

LIVEABLE YARRA

Better
planning
for people
and places



capire

ENGAGEMENT SUMMARY

Draft Report v2 October 2015

Attachment 1 – 3 Liveable Yarra Engagement Report

Privacy

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

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

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

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

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

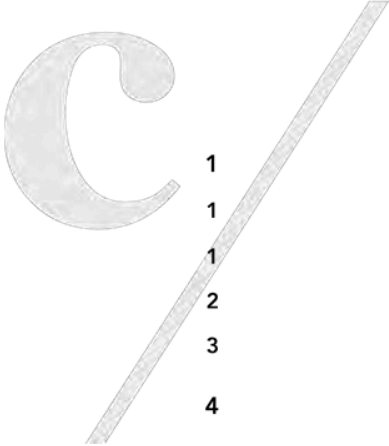
Stakeholder Engagement

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

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

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

Attachment 1 – 3 Liveable Yarra Engagement Report



Introduction	1
Report purpose	1
Project background	1
Project team	2
Reporting limitations	3
Panel recommendations	4
Key messages from the Panel	20
Process and findings summary	21
Overview of methodology and rationale	21
Overview of participation	22
Panel Participation	22
Engagement timing	23
Advisory Committee Workshops	24
Approach objectives	24
Consulted Advisory Committees and Reference Groups	24
Workshop process	24
Key findings	26
Targeted Engagement	29
Approach objectives	29
Consulted Groups	30
Activity process	31
Key findings	32
Deliberative Engagement	40
Composition of the People’s Panel	41
Recruitment process	41
Panel member demographics	43
Baseline Participant demographics	44
People’s Panel Forum #1: Process and findings	45
Process overview	45
Activity responses	47
Participant feedback on process	50
People’s Panel Forum #2: Process and Findings	51
Process overview	51
Activity responses	53
Participant feedback on process	57
People’s Panel Forum #3: Process and Findings	59
Process overview	59

capire

WEB WWW.CAPIRE.COM.AU ADDRESS 96 PELHAM STREET, CARLTON 3053, VIC, AUSTRALIA
EMAIL INFO@CAPIRE.COM.AU TELEPHONE (+61-3) 9285 9000 ABN 52 125 105 660

Attachment 1 – 3 Liveable Yarra Engagement Report

Activity responses	62
Participant feedback on process	71
People’s Panel Forum #4: Process and Findings	72
Process overview	72
Activity #1: Ranking propositions	74
Activity #2: Topic responses	81
Participant feedback on process	86
Concluding comments	90
Appendices	93
Appendix A – Communications to Community Groups	94
Appendix B - Advisory Committee Conversation Summary Reports	95
Appendix C – Community Conversation Summary Reports	96
Appendix D – Selection Criteria for Panel Recruitment	97
Appendix E – Communications to Panel members	98
Appendix F – Forum Materials	99
Appendix G – Forum Data	100

Introduction

Report purpose

The purpose of this report is to provide a summary of the activities and findings of the community engagement program (the Project) that was undertaken to help inform the Yarra Planning Scheme Rewrite (the Rewrite). It explores the views and values of local participants across the City of Yarra, highlighting feedback to inform local planning policy and strategic directions for Council.

This report presents the broad range of values, ideas and aspirations as provided by the community members and stakeholders during the engagement activities. In some cases, comments are paraphrased and quotes used to illustrate community sentiment.

The appendices provide all the raw material and data collected as part of the process.

Project background

The City of Yarra is changing as more people choose the municipality to live, work, study and do business. In 2011 Yarra's population was 78,600, and it is estimated to accommodate over 85,000 jobs. Projections indicate this could grow to over 102,000 residents and 140,000 jobs by 2031. The Yarra Planning Scheme is responsible for providing the guiding objectives and considerations to aid planners in managing change and growth in the city.

As required under the *Planning and Environment Act (1987)* the City of Yarra undertook a review of the [Yarra Planning Scheme](#). This review identified a number of issues and challenges with the current Scheme. The Review, and initial planning for the Project identified four key policy areas of particular importance for the engagement process:

- People and housing
- Business and employment
- The built environment
- Access and movement.

Building on previous engagement with selected internal and external stakeholders, Yarra City Council established a series of project objectives and critical success factors for the Project. It then engaged Capire Consulting Group to assist Council in delivering the Project. The objectives identified that the engagement would focus primarily on a deliberative process, supplemented by additional targeted engagement with various groups.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

The Project objectives are as follows:

- Obtain feedback and recommendations from the community to inform the rewrite of the Yarra Planning Scheme.
- Increase community awareness of the diversity of views and perspectives on the impacts of growth and change and potential approaches to manage these issues.
- Provide opportunities and resources to support development of shared principles to address topic areas.
- Increase understanding of the land use planning related trends, issues and challenges facing Yarra and the factors influencing trends.
- Increase community understanding of the Yarra Planning Scheme, the tools and levers available to Council.
- Elicit community views on challenges, opportunities and trade-offs that can inform policy development against the four main topic areas.

Project team

A large number of staff across both Council and Capire contributed to preparations for this project, including supporting the preparation of materials such as background papers, workshop planning and support, and communications for the project.

Although a collaborative effort, the project was run through Council's City Strategy branch. Key members of the project team included:

Yarra City Council
• Liz Mackevicius - Strategic Research and Policy Co-ordinator & Project Manager
• Liz Brant - Strategic Planner
• Clare Murrell - Senior Advisor Community Engagement
• David Morison - Urban Designer
• Simon Exon - Strategic Transport Co-ordinator
• Matt Cohen - Manager Statutory Planning
• David Walmsley - Manager Strategic Planning
• Bruce Phillips - Director Planning and Place making
Capire Consulting Group
• Chris Robinson – Principal Consultant

- Andrew Howard – Senior Consultant

- Elly Gardner - Consultant

Max Hardy Consulting

- Max Hardy – Associate Consultant / Deliberative Specialist
-

Reporting limitations

There are a number of limiting factors associated with reporting on this engagement process, which should be considered by readers. These factors are described below:

- Information in this report is based on a combination of quantitative and qualitative research. Whilst it has been designed to include a representative sample of the Yarra community, Capire acknowledges that it may not include the complete set of views and perspectives from the community.
- Information presented in this report has not been validated. It is a summary of opinions, perceptions and feedback we received across all activities. As such, some information included in this report may be factually incorrect or unfeasible.
- Participants came from a range of backgrounds and have varying degrees of knowledge regarding the Planning Scheme, the differences between state and local policies and the role of Council. As such, some of the views expressed in this report may fall outside of the scope and influence of the Review.
- The community members who participated in the engagement activities represented a range of cultural groups. Although all possible care was taken to encourage genuine engagement, a variety of cultural practices exist around conveying an individual opinion or expressing critical feedback in a public setting and this may have had an impact on the findings of this report.
- Discussion and outputs in the deliberative forum process were largely participant-led, and as such some participants may have chosen to contribute in some activities and topic areas and not in others. This practice may have resulted in a varied number of recorded activity responses. To counter this variation, some results have been reported as a percentage of the total responses received.
- Some community groups were contacted but uninterested in distributing the information through their networks - this disinterest was attributable to age, level of connection with and understanding of the planning scheme. This limitation relates particularly to the Italian community networks contacted through phone, email and in letters.

Panel recommendations

The Liveable Yarra People’s Panel, a group of 52 representative members of the Yarra community, undertook the process¹ described within this report together with Council staff in order to:

- Learn about the challenges and complexities of future planning in Yarra.
- Share the dilemmas facing Yarra City Council.
- Identify and deliberate over actions Council could undertake to ensure the liveability of Yarra into the future, and
- Rank and refine those actions to become recommendations to the Council.

The Panel worked to develop draft ‘propositions’ to form the basis of their advice to Council. At the fourth and final forum, the Panel refined and voted on all 30 propositions. Panel members were also invited to nominate the propositions they felt were a particular priority. The results of this voting is presented in the table below.

¹ 52 of the 60 panel members attended at least half of the Panel forums.

People and Housing: Our vision for the future of Yarra is a supply of housing to support a diverse community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#1 (PRIORITY)</p> <p><u>Support: 39</u> Not sure: 7 Disagree: 0</p>	<p>Actively plan for Yarra’s projected housing growth, including identifying the range of housing needs to support a diverse community</p>	<ul style="list-style-type: none"> • Use of time and resources to prepare and implement plan 	<ul style="list-style-type: none"> • A clear direction about how to accommodate projected housing growth • Better informed planning for infrastructure and community facilities • A more diverse housing profile • Ultimately, certainty regarding locations and nature of growth will mean reduced need for Council resources associated with major developments
<p>#2</p> <p><u>Support: 41</u> Not sure: 2 Disagree: 1</p>	<p>Encourage housing development with high environmental qualities</p>	<ul style="list-style-type: none"> • Potential impacts on housing costs as a result of increased requirements 	<ul style="list-style-type: none"> • More sustainable outcomes • Lower cost of living (energy and water use) • A more resilient community

People and Housing: Our vision for the future of Yarra is a supply of housing to support a diverse community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#3 (PRIORITY)</p> <p><u>Support: 35</u> Not sure: 2 Disagree: 1</p>	<p>Encourage the provision of communal spaces in housing development</p>	<ul style="list-style-type: none"> • There might be a need for higher density to support more communal spaces • Planning will be required to identify what sort of spaces required in different types of developments 	<ul style="list-style-type: none"> • Spaces to encourage social interaction • Spaces for cross age recreational activities • Opportunities for urban agriculture • Smarter use of roof space
<p>#4</p> <p><u>Support: 24</u> Not sure: 18 Disagree: 2</p>	<p>Encourage continuing community dialogue between ratepayers, developers, council, particularly in the development approval process to facilitate better outcomes</p>	<ul style="list-style-type: none"> • Additional council resources to coordinate interactions • Councillors & staff would need to attend site visits of completed & proposed development • Resources to undertake post occupancy reviews (including of surrounding residents) 	<ul style="list-style-type: none"> • Proponents having a better understanding of community aspirations for built form/ building characteristics and provide better outcomes • Councillors and community seeing examples of good design in completed projects

People and Housing: Our vision for the future of Yarra is a supply of housing to support a diverse community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#5 Support: 25 Not sure: 19 Disagree: 2	Encourage developer contribution approach that includes dialogue between community, developers and Council	<ul style="list-style-type: none"> Additional council resources to coordinate 	<ul style="list-style-type: none"> Proponents having a better understanding of community aspirations for infrastructure and therefore provide better outcomes
#6 Support: 34 Not sure: 10 Disagree: 0	Promote the inclusion of accessible and adaptable housing, and housing suitable for all life stages	<ul style="list-style-type: none"> Potential resources required to support any assessment process Potentially, increased cost of housing Time required to implement change including working with development sector Yarra may have a different approach to State government 	<ul style="list-style-type: none"> Opportunities for a wider diversity of housing Opportunities to live in Yarra regardless of age or access needs
#7 Support: 17 Not sure: 23 Disagree: 2	Have specific targets and check progress towards achieving these objectives	<ul style="list-style-type: none"> Costs associated researching and developing appropriate targets Resources required for data collection and reporting 	<ul style="list-style-type: none"> A clearer understanding of progress towards vision

People and Housing: Our vision for the future of Yarra is a supply of housing to support a diverse community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#8 <u>Support: 29</u> Not sure: 12 Disagree: 2	Support provision of affordable housing including through co-housing and housing associations	<ul style="list-style-type: none"> • Cost of other housing within the development may increase • Higher density development 	<ul style="list-style-type: none"> • An increased number of dwellings available to people on lower incomes

Business and Employment: Our vision for the future of Yarra is a diverse and growing business community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#9 (PRIORITY)</p> <p>Support: 38 Not sure: 5 Disagree: 1</p>	Encourage mixed use in developments including small spaces for businesses	<ul style="list-style-type: none"> Increased price of development - passed on to purchasers 	<ul style="list-style-type: none"> Increased opportunities for small businesses Short term leases and space for creative industries Altering the balance between commercial and residential development
<p>#10</p> <p>Support: 25 Not sure: 17 Disagree: 1</p>	Make planning processes more supportive of new types of business (easier / fast tracked) including for collaborative work spaces	<ul style="list-style-type: none"> More council resources required to support priority planning process 	<ul style="list-style-type: none"> More support for new businesses, including co-working/ collaborative spaces
<p>#11</p> <p>Support: 8 Not sure: 15 Disagree: 19</p>	Consider rate reduction or rental support for businesses	<ul style="list-style-type: none"> A reduction in Council revenue – reduction in other services Other areas (business and residential) may have to pay more in rates to make up shortfall 	<ul style="list-style-type: none"> Not clear – link between reduced rates and increased opportunities for small businesses – not established
<p>#12</p> <p>Support: 17 Not sure: 21 Disagree: 5</p>	Consider opening up council property for small business use	<ul style="list-style-type: none"> Potentially, some forgone revenue from other opportunities 	<ul style="list-style-type: none"> More opportunities for small businesses

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

<p>#13 Support: 5 <u>Not sure: 21</u> Disagree: 20</p>	<p>Council run e-marketplace to connect landlords and businesses</p>	<ul style="list-style-type: none"> Financial/ resources and additional expertise required to undertake match making role (and maintenance) 	<ul style="list-style-type: none"> Not clear how effective it would be Potentially, better information for developers and businesses
<p>#14 Support: 11 <u>Not sure: 26</u> Disagree: 6</p>	<p>Encourage clustering of activity via zones</p>	<ul style="list-style-type: none"> More foot/car traffic through residential areas 	
<p>#15 <u>Support: 25</u> Not sure: 14 Disagree: 4</p>	<p>Retain land for non-residential uses to support arts, cultural and other employment and economic uses</p>	<ul style="list-style-type: none"> Housing will need to be accommodated elsewhere 	<ul style="list-style-type: none"> More affordable land for business Less likelihood of potential amenity impacts Opportunities for micro manufacturing businesses

The Built Environment: Our vision for the future of Yarra is a mix of built forms which respects Yarra’s place in the metropolitan context and contributes to a high quality public realm and a more sustainable community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#16 (PRIORITY)</p> <p>Support: 33 Not sure: 12 Disagree: 1</p>	<p>Encourage medium density development (6-8 storeys) in activity centres and mixed use areas and a mix of uses at the ground floor by developing precinct plans</p>	<ul style="list-style-type: none"> • Some difficulties with implementation without impacting neighbouring sites due to small lot sizes in some locations • Change in streetscape character in some activity centre and mixed use locations • Medium density might not be viable on some smaller sites • Increased noise and congestion in the short term • Adjacency to incompatible uses • Contested spaces: overlooking/ overshadowing 	<ul style="list-style-type: none"> • Housing located with good access to jobs, services and transport – 20 minute principles • Capacity to direct housing away from more sensitive locations like heritage in residential areas and sections of the Yarra River corridor • Potentially, increased housing diversity

The Built Environment: Our vision for the future of Yarra is a mix of built forms which respects Yarra’s place in the metropolitan context and contributes to a high quality public realm and a more sustainable community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#17 <u>Support: 27</u> Not sure: 0 Disagree: 4	Support local precinct character - use local characteristics to determine appropriate heights by tailoring overlays (planning controls)	<ul style="list-style-type: none"> Resources and detailed analysis to determine appropriate built form outcome New built form character in some locations 	<ul style="list-style-type: none"> Capacity for varying heights to suit different parts of Yarra Potentially, increased housing diversity Improved public realm outcomes Greater certainty in planning system
#18 <u>Support: 28</u> Not sure: 16 Disagree: 1	Continue to protect existing high value heritage areas across Yarra	<ul style="list-style-type: none"> Housing growth will need to be accommodated elsewhere 	<ul style="list-style-type: none"> Clear direction to development community about expectations Protection for areas that are not suitable for medium and higher density development Protection for Yarra’s high value heritage character

