture and disability) communities and reflects the cultural elements of that neighbourhood

5 PEDESTRIAN FRIENDLY

Safe, well maintained, energy efficient, well lit pathways that prioritise people with all abilities that follow logical pedestrian desire and made of environmentally friendly material and technology i.e. sensor lights. These should be designed with amenity in mind (seats, shade, water fountains, bins)

6 ACCESSIBLE PLACES

Neighbourhoods must be designed to be accessible for all, with comprehensive transport connections, where the community needs are reachable within a 20-minute walk

7 COMMUNITY SAFETY

- a Create structures and resourcing that support the community to take ownership of their own and others' safety supported by local government services including law enforcement
- b Sufficient lighting and other measures to allow use of community hubs after hours

8 INCLUSION

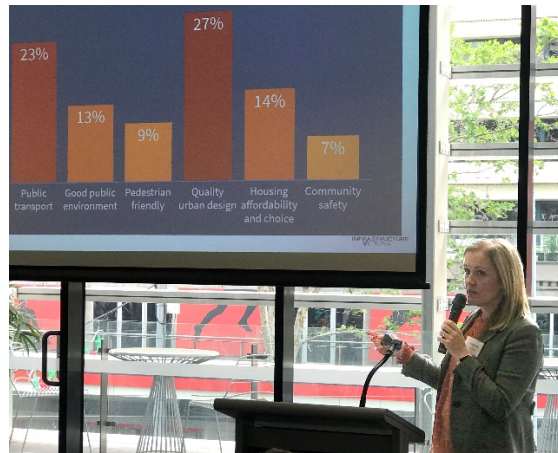
- a Inclusion ensures representation through a voice, opportunity, access and sense of belonging for all cross-sections of the community i.e. age, ability, ethnicity, sexual orientation, etc.
- b Inclusion requires appropriate spaces, housing, facilities, events, resources and physical and social infrastructure to ensure a seamless and enjoyable experience for people of all abilities and circumstances

9 MIX OF USES / DIVERSITY OF THINGS TO DO

Meet the changing needs of the people who live there by including multi-faceted green spaces and multi-flexible inclusive facilities therefore maintaining an inclusive community feel

The top seven themes in order of priority are:

1. Quality urban design
2. Public transport
3. Housing affordability and choice
4. Good public environment
5. Pedestrian friendly
6. Accessible places
7. Community safety



Live polling activity

This prioritisation allowed us to focus the remainder of the workshop on table groups considering each of these seven themes and Infrastructure Victoria’s responses to them.

The remaining report provides a detailed overview of the themes and corresponding group discussions on the collective principles.

5.2.1 Quality urban design

Principles

- Quality design and production of built form that’s well integrated into local design character including green space (more than the bare minimum) and sustainability of environment
- Diverse mix of residential and industrial and commercial development to genuinely support 20-minute neighbourhoods and public transport
- Maintain the integrity of the natural environment including fauna and flora

There was some concern about the mix of residential and industrial development affecting the liveability of the community, with some participants commenting on the location of ‘unsightly’ industrial areas next to homes. The importance of waste management in close proximity to homes was a particular concern for Footscray residents as a result of a local warehouse fire. It was further discussed that government should enforce building standards more strictly to allow for a well-planned mix of residential, industrial and commercial development.

Participants reiterated the value of having architects closely involved in the design of new buildings to ensure they are fit for purpose and to improve the lived experience of users.

The maintenance of green space was identified as both important and highly valuable with participants reaching the collective decision to add ‘more than the bare minimum’ to the principle. This is to encourage more trees and plants that create shade, cool areas and genuinely pleasant visual experiences beyond the standard requirements.

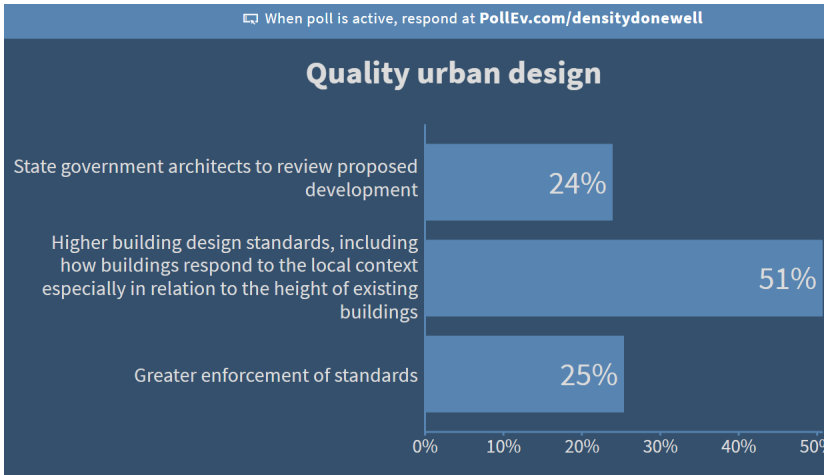
The final principle on environment was originally featured under the principle of ‘housing affordability and choice’ although participants came to the conclusion that this principle belonged under ‘quality urban design’ as it captures the element of green space and the integration of local neighbourhood character in quality urban design.

Infrastructure Victoria’s responses

Infrastructure Victoria presented three potential policy responses to Quality urban design and participants were given the option to distribute three preferences across them, using the online polling. The results in order of priority were as follows:

1. Higher building design standards, including how buildings respond to the local context especially in relation to the height of existing buildings
2. Greater enforcement of standards
3. State government architects to review proposed development

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.2 Public transport

Principle

First and foremost must be accessible (not only in terms of ability/disability), but also in terms of reasonable distance from dwellings and services). Must be reliable and frequent, safe, clean and affordable. Must be interconnected with other transport modes (physically and in terms of timetables) and provide cross suburb connectivity (including non-radial)

Public transport was the second most important theme on density done well as voted by participants. Participants reflected on the importance of good public transport being affordable, reliable and more frequent with shorter wait times which could ‘drastically improve traffic, pollution, community connectivity and parking issues’.

Functionality and connectivity of *all* modes of transport were mentioned during the focus group workshops throughout October and again at the combined deliberative event.

Some participants believed energy efficient and sustainable transport options were important elements to include in the principle, although it was collectively agreed that this is captured in the inclusion of ‘clean’, meaning environmentally friendly.

Infrastructure Victoria’s responses

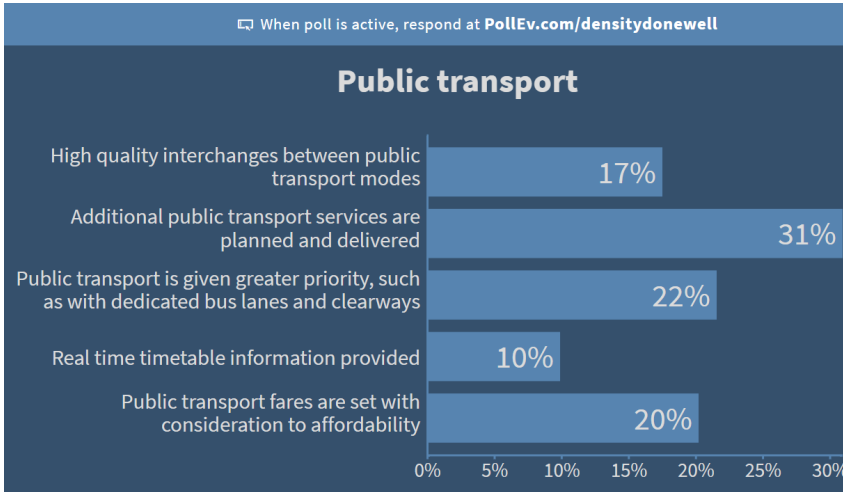
Five potential policy responses were prepared by Infrastructure Victoria to demonstrate how they may respond to this theme and principle.

Participants were given the option to distribute five preferences across multiple responses for public transport and the results in order of priority are as follows:

1. Additional public transport services are planned and delivered
2. Public transport is given greater priority, such as with dedicated bus lanes and clearways
3. Public transport fares are set with consideration to affordability

- 4. High quality interchanges between public transport modes
- 5. Real time timetable information provided.

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.3 Housing affordability and choice

Principle

A range of living options (including what people can afford and a range of housing models to meet diverse community needs) supported by integrated services and support to represent diversity

The term ‘affordable’ was discussed in detail by participants and it was agreed that what is considered affordable to some people may not be for others. The group then came to the conclusion that ‘a range of living options’ relates to a broad range of pricing options according to income and different types of dwellings to suit the needs of a diverse community.

There was also a desire by some participants to incorporate sustainable design options with strong links to the environment, although this was discussed as having better connection to the theme on ‘quality urban design’. Unfortunately, due to a technical polling error, participants were not able to vote on this theme.

Infrastructure Victoria’s responses

Infrastructure Victoria prepared two potential policy responses to this theme. Due to the technical polling error, participants did not vote and these responses are presented in no particular order:

1. Fix planning zones to allow more housing and different types of homes (particularly close to public transport)
2. New development includes a proportion of units for social housing (particularly close to services and public transport)

5.2.4 Good public environment

Principle

Includes safe, adaptable multi-functional spaces and green space in proportion with density, technology, environmentally sustainable built infrastructure for diverse (age, culture and disability) communities and reflects the cultural elements of that neighbourhood

This principle on good public environment is linked to how people come together and connect with each other in places they can feel safe. A participant suggested the inclusion of emerging ‘technology’ innovations which should be reflected in public spaces e.g., public Wi-Fi. This contribution was unanimously accepted by everyone.

Adaptable and multi-functional spaces could be linked to ‘mixed-use’ planning, with a focus on people and their diverse needs at the centre of planning for good density. The provision of human-scale development that reflects the local character of a neighbourhood, celebrates the connection to nature, and green open spaces that improve overall health and wellbeing were identified as essential when increasing density in an area.

This principle originally included the term ‘low-rise’ although after a group discussion, participants agreed that the purpose of this process was to accommodate density done well, which includes low, mid- and high-rise options.

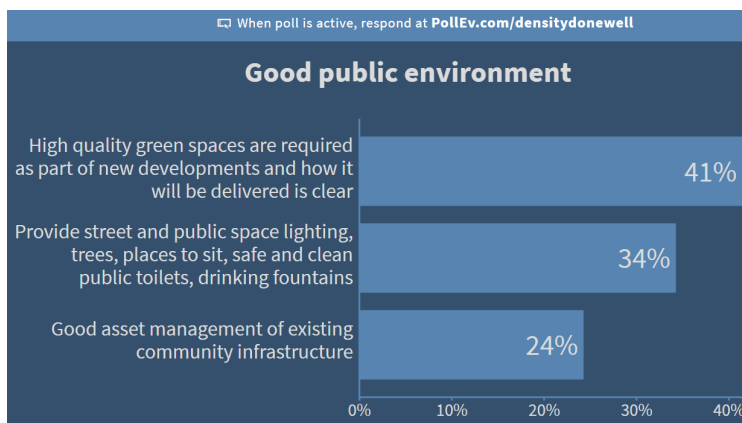
Infrastructure Victoria’s responses

Three potential policy responses were prepared by Infrastructure Victoria to demonstrate how they might respond to this theme.

Participants were given the option to distribute three preferences across multiple responses for good public environment and the results in order of priority are as follows:

1. High quality green spaces are required as part of new developments and how it will be delivered is clear
2. Provide street and public space lighting, trees, places to sit, safe and clean public toilets, drinking fountains
3. Good asset management of existing community infrastructure

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.5 Pedestrian friendly

Principle

Safe, well maintained, energy efficient, well-lit pathways that prioritise people with all abilities that follow logical pedestrian desire and made of environmentally friendly material and technology i.e. sensor lights. These should be designed with amenity in mind (seats, shade, water fountains, bins)

There was a robust discussion on pedestrian pathways and bike infrastructure which divided many participants. Some community members believed there should be a clear separation between bikes and pedestrians while others encouraged more multi-functional pathways that can accommodate cyclists and pedestrians. The focus was then re-directed to the core purpose of the principle and that was to ensure places are walkable and functional by connecting people of all abilities to where they need to go in a safe and environmentally friendly way.

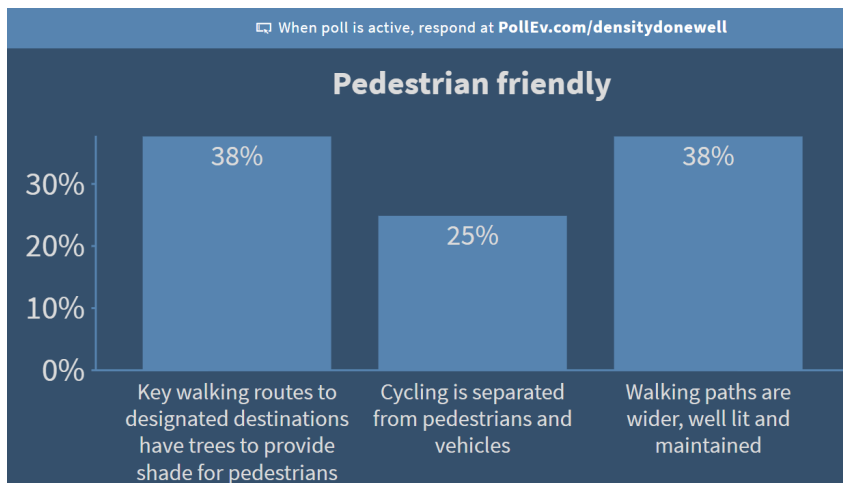
Infrastructure Victoria's responses

Infrastructure Victoria prepared three draft policy responses to be considered by the participants.

Participants were then given the option to distribute three preferences across multiple responses for pedestrian friendly and the results in order of priority are as follows:

1. Key walking routes to designated destinations have trees to provide shade for pedestrians
2. Walking paths are wider, well-lit and maintained
3. Cycling is separated from pedestrians and vehicles

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.6 Accessible places

Principle

Neighbourhoods must be designed to be accessible for all, with comprehensive transport connections, where the community needs are reachable within a 20-minute walk

The 20-minute neighbourhood was frequently discussed as one approach to designing accessible neighbourhoods for all people with different abilities. There was a robust discussion that what is essential to

one group may not be essential to others. This includes being mindful of people with different mobility needs i.e., elderly people and people with disabilities (there were concerns that the 20 minute neighbourhood may not cater for those unable to walk for 20 minutes and that alternate transport options were essential for those with mobility or other restrictions).

As previously mentioned during focus group discussions, access to good jobs, schools, transport, health care and essential services was frequently mentioned. It was further discussed that the proximity of all these elements contributes to the psychological wellbeing of the community and creates better connections with each other.

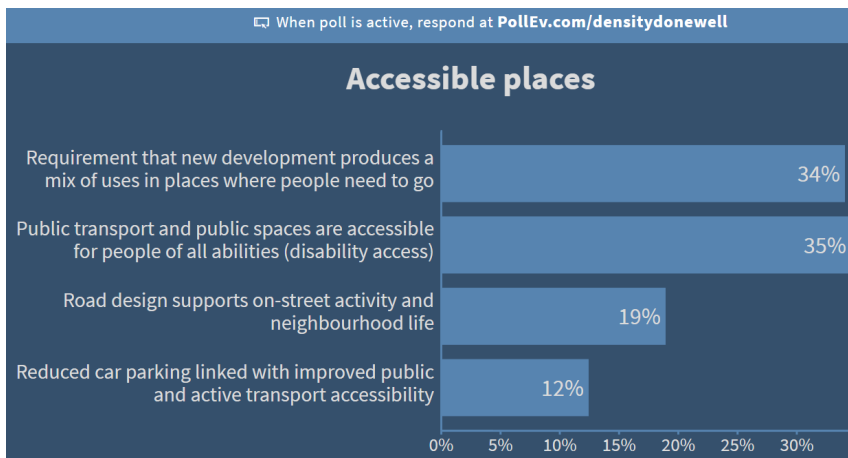
Infrastructure Victoria’s responses

Four potential policy responses were developed for this principle.

Participants were given the option to distribute four preferences across multiple responses for accessible places and the results in order of priority are as follows:

1. Public transport and public spaces are accessible for people of all abilities (disability access)
2. Requirement that new development produces a mix of uses in places where people need to go
3. Road design supports on-street activity and neighbourhood life
4. Reduced car parking linked with improved public and active transport accessibility

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.7 Community safety

Principle

Create structures and resourcing that support the community to take ownership of their own and others’ safety supported by local government services including law enforcement

Sufficient lighting and other measures to allow use of community hubs after hours

Participants indicated strongly that individuals and communities needed to take ownership of their own personal safety and the safety of others. The importance of ‘looking out for each other’ was valued by participants although getting the broader community to adopt such an approach was perceived as a challenge.

