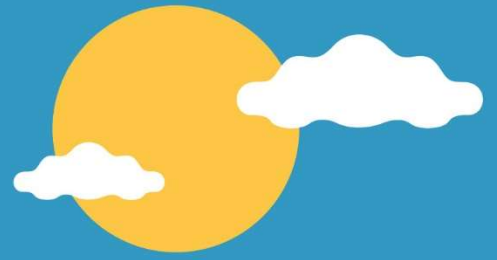


Giving
every person
a voice.



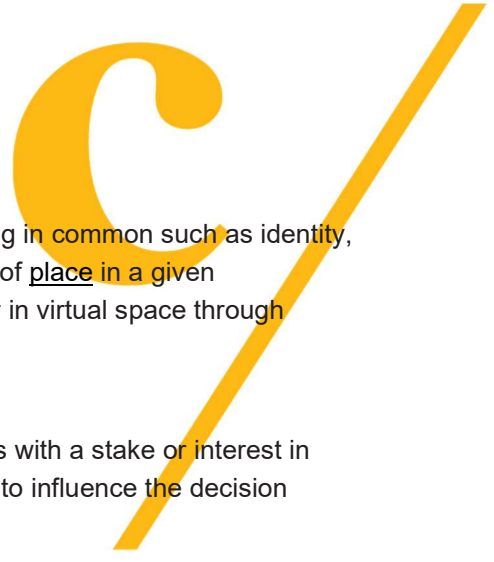
*Tackling transport emissions to
encourage uptake of low or zero
emissions vehicles sooner*

Community Panel

Report

April 2021





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

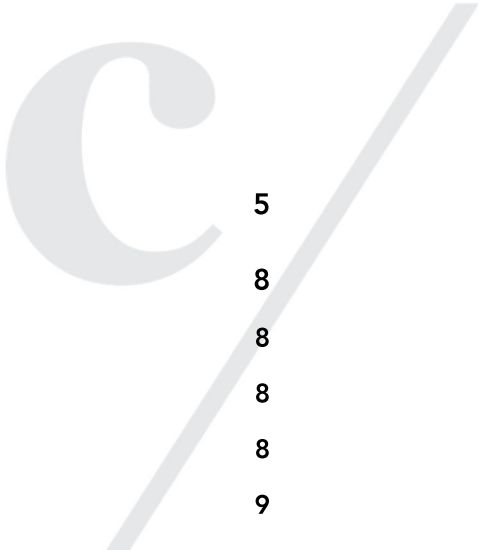
Engagement is defined as a planned process with the purpose of working with communities and stakeholders to inform decisions, share knowledge and strengthen relationships.

ABOUT CAPIRE CONSULTING GROUP

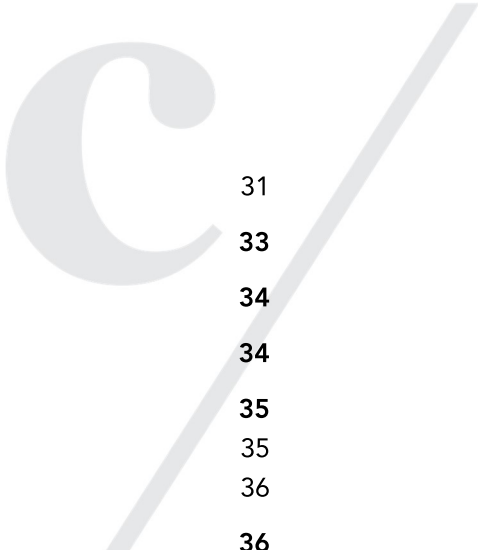
Capire Consulting Group is a specialist community engagement company. We design and deliver tailored engagement strategies to build understanding, create local ownership and inform sustainable decision making. Using a lens of diversity, inclusion and accessibility, we maximise social benefit on all of our projects.

Based in Carlton, Victoria, Capire is an office of dynamic, smart and innovative consultants. Our team have backgrounds in urban planning, social science, communications, and design bringing together a wealth of expertise and experience to our projects. We are all skilled in listening, researching, facilitating, and problem solving. Typically, you will find Capire undertaking community engagement for urban renewal projects in inner Melbourne; planning for new community facilities in Melbourne's growth areas; and facilitating forums which respond to a specific issue, site, or policy.

For more information about Capire visit <https://capire.com.au/>



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Executive summary

Infrastructure Victoria is currently preparing an update to Victoria's 30-Year Infrastructure Strategy. In the Draft 30-Year Infrastructure Strategy Update, it shared that tackling transport emissions will be a critical step for Victoria to meet its climate emission reduction targets. One idea is to encourage more Victorians to drive low or zero emission vehicles sooner.

In developing the consultation program to support Victoria's Draft 30-Year Infrastructure Strategy, Infrastructure Victoria made a decision to share the challenge of Victoria meeting its climate emission reduction target of net zero emissions by 2050 with a group of Victorians through a deliberative engagement process. The deliberative process focused on answering the following question:

"Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero-emissions vehicles sooner?"

During the five-weeks, Community Panel members participated in webinars and workshops to build their knowledge as well as to hear different views and share ideas with each other. Through this process, the Community Panel worked together to present 21 final recommendations to Infrastructure Victoria for consideration in supporting more Victorians to adopt low or zero emissions vehicles sooner. These recommendations are outlined below:

1. Advocate to local governments to change their fleets to electric vehicles.

This demonstrates the commitment of the government to meet the emission target.

2. Create a state-wide charging network strategy.

This strategy would set out a network of charging infrastructure across Victoria and the staging of its roll-out.

3. Deliver a broad community awareness and education campaign.

This campaign could use a myth busting approach to address concerns around range, charging technology, battery life and reuse to support uptake of electric vehicles (EVs). The campaign could highlight the ongoing benefits of zero emission vehicles (ZEVs) in reducing transport emissions as a response to climate change.

4. Establish Vehicle Emissions Standards.

This is where the government sets specifications relating to the level of carbon dioxide emissions produced by internal combustion engines (ICE) and low emission vehicles.

5. Introduce planning controls that require new developments to install charging infrastructure.

This will ensure charging infrastructure is a requirement of new developments and is considered as part the design.

6. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles.

This enables a just and timely transition by providing rebates, subsidies or low-interest loans.

7. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'.

This supports households to integrate their EV charging with home-based energy capture through solar panels.

8. Provide electric vehicle charging stations at activity and town centres.

This supports private vehicle drivers and the commercial sector to use charging infrastructure and contribute to the local economy. This includes the opportunity to create a new industry through hydrogen and leverage existing petrol station infrastructure.

9. Advocate to the private sector to lease low or zero emissions vehicles to employees.

This will create further visibility of EVs and significantly reduce emissions from private fleets.

10. Introduce planning controls that require electric vehicle charging infrastructure in new car parks.

This will ensure charging infrastructure is provided as a minimum standard in all new developments.

11. Support the integration of energy capture through solar panels and storage in batteries.

This relates to all types of buildings to reduce reliance on the electricity transmission network powered by fossil fuels to create a closed loop system for charging EVs.

12. Provide incentives for taxis, rideshare vehicles and courier vehicles to use low or zero emissions vehicles.

This will support reduction of transport emissions and provide more opportunities for people to experience EVs.

13. Provide subsidies to reduce the cost of installing home charging infrastructure.

This relates to any infrastructure required at home to charge the EV.

14. Build professional and business knowledge to instil zero-emission workforce and commerce.

This relates to a smooth transition of ICE workforce and commerce to an EV workforce and commerce. Current EV commerce relies heavily on overseas ideas, technologies and services. This advice includes initiatives that will create commercial pathways that will build zero emission communities and economies. This will have a ripple effect on associated industries and workforces.

15. Introduce a Vehicle Emissions Scheme.

This is where individuals enjoy a rebate or pay a surcharge depending on their vehicles emissions in relation to a vehicle emissions standard.

16. End the sale of new internal combustion engine vehicles by 2030.

This is intended to send a clear signal to broader community and market that transition to EVs is required in order to meet emission reduction targets.

17. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles.

This is intended to ensure those who have lower levels of resources to transition to an EV are supported.

18. Create an independent vehicle cost comparison website.

This will help buyers make better decisions using independent information.

19. Create a trade-in scheme for internal combustion engine vehicles.

This would incentivise community members to transition sooner.

20. Mandate a standardised charging connector for use across Victoria.

This would ensure equity of access to charging infrastructure that is not dependent on car model.

21. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure.

This would build community knowledge and awareness about what is happening now and to bring people on a journey as future technology develops.

The Community Panel discussed at length how to ensure these recommendations are implemented equitably and inclusively as to not disadvantage any Victorians. Through these discussions the Community Panel developed the following three principles to guide their implementation:

- **A Just Transition**
to ensure all Victorians have time to plan for low and zero emission vehicles. A staged and strategic approach should ensure an equitable and just transition
- **Equitable Access**
to information and infrastructure and means test financial assistance.
- **Shared Knowledge**
to support individuals and organisations in the public, private and not-for-profit sector.

The Tackling Transport Emissions Community Panel successfully worked together in a virtual environment to deliver 21 recommendations to Infrastructure Victoria.

These recommendations have now been taken forward by Infrastructure Victoria to undertake a detailed technical review. This may include seeking out additional evidence or undertaking further analysis where required.

The reviewed recommendations will inform Infrastructure Victoria's advice - to support the broader community to take up zero or low emissions vehicles sooner - to government in Victoria's 30-year infrastructure strategy. This Strategy is planned to be released in mid-2021.

1 Introduction

1.1 The Challenge

Infrastructure Victoria is currently preparing an update to its 30-Year Infrastructure Strategy. In the Draft 30-Year Infrastructure Strategy Update, it shared that tackling transport emissions will be a critical step for Victoria to meet its climate emission reduction targets. One idea is to encourage more Victorians to drive low or zero emission vehicles sooner.

In developing the consultation program to support Victoria's Draft 30-Year Infrastructure Strategy, Infrastructure Victoria made a decision to share this challenge with a group of Victorians through a deliberative engagement process. The deliberative process focused on answering the following question:

"Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero-emissions vehicles sooner?"

1.2 Not a typical engagement process

Deliberative engagement is an opportunity for 'every day' community members to understand an issue by providing information from various sources and experts. It is also an opportunity to build participant knowledge through discussions, workshops and access to the experts in the field. Deliberative engagement draws on the experiences of participants and elicits the group's views to understand broader community sentiment.

This process ensures participants are equipped with technical information and an understanding of views different to their own when providing their feedback or forming recommendations.

1.3 Representing all Victorians

Capire Consulting Group (Capire) is an independent facilitation team guiding this process. Their expertise is in designing and delivering community engagement processes. For this process, Capire recommended that the panel needed to draw in a diverse representation of Victorians. The final group of 211 Victorians was made up of different age groups, postcodes, genders, incomes and housing types. Refer to **Section 3** of this report for further information about Community Panel profile and the recruitment process.

A group of this size has not been engaged in a deliberative process for a five-week program within Victoria previously. This was made possible by hosting the whole program online, which provided greater flexibility for participants, including those from regional areas.

1.4 About this report

This report describes the process the 211 Victorians worked through, shares the work they created at each step and their final recommendations. It also includes information on how the group was recruited to create a representation of Victoria's diversity.

1.5 Limitations of this process

When reading this reporting, there are several limitations to consider:

- Participants applied to be selected through an Expression of Interest (EOI) process. This attracted a number of Victorians who already drive electric vehicles and people who are committed to reducing the impacts of climate change. This information was not disclosed as part of the EOI process. Therefore, it may have been that there was a lower representation of people who are not yet interested in driving electric vehicles or are not aware of climate change impacts on the Panel.
- This process occurred during the COVID-19 global pandemic. This meant the process was delivered completely in a virtual environment. In the last week of the process, Victoria returned to stricter health restrictions where everyone had to stay at home. Given the uncertainty of the pandemic, this may have impacted participant involvement.
- The process was conducted fully online using a range of tools including Zoom Webinar, Zoom Meetings and a dedicated closed Engage Victoria webpage where participants could connect in between sessions and ask the project questions. A phone number and an email were provided for participants to ask questions or seek technical support.
- The community panel was titled 'Tackling transport emissions'. Some members felt the need to broaden the remit question's scope to include public and active transport.
- There was a range of different knowledge levels about electric vehicles in the group. Mid-way through the process, the electric vehicle drivers shared their knowledge to help bridge this gap.

2 The Journey

The deliberative process was conducted over four weeks, commencing on Monday 25 January 2021 and concluding with the final presentation on the Thursday 18 February 2021. Each week started with an introduction webinar, then followed with an online workshop and online discussion activities or surveys posted on an exclusive Engage Victoria webpage.

The panel process was iterative, so each session was built on the previous session's content and outcomes. By the end of each week, participants received a weekly summary report. They were asked to provide suggestions, comments or vote on options. These draft recommendations were presented back to the group for review and discussion. After the final workshop on Week 4, the Panel voted for their final advice. The objectives, information provided, key questions and key outputs of each session are detailed in **Table 1**.

Community Panel Rules of Engagement:

- Arrive on time and stay for the duration of the session
- Respect the views of other participants and guests
- Be willing to give feedback and share ideas
- Be open to new ideas
- Follow the facilitator's instructions during the sessions
- Equitable opportunity to contribute
- Stay on topic

To increase Panel members' understanding of the topic, Infrastructure Victoria provided a range of resources, including:

- background paper
- presentations from technical experts from Infrastructure Victoria
- presentations and discussions with external parties, including Electric Vehicle Council and Royal Automobile Club of Victoria
- panel discussions with EV drivers
- online resources
- weekly updated Questions and Answers document

Table 1 Objectives, information provided, key questions and key outputs of each session

| Induction (Mon 18 January) | Week 1 (Mon 25 January) Scene-setting and exploration | Week 2 (Mon 1 February) Ideas and options | Week 3 (Mon 8 February) Refinement and priorities | Week 4 (Mon 15 February) Confirmation and advice |
|---|--|---|--|---|
| <p>Objectives:</p> <ul style="list-style-type: none"> • To explain Participant Information Pack, engagement process and participant experience. • Participants to share expectations and any concerns • To agree on the rules of engagement | <p>Objectives:</p> <ul style="list-style-type: none"> • To explore key barriers to the uptake of EVs | <p>Objectives:</p> <ul style="list-style-type: none"> • To explore key ideas to support the uptake of EVs | <p>Objectives:</p> <ul style="list-style-type: none"> • To explore how the recommendations could be implemented equitably • To explore guiding principles for equity and fairness | <p>Objectives:</p> <ul style="list-style-type: none"> • To review and refine final recommendations |
| <p>Activities</p> <ul style="list-style-type: none"> • Webinar • Engage Victoria webpage: <ul style="list-style-type: none"> • Questions and answers tools • Ideas tools | <p>Activities</p> <ul style="list-style-type: none"> • Webinar • Survey • Engage Victoria webpage: <ul style="list-style-type: none"> • Questions and answers tools • Ideas tools | <p>Activities</p> <ul style="list-style-type: none"> • Webinar • Workshops • Survey • Engage Victoria webpage: <ul style="list-style-type: none"> • Questions and answers tools • Ideas tools | <p>Activities</p> <ul style="list-style-type: none"> • Panel discussion with EV drivers and equity • Survey • Engage Victoria webpage: <ul style="list-style-type: none"> • Questions and answers tools • Ideas tools | <p>Activities</p> <ul style="list-style-type: none"> • Webinar • Survey • Engage Victoria webpage: <ul style="list-style-type: none"> • Questions and answers tools |
| <p>Information provided</p> <ul style="list-style-type: none"> • Information pack • Terms of Reference • Background paper | <p>Information provided</p> <ul style="list-style-type: none"> • Rules of Engagement • Questions and Answer document V1 | <p>Information provided</p> <ul style="list-style-type: none"> • Questions and Answer document V2 • Matrix of support options V1, V2 and V3 | <p>Information provided</p> <ul style="list-style-type: none"> • Questions and answers document V3 • Draft recommendations | <p>Information provided</p> <ul style="list-style-type: none"> • Questions and answers document V4 • Final recommendations |

COMMUNITY PANEL, MARCH, 2021

| Induction (Mon 18 January) | Week 1 (Mon 25 January) Scene-setting and exploration | Week 2 (Mon 1 February) Ideas and options | Week 3 (Mon 8 February) Refinement and priorities | Week 4 (Mon 15 February) Confirmation and advice |
|---|---|--|---|--|
| Key questions asked <ul style="list-style-type: none"> • What further information do you need to participate in this engagement? | Key questions asked <ul style="list-style-type: none"> • What are some things that you find surprising or interesting from the information? | Key questions asked <ul style="list-style-type: none"> • What are your observations about the support options in this theme? • Would any of these support options work in Victoria? Why? • Do any of the support options in this theme concern you? Why? • What other information do you need? • What other support would you suggest? | Key questions asked <ul style="list-style-type: none"> • How do we ensure these recommendations are implemented equitably? • What are your ideas for guiding principles for equity and fairness? • Are all community groups, cohorts and demographics catered for in the support options? • Who is missing and how do we respond to their needs? | Key questions asked <ul style="list-style-type: none"> • What are the advantages and disadvantages of these recommendations? |
| Key outcomes <ul style="list-style-type: none"> • Participants inducted into the deliberative engagement process, content and requirements. | Key outcomes <ul style="list-style-type: none"> • Participants provided with background and support material to participate in the deliberative engagement. | Key outcomes <ul style="list-style-type: none"> • Participants provided feedback on each of the support options. | Key outcomes <ul style="list-style-type: none"> • Participants learnt about EV driver experience. • Participants discussed support options through an 'equity' lens. • Participants provided feedback on the implementation approach. • Participants voted on priorities. | Key outcomes <ul style="list-style-type: none"> • Participants presented advice to Infrastructure Victoria. |

3 Community Panel

3.1 Recruitment process

Promotion and EOI process

Community Panel members were selected to represent the different ages, genders, employment status, type of industry, cultural backgrounds, and postcodes of the Victorian population. To reach out to as many Victorians as possible, the Community Panel was promoted across metropolitan and regional Victoria, through targeted emails, social media platforms, and a radio interview with Dr Jonathan Spear from Infrastructure Victoria. Interested people nominated themselves by completing an EOI form. The recruitment was open for a maximum total of 450 members. A total of 328 EOIs were received.

