

May 2021

capire

# Victoria's Draft Infrastructure Strategy

## Public Engagement Findings Report



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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 which have not been fact-checked and not necessarily those of our consultants or our clients.

## Definitions

### COMMUNITY

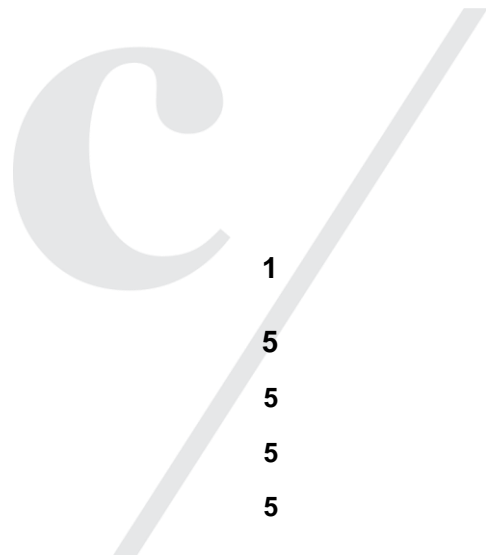
The term community refers to a group of people that has something in common such as identity, behaviours, interests, or values. A community often share a sense of place in a given geographical area (e.g. a country, city, town, or neighbourhood) or in virtual space through communication platforms.

### STAKEHOLDER

The word stakeholder refers to individuals, groups or organisations with a stake or interest in the outcome of a decision. Stakeholders may also have the ability to influence the decision given their role or position.

### ENGAGEMENT

Engagement is defined as a planned process with the purpose of working with communities and stakeholders to inform decisions, share knowledge and strengthen relationships.



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# Executive summary

Infrastructure Victoria is an independent advisory body under the *Infrastructure Victoria Act 2015*. The Act establishes Infrastructure Victoria as a statutory authority, with independence and appropriate powers to support its role to provide evidence-based advice to government. Infrastructure Victoria has three key functions:

- preparing a 30-year infrastructure strategy for Victoria, which is refreshed every three to five years
- providing written advice to government on specific infrastructure issues, and
- publishing original research on infrastructure related issues.

Infrastructure Victoria has a proud history of community and stakeholder engagement since its formation in 2015. Infrastructure Victoria is required to engage with the community and stakeholders on any update to the 30-year infrastructure strategy.

Under the Act, Infrastructure Victoria 'must collaborate and consult' when undertaking community engagement. This refers to the level of influence community engagement has when informing decisions. Infrastructure Victoria engaged with Victorians between 9 December 2020 and 26 February 2021 to inform the draft strategy update.

The purpose of the engagement was to test recommended infrastructure priorities outlined in Victoria's draft 30-year infrastructure strategy and collect additional evidence and lived experiences from the community and stakeholders to support development of final recommendations.

The engagement process was conducted fully online due to the restrictions on in person meeting during the coronavirus pandemic (COVID-19). Victorians were encouraged to provide their feedback via the Victorian Government's online engagement platform Engage Victoria.

## ***Participation in the engagement activities***

Through Engage Victoria, 34 online events and a deliberative community panel, over 1200 Victorians participated in the draft strategy engagement program. Over 365 Victorians shared their feedback via surveys and discussion boards through the Engage Victoria platform. More than 470 participants attended at least one of the 34 online events including focus groups, workshops, roundtables, sector dialogues and forums. In addition, more than 200 Victorians participated in a five-week online deliberative engagement community panel. Aside from the community panel, the regional roundtables had the highest number of participants with 192 people attending one of nine sessions. Just over 100 community members took part in a focus group or workshop. The participant breakdown is outlined below.

Engage Victoria page	
Overall site visits	7,048
Overall contributions	428
Overall contributors	365
Online surveys	
<b>297 surveys completed</b>	
<ul style="list-style-type: none"> <li>• <b>92 - Strategy overview</b></li> <li>• <b>35 - Region based surveys</b></li> <li>• <b>170 - Topic based surveys</b></li> </ul>	
Public engagement events	
<b>102 participants in the following sessions:</b>	
<ul style="list-style-type: none"> <li>• <b>78 participants at 5 workshops</b></li> <li>• <b>24 participants at 6 focus groups</b></li> </ul>	
By invitation events	
<b>362 participants in the following sessions:</b>	
<ul style="list-style-type: none"> <li>• <b>13 participants at the transport emissions industry roundtable</b></li> <li>• <b>192 participants at 9 regional roundtables</b></li> <li>• <b>28 participants at 2 local council forums</b></li> <li>• <b>129 participants at 11 sectoral dialogues</b></li> </ul>	
Deliberative engagement	
<b>211 participants participated in webinars, workshops and online surveys over a five-week period.</b>	

### ***Key findings***

The engagement program, consisting of surveys, workshops, regional roundtables, industry dialogues, and focus groups - collected over 2600 pieces of feedback. A five-week online deliberative program was also undertaken with 211 Victorians. Infrastructure Victoria asked for their recommendations about "How should the Victorian Government support more people to adopt low or zero-emissions vehicles sooner?". A full summary of the deliberative engagement can be found at [Tackling-Transport-Emissions-Community-Panel-Report-April-2021.pdf](#) ([infrastructurevictoria.com.au](http://infrastructurevictoria.com.au)).

The program was an opportunity to test Infrastructure Victoria's recommendations on Victoria's infrastructure needs and priorities, and seek community and stakeholder feedback on the assumptions, evidence and draft recommendations.

Participant feedback from these activities found overall there was broad positive support for the draft strategy. The feedback was analysed against each of the draft strategy chapters and its themes. This analysis shows that community members and stakeholders provided the highest levels of feedback and support to the following themes: *responding to a changing climate*,

*navigating the energy transition, creating thriving urban places and foster regional Victorians' health, safety and inclusion.*

#### ***Responding to a changing climate***

Participants frequently raised climate scenarios, water supply and how to manage Victoria's coastlines as part of this discussion.

#### ***Navigation the energy transition***

Participants discussed ideas for zero emission vehicles, renewable energy infrastructure and building energy efficiency.

#### ***Creating thriving urban places***

This discussion included the importance of reserving government land early for growing areas, what is important to people in terms of where they choose to live and the value of proximity to convenient transport and services.

#### ***Foster regional Victorians' health, safety and inclusion.***

Key topics included multipurpose shared social service facilities, youth foyers and repurposing community facilities.

Through the online survey, community participants prioritised the importance of public transport. Public transport received the highest response for two questions that asked respondents to consider what type of infrastructure needs the most improvement and what infrastructure makes a place attractive to live (See Figures 8 and 9 on pages 34-35). In addition, the types of infrastructure that survey participants thought needed most improvement included public transport; social housing; cycling infrastructure; and parks and open spaces.

Responses to survey questions also showed the community considers environmental issues among top infrastructure considerations with 64 survey respondents naming 'advance climate change mitigation and adaptation' as one of three top objectives and 39 survey respondents naming 'protecting and enhancing natural environments' in their top three – the top two categories respectively. (See Figure 1, p.14)

#### ***Consultant observations***

During the engagement period, Capire Consulting Group (Capire), who designed and delivered the engagement activities, observed the following:

- There was strong interest in the public engagement events, and registration targets were largely met. However, despite email reminders to all registrations, there was a notable drop off in participants attending the actual session. This may have related to the two-week period of Stage 3 restrictions put in place and a community focused on living through the current pandemic rather than big picture issues. Despite this, the focus group discussions enabled Infrastructure Victoria to have positive 'deep dive' discussions with participants to draw out detailed feedback.

- Participants who attended events were often academics, stakeholders, or members from community interest groups who were well informed on the topics and engaged in the discussions. This meant there was a high level of knowledge and understanding about the topics being discussed during the focus groups and enabled high quality feedback to be captured.
- Instant feedback about participant levels of support for recommendations discussed or issues raised during the sessions was collected using Mentimeter.<sup>1</sup> From seven Mentimeter surveys collected, feedback was received on 37 statements related to recommendations or policy areas. Most statements received between 3.5 and 5 out of 5 for level of agreement. The two exceptions were in response to the statements of 'To price each public transport mode differently' (draft recommendation 46) and 'To establish an ultra-low emissions zone' (related to draft recommendation 1), which both received an agreement rating of 3.1 out of 5.
- Overall sentiment towards the draft strategy and Infrastructure Victoria's role was observed to be positive during the engagement events. This was notable through comments made about Infrastructure Victoria's role to provide independent advice and the level of effort undertaken to engage with the community (see Appendix C).
- Online survey participants were generally community members. Survey participants shared more information on their personal experiences in comparison to the engagement events. This information provides insights into how infrastructure impacts a participant's life daily in addition to general feedback on the draft recommendations and ideas.
- The variety of engagement opportunities through online engagement and events provided community and stakeholders multiple opportunities and formats to provide their feedback. The engagement activities were held online due to the global pandemic. The participant data indicates these activities attracted a wide range of community members and stakeholders from across Victoria. This should provide Infrastructure Victoria with confidence that the engagement approach was appropriate for these circumstances.
- Many efforts were made to reach younger people and Culturally and Linguistically Diverse people through peak organisations, community organisations and Councils. These tactics attracted a small number of CALD people and younger people to the focus group sessions as well online engagement activities.

### **Next steps**

Infrastructure Victoria will test and refine the recommendations, costings and timelines outlined within the draft strategy to ensure the final strategy is informed by the best available information and evidence, and considers community and stakeholder feedback gathered through the engagement process. Findings from the engagement, in addition to Infrastructure Victoria's additional economic modelling, research and analysis will be consolidated into the final strategy which will be delivered to the Victorian Parliament in mid-2021.

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<sup>1</sup> Mentimeter is an online interactive polling tool, available at <https://www.mentimeter.com/>.



# 1 Introduction

## 1.1 Project background

Infrastructure Victoria is an independent advisory body under the *Infrastructure Victoria Act 2015*. The Act establishes Infrastructure Victoria as a statutory authority, with independence and appropriate powers to support its role to provide evidence-based advice to the government. Infrastructure Victoria has three key functions: preparing a 30-year infrastructure strategy for Victoria, which is refreshed every three to five years; providing written advice to the government on specific infrastructure issues; and publishing original research on infrastructure related-issues.

In 2016, Infrastructure Victoria delivered the state's first ever 30-year infrastructure strategy. Significant engagement was undertaken over twelve months with regional and metropolitan Victorians about 'how to create a future where everyone has good access to jobs, education and services, where industries and businesses thrive and where the environment is valued'. The 2016 strategy presented 137 recommendations across nine infrastructure sectors.

Engagement is fundamental to all of Infrastructure Victoria's activities, and they are required to engage with the community and stakeholders on every 30-year infrastructure strategy update. Under the Act, Infrastructure Victoria 'must collaborate and consult' when undertaking community engagement.



To support the update, Infrastructure Victoria ran a comprehensive online engagement program with Victorians between 9 December 2020 and 26 February 2021.

The purpose of the program was to test recommended infrastructure priorities outlined in the draft 30-year infrastructure strategy update. The purpose was to also collect additional evidence and lived experiences from the community and stakeholders to support the development of final recommendations.

*Victoria's infrastructure strategy 2021 – 2051* will be presented to the Victorian Parliament in mid-2021.

## 1.2 About this report

The report has been prepared by Capire Consulting Group (Capire) to explain the engagement process undertaken, including who participated and the feedback captured through the activities. It also outlines the next steps that Infrastructure Victoria will take to finalise the strategy.

## 1.3 Limitations

The limitations of the engagement process and reporting analysis are outlined below.

- Limitations on public gatherings due to the COVID-19 pandemic meant all engagement activities were delivered online to ensure participant safety. During the final stages of

the engagement period, Victoria entered into a second Stage 3 lockdown under the directions of the Victorian Government. The impact on levels of participation from this event is difficult to measure, as it may have limited interest, while at the same time increased the attractiveness of online participation in the program.

- Capire has faithfully reported the information documented by participants. We have also interpreted the information to represent the views of participants as closely as possible.
- The proactive recruitment strategy was regularly checked to maximise a representative demographic mix. This report only reflects the views of participants who participated in engagement activities; however, these views may not be representative of the wider region or sector.
- Participants self-selected to participate in activities and were not offered a financial incentive. This attracted community members who were highly interested and passionate about the respective topics. All efforts were made to reach 'everyday' community members through promotion activities including social media promotions, liaising with universities, community organisations and local councils, Infrastructure Victoria interviews on radio including a segment on 3AW breakfast and regular updates to the Engage Victoria website.
- This report is a summary of the public engagement. All feedback has been carefully analysed as part of preparing this document. This report shares items that were frequently raised to support Infrastructure Victoria in its analysis as it finalises the strategy update. All participant feedback has been provided to Infrastructure Victoria.

## 2 Engagement approach

A range of communication and engagement activities were delivered during the engagement period. These activities were guided by the following principles.<sup>2</sup>

1. **Inclusive:** All members of the public are provided with opportunities to participate in the engagement. This means being aware of the needs of diverse communities, addressing barriers to engagement and providing support to those in need.
2. **Transparent:** It is important to be clear and open about the engagement process and outcomes. This means sharing information about the project, its background and rationale. It also means explaining why elements are non-negotiable, while others are negotiable.
3. **Accountable:** From the outset of the engagement, participants must be aware of how their contributions will be used in the decision-making process and how their privacy will be ensured. At the end of the engagement, it is important that participants are advised how their input affected or did not affect the decision in a way they will understand.

The overarching goal of this program was to raise awareness about the draft 30-year infrastructure strategy update and drive participation in the engagement activities, so that a diverse range of community viewpoints can be heard, and recommendations tested. These activities are described in the follow sections.

### 2.1 Creating awareness

A proactive communications approach was developed to build awareness and knowledge about the draft 30-year infrastructure strategy update. These activities commenced through a launch event held on 9 December 2020. A summary of the activities is below.



Table 1 Tools used to build awareness and drive participation

Tool	Description
Launch event	<p>On 9 December 2020, Infrastructure Victoria launched the draft update of Victoria's 30-Year Infrastructure Strategy. This event kicked off the 10-week engagement period.</p> <p>The recording of the launch event is available at:</p> <p><a href="https://www.youtube.com/watch?v=Xse05AYLW8U">https://www.youtube.com/watch?v=Xse05AYLW8U</a></p>

<sup>2</sup>These principles were developed in a co-design workshop with Infrastructure Victoria and are referenced in the 'Draft 30-year infrastructure strategy update – community engagement strategy' prepared by Capire Consulting Group.

Tool	Description
<b>Media</b>	Infrastructure Victoria published media releases, held briefings with journalists and participated in multiple interviews with press, radio and television journalists to support the launch.
<b>Engage Victoria website</b>	A dedicated online engagement portal hosted on the Engage Victoria platform was established containing all project information and links to online engagement tools. The website was kept up to date for the duration of the engagement and available at: <a href="https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy">https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy</a>
<b>Fact sheets</b>	Six fact sheets were prepared to provide an overview of the strategy, how to read the document and each of the chapters in the draft strategy. The fact sheets were published on the Engage Victoria webpage: <a href="https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy">https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy</a>
<b>Regional brochures</b>	A document for each of Victoria's nine regions was prepared to highlight the relevant elements and recommendations of the draft strategy update for that region. The brochures were published on the Engage Victoria webpage: <a href="https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy">https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy</a>
<b>Video</b>	Five videos were created to provide an overview of the strategy and each of the draft chapters. The videos were published on the Engage Victoria webpage, used to introduce many of the events and published on Infrastructure Victoria's YouTube channel.  The videos are available to watch at: <a href="https://www.youtube.com/channel/UCC_Gllfj-L0_VoULiqYuvkw/videos">https://www.youtube.com/channel/UCC_Gllfj-L0_VoULiqYuvkw/videos</a>
<b>Social media</b>	Using Infrastructure Victoria's social media accounts, a series of social media posts were published to invite participation. The posts were published throughout the engagement period using Twitter, LinkedIn, and Facebook.

## 2.2 Activities and events

During the 10-week engagement period, a range of engagement activities and events were used to seek feedback. These activities and events are described below.