Creating ‘structures’ could be reflected in the surrounding infrastructure through well-lit public spaces i.e. pathways, after hours activities and the design of neighbourhoods where passive surveillance is welcomed and the reliance on law enforcement is minimal.

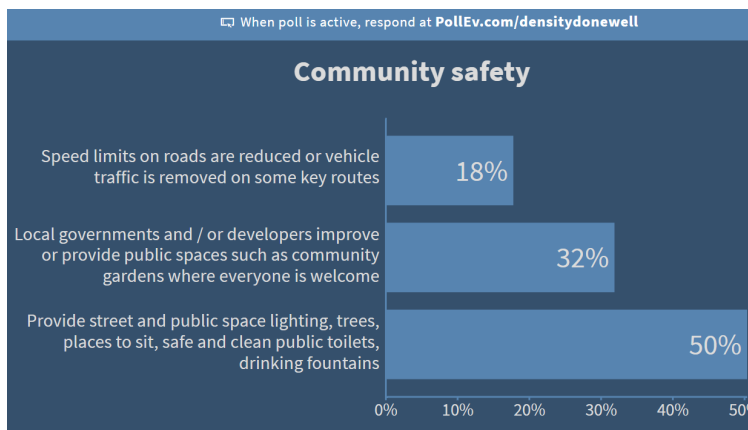
Infrastructure Victoria’s responses

Infrastructure Victoria developed three potential policy responses to this principle.

Participants were given the option to distribute three preferences across multiple responses for community safety and the results in order of priority are as follows:

1. Provide street and public space lighting, trees, places to sit, safe and clean public toilets, drinking fountains
2. Local governments and / or developers improve or provide public spaces such as community gardens where everyone is welcome
3. Speed limits on roads are reduced or vehicle traffic is removed on some key routes

The graph describes the percentage of respondents who distributed their preferences in order of priority:



5.2.8 Inclusion

Principles

- Inclusion ensures representation through a voice, opportunity, access and sense of belonging for all cross-sections of the community i.e. age, ability, ethnicity, sexual orientation, etc.
- Inclusion requires appropriate spaces, housing, facilities, events, resources and physical and social infrastructure to ensure a seamless and enjoyable experience for people of all abilities and circumstances

All participants believed the principle of inclusion should ensure everyone in the community feels a sense of belonging and acceptance in order to prevent social isolation.

Density done well enables opportunities for people from different backgrounds to connect with each other in places that offer a variety of social activities. The diversity of communities was seen as a positive that needs to be supported and enhanced and the provision of informal and formal structures (through facilities and activities) and opportunities (through design of public spaces and connectivity) were all identified as important.

Infrastructure Victoria's responses

Four potential policy responses were prepared for this theme.

Participants only voted on Infrastructure Victoria's responses to the *top seven themes* and the responses below are not listed in any order of priority.

1. Local governments and / or developers improve or provide public spaces such as community gardens where everyone is welcome
2. Provide street and public space lighting, trees, places to sit, safe and clean public toilets, drinking fountains
3. Good asset management of existing community infrastructure
4. Public transport and public spaces are accessible for people of all abilities (disability access)

5.2.9 Mix of uses/diversity of things to do

Principle

Meet the changing needs of the people who live there by including multi-faceted green spaces and multi-flexible inclusive facilities therefore maintaining an inclusive community feel

There were group discussions on this principle aligning to 'good public environment' where green spaces and adaptable multi-functional spaces are highly valued when planning for density.

The flexibility of inclusive facilities was reflected in the multi-generational appeal of places for people of all ages, and the ability of infrastructure to meet the changing needs of an evolving community.

Infrastructure Victoria's responses

Infrastructure Victoria prepared two draft policy responses to this theme.

Participants only voted on Infrastructure Victoria's responses to the *top seven themes* and the responses below are not listed in any order of priority.

1. Public spaces are available for private uses, but private development also includes public / community spaces
2. Mix of uses include opportunities for jobs and industry



Appendix A

Focus Group Demographics

APPENDICES

Appendix A Participant demographics

#	Age	Gender	Suburb	Household Tenure	Future Housing Intention	CALD ³
Heidelberg Self-Select	18-39	Female	Bellfield	Living in a property I've bought	Townhouse	
	18-39	Female	Heidelberg Heights	Living in a property I've bought	House	
	18-39	Female	Heidelberg	Living in a property I've bought	House	Tamil
	40-59	Female	Heidelberg	Living in a property I'm renting	House	Creole, French
	40-59	Female	Rosanna	Living in a property I'm renting	House	
	40-59	Female	Heidelberg	Living in a property I've bought	Townhouse	
	40-59	Female	Heidelberg	Living in a property I'm renting	Townhouse	
	40-59	Male	Heidelberg	Living in a property I'm renting	House	
	60+	Male	Heidelberg	Living in a property I've bought	House	
	40-59	Female	Preston	Living in a property I've bought	House	
	60+	Male	Heidelberg	Living in a property I've bought	Uncertain	
Camberwell Self-Select	18-39	Male	Camberwell	Living in a property I've bought	Townhouse	
	40-59	Female	Camberwell	Living in a property I'm renting	House	
	40-59	Female	Camberwell	Living in a property I've bought	House	
	18-39	Male	Camberwell	Living in a property I've bought	House	
	18-39	Female	Camberwell	Living in a property I'm renting	Townhouse	
	40-59	Female	Camberwell	Living in a property I've bought	House	Greek
	40-59	Female	Camberwell	Living in a property I've bought	House	
	18-39	Male	Camberwell	Living in a property I'm renting	House	
	18-39	Female	Camberwell	Living in a property I'm renting	House	
	40-59	Female	Camberwell	Living in a property I've bought	Townhouse	
	60+	Female	Camberwell	Living in a property I've bought	House	
	60+	Male	Camberwell	Living in a property I've bought	Townhouse	
	Footscray Self-Select	18-39	Male	Footscray	Living in a property I'm renting	House
18-39		Female	Footscray	Living in a property I've bought	Townhouse	Punjabi
18-39		Female	Footscray	Sharing with housemates	Townhouse	
18-39		Male	Footscray	Living in a property I've bought	Unit	
18-39		Female	Footscray	Living in a property I'm renting	House	
18-39		Male	Footscray	Living in a property I've bought	House	Hindi
40-59		Female	Footscray	Living in a property I've bought	House	
40-59		Male	Footscray	Living in a property I've bought	Apartment	
40-59		Female	Footscray	Living in a property I've bought	Townhouse	
60+		Female	Footscray	Living in a property I've bought	Apartment	
40-59		Male	Footscray	Living in a property I'm renting	Townhouse	

Heidelberg Random-Select

18-39	Female	Ivanhoe	Living in a property I've bought	House	
40-59	Female	Ivanhoe	Living in a property I've bought	Townhouse	Greek
40-59	Female	Ivanhoe	Living in a property I've bought	Apartment	
18-39	Male	Heidelberg	Living with parents	Townhouse	
40-59	Male	Heidelberg	Living in a property I'm renting	House	
60+	Female	Eaglemont	Living in a property I've bought	Apartment	
40-59	Female	Rosanna	Living in a property I've bought	House	
18-39	Male	Ivanhoe	Living with parents	Townhouse	Mandarin
40-59	Male	Heidelberg Heights	Living in a property I've bought	Townhouse	
60+	Male	Heidelberg Heights	Living in a property I've bought	Townhouse	Greek
40-59	Female	Rosanna	Living in a property I've bought	Townhouse	
40-59	Male	Eaglemont	Living in a property I'm renting	House	Armenian

Camberwell Random-Select

40-59	Female	Camberwell	Living in a property I've bought	Townhouse	
60+	Male	Camberwell	Living in a property I've bought	Apartment	
60+	Female	Camberwell	Living in a property I've bought	Apartment	
18-39	Male	Camberwell	Living in a property I've bought	House	
40-59	Female	Camberwell	Living in a property I've bought	House	
40-59	Female	Camberwell	Living in a property I've bought	House	Italian
60+	Female	Camberwell	Living in a property I've bought	Apartment	
40-59	Male	Camberwell	Living in a property I'm renting	Apartment	

Footscray Random-Select

Female	18-39	Footscray	Living in a property I've bought	House	
Male	18-39	Footscray	Sharing with housemates	House	
Female	40-59	Footscray	Living in a property I've bought	House	
Male	40-59	Footscray	Living in a property I've bought	Townhouse	
Male	40-59	Footscray	Living in a property I've bought	House	
Male	40-59	Footscray	Living in a property I've bought	Townhouse	Italian
Female	18-39	Footscray	Living in a property I'm renting	Apartment	
Female	60+	Footscray	Living in a property I've bought	Apartment	
Female	18-39	Footscray	Living in a property I'm renting	House	
Female	40-59	Footscray	Living in a property I've bought	Apartment	
Male	40-59	Footscray	Living in a property I've bought	Townhouse	Italian
Male	18-39	Footscray	Living in a property I've bought	House	Persian



Appendix B

Stage One Focus Groups

WORKSHOP RUNSHEET

Project:	IV- 30 year Infrastructure Strategy refresh – community engagement		
Workshop:	Focus Groups: Round One– What is density done well?		
Details:	6 x focus groups – identical process		
Date:	<ul style="list-style-type: none"> Tuesdays – 8 and 15 October Wednesday – 9 and 16 October Thursday – 10 and 17 October 	Time: 6.00 to 8.30pm	Duration: 2.5 hours
Venue:	<ul style="list-style-type: none"> Heidelberg Camberwell Footscray 	Team Members:	RPS - LCE, ET, EG, EW, MG, ALC, BH IV – KP, JD, MC, CR

Workshop purpose:	<ul style="list-style-type: none"> Introduce participants to each other and to the concept of deliberative focus groups Introduce IV and their role in planning, strategy development for future infrastructure Present on how the outcomes of this process will influence the final plan Background information – why and how Melbourne is growing, implications for change and place making Presentation – interaction between density and infrastructure Ask participants to identify – what does make a great place? What further information would participants need in order to develop principles about great place-making What do participants think of the concept of ‘density done well?’ Provide reflection questions for participants to consider before next meeting
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Time	Session	Activity	Content	Speaker	Outputs	Equipment
5 pm	Bump in		Room set up	n/a		Tables Chairs Catering Sign-in arrangement A/V

Time	Session	Activity	Content	Speaker	Outputs	Equipment
5.30 – 6.00pm	Informal welcome		Participants sign in, and offered refreshments	RPS	Establish a positive and supportive environment	Name labels Sign in sheet
6 pm (10 mins)	Welcome	Plenary	Acknowledgement of Country Welcome and introductions Why tonight is different! Ground rules Agenda	RPS	Establish a positive and supportive environment including clear behavioural guidelines to create a fair playing field in a transparent way	Presentation
6.10pm (15 mins)	Great urban place	Ice-breaker	Participants are asked to reflect on their favourite urban place in the world Each participant then introduces themselves and shares their favourite place and the number one thing they love about it Place details captured on butchers paper	RPS	Gather information on great urban places and provide an opportunity for everyone to introduce themselves and share their experiences Their responses on <i>the number one thing they love</i> will become an anchor to test 'What makes a great place' at the 7.15pm session	Butchers paper Textas
6.25pm (10 mins)	Why are you here?	Plenary	IV to introduce themselves, the project and why they want to talk to people and gather insight into community values and preferences to shape 'density done well' IV will use the outcomes – a set of community developed principles on density done well – to inform and shape the draft 30 year strategy; but would also be looking for other decision makers to be able to use the principles when they are making	IV	Participants understand why they are here and the purpose of engagement and how their input will influence the 30- year strategy review	Presentation Handout - background

Time	Session	Activity	Content	Speaker	Outputs	Equipment
			<p>decisions about future infrastructure and planning priorities</p> <p>Excited to understand what everyday people think about the big challenges Melbourne needs to face and how these can be shaped to maintain a vibrant city we all want to live in.</p>			
6.35pm (10 mins)	Deliberative focus groups	Plenary	<p>Running 6 focus groups, across 3 locations, with community members. Each group will meet twice and will explore the challenges of a growing Melbourne and develop principles that IV and other decision makers can use when making big decisions</p> <p>Most focus groups focus on individual responses to an issue or questions; this process is a little different, as we want you to work as a group and to develop principles that make sense to you but will be good for the whole community.</p> <p>We are not planning for this suburb or any particular suburb – IV’s role is to provide strategic advice, based on evidence, to help Government plan for future infrastructure. We want to share some of that evidence base with you so you can start to wrestle with some of the complexities as you develop a set of principles.</p> <p>This first meeting will focus on you getting to know each other and exploring the topic – what makes a great place, why and how are we growing and what does this mean.</p> <p>The second meeting will explore the priorities you think are important and translating these into principles that decision-makers can apply.</p> <p>We will be providing you with the opportunity to ask questions and will have a couple of reflection questions for you to</p>	RPS	Participants understand why they are here and the purpose of engagement	What is deliberation handout

Time	Session	Activity	Content	Speaker	Outputs	Equipment
			<p>think about between tonight and when we next meet.</p> <p>But this is your process and the answers are within you – our job is to help you develop them! Does that make sense?</p>			
6.45pm (30 mins)	What does the question mean?	Pairs then plenary	<p>Over our two sessions, you are being asked to answer the question ‘what is density done well?’</p> <p>In pairs, discuss what you are being asked to do? What does this mean to you? How do you feel about density? (10 mins)</p> <p>Plenary – each pair reports back and comments are captured on butchers paper (10 min)</p> <p>Group discussion of comments - are there synergies in the group, do people understand the question differently?</p> <p>Final key points captured on butchers paper</p> <p>(Potential to address what the sessions are not about – convincing/getting agreement about density, population growth, whether their suburb should be subject to increasing density, etc)</p>	RPS	<p>Participants deliberate in pairs and capture what this question means to them – what is density done well?</p> <p>Participants have an opportunity to share their responses with the wider group and identify similarities and explore differences</p> <p>This is an opportunity for open dialogue where participants suspend their judgment and truly explore and listen</p>	Butchers paper Texas
7.15pm (30 mins)	What makes a great place?	Triads then plenary	<p>In new groups of three, think about your favourite place and why you love it and then together identify the key elements to what makes a great place (10 mins)</p> <p>Groups join together (2 groups of six) to share, compare and agree (10 mins)</p> <p>Plenary – two groups report back and identify what the two groups can agree on (10 mins)</p>	RPS	<p>Participants will reflect on their responses to <i>the number one thing they love about their favourite place</i> as prompted at the beginning of the workshop and identify the key elements of a great place which will</p>	Notepads/paper pens Butchers paper Texas

Time	Session	Activity	Content	Speaker	Outputs	Equipment
			Agreements captured on butchers paper		form principles on great place-making	
7.45pm (30 mins)	Interaction of infrastructure and density	Plenary	<p>Why density? What does infrastructure have to do with density? Density is the physical manifestation of infrastructure, but planners and government haven't been great about explaining the 'why'. As you have identified, you are seeing the face of your city change, sometimes quite rapidly, and it can be unsettling – seeing places and sometimes landmarks that you have been familiar with your whole life disappear or the landscape around them change so much they lose their impact or status.</p> <p>Mel speaks to notes</p>	IV/RPS	Participants get an understanding of the background and context of the issues. They will have the opportunity to ask questions on the data/information presented	Presentation Handouts – case studies/fact sheets
8.15pm (10 mins)	Questions?	Plenary	<p>Given the information you have been provided with, the conversations we have had about what makes a great place, and that you are being asked to identify what density done well is:</p> <ul style="list-style-type: none"> Do you have any unanswered questions? What else do you need to know? <p>Write your questions on post-it notes, one question per post-it Post-its collected and clustered around topics</p>	RPS	Collate questions from participants to gather data and information in response to their questions in preparation for the second meeting	Post it notes Pens Butchers paper Textas
8.25pm (5 mins)	Thanks and close		<p>Reflection questions – please consider before next meeting</p> <p>Details of next meeting – thank you and see you then!</p>	RPS	Participants walk away with reflection questions to prepare for the second meeting	Presentation Handout – reflection questions
8.30pm	Debrief		<p>Photograph all outcomes</p> <p>Collect materials</p>	All	Identify what worked well, what could be improved and take	Large envelope

Time	Session	Activity	Content	Speaker	Outputs	Equipment
			Debrief sessions and identify any changes for next time, actions that need taking as a result and any unexpected outcomes		action before the next meeting	

FOCUS GROUP ONE

Lucy Cole-Edelstein, Lead Facilitator, RPS



Reconciliation

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture.