Selection criteria

Panel members were selected based on their age, gender, location, employment status and socio-economic backgrounds to represent a diverse representation of Victorians. A total of 275 members were selected and were asked to confirm their availability to participate through online registration. Of these, 211 people completed the registration process and become members of the Community Panel.

Support provided and reimbursement

People were supported to participate in the Panel by being offered online participation support, printed materials, translated materials, giving feedback by speaking to a team member, and additional needs. Panel members who completed the process were given a \$60 voucher to cover any out of pocket expenses.

3.2 About the panel members

We acknowledge that the EOI process attracted a high number of participants who had backgrounds in transport planning and climate change. Given this, the engagement process was designed to amplify the voices of the ‘every day’ Victorian and those representing diverse groups including newly arrived migrants, people with a disability and older people. During the deliberative process, panel members were encouraged to use an equity and fairness lens to ensure the needs of all Victorians were considered in their recommendations.

This section describes the demographics of the Community Panel members.

The Community Panel has a slightly higher representation of male participants than female participants, with 60% males and 40% females on the Panel (Figure 1).

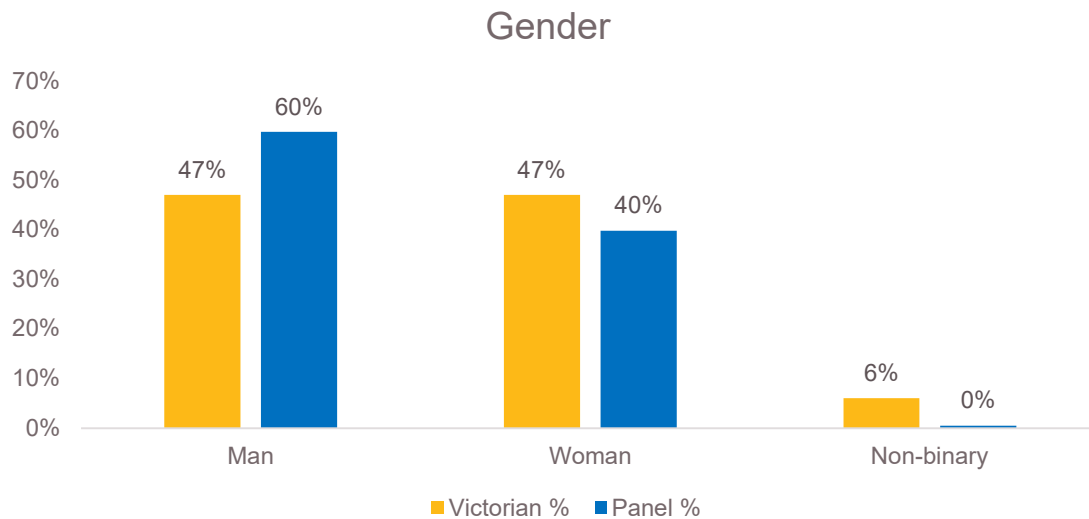


Figure 1: Gender split of the Community Panel compared to the Victorian population (N=211)

As illustrated in Figure 2, the Community Panel members' age closely reflected the Victorian population, with a slightly lower representation in the youngest and oldest cohorts. This is partly because there were only six people aged 15-19 and ten people aged 75 years and over expressed interest in joining the Community Panel. People aged 14 and under were not invited to apply. People in the youngest and oldest cohort were all selected. However, not all of these people accepted their position in the Community Panel.

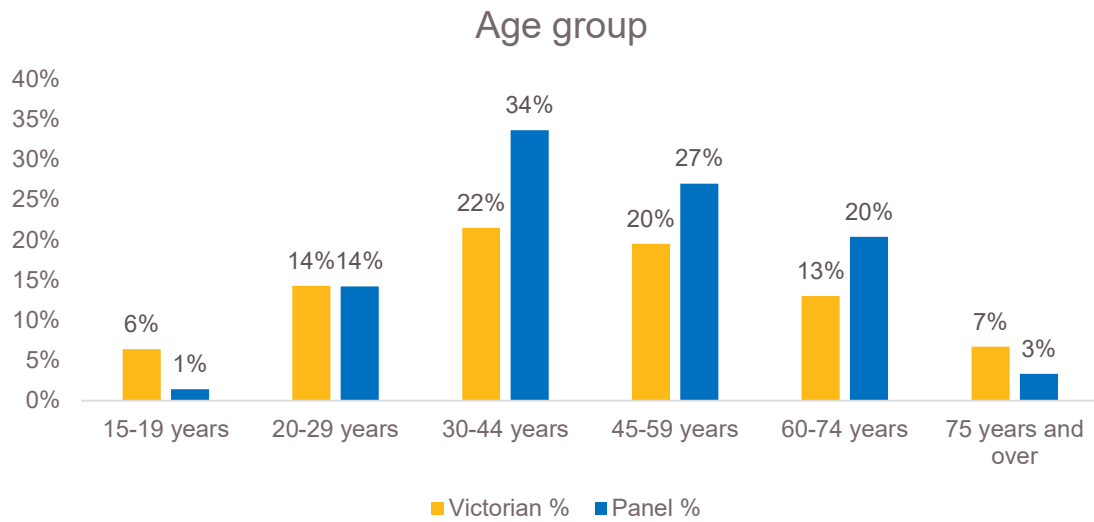


Figure 2: Age group distribution of the Community Panel compared to the Victorian population (N=211)

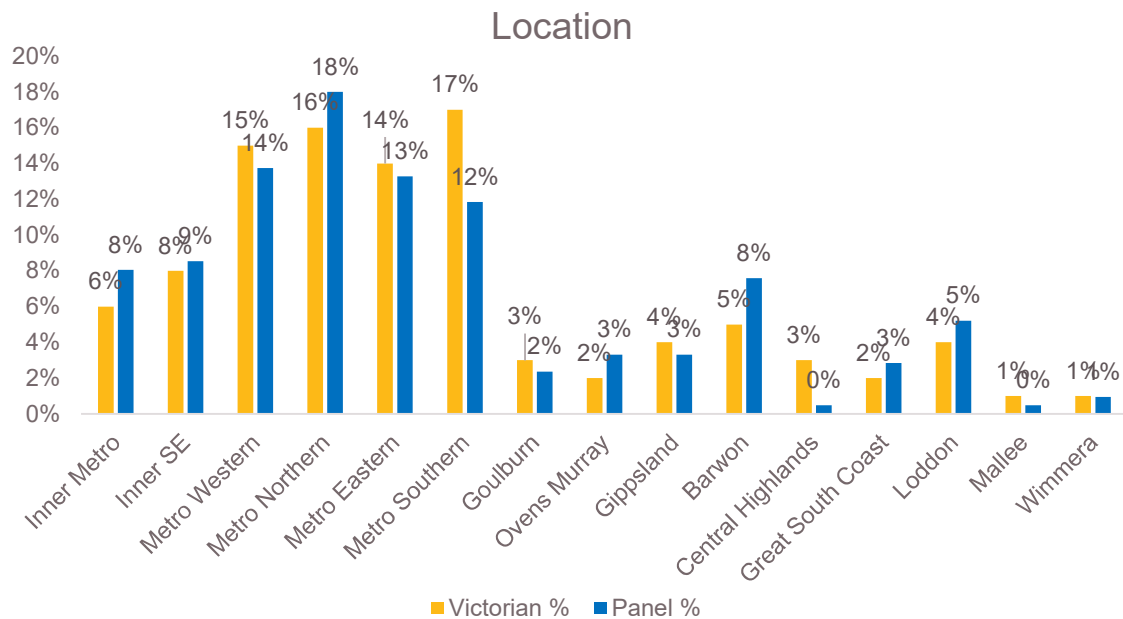


Figure 3: Geographic distribution of where Panel members reside (N=211)

With regards to geographical representation, as illustrated in Figure 3 the Community Panel represents Victorians living in all metropolitan and regional areas, with the exception of Central Highlands.

A total of five members of the Panel were living with disabilities.

The cultural diversity of the Victorian population was well-reflected in the Community Panel. Approximately 30% of Victorians were born overseas. The Community Panel has a total of 33% panel members that were born overseas; key places of birth include the United Kingdom, New






Zealand, India, Sri Lanka, Malaysia, China and Hong Kong. Approximately 12% of the Panel members speak English as a second language. Languages spoken at home include Spanish, Mandarin, Cantonese, Tamil, German, Bengali, Sinhala, Dinka and Arabic. However, no Aboriginal and Torres Strait Islander peoples submitted an EOI, and consequently were not represented on the Panel.

In the first induction webinar, participants were asked to indicate their experience with driving an EV. Out of 138 participants who joined the introduction webinar, 22 participants owned an EV and 54 participants have driven an EV.

4 Developing the advice

This section outlines the process the Community Panel used to ideate, deliberate and prioritise their advice. Over the four-week period the Community Panel started with hundreds of ideas to narrow this down to 21 recommendations. This process is outlined below in **Figure 4**.

Figure 4 Community Panel advice development process

| 1. Ideas | 2. Matrix | 3. Shortlist | 4. Draft advice | 5. Final advice |
|---|---|---|---|--|
|  |  |  |  |  |
| Hundreds of ideas were generated by the Community Panel during Week 1. | Infrastructure Victoria reviewed these ideas. Capire created a matrix of options that started with 142 and was finalised to 40 shortlisted options during Week 2. | Community panel members completed a survey to rank their level of support for each of the 40 shortlisted options , which created 28 draft recommendations . | Community Panel members were asked if they endorse each of the 28 draft recommendations . The community panel agreed 70% is a majority . This process leads to 7 recommendations receiving less than 70% support to create a final list of 21 recommendations . | The final 21 recommendations were presented to Infrastructure Victoria. The recommendations were supported by three guiding principles to ensure equitable and fair implementation. |

Each week the participants were provided with a summary report detailing the process and activities that had occurred. A copy of each weekly report is in **Appendix A**.

As outlined in **Figure 4** Community Panel feedback was captured through surveys. A range of tools were used to build participant capacity. These included:

- Background paper prepared by Infrastructure Victoria
- Question and Answer sessions with Steve Connors, Project Director, Infrastructure Victoria
- Expert Panel webinar with:
 - Behyad Jafari, CEO, Electric Vehicles Council
 - Peter Kartsidimas, Senior Manager Transport, Planning and Infrastructure, RACV

- Dr Jonathan Spear, Deputy Chief Executive, Infrastructure Victoria
- Community Panel member panel discussion webinar to explore:
 - Electric vehicle driver lived experience
 - Equity and inclusion
- Questions and Answers document updated weekly with new questions and responses.
- Information and links shared by Community Panel members on Engage Victoria webpage.

To enable Community Panel members to provide feedback that weighed up different ideas, the following tools were used to encourage deliberation:

- Chat function and question and answers tool on Zoom
- Workshops with panel members to discuss draft support options and equity principles in participant-led small group discussions
- Live voting and prioritisation using Mentimeter
- Discussion forums and ideas tools on Engage Victoria webpage.

For further information about when these activities occurred, refer back to **Table 1** on **page 6** which sets out the participant's journey each week.

A copy of the matrix and shortlisted options can be found in **Appendices B** and **C**. section of the report. The next section of the report detailed the final recommendations and the draft recommendations that did not receive majority support.

5 Recommendations

This section shares the final advice from the Community Panel that was presented to Infrastructure Victoria on Thursday 18 February 2021. Supporting the advice is a preamble statement that was read prior to the recommendations being presented. The preamble statement can be found in **Appendix D** and the final advice is in Section 5.2.

5.1 Principles

The Community Panel discussed at length how to ensure these recommendations are implemented equitably and inclusively as to not disadvantage any Victorians. Through these discussions the Community Panel developed the following three principles to guide their implementation:

- **A Just Transition**
to ensure all Victorians have time to plan for low and zero emission vehicles. A staged and strategic approach should ensure an equitable and just transition
- **Equitable Access**
to information and infrastructure and means test financial assistance.
- **Shared Knowledge**
to support individuals and organisations in the public, private and not-for-profit sector.

5.2 Final advice

This section outlines the final advice that received high support (over 70%) from the Community Panel, with key discussion points relates to each advice. A total of 134 panel members responded to the final survey.

The percentage of support has been further analysed by geographic categories (see below).

- all members (Overall)
- Metropolitan members (Metro)
- Regional members (Regional)
- Members living in both metropolitan and regional (Both)

The percentages represent the percentage of support within each geographic category for each recommendation.