*Table 2 Types of activities and events to seek feedback*

Tool	Description
<b>Engage Victoria surveys</b>	An online questionnaire with 18 questions about everyday Victorians' experiences with local infrastructure, their needs and preferences was open throughout the consultation period. Short topic and region-specific surveys collected targeted feedback.

Tool	Description
<b>Workshops</b>	Five workshops were held where participants were guided through a series of activities to inform their feedback. Infrastructure Victoria presented an overview of the strategy and relevant recommendations to set the scene. These workshops were held online and open to the general public via Zoom.
<b>Regional roundtables</b>	A roundtable was facilitated for each of the nine Regional Partnerships' regions. <sup>3</sup> Infrastructure Victoria presented an overview of the strategy and relevant recommendations to set the scene. Activities were designed to facilitate feedback on regionally specific issues. These closed events were attended by stakeholders representing each local government.
<b>Industry roundtable</b>	The Transport Emissions Reduction Industry Roundtable engaged industry and zero emissions vehicles experts on accelerating the uptake of electric vehicles. This closed, invite-only discussion was a companion discussion to the separate community deliberative engagement process about electric vehicles.
<b>Focus group</b>	<p>Three cohort-based focus groups were held to engage with people living with a disability, the elderly, recently arrived migrants and young people. These small group discussions invited people who may have lived experience, be an advocate, or both. The primary objective was to understand their lived experience of infrastructure and their aspirations for the future.</p> <p>Three community attitudes focus groups were held to discuss recycled water, transport modal choice and energy efficiency. These three small group discussions aimed to understand the general public's attitudes and behaviours on these topics.</p>
<b>Sector dialogues</b>	Invite-only sector dialogues were held with key stakeholders seeking industry feedback to draft recommendations, collect additional evidence and information for development, and discuss particular issues in depth.
<b>Forums</b>	Two invite-only forums were held to engage with local government. The metropolitan local council forum explored issues around increasing density and recommendations with a strong local government interface. The growth area local council forum focused on the needs of new metropolitan greenfield growth areas.

Refer to **Appendix A** for the complete list of stakeholder and community events held during the engagement period.

<sup>3</sup> Regional Development Victoria. (2021). Regional Development Victoria – Regional Partnerships & Engagement. Available at: <https://www.rdv.vic.gov.au/regional-partnerships>

## 2.3 Submissions

All Victorians (community members and stakeholders) were invited to prepare a submission in response to any of the draft strategy update recommendations via Engage Victoria. There was an option to use a template or provide a free form submission. All submitters were invited to share reports, data or case studies to support their submission where relevant. In total, 212 submissions were received from individuals, community groups and organisations.



### 3 Participation overview

Over 1200 Victorians participated in events held during the engagement program for the strategy update. This included 34 online events and a deliberative engagement program, as well as opportunities to contribute by using online feedback tools through the Engage Victoria platform. A breakdown of participation numbers for Engage Victoria and the events is outlined below.

*Table 3 Participation overview for Engage Victoria webpage and public engagement events*

Engage Victoria Page	
<b>Overall site visits</b>	7,048
<b>Overall Contributions</b>	428
<b>Overall Contributors</b>	365
Online surveys	
<b>297 surveys completed</b>	
<ul style="list-style-type: none"> <li>92 - Strategy overview</li> <li>35 - Region based surveys</li> <li>170 - Topic based surveys</li> </ul>	
Public engagement events	
<b>102 participants in the following sessions:</b>	
<b>78 participants at 5 workshops</b>	
<ul style="list-style-type: none"> <li>Connecting Victorians through Transport</li> <li>Responding to Climate Change</li> <li>Shaping our communities</li> <li>Supporting competitive economic advantages in regional Victoria</li> <li>Addressing social disadvantage in regional Victoria</li> </ul>	19 19 17 15 8
<b>24 participants at 6 focus groups</b>	
<ul style="list-style-type: none"> <li>How can Victoria become more energy efficient?</li> <li>Understanding infrastructure perspectives of recently arrived migrants</li> <li>What types of transport work best for Victoria?</li> <li>Understanding infrastructure accessibility needs for Victoria - People with disability, older people, and their advocates</li> <li>Can Victoria use recycled water for drinking?</li> <li>Young Victorians perspectives on transport and public buildings</li> </ul>	6 5 5 3 3 2
By invitation events	
<b>362 participants in the following sessions:</b>	
<b>13 participants at the transport emissions industry roundtable</b>	
<b>192 participants at 9 regional roundtables</b>	

• Barwon	24
• Central Highlands	15
• Gippsland	22
• Goulburn	22
• Loddon Campaspe	31
• Great South Coast	24
• Mallee	24
• Ovens Murray	19
• Wimmera Southern Mallee	11

#### 28 participants at 2 local council forums

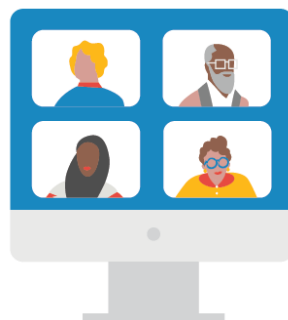
• Local Government Metropolitan (Est.)	19
• Local Government Growth	9

#### 129 participants at 11 sectoral dialogues

• Planning	22
• Transport	16
• Aboriginal Infrastructure	13
• Freight	12
• Health	12
• Water	11
• Emergency & Resilience	11
• Housing	9
• Energy	9
• Energy efficiency	8
• Energy (Govt)	6

#### Deliberative engagement

**211 participants participated in webinars, workshops and online surveys over a five-week period.**

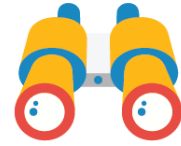




# 4 Engagement findings

## 4.1 Overview

The engagement process collected over 2600 pieces of feedback. Where a single piece of feedback contained multiple themes, each was counted separately. Feedback in Section 4 of this report has been collected from: 92 surveys, five workshops, one industry round table, nine regional roundtables discussions, six focus groups and 10 sectoral dialogues.



Questions posed during the engagement period were based on the structure of the draft 30-year infrastructure strategy. This findings section describes the feedback collected under each of the four strategy chapters; confront long-term challenges, manage urban change, harness infrastructure for productivity and growth, and develop regional Victoria.

The findings detailed in this report are ideas, comments and suggestions frequently raised by participants during the engagement activities. All other comments and ideas captured through the process have been shared with Infrastructure Victoria.

## 4.2 Engage Victoria surveys

Victorians could share their views about what infrastructure matters to them via a Strategy wide survey hosted on the Engage Victoria webpage. Targeted surveys were offered in addition to the strategy-wide survey to collect feedback on key topics and regions.

### 4.2.1 Strategy overview survey

**Figure 1** ranks the level of importance given to each infrastructure objective by the 92 strategy wide survey participants. The top four infrastructure objectives identified by survey participants were: advance climate change mitigation and adaptation (64); protect and enhance natural environments (39); foster healthy, safe, and inclusive communities (38); and promote sustainable production and consumption (36).

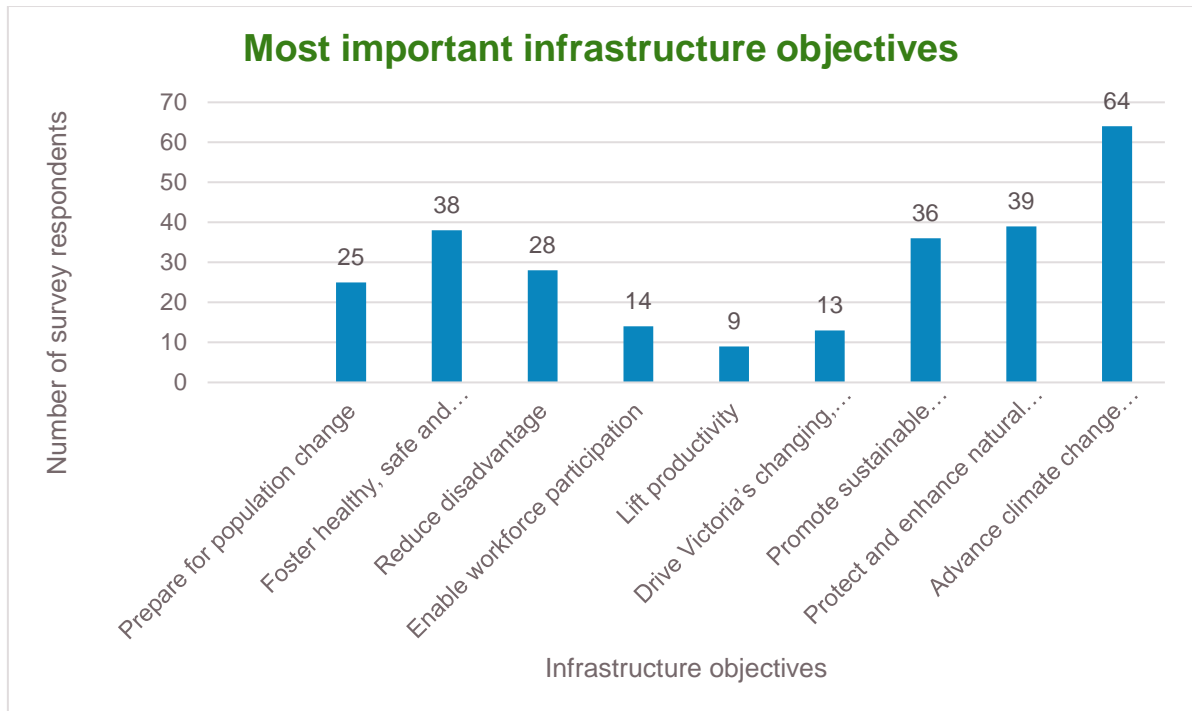
The types of infrastructure that survey participants thought needed most improvement were: public transport (58); social housing (41); cycling infrastructure (36); and parks and open spaces (22).

The most important characteristics of a good place to live were: access to good public transport services (69); housing affordability and choice (40); well-designed buildings and streets (36); and multi-purpose public spaces and parks (32).

Graphs with the full responses are in **Appendix B**.

Survey respondents were asked to identify the most important things that Victoria's draft 30-year infrastructure strategy should address. From the 91 responses to this question, the most common responses were transport, climate change, environmental considerations and social inclusion. Examples responses were:

- 'Increase metro and regional public transport services and especially bus routes.'
- 'Be active in climate change mitigation such as renewable energy, recycling, water security and sustainable suppliers.'
- 'Increase social and especially public housing, in addition to affordable housing to help solve homelessness.'



**Figure 1 Most important infrastructure objectives (choose up to three responses).**

Infrastructure objective	Number of responses
Advance climate change mitigation and adaptation	64
Protect and enhance natural environments	39
Foster healthy, safe and inclusive communities	38
Promote sustainable production and consumption	36
Reduce disadvantage	28
Prepare for population change	25
Enable workforce participation	14
Drive Victoria's changing, globally integrated economy	13
Build resilience to shocks	10
Lift productivity	9
<b>Total responses</b>	<b>267</b>

Figure 1 shows that the community regards environmental issues to be among the top infrastructure considerations – the top two categories respectively.

## 4.2.2 Regional surveys

A total of 35 region specific surveys were received. Figure 2 summarises the participation for each survey. The highest number of regional survey responses were from: Gippsland (11 responses), Barwon (7 responses) and Loddon Campaspe (7 responses). The remaining regions had less than three responses each. Feedback from these surveys has been incorporated into the Stakeholder and community event findings.

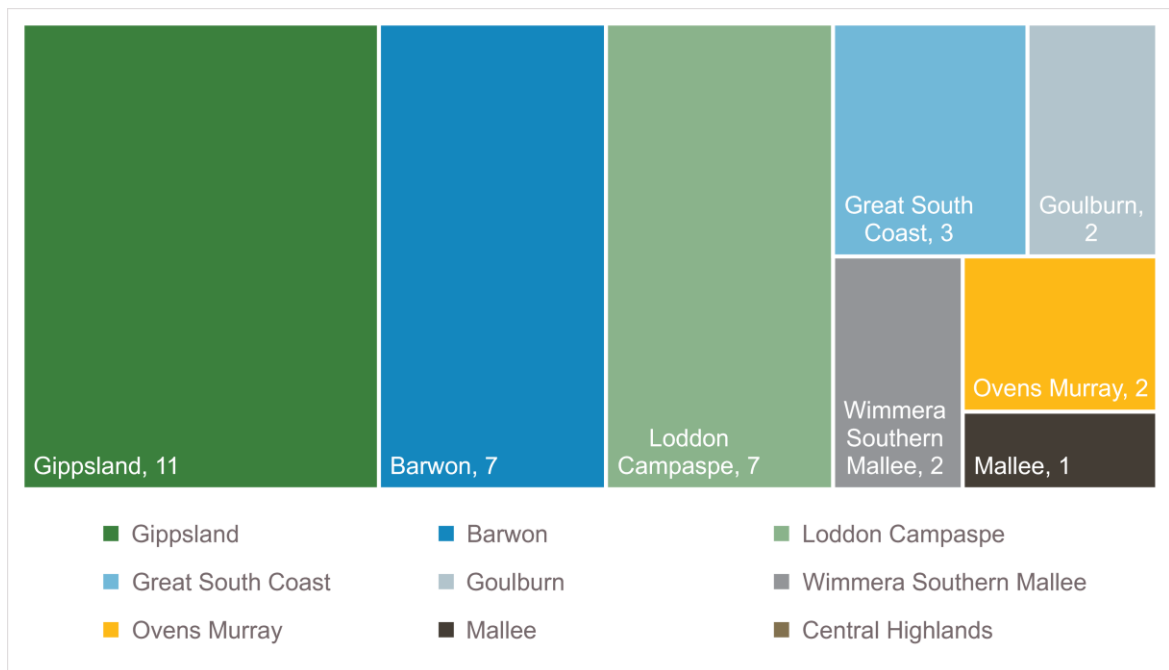


Figure 2 Regional survey participants

Regional survey	Number of surveys	Regional survey	Number of surveys
Gippsland	11	Wimmera Southern Mallee	2
Barwon	7	Ovens Murray	2
Loddon Campaspe	7	Mallee	1
Great South Coast	3	Central Highlands	0
Goulburn	2		

## 4.2.3 Topic based surveys

A total of 170 topic-based surveys were received. Table 4 summarise the participation for each survey.

The discussion question most responded to was 'what would make buses more attractive' which received 92 responses. The most popular community response to the transport question was 'Service is king. Simple routes, good operating hours, frequency, directness and connectivity. Nothing else matters' receiving nine upvotes from supportive community members.

The second most responded to discussion question was ‘what are your thoughts about using recycled water for drinking?’ which received 67 responses. The most popular community response to recycled water question was ‘*Totally fine with it. Already done in London, Singapore and other places. Leaves more water for other uses and closes the loop*’ receiving eleven upvotes in support.

The remaining discussion questions received significantly lower or no survey responses. Feedback from all surveys has been incorporated into the Stakeholder and community event findings.