The Built Environment: Our vision for the future of Yarra is a mix of built forms which respects Yarra’s place in the metropolitan context and contributes to a high quality public realm and a more sustainable community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#19 <u>Support: 24</u> Not sure: 19 Disagree: 2	Allow modernisation of some heritage areas to enable continued viable use of the property	<ul style="list-style-type: none"> Change in streetscape character in some locations 	<ul style="list-style-type: none"> Some heritage maintained but in a different format Built form which reflects contemporary context Increased diversity of locations that can support growth and change
#20 <u>Support: 24</u> Not sure: 20 Disagree: 2	Identification of criteria that indicates a site may be suitable for higher density development	<ul style="list-style-type: none"> Some higher density development will occur in some activity centres and on other designated sites Additional work required to determine criteria, where these sites are located and their capacity 	<ul style="list-style-type: none"> Better use of land in some locations Capacity to direct housing away from more sensitive locations like heritage areas & sections of the Yarra River corridor More efficient use of council resources Protects areas that are not suitable for higher density development A clear direction to development community about expectations Better provision of open space, permeability and access

The Built Environment: Our vision for the future of Yarra is a mix of built forms which respects Yarra’s place in the metropolitan context and contributes to a high quality public realm and a more sustainable community

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#21 <u>Support: 22</u> Not sure: 18 Disagree: 3	Development contributions tailored to support local precinct character	<ul style="list-style-type: none"> • Council spending time and resources undertaking infrastructure planning 	<ul style="list-style-type: none"> • Capacity to match future requirements to expected levels of growth • Capacity for upgrades of existing infrastructure and provision of new infrastructure
#22 <u>Support: 35</u> Not sure: 10 Disagree: 0	Encourage high quality design outcomes – conversation with community, developers and Councillors	<ul style="list-style-type: none"> • Council spending time and resources supporting a design advisory committee 	<ul style="list-style-type: none"> • A breadth of views regarding design quality being acknowledged and considered

Access and Movement: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#23 (PRIORITY)</p> <p><u>Support: 37</u> Not sure: 5 Disagree: 1</p>	<p>Articulate targets for streetshare. Develop a municipality wide plan for transport and access</p>	<ul style="list-style-type: none"> • Use of Council time & resources • Requiring commitment to implementation 	<ul style="list-style-type: none"> • A strategic blueprint for consistent transport planning decision making across Yarra • Articulation of priority projects • Clearer rationale for decisions
<p>#24</p> <p>Support: 16 <u>Not sure: 21</u> Disagree: 7</p>	<p>Close local (residential) streets to through traffic including living streets</p>	<ul style="list-style-type: none"> • Reduced car accessibility in neighbourhoods & streets (including on street car parking availability) 	<ul style="list-style-type: none"> • Lower car ownership • More attractive streets • Improved pedestrian and cycling environment • Encouragement of public transport use • Reduce traffic speed – increase safety • More opportunities for green space, public furniture, urban agriculture • More activated streets – more street activity

Access and Movement: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#25 (PRIORITY) <u>Support: 26</u> Not sure: 9 Disagree: 6	Increase space for pedestrians and bikes, dedicated lanes/corridors. Decrease car space on the streets	<ul style="list-style-type: none"> • Would businesses suffer because cars are de-prioritised? • Potentially more difficult/ slower to drive around Yarra including for local residents • May be more difficult to find on street car parking - home and activity centres • Potentially decreased revenue for Council – (if parking meters removed) 	<ul style="list-style-type: none"> • Healthier/more environmentally sustainable streets • Businesses could benefit from improved pedestrian environments • Shift to more localised retail (shopping locally) • Better access for cyclists • Improved pedestrian environment • Increased opportunities for street trading
#26 <u>Support: 32</u> Not sure: 6 Disagree: 4	Require better bicycle parking as part of major developments	<ul style="list-style-type: none"> • Less car spaces; more demand in short term for on-street spaces • Need to provide for better trip end bike hoops – for e.g., on retail streets this may impact car parking 	<ul style="list-style-type: none"> • More cycling trips • Increased urban capacity – can accommodate more trips without generating more car trips • Improved environment

Access and Movement: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#27 <u>Support: 33</u> Not sure: 8 Disagree: 3	<p>Reduce barriers that discourage riding, improve safety, connections, lighting</p> <p>Council to provide additional cycling infrastructure – a comprehensive network that consistently provides a good level of service</p>	<ul style="list-style-type: none"> • Other capital works projects/ services may take longer • Reduced street car parking, car priority, street capacity (junctions/ turning, etc.) • Travel time increases by car 	<ul style="list-style-type: none"> • A shift to more localised retail • More diversity in profile of cyclists • Potentially significantly increasing cycle mode share • Environmental benefits • Improved health and activity • Reduced car reliance • Potential for redirection of household finances away from car ownership • Reinforces council investment in other cycling infrastructure • Significant safety improvements • Reduced anxiety for cyclists

Access and Movement: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
#28 Support: 14 Not sure: 19 Disagree: 10	Move away from a 'predict and provide' approach to providing car parking in new development	<ul style="list-style-type: none"> • Reduced car parking availability • Further on-street car parking measures (changes to parking permits, restrictions in some places) 	<ul style="list-style-type: none"> • Reduced car ownership • Reduced car use • Reduced building heights • Improved public realm • Lower building costs • Reduced traffic on local roads • Less noise • Encourage car sharing • Encourage non car modes of transport

Access and Movement: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars

Action	To deliver this, Council should...	We acknowledge that this might mean...	But it would deliver...
<p>#29 (PRIORITY)</p> <p><u>Support: 43</u> Not sure: 2 Disagree: 0</p>	<p>Continue to work with state government to improve performance of current public transport infrastructure assets</p>	<ul style="list-style-type: none"> • Reassigning street space (e.g. tram improvements) may require reallocation of road space away from cars • Potentially, reduced revenue to council from parking meters 	<ul style="list-style-type: none"> • Improved reliability and frequency of public transport • Improved transport capacity and connectivity • Improved liveability • Wider range of transport choices • Reduced exposure to congestion and car parking issues
<p>#30</p> <p><u>Support: 40</u> Not sure: 2 Disagree: 0</p>	<p>Continue lobbying for improved public transport (new infrastructure & services)</p>		<ul style="list-style-type: none"> • Potential improvements to public transport provision • Increased public transport use

Key messages from the Panel

Throughout the process, a number of themes were consistently highlighted through informal conversations, formal verbal feedback, and written material collected throughout the Project. The following is a synthesis of this material. It includes sentiments on both the process and content, and while not part of the formal advice regarding the Rewrite, it is important intelligence regarding the overall Project.

- Council is commended for undertaking this process, and hope that it aides the Strategic Planning team in the re-write process.
- The process has elucidated a fair representation of the diverse views of the community and an opportunity to share these different perspectives in a respectful environment.
- Collaborative work between Council officers and community resulted in stronger outcomes for planning policy, better relationships and increased capacity to understand the perspectives and concerns of both groups.
- Panel members are very proud of the city they live in, they hope to see a Planning Scheme that promotes and enhances all the elements they are proud of, such as the:
 - Diversity of people and place, and sense of multiculturalism and community throughout
 - Significant history, heritage and natural spaces of the local areas
 - Proximity and ease of access that living in Yarra affords – to the CBD or to access the night-time economy, sporting or cultural events
- It is acknowledged that growth and change have been constant parts of the Yarra narrative, and that this will only continue as the area grows in popularity.
- Whilst willing to accommodate growth and change, the Panel hope Yarra City Council will manage this with same focus on multiculturalism, political activism and environmental consciousness that they are very proud of.

Panel members invite the Council to be bold in setting the future course of the city and to continue to set the standards amongst its peers.

Process and findings summary

Overview of methodology and rationale

A deliberative approach was a key component of the Project. The intent behind this was to address a number of challenges with traditional consultation and engagement, including:

- Often only particular segments of the population participate, while significant parts of the population do not have their views and voices heard.
- Those making submissions or participating do not often have the opportunity to hear the views and perspectives of others within the community.
- The complexity of planning issues, and the challenge this presents to Council in decision making, is not readily apparent to those participating in the engagement activity.

In order to deliver informed community advice to Council, the deliberative approach was supported by two other activities:

1. working with Council's pre-existing Advisory Committees who were able to utilise their specific areas of expertise to provide advice to the Panel, and
2. targeted workshops with community groups which are hard, or important, to reach and are not heard from – who make up significant parts of the Yarra Community.

More detailed descriptions of the activities and objectives within each approach is included in the sections below.

Overview of participation

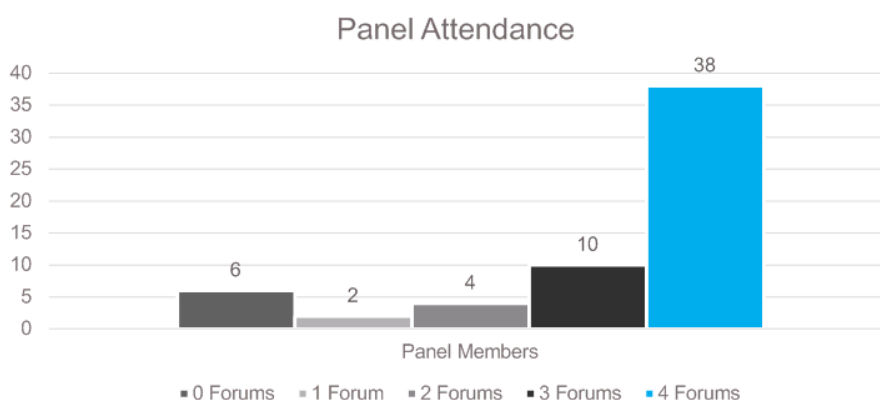
In total, more than 200 community members were consulted. A breakdown of participant numbers by approach is included below:

Approach	No. Participants
Advisory Groups	75
Targeted Engagement	80
Deliberative Engagement	54

Panel Participation

Across the four deliberative forums, 54 of the 60 Panel members attended at least one session, with the majority of members attending at least three sessions. More than 43 participants attended each of the forums, with 38 Panel members attending all four. Attendance numbers are shown in Figure 1.

Figure 1: Panel attendance across forums



In the majority of cases, ill health caused members to miss events. This can only be described as an unfortunate consequence of engaging communities during colder Melbourne months. Further description of the demographics of forum attendees is included in the sections below.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Engagement timing

The following table² outlines the engagement opportunities provided throughout the engagement period across all three approaches, it also indicates the number of participants per activity in brackets.

Table 1: Calendar of Engagement Events

	Mon	Tue	Wed	Thu	Sat
Wk01	03 Aug	04 Aug	05 Aug	06 Aug	08 Aug
		<ul style="list-style-type: none"> Vietnamese/ Chinese Meeting (3) 	<ul style="list-style-type: none"> Heritage Advisory Committee (5) 		<ul style="list-style-type: none"> People's Panel #1 (52)
Wk02	10 Aug	11 Aug	12 Aug	13 Aug	15 Aug
		<ul style="list-style-type: none"> Greek Women's Group (11) Early Years Reference Group (11) Disability Advisory Committee (6) 	<ul style="list-style-type: none"> Youth meeting (5) Arts Advisory Committee (8) Health Plan Advisory Committee (5) 		
Wk03	17 Aug	18 Aug	19 Aug	20 Aug	22 Aug
		<ul style="list-style-type: none"> Developers and Investor breakfast (13) Aboriginal Advisory Group (6) 	<ul style="list-style-type: none"> Collingwood Housing Estate (2) 	<ul style="list-style-type: none"> Business Advisory Committee (7) 	<ul style="list-style-type: none"> People's Panel #2 (48)
Wk04	24 Aug	25 Aug	26 Aug	27 Aug	29 Aug
		<ul style="list-style-type: none"> English Speaking Class (25) 	<ul style="list-style-type: none"> Estate Managers meeting (3) Nth Richmond Housing Estate (3) Environment Advisory Committee (7) 	<ul style="list-style-type: none"> Bicycle Advisory Committee (6) Urban Agriculture Advisory Committee (6) Youth Advisory Committee (5) 	
Wk05	31 Aug	01 Sep	02 Sep	03 Sep	05 Sep
	<ul style="list-style-type: none"> Active Ageing Advisory Group (3) 			<ul style="list-style-type: none"> Vietnamese Women's Group (15) 	<ul style="list-style-type: none"> People's Panel #3 (48)
Wk08	21 Sep	22 Sep	23 Sep	24 Sep	26 Sep
					<ul style="list-style-type: none"> People's Panel #4 (44)

² Please note: Days and weeks where no activities were scheduled have been removed for readability.

Advisory Committee Workshops

Approach objectives

Council has a number of established Advisory Committees and Reference Groups who play an important role in informing the development of policy and Council initiatives on a range of topics. As such, these groups represented an important channel through which to canvas advice on the Rewrite.

These workshops had the following objectives:

- Provide an opportunity to identify the challenges and opportunities the Scheme presents from particular and varied perspectives
- Provide an opportunity to broaden understanding the planning process, role of the Planning Scheme, and the deliberative process being undertaken, and
- Discuss their perspectives, and provide expert advice to the Panel on planning for the future of Yarra.

Consulted Advisory Committees and Reference Groups

The following committees and groups were consulted in this process:

- Heritage Advisory Group
- Early Years Reference Group
- Disability Advisory Committee
- Health Plan Advisory Committee
- YAART Group
- Indigenous Advisory Group
- Bicycle Advisory Committee
- Urban Agriculture Advisory Committee
- Business Advisory Group
- Active Ageing Advisory Group
- Yarra Environment Advisory Group
- Youth Advisory Committee

Workshop process

The workshops were structured so as to generate three key messages that the group thought crucial for the Panel to hear.

In order to ensure the discussions were as informed as possible, a suite of information was circulated to each group prior to the meeting. This included:

- A project overview: outlining the Project and the role of the Advisory Committees
- Planning 101: a short document outlining the planning process and role of the Planning Scheme and the MSS

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- The Story of the Evolution of Yarra Planning Narrative: an overview of growth and change in Yarra
- Current Vision in the Planning Scheme (Clause 21.03)
- Yarra Planning Scheme Municipal Strategic Statement (MSS) Objectives and Strategies (21.04-21.07)
- Relevant Scheme content: tailored to each group

Sessions ran either as special meetings of the group, or were part of the regular cycle of meetings. As such, discussion of the Project generally ran for between 45 minutes and an hour, with invitations or information about the sessions distributed through the committee chairs and Council officers.

The sessions were run and managed by the Council's project team, with some assistance from Max Hardy where specialist facilitation or impartial listening was considered beneficial to the process.

Each session ran to largely the same format, with the broad structure in Table 3 below.

Table 2: Structure of Advisory Group workshops

Item	Description
1	Outline of the deliberative process being undertaken by this project, and the role of the Advisory groups in that process.
2	Discussion of the intersections between future land use planning and the particular interests of the group.
3	Open conversation with the intent of developing three key messages for the Panel.
4	Closing remarks and evaluations forms.

General conversation was scribed by Council staff, and participants were also invited to write down their key planning issues, as well as their key messages to the Panel. This was collected and transcribed and synthesized to inform the Conversation Summaries (at Appendix B).

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Key findings

Full Conversation Summary reports for each of the Advisory Committees and Reference Groups are included at Appendix B. Table 3 below represents the key messages provided by each of the groups.