A total of **21 recommendations** received **over 70% support** from the panel members. They are listed overleaf, ranked from the high to lowest levels of support. Read **Appendix E** for further detail about each recommendation.

| Recommendation | Overall | Metro | Regional | Both |
|---|---------|-------|----------|------|
| <p>1. Advocate to local governments to change their fleets to electric vehicles.</p> <p><i>This demonstrates the commitment of the government to meet the emission target.</i></p> | 99% | 98% | 100% | 100% |
| <p>2. Create a state-wide charging network strategy.</p> <p><i>This strategy would set out a network of charging infrastructure across Victoria and the staging of its roll-out.</i></p> | 95% | 94% | 98% | 80% |
| <p>3. Deliver a broad community awareness and education campaign.</p> <p><i>This campaign could use a myth busting approach to address concerns around range, charging technology, battery life and reuse to support uptake of EVs. The campaign could highlight the ongoing benefits of ZEVs in reducing transport emissions as a response to climate change.</i></p> | 95% | 94% | 95% | 100% |
| <p>4. Establish Vehicle Emissions Standards.</p> <p><i>This is where the government sets specifications relating to the level of carbon dioxide emissions produced by ICE and low emission vehicles.</i></p> | 93% | 94% | 93% | 60% |
| <p>5. Introduce planning controls that require new developments to install charging infrastructure.</p> <p><i>This will ensure charging infrastructure is a requirement of new developments and is considered as part the design.</i></p> | 92% | 91% | 93% | 100% |
| <p>6. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles.</p> <p><i>This enables a just and timely transition by providing rebates, subsidies or low-interest loans.</i></p> | 90% | 88% | 93% | 80% |
| <p>7. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'.</p> <p><i>This supports households to integrate their EV charging with home-based energy capture through solar panels.</i></p> | 90% | 89% | 91% | 100% |
| <p>8. Provide electric vehicle charging stations at activity and town centres.</p> <p><i>This supports private vehicle drivers and the commercial sector to use charging infrastructure and contribute to the local economy. This includes the opportunity to create a new industry through hydrogen and leverage existing petrol station infrastructure.</i></p> | 89% | 91% | 86% | 80% |
| <p>9. Advocate to the private sector to lease low or zero emissions vehicles to employees.</p> | 88% | 84% | 95% | 100% |

| | | | | |
|---|-----|-----|-----|-----|
| <i>This will create further visibility of EVs and significantly reduce emissions from private fleets.</i> | | | | |
| 10. Introduce planning controls that require electric vehicle charging infrastructure in new car parks. <i>This will ensure charging infrastructure is provided as a minimum standard in all new developments.</i> | 87% | 89% | 84% | 80% |
| 11. Support the integration of energy capture through solar panels and storage in batteries. <i>This relates to all types of buildings to reduce reliance on the electricity transmission network powered by fossil fuels to create a closed loop system for charging EVs.</i> | 87% | 84% | 95% | 80% |
| 12. Provide incentives for taxis, rideshare vehicles and courier vehicles to use low or zero emissions vehicles. <i>This will support reduction of transport emissions and provide more opportunities for people to experience EVs.</i> | 85% | 87% | 84% | 60% |
| 13. Provide subsidies to reduce the cost of installing home charging infrastructure. <i>This relates to any infrastructure required at home to charge the EV.</i> | 84% | 86% | 82% | 60% |
| 14. Build professional and business knowledge to instil zero-emission workforce and commerce. <i>This relates to a smooth transition of ICE workforce and commerce to an EV workforce and commerce. Current EV commerce relies heavily on overseas ideas, technologies and services. This advice includes initiatives that will create commercial pathways that will build zero emission communities and economies. This will have a ripple effect on associated industries and workforces.</i> | 84% | 81% | 91% | 60% |
| 15. Introduce a Vehicle Emissions Scheme. <i>This is where individuals enjoy a rebate or pay a surcharge depending on their vehicle's emissions in relation to a vehicle emissions standard.</i> | 80% | 81% | 80% | 60% |
| 16. End the sale of new internal combustion engine vehicles by 2030. <i>This is intended to send a clear signal to broader community and market that transition to EVs is required in order to meet emission reduction targets.</i> | 78% | 79% | 80% | 60% |
| 17. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles. <i>This is intended to ensure those who have lower levels of resources to transition to an EV are supported.</i> | 78% | 80% | 82% | 20% |
| 18. Create an independent vehicle cost comparison website. <i>This will help buyers make better decisions using independent information.</i> | 78% | 78% | 80% | 80% |

| | | | | |
|---|-----|-----|-----|-----|
| <p>19. Create a trade-in scheme for internal combustion engine vehicles.</p> <p>This would incentivise community members to transition sooner.</p> | 77% | 78% | 77% | 60% |
| <p>20. Mandate a standardised charging connector for use across Victoria.</p> <p><i>This would ensure equity of access to charging infrastructure that is not dependent on car model.</i></p> | 76% | 80% | 70% | 60% |
| <p>21. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure.</p> <p><i>This would build community knowledge and awareness about what is happening now and to bring people on a journey as future technology develops.</i></p> | 71% | 72% | 73% | 40% |

5.3 Draft recommendations that did not receive majority support

Panel members acknowledged that even some recommendations did not receive majority support, they were worth noting and were still relevant for Infrastructure Victoria to consider in the future.

| | Overall | Metro | Regional | Both |
|---|---------|-------|----------|------|
| 1. Provide support for independent electric vehicle importers to bulk import a range of models. | 66% | 68% | 64% | 60% |
| 2. Undertake state-wide research on car usage and ownerships to determine future transport needs. | 63% | 65% | 64% | 40% |
| 3. Create a school education and awareness campaign targeting year 8 to 12. | 62% | 58% | 68% | 80% |
| 4. Undertake research into the development of new zero and low emission vehicle technology. | 56% | 58% | 55% | 40% |
| 5. Mandate fast chargers at petrol stations on all the major roads in Victoria. | 54% | 58% | 50% | 40% |
| 6. Undertake research into the health and other benefits of low and zero-emission vehicles. | 51% | 54% | 52% | 0% |
| 7. Develop a hydrogen capture and use strategy in regional centres. | 49% | 45% | 59% | 40% |

‘Humans inherently fear and resist change. You need to give people time to adjust. But you also need to show that you’re serious about it, that there is a level of urgency. Setting cut-off dates and emissions standards over time, so that people can understand that it’s real and have time to start to plan their lives around it.’

‘I think it’ll be really important that that all occurs in conjunction as well with education, so that people can understand and see the benefits and be brought along for the journey. It’s like change management but from the government to the population.’

“Just” can mean that we’re not targeting worst-first, low hanging fruit and moving quickly, so it needs to have some sense of urgency around transition and catching up with the rest of the world.’

-quotes from Panel members

6 Evaluation and observations

This section outlines the participant experience through the Community Panel evaluation and benchmarking surveys. It also includes Capire’s observations about the engagement process.

6.1 Benchmarking survey

Ten questions were asked at the beginning and end of the process to understand how panel members’ level of knowledge and views may have changed.

Figure 6 illustrates that all aspects improved, and participants had gained knowledge about the topic and had more confidence in the Government’s decision-making process.

The greatest changes were:

- *understanding how the Government can support Victorians to adopt low or zero emission vehicles*
- *the awareness on major technology and policy trends*
- *understanding Victoria’s aspirations and policy responses to climate and energy challenges*
- *confidence in other panel members having the skills and knowledge to contribute to the process.*

There was a slight increase in:

- *understanding the role of Infrastructure Victoria*
- *confidence that Infrastructure Victoria will honour the outcomes of the process*
- *confidence that they have the skills and knowledge to contribute to Infrastructure Victoria’s decision-making process.*

There was a consistent response in:

- *confidence in participating in the Government’s decision-making process*
- *valuing diversity and perspectives of community members in decision making.*

58

Participants completed
pre-panel process survey

130

Participants completed
post-panel process survey

Note to reader: the pre and post surveys were activities to be completed in Community Panel member’s own time. Community Panel members were given multiple reminders to complete their survey. Not all participants completed each survey each time. The survey results are only represent the average scores of those who completed a survey.

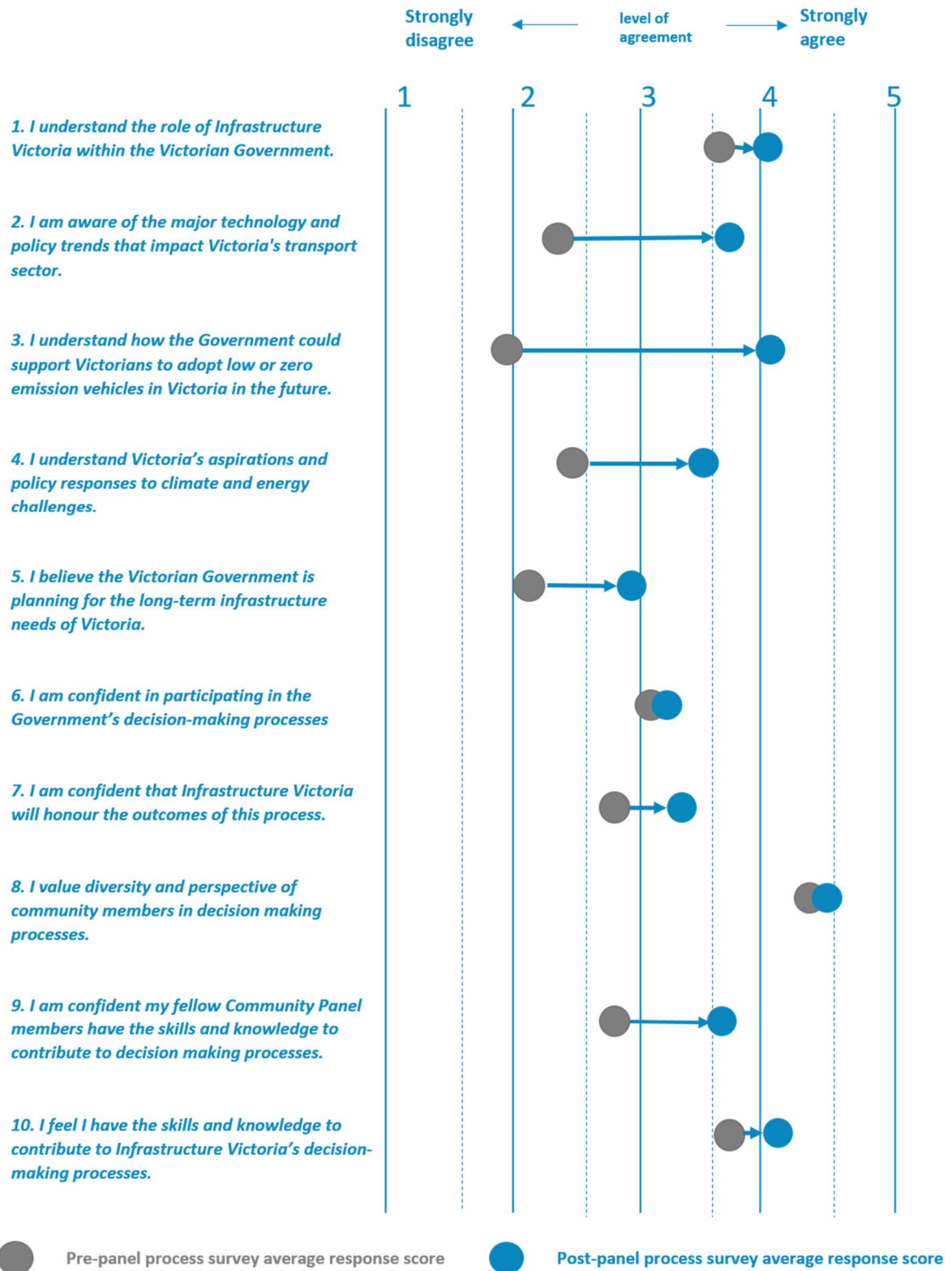


Figure 5 Benchmarking survey average score

6.2 Evaluation survey

A total of 137 panel members completed an evaluation survey after the completion of the process. Panel members were asked to evaluate four areas of the engagement: information provided, deliberation process, providing advice and the use of technology,

Overall, 90% of the panel members felt that they were satisfied with the level of communication.

Over 90% of the panel members felt that the Participation Information Pack and the Background Paper were the most useful.

Over 94% of the panel members felt that the small group discussions and report back in workshops were helpful.

Approximately 85% of the panel members felt that the Community Panel process supported them in connecting with Victorians from different backgrounds and geographic locations.

Approximately 90% of the panel members felt that they learnt new perspectives during the Community Panel process.

Over 85% of the panel members found the tools were easy to use, with a lower rating for the Engage Victoria page.

General comments provided by panel members included:

- The scope of the engagement (the 'remit') was not well-communicated at the start, causing many distractions in discussions and time wasted answering repetitive questions.
- Some participants felt that some important ideas were out of scope, including the removal of EV tax and the general reduction in car ownership
- Many commented it was a good learning process that was well facilitated by Capire.

General feedback for improvement included:

- Some participants found it difficult to follow the multiple communications channels (emails, Engage Vic page and Eventbrite)
- More time for breakout discussions, Q&A with experts over a couple of weeks
- Felt that the final wordings of the recommendations were not mutually agreed (eg. exact date of ending ICE sales was not discussed)
- Strong preference for face-to-face deliberation workshops.

I felt that we needed 4 weeks to develop proper understanding of the complex issues involved, and if nothing else, we 200 participants will now have a good understanding of just how complex the possibilities are.

Virtual experience was better than I thought it could be.

6.3 Consultant observations

Described below are observations from Capire about the benefits and challenges of the Community Panel process.

6.3.1 Benefits of the process

Key benefits observed about the process were:

- Transforming the deliberative approach to be effective online through the webinars, workshops and surveys. These tools enabled participants to build their capacity, deliberate with their peers and provide their advice each week. It also enabled successful delivery of a highly innovative approach to engagement with the community.
- This large group of 211 people brought together more views, experiences and opinions from metropolitan Melbourne and regional Victoria.
- Panel members had the chance to learn from experts and their peers who already have a wealth of knowledge about EVs.

6.3.2 Challenges of the process

Key challenges observed about the process were:

- The program was intensive. This required participants to attend multiple sessions and complete feedback activities each week. This created a short turn-around time to review feedback and provide results back to the group.
- During the final two weeks of the program, Victoria returned to Stage 2 COVID-19 restrictions. This may have impacted participant's capacity to participate in the process despite it being held online.

7 Next Steps

The Tackling Transport Emissions Community Panel successfully worked together online to deliver 21 recommendations to Infrastructure Victoria.

These recommendations have now been taken forward by Infrastructure Victoria to undertake a detailed technical review. This may include seeking out additional evidence or undertaking further analysis where required.

The reviewed recommendations will inform Infrastructure Victoria's advice - to support the broader community to take up zero or low emissions vehicles sooner - to government in Victoria's 30-year infrastructure strategy.

This 30-year infrastructure strategy is planned to be released and tabled in the Victorian Parliament in mid-2021.

Appendices

Appendix A: Weekly reports

Week 1 Report, 29 January 2021

Introduction

A total of 211 Victorians, representing the different ages, genders, jobs, cultural backgrounds, and postcodes of the Victorian population have been selected to participate in the 'Tackling Victoria's transport emissions' Community Panel. The purpose of the panel is to explore how Victoria will power private and commercial vehicles in the future. The panel process is being managed by engagement specialists, Capire Consulting Group.

This report summarises the key feedback, ideas, and areas of interest

Community Panel question:

"Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero emissions vehicles sooner?"

from Week 1 of the Community Panel.

The Community Panel process commenced on Monday 25 January with a two-hour webinar. Approximately 115 panel members joined the live session. The webinar was recorded and available for other members to view in their own time.

The purpose of Week 1 was to provide panel members with information to kick-start their thinking on the types of support the Victorian Government could provide to

encourage more people to adopt low or zero emissions vehicles sooner.

The 'Tackling Victoria's transport emissions' Background Paper prepared by Infrastructure Victoria presents various ideas and examples from around the world and different Australian States.

FREQUENTLY USED ACRONYMS

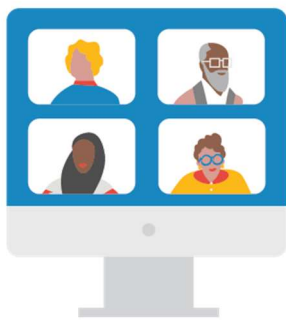
- Electric vehicles (EVs)
- Transport Accident Commission (TAC)
- Internal Combustion Engines (ICE)
- Hydrogen fuel vehicles (HVs)
- Enterprise Resource planning (ERP)
- Zero Emissions Vehicles (ZEVs)

At the webinar, panel members heard from Steve Connors (Project Director, Infrastructure Victoria) who unpacked the Background Paper by explaining the Community Panel's role, explaining key trends and policies in the transport sector and overseas case studies. The Background Paper was provided to all participants ahead of the session.

The webinar included an expert panel that explored possible support from the Government to promote the adoption of EVs. The panel members were Behyad Jafari (CEO, Electric Vehicles Council),

Peter Kartsidimas (Senior Manager Transport, Planning and Infrastructure, RACV) and Dr Jonathan Spear (Deputy Chief Executive, Infrastructure Victoria). The experts also responded to questions asked by panel members.

Nearly 300 questions were submitted to Infrastructure Victoria and the experts during Week 1. Infrastructure Victoria is now working to provide responses to all questions. A Frequently Asked Questions document will be shared to all panel members in Week 2.



Week 1 Community Panel engagement findings

Areas of interest

During Week 1, panel members expressed interest in the following areas:

- scope of the community panel discussion
- opportunities to reduce carbon emissions
- understanding the vehicle market
- understanding road user charges and tax
- differences between electric vehicles (EVs) and hydrogen fuel vehicles (HVs)

- opportunities for the planning system to mandate building requirements for charging

Ideas

Panel members identified a number of ideas that the Victoria Government could support more people to adopt low or zero emissions vehicles.