*Table 4 Discussion Question survey summary*

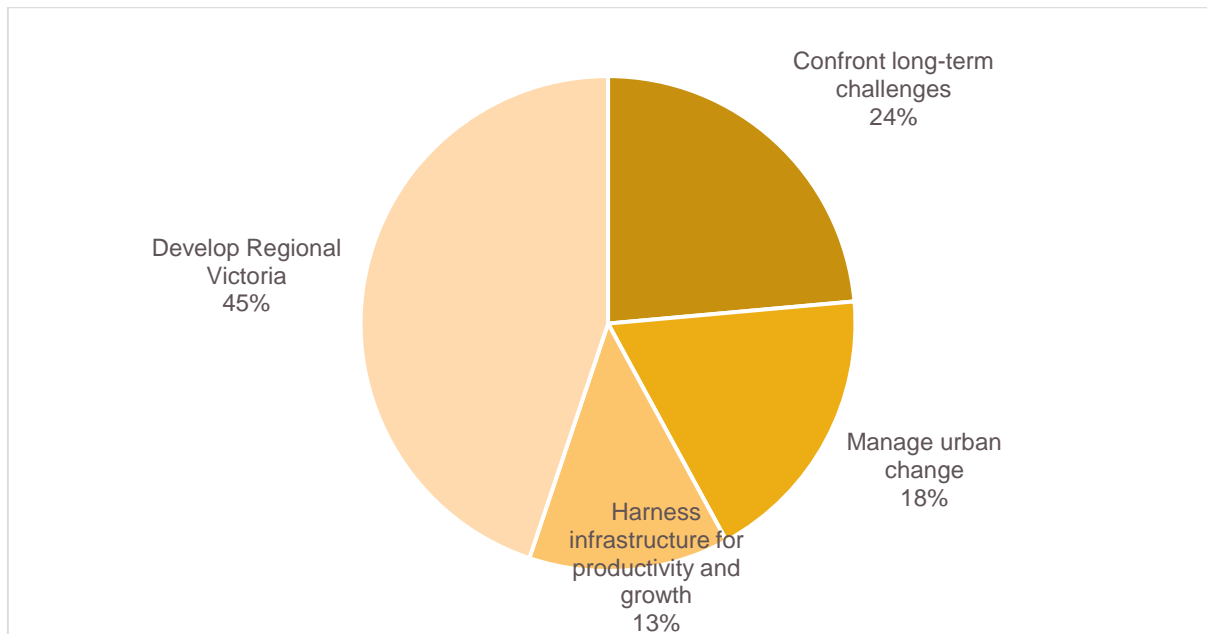
Topic	Discussion Question	Number of surveys
<b>Transport &amp; Freight</b>	<i>What would make buses more attractive?</i>	92
	<i>Share your ideas of how we can use these land reserves temporarily</i>	5
<b>Water Supply</b>	<i>What are your thoughts about using recycled water for drinking?</i>	67
<b>Providing homes for Victoria</b>	<i>Form</i>	4
<b>Climate, Environment and Tourism</b>	<i>Form</i>	2
<b>Clean energy futures</b>	<i>How can the Victorian Government make Renewable Energy Zones a success?</i>	0
<b>Community, culture, and education</b>	<i>Form</i>	0
<b>Digital Connectivity</b>	<i>Form</i>	0
<b>Health and Human Services</b>	<i>How can the Victorian Government encourage the use of telehealth to provide better health and wellbeing outcomes?</i>	0
<b>Housing and land use planning</b>	<i>What types of locations should be prioritised for building more homes?</i>	0
<b>Justice and emergency services</b>	<i>How can communities be involved in the recovery process?</i>	0

## 4.3 Stakeholder and community events

A program of focus groups, workshops, roundtable, and industry discussions were held to collect feedback from Victorian community members and key stakeholders.

Participants responded to discussion questions from each of the four themes in the draft strategy. This section summarises their feedback on the strategy, areas for improvement and local examples.

**Figure 3** shows a summary of how many mentions each theme of strategy received during the events. Develop regional Victoria and confront long-term challenges were the most mentioned chapters. However, there were nine well-attended regional forums held which may account for a higher number of comments for the Develop Regional Victoria theme.

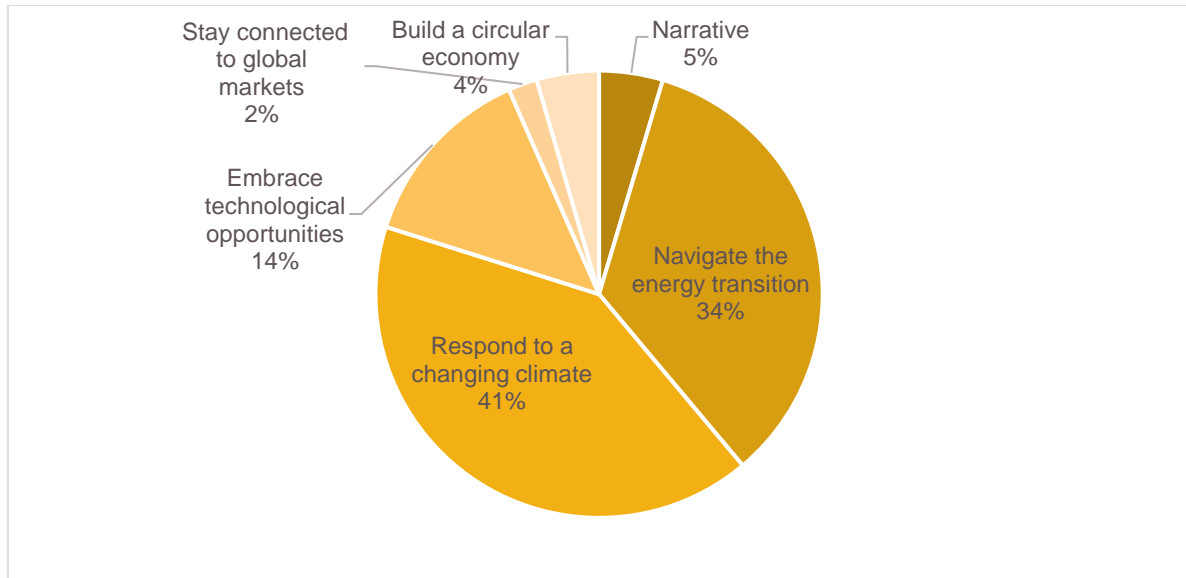


**Figure 3 Summary of engagement mentions per strategy theme (n=4047 mentions)**

The following sections of this document provide an analysis and breakdown of the feedback against each of the four strategy themes.

### 4.3.1 Confront long-term challenges

Responding to a changing climate and navigating the energy transition were highly discussed topics for the 'Confront long-term challenges' chapter.



**Figure 4 Number of mentions for Confront long-term challenges chapter (n=954 mentions)**

Figure 4 shows the number of mentions for each section within the 'Confront long-term challenges' chapter.

- 'Respond to a changing climate' received 41% of the comments with key themes of climate scenarios, carbon value of infrastructure, water supply, agricultural water security, recycled water and protect or retreat from Victoria's coastlines.
- 'Navigate the energy transition' received 34% of the comments with key themes of zero emissions vehicles, renewable energy infrastructure and building energy efficiency.
- 'Embrace technological opportunities' received 14% of the comments with key themes of modern modes of transport and data to help people.
- 'Build a circular economy' received 4% of comments.
- 'Stay connected to global markets' received the 2% of comments.
- The remaining 5% of comments were related to the chapter but did not fit within the above sub-sections.



## **RESPOND TO A CHANGING CLIMATE (41% OF COMMENTS)**

Considering climate scenarios, water supply and how to manage Victoria's coastlines were frequently discussed.

### ***Climate scenarios and carbon value of infrastructure***

Buildings will need to be built for new daily weather patterns, not just for extreme weather and emergency events. Use of data in decision making will become increasingly important. Participants agreed the need for infrastructure to be reviewed for climate appropriateness and adaptations. When planning future infrastructure, participants discussed the need to factor in the cost of inaction and the relative costs and consider climate change projections into modelling.

### ***Water supply***

Water security was seen to be an issue of varying concern across Victoria. Rural regions were impacted more strongly by water security than other regions such as Gippsland. Diversity of water supply needs was also seen within each region. In some regions, specifically mentioned by Goulburn region, the lack of water security is limiting future development opportunities.

As the climate changes, there is a need to provide water security for urban environments as well as agricultural. Participants mentioned opportunities to improve water security such as:

- partnering to create an integrated water approach between water providers and large master planned developments
- investing in dams to capture and store rainfall

- opportunities to re-use wastewater for power-generation
- new sustainable funding models for expensive non-rainfall dependent infrastructure
- include demand management of water in the strategy.

### ***Strengthen agricultural water security by modernising irrigation***

The focus on agricultural water security was received positively and work already undertaken in this space was recognised. This is part of the solution to future-proof the industry through the climate crisis. Participants discussed investment in water efficiency and the expansion of Macalister Irrigation District would be beneficial.

### ***Recycled water***

Government actions should make recycled water more acceptable by providing research and education to assist with policy change. An understanding of why recycled water has been selected as the best option against alternative options would lessen concern. Community attitudes towards recycled water for drinking were explored. The responses to 'under what conditions would you consider drinking recycled water' were:

- a pilot process to demonstrate it is safe, clean, and potable
- blend recycled and non-recycled water, slowly increase percentage
- cost-effective and competitive for households to adopt
- awareness and education to reduce negative perceptions through a bottom-up and co-designed approach



- understanding recycled water's role in the circular economy and the value of the scarce resource.

Alternative ways to collect water were recommended, and some thought these should be considered before using recycled water for drinking: water sensitive urban design for bike paths; water restrictions to respond to droughts; recycled water networks integrated with future road and rail corridors; harvest and reuse rainwater within homes and businesses; improve water efficiency in homes (i.e. efficient showerheads); explore re-use of storm water. Traditional Owners' rights need to be respected and properly engaged when assessing alternatives.

#### ***Protect or retreat from Victoria's coastlines***

The decision to protect or retreat from the coastline needs to be considered for specific locations. Variables such as being a beach or a cliff coastline would impact decisions but typically should occur when local conditions reach a trigger point identified in the relevant Township Climate Adaptation Plan, or equivalent plan.

The challenge would be between balancing the cost of installing temporary solutions compared to purchasing back land from private landholders. The question of whose responsibility it is between public or private landowners was discussed. It would be beneficial to have an independent research advisor, such as Infrastructure Victoria, to mediate this conversation.

Whilst it was recognised that treatments (wet sand reinforcement, rock revetments, timber groynes, plant mangroves) have already been applied to many coastlines, another idea to mitigate risks was to use technological solutions that can be installed offshore to minimise storm surges.



#### **NAVIGATE THE ENERGY TRANSITION (34% OF COMMENTS)**

Zero emission vehicles, renewable energy infrastructure and building energy efficiency were frequently discussed.

##### ***Zero emission vehicles***

Charging station locations and infrastructure required for electric vehicles were seen as a priority to encourage zero emission vehicles' uptake. The differences between regional and metropolitan Victoria needs for the roll-out of zero emissions vehicles and related infrastructure was recognised. Encouraging investment into fleets of electric vehicles should not be restricted to fleets for government bodies.

In terms of investment, relying heavily on the private sector to lead investment into the new infrastructure required was a challenge. The development of a whole-of-government investment model outlining investments needed by industry and government would be beneficial.

##### ***Renewable energy infrastructure***

Participants accepted the need to invest in renewable energy and that this also boosts climate resilience.

Regional participants described challenges securing local regional power supply, such as limitations to solar systems being connected to the grid in regional areas. The lack of regional energy security was linked to slowing economic growth. Anecdotally, a Goulburn regional roundtable participant commented that '[we] can't attract business as there isn't enough reliable power to get them through the door'.

Some regional participants saw investment into renewable energy in a local distribution network and incentivising battery storage as opportunities to build local resilience and energy security. The role of community energy could be discussed further, such as, increased use of household solar and different models of supply in regional Victoria as costs falls. Technologies suggested included: solar, wind, micro-grids, and wave energy for regions on coastlines.

Members from the energy industry identified risks with moving communities entirely off the grid. Customers still need adequate protection and level of service.

Risks of duplicating the national energy agenda were raised. The updated strategy should include a framework that is flexible to achieve outcomes including options for emissions offsets.

### ***Building energy efficiency***

Participants discussed the potential that Victoria might run out of gas supply and recognised that there are alternatives available, such as electrification and hydrogen, but it may be difficult to shift consumers. A firm decision on Victoria's direction for gas use, or moving away from gas, would help keep economic transparency and decision making for future extensions to gas networks.

The energy efficiency of existing and future housing stock was discussed.

Improvements in compliance of houses being built currently is needed. There was general support for the mandatory disclosure scheme. Environmental Upgrade Agreements (EAUs) for residential properties was an opportunity to fast track environmental improvements to residential properties.

Both industry energy sector dialogue and focus group participants raised that energy



efficiency recommendations are a priority for the rental housing sector. This is particularly important for affordable rental housing options to ensure a minimum health and safety standard, such as heating and cooling, indoor air quality and mould prevention.

A consistent scorecard for energy efficiency is needed that builds on the existing Victorian energy scorecard. This could partner with an education campaign to raise consumer awareness. Education about the benefits of energy efficiency in homes and how to maximise efficiency was often raised.

The barriers for the uptake of efficiency improvements in the home need to be explored, such as affordability and the deterioration of quality over time when required maintenance to keep houses energy efficient is not undertaken. Rebates that are easy to find and clear to understand could reduce these barriers. Other suggestions were for low interest loans, grant programs or tax incentives. These could target low income households and small to medium businesses to tackle affordability barriers.

Other suggestions to recommendations included: needing an energy rating score as part of due diligence to sell or buy a home; retrofitting existing homes, large

government buildings, schools; and expanding the recommendation to make Victorian buildings more energy efficient to include non-government buildings. There is an opportunity for new jobs to be created in the transition to assessing, designing and building more energy efficient homes.

#### **EMBRACE TECHNOLOGICAL OPPORTUNITIES (14% OF COMMENTS)**

The embrace technology opportunities theme discussed modern modes of transport and how data can help people travel.

##### ***Modern modes of transport***

Design of infrastructure should meet both the current and future community needs. For example, designing bike-parking stations that can be retrofitted into electric-bike charging stations in the future. When widely introducing electric bikes and scooters, flexible road spaces would need to be allocated and the safety implications of Melbourne's weather conditions considered. Passengers are seeking flexibly designed transport modes so that bulky items such as prams, bikes, scooter, and skateboards can be taken onboard trains and buses.

Elderly people may benefit from the introduction of automated vehicles, improving safety of the trip and increased independence. There are opportunities for industries to work together to market the safety features of new cars.

##### ***Data to help people travel***

Opportunities raised included creating better connections through communities by using sensors to monitor where and when people travel; seamless connectivity between transport systems, and being able to easily top-up or buy a Myki card. Currently, a problem point is not being able to buy a ticket or top-up Myki to board a bus. Another example raised was being

able to seamlessly pay for parking at 'park & ride' facilities to improve the trip experience. A downfall of using technology is how to provide the social aspects of public transport.

#### **BUILD A CIRCULAR ECONOMY (4% OF COMMENTS)**

The focus on recycling since the 2016 strategy was heartening to see according to some participants. It was recognised that government policy in early 2020 means more visibility about the possibilities for investment including waste resource recovery.



Regional participants were supportive of regional recycling being used to assist regional economic development. Seeing opportunities to deliver new regional jobs and more sustainable outcomes. Opportunities for regional uses of plastics, cardboards and textiles were discussed.

Certainty of funding for infrastructure and procurement for recycled products would enhance certainty for the regions. A co-ordinated regional strategy detailing the circular economy plan for each region would be beneficial. A coordinated approach was recommended to increase the economies of scale and maximise resources collected and recycled.

Location was seen to be an important part of the ability to scale discussion. Some regions, such as Eastern Gippsland, have adequate space for development but the dispersed population and long travel distances to ports or commercial centres

presents logistical challenges. Regions located close to ports, such as Werribee, can access global markets more easily.

Building connections between the sectors to make strategic decisions. Strategic decisions would need to be made about the size of infrastructure to suit the region's scale, to enable the opportunities not to all be centred around metropolitan or regional areas.

As well as providing the right infrastructure, a big part of the challenge is to set up an efficient network and to change peoples' behaviours towards a circular economy. These processes need to happen in parallel.

#### **STAY CONNECTED TO GLOBAL MARKETS (2% OF COMMENTS)**

High-quality transport and regional freight networks are important to regional areas. Participants at the freight and logistics sector dialogue noted the lack of transport

movement data makes it difficult to track freight being carried between locations, resulting in difficulties to plan.