We pay our respects to Elders past, present and emerging.

Agenda

- | | |
|---|---|
| 1 | Welcome and introductions |
| 2 | Favourite urban places |
| 3 | What is density done well? |
| 4 | What makes a great place? |
| 5 | Relationship between infrastructure and density |
| 7 | Thank you and question time |



FAVOURITE URBAN PLACES

1

WHY ARE WE HERE?

2



30-year
infrastructure strategy



Independent advice
to government



Research



Values (independence, influence,
partnership, openness, innovation,
people)

WHO WE ARE AND WHAT WE DO



2021 30 - YEAR STRATEGY



First strategy in 2016



We're updating the strategy to make sure our advice:

- Remains current
- Reflects changes in policy
- Responds to emerging challenges



Draft strategy due in 2020



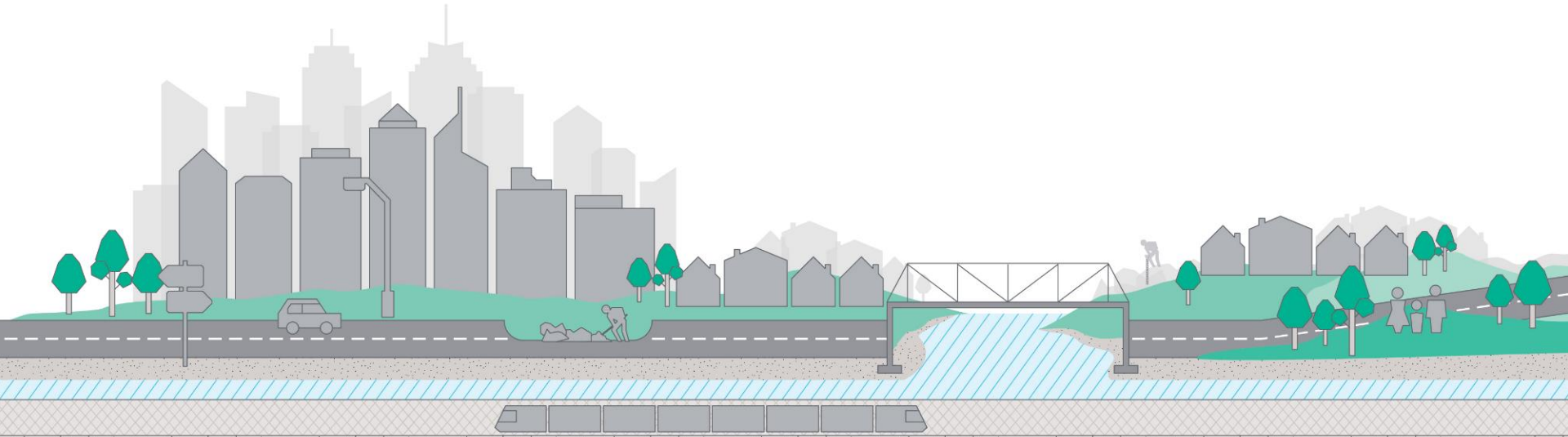
Final strategy due in 2021



SEEKING COMMUNITY VIEWS



What is deliberative democracy?



WHAT IS DENSITY DONE WELL?

3

4

What makes a
great place?



5

Relationship between infrastructure and density?



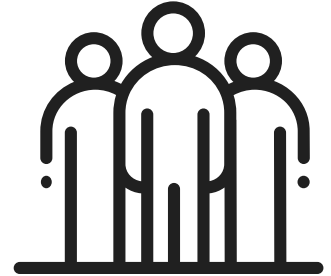
OUR POPULATION IS GROWING



In the year to **June 2018**, Victoria grew by

139,000 people

to **6.5 million...**



EQUIVALENT TO BALLARAT



IN 2051

Victoria will be home to



10

million

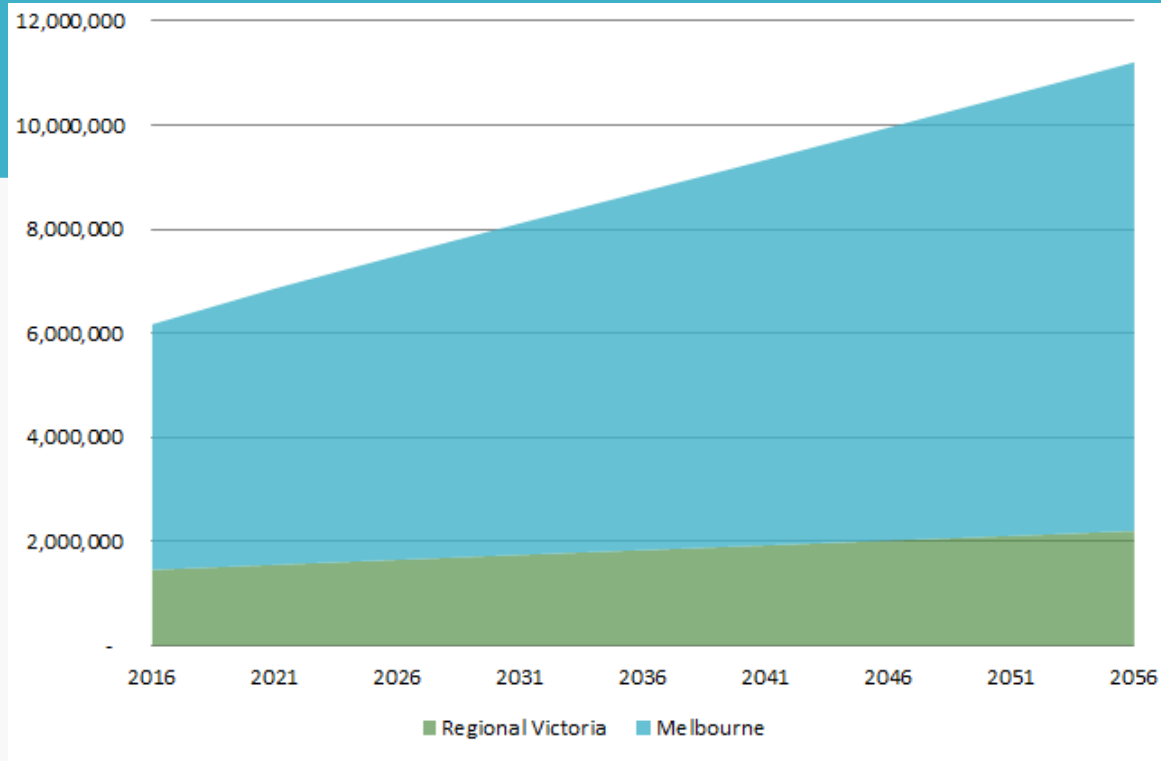
8



million

in greater Melbourne

PROJECTED POPULATION IN 2051



MANAGING POPULATION GROWTH



The right infrastructure to support a growing and changing state



New build projects



Initiatives to reduce demand



Getting the most out of existing infrastructure



GETTING THE MOST OUT OF EXISTING INFRASTRUCTURE



- Changes to government policies
- Sharing facilities, like schools; repurposing community infrastructure
- Planning for growth in areas with existing infrastructure
- Better integration of land use and infrastructure planning

INFRASTRUCTURE AND LAND USE

- Infrastructure needs to provide access to:
 - **Housing**
 - **Jobs**
 - **Services**
 - **Facilities**
- Job growth is in **inner and middle-ring** areas while housing is growing in **outer ring**
- It takes people longer to get to work

DENSITY



QUESTIONS?

6



thank
you

About Infrastructure Victoria

Infrastructure Victoria is an independent advisory body established to guide decision-making on Victoria's infrastructure needs and priorities. We provide advice to government on infrastructure matters, publish original research and make recommendations on Victoria's long term infrastructure priorities via our 30-year infrastructure strategy.

We are independent of government but work closely with departments and agencies, along with stakeholders from a range of sectors, as we develop our work. We also engage the community in discussions about Victoria's infrastructure challenges and opportunities to ensure our recommendations and advice adequately represents the views of the community.

We value openness and transparency and all of our work is available on our website.

Updating the 30-year infrastructure strategy

We developed Victoria's first ever 30-year infrastructure strategy in 2016. This statewide, evidence-based strategy covers all types of infrastructure and was developed in consultation with stakeholders and the community.

An update of the strategy is underway. Updating the strategy is important to ensure our advice on Victoria's infrastructure needs and priorities remains current, reflects changes in policy settings and responds to emerging challenges.

We will publish a draft strategy in 2020 for an eight week period of formal consultation with the community and stakeholders. The final strategy will be released in 2021.

Seeking community views

Infrastructure is vital to the efficient functioning of society. It supports economies and communities by connecting people to jobs, services, facilities and each other. Infrastructure includes what we can see – bridges, roads, hospitals and schools – together with what we don't see – power, water, telecommunications – so the whole community can benefit.

Infrastructure is about facilitating good outcomes for people just like you. We are planning for you – and your families, employers and friends. Understanding what is important to you, and what you value, will help us shape our recommendations to the Victorian Government in the updated 30-year strategy.

We are working with communities like yours to develop a set of principles around density done well. These principles will inform the recommendations we make around increased density in Melbourne. Your feedback through this process will be a direct input into our work for the 30-year strategy.

To help develop these principles around density done well we want you to think about what makes places great. We will provide you with information about the things we know that infrastructure can contribute in terms of how we live, visit and move around urban places. We will answer your questions, and listen to your concerns and priorities to understand what your value in your community.

Melbourne, like every other great city in the world, is growing and we want to plan for that growth to make sure Melbourne continues to be a great place to live.

Talking with Melburnians allows us to plan for the future with the community in mind. We want to create a great Melbourne for our growing, ageing and changing population. We need a Melbourne that has jobs, a wide range of different housing choices and where everyone has access to the services, facilities and people they need.



What does density done well look like?

About this consultation

As part of the update to Victoria's 30-year infrastructure strategy, we are consulting with community members on how increased density can help more people live in great locations.

Increasing density was one of Infrastructure Victoria's top three recommendations in its 30-year infrastructure strategy developed in 2016 and will be an important part of the strategy update.

We think it makes sense to plan and deliver infrastructure in a way that supports where people want to live and work. Helping more people live in locations close to existing infrastructure such as public transport, health services and schools will help us get the most out of our infrastructure, and realise the benefits of population growth.

We are seeking community feedback to develop a comprehensive view of what density done well looks like. We are doing this through a number of focus groups across Melbourne – specifically in Footscray, Heidelberg and Camberwell.

These areas have been selected as they are close to the city and public transport and already have mixed levels of density.

We want to know the community's view on density done well.

Participants will come together in November to build a collective view on increasing density and what is required to make it work.

Feedback from the individual groups, and the collective view of all participants, will be used to inform recommendations in the updated 30-year infrastructure strategy.

A draft strategy will be released in mid-2020 and all Victorians will be invited to provide feedback on our work. The final strategy will be provided to government in 2021.

Victoria's growing population

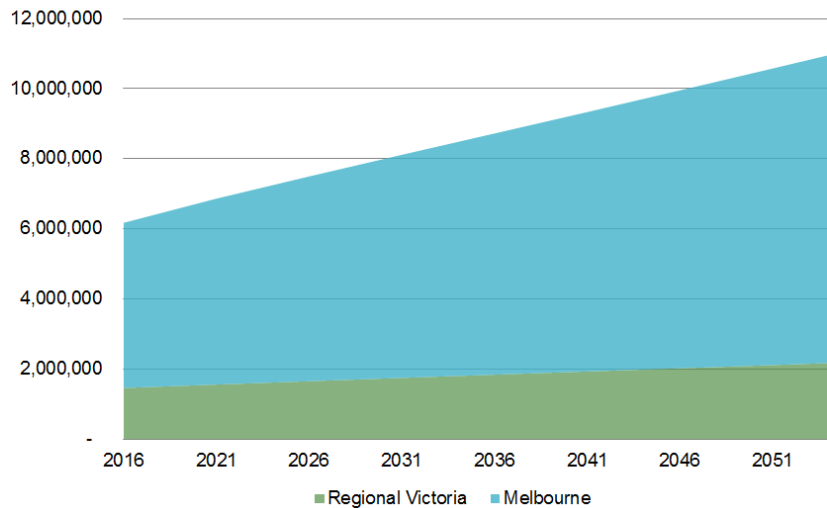
In the year to June 2018, Victoria grew by 139,000 people to 6.5 million. This equates to an increase greater than the population of Ballarat in a single year. For the same period, the population in Melbourne increased by 114,000 to 4.78 million people.

Victoria's population is projected to grow to approximately 10 million people by 2051, with Greater Melbourne reaching around 8 million at the same time.¹

As the state grows, we need to consider what kind of city we want Melbourne to be. While Melbourne is likely to remain a low-density city by global standards there are opportunities to increase density to accommodate population growth.

Increasing density will result in a different Melbourne than the one we know today. As there are likely to be trade-offs between density levels and infrastructure service levels, it is important to understand what concerns people have about increased densities. The decisions made today about density will impact the shape and functioning of Melbourne for generations to come.

Projected total population, 2016 to 2051



Managing population growth

Ensuring the right infrastructure is in place to support a growing and changing state is essential for Victoria's long-term prosperity. This means having the right infrastructure in the right place at the right time. This requires a balance between major new build projects and initiatives that reduce demand. Getting the most out of existing infrastructure is just as important. Achieving this balance will require an open conversation about the level of infrastructure people expect, the extent to which people are willing to pay more for better infrastructure and the trade-offs between the two.

Land use and infrastructure working together

Getting the most out of our infrastructure

Increasing pressure on Victoria's infrastructure doesn't necessarily mean building more. The philosophy that underpins all our work is to focus first on getting more out of existing infrastructure.

There are several ways governments can get more out of existing infrastructure. They can improve maintenance regimes to extend the life of infrastructure and delay the need for new projects. They can introduce policies and programs that encourage people to use less – such as water-saving initiatives that place less demand on water infrastructure. They can also introduce measures that help direct people to infrastructure that has capacity – such as off peak public transport fares that encourage people to travel at quieter times.

Getting the best possible value from Victoria's infrastructure requires smart decisions about where to accommodate growth and the type of infrastructure put in place to service this growth. We think the first step is directing growth to areas where existing infrastructure can accommodate it. When making decisions around new infrastructure investments, decisions-makers should consider where people want to live and work.

The importance of land use and infrastructure integration

As Victoria grows, infrastructure needs to be planned and delivered in a way that integrates with where people want to live and work. This is known as 'land use and infrastructure integration.'

Based on current growth patterns, over half of Melbourne's population is projected to live in the outer growth areas of Melbourne by 2050. By contrast, middle ring areas such as Monash, Kingston, Whitehorse, Brimbank, Moonee Valley, Glen Eira, Banyule, Maribyrnong and Boroondara are not growing as fast or at the same rate. Conversely, jobs and services will continue to be concentrated in inner and middle areas, with around two-thirds or close to 2.7 million metropolitan jobs expected to be located in these parts of Melbourne by 2050. This will have a major impact on travel patterns, with more people travelling for longer for work.¹

This presents a significant challenge, but is not insurmountable. Decisions about new infrastructure investments and how these will impact on land use, and using planning settings to get more out of both new and existing infrastructure, will be critical.

Encouraging medium density in areas already well-served by transport and other infrastructure offers an obvious opportunity to use infrastructure capacity more effectively. This delivers savings by avoiding additional investment in infrastructure, especially in transport which is the most expensive form of infrastructure supporting residential development.² *Plan Melbourne 2017 – 2050* explicitly identifies the need for metropolitan regions to adopt planning approaches that direct new residential development and greater population density to where there is transport capacity to optimise the value of this existing infrastructure.³

The focus of the 30-year infrastructure strategy will be on ensuring Victoria has the right infrastructure in the right places at the right times to ensure the whole state benefits from population growth.