Financial incentives

- Incentives to support the initial transition of one car per household
- A full Enterprise Resource Planning system removing Transport Accident Commission (TAC) and registration charging, and based on usage levels (costs/km)
- Grants for petrol stations to provide EV and Hydrogen charging options
- Increase tax for conventional cars and reduce tax on EVs and HVs

Prioritising road use/ parking

- Consider priority lanes for EVs and HVs
- Restrict free parking for Internal Combustion Engines (ICE) vehicles, more support for free parking for EVs/ HVs

Charging stations/ technology

- Charging stations to be available in current parking facilities
- Retrofit parking facilities with wireless EV charging pads once the technology becomes available
- Mandate all suppliers to use a standardised charging connector in Victoria
- Install EV charging stations in suburban rail station car parks

- Mandate the placement of super chargers at all petrol roadhouses on all the major roads in Victoria
- Reduce fees for fast-charging stations

Regulation

- Stop the sales of new fossil fueled vehicles by 2030 (with exemptions for agricultural vehicles)
- Set a phase-out target for ICE vehicles
- Mandate car suppliers to provide a certain percentage of Zero Emissions Vehicles (ZEVs)



Areas for further discussion

From the webinar and online discussions, panel members raised questions that require further discussion and response from Infrastructure Victoria. These have been collated into themes below. We will respond to many of these questions during next week's webinar and let you know which topics we will come back to at a later stage in the process.

Equity of incentives

- How do we make sure that regional/ low-income residents are not left out?
- How do we ensure fairness in subsidies?
- Can we incentivise low-income people by providing low interest finance or rebates?

- What about people who choose not to own a car? Should the government provide incentives for e-bikes as well?

Long-distance travel

- How can the government provide incentives to regional areas to encourage more charging stations?
- How do we provide confidence to people who are travelling long-distance or even across borders?

Phasing out ICE vehicles

- What to do with petrol stations when ICE are banned?
- How can the Government ensure both a skilled workforce to support the new forms of transport and reduce the capacity to train school leavers in oil-powered vehicles?
- Can ICEs be converted to HVs in the same way they can be converted to LPG?



Supply

- How can we encourage global suppliers to provide ZEVs to Australia?
- What incentives can be provided to local governments to increase the uptake of EVs in their local government areas?
- What are the policy levers and advocacy pathways to ensure that EV manufacturer takes a circular economy approach, is carbon positive and leaves a positive environmental impact?
- How can the Government support a viable second-hand EV market?
- What policies and actions are needed to ensure new dwellings are built with appropriately located charging infrastructure?
- What support is needed for tenants to own and store EVs at rental properties?

Education

- Other than climate change, what other positive impacts of EVs can we promote?
- What is the role of local governments to promote EVs in their communities?
- Integration with other transport options
- How to ensure EV infrastructure integrates with public and active transport infrastructure?

Electric vehicles

- What is the lifecycle of EVs?
- What are the incurring costs of EVs?
- Is there currently a second-hand EV market?



- From the manufacturers/ suppliers' point of view, what are the pros and cons of importing EVs?

Batteries

- How long do batteries last; are they replaceable and how are they being disposed?
- Does the battery of HV require replacement? Is the cost comparable to EVs?

Tax incentives

- Did other countries introduce an EV tax when the market uptake was less than one percent?

PARKING LOT

This is a place to document ideas and issues raised outside the scope of this community engagement.

- a National ZEV strategy put together by the states to promote Zero Emissions Vehicles nationally
- encourage the uptake of public and active transport and reduce car ownership
- ensure the energy grid is powered by green energy
- provide subsidy to people who buy e-bikes to ensure fairness to those who don't own cars
- climate change targets
- EV sports events
- EV car share schemes
- encouraging rental car companies to use EVs
- driverless cars
- government vehicle fleets

Other engagement opportunities

Connecting Victorians through Transport Community Workshop

5:30 – 7:30PM, Thursday 4 February

What types of transport work best for Victoria? Focus Group.

10AM- 12PM, Tuesday 16 February

Sign up to these events through the website: <https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy>



Week 2 Report, 5 February 2021

Introduction

A total of 211 Victorians, representing the different ages, genders, jobs, cultural backgrounds, and postcodes of the Victorian population have been selected to participate in the ‘Tackling Victoria’s transport emissions’ Community Panel. The purpose of the panel is to explore how Victoria will power private and commercial vehicles in the future. The panel process is being managed by engagement specialists, Capire Consulting Group.

This report summarises the key discussion areas from Week 2 of the Community Panel.

Week 2 of the Community Panel process

Community Panel question:

“Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero emissions vehicles sooner?”

commenced on Monday 1 February with a two-hour webinar and five one and a half hour workshops held between Tuesday 2 February to Thursday 4 February.

Webinar

A large portion of the Week 2 webinar was to respond to panel member’s questions. Steve Connors from Infrastructure Victoria responded to questions received during Week 1 and those provided during the week.

The webinar was also an opportunity to report back on a draft list of support types presented in a matrix. The list of support types was based on the Background Paper, Week 1 webinar expert presentations, Week 1 webinar participant comments, and information shared via Engage Victoria. Four themes were used to cluster the support

types; Financial, Regulatory, Infrastructure and Other.

Steve Connors discussed each of the themes and support types and answered questions from the panel.

Workshops

The five workshops provided the first opportunity for Community Panel members to meet each other to discuss the broad range of support ideas identified. In each session, participants took part in four x 15-minute discussions. Each discussion focused on a different theme. There was a report back at the end of each session for participants to share their reflections and what they heard from others.

Engage Victoria

The questions and answers tool continues to be highly utilised to ask questions to Infrastructure Victoria and other Community Panel members.

Community Panel members could also provide their feedback on the matrix of support ideas via a comments tool. Over 100 comments were provided this week.

FREQUENTLY USED ACRONYMS

- Electric vehicles (EVs)
- Transport Accident Commission (TAC)
- Internal Combustion Engines (ICE)
- Hydrogen fuel vehicles (HVs)
- Enterprise Resource planning (ERP)
- Zero Emissions Vehicles (ZEVs)



Week 2 Community Panel engagement findings

This section outlines Capire’s observations from the webinar and workshops. These observations are drawn from information shared by the question and answers tool, chat function and workshops discussions.

Webinar observations

These observations have been broken into themes below.

General

Participants asked questions seeking further information on:

- The lifecycle of EV’s, their batteries, incurring costs and the second-hand market.
- Charging and how this occurs in different settings such as apartments, homes, on-street and shopping centres.
- The power grid and its capacity to charge multiple vehicles at the same time.
- Distance based charging and how it applies.
- Equity of options and how they apply in different types of locations and homes.
- Types of education or campaigns required to promote uptake of EVs.

Financial

Participants asked questions seeking further information on:

- How to target private fleets such as government, taxi and rideshare to create a visible example to support community uptake.

- The types of financial incentives for the EV buyer.
- Incentives to support first-buyers such as subsidies as well means tested approaches to ensure greater uptake from the broader community.



Regulatory

Participants asked questions seeking further information on:

- Consideration of a zone congestion tax or low emissions zone.
- Incentives for private ICE vehicle owners to transition to EVs.
- Support for independent ‘EV importers’ to bulk import a range of EV models.
- Setting of a newer ICE phase out year.

Infrastructure

Participants asked questions seeking further information on:

- Ensuring access to charging stations no matter what type of home you live in.
- Prioritising road lanes for EVs and how this works with existing priority bus and taxi lanes.
- Support for communities to create microgrids for charging infrastructure.

Other



Participants asked questions seeking further information on:

- Creating an awareness campaign to debunk range anxiety.
- Types of jobs that could be created to support EV uptake.
- Dedicated research institutes to support EV uptake.

Workshop observations

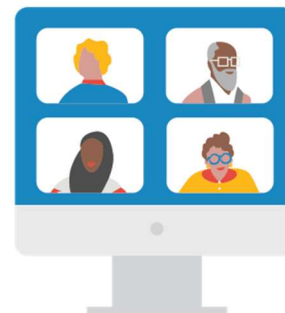
Across the five workshops, some common questions were being asked by panel members:

- How do we ensure that the ‘supports’ are practical and accessible to metropolitan and regional settings?
- How do we ensure incentives to encourage uptake of EVs does not unintentionally disenfranchise ICE car drivers who may not be able to purchase an EV?
- How do we get the staging of infrastructure right? What is required to be in place to support greater uptake of zero and low emission vehicles?
- What type of education and awareness campaign is required? How can this information be targeted to different community members and cohorts depending on where they live?

- How we ensure we have a skilled workforce to increase the number of repairs and service centres for zero and low emission vehicles?

Questions and answers document

Thank you again for sharing your questions during the webinar and via Engage Victoria. We have issued an updated questions and answers document today. We are continuing to work through any outstanding questions. We will provide an updated document at the end of next week.



Next steps

The third webinar is on Monday 8 February starting at 6.30pm. In this session you will hear from some Community Panel members about their unique experiences and we will start to test some of the support options.

We will have three workshops during Week 3 for panel members to work together to discuss how the priority options and ideas for their implementation.

We will seek your individual feedback through a survey at the end of the week.



PARKING LOT

This is a place to document ideas and issues raised outside the scope of this community engagement.

- a National ZEV strategy put together by the states to promote Zero Emissions Vehicles nationally
- encourage the uptake of public and active transport and reduce car ownership
- ensure the energy grid is powered by green energy
- provide subsidy to people who buy e-bikes to ensure fairness to those who don't own cars
- climate change targets
- EV sports events
- EV car share schemes
- encouraging rental car companies to use EVs
- driverless cars
- government vehicle fleet



Other engagement opportunities

What types of transport work best for Victoria? Focus Group.

10AM- 12PM, Tuesday 16 February

Sign up to these events through the website: <https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy>

Week 3 Report, 12 February 2021

Introduction



A total of 211 Victorians, representing the different ages, genders, jobs, cultural backgrounds, and postcodes of the Victorian population have been selected to participate in the ‘Tackling Victoria’s transport emissions’ Community Panel. The purpose of the panel is to explore how Victoria will power private and commercial vehicles in the future. The panel process is being managed by engagement specialists, Capire Consulting Group.

This report summarises the key discussion areas from Week 3 of the Community Panel.

Community Panel question:

“Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero emissions vehicles sooner?”

Week 3 of the Community Panel commenced on Monday 8 February 2021 with a two-hour webinar and three, 90-minute workshops held between Tuesday 9 February 2021 and Thursday 11 February 2021.

Webinar

The focus of the webinar was to have two panel discussions with members of the Community Panel. The first discussion was with four Community Panel members who shared their experiences about owning an EV and responded to questions from the broader Community Panel. The purpose of this was to build the knowledge of non-EV drivers about the practical side of owning an EV such as charging and journey planning.

The second part of the webinar included a panel discussion with seven Community Panel members to discuss their equity perspectives and how the draft recommendations can be equitably implemented.

Workshops

The workshops commenced with a short presentation sharing the survey results from Week 2. The survey results have enabled the list of support options to be prioritised into a shortlist of draft recommendations.

After the presentation, there were two, 20-minute discussions where the participants were broken into groups of five. The discussion questions were:

1. How do we ensure these recommendations are implemented equitably? What are your ideas for guiding principles for equity and fairness?
2. Are all community groups cohorts and demographics catered for in the recommendations? Who is missing, and how do we respond to their needs?

There was a report back at the end of each session for participants to share their reflections and what they heard from others.

Engage Victoria webpage

The questions and answers tool continues to be used to ask questions to Infrastructure Victoria and other Community Panel members.

Community Panel members could also provide feedback via a discussion tool to the following questions:

1. Do you have any comments on the shortlisted recommendations (see shortlisted option document in the document library)?
2. How do we ensure these recommendations are implemented equitably? What are your ideas for guiding principles for equity and fairness?

FREQUENTLY USED ACRONYMS

- Electric vehicles (EVs)
- Transport Accident Commission (TAC)
- Internal Combustion Engines (ICE)
- Hydrogen fuel vehicles (HVs)
- Enterprise Resource Planning (ERP)
- Zero Emissions Vehicles (ZEVs)

Week 3 Community Panel engagement findings



This section outlines Capire’s observations from the webinar and workshops. These observations are drawn from information shared by the question and answers tool, chat function and workshops discussions.

Webinar observations

These observations have been broken into the two panel discussions below.

EV driver panel discussion

Participants asked questions seeking further information on:

- The charging requirements including what is needed at home and impacts to electricity bills.
- How EV drivers plan for their longer trips, what they consider and how they access different charging options.
- Environmental trade-offs EV drivers considered when purchasing their car.
- The level and cost of servicing required to maintain an EV.
- Biggest myths regarding EVs especially batteries.
- What owners wish their EV’s had but do not currently have.
- Perceptions they encounter by their friends or family.
- Actual cost of buying and owning an EV versus their original budget.

Equity panel discussion

Participants and panel members shared the following key points of discussion:

- How to convince someone who is uneducated and with low levels of financial resources to transition to an EV.

- Consideration to different generational views towards driving, especially millennials who may have a lower interest in obtain their licence.
- How to ensure equity for those who do not own a car or cannot drive, if EVs are subsidised. Particularly in the inner city where there is frequent and reliable public transport.
- How to ensure spatial equity, particularly the supporting charging infrastructure.
- How to ensure equity of air quality, this would be improved through greater uptake of EV’s sooner.

Workshop observations

Below is a summary of interesting discussions and ideas that emerged from the workshops. The summary highlights key discussion points. It does not cover everything panel members discussed. These points have been detailed under themes below.

Meaning of Equity

- Equity in transport - consideration for different modes of transport.
- Equity in people or equity of a proportion of household expenditure.
- Health equity - consider residents living near highways or main roads or areas with poor air quality.
- Equity across age groups.
- Equity for people who use ICE vehicles for a living, for example, agricultural use.

Cohorts that needs to be considered

- Low-income groups.
- Inner-city or apartment dwellers that do not have on-site parking.
- Students and young people.



- Large families with kids.
- Taxi drivers as they provide services for people with disabilities.
- Non-car-owners – people who use other mobility methods should be more directly considered.
- People with disability and people who are not able to drive.
- People living in a regional area that require a longer commute.
- Drivers of larger or heavier vehicles, such as trucks, tractors and agricultural vehicles.
- Early adopters.

Ideas to ensure equitable access to EVs

- Provide a wide range of EVs at different price points.
- Data collection and monitoring – consider demographic and locational uptake data and air quality and road use information to determine location/cohorts of priority.
- Government should oversee subsidy schemes and charging facilities to avoid black spots.
- Ideas to benefit people who do not drive including EV public transport, EV car share scheme.
- Integrated renewable energy and transport cost subsidies for regional locations.
- Ideas to help inner-city dwellers include:
 - Encouraging local councils to provide free street-based charging
 - EV car share schemes.

- Ensure all education campaigns are accessible for Culturally and Linguistically Diverse groups.
- Government buying second hand EVs from Japan to provide cheaper EV models.
- Support the conversion of ICE to EVs.
- Implement rebates in a household income tiered system to ensure equity across low-income households.
- Involve motoring groups in the solution to get them on board.
- Idea to tie EV incentives schemes to the Victorian Government current 'cash for clunkers' grant scheme, where young people and older people get a cash grant to trade in their old, unsafe cars for newer cars.
- Vehicle buyback scheme in Ultra Low Emission Zones.
- Government to conduct proper equity analysis with consultation with representatives from marginalised or potentially disadvantaged groups.
- Sunset clauses for subsidies.
- Prioritise regional areas for public charging stations - such as between Melbourne and Geelong, the Hume Highway, etc.



Point of debate/ discussion

- Different views on whether subsidies should be means-tested or a flat rate subsidy for low-end EVs. Some commented that means-testing is a bureaucratic process.