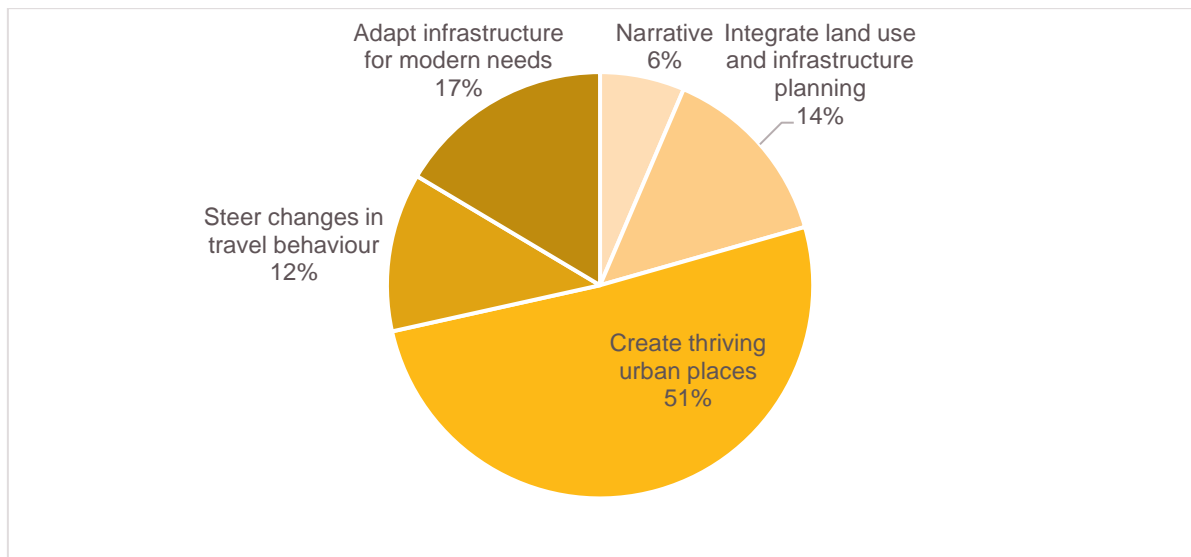
A stronger consideration of Avalon's airport, rail corridor and surrounding precinct was recommended based on the level of private investment interest. It should strategically consider links between the Geelong and Melbourne ports, particularly for opportunities to accelerate growth and employment in the Avalon Corridor Precinct.

Suggestions for how the land purchased for Melbourne's future freight terminals could be used included low impact outdoor activities that support regional producers. such as festivals, local markets, use by not-for-profits and/ or temporary rental opportunities.

### 4.3.2 Manage urban change

Create thriving urban places was the most discussed topic within the manage urban change chapter.

Discussions on this chapter heard the importance of reserving government land early for growing areas, what infrastructure makes a place attractive to live and how proximity to convenient transport and services are a key decider on where people choose to live.



**Figure 5 Number of mentions for Manage urban change chapter (n=748 mentions)**

Figure 5 shows the number of mentions for each section of the manage urban change chapter.

- 'Create thriving urban places' received 51% of comments with key themes of homes, open spaces, priority transport modes,
- 'Adapt infrastructure for modern needs' received 17% of comments,
- 'Integrate land use and infrastructure planning' received 14% of comments with top themes of discussing how planning takes place and reserving government land in growth areas.
- 'Steer changes in travel behaviour' received 12% of comments,
- The remaining 6% of comments were related to the chapter however did not fit within the above sub-sections.

#### **CREATE THRIVING URBAN PLACES (51% OF COMMENTS)**

##### **Homes**

The demand for housing was heard to be higher than supply. The need for homes designed to support older children with disabilities, ageing parents and for young people who move away from home to study

were highlighted. There were instances described where small towns are at capacity and seeing an increase in homelessness and couch surfing.

Urban design and housing design have a role to minimise socioeconomic health inequalities. Places suited to future housing developments would have spaces for

socialising free of charge, access to public transport, employment opportunities and open spaces.

New housing developments should consider climate resilient designs and avoid urban sprawl. Participants discussed considering the true economic cost of building housing on the fringe of metropolitan areas, such as the loss of environment, high-quality land and the costs to expand new infrastructure. The challenge being how to change community perceptions about the value and benefits of living in higher density developments.

### **Open spaces**

The design of open spaces to positively influence liveability and wellbeing of places was discussed. Open spaces seek to: connect neighbourhoods and services within a safe cycle or walking distance and to create outdoor places for sport, recreation, and play. To encourage use of the open spaces, participants recommended planners consider:



- Secure bike-parking and e-bike charging at destinations
- Places to rest along the journey
- Safe and convenient links across main roads
- Green corridors and over/underpasses for humans and animals
- Active transport promoted by implementing a congestion levy and tighter speed controls
- Remove parking near schools and introduce tighter speed controls

- Use undercroft areas under arterial roads more effectively.

Feedback found that outcomes for recommendation 37 (develop an interconnected open space network) and 71 (target 30% tree canopy coverage in new growth areas) have cross-over opportunities.

### **Priority transport modes**

A common theme was to give sustainable transport modes a greater priority on the roads, allowing more space for pedestrians, cyclists, public transport, and ride share vehicles rather than private vehicles.

Providing 'turn up and go' public transport options and automating accessibility processes, such as lowering a ramp to board a train or bus, could improve the efficiency of the trip and create a better user experience for passengers.

On demand buses with direct and fast routes between key locations would encourage more use of buses. The design of estate developments in outer suburban areas with courts and crescents create less efficient bus routes. Being able to carry bikes on buses would make buses more attractive to use.

The accessibility of buses has challenges for elderly people, people with temporary injuries and people living with mobility impairments, such as distance between stops and destinations, sudden braking, step up required to board, and not buying tickets on the bus. Bus routes should have priority access to train stations to allow passengers to step off a bus straight in front of the train station.

Although not being a popular form of transport, buses in regional areas are heavily relied on by the people who do use them. There is an opportunity to introduce



smaller buses with less seats and possibly community-run that can specifically service these people's needs. Better timetables with regular services between small regional townships and places that people need to go may enable more use.

#### **ADAPT INFRASTRUCTURE FOR MODERN NEEDS (17% OF COMMENTS)**

The physical design of public buildings should avoid hazards, such as reducing revolving doors, materials that create echoes, slip hazards, and use of steps. Solutions include using buttons that open doors, providing sound beacons for visually impaired, screen reading technologies and accessible information on construction disruptions.

Emergency and critical infrastructure improvements should ensure people have access to data communications during emergencies. They need to be able to keep contact within communities and with emergency services. Issues are caused once access to social media, the phone network and the internet are lost. The introduction of NBN will see a substantial reduction in these connection issues.

#### **INTEGRATE LAND USE AND INFRASTRUCTURE PLANNING (14% OF COMMENTS)**

Transparency of infrastructure funding and timing of funding provided in priority plans is critical to influence private investment. The transparency also provides visibility for cross-sectorial opportunities and efficiencies. Priority plans provide a rational for long-term future infrastructure development, independent from political influences.

Forward planning is particularly useful to regional, rural, and remote to assist with local decision-making and coordination across councils. Priority plans create opportunities for government and industry

to work together to implement to ensure common requirements and standards.

While long-term planning is seen as a positive to some, it also presents challenges of locking future government into decisions. Also, the fast-paced changes mean that strategies and plans require regular updates to remain current. The intention is often to keep these strategies up to date, but in practice this is a challenge. This can cause inconsistencies between planning schemes and precinct structure planning guidelines, therefore making implementation of plans more challenging. Strategies need to be kept relevant so they can continue to be referred to over time. Balancing the needs of having flexible plans and certainty was discussed, especially where a policy or plan can become out of date.

#### ***Reserve government land in growth areas***

The need to purchase government land ahead of population growth and the forecasted demand for services was discussed. Priority plans should ensure land is reserved for services such as hospitals, police stations, emergency services in growth areas to avoid future purchase of land at a higher cost. Specific recommendations for locations requiring a priority plan were:

- Victorian Planning Authority North and West Growth Areas
- Geelong central business district including an action plan to maximise employment opportunities
- Avalon Corridor Precinct to support further freight and logistics growth and to develop an Integrated Transport Strategy.

### STEER CHANGES IN TRAVEL BEHAVIOUR (12% OF COMMENTS)

There were mixed opinions on cheaper bus and tram prices. Other preferable changes include increased frequency, speed, bus route knowledge, comfort, scheduled certainty, and accessibility for people with mobility impairments, in addition to Wi-Fi and paying with phones.

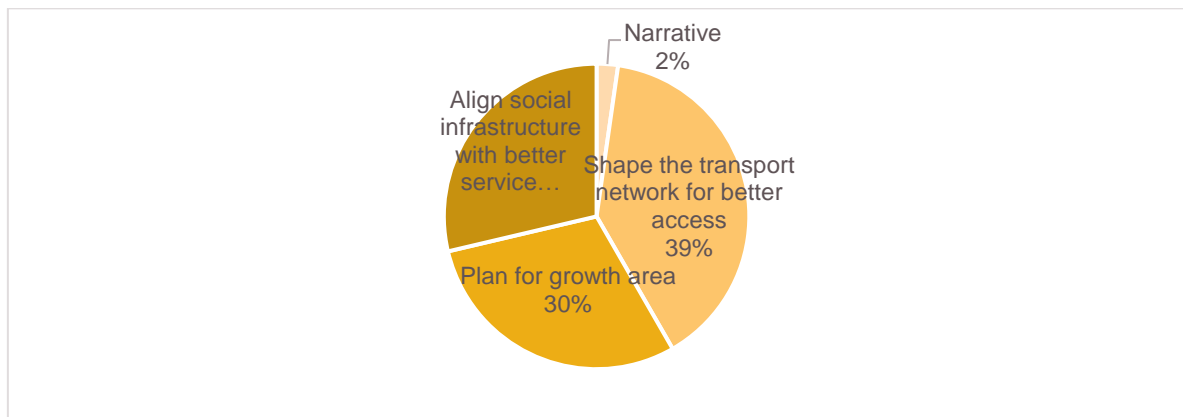
There were also mixed perspectives on Infrastructure Victoria's recommendations to remove free tram zone. Some participants do not currently use trams while others would miss the service. The novelty of riding a tram is an iconic Melbourne city experience.

Road use payments may lead to making trips more efficient, increased carsharing, public transport and bike use. It would negatively impact where people travel and, therefore, reduce regional tourism, increase freight costs, and is an equity issue against lower-income earners and regional populations.

Paying a small fee to park at train stations may be fair but this needs to be carefully done to ensure parking is not displaced to local streets and it won't discourage train use. Other options to reduce train station parking include good intermodal facilities and interchange alongside low-stress active transport connections and access points.

### 4.3.3 Harness infrastructure for productivity and growth

The subtopics of shape the transport for network for better access, plan for growth area and align social infrastructure with better service delivery were mentioned fairly evenly during the consultation period.



**Figure 6 Number of mentions for harness infrastructure for productivity and growth chapter (N=530)**

Figure 6 shows the number of mentions for the harness infrastructure for productivity and growth chapter.

- 'Shape the transport network for better access' received 39% of comments
- 'Plan for growth areas' received 30% of comments
- 'Align social infrastructure with better service delivery received 29% of comments
- The remaining 2% of comments were related to the chapter however did not fit within the above sub-sections.



## **SHAPE THE TRANSPORT FOR NETWORK FOR BETTER ACCESS**

Funding for regional rail projects to make sure the investment matches the population growth experience was discussed. Regional participants described the long travel times between regional areas and Melbourne as a disincentive. Connections in regional areas to the train stations in peak times before and after work may improve patronage.

### **PLAN FOR GROWTH AREA**

A better recognition of the value of trees was heard. Recommendation 71 to target a 30% tree canopy coverage in new growth areas was raised across many events and some outcomes were linked to recommendation 37 to develop an interconnected open space network.

There is an opportunity to align the final strategy with the 'Living Melbourne Canopy Strategy' endorsed by all LGAs in greater Melbourne and other leading government agencies including Parks Victoria that has a target of 40% canopy.

For successful delivery, participants recommended:

- a tree advice service to know the appropriate trees to plant in specific locations
- stronger mechanisms to protect existing trees
- add trees to local government asset management registers
- introduce a planning control that requires tree planting for future developments, such as a landscaping requirement for residential zones
- government grants and training for community groups to plant trees

within set guidelines (links with recommendation #37).

## **SOCIAL INFRASTRUCTURE WITH BETTER SERVICE DELIVERY**

A co-designed Aboriginal Community-Controlled Infrastructure Plan was well received by stakeholders invited to the sector dialogue discussion.

Participants said the updated strategy should align with existing key Victorian Government health and education plans that have or are being developed about Aboriginal infrastructure needs. The strategy should take the work already done to lead towards a 'co-governance' delivery phase. Funding, roll-out certainty, and timing of strategy implementation are important for advocates to keep support. It may be beneficial to focus on smaller aspects of the infrastructure plan first, then expand into further. Part of the infrastructure plan should aim to enhance and celebrate Aboriginal culture and also invest in early intervention for better health, housing and justice outcomes.

Aboriginal stakeholders asked for a more diverse representation of geographies to be represented. This included engaging beyond Greater Melbourne to include Aboriginal communities in regional areas.

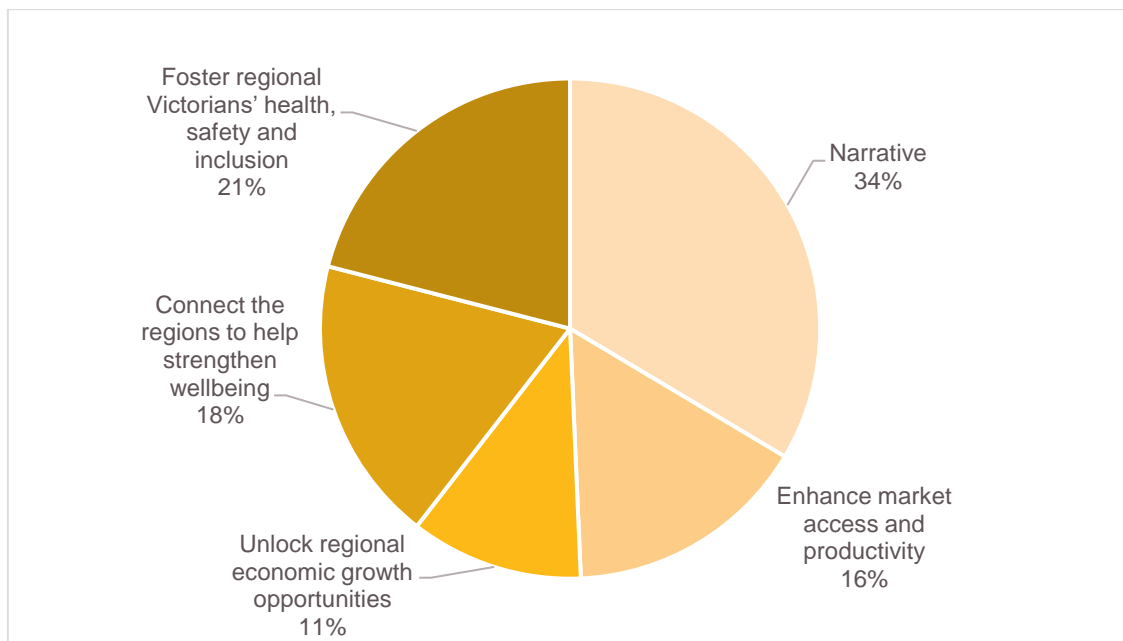


#### 4.3.4 Develop regional Victoria

Regional specific recommendations were well received by participants. Connections between the strategy and existing reports or studies were also provided by participants.

General feedback requested that rural and regional areas outside of the major hubs to be further considered. The need for strategies to promote affordable housing options in general, rather than only social housing, was also identified.

There were requests to engage with Traditional Owners on the strategy more broadly rather than on specific recommendations. There were also requests to make wording around Traditional Owner engagement and involvement clearer.



**Figure 7 Number of mentions for develop regional Victoria chapter (N=1815)**

Figure 7 shows the number of mentions for each section of the 'develop regional Victoria' chapter.

- 'Foster regional Victoria's health and safety inclusion' received 21% of comments with key topics in multipurpose shared social service facilities, youth foyers and repurposing community facilities.
- 'Connect the regions to help strengthen wellbeing' received 18% of comments with key topics in rural schools and allied telehealth services.
- 'Enhance market access and productivity' received 16% of comments with key topics of transport connections and internet access, and
- 'Unlock regional economic growth opportunities' received 11% of comments with key topics in regional tourism, Aboriginal economic development, attracting and retaining the workforce.
- The remaining 34% of comments were related to the chapter however did not fit within the above sub-sections.

## **FOSTER REGIONAL VICTORIANS' HEALTH, SAFETY AND INCLUSION (21% OF COMMENTS)**

### ***Multipurpose shared social service facilities***

There was broad support to allow sharing of resources and creating a holistic approach to service delivery. Areas experiencing population growth described a need for more childcare, TAFE training centres, aged care facilities, and healthcare services. For example, Loddon Campaspe mentioned a lack of paediatric services.

### ***Youth Foyers***

Participants sought approximate timing for when the youth foyers would be built to be included in the updated strategy, indicating an immediate need for foyers. Youth foyers in Wodonga and Bendigo were indicated as requiring an immediate need. Loddon Campaspe described the needs for youth living outside of major town centres also needs to be considered.

### ***Repurpose community facilities***

There is broad support for repurposing community facilities. Particularly where there is no longer a community use for the facility and where the existing community use is being replaced with a more relevant community use.

An increase of people experiencing homelessness was heard. Youth foyers or repurposed community facilities could be part of the solution to support the increasing number of homeless people. For example, youth foyers that are accompanied with medical care and counselling services.

Consulting with communities about how facilities should be repurposed may improve outcomes. Other suggestions included commercialising aspects of community facilities to generate

maintenance revenue and operating as a co-working space with reliable internet.

## **CONNECT THE REGIONS TO HELP STRENGTHEN WELLBEING (18% OF COMMENTS)**

### ***Rural schools and allied telehealth services***

Telehealth was an important part of the health solution but not in isolation. Participants highlighted it cannot replace face-to-face support entirely. It is an opportunity to provide better services to areas currently without health service access. A clear understanding of the existing capacity allied and specialist services have to deliver services via telehealth will be required before implementing recommendations to ensure a standard of quality across services.

The recommendation to use rural schools for children's specialist and allied telehealth services should link into existing services already being offered to Aboriginal children and explicitly reflected in the recommendation. Feedback heard that a mix of telehealth and face-to-face services would be beneficial to be able to engage with people effectively.

The Koorie Outreach Support Program launched by the Victorian Aboriginal Education Association Incorporated (VAEAI) saw a significant need for social and emotional wellbeing support during the COVID-19 pandemic that cannot be delivered with telehealth. This program assisted early years, primary, secondary, tertiary education, and adult education students to tackle barriers faced during the pandemic. In addition to the physical and mental support, it also provided support for resolving technical issues, access to

additional tutoring and support with online learning<sup>4</sup>.

## **ENHANCE MARKET ACCESS AND PRODUCTIVITY (16% OF COMMENTS)**

### ***Transport connections***

Consistent travel times with reliable connections between regional townships is important to enhance market access and productivity. The focus should not only be to connect regions to the metropolitan areas, but also to connect regional hubs to each other. Gippsland representatives anecdotally indicate that traveling the same distance away from Melbourne into New South Wales can be faster than travelling to Melbourne itself.

### ***Internet access***

Any improvements to internet access was generally seen positively for both metropolitan and regional Victoria. Particularly, the recent shift of more people moving to regional Victoria from metropolitan areas places additional pressures on the existing bandwidth. Improving internet connection is important to enable more people to work from home in regional locations. Improved connectivity may also help to deliver outcomes for transport, health, and education sectors by minimising the need to travel long distances to access services.

The core issue for regional and remote areas heard was having a lack of digital connectivity between towns creating blackspots and keeping regional and remote areas up to date with the fast-paced technological advances.

Affordable internet access to individuals, industry, small businesses, digital services,

education, and health providers were seen to be important to enhance regional growth.

Goulburn representatives indicated the importance of reliable connectivity to advance agricultural technology.

Loddon Campaspe participants indicated that providing internet connection in libraries is a good idea but should be extended to more government-run facilities. Other participants raised that people in vulnerable positions or pensioners who currently cannot afford internet access may also find it difficult to travel to libraries for free access to the internet. A service to provide discounted services may be part of the solution.

## **UNLOCK REGIONAL ECONOMIC GROWTH OPPORTUNITIES (11% OF COMMENTS)**

### ***Regional tourism***

Government funding and maintenance of public campsites to allow all visitors' affordable or cheap camping options was encouraged. This would promote Victoria's natural habitat and beauty without increasing private operators in National Parks.

The safety of regional roads needs to be addressed to encourage visitors. Particularly Jemmy's Point Lookout and Lakes Entrance in Gippsland was of concern due to traffic conditions and the road surface.

Ovens Murray representatives requested referencing their recent Visitor Economy Development Plan in the updated Strategy. This could assist the development of an Alpine Corridors strategy to help tourism.

Goulburn indicated opportunities to upgrade Eildon mountain bike tracks and camping

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<sup>4</sup> Victorian Aboriginal Education Association Incorporated. (2020). Launch of Koorie Outreach Support Program. Available from:

<https://www.vaeai.org.au/launch-koorie-outreach-support-program/>

grounds as well as Eildon masterplan priority projects and Lake Nagambie development. Tourism and agricultural tourism could have a greater emphasis in the regional summary.

### ***Aboriginal economic development***

The inclusion of the tourism recommendations such as Indigenous and nature-based tourism, rest stops and picnic areas was well received by Goulburn. Potential correlations can be made between the regional economic diversity recommendations and the health and wellbeing recommendations.

Aboriginal economic development opportunities could be expanded beyond tourism. There is an opportunity to partner with regional education providers to create economic opportunities for Aboriginal Victorians. Suggestions included matching regional workforce to post-COVID-19 changing industries and other sectors such as land management, native food agriculture and regenerative agriculture.

### ***Attracting and retaining the workforce***

A common theme across many of the regions was the need to attract and retain

workers locally. Education and training sectors would benefit from being highlighted further in the updated strategy. There are opportunities to create partnerships between TAFEs, universities, and industry to deliver outcomes. For example, development of medical and pharmaceutical technologies regionally could attract engineers, manufacturers, universities, and health providers to the region to work in partnership. There are also opportunities to re-skill workers currently in the fossil fuel industries, forestry or other retracting sectors into careers better aligned with region's strategic industry development direction.

Provision of adequate housing options for the workforce would need to be considered to attract the workforce and was consistently raised across the regions. Temporary accommodation options for seasonal agricultural workers, whether located on farms or centrally, need to be planned for. An accommodation pilot project or research into alternative models for employees such as seasonal workers was recommended by Goulburn region.



# 5 Participant evaluation

Public engagement participants were invited to complete an evaluation survey after each public event and approximately 38 participants completed a survey.

The majority of participants found the information presented by Infrastructure Victoria to be clear (71%, very clear or clear), had opportunities to express their points of view (83%, strongly agree or agree), and understood the draft strategy (63%, strongly agree or agree). Many were grateful for the opportunity to be involved and the ability to raise important topics. Others hoped for more engagement on topics such as government housing and new migrant initiatives.



*‘Very well facilitated and informative. Felt proud to be a part of discussion and be able to contribute something for this crucial document.’ Focus group participant*

Comments were made about the accessibility of the strategy in terms of page length and the number of recommendations. There was a recognition of the complexity of topics discussed and planned for in the draft strategy.

*‘These issues are complex and require us to discuss trade-offs not just nominate our support for a recommendation. That said, we have the opportunity to offer a submission and I welcome that.’ Workshop participant*

Refer to **Appendix C** for a breakdown of participants responses to each question.

A few participants commented the engagement period timing occurred during a time where everyday people are pre-occupied with COVID-19 recovery.

Other comments to support planning for future engagement activities shared were:

- The importance of reaching a wider representation of the general community and relevant stakeholders. Holding public events during business hours may be a barrier to people who cannot take two hours unpaid time off work. The online format may also exclude those who are unable to use videoconferencing tools.
- Some regional members expressed wanting more specific engagement to ensure the strategy reflects their vision and region’s needs.
- A small number of participants wanted more opportunities to share their concerns rather than hear from Infrastructure Victoria or answer questions.

## 6 Observations

During the engagement period, Capire observed the following:

- There was strong interest in the public engagement events, and registration targets were largely met. However, despite email reminders to all registrations, there was a notable drop off in participants attending the actual session. This may have related to the two-week period of Stage 3 restrictions put in place and a community focused on living through the current pandemic rather than big picture issues. Despite this, the focus group discussions enabled Infrastructure Victoria to have positive 'deep dive' discussions with participants to draw out detailed feedback.
- Participants who attended events were often academics, stakeholders, or members from community interest groups who were well informed on the topics and engaged in the discussions. This meant there was a high level of knowledge and understanding about the topics being discussed during the focus groups and enabled high quality feedback to be captured.
- Instant feedback about participant levels of support for recommendations discussed or issues raised during the sessions was collected using Mentimeter.<sup>5</sup> From seven Mentimeter surveys collected, feedback was received on 37 statements related to recommendations or policy areas. Most statements received between 3.5 and 5 out of 5 for level of agreement. The two exceptions were in response to the statements of 'To price each public transport mode differently' (draft recommendation 46) and 'To establish an ultra-low emissions zone' (related to draft recommendation 1), which both received an agreement rating of 3.1 out of 5.
- Overall sentiment towards the draft strategy and Infrastructure Victoria's role was observed to be positive during the engagement events. This was notable through comments made about Infrastructure Victoria's role to provide independent advice and the level of effort undertaken to engage with the community (see Appendix C).
- Online survey participants were generally community members. Survey participants shared more information on their personal experiences in comparison to the engagement events. This information provides insights into how infrastructure impacts a participant's life daily in addition to general feedback on the draft recommendations and ideas.
- The variety of engagement opportunities through online engagement and events provided community and stakeholders multiple opportunities and formats to provide their feedback. The engagement activities were held online due to the global pandemic. The participant data indicates these activities attracted a wide range of community members and stakeholders from across Victoria. This should provide



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<sup>5</sup> Mentimeter is an online interactive polling tool, available at <https://www.mentimeter.com/>.



Infrastructure Victoria with confidence that the engagement approach was appropriate for these circumstances.

- Many efforts were made to reach younger people and Culturally and Linguistically Diverse people through peak organisations, community organisations and Councils. These tactics attracted a small number of CALD people and younger people to the focus group sessions as well online engagement activities.



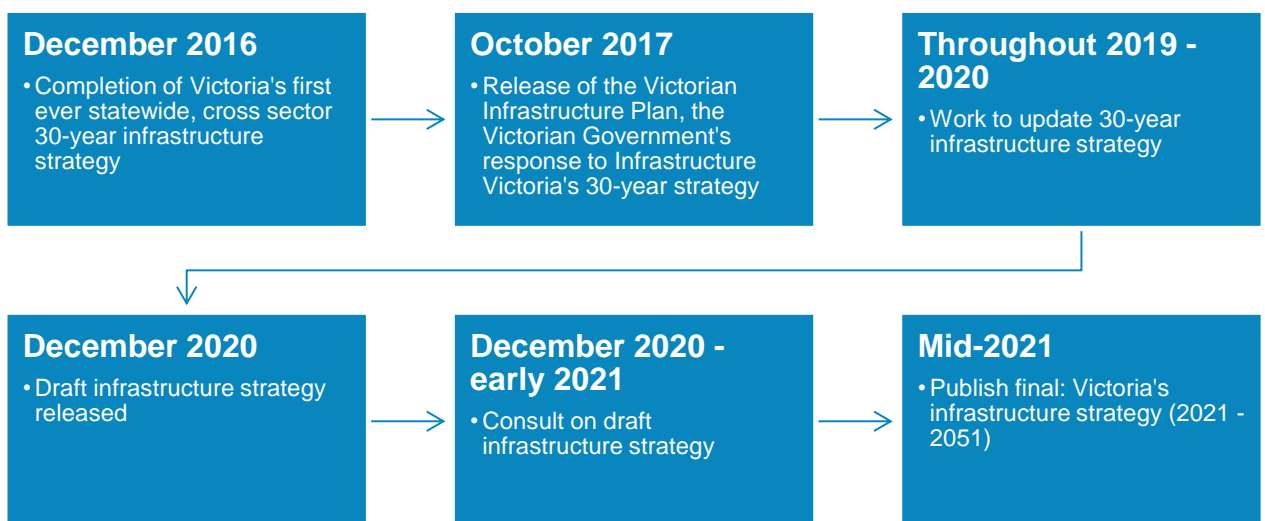
## 7 Next steps

The engagement on Victoria's draft infrastructure strategy update has been an opportunity to test Infrastructure Victoria's advice and seek community and stakeholder feedback on the assumptions, evidence and draft recommendations.

Infrastructure Victoria will further test and refine the recommendations, costings and timelines outlined within the draft strategy to ensure they are based on the best available information.

Findings from the engagement, additional research and analysis will be consolidated into the final strategy and delivered to the Victorian Parliament in mid-2021. The Victorian Government has up to 12 months to respond to Infrastructure Victoria's recommendations and develop a five-year infrastructure plan. This will identify priority projects and how these help achieve the social, economic, and environmental objectives outlined in the final strategy. Infrastructure Victoria will then assess the Victorian Government's infrastructure priorities and overall progress in meeting the state's infrastructure needs annually, as part of an ongoing dialogue to improve long-term infrastructure planning.

Infrastructure Victoria refreshes Victoria's infrastructure strategy every three to five years to ensure the advice remains relevant and timely. Following the release of the 2021 strategy update, the process of research and engagement to inform the next strategy update begins again.



**Figure 8 Development timeline for *Victoria's infrastructure strategy (2021 – 2051)***

# Appendices

## Appendix A: Community and stakeholder events

Table 4 shows the list of stakeholder and community events held during the engagement period.

*Table 5 List of stakeholder and community events*

Workshops		
Shaping our communities	5:30 – 7:30PM	Wednesday, 27 January 2021
Addressing social disadvantage in regional Victoria	5:30 – 7:30PM	Thursday 28 January 2021
Responding to climate change	5:30 – 7:30PM	Tuesday 2 February 2021
Building on regional Victoria's competitive economic advantage	5:30 – 7:30PM	Tuesday 2 February 2021
Connecting Victorians through Transport	5:30 – 7:30PM	Thursday 4 February 2021
Regional roundtables		
Barwon	2:00 - 3:30PM	Thursday 4 February, 2021
Great South Coast	2:00- 3:30PM	Friday 5 February 2021
Gippsland	2:00- 3:30PM	Monday 8 February 2021
Central Highlands	2:00- 3:30PM	Tuesday 9 February 2021
Loddon Campaspe	2:00- 3:30PM	Wednesday 10 February
Ovens Murray	2:00- 3:30PM	Wednesday 10 February
Wimmera Southern Mallee	2:00- 3:30PM	Friday 12 February 2021
Goulburn	2:00- 3:30PM	Monday 15 February 2021
Mallee	2:00- 3:30PM	Monday 15 February 2021
Industry roundtable		
Transport Emissions Industry Roundtable	10.00am - 11.30am	Friday 12 February 2021
Focus groups		

<b>Cohort focus groups</b>		
Understanding infrastructure accessibility needs for Victoria - People with disability, older people, and their advocates	10AM- 12PM	Tuesday 9 February 2021
Young Victorians perspectives on transport and public buildings	10AM- 12PM	Wednesday 10 February
Understanding infrastructure perspectives of recently arrived migrants	10AM- 12PM	Thursday 11 February
<b>Community attitudes focus group</b>		
Can Victoria use recycled water for drinking?	10AM- 12PM	Monday 15 February 2021
What types of transport work best for Victoria?	10AM- 12PM	Tuesday 16 February 2021
How can Victoria become more energy efficient?	10AM- 12PM	Wednesday 17 February 2021
<b>Local Government forums</b>		
Metropolitan Councils	10am-12pm	Monday 8 February
Growth Area Councils	10am-12pm	Tuesday 16 February
<b>Sectorial dialogues</b>		
Energy infrastructure	10am-12pm	Monday 1 February
Energy efficiency	10am-12pm	Wednesday 3 February
Health	10am-12pm	Tuesday 2 February
Aboriginal infrastructure	10am-12pm	Friday 5 February
Freight and logistics	10am-12pm	Wednesday 3 February
Passenger transport	10am-12pm	Friday 5 February
Housing	10am-12pm	Monday 8 February
Development and planning	10am-12pm	Tuesday 9 February
Resilience and Emergency Services	10am-12pm	Thursday 11 February
Water	10am-12pm	Thursday 11 February

# Appendix B: Engage Victoria survey results

Figure 9 and Figure 10 below summarise the key questions from the Engage Victoria survey.

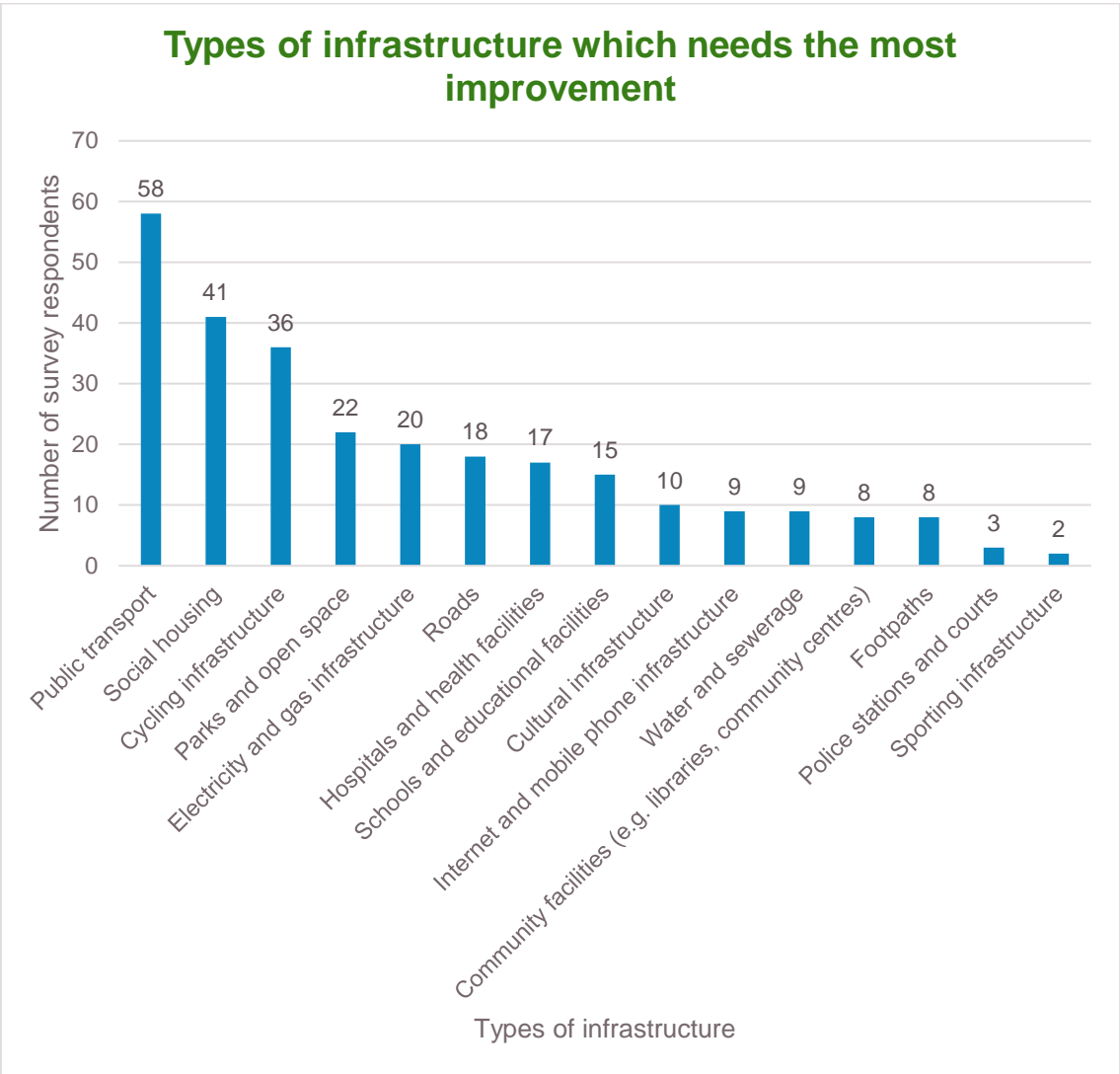
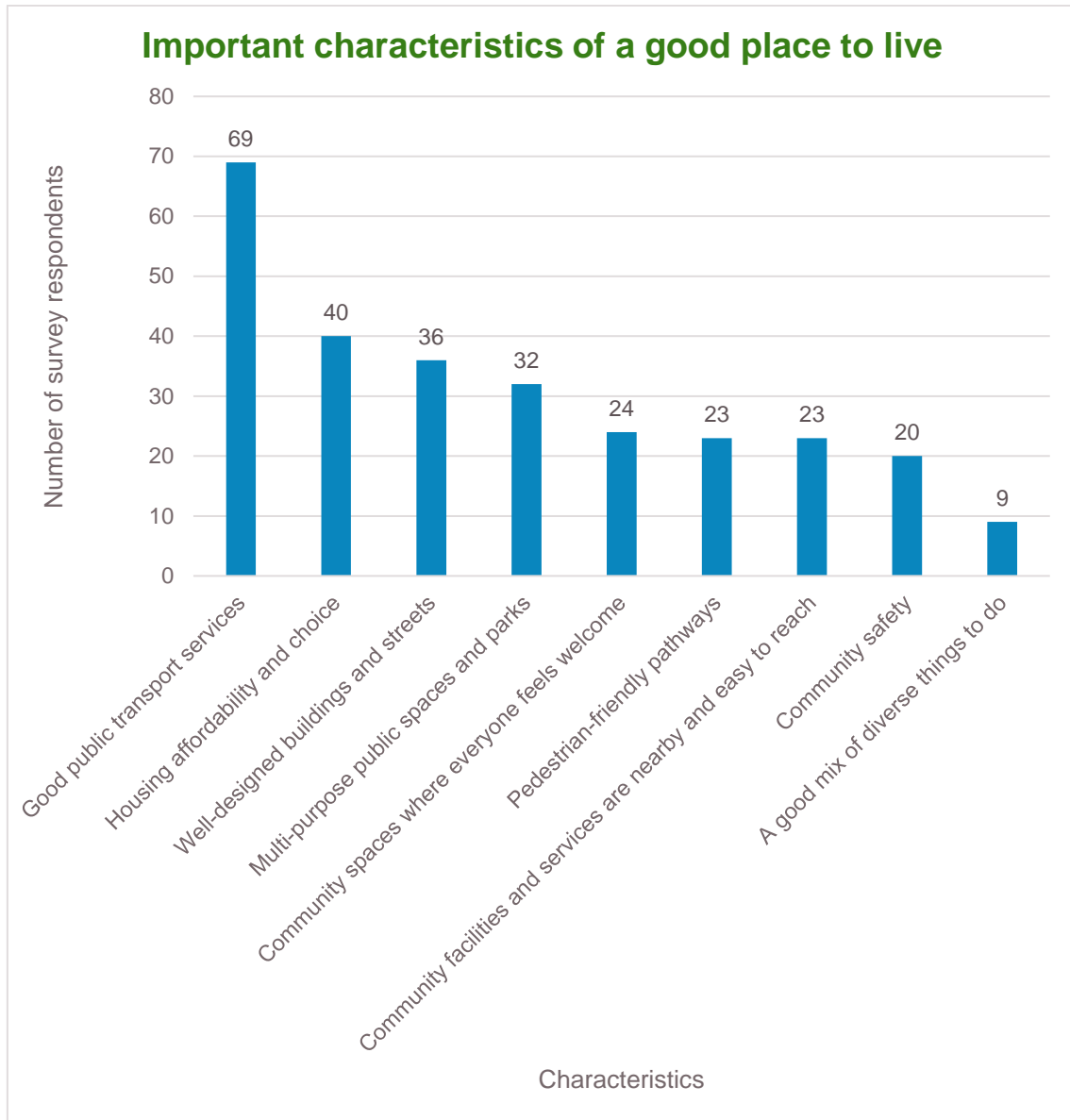


Figure 9 Types of infrastructure which needs the most improvement



**Figure 10 Important characteristics of a good place to live**

# Appendix C: Participant evaluation responses

Evaluation responses from 38 public engagement participants.

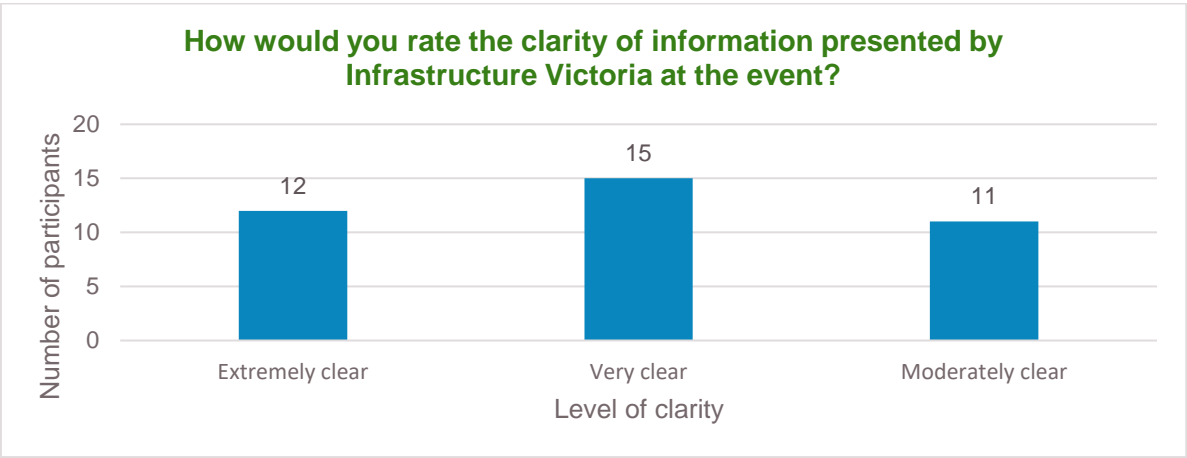


Figure 11 How would you rate the clarity of information presented by Infrastructure Victoria at the event (n= 38)

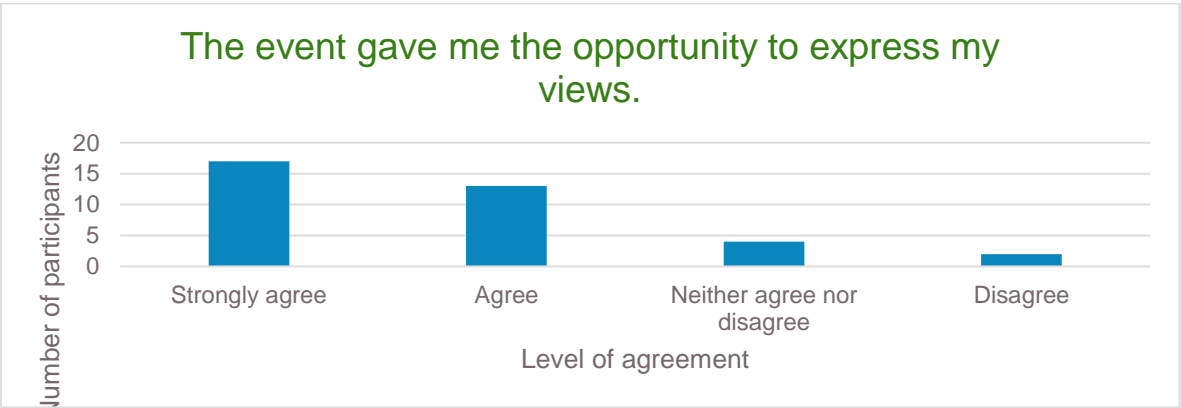


Figure 12 The event gave me the opportunity to express my views (n= 36)



Figure 13 The event helped answer my questions about the draft strategy and the draft recommendations (n= 38).



# Submission Summary Report

*Victoria's Draft 30-Year Infrastructure Strategy*

26 May 2021

**capire**

## Privacy

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

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

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

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

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

## Consultation

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

Capire staff and associates take great care while transcribing participant feedback but unfortunately cannot guarantee the accuracy of all notes. We are however confident that we captured 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.

## Definitions

### COMMUNITY

The term community refers to a group of people that has something in common such as identity, behaviours, interests or values. A community often share a sense of place in a given geographical area (e.g. a country, city, town, or neighbourhood) or in virtual space through communication platforms.

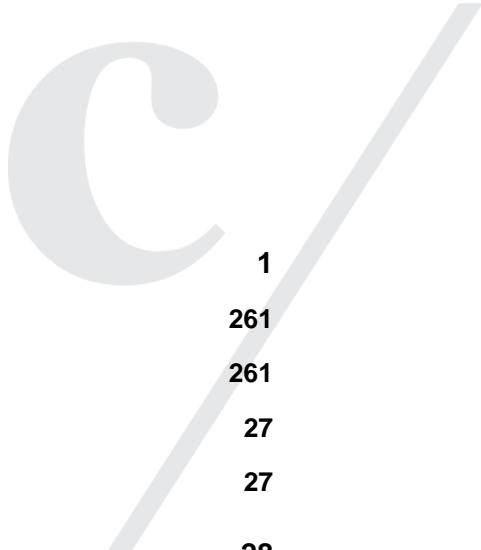
### STAKEHOLDER

The word stakeholder refers to individuals, groups or organisations with a stake or interest in the outcome of a decision. Stakeholders may also have the ability to influence the decision given their role or position.

### ENGAGEMENT

Engagement is defined as a planned process with the purpose of working with communities and stakeholders to inform decisions, share knowledge and strengthen relationships.





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# 1 Introduction

## 1.1 Project background

Infrastructure Victoria is an independent advisory body under the *Infrastructure Victoria Act 2015*. The Act establishes Infrastructure Victoria as a statutory authority, with independence and appropriate powers to provide evidence-based advice to the government. Infrastructure Victoria has three core functions: preparing a 30-year infrastructure strategy for Victoria which is refreshed every three to five years; providing written advice to government on specific infrastructure matters; and publishing original research on infrastructure related-issues.

In 2016, Infrastructure Victoria delivered the state's first ever 30-year infrastructure strategy, following significant engagement with the community. As part of this consultation process, Victorians were asked for their views on 'how to create a future where everyone has good access to jobs, education and services, where industries and businesses thrive and where the environment is valued'. The 2016 strategy included 137 recommendations across nine infrastructure sectors.

As part of its requirement to update the strategy every three to five years, Infrastructure Victoria released an update of the 30-year infrastructure strategy, including 95 draft recommendations for infrastructure planning and priorities, on 9 December 2020. These draft recommendations address long-term challenges, urban change, productivity and growth and the unique challenges and opportunities across regional Victoria.

The draft strategy was subject to rigorous collaboration and consultation with community and stakeholders, through an extensive engagement program that ran between 9 December 2020 and 26 February 2021. Members of the community, industry and stakeholders were asked for their feedback on the draft recommendations for infrastructure priorities across both metropolitan and regional Victoria, and could share their views by way of a written submission. A total of 212 submissions were received during this process.

The submissions and feedback from this engagement period will inform the development of *Victoria's infrastructure strategy 2021–2051*, which will be presented to the Victorian Parliament in mid-2021.

## 1.2 Purpose of this report

This document summarises the submissions that were received as part of the consultation process on Victoria's draft 30-year infrastructure strategy. It collates community and stakeholder feedback on the draft recommendations, highlighting key and recurring topics and providing an analysis of the submissions against the draft strategy's four identified themes. Where permission has been provided, submissions are published on Infrastructure Victoria's website at <https://www.infrastructurevictoria.com.au/victorias-draft-30-year-infrastructure-strategy-submissions/>

## 1.3 Submission process

Community members and stakeholders were invited to provide their submissions via a dedicated engagement page hosted on the Engage Victoria platform. Submitters could provide a freeform submission, use the template provided (**Appendix 1**) or email their submission directly to Infrastructure Victoria. When each submission was received it was registered and a receipt of acknowledgement was sent to the submitter. Each submission was reviewed and assigned to an Infrastructure Victoria team member who was the subject matter expert for that topic, for further detailed analysis. This rigorous assessment of suggested proposals, ideas or changes has supported Infrastructure Victoria in updating and finalising its 30-year infrastructure strategy.

## 1.4 Notes to reader

The reader should consider the following limitations when reading this report:

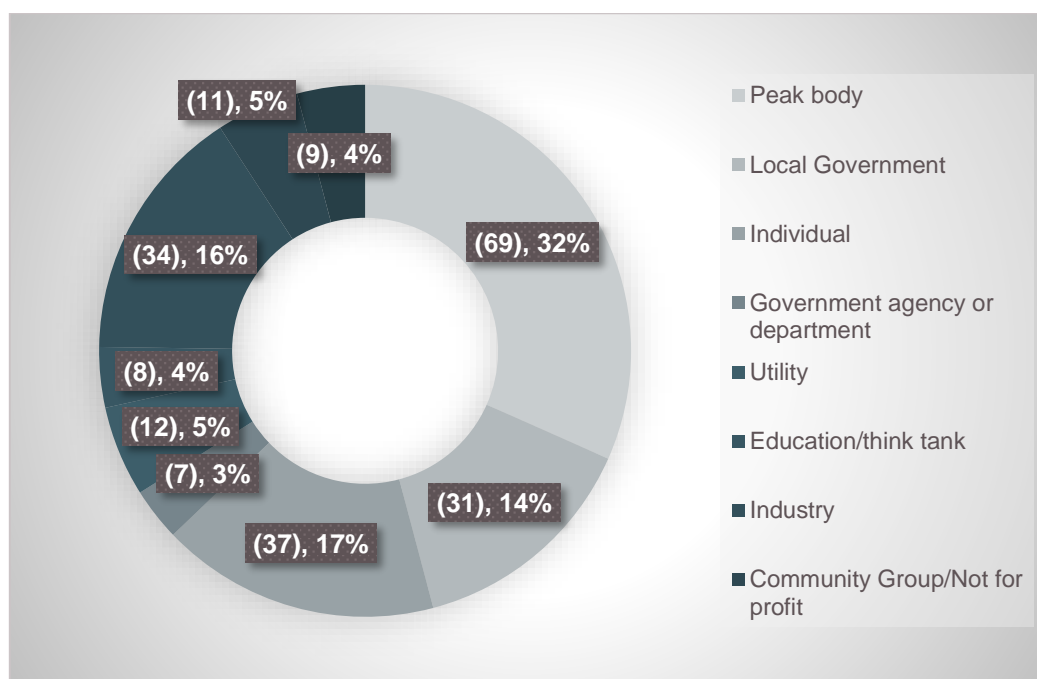
- This report provides a summary of the submissions received about the draft 30-year strategy update. It is not intended to provide an analysis of each submission in detail.
- The analysis of submissions in this report has been summarised into a series of themes. Infrastructure Victoria has provided a response to the primary themes in Appendix E to *Victoria's infrastructure strategy 2021 – 2051*. Separate to this analysis, Infrastructure Victoria undertook a rigorous and thorough analysis of each submission received.

## 2 Overview of submissions

### 2.1 Submitter type

A total of 212 submissions were received during the consultation period. Submissions were predominantly made by peak bodies and industry representatives. The graph below provides a breakdown of submitters by type of organisation. This includes peak bodies, local government, individuals, government agency or department, utility, education/think tank, industry and community group/not for profit.

Figure 14 Breakdown of submissions by submitter type N=212



### 2.2 Draft 30-year strategy themes by submitter

The table below records the number of submissions, per submitter type, that mentioned a theme-specific recommendation or concept from the draft strategy. It also includes new ideas outside of the four strategy themes.

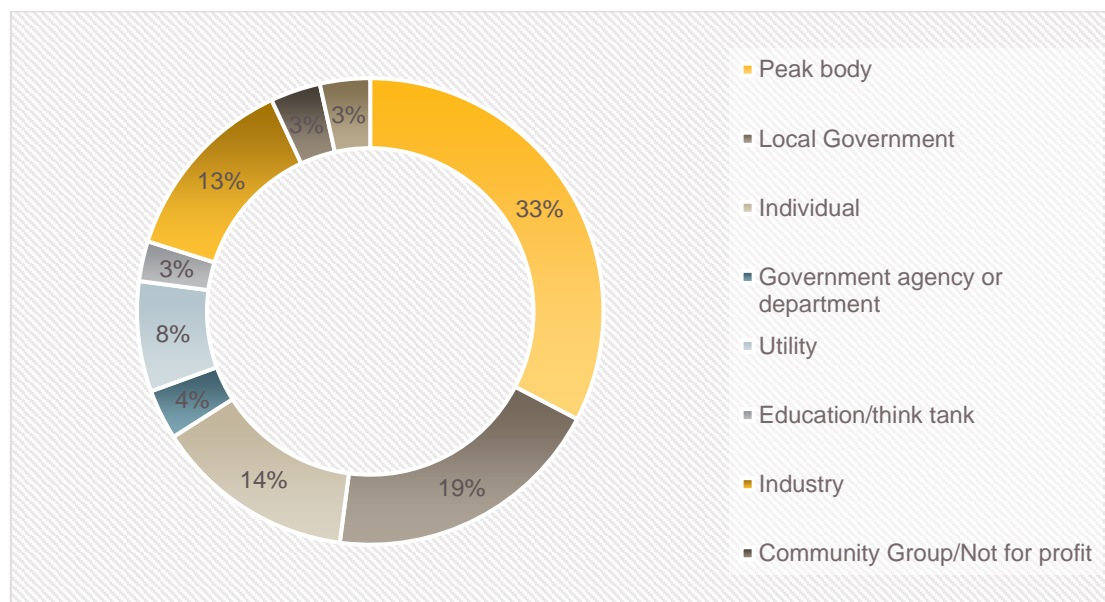
Submitter type	Theme 1	Theme 2	Theme 3	Theme 4	New ideas/ Other	Total number of submissions per submitter type
Peak body	73%	59%	63%	59%	22%	64
Local Government	90%	81%	71%	48%	23%	31
Individual	57%	46%	60%	23%	17%	35

Submitter type	Theme 1	Theme 2	Theme 3	Theme 4	New ideas/ Other	Total number of submissions per submitter type
Government agency or department	71%	86%	71%	86%	14%	7
Utility	100%	45%	18%	27%	9%	11
Education/think tank	50%	50%	75%	50%	25%	8
Industry	56%	53%	44%	21%	6%	34
Community Group/Not for profit	45%	73%	64%	64%	18%	11
Anonymous	56%	22%	33%	22%	0%	9

## 2.3 Theme 1: Confront long-term challenges.

This section summarises the key ideas and concepts shared relating to *Theme 1: Confront long term challenges*.

Out of the 212 submissions, 146 submitters provided feedback against Theme 1. This has been further broken down by submitter type in the graph below.



New ideas and recommendations submitted regarding Theme 1 are outlined below. These have been grouped under 'Additions to existing content' and 'New content relating to Theme 1'.

### Additions to existing content:

Suggestions for additions to content in Theme 1 which were mentioned in multiple submissions include:

- Reference to minimum standards for energy efficiency in new homes, including social and public housing developments.
- Increase the amount of charging infrastructure required to support the uptake of electric vehicles including in new developments.
- Acknowledge the increased risk of flooding events.
- Increase incentives to accelerate the uptake of zero or low emissions vehicles.
- Increase awareness and engagement on new energy transmission infrastructure required. Operational readiness is also required for new energy transmission infrastructure.
- Develop an integrated health care model for Aboriginal community members.
- Include further detail regarding offshore energy production.
- Develop an electric bus trial for public buses.

#### **New content relating to Theme 1**

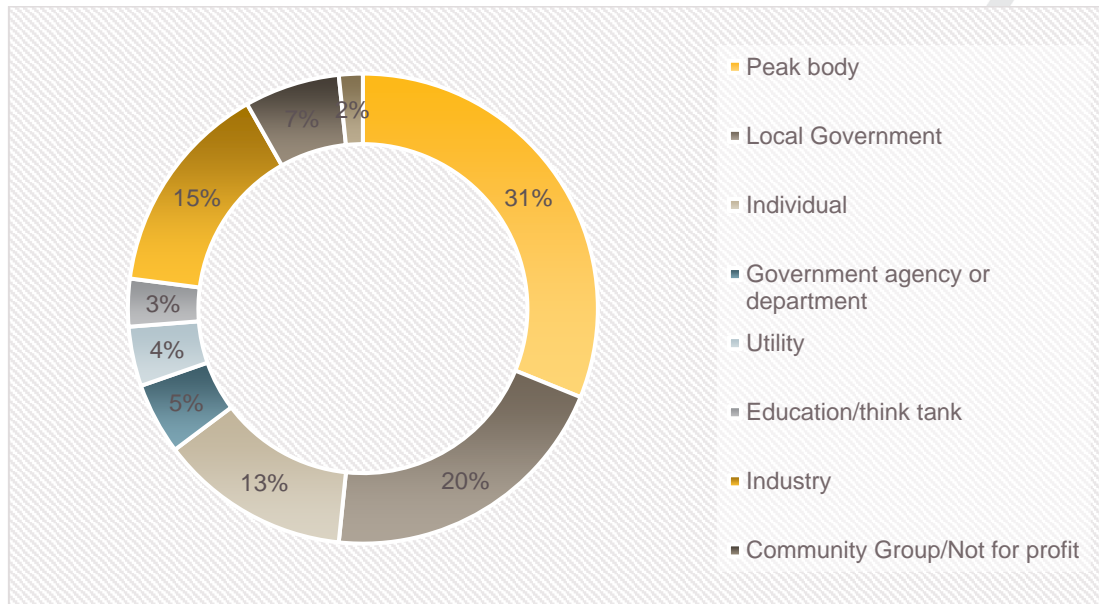
Multiple submitters provided the following suggestions for new content:

- Consider the role of hydrogen in transitioning to a zero emissions future.
- Develop a partnership model with Aboriginal Community Controlled Organisations (ACCO) to deliver recommendations and future community engagement.
- Advocate for the use of CO2 in car air-conditioning to reduce emissions.
- Recommend a South East Melbourne airport.
- Include recommendations on drainage outfalls to mitigate the impacts of climate change and extreme weather events.

## 2.4 Theme 2: Managing urban change

This section summarises the key ideas and concepts shared relating to *Theme 2: Managing urban change*.

Out of the 212 submissions, 129 submitters provided feedback against Theme 2. This has been further broken down by submitter type in the graph below.



New ideas and recommendations provided in the submissions regarding Theme 2 are outlined below. These have been grouped under *Additions to existing content* and *new content relating to Theme 2*.

### Additions to existing content:

Suggestions for additions that relate to the content in Theme 2 that were mentioned in multiple submissions include:

- Greater collaboration between state and local governments in determining locations for new housing developments.
- Introduce targets for affordable housing.
- Specify uses for funding from the Growth Areas Infrastructure Contribution (GAIC), such as buses, cultural and social infrastructure.
- Better integrated and accessible transport planning.
- Connect the Fishermans Bend precinct to inner Melbourne via public transport such as a tram link.
- Greater emphasis on the role and accessibility of activity centres when determining new 'grey field' housing estate locations within Melbourne's middle ring suburbs.
- Greater emphasis on the role of activity centres, and location of surrounding new 'grey field' housing, within middle ring suburbs.

- Greater transparency, alignment and connection between local and state governments in their strategic plans to support infrastructure delivery. These plans should be publicly available to help other organisations to proactively plan for their infrastructure delivery.
- Greater emphasis on infrastructure planning to meet accessibility needs for older people and people with disability.

### New content relating to Theme 2

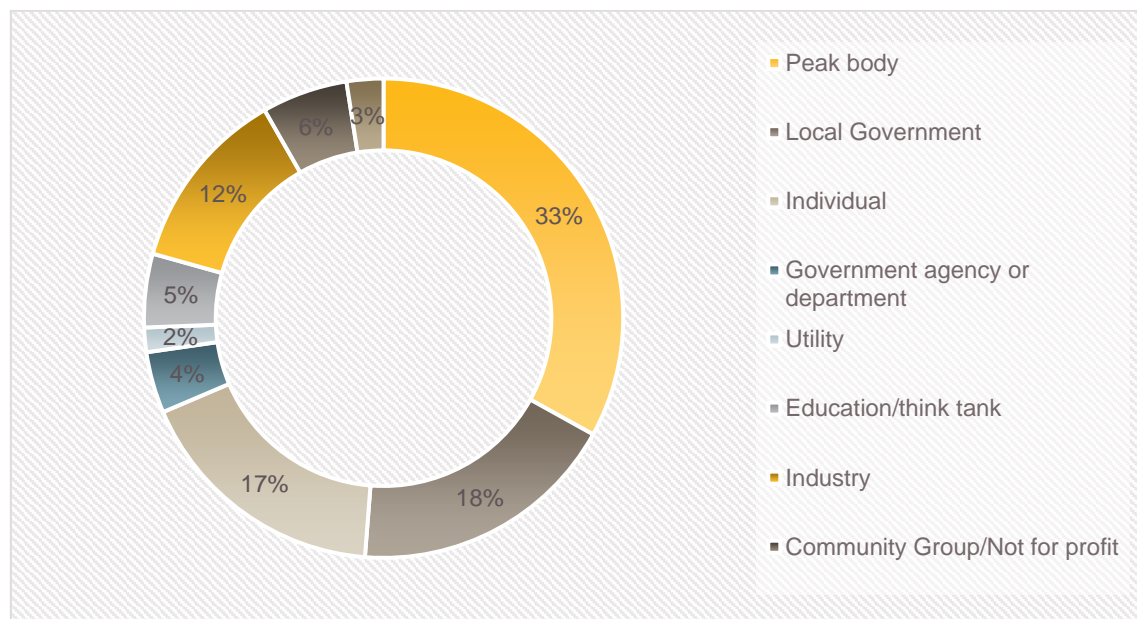
Multiple submitters provided the following suggestions for new content:

- Include research demonstrating the link between positive health and environmental outcomes achieved through environmental infrastructure.
- Develop targets for infrastructure assets that guide their ongoing use and maintenance.

## 2.5 Theme 3: Harness infrastructure for productivity and growth

This section summarises the key ideas and concepts shared relating to *Theme 3: Harness infrastructure for productivity and growth*.

Out of the 212 submissions, 124 submitters provided feedback against Theme 3. This has been further broken down by submitter type in the graph below.



New ideas and recommendations provided in the submissions regarding Theme 3 are outlined below. These have been grouped under *Additions to existing content* and *new content relating to Theme3*.

### Additions to existing content:

Suggestions for additions that relate to the content in Theme 3 that were mentioned in multiple submissions include:



- Review bus services and their provision particularly in areas with planned or completed station upgrades or level crossing removal projects. Consider recommending an orbital bus service with higher frequency.
- Consider adopting additional tree canopy targets.
- Advocate for greater funding and resourcing of Aboriginal community-controlled organisations (ACCOs).
- Locate new mental health facilities close to environmental infrastructure to support service delivery and patient experience.
- Strengthen planning and delivery of active transport projects when major transport infrastructure projects are being designed and delivered.

### New content relating to Theme 3

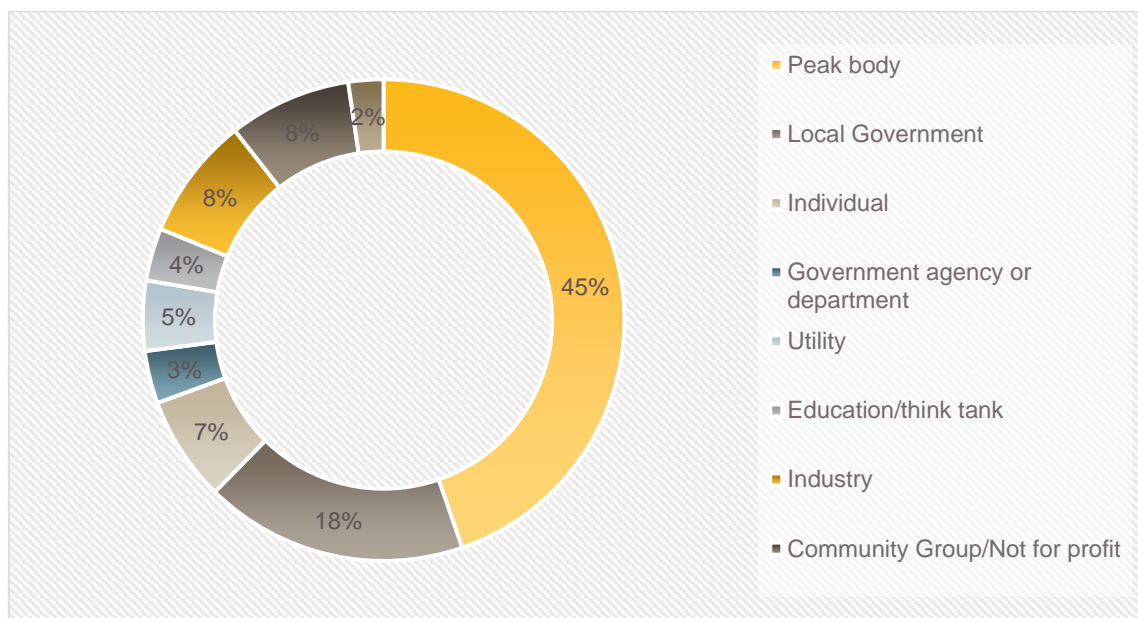
Multiple submitters provided the following suggestions for new content:

- Consider the role of motorbikes as a transport mode to reduce congestion.
- Articulate Infrastructure Victoria's position on the Melbourne Airport Rail Link.

## 2.6 Theme 4: Develop regional Victoria

This section summarises the key ideas and concepts shared relating to *Theme 4: Develop regional Victoria*.

Out of the 212 submissions, 93 submitters provided feedback against Theme 3. This has been further broken down by submitter type in the graph below.



New ideas and recommendations provided in the submissions regarding Theme 4 are outlined below. These have been grouped under *Additions to existing content* and *new content relating to Theme 4*.

**Additions to existing content:**

Suggestions for additions that relate to the content in Theme 4 that were mentioned in multiple submissions include:

- Act upon regional studies, plans and strategies that have been undertaken.
- Greater emphasis on the need for reliable and consistent telecommunication and digital connectivity coverage across Victoria, particularly in peri-urban areas, regional towns and rural Victoria.
- Improve rail freight lines.
- Promote cross-sectorial and geographic health collaborations.
- Develop more alcohol and other drug services and facilities.
- Include and promote tourism opportunities such as marine-based tourism and regional town tourism.
- Build, review and strengthen bridges such as those owned by water authorities.
- Increase the number of youth foyers across regional Victoria based on available evidence of their benefits.
- Increase minimum energy efficiency standards in existing private and social housing.

**New content relating to Theme 4:**

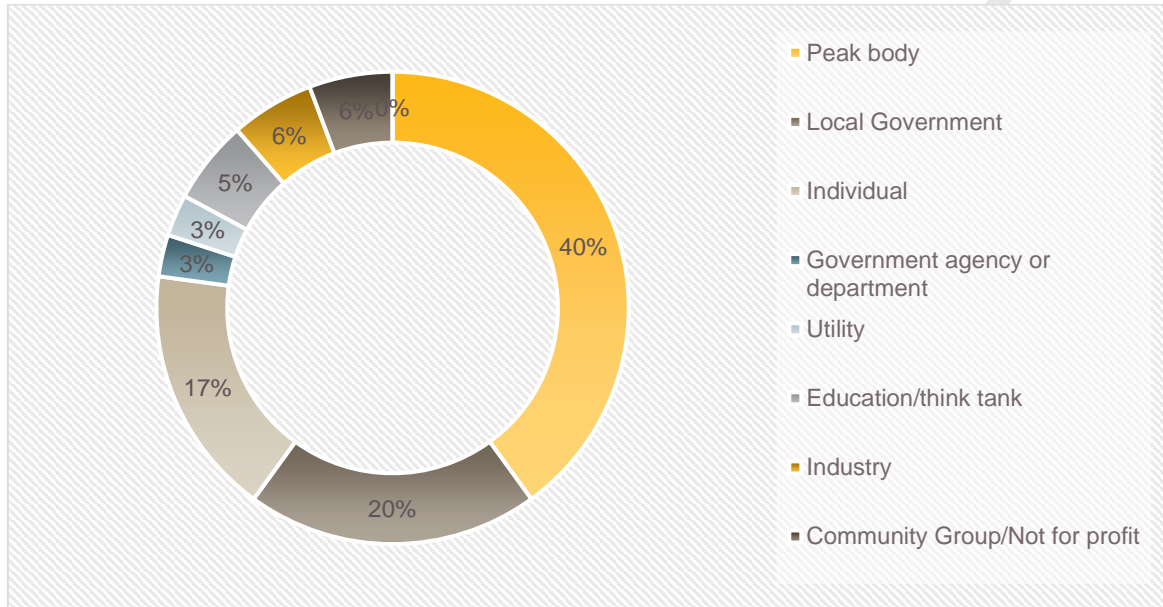
Multiple submitters provided the following suggestions for new content:

- Acknowledge and tailor recommendations specifically to the needs of individual regions and towns.
- Demonstrate the importance of environmental infrastructure and eco-tourism opportunities.

## 2.7 New Ideas

This section of the report summarises the new ideas shared by submitters that did not relate to a specific theme.

Out of the 212 submissions, 40 submitters provided feedback for new ideas. This has been further broken down by submitter type in the graph below.



New ideas for Victoria's 30-year strategy were predominantly submitted by peak body organisations, local government and individuals.

### 3 Next steps

The engagement on Victoria's draft 30-year infrastructure strategy update has been an opportunity to test Infrastructure Victoria's advice and to seek community and stakeholder feedback on the assumptions, evidence and draft recommendations.

Infrastructure Victoria will further test and refine the costings and timelines outlined within the draft recommendations to ensure they are based on the best available information. Findings from the engagement, additional research, and analysis will be consolidated into the final strategy.

In response to the evidence and proposals received through the submissions process, Infrastructure Victoria has comprehensively read and analysed all the submissions and have recorded over 2700 proposals for change and/or that provided additional evidence. These proposals are being further analysed and will be incorporated into the final strategy, *Victoria's infrastructure strategy 2021 – 2051*, as appropriate.

*Victoria's infrastructure strategy 2021 – 2051* will be delivered to the Victorian Parliament in mid-2021. The Victorian Government will have up to 12 months to respond to Infrastructure Victoria's recommendations and develop a five-year infrastructure plan for Victoria. This will identify priority projects and how these will help achieve the social, economic and environmental objectives outlined in the final strategy. Infrastructure Victoria will then assess the Victorian Government's infrastructure priorities and overall progress annually as part of an ongoing dialogue to improve long-term infrastructure planning.

# Appendices

## Appendix D1: Submission template

**This submission template is designed to assist you in providing feedback on the draft 30-year infrastructure strategy update.**

Name Required

Postcode Required

1. What is your overall impression of the draft 30-year Infrastructure Strategy Update? (250 word limit) Required

2. What do you consider to be the key strengths of the draft 30-year Infrastructure Strategy Update? (250 word limit) Required

3. Do you have any general suggestions for improving the draft 30-year Infrastructure Strategy Update? (250 word limit) Required

4. Do you have any suggestions that would assist with implementing the draft 30-year Infrastructure Strategy Update? (250 word limit) Required

5. Do you have any further comments? (250 word limit) Required

I give permission to Infrastructure Victoria publishing my submission Required

☐

Yes

☐

No

☐

I agree to the Collection Notice Required

[Submit](#)

## Appendix D2: List of Submitters

212 submissions were received. Note that 21 organisations and individuals did not consent to their submissions being made public.

<b>Aboriginal Community Elders Services (ACES)</b>
<b>Aboriginal Executive Council</b>
<b>Abrisham</b>
<b>Ace Parking Group</b>
<b>Adjungbilly PTY LTD</b>
<b>AGL</b>
<b>AILA (Vic)</b>
<b>Alan Pears</b>
<b>Alex Russell</b>
<b>Alfred Health</b>
<b>Ambulance Victoria</b>
<b>Andrea Mayes</b>
<b>Andrew Boyle</b>
<b>Angela Rutherford</b>
<b>ANL Container Line</b>
<b>Anonymous submitters x9</b>
<b>APA group</b>
<b>Australian Retailers Association (ARA)</b>
<b>Confidential</b>
<b>Australian Sustainable Built Environment Council (ASBEC)</b>
<b>Associate Professor Marco Amati</b>
<b>ASTERIA Services Inc</b>
<b>Australia Post</b>
<b>Australian Energy Council</b>
<b>Australian Gas Infrastructure Group</b>
<b>Australian Housing and Urban Research Institute</b>
<b>Australian Institute of Architects</b>
<b>Australian Logistics Council</b>
<b>Avalon Airport</b>
<b>Confidential</b>
<b>Beattock Pty Ltd</b>
<b>Berry Street</b>
<b>Brimbank City Council</b>
<b>Brotherhood of St Laurence</b>
<b>Barwon South West Waste and Resource Recovery Group (BSWWRRG)</b>
<b>BusVic</b>
<b>Campaspe Shire Council</b>
<b>Cardinia Shire Council</b>
<b>Cement Concrete &amp; Aggregates Australia</b>
<b>Central Highlands regional partnership</b>
<b>Cisco</b>
<b>City of Geelong</b>
<b>City of Greater Dandenong</b>
<b>City of Manningham</b>
<b>City of Melbourne</b>
<b>Confidential</b>
<b>City of Stonnington</b>
<b>City of Whittlesea</b>
<b>Climate Works Australia</b>

Committee for Geelong
Committee for Gippsland
Committee for Melbourne
Community Southwest
Construction Material Processors Association
Consult Australia
David Vincent
Confidential
Confidential
Dr Judy Bush
Confidential
East Gippsland Shire Council
Eastern Alliance for Greenhouse Action
Electric Vehicle Council
Energy Efficiency Council
Energy Networks Australia
Engineers Australia
Environment Victoria
Erwin Boermans
Esther Caspi
Federal Chamber of Commerce and Industries
Food and Fibre Great South Coast Inc.
Friends of Drouin's Trees
Friends of the Barwon
G21 - Geelong Alliance
GEKKO systems
Gila Schnapp
Glenn Patterson, City of Casey
Glenn Stewart, Community Development Adviser, Robinvale Our Place
GoGet
Goulburn Murray Climate Alliance
Confidential
Goulburn Ovens Institute of TAFE
Greater Bendigo City Council
Greater South East Melbourne
Green Building Council
Haven; Home, Safe
Heart Foundation
Housing Industry Australia (HIA)
Hindmarsh Shire Council
Hobsons Bay City Council
Horsham Rural City Council
Hume City Council
Confidential
Infrastructure Sustainability Council of Australia
Institute for Sensible Transport
Iskandar Zulkarnain
Confidential
James Thyer
Jenny Tame
Joan McColl
John Cleeland
KAV Consulting
Klaas Visser
La Trobe University

<b>Latrobe City Council</b>
<b>Linda Bradburn</b>
<b>Lindsay Mott</b>
<b>Confidential</b>
<b>Liz Price</b>
<b>Loddon Campaspe Regional Partnership</b>
<b>Loddon Mallee Aboriginal Reference Group</b>
<b>Louis Cohalan</b>
<b>Mallee Regional Partnership and Loddon Mallee RDA Committee</b>
<b>Marion Attwater</b>
<b>Master Builders Victoria</b>
<b>Confidential</b>
<b>Confidential</b>
<b>Melton City Council</b>
<b>Mildura Rural City Council</b>
<b>Mitchell Shire Council</b>
<b>Mobile Carriers Forum</b>
<b>Monash City Council</b>
<b>Monash University</b>
<b>Moorabool Shire Council</b>
<b>Moreland City Council</b>
<b>Mornington Peninsula Shire</b>
<b>Mount Alexander Health and Wellbeing Partnership</b>
<b>Confidential</b>
<b>Municipal Association of Victoria</b>
<b>Murray River Group of Councils</b>
<b>National Growth Areas Alliance</b>
<b>Confidential</b>
<b>National Disability Services (NDS)</b>
<b>Northern Councils Alliance &amp; NORTH Link</b>
<b>Northern Health</b>
<b>Odyssey House Victoria</b>
<b>Pam Beerens</b>
<b>Parking Australia</b>
<b>Parks &amp; Leisure Australia (PLA)</b>
<b>Peter Hirst</b>
<b>Peter Parker</b>
<b>Philip Laird</b>
<b>Planning Institute of Australia (Vic)</b>
<b>Port of Hastings</b>
<b>Port of Melbourne</b>
<b>Port Philip &amp; Westernport Catchment Management Authority (PPWCMA)</b>
<b>Prof. Julian Rait</b>
<b>Prof. Libby Porter</b>
<b>Property Council of Australia</b>
<b>Public Libraries Victoria</b>
<b>Public Transport Users Association</b>
<b>Rail Freight Alliance</b>
<b>Rail Futures</b>
<b>Confidential</b>
<b>RMIT Centre for Urban Research</b>
<b>RMIT University</b>
<b>Roads Australia</b>
<b>Rodney Brown</b>
<b>Rural Councils Victoria</b>



<b>Sacred Heart Mission</b>
<b>Confidential</b>
<b>Confidential</b>
<b>South Gippsland Shire Council</b>
<b>Star of the South</b>
<b>Stormwater Victoria</b>
<b>Suzanne Toumbourou</b>
<b>TasNetworks</b>
<b>TESLA</b>
<b>Town and Country Planning Association</b>
<b>Confidential</b>
<b>Transport for Everyone (T4e)</b>
<b>Transport for Melbourne Incorporated</b>
<b>Urban Development Institute of Australia (UDIA)</b>
<b>University of Melbourne</b>
<b>Victorian Alcohol and Drug Association (VAADA)</b>
<b>Victorian Aboriginal Community Controlled Health Organisation Inc. (VACCHO)</b>
<b>Victorian Aboriginal Community Services Association Ltd (VACSAL)</b>
<b>Victorian Council of Social Services (VCOSS)</b>
<b>Vicinity Centres</b>
<b>Victorian Local Learning and Employment Network (VicLLEN) &amp; Youth Affairs Council (YAC) Vic</b>
<b>VICTAS Community Transport Association (VTCTA)</b>
<b>Victoria Walks</b>
<b>Victorian Aboriginal Child Care Agency (VACCA)</b>
<b>Victorian Automobile Chamber of Commerce</b>
<b>Victorian Farmers Federation</b>
<b>Victorian Motorcycle Council</b>
<b>Victorian National Parks Association</b>
<b>Victorian Planning Authority (VPA)</b>
<b>VicWater</b>
<b>Viva Energy</b>
<b>VTAG</b>
<b>Water Services Association of Australia</b>
<b>West of Melbourne Economic Development Alliance</b>
<b>West Wimmera Shire Council</b>
<b>Confidential</b>
<b>William McDougall</b>
<b>Windana Drug and Alcohol Recovery</b>
<b>Wolf Advisory and BioEnergy Enterprises Australia</b>
<b>Woolworths</b>
<b>Wyndham City Council</b>
<b>Confidential</b>
<b>Confidential</b>