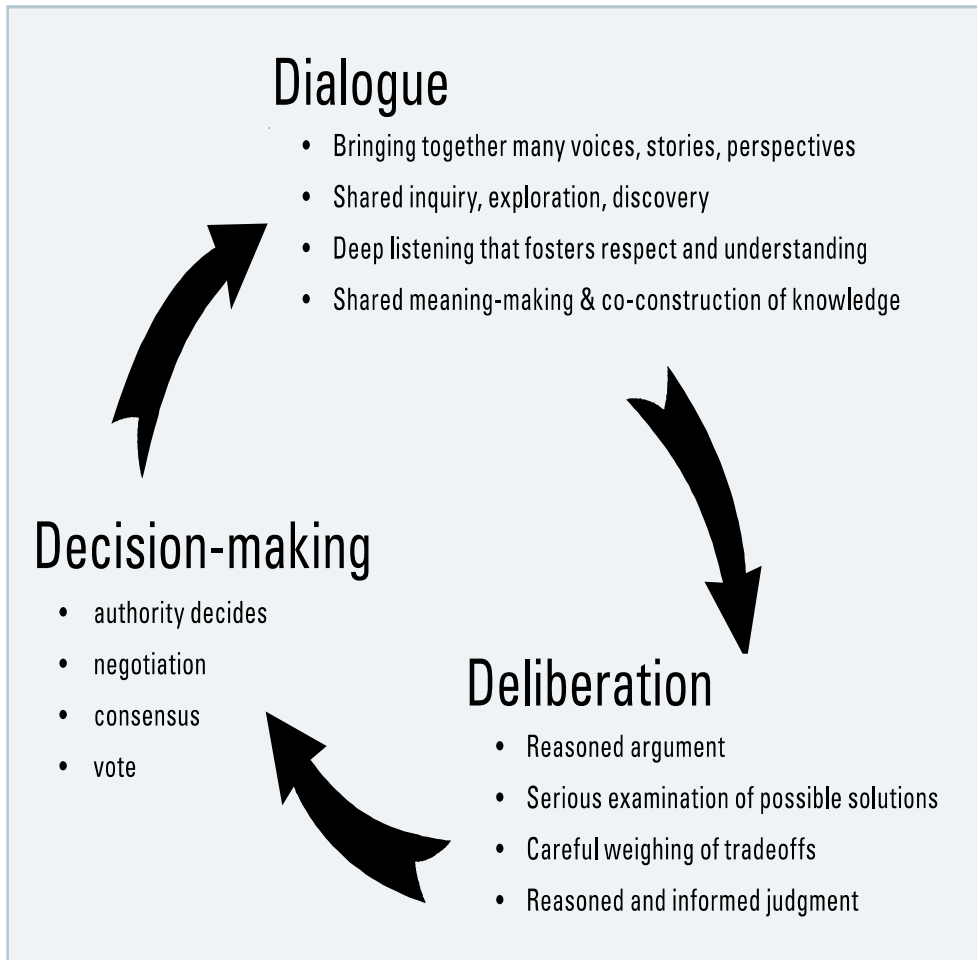
¹ SGS Economics & Planning (2018) *Economic, Social & Environmental Profile: Inter-regional report, Report for Infrastructure Victoria*

² *Infrastructure Victoria analysis of Infrastructure Provision in Different Development Settings*

³ Department of Environment, Land, Water and Planning (2017) *Plan Melbourne 2017-2050*

What is deliberation?

Figure 1.3.1 Decision-making Process



Source:
 “Democratic Dialogue - A Handbook for Practitioners”
 Bettye Pruitt and Philip Thomas
 IDEA, UNDP, CIDA, OAS
 2007

What is deliberation?

Deliberation is an approach to decision-making in which citizens consider relevant facts from multiple points of view, converse with one another to think critically about options before them and enlarge their perspectives, opinions, and understandings.

What is “deliberative democracy”?

Deliberative democracy strengthens citizen voices in governance by including people of all races, classes, ages and geographies in deliberations that directly affect public decisions. As a result, citizens influence – and can see the result of their influence on – the policy and resource decisions that impact their daily lives and their future.

Source: www.intellitics.com

Focus Group Round One - Reflection Questions

- Where have you seen examples of public spaces that can be used for different purposes? What worked and why?
- Community facilities have changed from Senior Citizens and Baby Health Centres to multi-use facilities that deliver services, are available to community groups and can be hired out for parties and family functions. What do or would you use a community facility for if it was available? How do we make better use of this infrastructure, now and in the future?
- We know that we all need to get out of our cars and walk, cycle and catch public transport. What would encourage you to walk more? How do we make our city more walkable?
- We know that communities want more green space; and we know that space is going to be at a premium. What are your thoughts about the public space we have now that we don't consider as 'green space', like footpaths – how could we make these more welcoming, providing shade and shelter and greenery?

WORKSHOP RUNSHEET

Project:	IV – 30 year Infrastructure Strategy refresh – community engagement				
Workshop:	Focus Groups Two– What is density done well?				
Details:	6 x focus groups – identical process				
Date:	<ul style="list-style-type: none"> Tuesdays – 22 and 29 October Wednesday – 23 and 30 October Thursday – 24 and 31 October 	Time:	6.00pm to 8.30pm	Duration:	2.5 hours
Venue:	<ul style="list-style-type: none"> Heidelberg Camberwell Footscray 	Team Members:	RPS - LCE, ET, EG, EW, MG, ALC, BH IV - KP, JD, MC - TBC		

Workshop purpose:	<ul style="list-style-type: none"> Re-engage with participants and the objectives of the engagement process Participants re-connect with each other Capture participants reflections on the topic and reflection questions Answer questions asked at first meeting Review participants ideas of what makes a great place from focus group one – still hold true? Translate these ideas into principles Develop high-level principles that can inform decision-making
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Time	Session	Activity	Content	Speaker	Outputs	Equipment
5 pm	Bump in		Room set up	n/a		Tables Chairs Catering Sign-in arrangement A/V
5.30 – 6.00pm	Informal welcome		Participants sign in, offered refreshments,			Name labels Sign in sheet

Time	Session	Activity	Content	Speaker	Outputs	Equipment
6.00pm (10 mins)	Welcome	Plenary	<p>Acknowledgement of Country Welcome and introductions Welcome back!</p> <p>We have talked a lot about the role of infrastructure in shaping places, and the challenges of transport, housing types and access to green space that need to be addressed.</p> <p>Tonight will be working on developing principles that IV and other decision makers can use</p> <p>Need to answer some questions you asked last time and reconnect and refocus</p> <p>Hopefully, have fun and learn from each other</p>	RPS	Establish a positive and supportive environment and reconnect to the purpose of why we're here and what we are working towards	
6.10pm (15 mins)	Reflections	Pairs then plenary	<p>Participants share reflections since last focus group in pairs</p> <p>Using a station rounds approach, where each reflection question is on butchers paper with space for comments, each pair writes their key responses to the reflection questions</p> <p>Plenary discussion of reflections and key standouts from session one – captured on butchers paper</p>	RPS	Capture the participants' reflections from the last meeting and key standouts	Butchers paper with each reflection question on it Markers
6.25pm (15 mins)	Outstanding questions	Presentation/ Q&A	<p>IV reports back in response to questions raised at the end of the first session</p> <p>Facilitated Q&A</p> <p>Questions and concerns</p>	IV	Provide evidence-based responses to the group on questions asked at the first meeting and engage in meaningful conversation with	Presentation Laptop

Time	Session	Activity	Content	Speaker	Outputs	Equipment
6.40pm (5 mins)	Great places	Plenary	<p>Review the outcomes of previous discussions about what makes great places – anything to add since last meeting? Anything missing?</p> <p>Key elements include:</p> <p>Places are for people – to connect, explore, experience</p> <p>Places need to offer a wide diversity of experiences to reflect different people's needs</p> <p>People need access to services, transport, and green open spaces</p> <p>Places need to be safe, accessible to all and offer both quiet and lively spaces and experiences</p>	RPS	<p>participants on topics of interest</p> <p>Test the outcomes and open the dialogue to ensure all ideas are captured</p>	Great places outcomes on butchers paper
6.45 pm (5 mins)	What are principles	Presentation	<p>Principles guide decisions and evaluation. Good principles are clear and unambiguous; they provide direction but don't smother innovation; they are flexible but don't allow too much 'wriggle room'.</p> <p>We suggest using the clear, specific, active and pass the cafe test (i.e. if you left the list of principles on a table in a cafe, would anybody be able to pick it up and understand).</p> <p>Use this test for each of your principles – hopefully they pass each and all, but if they don't meet any then we probably have a challenge!</p> <p>Clear, specific, active and pass the café test.</p>	RPS/IV	Participants understand the purpose behind developing good principles and how they will be used to help make decisions about future infrastructure	Principles handout
6.50 pm	Density done well	Triads then plenary	We want to translate what is important to you about great places into	RPS	Participants translate the values	Note pads Pens

Time	Session	Activity	Content	Speaker	Outputs	Equipment
(50 mins)			<p>principles that decision makers can use.</p> <p>We have taken your comments from the first focus group, and themed them into different word clouds.</p> <p>Each word cloud contains the words you used, with the more you used them making that word bigger.</p> <p>In groups of three, look at what you have said about what makes great places, and identify any key characteristics or elements that stand out.</p> <p>For example, access came up strongly and when we explored that with you, it was clear that walking distance and transport options are the two key elements for access.</p> <p>Good principles generally only focus on one thing, so there are two principles arising from 'access'.</p> <p>How can you provide some direction and guidance about the importance of having services, activities and opportunities to do things within accessible by walking?</p> <p>Each group will work on one word cloud to start with</p> <p>Please take notes so we can have a record!</p> <p>Principles are recorded on butchers paper</p> <p>Additional word clouds are then distributed until all done</p>		<p>into directive principles</p> <p>Create the principles which will guide planning</p> <p>Focus on specific, clear directions based on community values</p>	<p>Word cloud handouts</p> <p>Butchers paper</p> <p>Markers</p>
7.40pm (35 mins)	Quick review	Small groups	Working in new groups of threes, each group reviews one or two of the principles – does it capture the	RPS	This is the opportunity to reach	Note pads Pens

Time	Session	Activity	Content	Speaker	Outputs	Equipment
			<p>important elements? What is missing? Record on the butchers paper and move to the next principle (15 mins)</p> <p>Facilitated discussion to understand major issues or blockages; what is generally agreed</p> <p>Final agreed principles and any caveats captured on butchers paper</p>		<p>consensus on the final list.</p> <p>Agreement on a set of high-level principles to guide decision making.</p> <p>Participants have the opportunity to co-create knowledge and apply that knowledge into principles</p>	<p>Butchers paper</p> <p>Markers</p>
8.15 (10 mins)	Anything missing?	Plenary	<p>Finally, now that we have some principles and you have soaked up the pros and cons of density – is there anything missing, anything odd, anything that needs to be a higher or lesser priority?</p>	RPS	<p>Capture insights from participants on additional matters for consideration</p>	<p>Butchers paper</p> <p>Textas</p>
8.25pm (5 mins)	Next steps, thanks and close	Address	<p>Invite participants to complete feedback form about focus group process</p> <p>Discuss next steps</p> <p>Inform participants of other focus group processes and combined event on 16 November/associated stipend</p> <p>Invite their participation and capture names/email addresses of interested participants</p> <p>Distribute stipends</p> <p>Thank participants</p>	RPS	<p>Participants have an increased understanding and appreciation for density done well and the goals of future infrastructure planning in Victoria</p> <p>Demonstrate to participants the value of their time and input</p>	<p>Feedback form</p> <p>Pens</p> <p>Stipend sign-off sheet</p> <p>November participants listing</p>

Time	Session	Activity	Content	Speaker	Outputs	Equipment
					<p>Participants are aware of the upcoming combined community engagement event on the 16 November 2019</p>	
					<p>This will create an opportunity for participants to engage with each other and reflect on shared principles</p>	

DRAFT

FOCUS GROUP TWO

Lucy Cole-Edelstein, Lead Facilitator, RPS



Reconciliation

We acknowledge the Traditional Owners of country throughout Australia and recognise their continuing connection to land, waters and culture.

We pay our respects to Elders past, present and emerging.

Agenda

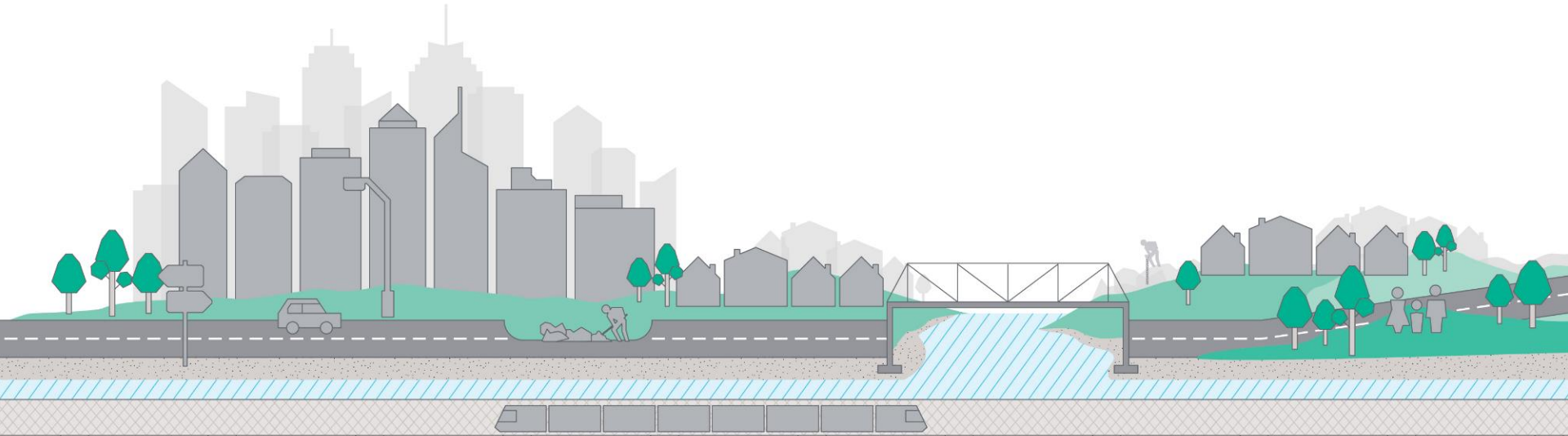
- | | |
|---|----------------------------------|
| 1 | Welcome and introductions |
| 2 | Reflections |
| 3 | Great places |
| 4 | Density done well |
| 5 | Creating good density principles |
| 7 | Next steps |



REFLECTIONS

2

Your questions answered



3

What makes a great place?



4

Density done well



What are good principles?

- Guides decisions and evaluation
- Need to be clear and measurable
- The SMART tool is an easy way to check if a principle is effective

S pecific

M easurable

A chievable

R elevant

T estable

5

What are the challenges to achieve these principles?



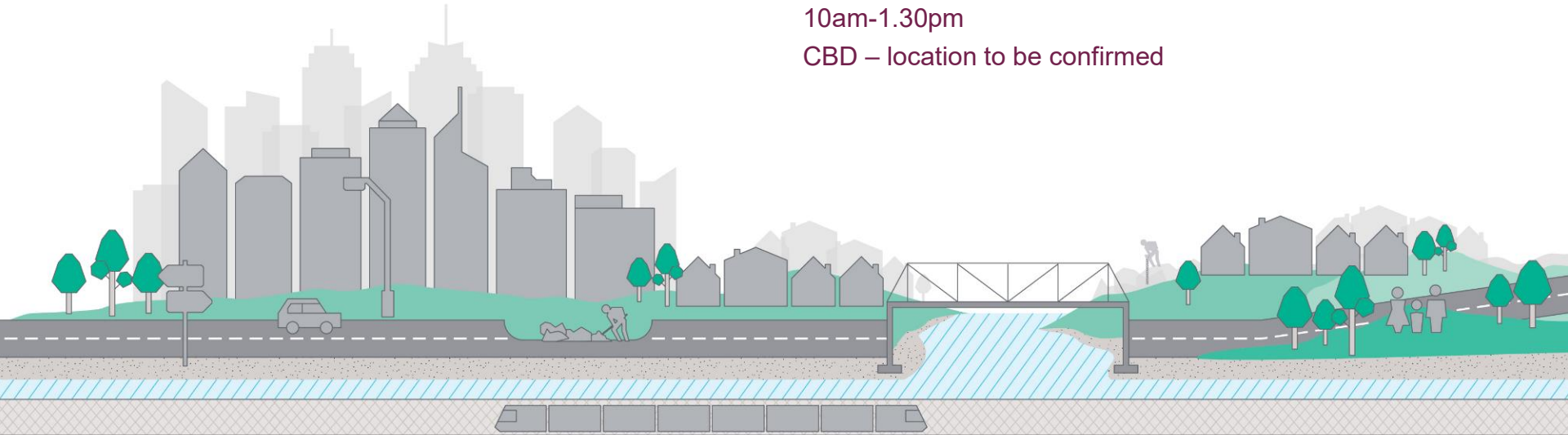
Next steps

- Complete a feedback form
- Receive your gift
- Attend our combined event on:

Saturday 16 November

10am-1.30pm

CBD – location to be confirmed





thank
you



Appendix C

Stage Two Community Workshop

WORKSHOP RUNSHEET

Project:	IV– 30 year Infrastructure Strategy refresh – community engagement				
Workshop:	Combined engagement event – Density done well				
Date:	Saturday 16 November 2019	Time:	10am to 1.30pm	Duration:	3.5 hours
Venue:	Citadines on Bourke 131-135 Bourke St, CBD	Team Members:	RPS - LCE, MG, ALC, ET, BH IV – MC, KP, CR, CR, JD, JB, LR		

Workshop purpose:	<ul style="list-style-type: none"> • Reengage with participants and the objectives of the engagement process • Review outcomes (principles) from each from focus group processes • Identify similarities and differences, and drivers for these (qualitative data) • Create collective principles and identify levels of support for these (quantitative data) • Confirm the key concerns about increasing density and what actions could reduce these concerns (qualitative data) • Identify level of support for increasing density (quantitative and qualitative data)
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Time	Session	Activity	Content	Speaker	Objective	Equipment
9am	Bump in		Room set up Test equipment Brief project team, including table scribes	RPS	RPS	Tables Chairs Catering Sign-in arrangement Table allocation listing A/V and other equipment Table scribe packs
9.30 – 10 am	Informal welcome and morning tea		Participants sign in, offered refreshments, shown to their allocated table and introduced to participants at their tables Participants sit at their original groups – self select and random separate – reconnect	RPS	Ensure participants feel welcomed and help them sign up and locate their original focus group table	Name labels Sign in sheet

Time	Session	Activity	Content	Speaker	Objective	Equipment
			with each other and the work they have done to date			
10.00am (10 mins)	Welcome	Address	Acknowledgement of Country Welcome and introductions Why we are here Agenda Introduce project team and table scribes	RPS	Establish a positive and supportive environment and reconnect to the purpose of why we're here and what we are working towards	Presentation Agenda
10.10am (15 mins)	Who's in the room/test technology	Plenary	Using preference testing equipment (keypads/mobile application) identify who is in the room (location, age, gender, housing type etc)	RPS	Participants will get a deeper insight into who's in the room, where they're from and how they live	Smartphones
10.25 (5 mins)	Introduction	Presentation	Thank you so much for working with us so far, and for coming today! We have looked at all the work you have done, and have prepared how we would interpret and respond to your suggestions We are really looking forward to you developing and agreeing on the principles that best represent the communities views of density done well; and then considering how we would respond and which of these are the most important. Finally, we just want to remind you that we are not actually planning for any particular area – this work is about helping government to understand what is important to communities as their local areas change, and helping these values be reflected in final planning and decisions. Your ideas will be part of a number of things we take into consideration as we develop the draft infrastructure strategy,	IV Catherine Rooney, Executive Director Strategy and Research	Participants understand why they are here and the purpose of engagement and how their input will influence the 30- year strategy review	Presentation
10.30	Groups relocate		Please relocate to the table number that matches the number on your name label	RPS	Participants will be re-allocated to mixed groups and have the opportunity to work with different people from	Table numbers Numbers on labels Each table 10 participants – when 2

Time	Session	Activity	Content	Speaker	Objective	Equipment
					different locations and backgrounds	participants from same suburb, NOT from same focus group!
10.35 (20 mins)	Draft principles	Small group discussions	<p>There were a total of 9 themes that you, collectively identified during your first two focus groups</p> <p>Each of you now has ONE theme on your table</p> <p>As a group, please review all the input of the 6 groups, and develop ONE or TWO principles that capture that theme</p> <p>Your principles must reflect the views of all the groups</p> <p>You have 20 minutes for this conversation and to develop your principles!</p> <p>Discussions captured by table scribes</p>	RPS	<p>Participants will review all the draft principles for the theme on their table and develop 1-2 new principles that reflect the collective view.</p> <p>This is an opportunity to remove duplication and summarise in a succinct principle/s what density done well means for each theme.</p> <p>One principle for each theme (or perhaps two) and the table will nominate a scribe</p>	<p>Table scribe pack – templated questions</p> <p>Pens</p> <p>Principles handouts</p> <p>Template 1 (as described below)</p>
10.55 (45 minutes)	What I can live with		<p>We are now going to look at each of the principles you have developed for each theme from the perspective of ‘what I can live with’.</p> <p>Group decision making is hard and it does involve compromise – we are wanting to identify principles that work but at the same time acknowledge that for some of you, they may not be perfect!!</p> <p>Each of your principles will be displayed on the screen</p> <p>At your tables, discuss whether you think, as a group, you can live with each principle</p> <p>Does it capture the sentiments you as a group identified as important?</p>	RPS	Participants will nominate one person to represent the group in response to the activity	<p>Yes we can live with that!</p> <p>We want to work on it a little bit...</p> <p>No we can't live with that</p>

Time	Session	Activity	Content	Speaker	Objective	Equipment
			And don't forget – all the themes and your comments will be included in the final reporting – this is just a way for us to get to manageable numbers and work on some in depth!			
11.40 (10 mins)	Poll everywhere voting		<p>For the rest of the day, we want you to work on the top 6 themes, and so, we would like to understand the priorities, for you, across all the themes and principles.</p> <p>As before, all the themes will be included in the final report, but we do want you to work in detail on some themes</p> <p>Using poll everywhere, please vote for the most importance themes. You will have 9 votes and can distribute your votes evenly or if you believe one theme is more important you can give more votes. The more you click on one theme the more votes you give it. Remember you only have 9 votes to give!</p>			
11.50 (10 mins)			<p>Break</p> <p>Enter draft principles into Powerpoint</p> <p>Remove the three themes that don't make the cut</p>			
12.00 pm (60 mins)	Unpacking IV response to each theme	Rotating small group discussions x 6	<p>Infrastructure Victoria has reviewed all your principles and identified the actions or recommendations that they would make for each, in order for these principles to guide density done well in the future.</p> <p>Each table has one theme together with the Infrastructure Victoria response to it.</p> <p>You are going to have the chance to review the top 6/7 themes and how these would translate into Infrastructure Victoria's work.</p> <p>So, at each table, we want you to review the theme, together with the key points you all agreed with, and the response Infrastructure Victoria has prepared.</p>	IV Caitlin Ryan – Principal Infrastructure Adviser	<p>Participants have an opportunity to review and deliberate on Infrastructure Victoria's response each theme.</p> <p>This activity will enable participants to see how their contributions have been interpreted by IV and develop a deeper understanding for <i>how</i> the actions will be translated into recommendations.</p>	<p>Handout- IV responses to each theme</p> <p>Template 2 (as described below)</p> <p>Pens</p> <p>Table scribes ask group to identify priorities prior to each table rotation</p>

Time	Session	Activity	Content	Speaker	Objective	Equipment
			<p>Please discuss these – do these actions achieve your principles? Which are the most important to you? Why?</p> <p>After 10 minutes, agree, as a group, which are your top priorities (table scribes/facilitators manage)</p> <p>Now pleased rotate to another theme – review the information, and identify what is most important and why</p> <p>Table scribes capture discussion and GROUP DECISION ON PRIORITIES PRIOR TO EACH TABLE ROTATION</p>			
1 pm (15 mins)	Prioritising actions	Poll everywhere voting	<p>Now we want you to indicate which of the actions, under each theme, is the most important.</p> <p>I would like you to reflect a moment on all things you have talked about – what makes a place great, the need for people to move around, connect, access a variety of things but also how important green, open space, other people, safety and health and fun are. For each theme we will now put up the actions for you to vote on, identifying those that are most important to creating density done well – so not important to you, but important for everyone and how we live together in a more dense city.</p> <p>As each theme comes up, review the actions and vote in the priority order for you – 1 being most important, 6 being less important</p>	RPS	Participants will then rank the recommendations using their smartphones in order of priority under each theme. The themes will appear individually on the screen for up to 2 minutes to enable participants to vote.	Smartphones
1.05 (15 mins)	Poll everywhere	Voting	<p>Finally we want to test now whether, given the work you have done around understanding the ACTIONS each THEME will drive/elicit, your priorities around their importance have changed</p>	RPS	Individual voting on each principle to identify if there is any difference in group voting vs individual voting	Polleverywhere

Time	Session	Activity	Content	Speaker	Objective	Equipment
			Each theme, with the principles from each table developed earlier, is voted on through poll everywhere.			
1.20 pm (10 mins)	Next steps and thanks	Plenary	<p>Next steps</p> <p>Feedback questions on process by keypads</p> <p>Have you enjoyed participating in this engagement process today?</p> <p>Has your perspective about how we plan for future infrastructure changed?</p> <p>Has your perspective about density changed since you have been involved?</p> <p>Has your understanding of the role that infrastructure plays in the life of the city changed?</p> <p>What was the best part?</p> <ul style="list-style-type: none"> • Polleverywhere voting • IV's actions responding to the principles • Table conversations about actions • Table conversations about principles • The food! <p>Do you feel Infrastructure Victoria has listened to you today?</p> <p>Are you confident Infrastructure Victoria will take your views forward to government?</p> <p>Do you think your contribution will make a difference?</p> <p>Would you participate in a similar process again?</p> <p>Would you recommend that friends and family get involved in something like this if they have the opportunity?</p>	RPS	<p>Participants will have an opportunity to complete an online survey using their smartphones at the event or afterwards during their own time.</p> <p>Demonstrate to participants the value of their time and input</p> <p>Participants have confidence that their contributions will be incorporated into important recommendations to state government on density done well</p>	<p>Presentation</p> <p>Smartphones</p>
1.30	Close and stipends			RPS	Participants will receive their stipends upon signing out	Sign-out sheet

Accessible places

Draft principle statement

1.

.....

.....

.....

2.

.....

.....

.....

Tick the column that applies to your table

Theme	Yes we can live with it	No we can't live with it
Accessible		
Public transport		
Good public environment		
Mix of uses		
Pedestrian friendly		
Quality urban design		
Housing affordability and choice		
Community safety		
Inclusion		

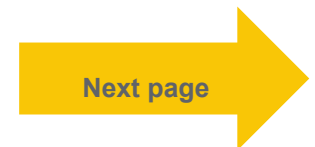
TEMPLATE 2 (12pm activity for table scribes)

Unpacking IV responses to each theme

Accessible places

Do these actions achieve your principles?

Which are the most important to you? Why?

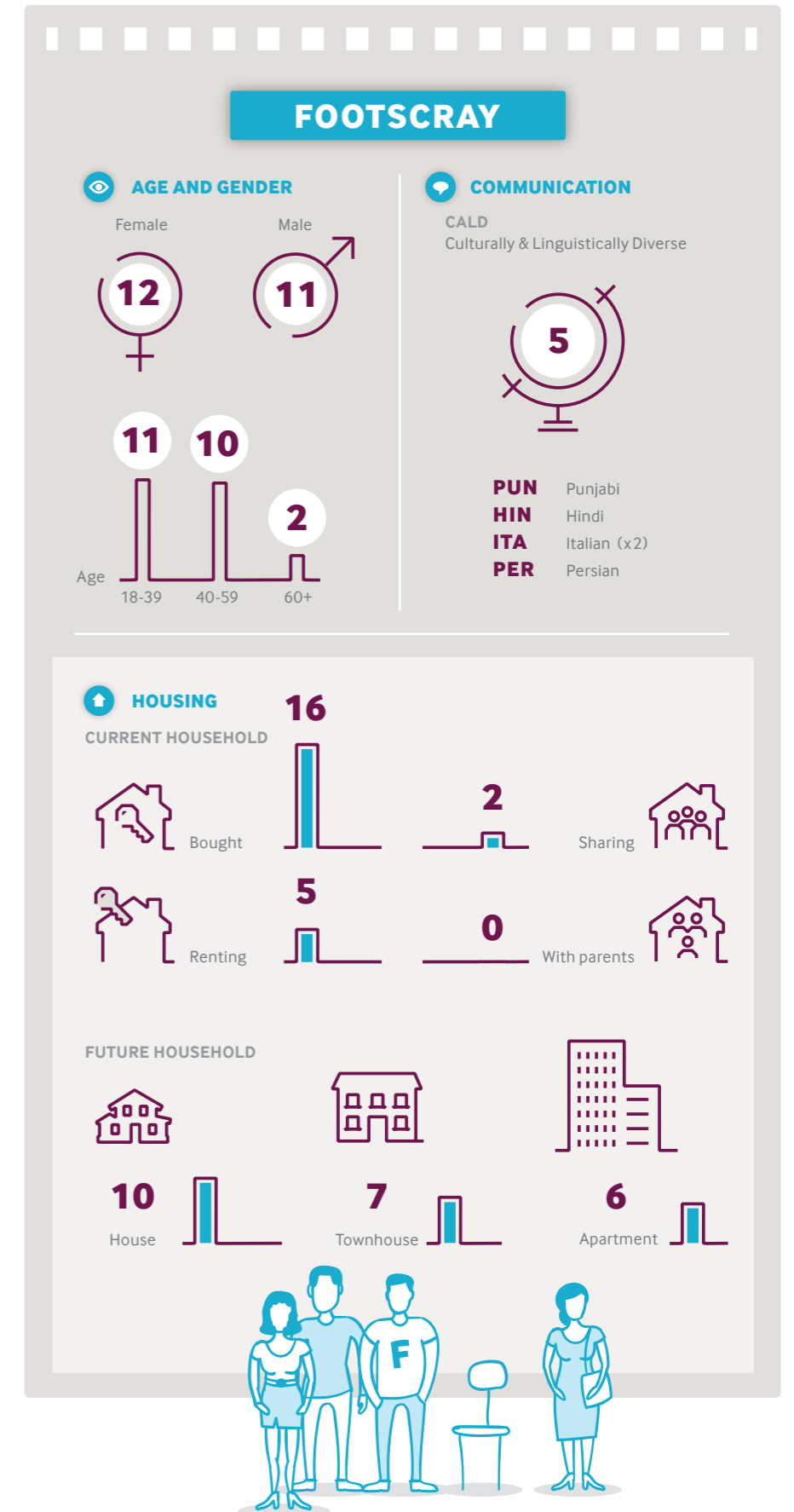
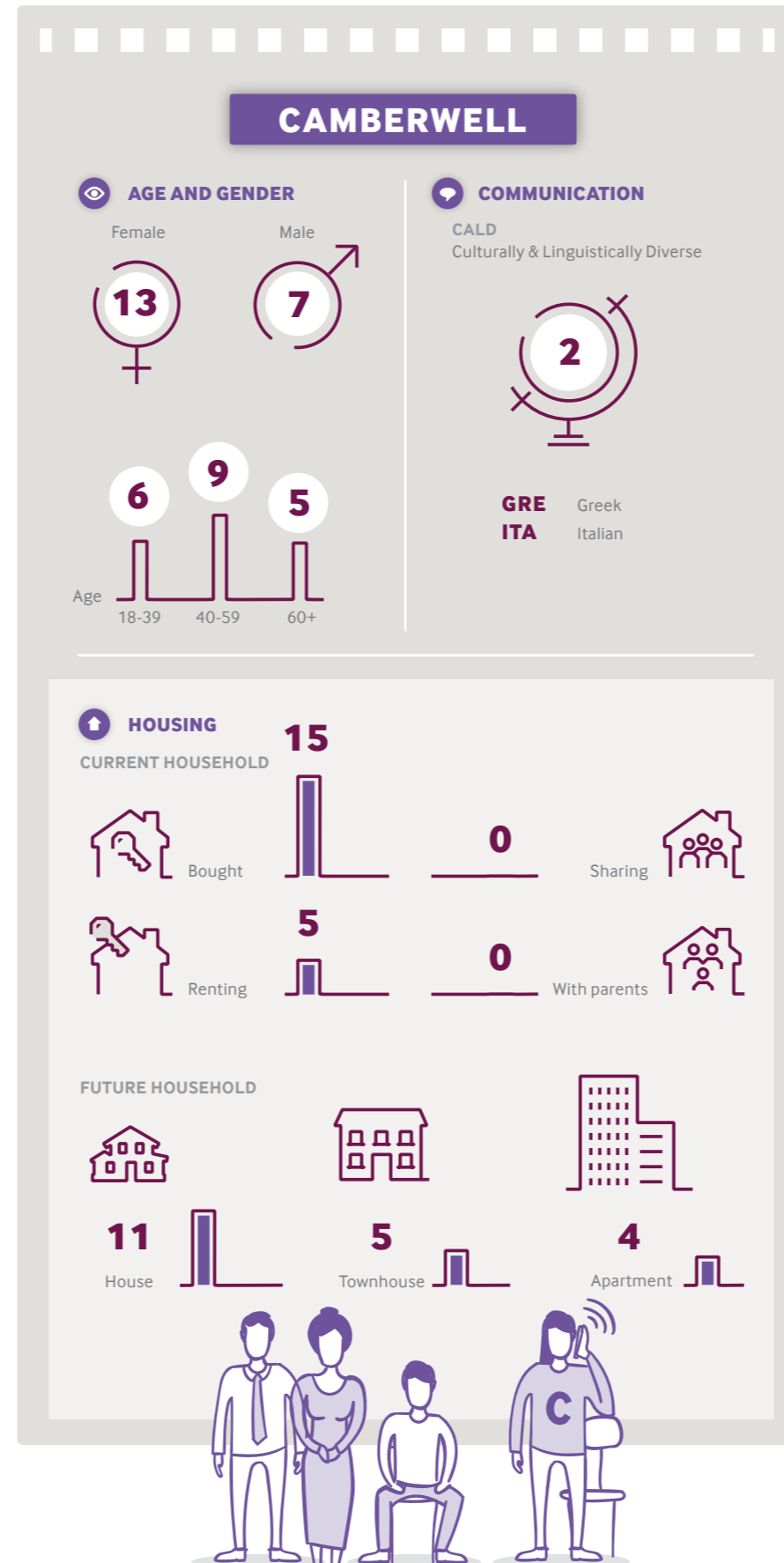
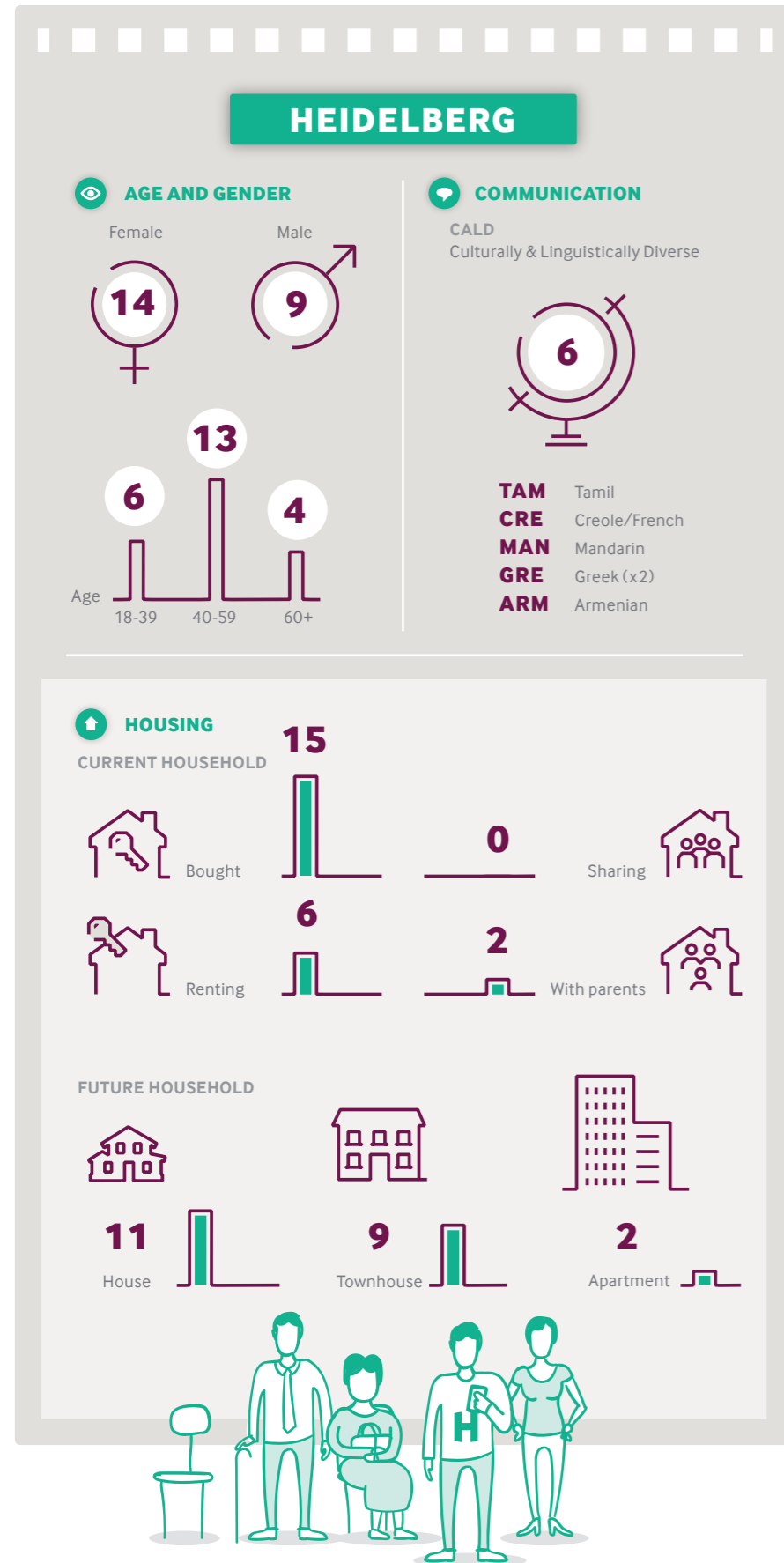


What are the top priorities?

Key points we want Infrastructure Victoria and decision makers to consider

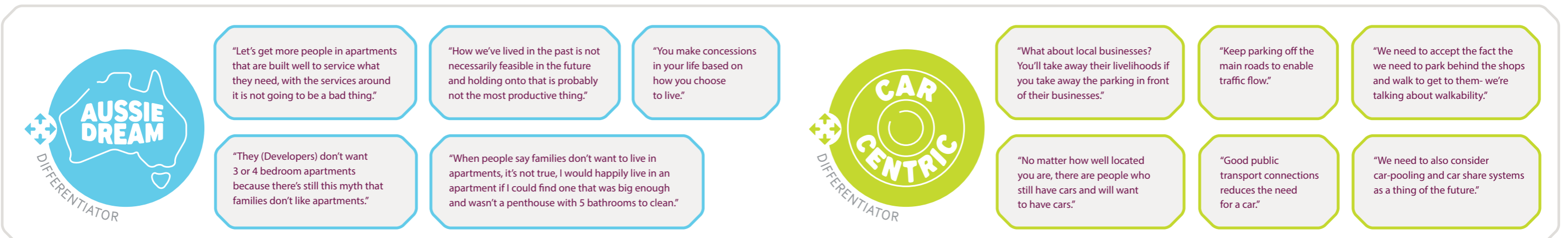
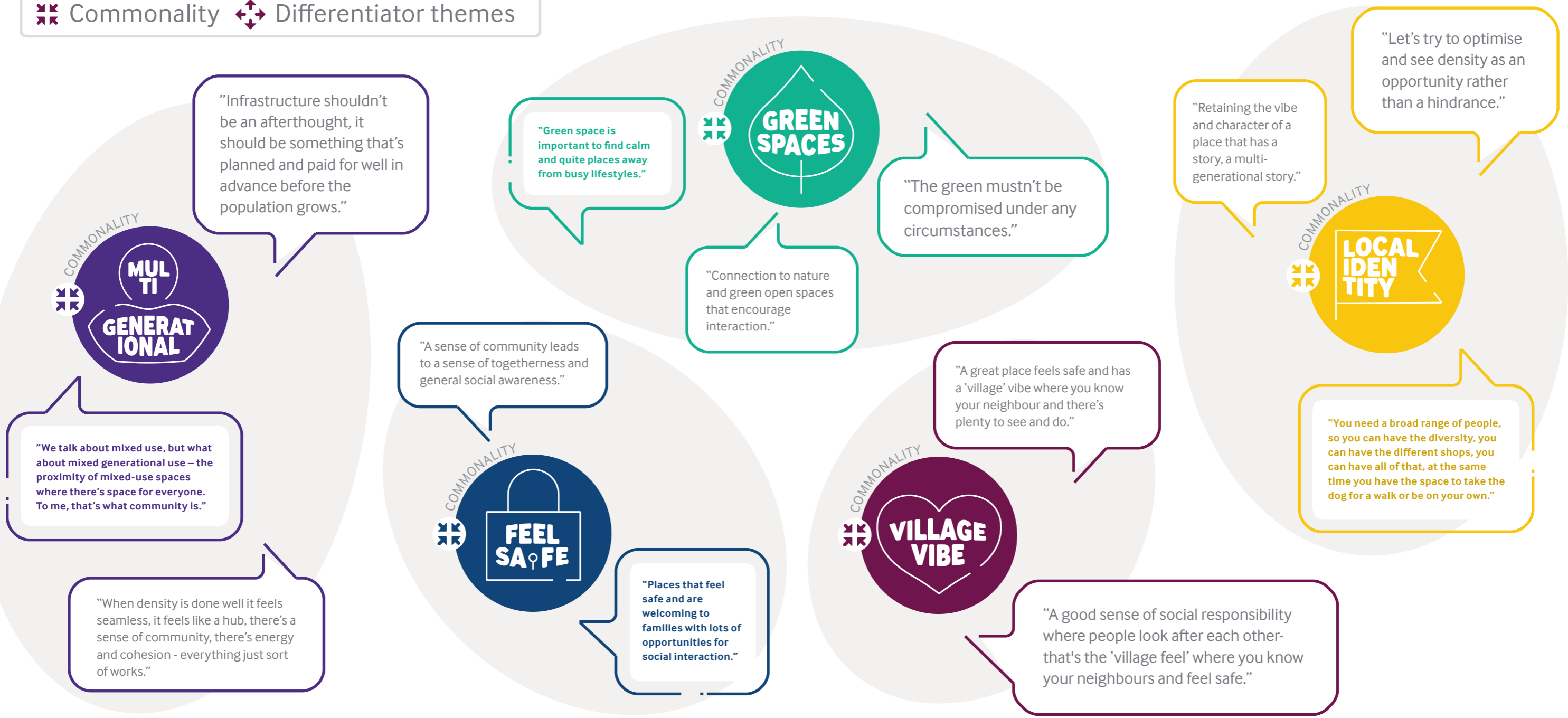
DEMOGRAPHICS BY SUBURB

Participants of self-selected and randomly selected focus groups



WHAT DOES DENSITY DONE WELL LOOK LIKE?

❖ Commonality ❖ Differentiator themes



DENSITY DONE WELL – THE PRINCIPLES

1

QUALITY URBAN DESIGN

- a Quality design and production of built form that's well integrated into local design character including green space (more than the bare minimum) and sustainability of environment
- b Diverse mix of residential and industrial and commercial development to genuinely support 20-minute neighbourhoods and public transport
- c Maintain the integrity of the natural environment including fauna and flora



2

PUBLIC TRANSPORT

First and foremost must be accessible (not only in terms of ability/disability), but also in terms of reasonable distance from dwellings and services). Must be reliable and frequent, safe, clean and affordable. Must be interconnected with other transport modes (physically and in terms of timetables) and provide cross suburb connectivity (including non-radial)



3

HOUSING AFFORDABILITY AND CHOICE

A range of living options (including what people can afford and a range of housing models to meet diverse community needs) supported by integrated services and support to represent diversity



4

GOOD PUBLIC ENVIRONMENT

Includes safe, adaptable multi-functional spaces and green space in proportion with density, technology, environmentally sustainable built infrastructure for diverse (age, culture and disability) communities and reflects the cultural elements of that neighbourhood



5

PEDESTRIAN FRIENDLY

Safe, well maintained, energy efficient, well lit pathways that prioritise people with all abilities that follow logical pedestrian desire and made of environmentally friendly material and technology i.e. sensor lights. These should be designed with amenity in mind (seats, shade, water fountains, bins)



6

ACCESSIBLE PLACES

Neighbourhoods must be designed to be accessible for all, with comprehensive transport connections, where the community needs are reachable within a 20-minute walk



7

COMMUNITY SAFETY

- a Create structures and resourcing that support the community to take ownership of their own and others' safety supported by local government services including law enforcement
- b Sufficient lighting and other measures to allow use of community hubs after hours



8

INCLUSION

- a Inclusion ensures representation through a voice, opportunity, access and sense of belonging for all cross-sections of the community i.e. age, ability, ethnicity, sexual orientation, etc.
- b Inclusion requires appropriate spaces, housing, facilities, events, resources and physical and social infrastructure to ensure a seamless and enjoyable experience for people of all abilities and circumstances



9

MIX OF USES / DIVERSITY OF THINGS TO DO

Meet the changing needs of the people who live there by including multi-faceted green spaces and multi-flexible inclusive facilities therefore maintaining an inclusive community feel





Appendix D

Stage One Weekly Reports

SELF SELECT FOCUS GROUP – ROUND 1

1. Focus Groups

	Heidelberg	Camberwell	Footscray
Time, date and location	6pm-8.30pm Tuesday 8 October 2019 Quest Ivanhoe	6pm-8.30pm Wednesday 9 October 2019 Hawthorn Arts Centre	6pm-8.30pm Thursday 10 October 2019 Yarraville Community House

2. Demographic overview

Female	Male	Culturally and Linguistically Diverse (CALD)	Age				Housing type				Household			Future intension			
			18-34	35-49	50-69	70+	House	Townhouse	Apartment	Unit	Bought	Renting	Sharing with housemates	House	Townhouse	Apartment	Unit
23	13	6	10	9	13	4	19	10	6	1	24	11	1	20	11	3	1

3. Summary of key themes

	Heidelberg	Camberwell	Footscray
Great urban places and why	<ul style="list-style-type: none"> Rathdowne St – culture, parks, cafes, beautiful architecture Brunswick St – culture, vibrancy, diversity Canterbury Village – leafy green, accessible, connected Westgarth – it's got everything I need, affordable food Arts Precinct – variety in built form 	<ul style="list-style-type: none"> Windsor – cafes, nightlife, parks, grit and culture Clifton Hill – nice houses, river, connection to city and nature Northcote – on the fringe, affordable food Arts Centre – boat sheds, natural beauty, multi-generational Fitzroy Gardens diverse offerings, nice place to be 	<ul style="list-style-type: none"> Footscray - variety, public transport, cafes, river, parks Seddon – walkable, sense of community, green spaces Fitzroy – evolving diversity, culture State Library Lawn – good mix of urban and greenspace

	Heidelberg	Camberwell	Footscray
What is density done well?	<ul style="list-style-type: none"> A good sense of social responsibility where people look after each other- the 'village feel' where you know your neighbours and feel safe Balancing the pace of change in areas with good, thoughtful and people-centred infrastructure with good quality design Places to park, access to public transport, green open spaces and community services Keeping aspects of history and heritage (while some of this is linked to heritage listed buildings, it's not just about what's listed but the way the place feels – loved and maintained by a community that values what it offers) 	<ul style="list-style-type: none"> Access to different modes of public transport and everyday needs (shops, schools, works, local services) Green space is important to find calm and quiet places away from busy lifestyles Variety of housing choices including places that reflect the existing characteristics of a community and meets the needs and desires of different people Good waste management is important to maintain the cleanliness and sustainability of urban places Connectivity to business and social opportunities including access to innovative technology (5G network) Family-focused design of homes that focuses on functionality rather than luxury 	<ul style="list-style-type: none"> Retaining the 'vibe' and 'character' of a place that has a story- a multi-generational story Density done well promotes diversity and meets the needs of everyone in the community- it's inclusive Creating spaces that provide equitable services for all types of people and family units A precinct approach to balance the priorities of people living there and a place that is 'organic' and infrastructure keeps up with people and growth Employment hubs that are balanced with access for and opportunities for vulnerable people
Key quote	<i>"We talk about mixed use, but what about mixed generational use – the proximity of mixed-use spaces where there's space for everyone. To me, that's what community is."</i>	<i>"You make concessions in your life based on how you choose to live."</i>	<i>"Density done well to me is that you don't notice the increase in density as the infrastructure is keeping pace with it."</i>

4. Questions from participants

Heidelberg	Camberwell	Footscray
<ul style="list-style-type: none"> What about waste? <i>(answered during the session)</i> What about re-purposing and enabling infrastructure to accommodate more density – places that can take more density (e.g. Suburban Rail Loop)? <i>(answered during the session)</i> How does IV's work contribute or consider community safety? <i>(answered during the session)</i> 	<ul style="list-style-type: none"> Are there any trials where they're using embedded networks where communities sharing like solar? Are there global references we can refer to on density done well? Canada? Toronto? 	<ul style="list-style-type: none"> Want more information about the concept of the 20-minute neighbourhood and what this looks like. What does increased density mean for an ageing population? Where do they go? <i>One participant suggested the group consider a case study – there is potential to do this during the big session.</i>

5. The commonalities

Great places are multi-generational and designed for different people and preferences.

Density done well is about being connected not crowded, busy and peaceful.

Feeling safe and creating community spaces that people care for (i.e., less garbage) and are sustainable (mindful of climate change).

Connection to nature and green open spaces that encourage interaction.

Diversity of food, culture, and shops provide people with a sense of connection and comfort.

Density done well is about balance with size and scale, balance with nature and ecology (e.g. big parks and pocket parks) and balance of old and new.

A great place feels like a community village where you know your neighbour and there's plenty to see and do.

Diversity of activity and access to amenities (schools, child-care, shops, doctors, library, gym).

6. Key themes

- Places that feel safe
- Proximity to transport
- Proximity to education and
- Convenience including access to local services, cafes, bars, shops
- Lifestyle and diversity of experiences
- Housing choice and affordability
- Sustainability and care for public spaces
- Variety of green open spaces
- Walkable communities

RANDOMLY- SELECTED FOCUS GROUP – ROUND 1

1. Focus Groups

	Heidelberg	Camberwell	Footscray
Time, date and location	6pm-8.30pm Tuesday 15 October 2019 Quest Ivanhoe	6pm-8.30pm Wednesday 16 October 2019 Hawthorn Arts Centre	6pm-8.30pm Thursday 17 October 2019 Yarraville Community House

2. Demographic overview

Female	Male	Culturally and Linguistically Diverse (CALD)	Age			Household				Future intension		
			18-39	40-59	60+	Bought	Renting	Sharing	With parents	House	Townhouse	Apartment
18	16	8	9	18	7	25	6	1	2	13	11	10

3. Summary of key themes

	Heidelberg	Camberwell	Footscray
Great urban places and why	<ul style="list-style-type: none"> CBD – complexity of urban landscape, high-rises Melbourne’s laneways – buzzing with life Eaglemont - love the ‘village’ feel Southbank – close to theatres, galleries, public transport Ivanhoe – great eateries, cafes, public transport access, has everything you need Parklands near Ivanhoe- close to CBD, bike trails, natural landscape Fairfield- love the boathouse, amphitheatre, walkable 	<ul style="list-style-type: none"> CBD – Parkour friendly, architecture, photography Federation Square - great architecture, community-based place 1950s Melbourne–people, architecture Surry Hills – ‘village’ feel, green, public transport, has everything you need Camberwell Station– Access to shops, doctors, dentist, cafes, parks, public transport access 	<ul style="list-style-type: none"> Footscray Park – Bike riding to city, place to unwind Maribyrnong River – Beautiful walk Williamstown –Relaxing, body of water, city landscape Richmond – Variety of restaurants Melbourne laneways- ‘London-esque’, hidden trails Lygon St- 20-minute walk to the city, character Brunswick St- Restaurants, bars Barcelona- Accessibility, transport and architecture

	Heidelberg	Camberwell	Footscray
What is density done well?	<ul style="list-style-type: none"> Infrastructure that is good quality, integrates with the existing character of the area and keeps up with growth Access to green and open spaces that are easy to get to, walkable There is a great energy to a place, it's a hub, it feels seamless and it just works 'Genuine' employment hubs outside of the CBD - particularly around mixed commerce use (e.g. commercial and industrial) Minimal impacts on the environment (e.g., walking not using cars) 	<ul style="list-style-type: none"> Public transport is safe, frequent, easy to use and accessible Good access to facilities including doctors, hospitals, dentist, childcare, sporting facilities and more A strong sense of community where there's plenty to do, you know your neighbour and people can connect with each other Health and mental wellbeing are prioritised There are open green spaces, walkable places, bike friendly paths, community gardens and communal places Places that feel safe and are welcoming to families with lots of opportunities for social interaction Seamless connection with technology for example smart traffic management systems 	<ul style="list-style-type: none"> Great transport and accessibility The community feel of an area – this is particularly based around multiculturalism and having lots of young families Having shared community areas e.g. community amenities, sporting grounds and parklands Access to green spaces Knowing your neighbours There are safe places to walk during the day and night Places that have child-friendly areas and are inclusive where you can meet people and connect There's a shared responsibility of the health and wellbeing in the community from council, to developers, to everyday people
Key quote	<p><i>"When density is done well it feels seamless, it feels like a hub, there's a sense of community, there's energy and cohesion - everything just sort of works."</i></p>	<p><i>"Having young families, and places to play and the community and playing in the streets safely, and having that connection with the community.....so density done well is part of that picture."</i></p>	<p><i>"On gentrification and urban density, the most important thing is that the planning has certain protections to maintain a suburb's character and that you're offering a variety of housing and that there's housing support for low-income families."</i></p>

4. Questions from participants

Heidelberg	Camberwell	Footscray
<ul style="list-style-type: none"> What countries/cities are you looking at for modelling? How is funding allocated for infrastructure projects? What are the evaluation criteria/modelling used to determine which projects are the priority? Can you provide a summary of the kinds of contributions major property developers need to make to a community as part of their build? 	<ul style="list-style-type: none"> What about healthcare services? Where does our power/energy supply come from? 	<ul style="list-style-type: none"> What happens once we reach maximum capacity in our existing infrastructure?

5. The commonalities

Great places are multi-generational and designed for different people and preferences.

Diversity of housing choice and affordability is important

A great place has good access to public transport and local amenities (schools, child-care, shops, doctors, library, gym).

Connection to nature and green open spaces that encourage interaction and improve liveability

Diversity of food, culture, and shops provide people with a sense of connection and comfort.

A great place feels safe and has a 'village' vibe where you know your neighbour and there's plenty to see and do.

6. The differences

Footscray

There were positive and negative opinions on gentrification and changes to the local urban environment as a result of increasing density.

Camberwell

There are two perspectives:

1. People that live in the area and want to preserve the lifestyle
2. People that want to enter the housing market and enjoy the same benefits

7. Key themes

- Places that feel safe
- Proximity to transport
- Proximity to education and jobs
- Convenience including access to local services, cafes, bars, shops
- Lifestyle and diversity of experiences
- Housing choice and affordability
- Sustainability and care for public spaces
- Variety of green open spaces
- Walkable communities

SELF SELECT FOCUS GROUPS – ROUND 2

1. Focus Groups

	Heidelberg	Camberwell	Footscray
Time, date and location	6pm-8.30pm Tuesday 8 & 22 October 2019 Quest Ivanhoe	6pm-8.30pm Wednesday 9 & 23 October 2019 Hawthorn Arts Centre	6pm-8.30pm Thursday 10 & 24 October 2019 Yarraville Community House

2. Highlights from the reflection questions

Please refer to the detailed reflection questions on p.6.

	1. Public places for different purposes. What worked and why?	2. How do we make better use of use of community facilities?	3. How do we make our city more walkable?	4. How can we make public spaces more green and welcoming?
Heidelberg	<ul style="list-style-type: none"> Fitzroy housing commission gardens because there are open spaces, playground, primary school and church. The High Line in New York Macleay Park in North Balwyn Parks for multi-purpose use ie. Cafes, cycling and walking paths, leash free dog areas, play groups, bbqs, exercise equipment, drinking taps, community art, safe toilets Car parks for community markets 	<ul style="list-style-type: none"> Generate ideas with community groups Community education through social media promotion More flexible school terms to use buildings all year Accessibility of community facilities <ul style="list-style-type: none"> Booking process, cost, inviting open entrances, mixed use 	<ul style="list-style-type: none"> Close to shops and services, public transport Maintaining footpaths to prevent injury and create better access for people with a disability Improve safety during the day and night Establish local walking groups Use our nature strips better with more greenery and flowers 	<ul style="list-style-type: none"> More plants (trees, bushes, veggies, herbs) on nature strips Partner with developers and council to transform dead space into green/community space Community gardens and community cleaning groups Varied height (trees, shrubs, bushes, flowers, grass), varied plants along the nature strip Access to waterways to encourage walking, cycling

	1. Public places for different purposes. What worked and why?	2. How do we make better use of use of community facilities?	3. How do we make our city more walkable?	4. How can we make public spaces more green and welcoming?
Camberwell	<ul style="list-style-type: none"> Botanical Gardens, public parks (e.g. Wattle Park, Fritz Holzer Park, Lynden Park) Boxhill Art & Community Centre, Overhead Rail Garden – these are multi-use spaces for leisure, cycling, dog walking, exercising, school fetes, sports, concerts etc. Camberwell Sunday Market, Southgate Market, Birrarung Marr, Alexandra Ave & south bank – these markets/areas are great for community markets and festivals, Alexandra Ave has coffee shops and landscaped areas for lunch Elevation of train line at Carnegie – Installed table tennis tables, basketball hoops, gym area, hopscotch tiles – brilliant community asset 	<ul style="list-style-type: none"> Libraries – access to internet if you do not have a computer at home, young people use the facilities for studying Classes – pottery, learning new languages, craft, cooking Family gatherings and social functions School group, parent gatherings, baby health centres Education, advertising & PR Education – ability to research spaces similar to Airbnb Local council inserting money into unused private facilities Warehouses no longer used could be used for homelessness Kids parties – allow teenage parties with affordable security 	<ul style="list-style-type: none"> Separate and safe bike tracks – well lit & clean Increased amount of footpaths, make footpaths well maintained, clean and provide amenities such as lights, benches, water fountains and bins Sheltered areas, shade over walking paths Good public transport links – increase in trains, trams, buses – frequent, cheaper and faster. Congestion tariffs on cars, no trucks Walkways over high/freeways, traintracks etc – accessibility via foot Sense of safety and security when walking 	<ul style="list-style-type: none"> Well maintained areas Bins – frequent and well maintained/emptied often Small parks in more areas Shelter/shade on walking areas, incorporate solar lighting Use of natural and native vegetation – drought-proof, low-maintenance, suited to space and attractive Commercial advertising restricted Bicycle paths/parking separate from walking path Tech friendly – information about space on site Dog parks for dog walking
Footscray	<ul style="list-style-type: none"> State Library – small spaces, good location Abbotsford Convent- movies, picnics and bands Paris Embankment- book sellers, lockers Footscray Park- genuine multi-purpose activities, dog walking, sport exercise, kite flying, grid iron, festivals Soft and hard infrastructure works that is scaled to human size Phoenix Youth Centre- parenting classes, performance rehearsals, band space, basketball ring Whitten Oval redevelopment- respecting heritage and family values Community centres with easy administration services 	<ul style="list-style-type: none"> Infant welfare for mothers and babies Change the world of work with technology Make a “third place” - the next space you congregate after your home and work. Lifelong learning, co-working/ study spaces, community group meetings, music spaces, swap and sells, card or board game clubs Adaptable, flexible and moveable Bike repair equipment, e.g., Pipemakers Park and Ascot Vale Library More publicity! 	<ul style="list-style-type: none"> Water stations and more shade to encourage more walking Low allergy trees Safe and close spaces between activity centres and slower car speeds Active nature strips to allow vegie and herb patches Maintenance of existing walking paths and river trails Adequate space for bikes, joggers and walkers Lighting CPTED (Crime prevention through environmental design) 	<ul style="list-style-type: none"> Bike paths that run parallel to the train network Safe environment with lighting and cameras Resting spaces undercover for shade with water fountains and toilets Trees are green and useful Rooftop gardens, vertical gardens, nature strips as community gardens Simple exercise equipment in parks to encourage movement

Principles on what makes a great place

Participants deliberated in small groups and developed principles on what makes a great place. The following values were identified by the groups at the first meeting and their mission was to provide further direction and guidance about how these themes can be translated into actionable principles to guide decision making.



Values	Heidelberg	Camberwell	Footscray
Accessible	<ul style="list-style-type: none"> Residential, recreational and employment environments must all be easy to move between, reflecting a village-like environment Proximity and easy access to transport, jobs, shops, services and green spaces Accessibility is paramount! 	<ul style="list-style-type: none"> Public transport must recognise the accessibility/mobility needs of the citizens and ensure spaces are accessible for walking A variety of public transport options easily accessible to home and parking available at train stations Very frequent public transport services Easily accessible for everyone, regardless of ability, language, educational capacity 	<ul style="list-style-type: none"> Accessibility is not just about the physical, it's about encouraging people with all abilities, at all stages of life to move freely in ways that work for them Everything within walking distance and people have access to everything they need
Public transport	<ul style="list-style-type: none"> Must be reliable, integrated, clean, safe, affordable and environmentally sustainable (ie., electric buses) Becomes the hub of the community 	<ul style="list-style-type: none"> Frequent enough so you "don't have to run to catch" Reliable, frequent public transport that is accessible, safe and easy to use and recognises cross suburb connectivity including non-radial Affordable, walkable parking at stations Safe, well lit, CCTV, connected to emergency services 	<ul style="list-style-type: none"> Frequent, affordable, equitable, reliable Should be safer (passive surveillance) and deliver better connections
Good public environment	<ul style="list-style-type: none"> Multi-use and adaptable spaces with a combination of high density, community/public and green connected spaces with good lighting and parking available- where infrastructure keeps up with growth 	<ul style="list-style-type: none"> Must reflect the specific needs of the people that live there i.e. children, different ages, different ethnicities Attractive events and spaces, community activities with a reason/incentive for people to attend 	<ul style="list-style-type: none"> Should be well connected to engage people in the community Should foster a sense of community and be built for community needs

	<ul style="list-style-type: none"> Residential areas should have a variety of public multi-purpose spaces and integrated places Reflects community values 	<ul style="list-style-type: none"> Public environment to be human scaled Public environment needs to offset negative impacts (sustainability/environment) 	<ul style="list-style-type: none"> Should include art, incorporate recycled materials and involve natural elements Should have identity and something that makes it unique which may give people a sense of ownership Includes green spaces both active and passive
Mix of uses/ diversity of things to do	<ul style="list-style-type: none"> A good mixed-use area includes a variety of facilities to meet the needs of a diverse population A neighbourhood that provides for a range of accommodation services that reflects a diverse demographic culture of the residents Interaction which keeps the community alive 	<ul style="list-style-type: none"> A range of amenities within a 20 min walk e.g. shops, services, schools, public transport Increase efficiency of current available spaces that meets changing individual needs within existing neighbourhood Diversity in ages gender i.e. public environment needs to encourage that diversity with art, theatre, etc 	<ul style="list-style-type: none"> Meets the needs of the people who live there Make spaces equitable through considered design
Pedestrian friendly	<ul style="list-style-type: none"> Close proximity to public transport, green spaces, shops and services Walking needs to be comfortable and safe Requires well maintained and creative spaces 	<ul style="list-style-type: none"> Amenities and social spaces to be within short walking distance on well-lit, green-lined paths It must be safe and secure to walk with dedicated walkways that's are designed specifically for the purpose and regularly tested for their purpose 	<ul style="list-style-type: none"> Everyone can walk everywhere and access everything they need Major transport reforms (e.g. congestion tax) Pedestrian malls
Quality design	<ul style="list-style-type: none"> Draws people in and keeps people in Planning regulations should avoid homogeneity and encourage design solutions that are innovative and creative- buildings should not be one size fits all Pleasing mixture of nature and built form which responds to climate change, is what local people need which is inviting to people living outside the area to come in. It also maintains natural light and preserves local heritage 	<ul style="list-style-type: none"> Architect must be involved in all developments in a non-biased way to ensure it is a fit for purpose development and improving regulation Apartment building of appropriate size, appropriate number of levels according to location, adequate sound proofing between/above/below apartments Windows triple/double glazed 	<ul style="list-style-type: none"> Residential building should be high quality and appropriate for diverse uses and needs Allows people to live together with space to be together and a part Should respect heritage listings Sustainable development of a variety of types of housing (multi-purpose) built with the community in mind and complying with strict building codes Genuine function and purpose within aesthetic context
Community safety	<ul style="list-style-type: none"> Is all our responsibility Invest in programs and initiatives which create community spirit, knowing your neighbours and making people feel connected and safe Provision for community gardens, traffic-free or slower roads 	<ul style="list-style-type: none"> Knowing your neighbours and utilising appropriate technologies to link neighbours for safety Lighting for the streets and pathways CCTV in public areas for people to feel safe 	<ul style="list-style-type: none"> Safety for everyone in various spaces and times Should be well lit Community awareness involve looking out for each other Safety in numbers through group activities with large amounts of people (passive surveillance)

Housing choices

- Was not a topic of discussion at the Heidelberg focus group
- A range of living options in apartment accommodation with adequate room for a range of household grouping needs
- Adequate regulations and incentives to encourage diversity in housing options for all walks of life/living situations including social housing requirement for new developments
- Facilitate meaningful engagement with other in the community (e.g. mixed housing)
- Should include options for homeless people
- Should provide a variety of options that are accessible economically and physical

Inclusion

- Reflects different culture and is mindful of others and their needs
- Reflects diversity of age, ethnic background, sexual orientation and offers a good range of facilities for these community sectors
- Communities should be diverse, social, equitable and inclusive
- Public/social spaces need to recognise all people who use them i.e. young, old, etc
- Mobility for the older or disabled
- Community centres can provide spaces for minority/disabled/elderly/new migrants to interact and learn
- Needs to be economically divers, accessible and with a diversity of backgrounds
- Should enable communities to respect each other



Focus Group Round One- Reflection Questions

- Where have you seen examples of public spaces that can be used for different purposes? What worked and why?
- Community facilities have changed from Senior Citizens and Baby Health Centres to multi-use facilities that deliver services, are available to community groups and can be hired out for parties and family functions. What do or would you use a community facility for if it was available? How do we make better use of this infrastructure, now and in the future?
- We know that we all need to get out of our cars and walk, cycle and catch public transport. What would encourage you to walk more? How do we make our city more walkable?
- We know that communities want more green space; and we know that space is going to be at a premium. What are your thoughts about the public space we have now that we don't consider as 'green space', like footpaths – how could we make these more welcoming, providing shade and shelter and greenery?

RANDOMLY-SELECTED FOCUS GROUPS – ROUND 2

1. Focus Groups

	Heidelberg	Camberwell	Footscray
Time, date and location	6pm-8.30pm Tuesday 15 & 29 October 2019 Quest Ivanhoe	6pm-8.30pm Wednesday 16 & 30 October 2019 Hawthorn Arts Centre	6pm-8.30pm Thursday 17 & 31 October 2019 Yarraville Community House

2. Highlights from the reflection questions

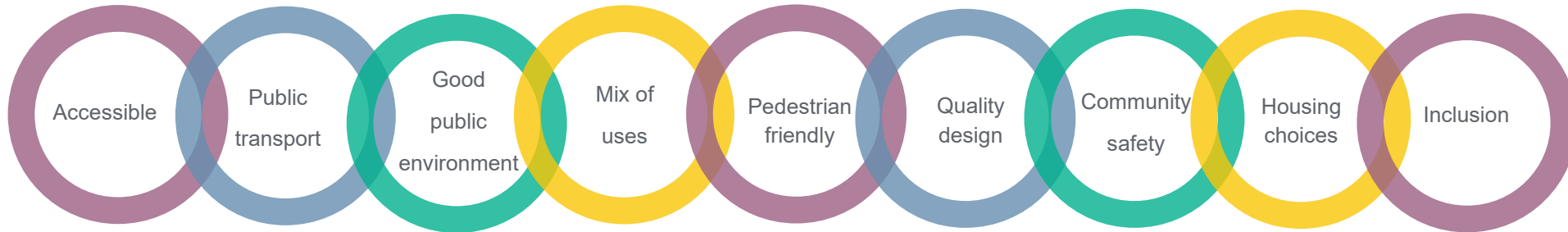
Please refer to the detailed reflection questions on p.6.

	1. Public places for different purposes. What worked and why?	2. How do we make better use of use of community facilities?	3. How do we make our city more walkable?	4. How can we make public spaces more green and welcoming?
Heidelberg	<ul style="list-style-type: none"> • Car parks- markets, driving lessons • Foyers of large corporates- turning them into co-working hubs for customers • Nature strip gardens • Utilise university car parks for Sunday markets • Car club displays, horticulture, bric a bracks, swap meets • Outdoor cinema • Noodle night market at Birranrung marr • Signage and advertsiing on billboards, flyers, posters • Multi-use places during the day and night that are seasonal • Sunday Markets- Thomastown, Bundoora Park, Abotsford Convent, South Melbourne Market, Queen Victoria Market, Prahran 	<ul style="list-style-type: none"> • Council facilities- halls, car parks • Close off streets for more themed events • Libraries- upgrade the old ones like Ivanhoe • Community gardens- growing, learning skills 	<ul style="list-style-type: none"> • Accesss to all areas- public transport or bike/foot paths • Park benches, access to water, pedestrianised areas • More pathways through parkland to interconnect with different areas • More shade and canopy • Economic- incentives, car tax, congestion levy • Public events spread out over suburbs including more acitivity groups 	<ul style="list-style-type: none"> • Community gardens on nature strips • Green tree planting, community shares responsibility • Public open spaces with parties for kids, bbqs, skateing firendly, soccer, football, cricket • Utilise all buildings with vertical gardens • Create multipurpose spaces that are maintained by the whole community • Good ligting and security

	1. Public places for different purposes. What worked and why?	2. How do we make better use of use of community facilities?	3. How do we make our city more walkable?	4. How can we make public spaces more green and welcoming?
Camberwell	<ul style="list-style-type: none"> • South Bank – food trucks, marathons, cycling, walking • Schools- schooling, voting, community groups, after school care • Children’s Farm • Ceres- community gardens, play areas, vegetable gardens • Booron Park- sporting, bbq, Hayes Paddock • Sydney "Green" building- plants, community space, views, connectivity • After hours use of schools for all people young and old • Car parks- parking, markets, homeless food and safe shelter 	<ul style="list-style-type: none"> • School spaces used as recreational places <ul style="list-style-type: none"> ○ Tennis courts ○ Meet ups ○ Swimming pools • Surry Hills Community Centre <ul style="list-style-type: none"> ○ Mothers group ○ Markets ○ Social groups ○ Parties • Sporting/youth groups/religions • School halls, church halls, club rooms for dancing • Networking, birthday parties, functions, edible gardens, herb pots • 	<ul style="list-style-type: none"> • Better lighting/ security cameras • Walking day incentives • Shade, filtered water, seats rest, toilets • Paths dedicated for bikes • Environmental aesthetics- trees • Segmenting travel <ul style="list-style-type: none"> ○ Community ○ Exercise ○ Functional (shopping) • Bike security is important • More frequent transport 	<ul style="list-style-type: none"> • Bedible plants • Herbs • More shelter • Water • Bus stops • Charge stations • Good maintenance • Trees for street shade for cars and pedestrians • Green tram stops
Footscray	<ul style="list-style-type: none"> • Community centre classes and private functions • Primary school ovals and basketball courts • Tennis courts, sporting facilities • Recreation activities for the kids- convert unused buildings/factories into bowling, rock climbing, ice skating facilities • Schools with childcare and maternal health clinics • Convert libraries with concrete facades to pleasant grass feature walks • Natural parks e.g., Parkville where the hospitals use it, local community enjoys it, there’s BBQ areas and causal fields 	<ul style="list-style-type: none"> • Sport exercise and recreational playgrounds • Use existing infrastructure like hospital tunnels to link to train stations • Community sheds • A place to meet community members and share common interests- small gardens • Convert pre-existing multi-centres from concrete to green/grass 	<ul style="list-style-type: none"> • 24 hour public transport • Shopping centres and cafes • Trees surrounding roads and paths • Bike friendly and dog off leashed fenced areas near walking tracks • Solar lighting on walking paths • More security cameras in walking tracks • Interestig things to see around the streets • Improve the width and quality of pavements 	<ul style="list-style-type: none"> • Rooftops, vertical gardens and rest areas • Interactive garden you can walk through in malls • Increase recycled materials • Good food and facilities around transport stops • Rockclimbing/exercise equipment in smaller spaces • Playgrounds in median strips and residential areas • Shared community gardens, common meeting areas

Principles on what makes a great place

Participants deliberated in small groups and developed principles on what makes a great place. The following values were identified by the groups at the first meeting and their mission was to provide further direction and guidance about how these themes can be translated into actionable principles to guide decision making.



Values	Heidelberg	Camberwell	Footscray
Accessible	<ul style="list-style-type: none"> • Safer bike lanes where there's an overall shift in attitude towards cyclists- better bike networks • Remove parking from main arterial roads to increase traffic flow • 20-minutes everything • Better bus network and more car share incentives • Linking areas together easily including bike paths, walking paths and public transport network • Being able to access a mode of transport under 20 minutes to get to your destination regardless of age, ability, health status, etc 	<ul style="list-style-type: none"> • Optimal efficiency in leaving and entering buildings in peak times- cars/lifts • Easy access to essential services and leisure activities • More frequency of trains as the demand rises • Can trains be longer of double decker at peak times • Fix roads and traffic lights (more of them) 	<ul style="list-style-type: none"> • Proximity to amenities and essential services • Accessibility means a great range of transport options to essential services within a short 20-minute walk • Reliable, safe, 24-hour access to amenities and services
Public transport	<ul style="list-style-type: none"> • Should be cheaper and more reliable with dedicated bus lanes • Better connections, reduced car speeds in pedestrian areas and staggered peak hour times • Better access to ports and freight networks • Clean, fast, reliable using technology to aid people getting to their destination 	<ul style="list-style-type: none"> • Making it easy to use for frequency and capacity • Keep parking off the main roads to enable traffic flow • More road crossing traffic lights near tram stops • Trams- more car license regulation to teach them how to obey the road rules 	<ul style="list-style-type: none"> • Is accessible, safe and reliable where commuters never have to look at a timetable • Should be free or paid through rates
Good public environment	<ul style="list-style-type: none"> • Being able to feel safe, happy, proud of the community where they live 	<ul style="list-style-type: none"> • Access to local spaces for exercise and social needs 	<ul style="list-style-type: none"> • Includes smart uses of space, energy and services

	<ul style="list-style-type: none"> Utilising PSO's in the area to foster safety Lots of parks/opens spaces, clean waterways and streetscapes Opportunities to voice opinions and make a change 	<ul style="list-style-type: none"> Encourage opportunity for people to come together safely and easily 	<ul style="list-style-type: none"> Uses existing buildings for new purpose e.g., stadium in showgrounds Future proofs our community with under 18s/elderly gathering places to pass on skills Provides a variety of attractions and services Existing green space must not be compromised by development unless a 50% increase in this space
Mix of uses/ diversity of things to do	<ul style="list-style-type: none"> Encouraging commercial uses of community spaces e.g., formals at Ivanhoe Town Hall, food trucks at park events, relaxing permits Provide a range of events at community facilities during the day and evenings Innovation/manufacturing hubs that are accessible to parking/ rail ramps, lifts, bathrooms Swap meets, walking or exercise groups Being able to use a space for multiple and different purposes that appeals to a range of different ages, interests, etc 	<ul style="list-style-type: none"> An area must have local access to mandated services such as doctors, shopping, schools, transport Village community feel Ensure there's plenty of choices for people to be involved in their local community Childcare available close to schools More high density housing with parking on transport links 	<ul style="list-style-type: none"> Incorporate a community space into a multi-story development, e.g., courtyards, rooftop gardens Panning incorporates mixed-use services and facilities Shops/apartments in a location that is appropriate for the greater community, e.g., not putting it out of 20 mins reach, and not putting a drama studio/music studio near childcare
Pedestrian friendly	<ul style="list-style-type: none"> Intentional footpaths and well-lit walkways that are maintained and clean 	<ul style="list-style-type: none"> Security and safety from cars and crime Ensure safety, cleanliness and easy access for all Wider, flat, maintained foot paths – adding a designated bike path separated from pedestrians and traffic 	<ul style="list-style-type: none"> Improve existing footpaths by planting trees, increase lighting, level concrete and widen paths Renewable energy – light in footpaths Recycled rubber footpaths Healthcare and education are close Safe and accessible walking tracks for every suburb
Quality design	<ul style="list-style-type: none"> Everything in one place Encourages passive solar energy, is cleaner and includes the architect during consultation period Being able to feel confident about the stringency of building standards Recycled water/tanks Last longer 	<ul style="list-style-type: none"> Integrated design that's sympathetic to the existing architecture High density development limited to main roads and accessible to public transport Avoid the inconsistency in heights and enable a seamless transition between building types, e.g., don't have a single-story house right next to 14 story development 	<ul style="list-style-type: none"> Means a 20-minute neighbourhood New design blends with the existing character of the suburb
Community safety	<ul style="list-style-type: none"> Encourage a cultural shift towards healthier and more respectful attitudes towards women of colour Hospitals being community focused and better resourced 	<ul style="list-style-type: none"> Video/ intercom to bring a better sense of safety and more streetlights Privacy is important including the sound between walks and looking into other premises 	<ul style="list-style-type: none"> Is connected to a pedestrian friendly place Upgrading municipal infrastructure (footpaths, lighting) will generate a stronger community feel CCTV systems and visible police presence

	<ul style="list-style-type: none"> • Solar lighting in all public places to encourage walking • Provide GP clinics within emergency department for less serious illnesses 	<ul style="list-style-type: none"> • A sense of community leads to a sense of togetherness and general social awareness 	<ul style="list-style-type: none"> • Safety focus through the eyes of a child- create community safe zones • Good lighting supporting by renewable energy- solar powered light along footpaths
Housing choices	<ul style="list-style-type: none"> • Safe housing for homeless people • Broader spectrum of housing utilising granny flats • Financial assistance for people wanting to get into the housing market • Disabled friendly with different sized apartments for singles, couple, large families • Keep suburbs in character for new buildings • Inclusive buildings that cater for disability, affordability, accessibility, community zones, children, elderly and built with inhouse facilities such as shops, health care, business, social function rooms 	<ul style="list-style-type: none"> • More affordable housing for students • More compact affordable housing closer to trains 	<ul style="list-style-type: none"> • Housing for all with a breadth of housing types designed to cater for all • Integrated facilities and services not only for residents but also for surrounding community • National Rental Affordability Scheme (NRAS) options • Intact heritage on outside with modern interior • All suburbs must provide affordable housing in accessible locations
Inclusion	<ul style="list-style-type: none"> • Being able to feel welcome, safe and accepted regardless of race, gender, age, etc • Neighbourhood watch outdated but principles can be continued by fostering community events • Multi-lingual cultural events 	<ul style="list-style-type: none"> • Access to communal facilities to encourage socialisation and limit isolation • Ensure there are plenty of amenities choices for people to come together in their communities • Social opportunities for parents on school grounds, and older people who can't drive • More family establishments visible and community events such as Halloween and Burwood Rd festival 	<ul style="list-style-type: none"> • Means multiculturalism is valued and there is a range of multipurpose facilities and culturally diverse open spaces • Variety of social activities for people with a range of abilities • Festivals celebrating culture and a strong online community • Includes community-based projects



Focus Group Round One- Reflection Questions

- Where have you seen examples of public spaces that can be used for different purposes? What worked and why?
- Community facilities have changed from Senior Citizens and Baby Health Centres to multi-use facilities that deliver services, are available to community groups and can be hired out for parties and family functions. What do or would you use a community facility for if it was available? How do we make better use of this infrastructure, now and in the future?
- We know that we all need to get out of our cars and walk, cycle and catch public transport. What would encourage you to walk more? How do we make our city more walkable?
- We know that communities want more green space; and we know that space is going to be at a premium. What are your thoughts about the public space we have now that we don't consider as 'green space', like footpaths – how could we make these more welcoming, providing shade and shelter and greenery?