- Discussion of whether car share scheme should be promoted in locations where public transport is limited, but in sparsely populated towns, car share is not convenient.
- Different views on whether everyone should have 'equitable' access at the beginning. Some members suggested that it seems that EVs are inherently inequitable in the short term, but that over time (as second-hand market grows and technology picks up) then longer term the whole system will become more equitable.
- What type of education and awareness campaign is required? How can this information be targeted to different community members and cohorts depending on where they live?
- How do we ensure we have a skilled workforce to increase the number of repairs and service centres for zero and low emission vehicles?

outstanding questions. We will provide an updated document at the end of next week.

Next steps

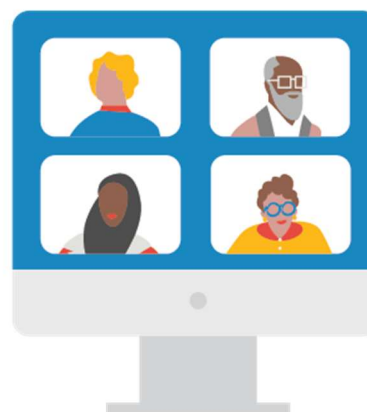
Next week there will be two workshops to confirm your final recommendations. Register for either the Monday evening or Tuesday afternoon session.

We will issue you a survey to seek your level of endorsement about each recommendation.

On Thursday evening the Community Panel will present its advice to Infrastructure Victoria.

Questions and answers document

Thank you again for sharing your questions during the webinar, workshops and via Engage Victoria. We have issued an updated questions and answers document today. We are continuing to work through any





PARKING LOT

This is a place to document ideas and issues raised outside the scope of this community engagement.

- a National ZEV strategy put together by the states to promote Zero Emissions Vehicles nationally
- encourage the uptake of public and active transport and reduce car ownership
- ensure the energy grid is powered by green energy
- provide subsidy to people who buy e-bikes to ensure fairness to those who don't own cars
- climate change targets
- encouraging rental car companies to use EVs
- driverless cars



Other engagement opportunities

What types of transport work best for Victoria? Focus Group.

10AM- 12PM, Tuesday 16 February

Sign up to these events through the website: <https://engage.vic.gov.au/victorias-30-year-infrastructure-strategy>



Week 4 Report, 18 February 2021

Introduction

A total of 211 Victorians, representing the different ages, genders, jobs, cultural backgrounds, and postcodes of the Victorian population have been selected to participate in the ‘Tackling Victoria’s transport emissions’ Community Panel. The purpose of the panel is to explore how Victoria will power private and commercial vehicles in the future. The panel process is being managed by engagement specialists, Capire Consulting Group.

This report describes the Week 4 workshops and the final recommendations to Infrastructure Victoria.

Community Panel question:

“Victoria will not reach its emissions reduction targets with continued reliance on petrol and diesel vehicles. How should the Victorian Government support more people to adopt low or zero emissions vehicles sooner?”

The final week of the Community Panel commenced on Monday 15 February 2021 with two 90-minute workshops held on Monday evening and the afternoon of Tuesday 16 February 2021. Community Panel members were asked to share their final level of support for each recommendation through a survey.

Workshops

The purpose of the workshops was to provide Community Panel members with an opportunity to discuss ten draft recommendations that had received low to mixed-levels of support.

Each recommendation was presented, and the group shared the advantages and

disadvantages of each. The group used the chat function in Zoom and a tool called Mentimeter, which enabled the feedback to be captured and shared live.

At the end of the workshop, Community Panel members were asked to share their levels of support for three draft equity principles outlined below:

1. *Just Transition*

Implement a ‘just’ transition to ensure all Victorians have time to plan for low and zero emission vehicles.

2. *Equitable Access*

Provide equitable access to information and infrastructure, and means test financial assistance.

3. *Shared Knowledge*

Share information and knowledge to support individuals and organisations in the public, private and not-for-profit sectors.

Based on the discussion in the workshops, these have been finalised and are overleaf.

Survey

Community Panel members were asked to share their final level of support for each of the recommendations. In Week 3, the Community Panel agreed that 70% of the group’s support was required for a recommendation to be presented as a final recommendation. The survey results which have formed the final advice from the Community Panel are overleaf.

FREQUENTLY USED ACRONYMS

- Electric vehicles (EVs)
- Transport Accident Commission (TAC)
- Internal Combustion Engines (ICE)
- Hydrogen fuel vehicles (HVs)
- Enterprise Resource planning (ERP)
- Zero Emissions Vehicles (ZEVs)



Community Panel advice to Infrastructure Victoria

Community Panel finalised principles of equity and fairness to support implementation of recommendations:

Just Transition to ensure all Victorians have time to plan for low and zero emission vehicles.

Equitable Access to information and infrastructure, and means test financial assistance.

Shared Knowledge to support individuals and organisations in the public, private and not-for-profit sectors.

A total of 21 recommendations received over 70% support from the panel members. They are listed below, ranked from the high to lowest levels of support.

1. Advocate to local governments to change their fleets to electric vehicles. (99%)
2. Create a state-wide charging network strategy. (95%)
3. Deliver a broad community awareness and education campaign. (95%)
4. Establish Vehicle Emissions Standards. (93%)
5. Introduce planning controls that require new developments to install charging infrastructure. (92%)
6. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. (90%)
7. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'. (90%)
8. Provide electric vehicle charging stations at activity and town centres. (89%)
9. Advocate to the private sector to lease low or zero emissions vehicles to employees. (88%)
10. Introduce planning controls that require electric vehicle charging infrastructure in new car parks. (87%)
11. Support the integration of energy capture through solar panels and storage in batteries. (87%)
12. Provide incentives for taxis, rideshare vehicles and courier vehicles to use low or zero emissions vehicles. (85%)
13. Provide subsidies to reduce the cost of installing home charging infrastructure. (84%)
14. Build professional and business knowledge to instil zero-emission workforce and commerce. (84%)
15. Introduce a Vehicle Emissions Scheme. (80%)

Infrastructure Victoria – Tackling Victoria’s Transport Emissions Community Panel



16. End the sale of new internal combustion engine vehicles by 2030. (78%)
17. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles. (78%)
18. Create an independent vehicle cost comparison website. (78%)
19. Create a trade-in scheme for internal combustion engine vehicles. (77%)
20. Mandate a standardised charging connector for use across Victoria. (76%)
21. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure. (71%)

Questions and answers document

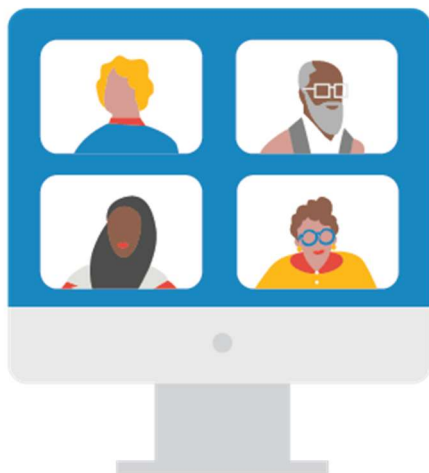
Thank you again for sharing your questions during workshops and via Engage Victoria. We have issued a final ‘Questions and Answers’ document today.

Next steps

Over the past four weeks, Community Panel members have provided ideas, suggestions, comments and feedback for support options for people to adopt low or zero emissions vehicles sooner.

Over the coming weeks, Capire will be consolidating, analysing and understanding your feedback. Capire will then prepare a report outlining the deliberative engagement process and the findings. We will send you a link to the report once it has been finalised.

Infrastructure Victoria will also send you a short report that responds to each of your recommendations in around six weeks time.





Appendix B: Matrix of support options

Support type - Financial

4. Reliance on other jurisdictions or market support

| Version | No. | Support type | Survey question | 1. Timeframes | 2. Investment | 3. Community acceptance | 4. Reliance on other jurisdictions or market support |
|---------|-----|---|---|------------------|---------------|-------------------------|--|
| V1 | 1 | Increase tax for conventional cars and reduce tax (stamp duty, registration fees, Luxury vehicle tax) on EVs and HVs | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | Short term | Low | Low | NA |
| V1 | 2 | Grants for petrol stations to provide EV and Hydrogen charging options | 1. Provide grants for petrol stations to provide electric vehicle and hydrogen charging options./ 26. Create a state-wide charging network strategy | Short term | High | High | NA |
| V1 | 3 | Incentives to support the initial transition of one car per household | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | Short term | High | High | NA |
| V2 | 4 | Subsidies to reduce the cost of buying EVs | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | Short term | High | High | NA |
| V2 | 5 | Discount on registration fee | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | Short term | High | High | NA |
| V1 | 6 | Reduce fees for fast-charging stations | 6. Advocate to the owners of fast charging networks to reduce their fees. | Short term | Medium | High | Require market su |
| V1 | 7 | Toll road and parking discounts | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | Short term | Medium | High | NA |
| V1 | 8 | Subsidies to reduce cost of installing home charging infrastructure | 5. Provide subsidies to reduce the cost of installing home charging infrastructure. | Short term | High | High | NA |
| V1 | 9 | Financial penalties for those continuing to use gas or diesel cars (Norway) | 3. Increase tax on ICE vehicles | Medium-long term | Low | Low | NA |
| V1 | 10 | Vehicle Emissions Scheme - individuals enjoy a rebate or pay a surcharge depending on their vehicle's emissions (Singapore) | 7. Introduce a Vehicle Emissions Scheme. | Short term | Medium | Medium | NA |
| V2 | 11 | Incentivise taxis, ride share vehicles and courier vehicles to go zero emission | 8. Provide incentives for taxis, ride share vehicles and courier vehicles to use low or zero emissions vehicles. | | | | |
| V2 | 12 | Deduct tax for EV vehicles used for business purposes | Out of scope - but this supports awareness raising | | | | |
| V2 | 13 | Cease tax deduction for ICE vehicles | 3. Increase tax on ICE vehicles | | | | |
| V2 | 14 | Means tested loans scheme for purchasing an EV | 4. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles. | | | | |
| V2 | 15 | Ultra low interest or no interest rate small loans to initial EV purchase | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 16 | Cheap/free loans to reduce private sector risks associated from uncertain demand of an emerging market | Out of scope - but this supports awareness raising | | | | |
| V1 | 17 | Rebate for EV purchase | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 18 | Grants to manufacturers to bring more EV models to the Australian market | Out of scope | | | | |
| V2 | 19 | Increase Victorian regulatory charges to leasing ICE vehicles | 3. Increase tax on ICE vehicles | | | | |
| V2 | 20 | Incentivise the surrender of Petrol and Diesel (ICE) vehicles | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 21 | Issue social bonds to support transitioning to EVs | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 22 | Reverse auction for installing charging stations | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 23 | Introduce distance charging for ALL vehicles and reduce/eliminate excise tax | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 24 | Incentivise McDonalds or other fast food chains to install charging stations | 11. Provide incentives to commercial premises to install charging infrastructure. | | | | |
| V2 | 25 | Merit-based business grant support initiatives support EV infrastructure needs | 11. Provide incentives to commercial premises to install charging infrastructure. | | | | |
| V2 | 26 | Incentivise suppliers to import relatively new, low Kms EVs second-hand EVs | 10. Provide incentives to car suppliers to import new or second-hand EV's at a range of price points | | | | |
| V2 | 27 | Incentivise suppliers to import lower cost EVs | 10. Provide incentives to car suppliers to import new or second-hand EV's at a range of price points | | | | |
| V2 | 28 | Fringe benefits tax exemption for personal use EV | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 29 | Domestic charger grants for EV buyers (15Amp - 32Amp) | 5. Provide subsidies to reduce the cost of installing home charging infrastructure. | | | | |
| V2 | 30 | Introduce scaled vehicle usage tax that increases in areas that have high public transport (PT) density | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V2 | 31 | Financial support to rural and regional local government to install charging infrastructure | No. 25 | | | | |

| | | | | | | | |
|----|--------|--|---|-------|-----|-----|----|
| V3 | 32 | Commercial premises: time-limited two-stage two-tiered tax rebate to: -Develop EV vehicular strategy that preferences EV customers. -Install infrastructure for rapid-charge EV stations. -Develop PPP communications | Incentives for charging stations provider (commercial) | | | | |
| V3 | 33 | Incentivise business to convert existing ICEVs to Evs | Out of scope - but this supports awareness raising | | | | |
| V3 | 34 | LGA Main Streets: State and LGA one-off seed-funding to: -Repurpose redundant land toward EV rapid-charge nodes and hubs. -Transition fossil-fuel landuse (petrol station sites; off and on-street parking bays) toward EV rapid-charge amenities. | 26. Create a state-wide charging network strategy | | | | |
| V3 | 35 | Zero loans for installing high speed charging infrastructure | 26. Create a state-wide charging network strategy | | | | |
| V3 | 36 | All ICE vehicles pay a pollution charge based on the Australian emission standards. | 7. Introduce a Vehicle Emissions Scheme. | | | | |
| V3 | 37 | Disallow demand tariff charges from electricity supply fees for EV chargers | Incentives for EV buyers (domestic) | | | | |
| V3 | 38 | Domestic Premises: single and packaged rebates on whole-of-energy systems approach: solar; batteries; charging stations; EV. | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V3 | 39 | Expansion of Design VIC and Sustainability VIC services to include grant funding and advisory services for EV-related startups including whole-of-energy systems approach to: - New technology: solar; batteries; EV parts and services; valet, rideshare, subscriptions, etc. | 38. Undertake research and development of new technology. | | | | |
| V3 | 40 | Government should use budget processes and mechanisms to change internal behaviours | 18. Advocate to local governments to change their fleets to electric vehicles. | | | | |
| V3 | 41 | Increase tax on petrol | 3. Increase tax on ICE vehicles | | | | |
| V3 | 42 | Paying people not to own a car | Out of scope | | | | |
| V3 | 43 | Remove road users charge (i.e. 'EV tax' or 'distance based charging') | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V3 | 44 | Reward payment to ICE vehicle owners who cancel ICE vehicle registration. Equivalent fee is payable by owner to re-register or register a new ICE vehicle on to of the usual fees and charges | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V3 | 45 | Tax benefits: removing salary packaging for ICE vehicles, restrict to Evs | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V3 | 46 | Tiered tax decrease on EVs: -Highest for new purchases of budget and mid-priced for first purchasers and trade-ins. -Distance-charged for: second-hand; luxury vehicles. | 2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles. | | | | |
| V3 | 47 | Tiered tax increase on fossil-fuel cars: -Highest for new purchases up to 55yr age group; fleets; trade-ins to mid-price and luxury vehicles. -Lower for regional utilities; second-hand. -Status Quo for: pensioned; underserved; all-abilities (basically those who cannot afford). | 3. Increase tax on ICE vehicles | | | | |
| V1 | 5 (mov | Ultra Low Emission Zone (ULEZ), where vehicles driving in the ULEZ must meet new, tighter emission standards or pay a daily charge to travel within the area (London) | 9. Establish an Ultra Low Emission Zone. | Short | Low | Low | NA |