Table 3: Key messages from the Advisory Groups

Group	Top three messages
Heritage Advisory Committee Collingwood Town Hall 6.00pm – 7.30pm 5 August 2015	<ol style="list-style-type: none">1. Identify sites suitable for development that do not threaten heritage sensitive buildings and streetscapes.2. Elevate the importance of heritage considerations when assessing development applications, and develop guidelines accordingly.3. Avoid 'facadism' or at least pay greater attention to set-backs when development occurs behind heritage facades.
Early Years Reference Group Fitzroy Town Hall 12.00pm – 2.00pm 11 August 2015	<ol style="list-style-type: none">1. Improve safety for children around public transport, bikes, and river corridors.2. Increase access to, and provision of, natural open space for childcare centres and kindergartens, using the 'bush kinder' model.3. Community engagement about playgrounds and spaces for children should directly include children.
Disability Advisory Committee Collingwood Town Hall 4.30pm – 6.00pm 11 August 2015	<ol style="list-style-type: none">1. The Planning Scheme needs to include disability access requirements to provide housing which is affordable and accessible so people with disabilities can live in Yarra, near their networks and support services, and to visit friends and family.2. The way the built environment and transport are designed should be improved so people with disability can live their day to day lives in Yarra without barriers to social, cultural and economic participation.3. Implement a process for assessing universal access for all new developments. This could be similar to the sustainability assessment tool.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Group	Top three messages
Arts Advisory Committee Richmond Town Hall 4.30pm – 6.30pm 12 August 2015	<ol style="list-style-type: none"> 1. Supporting long term affordable creative spaces and housing for artists is important to ensure the sector can remain in Yarra. 2. Protect Commercial 2 Zoned land so spaces to create aren't lost to residential development. 4. Review how developer contributions work for providing art or art spaces (i.e. Council have more control over what and where).
Health Plan Advisory Committee Richmond Town Hall 3.00pm – 5.00pm 12 August 2015	<ol style="list-style-type: none"> 1. Having a mix of dwellings (i.e. type, ownership, etc.) is key to ensure social cohesion. 2. Health should be considered in all Council policies, rather than a 'stand-alone' policy. 3. Better monitoring with indicators should inform policies and decision making.
Aboriginal Advisory Group Harmsworth Hall, Collingwood 10.00am – 1.00pm 18 August 2015	<ol style="list-style-type: none"> 1. The significant connection and identity the Aboriginal community have in Yarra, specifically Fitzroy and Collingwood is impacted by gentrification. 2. Aboriginal community needs to be including in understanding 'diversity' in Yarra (diversity is not just multicultural communities). 3. Genuine involvement in planning decisions, including statutory processes and stronger references in the MSS vision statement. This should include contemporary Aboriginal considerations not just historic ones.
Business Advisory Committee Fitzroy Town Hall, Reading Room 8.00am – 10.00 am 20 August 2015	<ol style="list-style-type: none"> 1. Support an ongoing mix of uses in Yarra, including spaces for business incubation and true mixed use developments. 2. The planning system needs to deliver improved outcomes which are in line with an overall vision. For example, if good design is desired then allow taller buildings, if more co working/ smaller spaces then make it easier to create these. 3. Place making approach to activity centres. Prioritise people but still function for businesses through a variety of forms of transport.

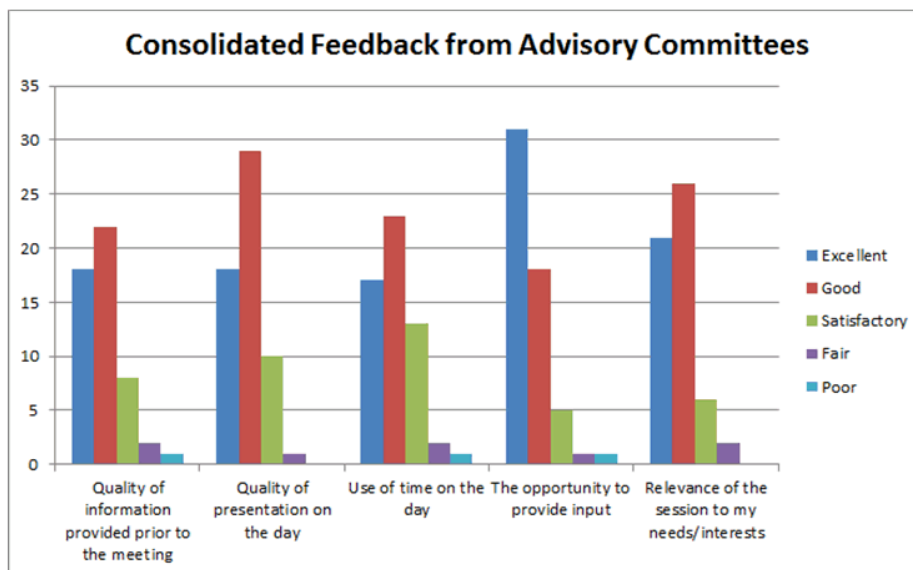
Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Group	Top three messages
Environment Advisory Committee Richmond Town Hall 6.00pm – 7.30pm 26 August 2015	1. Develop our neighbourhoods to include a diversity of uses and spaces. 2. Enhance and protect biodiversity, including green spaces purely for their own intrinsic value. 4. Plan for resilient communities and future climate conditions.
Youth Advisory Committee Councillors Lounge, Richmond Town Hall 3.00pm – 5.00pm 27 August 2015	1. Engage with and include youth in conversations around planning. 2. Ensure the built environment encourages community interactions and use by people of all ages. 3. Access to local education and employment is key to social and economic mobility.
Bicycle Advisory Committee Mayors Room, Fitzroy Town Hall 6.00pm – 8.00pm 27 August 2015	1. Improve planning controls to ensure sustainable forms of transport are supported in new developments. 2. Promote the broader benefits of active transport in creating a healthy, liveable city. 5. Educate and lead the change, become the benchmark Council in Melbourne and Australia.
Urban Agriculture Advisory Committee Mayors Room, Fitzroy Town Hall 6.00pm – 8.00pm 27 August 2015	1. Understand and promote the wider benefits of urban agriculture. 2. Improve support for urban agriculture through the planning permit process & planning scheme. 4. Consider urban agriculture as part of the public open space provision not taking away from it.
Active Ageing Advisory Committee Theatre Room, Collingwood Town Hall 10.00am – 11.15am 31 August 2015	1. Support older residents to 'age in place'; in own homes or remain in neighbourhood through flexible and affordable accommodation options. 2. Improve safety and access around streets and to local facilities through infrastructure (lighting, footpath maintenance, and seating). 3. Ensure local facilities are available that have age friendly programs and services and allow opportunity for social connections.

Participants were also asked to fill in short evaluation forms at the conclusion of the workshops. This feedback was consistently positive, as indicated in Figure 2.

Figure 2: Consolidated Feedback from Advisory Committees



Targeted Engagement

Approach objectives

Community groups from segments of the Yarra community unlikely to engage with Council through the deliberative process were targeted through a series of workshops and discussions. It was considered important to engage with these groups, as they have views and perspectives that would not otherwise be captured

The sessions sought to:

- Provide an opportunity for community groups to learn about the process being undertaken,
- Allow these groups to share their key messages on future planning in Yarra.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Consulted Groups

Groups specifically targeted for community engagement included in Table 4 below.

Table 4: *Hard, or important, to reach groups*

Group targeted	Reason for inclusion
Vietnamese and Chinese communities	<ul style="list-style-type: none">• Hard to reach• Likely to be underrepresented in random stratification• These group may be able to be invited to public housing estate-based workshops
Greek and Italian communities	<ul style="list-style-type: none">• Hard to reach• Likely to be underrepresented in random stratification
Youth (under 18 years)	<ul style="list-style-type: none">• Hard to reach• Not included in random stratification• More appropriate opportunity to reach this group that through advisory group
Planning consultants, developers and investors	<ul style="list-style-type: none">• Hard to reach• Not necessarily included in random stratification• More appropriate opportunity to reach this group than through advisory group
Public housing residents (Nth Richmond, Collingwood, Fitzroy)	<ul style="list-style-type: none">• Hard to reach• Not included in random stratification• More appropriate opportunity to reach this group that through advisory group

In order to access some of the 'hard to reach' groups a number of activities were undertaken and a matrix outlining this is included below.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Activity and date	Vietnamese and Chinese communities	Greek and Italian communities ³	Youth	Developers and investors	Public Housing residents
Community meeting: 04 Aug 2015	✓				✓
Greek Women's Group meeting: 11 Aug 2015		✓			
Youth Ambassadors: 12 Aug 2015			✓		
Developer and investor breakfast: 18 Aug 2015				✓	
Collingwood Public Housing Estate meeting: 19 Aug 2015	✓				✓
English Speaking Group: 25 Aug 2015	✓				✓
Public Housing Estate Managers meeting: 26 Aug 2015					✓
Nth Richmond Public Housing Estate meeting: 26 Aug 2015	✓				✓
Vietnamese Women's Group meeting: 03 Sep 2015	✓				✓

Activity process

Prior to activities, invitations to attend were distributed through local networks.

- Culturally and Linguistically Diverse (CALD) communities were contacted via local community groups and printed invitations (translated to the appropriate language) were distributed through these community groups (see Appendix A).

³ Of note, the Italian and Greek social and community networks were largely unresponsive to the phone, email and mail contact, with no RSVPs to the events proposed. As such these events were cancelled in favour of attending a pre-existing community group for Elderly Greek women. No suitable alternative was found for the Italian community as groups either felt they were too small or disinterested in the content to be discussed.

Attachment 2 - Liveable Yarra Draft Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Public Housing Tenants were contacted via translated flyers in hallways, and through letter drops, arranged and authorised through the Department's Estate Managers on each estate. Distribution of the flyers within each estate was managed through the Brotherhood of St. Laurence. Other activities with Estate tenants were arranged primarily through CoHealth and North Richmond Community Health – who host regular meetings for these community groups.
- Invitations to the Developer and investors breakfast were distributed via email through a list of Council's contacts.

Each session explained a little about the engagement process being undertaken and the People's Panel – bringing conversations around to reflections on change and liveability to address the primary question 'What is your message to the Panel?'

The conversations – with groups of up to 25 people – largely focused on the recent changes to the built environment that participants had noticed in their areas, the changes that they liked, and the changes that concerned them.

Where language barriers existed live interpreting services were utilised, together with image cards describing concepts and conflicts relating to the main topic areas.

For the Youth meeting, a mapping exercise was undertaken, asking youth ambassadors to mark the places in Yarra they liked to spend time, or show visitors to the area. Conversations around the places marked on the map focused on values associated with these places and, together with a broader general conversation around the future of the city, formed the basis of their conversation summary report, outlined within Appendix C. Yarra Youth services also provided a short video to Panel Members that presented the importance for youth of community services and connecting through place.

Key findings

Full conversation summary reports for each of the targeted Community Activities are included at Appendix C. Discussions centred on the lives and challenges of the targeted groups with some strong themes emerging across the groups.

These are presented in Table 5 as a matrix of key messages provided by each of the groups and arranged according to the four main themes and any applicable sub-themes.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Table 5: Matrix of Key Message from Community groups

	Viet and Chinese	Greek Women's Group	Youth	Property/ Business	Estate managers	Estate Tenants	Key Observations
THE BUILT ENVIRONMENT							
→ Open Space							
Outdoor public spaces that support active lifestyles, e.g., public exercise equipment for older residents, sports fields for youth.	✓		✓		✓	✓	Active outdoor space is very important to many demographic groups living in Yarra.
Green open space is very important to our lives in Yarra.	✓		✓		✓	✓	
Clean streets are very important to us.	✓	✓	✓			✓	Many of the older participants mentioned that clean streets are important to their enjoyment of living in Yarra.
PEOPLE AND HOUSING							
→ Community services and activities							
Accessible home visit services to support 'aging in place'.		✓				✓	Older participants overwhelmingly said that 'Yarra is my home. I want to stay here as I age'. This meant providing accessible living spaces, community service support and accessible transport and shopping.

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/Business	Estate managers	Estate Tenants	Key Observations
Shared community facilities and spaces are vital to wellbeing and community cohesion.	✓	✓	✓		✓	✓	Shared community spaces, such as community hubs for older residents, youth and creative groups, were considered a vital priority by most participants.
We have noticed an increase in homelessness. Provide emergency housing and support to reduce this problem.			✓		✓	✓	Many participants noted an anecdotal increase in homelessness.
Increasing street lighting is important in making us feel safe.							
Community gardens are important to our wellbeing.		✓			✓	✓	
→ Residential housing							
Provide housing options to support an aging population, including accessible housing design and nursing homes.	✓	✓				✓	

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/Business	Estate managers	Estate Tenants	Key Observations
We worry that housing affordability (buying and/or renting) will reduce diversity.		✓	✓	✓	✓	✓	Nearly all participants mentioned their worry that Yarra is becoming unaffordable to many of its diverse residents, and that this threatens Yarra's identity
Development respecting existing heritage and buildings.	✓	✓	✓	✓			A lot of participants agreed that they like the look of the heritage buildings, but that other considerations such as accessibility are more important
Prioritise the preservation of heritage buildings for aesthetic value.	✓						Although most participants agreed that heritage buildings look nice, only one group indicated that they are interested in preserving heritage as a priority. Most of the participants preferred living spaces that are practical for their needs and have good amenity.
We like new apartment blocks because they have good living amenity.		✓				✓	Many participants were supportive of new apartment blocks because they value good amenity in their living spaces. This attitude was especially prevalent with immigrant residents who have sought asylum in Australia

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/ Business	Estate managers	Estate Tenants	Key Observations
We are worried that new apartment blocks built in our neighbourhood reduce our access to the sun and the sky.		✓	✓			✓	Quite a few participants have experienced significant shading over their homes as a result of new developments. This impacts very negatively on their lives.
New developments must respect the neighbourhood around them.			✓				
We prefer public housing to be 'salt and peppered' among private housing, rather than in segregated communities.				✓		✓	
Sustainable elements are encouraged in apartment blocks (e.g., solar panels to reduce costs, grey water for gardens).					✓	✓	
→ Cultural Diversity							
Ensure that the distinctive Yarra 'creative' community is supported.	✓		✓				
Yarra's identity is about diversity. Retaining this mix is paramount.	✓	✓	✓	✓	✓	✓	

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/Business	Estate managers	Estate Tenants	Key Observations
BUSINESS AND EMPLOYMENT							
Consider innovative business models that encourage diversity, e.g., pop-up shops for small artisan businesses, social enterprises.			✓	✓			
Local proximity to shops and services to enable easy access for (both physically and economically) less mobile residents.	✓	✓			✓	✓	
We encourage the vibrant face and restaurant industry that Yarra is known for.		✓					
ACCESS AND MOVEMENT							
Our perceptions of being unsafe limit our travel around Yarra. This particularly relates to the Victoria St 'drug problem'.		✓	✓		✓	✓	Many residents mentioned that they feel unsafe in Yarra, particularly at night. This is particularly related to the perception of the drug use in Victoria St as well as a lack of street lighting in some areas. Some participants suggested that community activities in shared spaces reduces this perception.
Remove fences and have wayfinding signs to integrates housing estate with community.					✓		

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/ Business	Estate managers	Estate Tenants	Key Observations
Improve street accessibility for the less mobile (disability access, different modes e.g., cycling, walking, public transport, wheelchairs).	✓	✓			✓	✓	
Low cost and accessible parking for local residents and workers.	✓		✓		✓	✓	A lack of car parking for locals and workers was noted by many participants as a negative aspect of Yarra.
Improve traffic congestion.	✓	✓	✓		✓		
Improved road safety e.g., for cyclist.	✓	✓				✓	
GENERAL PLANNING FEEDBACK							
Educating community about current and future developments and its benefits throughout planning process.				✓			
Better partnerships between business, council and community will make a big difference to development outcomes.	✓			✓	✓		

Attachment 1 – 3 Liveable Yarra Engagement Report

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

	Viet and Chinese	Greek Women's Group	Youth	Property/ Business	Estate managers	Estate Tenants	Key Observations
Council communication with the community about planning decisions is very important to us.	✓						
Clear and consistent planning guidelines that are strongly adhered to throughout the planning process.				✓			
Having a faster and less prescriptive planning approval system.				✓			
Better education about planning for Council decision-makers.				✓			

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Deliberative Engagement

The deliberative engagement approach was used to assemble a representative sample of Yarra’s community to come together, share ideas and opinions about future planning in Yarra - forming a ‘People’s Panel’ (the Panel).

The Panel process commenced with the nomination process. This was advertised via direct, word-of-mouth, online media and print media channels. Further details on the recruitment process and the selection of Panel members is included below. Over 200 nominations were received and, from this pool, 60 Panel members were appointed.

The format comprised four half-day meetings of the People’s Panel on Saturdays, spaced fortnightly for the first three sessions, and a three-week spacing between the third and final forum. Communications were distributed between each forum, providing additional supporting information and a confirmation of locations, date, time and contact details.

Panel members were asked to work together on activities throughout each session. Feedback on the work of other groups was encouraged to allow the broader group to influence table activities.

Although the content and process evolved, initial planning for the four sessions identified outcomes for each forum. This was to ensure that ultimately, the project delivered informed and useful advice for Council whilst remaining a process of genuine engagement. The objectives for the sessions were as follows.

FORUM #1: FOUNDATIONS FOR DELIBERATION (08 AUGUST 2015)

- Provide an appropriate information base for participants.
- Capture initial thoughts, questions and reactions of the Panel.
- Identify key planning issues.
- Build participants understanding of the complexities of planning, urban growth and change.

FORUM #2: SHARING THE DILEMMA – CHALLENGES AND TRADE-OFFS (22 AUGUST 2015)

- Share Council’s challenges and dilemmas.
- Initial discussion of trade-offs and implications of potential responses.
- Further increase participant understanding of the diversity of views on topics and issues.

FORUM #3: DRAFTING PROPOSITIONS (05 SEPTEMBER 2015)

- Prepare draft propositions for Council staff to review and provide advice on prior to Forum #4.
- Explain further how this work will inform policy and the Planning Scheme.

FORUM #4: REFINING AND RANKING (26 SEPTEMBER 2015)

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Present a clear set of recommendations and advice.
- Build participants' sense of achievement at having worked through challenging issues and increased their knowledge.

Composition of the People's Panel

The process for configuring Panel membership was developed collaboratively by the project team. It comprised a baseline of 43 randomly selected participants and 17 participants selected based on particular areas of interest and expertise.

The appointment of 43 randomly selected participants was based on industry best practice; 43 participants⁴ is an appropriate sample for a population of approximately 100,000 to 200,000 people to deliver representative outcomes.

Selection criteria for these Panel positions was developed focusing on accepted demographic representations of the municipality (sourced through [profile.id consulting](#)) and a preference for community members with no or very little engagement with Council in the past 12 months (selection criteria included at Appendix D).

The appointment of 17 participants based on particular areas of interest and expertise represented a diversion from a typical 'citizen jury' process - whereby particular subject matter experts or local representatives are invited to attend a meeting and make their case as a witness. Instead, some of these people were appointed to the Panel, enabling them to share their perspectives and learn more about the diversity of opinions and preferences through the four sessions.

The decision to provide 17 places on this basis was informed by ensuring a manageable group size and an appropriate balance of randomly selected and particular interest participants. These positions were subject to a separate selection criteria (also included at Appendix D) which focussed on accepting nominees with diverse and particular specialist knowledge or affiliations, and strong prior connections with Council.

Recruitment process

On 18 June 2015, the nomination process for the Panel was launched. An engagement portal was established through the 'Yarra Conversation' website, and a letter drop to approximately 5,000 randomly selected households was also distributed. This comprised an invitation from the Mayor to nominate for the Project via the engagement portal (included in Appendix E).

In order to incentivise otherwise disengaged members of the community, remuneration of \$250 per participant was offered for attending the sessions. Additionally, in the nomination survey participants were asked to identify any barriers to accessing the venue or project information that they would appreciate assistance with. This included elements such as assistance with transport, child care facilities, hearing or speaking aides.

⁴ A sample of 43 randomly selected participants is statistically valid to a confidence interval of 95% for a community of 100,000 to 200,000 people.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

A nomination survey was established on the engagement portal. Those unable to complete the survey, or with questions about the process were invited to call a dedicated phone line to Capire Consulting Group, where a consultant could take their questions or assist in completing the form.

During the nomination process the following methods were used to invite community members to be a part of the Panel:

- Letter drop to 5,000 randomly selected households
- Twitter
- Council website
- Project website
- Notification through the Council Advisory Committee members
- Business bulletin
- Yarra News
- Councillor networks.

Nominations closed on Tuesday 21 July 2015. Capire then assessed the nominees, advised Council of progress, phone screened and confirmed details of all successful candidates. A membership pack was sent to participants one week prior to the first forum (information at Appendix E).

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Panel member demographics

The successful 60 Panel members reflected the following broad demographics:

Gender

Female: 30 (50%)

Male: 30 (50%)

Age

18-24: 5 (8%)

25-34: 13 (22%)

35-49: 14 (23%)

50-59: 14 (23%)

60-69: 13 (22%)

70-84: 1 (2%)

Location

Abbotsford: 3 (5%)

Carlton Nth-Princes Hill: 5 (8%)

Clifton Hill: 4 (7%)

Collingwood: 4 (7%)

Cremorne-Burnley: 5 (8%)

East Brunswick: 1 (2%)

Fairfield-Alphington: 2 (3%)

Fitzroy: 6 (10%)

Fitzroy Nth: 9 (15%)

Melbourne City: 1 (2%)

Richmond: 20 (33%)

Connection to Yarra

Live in Yarra: 56 (43%)

Own a business in Yarra: 11 (8%)

Work in Yarra: 23 (18%)

Own a property in Yarra: 25 (19%)

Study in Yarra: 2 (2%)

Visit in Yarra: 8 (6%)

Other: 5 (4%)

CALD

Born overseas: 19 (32%)

Born in Australia: 41 (68%)

English as a first language: 50 (83%)

English not a first language: 10 (17%)

Speak only English: 39 (65%)

Speak a language other than English: 21 (35%) (Languages include: Cantonese, Mandarin, German, Vietnamese, Hindi, Gujarati, and Spanish)

Tenure in Yarra

Less than 1yr: 5 (8%)

1 to 5yrs: 16 (27%)

5 to 10yrs: 10 (17%)

More than 10yrs: 26 (43%)

Unspecified/Not applicable: 3 (5%)

Housing type

Mortgage (paying off home): 16 (27%)

Own home: 23 (38%)

Private rental: 19 (32%)

Social or public housing: 2 (3%)

Previous engagement with Council in the past 12 months

Attended community engagement events, or completed a survey: 13 (54%)

Written a submission: 8 (33%)

Other (including planning applications, objections or feedback on policy documents): 3 (13%)

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Baseline Participant demographics

The 43 baseline participants represented the following demographics. These are shown below against the Selection Criteria for the 43.

Gender

Female: 21 (49%)
Male: 22 (51%)

CALD

Born overseas: 14 (33%)
Born in Australia: 29 (67%)

Age

18-24: 4 (10%)
25-34: 13 (30%)
35-49: 13 (30%)
50-59: 6 (14%)
60-69: 6 (14%)
70-84: 1 (2%)

English as a first language: 36 (%)
English not a first language: 7 (%)

Speak only English: 26 (60%)
Speak a language other than English: 17 (40%) (Languages include: Cantonese, Mandarin, German, Hindi, Gujarati, and Spanish)

Location

Abbotsford: 2 (5%)
Carlton Nth-Princes Hill: 4 (9%)
Clifton Hill: 2 (5%)
Collingwood: 3 (7%)
Cremorne-Burnley: 4 (10%)
East Brunswick: 1 (2%)
Fairfield-Alphington: 0 (0%)
Fitzroy: 5 (11%)
Fitzroy Nth: 7 (16%)
Melbourne City: 1 (2%)
Richmond: 14 (33%)

Tenure in Yarra

Less than 1yr: 5 (11%)
1 to 5yrs: 15 (35%)
5 to 10yrs: 8 (19%)
More than 10yrs: 13 (30%)
Unspecified/Not applicable: 2 (5%)

Housing type

Mortgage (paying off home): 12 (28%)
Own home: 14 (33%)
Private rental: 17 (40%)
Social or public housing: 0 (0%)

Connection to Yarra

Live in Yarra: 40 (41%)
Own a business in Yarra: 8 (8%)
Work in Yarra: 16 (17%)
Own a property in Yarra: 17 (18%)
Study in Yarra: 1 (1%)
Visit in Yarra: 10 (10%)
Other: 5 (5%)

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

People's Panel Forum #1: Process and findings

Process overview

On Saturday, 08 August 2015, between 9.00am and 1pm, the Yarra City Council hosted the first People's Panel forum. The forum was staffed by Council's key project team, Capire staff, and was facilitated by Max Hardy.

FORUM #1 OBJECTIVES

The first forum sought to:

- provide participants with an appropriate information base
- capture the initial thoughts, questions and reactions of the group
- identify the key planning issues
- build an appreciation in the participants of the complexity/challenges of planning
- generate confidence of a way to work through the complexity.

BEFORE THE FORUM

A week prior to the first session, an information pack was sent to Panel Members (included in Appendix E). This pack included:

- A welcome letter outlining forum dates, times and locations, and project contact details
- Background Papers prepared by Council Officers, covering:
 - The story of the evolution of Yarra
 - People and housing
 - The built environment
 - Access and movement
 - Business and employment

ON THE DAY

The room was set out with the following elements:

- Sign-in table for participants to receive their gift cards and information folders
- 4x tables for Panel members (15 chairs per table)
- Presentation area
- Observation area

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Catering space.

A copy of the full agenda for the first forum is included in Appendix F. Key activities on the day included:

- Context setting and information
 - Introductory presentation on the role of the Panel
 - People & Housing information session
 - Business & Employment information session
 - The Built Environment information session
 - Access & Movement information session
 - Community Attitudes Survey information session
 - QnA session with Council staff
- Socialising and initial thoughts sharing across four tables of 15 people
 - In Activity #1 participants were asked to answer three questions in and discuss their answers with the tables, recording their responses on coloured paper:
 - What do you most love about the City of Yarra?
 - What changes to Yarra are you more pleased about?
 - What changes to Yarra concern you?
 - In Activity #2, following the presentations from Council officers, participants were asked to reflect on the information sessions, answering three questions, and discuss their answers with the table, recording their responses on coloured paper:
 - What have you learned?
 - What questions do you have for the presenters?
 - How could Council best support you at the next forum?
- Participants were invited throughout the day to write comments or questions on bright pink pieces of paper, to provide immediate feedback to the facilitator and table supports on content or process.

ATTENDANCE

A total of 52 participants attended the first forum. Despite confirming with all Panel members, some absentees did not attend the first session for reasons such as failure to note the date, ill health or change of mind. Demographics of the attending group are outlined below:

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Gender

Female: 28 (54%)
Male: 24 (46%)

Age

18-24: 5 (10%)
25-34: 10 (19%)
35-49: 12 (23%)
50-59: 12 (23%)
60-69: 13 (25%)
70-84: 0

Location

Abbotsford: 2 (4%)
Carlton Nth-Princes Hill: 4 (8%)
Clifton Hill: 3 (6%)
Collingwood: 4 (8%)
Cremorne-Burnley: 5 (9%)
East Brunswick: 1 (2%)
Fairfield-Alphington: 2 (4%)
Fitzroy: 5 (9%)
Fitzroy Nth: 9 (17%)
Melbourne City: 1 (2%)
Richmond: 16 (31%)

CALD

Born overseas: 14 (33%)
Born in Australia: 29 (67%)

English as a first language: 36 (%)
English not a first language: 7 (%)

Speak only English: 26 (60%)
Speak a language other than English: 17 (40%) (Languages include: Cantonese, Mandarin, German, and Spanish)

Tenure in Yarra

Less than 1yr: 5 (11%)
1 to 5yrs: 15 (35%)
5 to 10yrs: 8 (19%)
More than 10yrs: 13 (30%)
Unspecified/Not applicable: 2 (5%)

Housing type

Mortgage (paying off home): 12 (28%)
Own home: 14 (33%)
Private rental: 17 (40%)
Social or public housing: 0 (0%)

Activity responses

ACTIVITY #1

→ Things we love about Yarra...

More than 285 responses were provided to this question by Panel Members. Approximately 23% of responses related to the connection and access through and to Yarra. Participants loved the diversity in transport choices - with strong links to public transports, good quality bicycle and walking paths - and access to services, parks and the natural environment, shopping, and the CBD. Panel members told us they 'love the access to the things that make life healthy and exciting'.

'Diversity' was commonly used to describe what Panel members loved about the culture and social fabric of Yarra. Nearly one fifth of responses shared a love of the sense of local community, the acceptance of diverse people, ideas and ways of life that make Yarra a 'vibrant

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

place with an exciting mix of people'. Responses noted that the population density was a positive in the way that it had contributed to the diverse mix of people in the area.

Themes of connection, diversity and community were present in responses relating to lifestyle opportunities available within the municipality. Terms such as 'lively', 'inclusive' and 'multicultural' were used to describe the retail, food and hospitality offerings in the city. Participants loved the 'pockets' of Yarra, where distinct precinct identities and character had emerged.

→ Changes to Yarra that we like...

A total of 162 responses were captured against this question. The highest proportion of responses fell within the category of 'built form' changes - relating largely to Streetscape upgrades, and renewal of industrial and residential properties previously in a state of decline. Panel members supported upgrades to parklands, and retail precincts. Responses also included medium and high-density developments where this fell with 'appropriate locations'.

Upgrades to cycling and walking paths were noted in 19% of all responses, followed closely by traffic and transport improvements (16%). Responses commended recent work on the connectivity of cycling paths through Yarra, with comments such as the 'Copenhagen-style bike lanes'. Although falling outside of the scope of council, public transport upgrades - particularly changes to tram routes and stops - also received significant mention.

→ Changes to Yarra that concern us...

Of the 208 responses to this question, responses most strongly related to the theme of traffic and transport management, including perceptions of increased congestion on roads and public transport, the ongoing issues of mixed mode transport on roads, and the growing demand for parking.

Some responses noted streets such as Bridge Road now have more empty shop fronts. Where streets have been developed and improved, Panel responses were concerned with a perceived 'privatisation of the public realm'. This concern also carried into park and open space, where members felt that private development and commercial interests were 'encroaching on parks and reducing amenity, such as Rushall Reserve and Darling Gardens'.

'Inappropriate development' represented another major concern from the Panel responses - with approximately 35% of responses talking to issues of development intensity, loss of diversity in housing stock and associated issues of housing affordability. Quality of new buildings in terms of design and aesthetics were big factors - with responses articulating concern that new development were not being built with consideration for the aged, or people living with a disability. Environmentally Sustainable Design (ESD) and Universal Access principles were also highlighted at needing greater focus to provide sustainable and adaptable housing stock into the future.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

ACTIVITY #2**→ Things we learned...**

Within the 133 responses to this question, nearly one in every five (19%) reflections related to the information shared about transport planning in Yarra. This was an area where members felt there was 'a huge gap between transport/traffic policy priorities and reality'. Comments against this theme showed support for efforts to activate and provide safe mixed mode transportation on Yarra's streets, however responses were mixed in setting the transport mode priorities and the ongoing role of parking.

Key responses also reflected on the complexity of planning and challenges of conflicting views within planning problems. Comments showed that Panel members appreciated the difficulties for planners in balancing the competing priorities placed before them, the role of councils within planning, and 'being all things to all people'. Other comments pointed to the 'conflicts' and 'trade-offs' inherent in planning but acknowledged that the local diversity of the area adds further challenges - 'planning is extremely complex, especially in Yarra'.

→ Questions for Council...

Over 120 questions were provided to Council based on the information presented throughout the first forum. These questions were collected, sorted and some questions were responded to during the final stages of the forum.

All questions were captured and presented to the internal project team following the forum. A large proportion of these questions related to the topic area of Access and Movement. The questions ranged from very specific location-based queries - to broad planning questions such as the level of impact available to council on matters such as major roads or public transport improvements.

The responses to the questions formed part of the information distributed to Panel members prior to the second forum, and is included in Appendix E

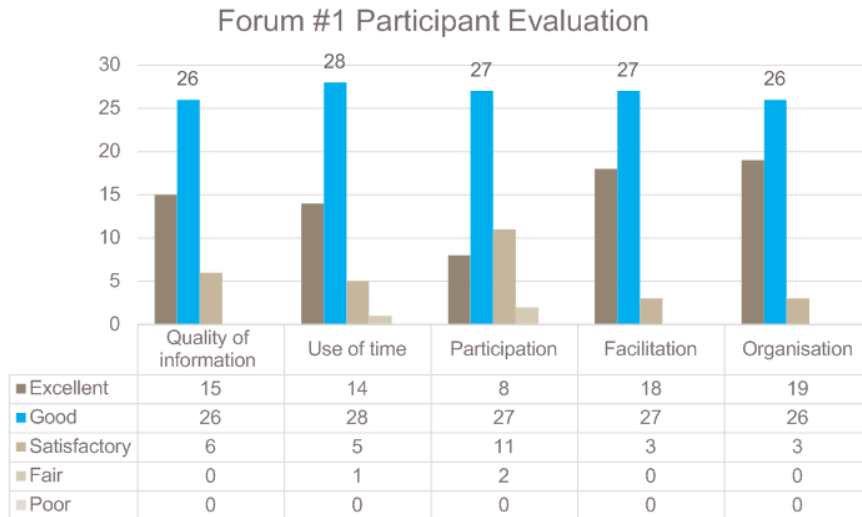
Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Participant feedback on process

Overall, Panel members were happy with the first forum. Figure 3 below show the responses from participant evaluation forms.

Figure 3: Participant feedback on Forum #1



Positive comments focused mainly on the following:

- Good process, session well run and professional
- Learned a lot, good level of information, looking forward to deep dive
- Council staff approachable and brave
- Yarra staff have clearly explained the background and issues
- Capire staff friendly, supportive and well-informed
- Good catering

Advice on future forums included:

- Outlining clearly the role and objectives of the Panel process
- Further explanation of what Council can and cannot do
- Smaller table formats

Participant feedback and questions were considered by the project team in developing the format of the second forum. Details for the second forum are included below.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

People's Panel Forum #2: Process and Findings

Process overview

On Saturday, 22 August 2015, the second People's Panel forum was held between 9.00am and 1.00pm. The forum was staffed by Council's key project team, Capire staff, and was facilitated by Max Hardy.

FORUM #2 OBJECTIVES

Based on the feedback from Forum #1, the preliminary objectives of the series were preserved, and the forum sought to:

- Share Council's challenges and dilemmas
- Initial discussion of trade-offs/implications of potential responses
- Further increase participant understanding of the diversity of views on topics and issues.

BEFORE THE FORUM

In the week leading up to the second forum, information was sent to Panel Members via email (included in Appendix E). This information included:

- A reminder for Panel members of the forum date, times and locations, and project contact details
- Links to:
 - A PDF copy of the slides from Forum #1
 - Supplementary slides on Yarra Demographics
 - Yarra economic and demographic profiles
 - The Yarra Planning Scheme and maps
 - Responses to questions asked in Forum #1

ON THE DAY

The room was set out with the following elements:

- Sign-in table for participants to receive their gift cards and information packs
- 8x tables for Panel members (2x tables per theme, 7 chairs per table)
- Presentation area
- Observation area

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Catering space.

A copy of the full agenda for the second forum is included in Appendix F. Key activities on the day included:

- Getting to know other Panel members
 - Participants were invited to share their reflections since the first forum at their tables to address feedback from Forum #1 recommending that Panel members be given more time to get to know each other.
- Responding to questions and further context setting
 - Explanation of the deliberative process planned across the four forums.
 - Explanation of the role of Council and responses to main question themes.
 - Briefing on the key messages from Advisory Committee.
- Identifying the key planning challenges for Yarra against themed areas
 - Participants at their chosen table discussed the challenges facing future planning in the context of the table theme.
 - Challenges were shared amongst table members and plotted on a matrix of 'Hard to Resolve' vs. 'Important to Resolve'.
 - Responses were shared between tables by nominated table members.
- Listing out what Council could do
 - Participants selected a small number of challenges from the table's work, and developed these in greater details – identifying actions Council could undertake to address this challenge.
 - One actions was nominated from each table to be tested with the broader group through online polling software, PollEverywhere. This was done as an introductory measure – to socialise the group to the process of 'pitching' their ideas to the group and allowing for varying levels of support to ideas in following forums.

ATTENDANCE

A total of 48 participants attended this forum. Despite confirming with all Panel members, some absentees did not attend the first session for reasons such as failure to note the date, ill health or change of mind. Demographics of the attending group are outlined below:

Gender

Female: 25 (52%)

Male: 23 (48%)

CALD

Born overseas: 15 (31%)

Born in Australia: 33 (69%)

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Age

18-24: 4 (8%)
 25-34: 11(23%)
 35-49: 10 (21%)
 50-59: 11 (23%)
 60-69: 12 (25%)
 70-84: 0 (0%)

English as a first language: 40 (83%)

English not a first language: 8 (17%)

Speak only English: 30 (63%)

Speak a language other than English: 18 (37%) (Languages include: Cantonese, Mandarin, German, and Spanish)

Location

Abbotsford: 2 (4%)
 Carlton Nth-Princes Hill: 3 (6%)
 Clifton Hill: 3 (6%)
 Collingwood: 4 (8%)
 Cremorne-Burnley: 5 (%)
 East Brunswick: 1 (2%)
 Fairfield-Alphington: 1 (2%)
 Fitzroy: 5 (10%)
 Fitzroy Nth: 7 (15%)
 Melbourne City: 1 (2%)
 Richmond: 16 (33%)

Tenure in Yarra

Less than 1yr: 5 (10%)
 1 to 5yrs: 11 (23%)
 5 to 10yrs: 8 (17%)
 More than 10yrs: 22 (46%)
 Unspecified/Not applicable: 2 (4%)

Housing type

Mortgage (paying off home): 11 (23%)
 Own home: 21 (44%)
 Private rental: 15 (31%)
 Social or public housing: 1 (2%)

Activity responses

The following table summarises key information from the table work completed by Panel members throughout the second forum. These identified challenges are organised in Table 6 below.

Table 6: Challenges to Future Planning

Challenge	Rationale and comments
Design, Quality and Diversity of Housing (More important / More Complex)	Panel members recommended work be done to enhance design criteria for new developments – ensuring that a cohesive ‘sense of place’ is communicated through the design. To develop this criteria, panel members recommended researching and provided exemplary case studies, running competitions, or grant schemes for good design, and offer incentives to large scale developers.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Challenge	Rationale and comments
<p>Competing demands for land (More important / More complex)</p>	<p>Panel members felt that the challenge of managing the competing demands for land would be an ongoing issue for Yarra, particularly as the liveability or desirability of the area grew.</p> <p>Actions to address the competing demands for land included collaborative work with neighbouring councils to place greater pressure on Victorian Government planning policies and decisions and greater onus on developers to study the impact of construction prior to approvals.</p>
<p>Councils ability to respond to the future needs and demands of population (More important / More complex)</p>	<p>Participants felt this was a key challenge for Council, as the needs of communities were diverse. In particular, Panel members felt that acknowledging and accommodating the changing needs of a changing population together with managing external factors impacting on the area would grow increasingly difficult.</p>
<p>Housing diversity in apartment buildings (More important / More complex)</p>	<p>This challenge related to preserving space in Yarra for preserving the diversity of the community. Apartment buildings were seen by some as a symbol of gentrification and change to the social fabric of areas of Yarra.</p> <p>Actions to support this challenge included setting 'KPIs' for building types, and mapping social and community assets to identify where housing diversity (or loss of diversity) would have the greatest impacts.</p>
<p>Setting priorities of transport modes (More important / More complex)</p>	<p>Panel members recommended that Council could make it more difficult for cars to move through particular areas (location specific priorities rather than municipality-wide priorities).</p> <p>The separation of transport modes was also seen as a priority to address perception of risk and safety issues. Connectivity and continuity of existing paths was also seen as an important action.</p> <p>Additionally Panel members recommended that promotion of non-car routes by providing maps or smart phone apps that promote routes around Yarra.</p>

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Challenge	Rationale and comments
Housing affordability (Less important / More complex)	Panel members noted that policy to address housing affordability would be very complex, and require a response to factors at a State government level. As such, the challenge was ranked a less important for Yarra City Council to address through the Planning Scheme levers available to it.
Balancing old and new built forms (Less important / More complex)	Heritage and the preservation of heritage forms in the built environment was identified as a challenge for Council in the future as the old and new built forms became more likely to come into conflict. With 60% of Yarra affected by heritage controls, the Panel members felt that this may represent the use of heritage protection as a surrogate for fear of change, or a misunderstanding or overvaluing of heritage. Actions to address this challenge included a review of heritage across Yarra to develop a more sophisticated framework to address heritage management.
Managing retail precincts and their identities (Less important / Less complex)	Panel members felt that one method of enhancing commercial precincts was to articulate their character more – firstly by defining their unique attributes and then celebrating them. This was not seen as a high priority challenge for future planning in Yarra.
Parking (Unsure)	Panel members could not agree on how important nor complex the challenge of parking was for Council – indicating that this may contain a number of actions ranging the spectrum of complexity and importance. Of note, panel members wanted to see greater differentiation in parking allowances between local residents and visitors to the area through ‘smart parking’.

Each table selected a recommended action to test with the broader group in order to see how the broad sentiment compared to each table. Panel members were asked to vote on each item to indicate their levels of support⁵. Tested actions included:

⁵ Not all Panel members voted each time – with some unwilling or unable to do so. Additionally, one action received multiple votes from Panel members due to an error in the application. Results were indicative only – to be used to further discussions around these ideas.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Tested Actions	Voting outcome
Increase active open spaces to meet growth and change – even if roof top gardens on apartments.	<p>Great idea!: 18 (62%) Good idea, but some issues: 8 (28%) Neutral: 0 (0%) Need some convincing: 3 (10%) No way!: 0 (0%)</p>
Targeted rates subsidisation to attract selected industries (such as microbusinesses).	<p>Great idea!: 22 (50%) Good idea, but some issues: 11 (25%) Neutral: 3 (7%) Need some convincing: 3 (7%) No way!: 5 (11%)</p>
Increase number and price of paid parking, using smart parking metres to give relieve to residents.	<p>Great idea!: 13 (32%) Good idea, but some issues: 6 (15%) Neutral: 5 (12%) Need some convincing: 6 (15%) No way!: 11 (27%)</p>
Develop a more sophisticated framework to address heritage.	<p>Great idea!: 18 (62%) Good idea, but some issues: 8 (28%) Neutral: 0 (0%) Need some convincing: 3 (10%) No way!: 0 (0%)</p>
Nominate streets for 'pedestrianisation' (like in the CBD) – close totally to traffic and test feasibility.	<p>Great idea!: 32 (49%) Good idea, but some issues: 24 (35%) Neutral: 3 (4%) Need some convincing: 7 (10%) No way!: 1 (1%)</p>
Offer better incentives to developers in exchange for quantifiably better design outcomes.	<p>Great idea!: 15 (38%) Good idea, but some issues: 11 (28%) Neutral: 4 (10%) Need some convincing: 4 (10%) No way!: 6 (15%)</p>
Better criteria for all development relating to visual design, accessibility, sustainability and open space that also reflects local community (i.e., areas of Yarra).	<p>Great idea!: 18 (42%) Good idea, but some issues: 12 (28%) Neutral: 2 (5%) Need some convincing: 9 (21%) No way!: 2 (5%)</p>

Attachment 1 – 3 Liveable Yarra Engagement Report

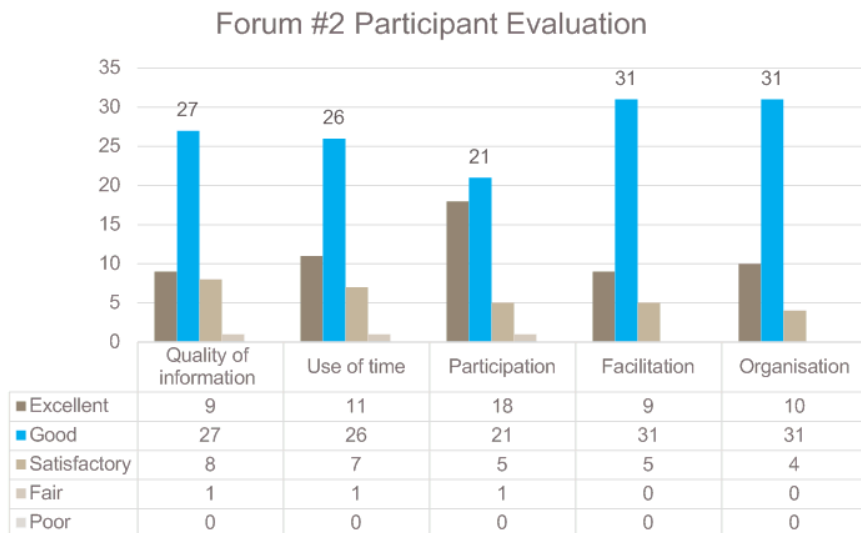
LIVEABLE YARRA, V2, 29 OCTOBER 2015

Tested Actions	Voting outcome
That Council adopt an approach of 'small pocket' rezoning.	Great idea!: 14 (35%)
	Good idea, but some issues: 13 (33%)
	Neutral: 7 (18%)
	Need some convincing: 4 (10%)
	No way!: 2 (5%)

Participant feedback on process

Panel members were happy with the second forum. Figure 4 below show the responses from participant evaluation forms.

Figure 4: Participant feedback on Forum #2



General comments:

- Love the polling by text, great opportunity for robust discussion. Loved our table.
- Well done - the tables sizes were optimal
- Could have spent a little more time on discussion around tables.
- Don't need such long breaks - people can eat at their tables.
- Insist on getting specific concrete actions instead of broader statements.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- It would be good if Council planning staff could 'listen in' on table discussions to help with areas where our conversation is misinformed by there being things we need to know.

Interesting about the day:

- Really liked the voting around proposals that found real trade-offs, e.g., road closures; more expensive parking.
- Context around what is/isn't a council responsibility, Successful lobbying efforts by Council to State Government.
- Text polling - very engaging.
- Group discussion was good, interesting and respectful.
- Pushing all the way to voting was a great way to help visualise the complexity.
- More directed areas to discuss was useful.

Challenging about the day:

- Defining/identifying/balancing the pros and cons of positions taken.
- The tasks need more time for reflection to ensure we provide considered inputs.
- Collecting our table's ideas into one sheets of proposals - differences in opinions but to be expected.
- Number of issues to time ratio.
- Keeping the tables directed on topic was difficult but actually had great outcomes. Thank you for information supplied it came quite late which made it hard to cover the reading in time. Good work though.

Other messages:

- The session is lacking debate about what changes we expect in the future, i.e., do we agree in 20 years we would have mostly driverless cars, a substantially higher population, a large proportion of people working from flexible locations, etc.
- This is a worthwhile process.
- I'm not sure that we are giving any useful input for changes to Yarra Planning Scheme.

Participant feedback and questions were considered by the project team in developing the format of the third forum. Details for this forum are included below.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

People's Panel Forum #3: Process and Findings

Process overview

On Saturday, 05 September 2015, the third People's Panel forum was held between 9.00am and 1.00pm. The forum was staffed by Council's key project team, Capire staff, and was facilitated by Max Hardy.

FORUM #3 OBJECTIVES

Based on the feedback from Forum #2, the preliminary objectives of the series were preserved, and the forum sought to:

- Provide participants with an opportunity to identify acceptable propositions to Council.
- Build an appreciation of the limits/constraints of planning instruments and local government (such as the role of policy development versus advocacy).
- Allow participants to draft and consider the impacts of preliminary propositions.
- Capture questions, issues, and weighted responses to propositions.

BEFORE THE FORUM

In the week leading up to the third forum, an information pack was sent to Panel Members (included in Appendix E) via email. This pack included:

- A reminder for Panel members of the forum date, times and locations, and project contact details
- Links to:
 - A PDF copy of the slides from Forum #2
 - Instructions to use PollEverywhere
 - Reports from the Advisory Groups Workshops
 - A Feedback Matrix from the Targeted Engagement
 - A Youth Ambassador video

ON THE DAY

The room was set out with the following elements:

- Sign-in table for participants to receive their gift cards and information packs
- 8x tables for Panel members (2x tables per theme, 7 chairs per table)
- Presentation area

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Observation area
- Catering space.

A copy of the full agenda for the third forum is included in Appendix F. Key activities on the day included:

- Responding to questions and context setting
 - Input from the Advisory Groups
 - Responses to questions from the last forum
 - Presentation on how this process will assist the Statutory Planning team at Yarra with assessing planning applications
- Identifying key future areas of change
 - In Activity #1 participants at their chosen table discussed what Yarra could look like by 2035 in regard to the table theme and to answer the following two questions:
 - The change we most want to happen by 2035 is...
 - Council can actively plan for this by...
 - Participants presented their work to other tables before all Panel members walked around to view the work of other tables, and provide feedback on purple post-it notes.
- Refining key future areas of change
 - In Activity #2 the two smaller tables representing each theme were asked to merge into one table, to consider their previous work and the feedback from the other Panel members.
 - After reflections on this feedback, the large table revisited the first two questions and developed these ideas further by answering the following questions:
 - The change we most want to happen by 2035 is...
 - Council can actively plan for this by...
 - The implications of our proposition would include...
 - We are prepared to live with the following implications...
 - Large tables were asked to report back to the group, prompts for this reporting included:
 - Our theme was...
 - Our process for reaching our decisions included the following steps...
 - We would like to see Council...

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- To achieve this we understand that the implications would be...
 - We would be prepared to live with... in order to achieve this.
- Groups were allowed to ask questions and seek clarification on the work of other tables prior to another 'marketplace' voting exercise.
- Panel members were asked to visit the work of other tables, and indicate their level of support using coloured post-it notes.
 - Blue to agree
 - Yellow for 'not sure'
 - Orange for disagree.
- Participants were asked to write their rationale for their level of support on the post-it notes to allow to quantitative and qualitative data.

ATTENDANCE

A total of 48 participants attended this forum. Despite confirming with all Panel members, some absentees did not attend the session for reasons such as failure to note the date, ill health or change of mind. Demographics of the attending group are outlined below:

Gender

Female: 25 (52%)

Male: 23 (48%)

CALD

Born overseas: 14 (29%)

Born in Australia: 34 (71%)

Age

18-24: 3 (6%)

25-34: 10 (21%)

35-49: 11 (23%)

50-59: 12 (25%)

60-69: 12 (25%)

70-84: 0 (0%)

English as a first language: 40 (83%)

English not a first language: 8 (17%)

Speak only English: 32 (67%)

Speak a language other than English: 16 (33%) (Languages include: Cantonese, Mandarin, German, and Spanish)

Location

Abbotsford: 2 (4%)

Carlton Nth-Princes Hill: 3 (6%)

Clifton Hill: 4 (8%)

Collingwood: 4 (8%)

Cremorne-Burnley: 5 (10%)

East Brunswick: 1 (2%)

Fairfield-Alphington: 1 (2%)

Tenure in Yarra

Less than 1yr: 5 (10%)

1 to 5yrs: 10 (21%)

5 to 10yrs: 8 (17%)

More than 10yrs: 22 (46%)

Unspecified/Not applicable: 3 (6%)

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Fitzroy: 3 (6%)

Fitzroy Nth: 7 (15%)

Melbourne City: 1 (2%)

Richmond: 17 (35%)

Housing type

Mortgage (paying off home): 13 (27%)

Own home: 20 (42%)

Private rental: 14 (29%)

Social or public housing: 1 (2%)

Activity responses

A summary of the refining of planning priorities and actions is included in Table 7 below.

Table 7: Panel feedback on what Council could do

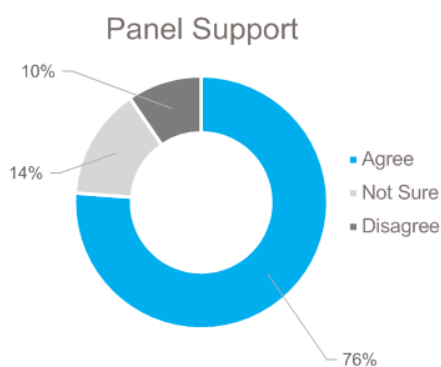
PEOPLE AND HOUSING TABLE	
By 2035 the change we would most like to see is...	To actively plan housing to encourage diversity and support the community
Council could actively plan for this by...	<ul style="list-style-type: none"> • Having articulated targets on multi-house developments • Better policy to encourage affordability • A disability policy similar to the sustainability policy • Considering long-term zoning low/med/high density • Legislating different housing size/types • Shared space in all new builds • Facilitating community developer groups • Considering climate change in housing design
We understand that the implications of this would be...	<ul style="list-style-type: none"> • Stricter building codes • Higher design targets • Smarter design <ul style="list-style-type: none"> ○ green space/shared in all new builds ○ roof space mandatory
We are willing to live with...	Higher density to save green spaces indefinitely.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

PEOPLE AND HOUSING TABLE

Level of support Around 76% of participants agreed with this planning priority, with 14% expressing reservations and 10% participants disagreeing.



Reasons for support	<p>Panel members consistently supported concepts of diversity, with many referencing diversity as a cornerstone of Yarra’s liveability.</p> <p>Community-led, or community-inspired design was also an important feature of the support comments. This related to issues of accessibility and equity, particularly for those with young families, or elderly residents.</p> <p>Shared open spaces were supported also – provide that these were designed and programmed to be used by the intended communities.</p>
Reservations:	<p>Concerns largely related to how these measure would be experienced on the ground – with a risk of overly regulated planning policy acting as a deterrent to developers and investment in Yarra.</p>
Reasons for not supporting:	<p>Some Panel members disagreed on the basis of increased building heights.</p>
Other changes sought	<ul style="list-style-type: none"> • Changes in planning policy that will encourage and enable the diversity of the city to be maintained and developed with attention to - socioeconomic diversity, cultural diversity, intergenerational groups and communities; diversity of abilities, and a disability friendly community • Community developers rather than private • Smarter use of roof space as dwellings become more dense • Developer contributions • High density and high open space ratio with community engagement in development and sustainability

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

PEOPLE AND HOUSING TABLE

<p>To achieve these, Council could...</p>	<ul style="list-style-type: none"> • Approve developments with environmental design that supports recycling, open spaces (private & public); energy efficiency; social interaction; urban agriculture; cross age recreational space • Have building processes that accommodate continuing community dialogue (ratepayers, developers, Council) • Have specific targets and check progress towards achieving these objectives • Plan for diverse housing through mid-range income housing - percentage of salary, protecting low/med/high density zones, ensuring mix of studio/1 br/2 br in high density new buildings • Facilitate community investors for new builds rather than private company • Support diversity by better legislation for developer contributions • Have high density & open space ratios and sustainability by including local community in discussion about developer contribution
---	--

THE BUILT ENVIRONMENT TABLE

<p>By 2035 the change we would most like to see is...</p>	<p>More distribution of medium density housing across the City of Yarra, informed by retention of local character that facilitates access by all needs and 20 minute access principles, and sustainability and eco-credentials</p>
<p>Council could actively plan for this by...</p>	<ul style="list-style-type: none"> • Precinct structure plans that support mixed used of ground floor and medium density development (6-8 stories). • Development contributions and overlays tailored to support local precinct character.
<p>We understand that the implications of this would be...</p>	<ul style="list-style-type: none"> • Missed opportunities for high density buildings • Reduction of heritage character • Fine grained mixed use • Impact on land values • High density in activity centres

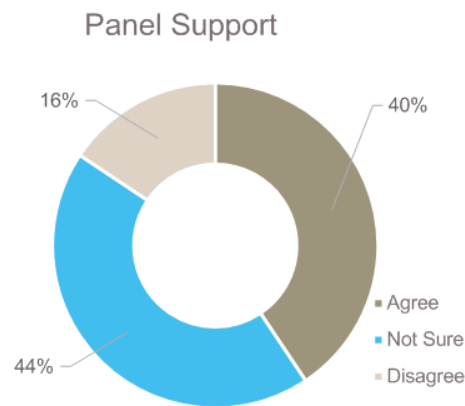
Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

THE BUILT ENVIRONMENT TABLE

- We are willing to live with...**
- Increased noise and congestion (until there are better transport / mobility uses)
 - Adjacency to incompatible uses
 - Contested spaces: overshadowing and overlooking

Level of support Around 44% of the panel agreed with this proposition, with 16% indicating they were unsure, and 40% stating that they disagree with the proposition.



Reasons for support Panel members who supported these recommendations were in favour of even distribution of housing density and the avoidance of high-rise, and the prioritisation of both environmentally sustainable design and universal access principles.

Reservations: Panel member who were unsure about these recommendations cited the impacts to heritage this approach may provoke, and a general preference for targeted strategically planned growth areas rather than generalised growth across the area.

Reasons for not supporting: Unsupportive Panel members noted 6-8 storeys as too high to protect local character and heritage value in most areas in Yarra, these Panel members preferring taller buildings in designated areas.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

THE BUILT ENVIRONMENT TABLE

Other changes sought	<ul style="list-style-type: none"> • Provide black and white rules (well thought through and cater for all needs) and stick to them • Finer grain development. Restricted land size to prevent land banking • Reduction of through traffic • Increased population density balanced with diversity • Ensure rules are for all. • Reduce ability for 'private certification' and sign-off of developments. Council must take and have final sign-off. • Heritage principles need to accommodate both 'modernizations' and continued viable use of the property.
To achieve these, Council could...	<ul style="list-style-type: none"> • Precinct Structure Plans that support mixed use at ground floor & medium density development (6-8 stories). • Overlays tailored to support local precinct character • Proactively lobby state Government to strongly influence state planning laws/policy (in conjunction with other inner city councils). • Continually communicate planning – clearly.

ACCESS AND MOVEMENT TABLE

By 2035 the change we would most like to see is...	Redistribution of street space for different prioritisation of transport modes. Prioritise (from first to last) pedestrians, bikes, public transport, local cars, through cars
Council could actively plan for this by...	<ul style="list-style-type: none"> • Articulated targets for street share • Closing of local streets to through traffic • More bicycle parking • Increasing space for pedestrians and bikes, dedicated lanes/corridors • Decreasing car space on the streets • Reducing barriers that discourage riding- safety, connections, lighting • A holistic municipality-wide plan • Implementing current policy!

Attachment 1 – 3 Liveable Yarra Engagement Report

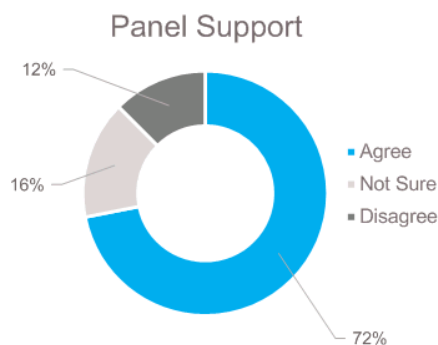
LIVEABLE YARRA, V2, 29 OCTOBER 2015

ACCESS AND MOVEMENT TABLE

- | | |
|---|---|
| We understand that the implications of this would be... | <ul style="list-style-type: none"> • Reduced accessibility for cars to use streets • Would businesses suffer because cars are deprioritised? • Shift to more localised retail • Healthier/more environmentally sustainable streets • Businesses would benefit from pedestrian environments • Lower car ownership • Shift to new technologies, e.g. driverless cars, web apps |
|---|---|

We are willing to live with...	#N/A
--------------------------------	------

Level of support	Around 72% of the panel agreed with this proposition, with 16% indicating they were unsure, and 12% stating that they disagree with the proposition.
------------------	--



Reasons for support	Panel members articulated strong support for the activation of streets and the shift away from car ownership and car dependency – telling Council to ‘be brave’ and ‘give the street back to the people’.
---------------------	---

Reservations:	Some panel members expressed concerns of impacts on businesses that rely on visitors to the City of Yarra for their livelihoods. Similar to the People and Housing feedback, some were uncertain how this would progress in a city and state where car ownership is considered the cultural norm.
---------------	---

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

ACCESS AND MOVEMENT TABLE

Reasons for not supporting:	Panel members who did not support this proposal pointed the necessity of flexible transport options for young families or the elderly – who currently rely on cars to address their travel needs. Additionally, Panel members pointed to access for waste management services, and emergency services.
-----------------------------	--

Other changes sought	<ul style="list-style-type: none"> • Create better car parking spaces • Better allocation of road infrastructure (less to cars in congestion points, more expensive parking) • Better end-point infrastructure - more bike parking • Local roads restricted to local cars • Reducing need to travel by ensuring education, employment, retail locally
----------------------	--

To achieve these, Council could...	<ul style="list-style-type: none"> • Implement living streets • Prioritise share space on local streets for pedestrians/bikes/trams • Implement streetlight safety • Require developers to provide more car parking spaces • Acquire properties for dedicated car parking • Reallocate land- reduce parking space for cars, establish parking space for bikes, more and wider bike lanes, • Better public education • Restrict access, change to local cars only • Build tunnels and bridges to connect suburbs across major roads in ways that suit pedestrians and bikes • Zoning for priority uses
------------------------------------	---

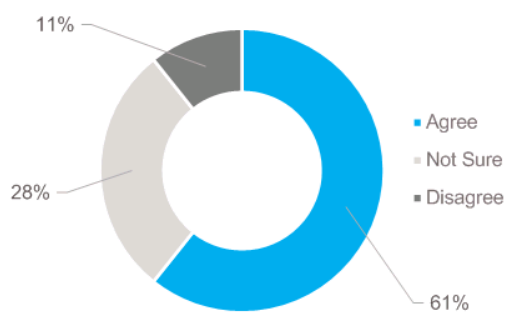
Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

BUSINESS AND EMPLOYMENT TABLE

By 2035 the change we would most like to see is...	Encouragement and support of all business types which will mean more diversity of business.
Council could actively plan for this by...	<ul style="list-style-type: none"> • Considering business growth to accompany population growth • Make planning process more supportive of new types of business • Clustering activities in zoning regulation • Encouraging mixed use • Playing a broker role (matchmaking) • Opening up Council property for small business use
We understand that the implications of this would be...	<ul style="list-style-type: none"> • Financial investment in match making role (and maintenance) • Altering the balance between commercial and residential development • More demand possibly increasing rental prices
We are willing to live with...	<ul style="list-style-type: none"> • More foot and car traffic through residential areas
Level of support	Around 61% of the panel agreed with this proposition, with 28% indicating they were unsure, and 11% stating that they disagree with the proposition.

Panel Support



Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

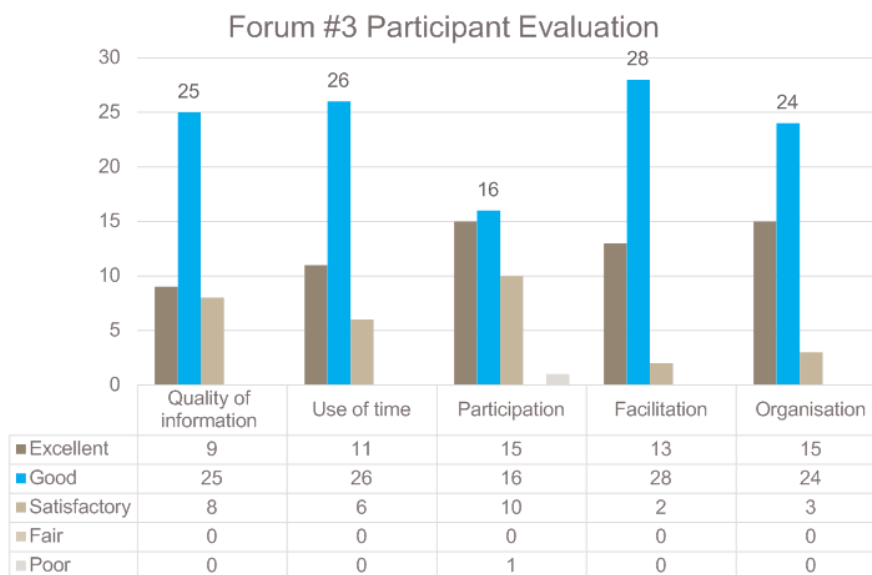
BUSINESS AND EMPLOYMENT TABLE

Reasons for support	Panel members supported the role of Council in encouraging mixed uses, and bringing together like-minded or symbiotic businesses into clusters. Panel members also supported the facilitation and protection of diversity of business opportunities within Yarra. Other participants pointed to the changing nature of business and allowing for these changes within the policy reform to make greater allowance for home businesses, for example.
Reservations:	Some Panels members expressed concerns over the scale and types of business these recommendations seemed to support – pointing to the need to maintain trade and service industries to provide job opportunities for the diversity of community members within Yarra.
Reasons for not supporting:	Unsupportive Panel members did not want to see any increase to traffic in Yarra. Others felt that these recommendations did not go far enough in addressing the changes likely to happen in business in the next 20 years.
Other changes sought	<ul style="list-style-type: none"> • Further diversification of business in Yarra. For example both corporate/professional services as well as retail/restaurants/bars (small business)
To achieve these, Council could...	<ul style="list-style-type: none"> • Ensure Planning Scheme has the goal of encouraging and supporting microbusinesses. This could include: <ul style="list-style-type: none"> ○ Encouraging developers to build support - communications, storage ○ Have rate reduction/rental support ○ Supporting the garage model ○ Running an e-marketplace to connect landlords and businesses ○ allowing small spaces short term leases • Have target ratios of commercial vs residential space, i.e., if two residential buildings are approved then also need to approve commercial development • Incentives through rate/parking reductions for commercial property

Participant feedback on process

Participant feedback was positive for Forum #3. Participants particularly felt they had significant capacity to participate throughout the activities. Figure 5 below shows the responses from participant evaluation forms.

Figure 5: Participant Feedback on Forum #3



Positive comments focused mainly on the following:

- having an opportunity to debate the wide range of views among the panel
- having time to resolve as a group specific ideas and recommendations
- the higher amount of engagement built into the agenda
- achieving the understanding that the groups has a strong general consensus
- The general consensus of the group being remarkably strong.

Advice on future forums included:

- smaller group sizes to enable all participants to give their view and to allow consolidation of ideas
- more interaction with the Panel by the council staff
- Trying to reconcile the two tables' ideas didn't work so well. I think we lost some unique ideas in that process

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Other comments included:

- I'm interested in some people's resistance to change
- There is a lack of familiarity with policies already in existence on said topic. Perhaps an official/moderator on each table to keep people focused and stop the table covering issues that may already have been tackled by Council.
- It required me to think beyond motherhood statements and glib assessment, I found in forming views that I often contravened my personal interests.
- It is to be hoped that the planning outcomes that come out of this process will not be stymied by Councillors, that they override any good plans/policies that come from this.
- Take the input of the community forward and act on it - but well done.
- Keep this process going into the future. Great potential on establishing this panel as an ongoing process to assist council on keeping up with the fast-paced urban change.

People's Panel Forum #4: Process and Findings

Process overview

On Saturday, 26 September 2015, the fourth and final People's Panel forum was held between 9.00am and 1.00pm. The forum was staffed by Council's key project team, Capire staff, and was facilitated by Max Hardy.

FORUM #4 OBJECTIVES

Based on the feedback from Forum #3, the preliminary objectives of the series were preserved, and the forum sought to:

- Seek level of support of draft propositions
- Build participants' sense of achievement at having worked through challenging issues and increased their knowledge.

BEFORE THE FORUM

In the three weeks between Forum #3 and Forum #4, Council consolidated the information from Forum #3 and prepared for the final Forum. These activities included:

- sorting the information generated in Forum #3 activities
- compiling summary reports of the four thematic areas
- developing a series of draft propositions and implications within the thematic areas

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- designing and developing a series of activities for Forum #4 that met Council's objectives and provided appropriate closure for Panel participants.

Due to the large amount of information to be communicated for the final forum, two email communications were sent to Panel members a week apart. Copies of these emails are included in Appendix E.

In the week following Forum #3, a first email communication was sent out to the Panel. This email included:

- four short reports compiled from session #3 activities
- consolidated reports from the completed workshops with the Advisory Committees and community Workshops (Appendices B and C)
- supplementary information on existing Council policies and partnerships.

The second email was sent out a week prior to the final session. This email included:

- an overview of the two main activities of Forum #4
- a preparatory reading pack (including the draft propositions and implications)
- an agenda (Appendix E)
- an invitation to participate in the filming of short interviews on the day.

ON THE DAY

A copy of the full agenda and materials for the fourth forum are included in Appendix F. Key activities on the day included:

- a polling activity to confirm thematic vision statements and actions drafted by Council from feedback generated in Forum#3. Panel feedback included:
 - indication of level of support
 - rationale
 - additional actions required to meet thematic visions
 - identification of priority actions.
- Targeted table discussions to produce a set of draft recommendations to specific questions identified by Council as requiring additional feedback
- A presentation on 'The Journey' of the People's Panel, lead by Max Hardy and Liz Mackevicius
- Closing remarks by:
 - Two of the Panel members

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Vijaya Vaidyanath, CEO, City of Yarra
- Geoff Barbour, Acting Mayor, City of Yarra
- The Hon Richard Wynne MP, Minister for Planning and Member for Richmond

ATTENDANCE

44 Panel members attended the fourth and final forum. Of the 44, 38 Panel members had attended all preceding forums. Demographics of the attending group are outlined below:

Gender

Female: 24 (52%)
Male: 21 (48%)

Age

18-24: 2 (5%)
25-34: 8 (18%)
35-49: 11 (25%)
50-59: 11 (25%)
60-69: 12 (27%)
70-84: 0 (0%)

Location

Abbotsford: 2 (5%)
Carlton Nth-Princes Hill: 3 (7%)
Clifton Hill: 3 (7%)
Collingwood: 4 (9%)
Cremorne-Burnley: 5 (11%)
East Brunswick: 1 (2%)
Fairfield-Alphington: 0 (0%)
Fitzroy: 3 (7%)
Fitzroy Nth: 7 (16%)
Melbourne City: 1 (2%)
Richmond: 15 (34%)

CALD

Born overseas: 13 (30%)
Born in Australia: 31 (70%)

English as a first language: 37 (84%)
English not a first language: 7 (16%)

Speak only English: 29 (66%)
Speak a language other than English: 15 (34%) (Languages include: Cantonese, Mandarin, German, and Spanish)

Tenure in Yarra

Less than 1yr: 3 (7%)
1 to 5yrs: 8 (18%)
5 to 10yrs: 9 (21%)
More than 10yrs: 21 (48%)
Unspecified/Not applicable: 3 (7%)

Housing type

Mortgage (paying off home): 11 (27%)
Own home: 20 (45%)
Private rental: 11 (25%)
Social or public housing: 1 (2%)

Activity #1: Ranking propositions

The following outlines the levels of support for the propositions tested with Panel members. Responses are clustered by topic area. Full details for the voting and rationale is included in

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Appendix G. Percentages shown on the table related the highest proportion of votes – for example, Percentages in a green square reflect the total percentage of support amongst panel members. An orange square reflects the percentage of Panel members unsure.

PEOPLE AND HOUSING

The People and Housing actions represented some of the most popular actions presented to the Panel. The highest number of votes for an action was Actions #1 with 13 votes. This reflected the strong values of the Yarra community in promoting and protecting the diversity of that community.

Panel members were willing to engage further in local issues of sustainability, design and infrastructure provision to allow the best outcomes for local areas, and were more willing to accept higher density housing with the provision of affordable housing options and activated communal space. In total, People and Housing received 54 priority votes.

Support	Action	Rationale	Priority Votes
80% Supported	Vision: Our vision for the future of Yarra is a supply of housing to support a diverse community	Strong consistent support across forums for supporting diversity in the community.	1
85% Supported	Action #1: Actively plan for Yarra's projected housing growth, including identifying the range of housing needs to support a diverse community	Seen as an essential step in future planning for Yarra.	13
93% Supported	Action #2: Encourage housing development with high environmental qualities	Strong support for high quality environmentally sustainable design a key areas of interest for participants.	8
76% Supported	Action #3: Encourage the provision of communal spaces in housing development	Supported as an integral part of nurturing a sense of community.	11
55% Supported	Action #4: Encourage continuing community dialogue between ratepayers, developers, council, particularly in the development approval process to facilitate better outcomes	Supported as a mechanism for transparency in development and decision-making processes.	1

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Support	Action	Rationale	Priority Votes
54% Supported	Action #5: Encourage developer contribution approach that includes dialogue between community, developers and Council.	Supported as a means of providing tailored solutions to local issues	9
77% Supported	Action #6: Promote the inclusion of accessible and adaptable housing, and housing suitable for all life stages	Supported as a necessary part of fostering a diverse community.	2
55% Not sure	Action #7: Have specific targets and check progress towards achieving these objectives	Panel members reserved judgement until the specific targets are known.	0
67% Supported	Action #8: Support provision of affordable housing including through co-housing and housing associations	Support as a means of fostering a diverse community.	9

BUSINESS AND EMPLOYMENT

Business and Employment represented a theme with the least priority at 26 votes. Panel members supported Council in supporting a diversity of local business and keeping jobs in the areas. Some reduced levels of support came from Panel members caution about the role of Council in business, but were supportive of efforts to enhance and promote employment opportunities in the area.

Support	Action	Rationale	Priority Votes
66% Supported	Vision: Our vision for the future of Yarra is a growing and diverse business community	Support but with some comments around defining 'growth' and 'diversity' in the business context	0
86% Supported	Action #1: Encourage mixed use in developments including small spaces for businesses	Supported as a means of providing balance to areas and encouraging employment	10
58% Supported	Action #2: Make planning processes more supportive of new types of business (easier / fast tracked) including for collaborative work spaces	Supported with some caveats on the protection of larger business in the area	3

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Support	Action	Rationale	Priority Votes
45% Disagree	Action #3: Consider rate reduction or rental support for businesses	Not supported as panel members preferred a grant scheme or further caveats on the types of business this be available to.	3
49% Not sure	Action #4: Consider opening up council property for small business use	Members suggested that appropriate space could be better used with community groups, others wanted further information on what types of property.	3
46% Not sure	Action #5: Council run e-marketplace to connect landlords and businesses	Panel members were not sure based on the resource-intensive nature of this and whether this was Council's role.	0
60% Not sure	Action #6: Encourage clustering of activity via zones	Members unsure about supporting this action and how it related to pre-existing activity zones.	2
58% Supported	Action #7: Retain land for non-residential uses to support arts, cultural and other employment and economic uses	Supported for areas near activity zone to broaden their use, 'we are not just shoppers'.	5

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

THE BUILT ENVIRONMENT

Actions within the built environment were consistently supported. Panel members supported the revision or review of heritage protection controls, further growth in medium-density housing stock, and the protection or enhancement of local character. Participants largely supported growth, acknowledging that high-density in designated areas would be acceptable. A total of 46 priority votes were given to the Built Environment.

Support	Action	Rationale	Priority Votes
74% Supported	Vision: Our vision for the future of Yarra is a mix of built forms which respects Yarra's place in the metropolitan context and contributes to a high quality public realm and a more sustainable community	Support of a high quality public realm.	3
72% Supported	Action #1: Encourage medium density development (6-8 storeys) in activity centres and mixed use areas and a mix of uses at the ground floor by developing precinct plans	Support for medium density development as an essential part of affordability and accommodating growth.	11
87% Supported	Action #2: Support local precinct character - use local characteristics to determine appropriate heights by tailoring overlays (planning controls)	Support for the principles of respecting local character	6
62% Supported	Action #3: Continue to protect existing high value heritage areas across Yarra	Supported as a means of protecting diversity, acknowledgement that not all heritage is 'high value'	3
53% Supported	Action #4: Allow modernisation of some heritage areas to enable continued viable use of the property	Supported as a concession to growth and the continuing to provide housing for a diverse community	6
52% Supported	Action #5: Identification of criteria that indicates a site may be suitable for higher density development	Support as a provider of certainty and clarity to developers and home owners.	4

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Support	Action	Rationale	Priority Votes
51% Supported	Action #6: Development contributions tailored to support local precinct character	Supported as a means to match infrastructure demands to future growth.	4
78% Supported	Action #7: Encourage high quality design outcomes – conversation with community, developers and Councillors	Supported as vehicle for community empowerment and mutually beneficial outcomes – an opportunity to balance the needs and priorities of all parties.	9

ACCESS AND MOVEMENT

Access and Movement received the highest number of priority votes at 64. Actions supporting the improvement of cycling, walking and non-automotive transport modes was strongly supported. Panel members were supportive of trialling street closures to 'reclaim' street share for cyclist and pedestrians. The trade-off of busier arterials was seen as largely acceptable pending the trials. Panel members were very supportive of Council efforts to lobby for public transport upgrades also.

Support	Action	Rationale	Priority Votes
72% Supported	Vision: Our vision for the future of Yarra is a redistribution of street space for pedestrians, bikes, public transport, local cars, and through cars	Support for overall reduction in car usage.	0
86% Supported	Action #1: Articulate targets for streetshare. Develop a municipality wide plan for transport and access	Strong support for a plan which articulates the current and future priorities of modes	13
48% Not sure	Action #2: Close local (residential) streets to through traffic including living streets	Support for idea, members support short trials to test the impact on arterial roads	8
63% Supported	Action #3: Increase space for pedestrians and bikes, dedicated lanes/corridors	Support for the reduction in car traffic, members raise issue of disability access and impact to business	11

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Support	Action	Rationale	Priority Votes
76% Supported	Action #4: Require better bicycle parking as part of major developments	Strong support as a simple action to undertake.	1
75% Supported	Action #5: Reduce barriers that discourage riding, improve safety, connections, lighting	Strong support for improved cycling safety.	9
44% Not sure	Action #6: Move away from a 'predict and provide' approach to providing car parking in new development	Panel members mixed on the appropriate way to manage parking – this uncertainty was a consistent theme across forums.	2
96% Supported	Action #7: Continue to work with state government to improve performance of current public transport infrastructure assets	Supported as a means of managing congestion across mixed transport modes.	11
95% Supported	Action #8: Continue lobbying for improved public transport (new infrastructure & services)	Support for Council to 'be bold' in advocating for more public transport.	9

Activity #2: Topic responses

In the second activity, tables were allocated different topics, and participants selected which topic they would spend further time discussing. Participants were instructed to come up with further draft advice to Council on this topic and the Panel were asked to provide feedback. Table 8 below summarises comments from tables outlining initial thoughts on these topics.

Table 8: Panel responses to the topic questions

Table #1: Vision Statement	
Q: What changes are needed to the existing vision	Land Use
	<ul style="list-style-type: none">- Include cultural mix/diversity and your people- Query 'aged', 'disabled' concept of multi-generational- Embracing innovation, encouraging small - medium business- Open spaces that meet community needs- Reward to incorporate the notion of maintaining /enhancing vibrancy of Yarra's unique strip shopping activity centres- Include valued by local community
	Transport
	<ul style="list-style-type: none">- Add in active streets- Need a vision for dealing with through traffic

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Table #2: Built Form	
Q: If 6-8 storeys is 'medium density', then 'higher density is...?'	<ul style="list-style-type: none"> - Don't restrict density interpretation to building height - Consider capacity an area/building can accommodate - Increased density & capacity is necessary - Perception that 8 storeys looks high density - Required overall density/density increase must be determined in coordination with overall long-term planning for state & nation for management of long-term growth
Q: What sort of criteria could we use to identify locations for higher density development?	<ul style="list-style-type: none"> - Identify pockets where like buildings exist - Exclude development from areas of houses/low-rise - Sunlight consideration articulated in code - Do not want another CBD overshadow - Provide open space - Access to transport and facilities and employment - Consider century long view broadly, what do we want Yarra to look like? - Design excellence - Demand it from developers - 'Design Advisory Panel' - expert to assist council
Q: What does 'contemporary' interpretation of heritage mean?	<ul style="list-style-type: none"> - Integration of old & new - Move away from 'facadism' - Too much heritage overlay > unsafe structure/unusable as development too restricted - Conducting true heritage valuations with meaningful criteria - Fears of change hides in heritage - Unlock more land from low growth/low value heritage - With commercial/industrial buildings maintain structure and allow modern fit-out - Maintain streetscape

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Table #3: Activity Centres

Q: What recommendations do you have for Council actions around Activity Centres	<ul style="list-style-type: none"> - Encourage residential development alongside retail in the activity centres - Foster the growth of activity centres with a local focus other than retail, e.g. arts hubs - Prioritise amenity for local people within '20 minute access' rather than attraction to outsiders
---	---

Table #4: Longer terms business environment

Challenges to future business environment	<ul style="list-style-type: none"> - More traffic / parking - No diversity in employment opportunities - Large companies not investing in community - Loss of small business (Bricks and Mortar business)
Opportunities for future business environment	<ul style="list-style-type: none"> - Less traffic for people working from home - More employment in service sector - Better for economy
The business environment will change in the following ways...	<ul style="list-style-type: none"> - More people working from home / online business - More small business outside activity zones - Reduction in manufacturing - More large retail chains / large businesses - Larger shopping developments - Higher employment in retail
To support this changing environment Council needs to...	<ul style="list-style-type: none"> - Learn from failures / history - Be responsive to trends - Promote/make concessions for independent small business - Local for local - Plan for diversity - Extend business zones to coincide with population growth - Incorporate appropriate infrastructure

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Table #5: Continuing the conversation

In the short term	<ul style="list-style-type: none"> - Give people 3 weeks to add further comments. - Draft report to be sent to participants for further comments. - Panel members to be invited to presentation to Council⁶
In the long term	<ul style="list-style-type: none"> - Liveable Yarra Advisory Group to be set up (with the same status as other Advisory Groups). This would initially be open to panel members but this would be reviewed in 6-12 months. - This could have sub-groups for different topics. - Those not wanting to participate face-to-face could also do so via online or email. - Panel members would be asked at earliest opportunity whether they want a) to be involved with face to face groups or b) they want to be involved via email or online or c) they don't want to be further involved. - Council should consider whether the process can be repeated periodically (i.e. this consultation process)

Table #6: Open space

Q.: What and how should Council do to plan for open space?	<ul style="list-style-type: none"> - Versatility of pocket parks (flexible use) - Distribution of open space near areas of population - Distribute the funds from developers within the area of development to increase open space - Council to consider local demographic when planning development, and use of open space (creative, innovative, adoptable) - Extend use/hours of use (such as Melbourne 'Film Fest', 'Comedy Fest', Open shows/Fashion Fest' – makeshift stages to bring people out of their homes) - Commission local artists to create structures to shelter users and encourage trans-seasonal use.
--	---

⁶ A vote was undertaken during the fourth forum based on this advice, with participants asked to nominate Panel members they would wish to represent the Panel further. These names have been tallied and the nominees contacted for further engagement around the Liveable Yarra Project.

Table #7: Car Parking

Q: How should Council manage parking in Yarra?

For strip shopping:

- These are important and demand is tight, so reduce the price based on real needs out the front of shops, and increase supply of off-street and commercially provided parking (at an increased price).

For new developments:

- Vary the demand based on proximity to public transport and encourage development/ownership of car parking space to be separate from dwelling ownership.

For parking permits

- Provide better enforcement of existing system, these seems to be working pretty well.
- If your dwelling has a car park it should be much harder for you to get on-street parking.

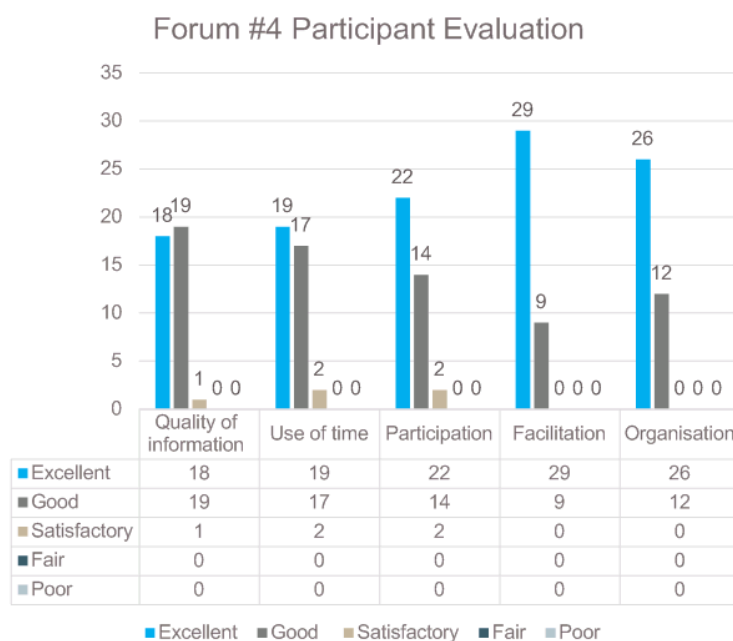
For visitor and venue parking

- Increase the number of parking officers and generate after-hours 'hot spot' areas.
-

Participant feedback on process

Participant feedback was very positive for Forum #4. Participants particularly felt they had significant capacity to participate throughout the activities and enjoyed the visual representation of data throughout the session. Figure 6: Participant feedback on Forum #4

Figure 6: Participant feedback on Forum #4



General comments:

- I really liked how we visually presented our opinions in Activity #1
- A great wrap up to a very successfully run operation
- The pre-reading was excellent. It helped to bring the finalisation to a neat end point in this process around the four themes.

Interesting about the day:

- Coming to specific ideas and recommendations
- The activities were very visual. They made it easy to understand, see the general consensus and issues of importance
- Hearing our voices - the summing up of panel work. Opportunity to share ideas/feedback

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- It was swell to see all our ideas from over the weeks come together
- The voting system in Activity #1 provided a good overview of support/priorities. Some proposals needed for refinement were too vague or generic
- I thought the actions were clearly identified, and all important and relevant to each topic
- The number of greens dots is evident that the panel worked hard to hopefully send Yarra in good direction for the future
- It was so good to see trends and agreement (with detailed actions and recommendations) on so many actions.

Challenging about the day:

- Some ideas were not entirely understood by the Council in the recommendations. Maybe it could have been good to clear them up with the people who created them
- The time allocated to the 'traffic light' rating of questions/statements per issue (Activity #1) was not enough. We would have liked another 20 minutes to better consider the questions
- The vision statement renew group was unable to address the fact that the current statement does not align with the four themes of our workshops
- It was hard to choose only 5 top actions to prioritise from what was a really promising list of realistic suggestions
- I wasn't so keen on voting for the advisory group - I wish we could all stay involved and it not be based on votes
- We had to work hard but that was necessary to complete the process.

Comments on the People's Panel process

- I really enjoyed how the process was built over the four sessions and we gradually refined our proposals
- This has been a very valuable process. Yarra is to be congratulated for making sense of so much feedback
- This process has been generally very well run, and I think it identified and distilled the issues received to each topic well. I just hope it is put to good and direct use
- All sessions were so well organised and managed, and everything was well communicated - so well done to everyone involved in organising
- Please ensure the various advisory groups receive full feedback from the findings of this forum, even though these findings might be at odds with what they desire, and offer them the right to examine and reply

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Each session was run with total enthusiasm innovation and freshness
- I really valued participating and contributing my opinion as a citizen of Richmond, and learning about the council's great works for the community
- A massive amount of data/feedback has now been collected. Hopefully it will be compiled, available and acted upon.

Messages to Council

- Thank you for the opportunity and participation in this project as a member of the people and panel. Please do this again.
- Thank you for the opportunity. I feel more informed about the complications of 'where I live', and what my future place may look like. It felt like our opinions were taken on board.
- Moving the panel process to a smaller group will lose the freshness and dynamism of the large group process.
- Well done on a fabulous process - I really enjoyed being a part of it and I'm even prouder now to be a resident of Yarra.
- How do we check up in 6-12 months to see if or how our input has been considered or included in the future of planning in Yarra?
- Keep this process going. Have another Yarra People's Panel for the next round of strategic planning.
- Good job to have this sort of participatory process. I think there would be even more value in having greater public participation on specific issues and proposals. Let the community really come to grips with an issue and all the constraints - then council has a clearer mandate and can focus on how to address an issue by implementing community recommendations.
- Council must plan on behalf of their constituents/community, be thorough, clear and directive in regulation and provide clarity and surety for the community, owners, developers, and businesses. All of the current conflict and inefficiency comes from a lack of fixed clarity and direction in regulations. Plan and stick to it!
- Great process - this process should be the norm to help and support councils to understand exactly what their residents need.
- Thank you for your open minds and willingness to listen. Gives me faith in the future of Yarra where my child will continue to grow. I will be able to age gracefully in a sustainable, supportive environment.
- This has been a great process, so please make sure you act on it.
- Looking forward to Council's response to our group's recommendations for continuing the conversation.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Do you think we had enough time to do everything we needed to do? Were 4 sessions sufficient?
- Congratulations on a well-run consultative and inclusive forum. A true success. Well done on bringing the age/cultural/economic scales of citizens together. It has helped to understand the varying views as well as the parameters under which council operated.

Concluding comments

BROAD REFLECTIONS ON THE PROCESS

Overall, this process has been successful across three important factors:

- The Liveable Yarra People’s Panel provided a unique opportunity to build a strong level of understanding amongst a wide group of participants about the complexities of planning for the future of Yarra.
- The process allowed Council to invest time and energy in a representative group of participants – strengthening their relationship with the Panel members, and through them, with many facets of the Yarra community more broadly.
- Additionally, through the staged and structured formats to the forums, Council are now better equipped to understand the broader sentiment of the Yarra community and to use this in the development of The Rewrite.

RESPONSE TO THE PROJECT OBJECTIVES

It is important to reflect on the project objectives, and the extent to which these have been achieved. The objectives, and the response, are below:

Objective	Response
Obtain feedback and recommendations from the community to inform the rewrite of the Yarra Planning Scheme.	Achieved. The advice from the Panel and associated votes and comments provide clear feedback and recommendations from the community
Increase community awareness of the diversity of views and perspectives on the impacts of growth and change and potential approaches to manage these issues	Achieved. Feedback from the Panel, Advisory Committees and targeted workshops indicate that there is increased awareness of the diversity of views within the community regarding planning issues.
Provide opportunities and resources to support development of shared principles to address topic areas	Achieved. The propositions from the Panel in some cases represent principles for relevant topic areas
Increase understanding of the land use planning related trends, issues and challenges facing Yarra and the factors influencing trends	Achieved. Feedback from the Panel in particular indicates an increased appreciation of the trends issues and challenges associated with planning in Yarra

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

Objective	Response
Increase community understanding of the Yarra Planning Scheme, the tools and levers available to Council	Achieved. This was particularly demonstrated in the second forum, where participants identified tools and levers that Council could use, as well as the fourth forum, where a number of comments on the Business and Employment propositions reflected the understanding that some areas were 'not council's role'
Elicit community views on challenges, opportunities and trade-offs that can inform policy development against the four main topic areas	Achieved. A significant quantum of comments, feedback and information has been collected through the four forums, workshops and meetings.

PARTICULAR SUCCESSES OF THE PROCESS

The following comments and reflections from the broader team on the process, are important to note.

- Utilising an untried and innovative engagement process, it was important that the project team maintained flexibility, adapting to the needs of the Panel members and the project as they arose while maintaining the principles of deliberations. This allowed to a genuine and authentic experience for the Panel members who were able to observe changes as a result of their concerns or comments.
- The Council staff were able to consistently support the Panel, providing information in a friendly and genuine manner, and avoiding defensive language and jargon. This enabled the Panel to increase their understanding of key topics, and subsequently provide more sophisticated input and advice.
- The recruitment processes worked smoothly, with the online submission form allowing for live and regular reporting on the demographics of nominees, and the rapid assessment for nominees after the closing date. The randomised letter drop was noted as the most popular method of raising awareness of the project by nominees. It was particularly successful in eliciting nominations from a broad mix of Yarra's community.
- Low tech visualisation tools used in the activities were commended by the participants as this approach both collected significant swaths of data, and allowed for an immediate appreciation for the stance of the Panel members on particular issues.
- Participants were incredibly respectful of each other, of differences in opinions, and genuinely interested in the work of others in the forums. This behavioural expectation was reinforced at the onset of the Panel process and reiterated throughout the Terms of Reference for Panel members, and reinforced by the Capire consultants in the recruitment phase.

Attachment 1 – 3 Liveable Yarra Engagement Report

LIVEABLE YARRA, V2, 29 OCTOBER 2015

- Participants, although diverging in opinions and perspectives in initial forums, showed surprisingly consistent levels of support for the proposed recommendations. This was a consequence both of work done to reflect the sentiments of the Panel in Forums #1 to #3.
- Panel member positions shifted as the deliberative process educated and challenged pre-existing views. As one participant noted 'It required me to think beyond motherhood statements and glib assessment, and I found in forming views that I often contravened my personal interests' (Forum #3 Participant Evaluation Form). Participants who may have started this process with a firm believe that 'Council should cap growth' to 'growth is inevitable and so Council should plan for it properly'.

CONSIDERATIONS FOR THE FUTURE PROCESSES

- Due to the novel nature of these processes, articulating the purpose and remit of the members should be done early and often, preferably in a variety of formats to allow all members to clearly understand what Council is hoping to achieve through their efforts.
- Some issues raised were too specific to be pursued over the course of the forums given the amount of content required to be covered in the four sessions. As such, providing space (outside of the scheduled sessions) or mechanisms (invite the group to complete a templated form on the issue in their own time) for addressing these issues would allow these matters to be dealt with. For example, issues such as car parking, or envisioning the future landscape of businesses and employment in Yarra.
- Whilst the process was dynamic and responsive to the needs of the broader group, not all members of the Panel agreed with the format changes – for example, some groups required closer facilitation from Capire staff whilst other felt that facilitation would get in the way. Having strong mechanisms in place to bring the appropriate approach to the attention of the project team as early as possible would be recommended.
- The People's Panel were remarkably capable and future processes could benefit from trusting groups to find their ways to the desired end stage without excessive structure or process – Panel members seemed happiest when simply provided with prompting questions, supporting information and adequate time to debate.

Attachment 1 – 3 Liveable Yarra Engagement Report