Support type - Regulatory

| Version | No | Support type | Survey question number | 1. Timeframes | 2. Investment | 3. Community acceptance | 4. Reliance on other jurisdictions or market support |
|---------|----|--|--|---------------|---------------|-------------------------|--|
| V1 | 1 | Stop the sales of new fossil fueled vehicles by 2030 (with exemptions for agricultural vehicles) | 12. Stop the sale of internal combustion engine vehicles by 2030. | Medium | Low | Medium | Federal Government |
| V1 | 2 | Set a phase out target of internal combustion engine vehicles | 12. Stop the sale of internal combustion engine vehicles by 2030. | | | | |
| V1 | 3 | Mandate car suppliers to provide a certain percentage of Zero Emissions Vehicles | 12. Stop the sale of internal combustion engine vehicles by 2030. | Medium | Low | Medium | Federal Government |
| V1 | 4 | Set vehicle emissions standards to encourage the market to provide lower emitting vehicles | 13. Establish Vehicle Emissions Standards. | Medium | Low | High | Federal Government |
| V1 | 5 | Ultra Low Emission Zone (ULEZ) (MOVED TO FINANCE) | | | | | |
| V1 | 6 | Mandate all suppliers to use a standardised charging connector in Victoria | 14. Mandate a standardised charging connector for use across Victoria. | Medium | Low | High | Require market support |
| V2 | 7 | Mandate companies to lease EV vehicles to employees | 15. Advocate to the private sector to lease low or zero emissions vehicles to employees. | | | | |
| V2 | 8 | Apply Vehicle Emission Standards to specific groups - e.g. fleet owners | 13. Establish Vehicle Emissions Standards. | | | | |
| V2 | 9 | (MOVED TO INFRASTRUCTURE) | | | | | |
| V2 | 10 | Make changes to speed limits – EVs 110km/h, ICEs 100km/h | 16. Change speed limits to benefit the drivers of low or zero emission vehicles. | | | | |
| V2 | 11 | Regulate battery recycling process | Out of scope | | | | |
| V2 | 12 | Mandate EV charging stations at Shopping Centres and retail centres | 17. Provide electric vehicle charging stations at activity and town centres. | | | | |
| V2 | 13 | (MOVED TO INFRASTRUCTURE) | | | | | |
| V2 | 14 | (MOVED TO OTHER) | | | | | |
| V2 | 15 | Mandate several local councils that generally have short distance trips to change their fleets to EVs | 18. Advocate to local governments to change their fleets to electric vehicles. | | | | |
| V3 | 16 | Anti-idling regulation | Out of scope | | | | |
| V3 | 17 | Mandate that all State government departments and agencies have a zero emission fleet target by 2030 | 18. Advocate to local governments to change their fleets to electric vehicles. | | | | |
| V3 | 18 | Regulate around the silence of EVs | 33. Deliver a community awareness and education campaign | | | | |
| V3 | 19 | Trade-in scheme for ICE vehicles | 19. Create a trade-in scheme for ICE vehicles | | | | |
| V3 | 20 | Ban ICE new registrations from 2030 | 12. Stop the sale of internal combustion engine vehicles by 2030. | | | | |
| V3 | 21 | Transition to emissions-based targets; time-limited percentage-driven per sector. | 13. Establish Vehicle Emissions Standards. | | | | |
| V3 | 22 | Regulations to set the higher standards and benchmarks, and manage and articulate risks accordingly; as opposed to lower standards and perceived risk adversity positioning. | 13. Establish Vehicle Emissions Standards. | | | | |
| V3 | 23 | Vertically aligned regulatory processes from State; Local; Community, and across sectors from building codes to strata management. Embed zero-emission targets and opportunities as template (as the norm not the exception). Include opportunities/ flexibility to adapt and evolve regulations; guidelines that includes ability to transition assets toward zero-emission targets (broader picture of non-vehicular transport; ride share; car share; etc). | 13. Establish Vehicle Emissions Standards. | | | | |
| V3 | 24 | Bold regulation to transition secondhand market into predominant EV and zero emission vehicles. | 19. Create a trade-in scheme for ICE vehicles | | | | |
| V3 | 25 | Adopt the European standards for the sale of new vehicles into Australia | Out of scope | | | | |

Support type - Infrastructure

| Version | No. | Support type | Survey question | 1. Timeframes | 2. Investment | 3. Community acceptance | 4. Reliance on other jurisdictions or market support |
|---------|-----|---|---|---------------|---------------|-------------------------|--|
| V1 | 1 | Prioritise road use for EV/HVs | 12. Reduce the number of freeway lanes for internal combustion engine vehicles. | Medium | Medium | Low-Med | NA |
| V1 | 2 | Dedicated parking for EV/HVs | 20. Advocate to local government to provide dedicated parking for low or zero emission vehicles. | Medium | Medium | Low-Med | NA |
| V1 | 3 | Retrofit parking facilities with wireless EV charging pads once the technology becomes available | 21. Advocate to local government to provide parking facilities with induction charging facilities. | Long | High | High | Require market sup |
| V1 | 4 | New car parking infrastructure appropriately planned to include EV charging | 23. Introduce planning controls that require new developments to install charging infrastructure. | Short | Low | High | NA |
| V1 | 5 | Install charging stations in suburban rail station car parks | 26. Create a state-wide charging network strategy | Short | Low | High | Require market sup |
| V1 | 6 | Mandate the placement of super chargers at all petrol roadhouses on all the major roads in Victoria | 26. Create a state-wide charging network strategy | Short | Low | High | Require market sup |
| V1 | 7 | Public charging infrastructure | 26. Create a state-wide charging network strategy | Short | High | High | Local Government (|
| V1 | 9 | State-wide charging network (South Australia, Queensland's Electric Superhighway) | 26. Create a state-wide charging network strategy | | | | |
| V2 | 10 | Establish Hydrogen vehicles in niche areas such as Interstate freight | 30. Develop a hydrogen capture and use strategy in regional centres. | | | | |
| V2 | 11 | Incentivise or mandate that newly built houses and apartment blocks to install charging infrastructure (eg 32 amp single phase outlet) | 23. Introduce planning controls that require new developments to install charging infrastructure. | | | | |
| V2 | 12 | Support wide scale uptake of home based ZEV charging | 27. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'. | | | | |
| V2 | 13 | Support the installation of EV charging point as part of the "Solar Home" program | 27. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'. | | | | |
| V2 | 14 | Update the Victorian Planning Provisions to require car parks (private and public) to provide a certain number of charging station | 21. Advocate to local government to provide parking facilities with induction charging facilities. | | | | |
| V2 | 15 | (MOVED TO OTHER) | | | | | |
| V2 | 16 | Installing fast chargers along all roads every 200 km (or less) | 26. Create a state-wide charging network strategy | | | | |
| V2 | 17 | Mandate fuel stations to have a certain percentage of fast chargers | 26. Create a state-wide charging network strategy | | | | |
| V2 | 18 | Reduce freeway lanes for ICE vehicles | 12. Reduce the number of freeway lanes for internal combustion engine vehicles. | | | | |
| V2 | 19 | Introduce forklift sized truck carrying fast charger to be moved around car park | 26. Create a state-wide charging network strategy | | | | |
| V3 | 20 | EV charging for hospital staff | 26. Create a state-wide charging network strategy | | | | |
| V3 | 21 | Proper signage to locate charging stations | 26. Create a state-wide charging network strategy | | | | |
| V3 | 22 | Install on-street paid parking that offers rapid charging for EVs | 26. Create a state-wide charging network strategy | | | | |
| V3 | 23 | Rapid and long charge stations at end-of-trip nodes and hubs (shopping precincts; main streets; commercial premises; secured park n' rides; vacation stays; regional centres; key Parks VIC sites). | 26. Create a state-wide charging network strategy | | | | |
| V3 | 24 | Energy supply: local and state government public buildings in all towns set up with solar systems to meet their local energy | 26. Create a state-wide charging network strategy | | | | |
| V3 | 25 | Priority investment in public charging infrastructure at rural, regional and outer metro/suburban train/bus stations to encourage multimodal commuting. | 26. Create a state-wide charging network strategy | | | | |
| V3 | 26 | Any new road infrastructure for inner-city/high density areas to prioritise high-occupancy and non-motorised forms of transpo | 16. Change speed limits to benefit the drivers of low or zero emission vehicles. | | | | |
| V3 | 27 | Park-charge-and-ride-lots in regional areas | 26. Create a state-wide charging network strategy | | | | |
| V3 | 28 | Regional investment in hydrogen hubs at strategic regional centres based on logistics and supply chain travel: -PPP co-shared facilities. -Includes shared micro-hubs for "final mile". | 30. Develop a hydrogen capture and use strategy in regional centres. | | | | |
| V3 | 29 | Includes whole-of energy approach: solar; batteries; stations. | 29. Support the integration of energy capture through solar panels and storage in batteries | | | | |
| V3 | 30 | Adaptive infrastructure such as landuse and co-share facilities to promote zero emissions business opportunities such as: -Valet 'park n play' services for Main Streets; CBD; density areas; shopping areas; F&B; etc. -Private stations for limited public use. | 26. Create a state-wide charging network strategy | | | | |
| V3 | 31 | Incentivise neighbourhood microgrid | 29. Support the integration of energy capture through solar panels and storage in batteries | | | | |
| V3 | 32 | Have fast DC to DC chargers in RACV truck | 26. Create a state-wide charging network strategy | | | | |

Support type - Other

| Version | No. | Support type | Survey question | 1. Timeframes | 2. Investment | 3. Community acceptance | 4. Reliance on other jurisdictions or market support |
|---------|-----|---|--|---------------|---------------|-------------------------|--|
| V1 | 1 | Education and information about costs and benefits of EVs and HVs | 33. Deliver a community awareness and education campaign | Short | Low | High | NA |
| V2 | 2 | School education campaign for year 8-12 | 31. Deliver a school education campaign targeting year 8 to 12. | | | | |
| V2 | 3 | An awareness campaign with existing EV drivers to address concerns about range | 33. Deliver a community awareness and education campaign | | | | |
| V2 | 4 | Community engagement and messaging in the strategic planning of EV and HV vehicle infrastructure | 36. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure. | | | | |
| V2 | 5 | Set up an independent cost comparison site to help buyers make decision | 34. Create an independent vehicle cost comparison website. | | | | |
| V2 | 6 | A power sharing app where homeowners could charge a fee to let EV owners charge their cars like plugshare.com | 35. Create a power-sharing application ('app'). | | | | |
| V2 | 7 | A consortium of Electric Vehicle Council, BehaviourWorks, AfMA, RACV, Sustainability Victoria, and Infrastructure Victoria, coupled with E-Sport and also motor – work together to devise an education program. | 33. Deliver a community awareness and education campaign | | | | |
| V2 | 8 | Campaign - annual 24-hour endurance race be held at Sandown Raceway and drag races at Calder Park Raceway | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V2 | 9 | Driving schools with electric vehicles | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V2 | 10 | An EV-eisteddfod. Schools compete to build an electric car provided with a basic kit | 31. Deliver a school education campaign targeting year 8 to 12. | | | | |
| V2 | 11 | School campaign – 'co-design' / problem solving type competitions with schools and universities | 31. Deliver a school education campaign targeting year 8 to 12. | | | | |
| V2 | 12 | Conduct research on health and other benefits of EVs over ICE vehicles and cost saving to Victorian Government | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V2 | 13 | Local social media influencers to show how EV's are charged in home | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V2 | 14 | Supporting brand independent importers | 41. Support for independent 'EV importers' to bulk import a range of EV models. | | | | |
| V3 | 15 | Amsterdam's eHUBs for shared cars, electric cargo bikes, e-bikes, scooters, based on mobility as a service (MaaS) concept rather than vehicle ownership. | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 16 | Develop 'EV Experience Centres' to educate the general public on EVs | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 17 | Diligence to assure zero emissions closed-loop processes and cycles. | | | | | |
| V3 | 18 | End the contract to host formula 1 racing in Victoria, instead replacing it with an EV event | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 19 | EV test drive | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 20 | Further engagement with low-income/under-served communities to identify the mobility needs | 36. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure. | | | | |
| V3 | 21 | Professional and business knowledge-sharing; K-12 and tertiary Body of Knowledge (BoK) to instil zero-emission workforce and commerce. | 32. Build professional and business knowledge to instil zero-emission workforce and commerce. | | | | |
| V3 | 22 | Support job creation in Victoria through EV manufacturing | 32. Build professional and business knowledge to instil zero-emission workforce and commerce. | | | | |
| V3 | 23 | Information about the climate change impact | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 24 | Investigate the use of power poles / street lighting poles to install plugs for charging | 38. Undertake research and development of new technology. | | | | |
| V3 | 25 | Leverage existing agencies and grant opportunities to remodel; repurpose toward zero- emissions: funding; startups; business opportunities. | 40. Support for independent 'EV importers' to bulk import a range of EV models. | | | | |
| V3 | 26 | Penalise inappropriate use of public charge points for Evs | 33. Deliver a community awareness and education campaign | | | | |
| V3 | 27 | Popularising the idea of "driving (free) on sunshine" | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 28 | Promote autonomous electric vehicle Hailing services | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 29 | Provide information about the lifecycle of Evs and mythbusting | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 30 | Public-private partnership EV car share scheme | 38. Undertake research and development of new technology. | | | | |
| V3 | 31 | Push for vertical and horizontal alignments in whole-of energy approach. | | | | | |
| V3 | 32 | R&D to develop HVs for heavy vehicles (eg for towing) | 38. Undertake research and development of new technology. | | | | |
| V3 | 33 | R&D: future designs of EVs allow for battery discharge back into the grid if connected and full | 38. Undertake research and development of new technology. | | | | |
| V3 | 34 | R&D: develop EV cars with solar panels on the roof. | 38. Undertake research and development of new technology. | | | | |
| V3 | 35 | State Car Clubs NRMA RACV RAC RACQ etc car support programmes | 37. Undertake research on health and other benefits of low and zero emission vehicles. | | | | |
| V3 | 36 | Statewide research into current Victorian car usage and ownership, to determine usage patterns, trip frequency, distance, parking patterns, connectivity issues. | 39. Undertake state-wide research on car usage and ownerships to determine future needs | | | | |
| V3 | 37 | the need to look at the Australian design and registration process | 38. Undertake research and development of new technology. | | | | |



Appendix C: Shortlisted options

Tackling Emission through Transport Community Panel Summary of support options (9th February 2021)

At the end of Week 2, panel members were given a survey of draft support options, in which a total of 131 panel members provided feedback on.

In the survey panel members were asked to rate their support for each option on a 5-point scale (from *No Support* to *High Support*). We have given each level of support a score:

| | No support | Low support | Unsure | Support | High support |
|-------|------------|-------------|--------|---------|--------------|
| Score | -2 | -1 | 0 | 1 | 2 |

The sum of individual scores resulted in an *overall score* for the option. This has helped us to determine which options have the highest levels of support. We have also looked at these scores from a metropolitan and regional perspective to understand if there are major differences for each option. To help prioritise the list of options, we are taking forward each option that scored over 100 points. This means 25 out of 40 (or 62%) options have been prioritised by the panel members.

When looking at the data set as a whole, 100 points is a clear line between the options which are supported largely by the panel and those where there remains debate.

This prioritised list will be included as part of your final recommendations. The full list of draft support options will also be provided to Infrastructure Victoria as part of Capire’s report. Provided below is a summary of the priority support options identified by the Community Panel.

Financial support - Priorities

2. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles.
This could include rebate, subsidy, social bonds or low-interest loan.
4. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles.
5. Provide subsidies to reduce the cost of installing home charging infrastructure.
7. Introduce a Vehicle Emissions Scheme.
This is where individuals receive a rebate or pay a surcharge depending on their vehicle’s emissions.
8. Provide incentives for taxis, ride share vehicles and courier vehicles to use low or zero emissions vehicles.



Regulatory support - Priorities

- 12. Stop the sale of internal combustion engine vehicles by 2030.
This does not include agricultural vehicles.
- 13. Establish Vehicle Emissions Standards.
This is to encourage the market to provide lower emitting vehicles.
- 14. Mandate a standardised charging connector for use across Victoria.
- 15. Advocate to the private sector to lease low or zero emissions vehicles to employees.
- 17. Provide electric vehicle charging stations at activity and town centres.
This includes shopping and commercial centres.
- 18. Advocate to local governments to change their fleets to electric vehicles.
- 19. Create a trade-in scheme for ICE vehicles.
This could include potential for ICE cars to be transitioned into EV's to grow second hand market.

Infrastructure support - Priorities

- 22. Introduce planning controls that require electric vehicle charging infrastructure in new car parks.
- 23. Introduce planning controls that require new developments to install charging infrastructure.
- 25. Mandate fast chargers to be provided at petrol stations on all the major roads in Victoria.
- 26. Create a state-wide charging network strategy.
This would set out what type of charging infrastructure is required where and when as well as financial incentives.
- 27. Support the installation of electric vehicle charging point as part of the 'Solar Homes Program'.
This Victorian Government program provides rebates and interest free loans for solar energy infrastructure for households and businesses.
- 29. Support the integration of energy capture through solar panels and storage in batteries.
- 30. Develop a hydrogen capture and use strategy in regional centres.
This would support the freight and logistics sector as well as private heavy vehicles.



| Other support - Priorities |
|--|
| 31. Deliver a school education campaign targeting year 8 to 12. |
| 32. Build professional and business knowledge to instil zero-emission workforce and commerce. |
| 33. Deliver a community awareness and education campaign. <i>This would be to address concerns about battery life / range and create awareness of the costs and benefits.</i> |
| 34. Create an independent vehicle cost comparison website. <i>This is to help vehicle buyers make informed decisions about their vehicle choice.</i> |
| 36. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure. |
| 37. Undertake research on health and other benefits of low and zero emission vehicles. |
| 38. Undertake research and development of new technology. <i>This could include improvement in charging, battery lifecycle, HV vehicle types.</i> |
| 39. Undertake state-wide research on car usage and ownerships to determine future needs. |
| 40. Support for independent 'EV importers' to bulk import a range of EV models. |



APPENDIX: Survey results (graphs)

In the following pages, you will find the score results for each support type (Financial, Regulatory, Infrastructure and Other).

Financial support

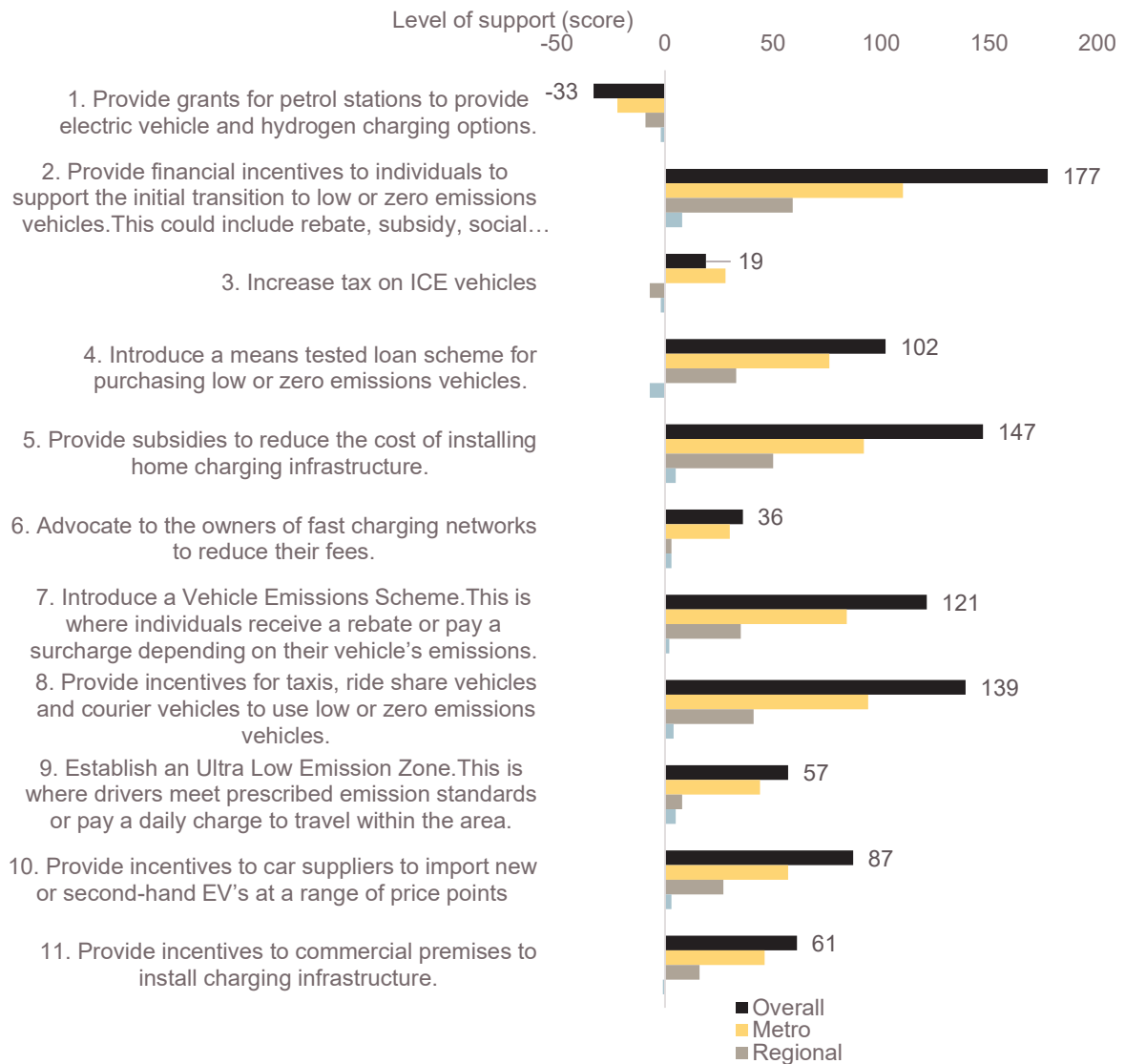


Figure 6: Level of support for the proposed support options - Financial (N=131)



Regulatory support

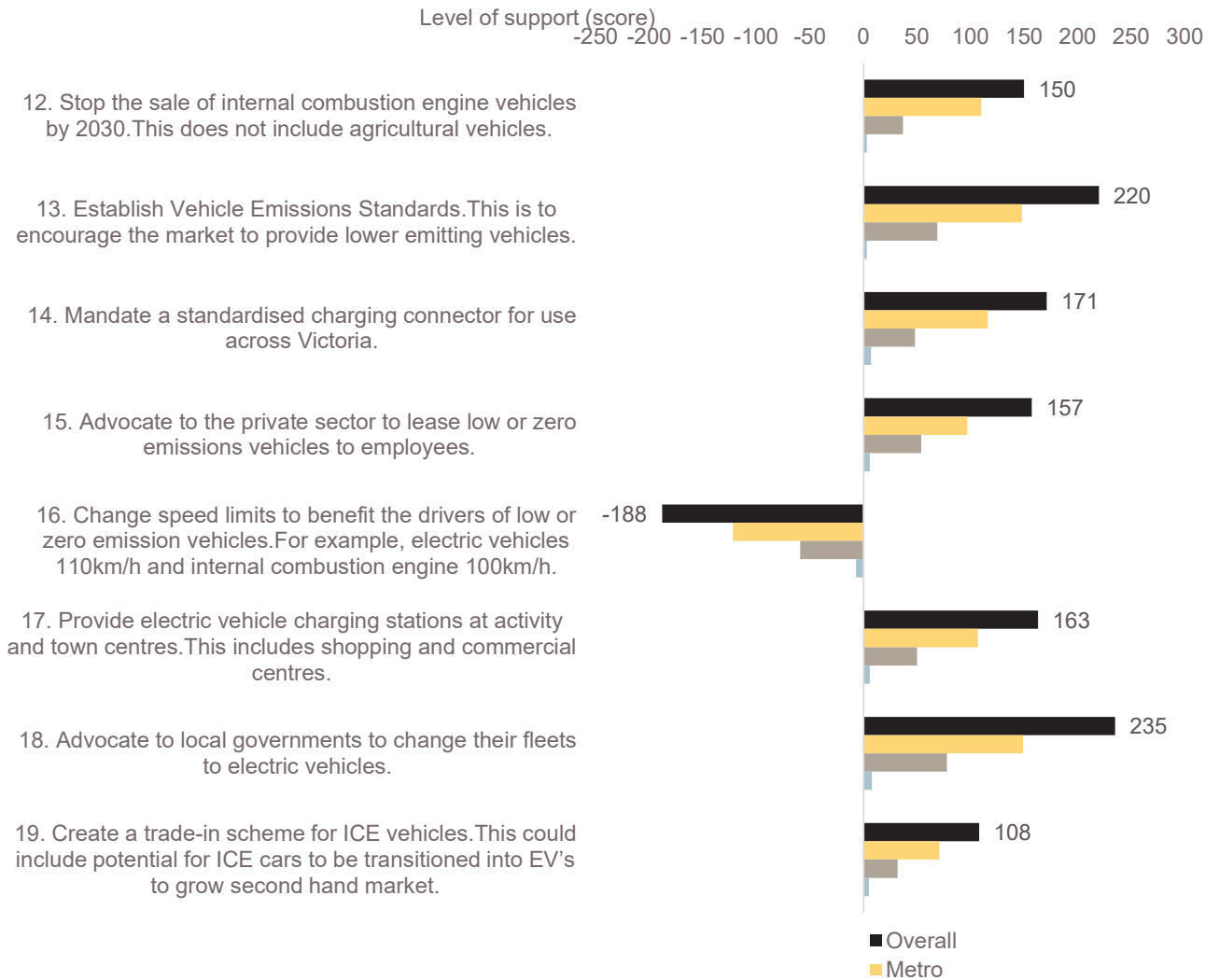


Figure 7: Level of support for the proposed support options - Regulatory (N=131)



Infrastructure support

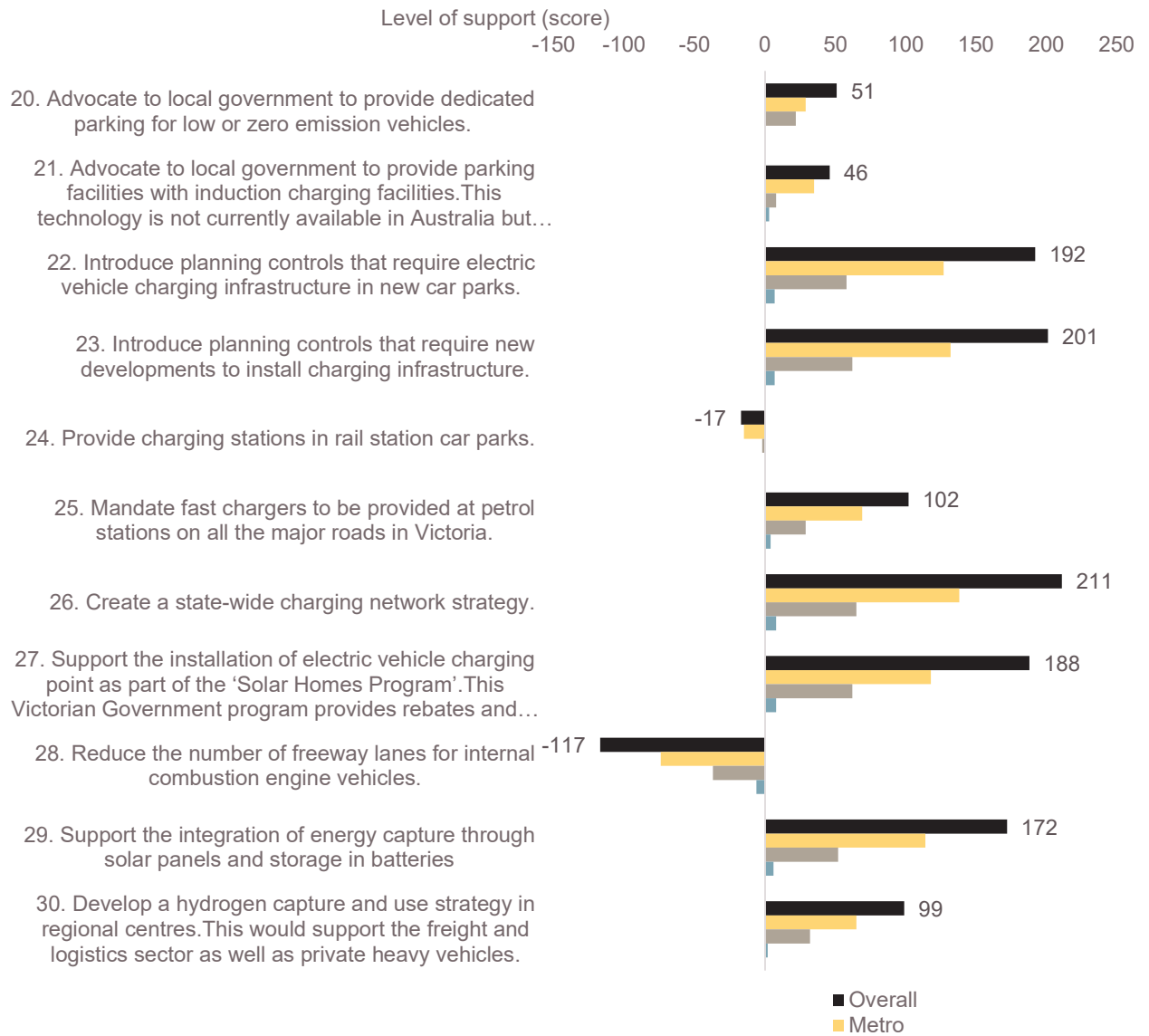


Figure 8: Level of support for the proposed support options - Infrastructure (N=131)



Other support

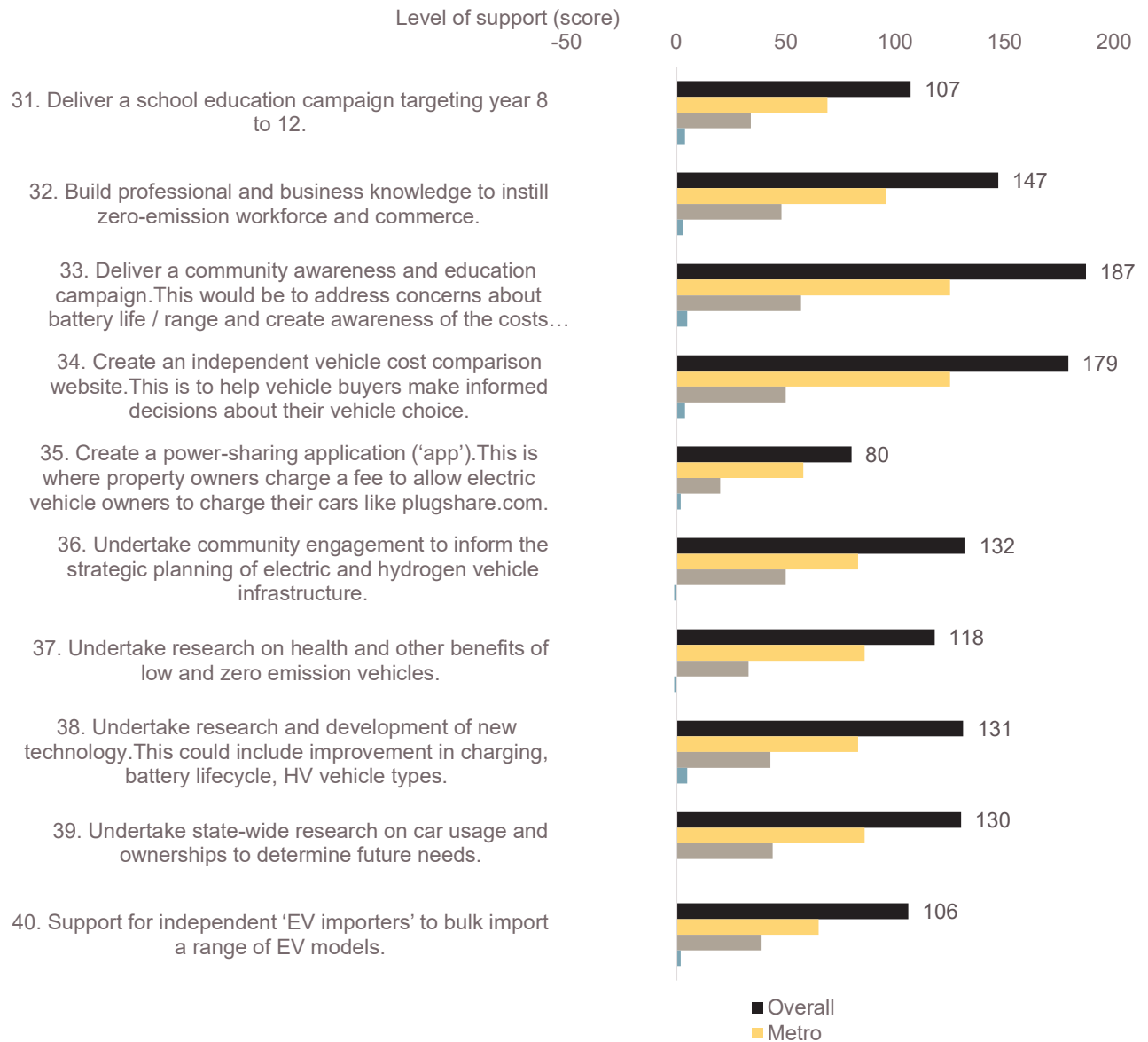


Figure 9: Level of support for the proposed support options - Others (N=131)



Appendix D: Preamble statement to Infrastructure Victoria

Hello everyone, my name is Taryn Lane, I'm from Hepburn in regional Victoria. I'm joined tonight by Dan Ong who lives in central Melbourne.

We are presenting the Community Panel's recommendations that respond to Infrastructure Victoria's question:

How should the Victorian Government support more people to adopt low or zero-emissions vehicles sooner?

In presenting these recommendations, we would like to acknowledge the broader context in which they sit. That context being the reality of climate change and the challenge for communities to respond.

Over the four-week panel process, there has been significant discussion about climate change impacts at local, regional, national, and global levels.

The group discussed the importance of these recommendations sitting within a commitment by the Victorian Government to address climate change and drive the transition to a zero emissions economy by 2050.

The broader issue of transport was also widely discussed and the need for more environmentally friendly, resilient and comfortable ways to move around.

People are making different transport choices than they have in the past. These changes in needs and preferences must be acknowledged as we move to low and zero-emission vehicles.

Technology is also changing quickly, and we should not be constrained by the solutions available in Australia now. We should also look outside of Australia and see what other countries and regions are doing, and we should build on their success.

In deciding on the recommendations, it was also clear the challenges and opportunities for metropolitan and regional areas are different, and we need to respond accordingly. Challenges are also different for different types of Victorians, whether they are older people, younger people, people with a disability or newly arrived migrants.

The Panel participated in discussions regarding equity and fairness for all Victorians, and three overriding principles were created:

- ***A Just Transition*** to ensure all Victorians have time to plan for low and zero emission vehicles. A staged and strategic approach should ensure an equitable and just transition
- ***Equitable Access*** to information and infrastructure and means test financial assistance.
- ***Shared Knowledge*** to support individuals and organisations in the public, private and not-for-profit sector.

Infrastructure Victoria – Tackling Victoria’s Transport Emissions Community Panel



Thank you for the opportunity to be part of this Panel. I am now going to handover to Dan to present the Panel's recommendations.



Appendix E: Key discussion points for each final advice

1. Advocate to local governments to change their fleets to electric vehicles.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- Boost visibility of EVs on the road to demonstrate shift towards ZEVs.
- Create a second-hand market to create a range of price-points supporting uptake.
- In line with recent state government announcement as well as Recommendation 1 in the Draft 30-Year Infrastructure Strategy.
- Important for regional local governments – participants mentioned long-travels in regional area.

2. Create a state-wide charging network strategy.

This strategy would help address range anxiety and support partnership with the private sector in its delivery. Elements of the strategy could include:

- Identify locations for fast charging infrastructure on key roads.
- Advocate for signage to locate charging points (create a brand to identify charging infrastructure).
- Identify opportunities for on-street paid ‘charging’ parking.
- Adapt existing infrastructure such as land use and co-share facilities to promote zero emissions business opportunities such as:
 - Valet ‘park n play’ services for Main Streets; CBD; density areas; shopping areas; F&B; etc.
 - Private stations for limited public use.
- Identify priority investment in rapid and long charge stations at end-of-trip nodes and hubs (shopping precincts; main streets; commercial premises; secured park n’ rides; vacation stays; regional centres; key Parks VIC sites).
- Collection of data at charging stations to inform decisions in future network planning.
- Propose seed-funding approach to:
 - Repurpose redundant land toward EV rapid-charge nodes and hubs.
 - Transition fossil-fuel land use (petrol station sites; off and on-street parking bays) toward EV rapid-charge amenities.

The following key discussion points were raised by the Community Panel in developing this recommendation:



- Panel members commented that the current charging infrastructure is driven by the market, and relying on a few car brands to provide adequate access to charging stations.
- Panel members commented this would address ‘range anxiety’ particularly for regional and long-distance travels.
- Panel members commented this would ensure equitable access to city/ apartment dwellers.
- Discussion around linking charging to state-wide energy supply strategy to ensure capacity for home charging given current constraints on the transmission network.

3. Deliver a broad community awareness and education campaign.

This campaign could use a myth busting approach to address concerns around range, charging technology, battery life and reuse to support uptake of EVs. The campaign could highlight the ongoing benefits of ZEVs in reducing transport emissions as a response to climate change.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- Campaign suggestions include education program with Electric Vehicle Council, BehaviourWorks, AfMA and RACV.
- Showcasing of EVs at car racing events to promote E-Sport.
- EV experience driving centre.
- Promotion of appropriate use of charging spaces and why they are essential to EVs.

4. Establish Vehicle Emissions Standards.

This is where the government sets specifications relating to the level of CO2 emissions produced by ICE and low emission vehicles. The following key discussion points were raised by the Community Panel in developing this recommendation:

- Emissions standards should be set for each sector with targeted time frame (i.e. X percentage of cars should be transitioned to EVs by a certain time)
- The state government should set a higher standard to demonstrate commitment rather than a lower standard to lower risk.
- Set vehicle emissions standards to encourage the market to provide lower emitting vehicles.



5. Introduce planning controls that require new developments to install charging infrastructure.

This will ensure charging infrastructure is a requirement of new developments and is considered as part the design. The following key discussion points were raised by the Community Panel in developing this recommendation:

- Align regulatory processes across all government levels and across sectors, from building codes to strata management.
- The planning controls should embed zero-emission targets and opportunities as standard practice.

6. Provide financial incentives to individuals to support the initial transition to low or zero emissions vehicles.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- Reduce tax on EVs including stamp duty, registration fees and luxury vehicle tax. Some panel members proposed a tiered tax approach:
 - Tiered tax increase on ICE vehicles
 - Highest for new purchases up to 55 years old; fleets; trade-ins to mid-price and luxury vehicles.
 - Lower for regional uses and second-hand purchases.
 - Status quo for pensioners, underserved and people with disabilities.
 - Tiered tax reduction on EVs
 - Highest for first purchasers and trade-ins of budget and mid-priced EVs
 - Distance based charging for second-hand and luxury vehicles.
- Some panel members commented that luxury car tax will deter regional uptake as regional Victorians would need long-ranged EVs that falls under the luxury car price range.
- Revisit the distance-based charging approach currently recommended by Infrastructure Victoria.
- Provide subsidy to support the initial transition of one car per household.
- Provide financial support that could be means tested or flat rate, noting that any financial support should be a simple procedure to not create barriers for their uptake.
- Provide toll road and parking discounts for EVs.

7. Support the installation of electric vehicle charging point as part of the ‘Solar Homes Program’.



The following key discussion points were raised by the Community Panel in developing this recommendation:

- Could include a subsidy to encourage uptake.
- Supports households to be completely ‘off grid’.

8. Provide electric vehicle charging stations at activity and town centres.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- This opens up opportunities to move away from ‘petrol stations’ as typical charging spots towards ‘activity places’, for instance cafes and shops for charging.
- Establish Hydrogen Vehicle charging stations in niche areas such as interstate freight hubs.
- Potential for Regional investment in hydrogen hubs at strategic regional centres based on logistics and supply chain travel.

9. Advocate to the private sector to lease low or zero emissions vehicles to employees.

The following key discussion point was raised by the Community Panel in developing this recommendation:

- Government to advocate to private sector to support uptake.

10. Introduce planning controls that require electric vehicle charging infrastructure in new car parks.

The following key discussion point was raised by the Community Panel in developing this recommendation:

- Mandate a certain percentage of EV charging stations in both private and public car parks.

11. Support the integration of energy capture through solar panels and storage in batteries.

The following key discussion point was raised by the Community Panel in developing this recommendation:

- Reduces overall emissions of buildings and prioritises use of clean energy for charging.

12. Provide incentives for taxis, rideshare vehicles and courier vehicles to use low or zero emissions vehicles.



The following key discussion points were raised by the Community Panel in developing this recommendation:

- This will promote discussion around EVs with passengers by providing a real experience.
- This will increase visibility of EVs on the road.

13. Provide subsidies to reduce the cost of installing home charging infrastructure.

The following key discussion point was raised by the Community Panel in developing this recommendation:

- Upfront costs of installing charging was identified as a barrier to uptake in the short-term.

14. Build professional and business knowledge to instil zero-emission workforce and commerce.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- Provide tertiary and apprenticeship training on EV technology and manufacturing.
- Support job transition of ICE workforce to EV workforce.
- Grant funding from Design VIC and Sustainability VIC to support the research and development of new materials and technologies.
- Invest in new university courses to develop leading studies in EV technologies.
- Invest in Applied Research and Development (R&D) through a trilateral partnership. between universities, industries and government to advance technology.
- Primary and secondary education to build interest in innovation and inventive thinking.

15. Introduce a Vehicle Emissions Scheme.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- All ICE vehicles pay a pollution charge based on the Australian emission standards.
- ‘Polluter pays approach’ in balance with equity principles to not further disadvantage people who have limited resources to transition to an EV sooner.

16. End the sale of new internal combustion engine vehicles by 2030.

The following key discussion points were raised by the Community Panel in developing this recommendation:



- Participants emphasised that this end of sale should be on new purchases to ensure this does not marginalise current ICE drivers.
- Consider an exemption for agricultural vehicles.
- To support the end of sale, car suppliers should be mandated to provide a certain percentage of ZEVs.
- Provide vocational training to ensure a smooth transition of ICE workforce to EV workforce.
- Provide ways to repurpose or recycle existing ICE cars to minimise waste.

17. Introduce a means tested loan scheme for purchasing low or zero emissions vehicles.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- A means tested loan scheme to purchase an EV linked with a vehicle rebate (not a cash payment to the age of the vehicle to encourage uptake of ZEV).
- Any types of financial supports should be easy to access and understand to increase uptake.

18. Create an independent vehicle cost comparison website.

*Note no supporting discussion points for this recommendation.

19. Create a trade-in scheme for internal combustion engine vehicles.

*Note no supporting discussion points for this recommendation.

20. Mandate a standardised charging connector for use across Victoria.

The following key discussion points were raised by the Community Panel in developing this recommendation:

- Some participants noted that this is already happening and could be driven by the market.
- Other participants feel this is a Tesla-dominated space.

21. Undertake community engagement to inform the strategic planning of electric and hydrogen vehicle infrastructure.

The following key discussion points were raised by the Community Panel in developing this recommendation:

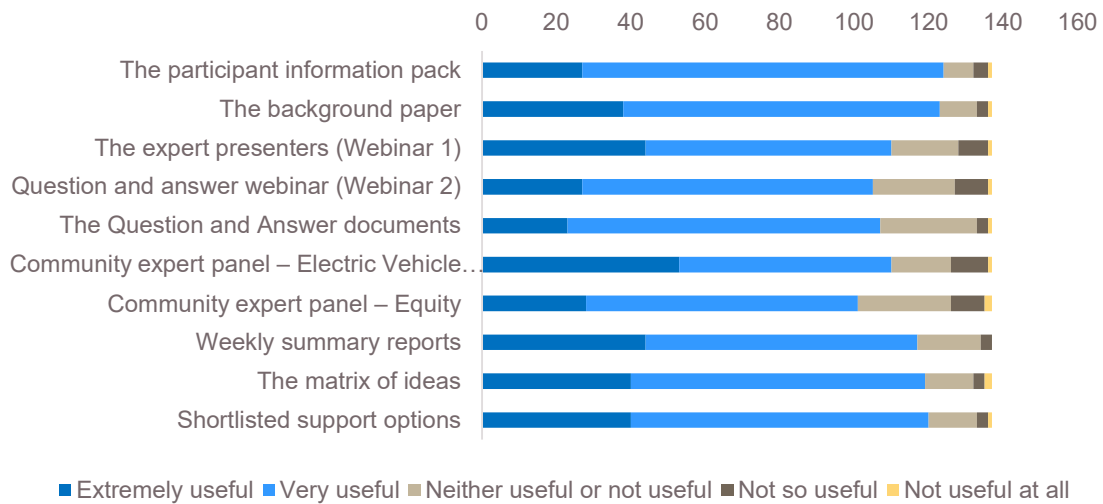
- Community engagement should be targeted to the needs of specific groups i.e. younger people, older people, Culturally and Linguistically Diverse community members, Indigenous groups, low income, people with disability, regional and metropolitan communities.
- Engagement could also be based on industry type to create greater awareness and opportunity to transition such as agriculture sector and trades.



Appendix E. Evaluation results

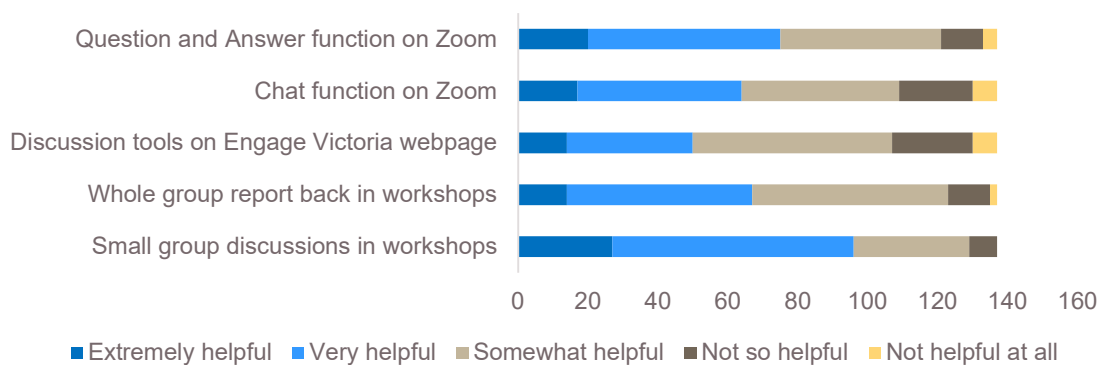
Information provided

How useful was the information provided in these materials?

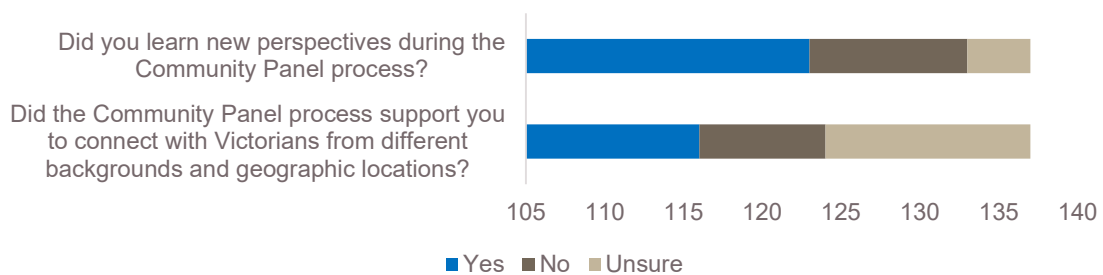


Deliberation process

How helpful were these activities in supporting you to deliberate with your panel members?



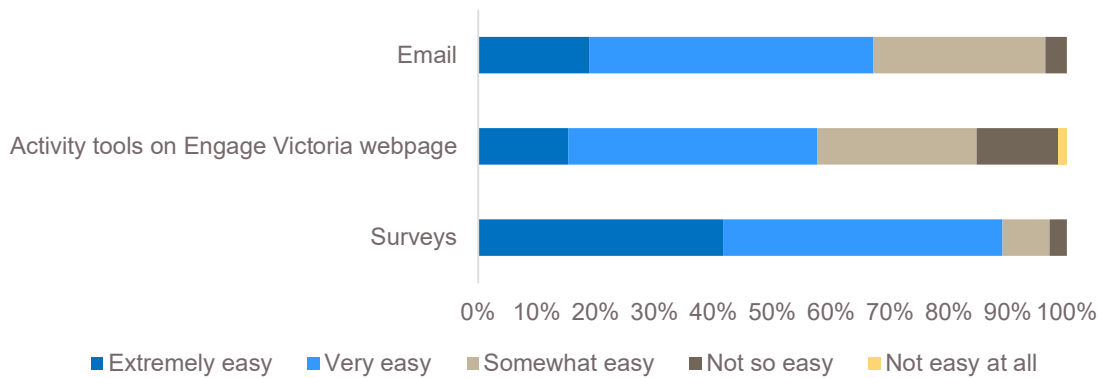
Deliberation process





The use of technology

How easy was it for you to provide your advice using the following tools:



How satisfied were you with the following tools in supporting your experience:

