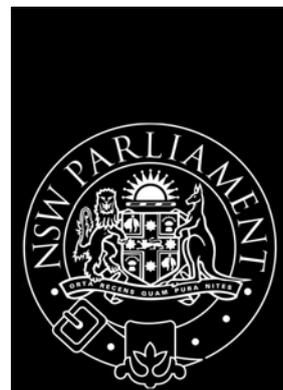


LEGISLATIVE ASSEMBLY



Standing Committee on Public Works

2005 CONFERENCE REPORT

The National Parliamentary Public Works and Environment Committee
Conference, Canberra and the
International Town Centres and Communities Conference, Yeppoon

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Functions of the Committee

The Standing Committee on Public Works was originally established in New South Wales in 1887. Its operations were suspended in 1930.

It was re-established by Motion of the Legislative Assembly on 25 May 1995 on the following basis :

That a Standing Committee on Public Works be appointed to inquire into and report from time to time, with the following Terms of Reference:

As an ongoing task the Committee is to examine and report on such existing and proposed capital works projects or matters relating to capital works projects in the public sector, including the environmental impact of such works, and whether alternative management practices offer lower incremental costs, as are referred to it by:

- the Minister for Public Works and Services
- any Minister or by resolution of the Legislative Assembly, or
- by motion of the Committee.

The Terms of Reference were renewed on 3 June 1999 by the 52nd Parliament.

The Committee comprises seven members of the Legislative Assembly:

- Mr Kevin Greene MP, Chair
- Ms Marie Andrews MP, Vice Chair
- Ms Angela D'Amore MP
- Mr Peter Draper MP
- Mrs Karyn Paluzzano MP
- Mr Steven Pringle MP
- Mr Ian Slack-Smith MP

The Hon Paul Whelan, Minister for Police and Leader of the Government in the Legislative Assembly, expanded on the role envisaged for the Committee by the Parliament in a speech to the House on 25 May 1995:

The Committee may inquire into the capital works plans of State-owned corporations and joint ventures with the private sector. The Committee will seek to find savings in capital works programs whilst achieving a net reduction in environmental impacts by public sector developers.

The Committee's work is expected to provide incentives to the public sector to produce more robust cost-benefit analyses within the government budgetary process and to give more emphasis to least-cost planning approaches.

The Committee will be sufficiently resourced to enable it to conduct parallel inquiries into specific projects and capital works programs generally.... it will have sufficient resources to inquire into the capital works program of all government agencies whose capital works programs affect the coastal, environmental and transport sectors.

The Standing Committee on Public Works absorbed the functions of the Standing Committee on the Environmental Impact of Capital Works, which had been established by the 50th Parliament.

Functions of the Committee

In the Fifty-First Parliament, the Committee examined health, education, the 2000 Olympics, waterways and transport infrastructure as well as urban and environmental planning issues. It also investigated the development and approval processes for capital works procurement across the public sector.

In the 52nd Parliament, the Committee tabled eleven reports:

- Report on Capital Works Procurement (Report No 52/1)
- The National Conference of Parliamentary Public Works and Environment Committees 1999, Hobart, Tasmania (Report No. 52/2)
- Inquiry into Infrastructure Delivery and Maintenance: Volume One - Report on Office Accommodation Management (Report No. 52/3)
- The National Conference of Parliamentary Public Works and Environment Committees 2000, Darwin, Northern Territory (Report No. 52/4)
- Follow –Up Inquiry Into the Lake Illawarra Authority Report & NSW School Facilities Report (Report No. 52/5)
- Inquiry into Infrastructure Delivery & Maintenance: Volume Two - Land Fleet Management (Report No. 52/6)
- Inquiry Into Sick Building Syndrome (Report No. 52/7)
- Inquiry into Government Energy Reduction Targets (Report No. 52/8)
- Inquiry into Infrastructure Delivery and Maintenance: Volume Three - Building Maintenance Management (Report No. 52/9)
- The National Conference of Parliamentary Public Works and Environment Committees 2002, Adelaide, South Australia (Report No. 52/10)
- Inquiry into Urban Water Infrastructure (Interim Report No.52/11)

In the 53rd Parliament, the Committee has tabled the following reports to date:

- The National Conference of Parliamentary Public Works and Environment Committees 2003, Perth, Western Australia (Report No. 53/01)
- Inquiry into Energy Consumption in Residential Buildings (Report No. 53/02)
- The National Conference of Parliamentary Public Works and Environment Committees 2004, Melbourne and Lorne, Victoria (Report No.53/03)
- Inquiry into the Joint Use and Co-location of Public Buildings (Report No. 53/04)
- Inquiry into Infrastructure Provision in Coastal Growth Areas (Report No. 53/05)

Chapter One - Introduction

- 1.1 The 10th Annual Conference of Parliamentary Environment and Public Works Committees was held in Canberra over three days from 28 September to 30 September 2005. Over 80 delegates from Australian jurisdictions attended, along with guests from New Zealand, the South Pacific and Sweden. This Conference is the key opportunity for the NSW Public Works Committee to meet with its parallel Committees from other Australian jurisdictions and to discuss issues and exchange ideas.
- 1.2 The NSW Public Works Committee was represented at the Canberra Conference by Mr Steven Pringle MP and Ms Marie Andrews MP. Ms Carolynne James, Committee Manager also attended.
- 1.3 In 2005, a delegation of the Committee also attended the 6th International Cities, Town Centres and Communities Conference (ICTC) hosted by Livingstone Shire Council at Yeppoon, Queensland. This Conference, held from 31 May to 3 June 2005, was highly relevant to the work of the Standing Committee on Public Works. The conference had several infrastructure and planning strands directly relating to the Committee's terms of reference.
- 1.4 The Committee was represented at the Yeppoon Conference by Mrs Karyn Paluzzano MP and Mr Ian Slack-Smith MP. Ms Carolynne James, Committee Manager, also attended.
- 1.5 The remainder of this Report includes selected highlights from each Conference and the Committee's comments on their relevance.

Chapter Two - National Environment and Public Works Committees Conference

- 2.1 The National Environmental and Public Works Committee Conference provided the NSW Public Works Committee with an opportunity to learn about strategies for managing bushfire recovery and future bushfire risk. Conference delegates heard from a wide range of people including specialist advisers, academics, government officials and non-government organisations. A key focus of the Conference, titled *Sustainability and Bushfire Recovery*, was the 2003 Canberra bushfires.
- 2.2 This chapter contains the Committee's comments, a summary of issues raised by speakers and a schedule of the Conference events.

Comment

- 2.3 NSW experiences regular urban bushfire situations similar to the ACT. The NSW Public Works Committee found the opportunity to discuss bushfire prevention, response and recovery at the Conference extremely relevant and valuable. Some revealing insights included analysis of government responses; communications strategies; volunteer management; sustainable redevelopment; and the recovery of flagship institutions. The relevance of each issue is outlined below.
- 2.4 The need to match **government response** arrangements with the hierarchy of issues faced after a fire situation is critical. Responses need to include:
- Defining the role of police, fire and building services in identifying the extent of damage;
 - Defining and measuring the impact and standardising the quality of data and information; and
 - Determining "state of emergency" access restrictions for building surveyors and demolishers.
- 2.5 A second tier of issues include:
- Linking the collection of data with the various aid programs established by government and non government organisations;
 - knowing when to end the "state of emergency" declaration;
 - "making safe" properties affected by fires.
- 2.6 A further stage is the care of households remaining after fires including those without electricity, gas, street lights etc. Some concerns include the management of looting, sightseeing, redirection of mail and destroyed signage.
- 2.7 The need to identify a **communications strategy** suitable for short and long term communication was also discussed. A key factor in the Canberra bushfires was the immediate failure of telecommunication infrastructure such as electricity, television, internet and mobile phone transmitters. Strong reliance was shifted to radio stations, newsprint and flyers and communication via key response groups including police and

fire services. Once communication systems were re-established the utilisation of multi-media was a greater priority in the longer term. Protocols and centralised contact points were also needed for the community to provide information to authorities on matters such as damaged habitats.

- 2.8 The need to synchronise and plan the response efforts of **spontaneous volunteers** is very important. A key issue in the bushfires was the management of volunteers, in particular categorising and interviewing volunteers and staggering their activities across the bushfire recovery phases. The ACT Government found they had to create a registration system and identify criteria to match volunteers with specified job descriptions and needs (eg nursing skills or construction) and to manage training of other types of volunteers to cover OHS and insurance concerns.
- 2.9 Identifying **sustainability criteria** for planning and rebuilding of destroyed homes was also required. The bushfire aftermath presented the task of assessing whether to rebuild in certain residential areas. From a community perspective, a key threshold issue was the willingness of residents to rebuild. Those most affected had mixed reactions with some wishing to re-establish immediately while others considered relocation. Some people experienced a concern of safety and a fear of rebuilding to be again exposed to fire threats on the urban edge. While identifying community and specific residents preferences is paramount, consideration of options must extend beyond “like with like” reconstruction. Higher building requirements were proposed for the replacement of residences such as special roof designs and fire-proof plant varieties for surrounding gardens. These measures could result in additional building costs and the expectation that residents should consider bushfire risk in the maintenance of private blocks.
- 2.10 The recovery of **flagship institutions** such as the ACT Forests headquarters and Mt Stromlo Observatory was also highlighted. ACT Forests lost their head office, staff housing and substantial data in the bushfires. The recovery program involved the salvaging of 115,000 burnt logs salvaged which derived \$2million revenue. The key issue was staggered management and revegetation to avoid erosion. ACT Forests utilised the community’s energy with community tree planting programs. Mt Stromlo Observatory was substantially damaged in the fires with several key telescopes destroyed and data lost in computer systems. This gives rise to greater contingencies planning for off-site data storage systems. Again, emphasis on community involvement is critical part of the rebuild and recovery process for the Mt Stromlo surrounds.

Day 1 – Wednesday 28 September 2005

2.11 The opening session in the Legislative Assembly Chamber included a welcome to the delegates to Ngunnawal Country by elder Louise Brown. This was followed by three keynote presentations. The Chief Minister, ACT, Mr Jon Stanhope MLA, who spoke about the impact of the bushfires in 2003 on the ACT community and the Government's response to recovery, led the keynote presentations. He noted that the fires burnt 88% of the ACT's reserve land, including most of the dependent fauna. In addition he stated that the fire destroyed 500 homes, 51% of rural land, and was responsible for the deaths of four people. Mr Stanhope ended his presentation on a positive note by highlighting the Government's commitment of \$130 million to recovery, focusing on sustainability, and detailed the progress in various areas made thus far.

Keynote Presentation: Mr Jon Stanhope MLA, ACT Chief Minister (abridged)

The 2003 bushfires were an enormous blow to Canberra. Their impact on the city was unprecedented - hundreds of houses destroyed, national park gutted, animal populations devastated, people killed. In the immediate aftermath, the focus was on basic services – getting electricity back on in people's homes, for example. But as the months and years have gone by, recovery has been our main focus. We've worked hard to make sure the plants, animal populations and built environments destroyed by the fire are on track to a full recovery.

To get the full picture on the enormous task of recovery - a task which, I might add, we have tackled with vigour and determination - we need to understand the scale of the destruction. The fires burnt 88 per cent of the ACT's reserve land. That's 91 per cent of Namadgi National Park (which in itself covers almost half of the ACT), 51 per cent of rural land, 99 per cent of Tidbinbilla, 99 per cent of the Murrumbidgee River Corridor and 18 per cent of the Canberra Nature Park. It also destroyed 500 homes and tragically killed four people. Many, many animals were also killed in the fires. At Tidbinbilla, the survivors were few: only six of the 30 Brush-Tailed Rock Wallabies and among the koalas, just one - the now famous Lucky. About 75 per cent of the known habitat for the Northern Corroboree Frog was burnt. Many community facilities - such as the camping and recreation areas at the Cotter - were also gutted. And this is really just a snapshot. The impact of the fires was enormous at the time and will be felt for generations to come.

In embracing the challenge of recovery, we have done more than try to replace what was lost. We want to make Canberra even better than it was before the fires. Our officers have worked hard to rebuild animal populations, monitor tree recovery and oversee the redevelopment of community facilities. In practical terms, this has involved a wide range of initiatives. An integrated flora and fauna long-term monitoring program has been established at 47 sites in bushfire-affected areas. These sites were all visited in the months immediately after the fires, and are now monitored annually on a rotating basis...The impact of the fires on the natural environment has given us a unique opportunity, through the recovery process, to get a number of things right. Thorough investigation and new understandings of the natural environment mean that we are better equipped than ever to work towards a sustainable future.

Sustainability has been the standard against which we measure everything we do in bushfire recovery. For us, that means getting the best out of our environment - not in the sense of what we can get, but what we can give. We know that our ecological footprint is bigger than the land we occupy - that our affluence, density and location have very real effects for the environment. So we want to make sure, in planning for the future of Canberra, that we strike the right balance between our environment, economy and community.

Much of our vision was informed by the work of the Bushfire Recovery Task Force and the Shaping Our Territory Working Group. Sandy Hollway, as Chair of both of these groups, has played an essential role in planning for the future of Canberra. Mr Hollway is now Chair of the Interim Board of the Canberra International Arboretum and Gardens, one of the groundbreaking projects to come out of the recovery process.

The arboretum is, I believe, a once-in-a-generation opportunity for Canberra. Built on one of the Territory's most scarred landscapes – land overlooking Lake Burley Griffin - the arboretum will bring the world to Canberra. Trees from all over the world will grace this site, and once again set Canberra apart as a place of extraordinary natural beauty. It will build on the vision of Marion Mahony and Walter Burley Griffin, who envisaged an arboretum on the Lake's shores. And it will become 'a centre for excellence, a living resource for scientific study, a place for the community to learn and celebrate, a place of art and contemplation, a place with a sustainable design and of great benefit to the environment. Its 100 forests and 100 gardens will be a legacy for generations to come.

But of course the arboretum is not the only large-scale project on the cards. We've also been working on the rebuilding of the rural villages at Uriarra and Stromlo, on renewing and redeveloping the Cotter Recreation Area, re-establishing and enhancing Deeks Forest Park at Stromlo and bringing Tidbinbilla back, better than ever. At Deeks Forest Park, our aim is to plant thousands of trees to re-green Mount Stromlo and pay particular attention to protecting the park from future fires. We've had extensive feedback on the importance of this park, and we'll respond to what the community is telling us about its recreational needs and wishes in this area. On Mount Stromlo itself, planting of 180 hectares is already under way. This includes the entire eastern face of Mount Stromlo. About 150,000 trees will be planted – and we expect to be finished next month.

In the rural villages, sustainability has been particularly important. We've had good progress in Uriarra and Stromlo. We recognise the importance of these villages as people's homes, and as communities, and we're committed to working for the best possible outcome. We're hopeful, as always, for a good outcome at Pierces Creek. At the Cotter, a great deal of work has already begun - new playgrounds, barbecue areas and walking paths have gone in and we're working on our vision for an even better Cotter in the years to come. The fact that more than 5000 people attended the "Welcome Back Cotter" event on Australia Day shows how much Canberrans love this recreational area, and stress the importance of getting the best out of the place. Possibilities for the future include commercial ventures, a visitors' centre and the development of the area as a 'visitor's hub' for the northern areas of Namadgi National Park, Uriarra and Pierces Creek forests.

At Tidbinbilla, we've broadly endorsed the **Shaping Our Territory** Report's recommendations for the restoration of the reserve and adjacent Birrigai Education Complex. The report found that Tidbinbilla should be an educational and scientific hub with limited accommodation, and that the reserve should continue as a captive wildlife reserve with an enhanced education and research focus.

We subsequently called for a business case and master plan for Tidbinbilla. The business case called for a focus on visitor services, recreation, education, conservation, local wildlife protection, and building a greater research capacity. It also called for the re-vegetation of the adjoining Jedbinbilla, which is now managed as part of the reserve. In January this year, we engaged Sanmor Consulting to take the concept of the 'new' Tidbinbilla further. The consultants recommended that the reserve be divided into three zones - recreational and historic indigenous, and nature discovery. The nature discovery centre recommended is a wonderful opportunity to bring people close to nature – through technology like spy cameras in birds' nests and web cameras streaming live footage of the reserve on to the Internet. There are also plans to convert the Tidbinbilla Wetlands into a series of sustainable lagoons. The flows through the five lagoons will be redesigned - the edges of the lagoons will be set out to encourage different water plants, insects and birds, the quality of the water will

restored and the quality of environmental flows into the Tidbinbilla River will be assured. The exhibits around the lagoons will bring visitors up close to a range of wildlife living in their natural environments.

We're also seeing much closer collaboration with the Birrigai outdoor education facility - an advisory board has been appointed to ensure that operational, educational and recreational activities are established and that the facilities benefit both students and visitors. New research projects have also begun at the reserve. One focuses on the threatened Corroboree Frog; the other on pest-animal control programs, both in our region and in Australia. This program has been funded by the Australian Invasive Animals Co-operative Research Centre. And on top of all of that, barbecues and picnic areas have also been opened; walking trails have been reinstated and a state-of-the-art children's playground is under construction. This playground has been designed to reflect the environmental, scientific and educational purposes of Tidbinbilla.

Another area of supreme importance is the restoration of the catchment. By the end of the 2005 planting season, the Government will have re-established 1,140 hectares of pines and 215 hectares of natives in the lower Cotter catchment. This will leave 2,900 hectares of former pine plantation to be revegetated. As you probably know, the Government recently commissioned some fresh work from the CSIRO on what the species mix to be planted in those remaining hectares should be. We decided to go back and reconsider the mix because of ACTEW's recent decision to make greater use of water from the Lower Cotter Catchment, and because of continuing controversy over whether it was appropriate to plant pines in a water catchment.

As we can see, an enormous amount of work - and money - has gone into bushfire recovery in the ACT. The Government has committed to spending some \$130 million on recovery. This work - in prevention as well as enhancement - has revealed opportunities among the devastation. We have done everything we can, much as nature does, to grasp every opportunity for regrowth and renewal. Having the chance to do so with the principles of sustainability firmly in mind has given us new appreciation of what was here before the fires, and what we can make of what they left in their wake.

As we have gone through the recovery process, the ACT Government has worked hard to make sure we make the most of the opportunities on offer. This has meant a lot of planning and consultation, and careful consideration of the kind of legacy we'll leave behind. It has also called for a renewed focus on research and conservation, and rallied Canberrans behind the cause - "Lucky" the koala, who has graced many a news page with her fire-scarred face, is a case in point. This focus will, I'm sure, give us even more opportunities to enjoy and learn from the beautiful natural environment around Canberra. One of the most important lessons to have come out of the fires and recovery process has, I think, been the extraordinary capacity of the Australian landscape to recover - and even flourish - after a fire. And of course the people of Canberra have shown the same resilience - meeting the many challenges of recovery with optimism and determination. We have all relied throughout this process on the knowledge and dedication of experts - people who, like those of you here today, are prepared to put in the time and hard work to make sure the rest of us form a more sustainable future.

2.12 Mr Stuart Ellis, Chair of the Council of Australian Governments National Bushfire Inquiry, outlined the key outcomes of the Inquiry. Mr Ellis emphasised that bushfires will continue to occur and that the responsibility for their mitigation and management must be shared between individuals, landholders, communities, fire and land management agencies, researchers and governments. Decisions about bushfires need to be made within a decision making framework suggested by the Inquiry on the basis of the '5 Rs' - Research, information and analysis; Risk modification; Readiness; Response; and Recovery. Mr Ellis praised the ACT Government's demonstrated leadership following the 2003 bushfires and commended the bushfire response and

recovery programs concurrently. He also noted terms such as bushfire prevention could be misleading because bushfires are part of Australia's landscape.

- 2.13 Mr Sandy Hollway, Chair of the ACT Government's "Shaping Our Territory Working Group", presented ten lessons from the bushfires and outlined the sustainability features of the proposed eco-villages in the ACT, which will replace the burnt-out villages or Uriarra, Stromlo and Pierces Creek. Mr Hollway advised delegates that short and long term recovery strategies should include leadership and teamwork, open and responsive dedicated government machinery, a sense of urgency, strong political backing and the budget to get the job done.
- 2.14 Mr Hollway outlined the sustainability criteria applied to assess the viability of rebuilding burnt-out villages. Sustainable goals were threefold:
- People - vibrant social mix of returned and new residents, and a mix of public and private housing;
 - Place - special look and feel for each town consistent with heritage but with low environmental impact and innovative design of housing and supporting infrastructure;
 - Prosperity – villages should be viable economic propositions that cover infrastructure and service costs but balanced with social objectives.
- 2.15 Later during the day, delegates enjoyed guided walks at the Australian National Botanic Gardens which focused on the adaptation to fire by native flora; a formal welcome by the Assembly Speaker, Mr Wayne Berry; and a performance by Wiradjuri Echo - an Aboriginal dance troupe. The garden visit provided an opportunity for delegates to appreciate the beauty of Australia's native flora, and to learn about its evolutionary adaptation to fire in the Australian biota.

Day 2 – Thursday 29 September 2005

- 2.16 The planned conference field trip for Thursday 29 September was limited due to inclement weather, but delegates learnt about numerous recovery initiatives on and around Mount Stromlo and visited Tidbinbilla Nature Reserve.
- 2.17 On the lower slopes of Mount Stromlo delegates toured the Mt Stromlo Water Treatment Plant. The General Manager, Water, ActewAGL, Mr Asoka Wijeratne highlighted the features of the 250ML/day capacity, \$39.3 million water treatment plant which had been built following the adverse impacts of the 2003 bushfires and the drought on the catchment's water quality.
- 2.18 Greening Australia ACT Executive Officer, Mr Toby Jones, and Environmental Services Manager, Ms Susie Wilson, outlined the extraordinary contribution ACT volunteers had made to Greening Australia's recovery plantings. They explained that more than 2800 community volunteers, supported by volunteer bushfire brigades and ACT emergency services, have participated in propagation, planting, watering and other activities. By mid-2005 more than 31400 native trees, shrubs and grasses had been planted along riparian areas and steep parts of the landscape. A new native re-vegetation guide has been published, and 53 000 native plants grown.
- 2.19 At the summit of Mount Stromlo, the Director of the Mt Stromlo Observatory, Professor Penny Sackett, described post-bushfire recovery works including demolition, clearing and salvage works, new domes and plans for the new Advanced Instrumentation and Technology Centre.
- 2.20 Delegates were then rotated in groups through various activities, including:
- A guided tour of the Mt Stromlo Observatory led by staff from the Australian National University's Research School of Astronomy and Astrophysics — Research/Outreach Officer, Mr Vince Ford and Publicity Officer, Ms Natalie Aked; and
 - A presentation about the rebuilding of Stromlo Forest Park by renowned marathon runner Mr Rob De Costella, and former Australian road cyclist and Atlanta Olympian, Mr Stephen Hodges. The Executive Director of Strategic Projects and Implementation, Chief Minister's Department (CMD), Mr George Tomlins, and CMD consultant, Mr Ron Maginnes, assisted with these presentations.
- 2.21 Delegates heard that the aim for Stromlo Forest Park is to become a world class recreational forest of more than 1500 hectares, with facilities for major sporting events that will attract local, national and international visitors. The site will ultimately consist of purpose designed cross-country running tracks; a circuit and on-road cycling loop around Mt Stromlo; mountain biking tracks; equestrian tracks; walking tracks; picnic areas; and a large staging area to accommodate spectators for national and international sporting events.
- 2.22 Many delegates also participated in a planting of native saplings and seedlings with Greening Australia staff and volunteers, before departing Mt Stromlo.
- 2.23 On the journey to and from Tidbinbilla Nature Reserve, delegates heard expert commentary from Ms Jocelyn Plovits, Senior Manager, Shaping our Territory Working

Chapter 2

Group, about the impact of the fires on Canberra, and recovery initiatives. On the return bus journey, a DVD about the Canberra International Arboretum and Gardens was screened.

- 2.24 At the conference dinner on Thursday evening at the National Museum, John Mackay, Chief Executive Officer of ActewAGL, spoke about his professional and personal experiences following the 2003 bushfires.

Day 3 – Friday 30 September 2005

- 2.25 On the third day presentations focused on the themes of Risk Management, Recovery and Sustainability. Delegates heard from Mr Jim Gould of CSIRO (also on behalf of co-author Dr John Raison), about a likely increase in bushfires because of more common periods of drought and extreme weather events due to climate change. Mr Gould also spoke of the difficulty of providing regional and local scale scenarios using current models. Mr Gould said that extreme events (e.g. days of strong wind, high temperature and low humidity) were critical, but future trends were very uncertain.
- 2.26 Ms Lyn Breuer MLA, presiding member of the South Australian Parliamentary Environment, Resources and Development Committee, addressed the conference on the 2005 Wangary fires on the Lower Eyre Peninsula in SA. The South Australian Committee is inquiring into the effects of the fire on native vegetation in the region and related matters. The Committee has thus far considered vegetation recovery, the role of fire access tracks and fire breaks, cold burning regimes, soil degradation, native vegetation management, native fauna, and the need for better community education about bushfires.
- 2.27 Conference delegates then heard from Mr Hilton Taylor, Acting Director of ACT Forests, who provided an overview of the 2003 bushfire impacts on the ACT forests sector and the recovery process. He discussed road works, erosion control, debris removal, revegetation, and ongoing forward planning. Mr Taylor stressed the need for recovery efforts to involve the community, particularly in planting.
- 2.28 Following the first keynote and panel session, delegates divided into two streams, focusing loosely on public works and the built environment, and community engagement.
- 2.29 In Stream 1, Mr Paul Lewis, of the ACT Planning and Land Authority, reflected on the challenges faced by fire affected residents rebuilding after the fire and the actions, strategies and information products that the ACT Government has developed to assist them. These included the:
- establishment of the ACT Emergency Services Authority (ESA);
 - declaration of Bushfire Prone Areas and the Bushfire Abatement Zone;
 - release of the *ACT Strategic Bushfire Management Plan* and the *Planning for Bushfire Risk Mitigation Interim Guideline*; and
 - development of *Firewise* brochures on *Home Design & Construction* and *Garden Design*.
- 2.30 Such documents are intended to inform the public of the need to be prepared for the threat of bushfires. Examples of some of these were provided in delegates' satchels. The ACT Planning & Land Authority, the ACT Department of Urban Services (DUS) and ESA require bushfire risk assessments for new greenfield residential areas and for other existing or proposed developments in bushfire prone areas. Delegates were also shown the planning that is undertaken to minimise fire risks, particularly for new suburbs and in rural areas.

- 2.31 Mr Peter Galvin, from ACT Department of Arts, Heritage and Environment, took delegates through the ACT Government's vision for the new Tidbinbilla Nature Reserve – a wonderful environment that delegates were driven through as part of the Thursday field trip. Highlights of this presentation included an introduction to the proposed new Nature Discovery Centre, riparian exhibit, rock wallaby exhibit, wetlands, and the Indigenous heritage of the Jedbinbilla area.
- 2.32 Mr Barton Williams, of VicUrban, introduced delegates to the sustainability benchmarks to realise triple bottom line sustainability in the new mixed use 8500 housing estate development known as 'Aurora', 20 km from the Melbourne CBD. VicUrban's tools for change include a Materials Eco Selector, 6-star house energy building envelopes, solar focussed subdivision design, and use of rainwater for hot water services. Mr Williams also outlined the VicUrban Sustainability Charter, which focuses on community wellbeing, environment, commercial success, housing affordability and urban design excellence.
- 2.33 In Stream 2, Ms Mary Porter AM MLA, from the ACT Parliament discussed the issue of spontaneous volunteers, how to successfully manage post-disaster volunteers, and future opportunities. Volunteering ACT used the 2003 bushfire experience as an opportunity to plan the management of spontaneous community activity. Ms Porter described the need for an articulated way of 'directing' the walk-up volunteer, which would include identification of roles and responsibilities, a lead agency to manage volunteers, integration amongst emergency response and recovery plans, and the need for consistent and clear public information.
- 2.34 Dr Susan Nicholls, of the University of Canberra, presented a case study of the ACT Government's communication strategy after the 2003 bushfires. Dr Nicholls discussed models of communication activities to demonstrate that an effective and integrated strategy is critical for community recovery after a disaster such as a bushfire. The ACT Government's strategies following the 2003 bushfires were examined as a case study.
- 2.35 Ms Chris Healy, Mrs Jo Matthews and Mr Graham Fuller then presented a case study of community involvement in recovery, focusing on the efforts of the Mt Taylor community in Canberra after the 2003 bushfires. They identified various 'keys to success' including positive outlooks, community drive and spirit, imagination, and on the government side, assistance and facilitation, good communication and honesty.
- 2.36 In concluding Stream 2, Mr Chris Stamford, of the Phoenix Association, spoke about his experience as a volunteer and the emotional aspects of helping others. The report of the Phoenix Association's Garden Regeneration Project had been given to delegates in their satchels.

Chapter Three - International Cities, Town Centres and Communities Conference

- 3.1 The ICTC Conference was held in June 2005. Many of the Conference sessions concerned coastal area management, which informed a major component of the Committee's Inquiry into Infrastructure Provision in Coastal Growth Areas undertaken in the second half of 2005. Moreover, the Conference also covered a number of important public infrastructure issues relevant to New South Wales, including urban water recycling, energy management, planning for high-density urban areas and provision of infrastructure through public private partnerships.
- 3.2 This Chapter contains the Committee's comments and key abstracts from the three days of presentations.

Comment

- 3.3 The Conference had multiple strands of presentations based on the following themes: Infrastructure; Main Streets; Tourism; Partnership Projects; Revitalisation; Urban Lifestyles; Community Building; and Water and Energy Management. Some interesting insights were provided by the Conference into the research and analysis undertaken by local and state governments in city planning and development.
- 3.4 New urbanism was discussed in various presentations, with particular emphasis on maintaining a community or village feel within large cities with new infrastructure and technology. It was argued that generating mini villages (or neighbourhood scales) within larger communities provides tangible benefits in lower crime rates and lower vandalism. (See paras 3.17 and 3.48).
- 3.5 Demographic studies highlighted new trends such as increases in single dwelling rates. This included figures showing more young men living alone than young women but more older women living alone than old men (See para 3.28).
- 3.6 Revitalisation initiatives for business and residential areas were extensively examined at the Conference, including revitalisation and adjustments strategies for shrinking communities as well as growing communities (see paras 3.13-18, 3.22-30). Para 3.37 outlines a presentation about Leipzig, in the former East Germany, that suffered a major population exodus with the unification of Germany. Delegates were told that there were large derelict quarters of the city that could not be rehabilitated. The design response was to demolish and confine development to a "hub and spoke" model of transport and building arrangement with regenerated open space in former abandoned suburbs. This model overlaid the original larger circular city footprint.
- 3.7 Another interesting focus of the Conference was the impact of climate on city development. Various presentations outlined how climate can influence design options at an individual and city level. For example in tropical areas with high humidity, traffic pollution is less likely to disperse and therefore traffic management plans should account for this greater environmental health risks. Further environmental issues affecting city planning are discussed at paras 3.16, 3.24, and 3.29.
- 3.8 Water and energy issues in city management were also discussed at the Conference. Delegates were informed about Geographic System Improvements, which help

Chapter 3

councils to more accurately map zoning areas and identify water demands from accurately identification of stands of vegetation. Further innovations in water and energy management solutions for towns and cities are discussed in paras 3.12, 3.19, 3.20, 3.21, 3.31, 3.32, 3.81 and 3.82.

Day 1 – Wednesday 31 May 2005- Extracts

- 3.9 **The Place of the Future** Presenter: Professor Michael Kenicier, Queensland Government Architect & Executive Dean, Faculty of Engineering, Physical Sciences and Architecture, The University of Queensland

Brisbane today is an attractive, vigorous and dynamic city enlivened by the active embrace of the river that winds through its heart. Extremely young in world terms, the city is very much still taking shape. The recent architecture of the city and its region has attracted interest nationally and internationally because of its fresh response to issues of climate, siting, material and culture. This mix of pragmatic response to need and circumstance matched by an interaction with the sensuality of place and climate has come to be the distinguishing hallmark of the best of Queensland's architecture. Recent public projects have been guided by a greater focus on the quality of public spaces and on place making. These include the Millennium Arts project for the Queensland Gallery of Modern Art and the State Library extension, the Brisbane Square project and the Queen Street Mall together with the recently completed Magistrates Court, the evolving development of South Bank Parklands, the Roma Street Parklands, the Goodwill Bridge and the Green Bridge.

- 3.10 **International Cities Forum – Transforming the Landscape** Presenter: Jerilyn Perine President BLOCK BY BLOCK, LLC and former Commissioner of the New York City Department of Housing Preservation and Development

Discussion of design and management of provision of block by Block, an affordable housing initiative in New York. As a result of the scheme today more than 100, 2 and 3 room family homes are being completed and sold to policemen, health care workers, community activists and other working families along with more than 100 apartments being rented to low income families and the elderly, with shops and children's day care, on 7 acres of land in the heart of the Bushwick community in Brooklyn, New York City.

The site, vacant for nearly 3 decades, within one of New York's poorest, mostly Latino community, is a story of not just innovative brownfield strategies, but of a community whose leadership maintained its fight for improvement through tremendous obstacles, a city housing department willing to take significant risks, a developer committed to quality housing, and the work of the International Brownfield Exchange, a loosely organized group of diverse planners and architects from countries struggling with the redevelopment of their former industrial landscapes — willing to work with their colleagues in New York City to help transform a site that no one in 25 years thought could be built on.

Using photographs, original site graphics and empirical data, the author presents this case study which resulted in desperately needed housing, commercial and community facilities in an impoverished community, struggling to survive the encroachment of competing communities as well as gentrification resulting from the influx of a young and more affluent population. In addition the presentation will focus on the groundbreaking work on this site which helped not only to initiate significant development here, but helped to move the New York State Legislature to pass long stalled "brownfield" legislation which in turn will help to spur the development of other brownfield sites in New York City and around the State as well.

An innovative partnership with local government, community activists, local elected officials

and practitioners from a variety of countries would combine their resources and skills to transform this derelict landscape into a newly built community which has become a place of hope and transformation.

3.11 International Cities Forum – Effectively Engaging Communities Presenter: Mary McKee, Executive Director, Groundwork Northern Ireland

The lack of voter turnover to elections across the Western world has signalled disaffection with how our societies are governed. It has led to a radical rethink in how we engage communities in civic society and in how we develop and deliver public services including housing, health and education.

Groundwork NI is a not for profit organisation part of a federation of 50 Groundwork Trusts operating across the United Kingdom and the Republic of Ireland. Groundwork NI is a regeneration organisation that works with communities in areas of high social and economic need, who have witnessed some of the worst of Northern Ireland's conflict. In this session Mary McKee will look at the unique approach of Groundwork NI, and demonstrate how creating meaningful community dialogue with communities can produce quick wins and be instrumental in mediation and conflict resolution. Groundwork NI has also been successful in using the environment as the key driver to bring communities together on a common agenda. This approach has influenced a number of policy debates including European Union policy on working with vulnerable groups, the UK regeneration policy and UK Housing policy.

3.12 National Water Resources Forum – The Future for Water Recycling Presenter: Dr John C Radcliffe, CSIRO

Although studies commissioned in 1977-8 identified scope for Australia to recycle water, it was only through the introduction of EPA discharge standards from the early 1990s that effluent treatment authorities began to achieve improved environmental management of treated effluent streams. The droughts of 2001-3 reinforced the need for more effective water management, with recycled wastewater, urban stormwater and rainwater being seen as resources rather than problems. The recent Australian Academy of Technological Sciences and Engineering review *Water Recycling in Australia* showed that by 2001-2, over 500 wastewater treatment plants were recycling some or all of their treated wastewater, while the first projects to harvest and treat stormwater had also been set in place. Inland country towns were earlier adopters than coastal and capital cities. Canberra, Melbourne and Perth have since set recycling targets of 20% by 2010-12. Adelaide was already claiming 19.2% recycling by 2003-4. Issues discussed include ownership and entitlement to stormwater and recycled water, recycling quality standards and the underpinning of public health, better awareness of the need to separate drinking water and recycled water streams, harmonised plumbing and drainage regulations, liability issues, streamlined planning approval mechanisms, equitability of headworks charges, the relationship of recycling plants to market demand and distribution, scope for stand-alone in-house treatment and recycling within high rise buildings, dual reticulation in new developments and retrofitting in existing developments, the role of rainwater tanks, the impact of price on consumption and the need for consistency of policies at a whole-of-government level. Many of these issues are likely to be clarified as part of the National Water Initiative. Above all, the community must appreciate the importance of the entire hydrologic cycle and the principles of water sensitive urban design and be involved in any decision processes that may lead to increased recycling of wastewater and stormwater.

3.13 Projects in Partnership - City of Whitehorse Presenter: Mr Gerard Gilfedder, Co-Ordinator Planning Projects, Whitehorse City Council and Mr Bruce Turner, Facilitator, Phoenix Facilitation

Whitehorse City Council, with support from the Victorian State Government, has commenced the development of Structure Plans to guide development in three Activity Centres and the preparation of an Urban Design Framework for a fourth within the municipality.

Consultation with stakeholders and the wider community, and incorporation of their feedback throughout these projects, is essential to ensure support for the Structure Plans and Urban Design Framework. Consultation is also critical to the success of the future implementation of the recommendations of each Structure Plan.

The Consultation program for each centre has also been designed to reflect the different characteristics and demographics of the activity centres. Box Hill as a Transit City, with functions similar to a Central Activities District requires that a true partnership between Federal, State and Local Government organisations and private retail and commercial operators must be created.

Burwood Heights, a Major Activity Centre, with one major land owner, and a diverse range of smaller land owners has required the appointment of a facilitator to oversee the development of the Structure Plan. Nunawading/MegaMile/Mitcham and Tally Ho will also require different techniques to accommodate views of all stakeholders, particularly the impact of commercial and retail development on smaller adjoining centres.

It is intended that the paper to be presented will outline how the operation of these consultation and project management processes ensures that the projects are developed in a partnership framework and ensure the building of communities.

3.14 Multi-disciplinary Visioning Strategy - City of Bunbury Presenter: Franco Andreone, Senior Planner (Strategic & Environment) City of Bunbury

Many cities internationally and nationally have conducted City Visioning exercises. A vision is a mental journey into the future, creating a picture or pictures of the future based on current facts, hopes, weaknesses and opportunities. Any City Vision must be a shared vision and must be mutually conceived and supported by all City stakeholders. It needs to be easily understood and should pull the city's people together towards a common aspiration. To achieve the Vision it should be translated into a set of realistic actions and implementation strategies so that the actual attainment of its goals can be readily perceived by all. The City Vision document can then provide a valid basis to guide City leaders in a holistic approach to their decision-making for the future. The vision must also allow for public-private partnerships to assist in achieving some of the Vision's outcomes.

This paper presents the development of the City Vision Strategy for the City of Bunbury. The key outcome is the delivery of a master plan, development strategies and implementation plans based on realistic solutions and investment to meet the needs of the Greater Bunbury population, which is planned to grow from 55,000 to 130,000 over the next 25 years. The comprehensive strategy will focus on multi-disciplinary deliverables including land use, access & infrastructure, streetscape/townscape, economic development, marketing & promotions and ongoing place management. Priority issues are visual, social and cultural

amenity, access and traffic circulation, integrated regional services, strengthened commercial centre & investment opportunities, City linkages and relationships with water, inner city living and employment. The what, why, where and how of the Strategy will be addressed in the paper including public consultation strategies.

3.15 Projects in Partnership – Towns, trucks and tourism Presenter: Mal Hellmuth, Executive Director (Central Queensland) Main Roads Department

The paper takes a practical view of the current move towards greater collaboration between state and local governments in regional planning activities. It describes the Queensland Department of Main Roads' involvement at planning, program and project levels with a small local government's integrated planning proposal for their town centre (Yeppoon - where this conference is situated).

It looks at the enabling work needed to allow successful cross-sectoral partnerships to be developed and discusses the limitations for state government involvement in local government planning activities.

The paper also examines the personal characteristics and traits of the individuals involved, as well as the skills and behaviours needed to build trust between them, despite widely differing responsibilities, values and agendas.

It describes how to manage the risks, constraints and opportunities inherent in such vertical collaboration and how to add value to the process for each level of government.

3.16 New Urbanism – Subtropical Urbanism Presenters: Rosemary Kennedy, Coordinator, Centre for Subtropical Design Caroline Stalker, Associate Director, Architectus

We are all familiar with the notion of design for climate, and the idea of an architecture for the subtropics — although this has largely been played out and developed at a domestic scale. What we do lack is convincing models of urban environments and urban places that reflect a sustainable response to our climate and subtropical lifestyle.

The Centre for Subtropical Design has recently completed research aimed at establishing principles for creating an appropriate neighbourhood design for a subtropical location.

The project was developed against the backdrop of the high rate of urban development and population growth being experienced in South East Queensland. New neighbourhoods are being created throughout the region but often with little regard for the local conditions. The available land for subdivision is often subject to scenic, landscape, waterway, slope or other environmental constraints, but the results have often negated these features and 'place-sensitive' approaches in favour of a homogeneous, could-be-anywhere' approach.

The research focus of the project was to build on existing research relating to urban design and building liveable neighbourhoods, tailoring findings to the subtropical context and developing subtropical design principles which are robust enough to influence the design of neighbourhoods over the long term.

The principles of subtropical design for neighbourhoods are developed in recognition that local/regional identity has a significant role in the formation of a sustainable built

environment.

With the range of revitalisation projects and urban space improvement projects being undertaken in our region, combined with imperatives to consolidate, the issue of designing places with a strong regional identity and experience is increasingly important.

The presentation will present the principles of subtropical design for neighbourhoods and explore a range of urban spaces in our region, and present some subtropical design responses on projects in suburban Arana Hills and Noosa.

3.17 **New Urbanism – The Village Within** Presenters: Angelo B. Pepe. Talent Society Design
Joseph A. Reaa, Regalia

There's nothing new without there being an old. If new urbanism is defined as the planning and designing of contemporary urban spaces, the distinction between new urbanism and old urbanism seems neat and obvious. But by thinking in terms of people rather than spaces, we can liberate our ideas from the unchangeable constraints of time.

This paper discusses how successful and effective new urbanism can be if it aligns itself with old urbanism, where the town centre was at the core of the identity of the people living in that urban environment.

Parallels are drawn between the Roman Forums and their daily central function in the life of a town; their evolution into feudal villages; and the aspirations of people today to live in a well identified village within a village.

We'll discuss:

How layering and stratification of urban development is not limited to, or by, old urbanism, but is the recipe for a successful and continued expression of the way we identify within a place;

How the closer to the town centre, the less self sufficient the inhabitant of that town has to be, relying instead on becoming part of an organism for the living;

How we can find and renew security through a sense of identity - today's economic security rather than the military security of the old; and

How a town survives today against the global village advance and how the old forum hierarchy of areas and functions within the town is again the key to living together well, in an ever-developing civilised manner.

3.18 **New Urbanism – City Dynamics and the Good City** Presenter: Dr. John Montgomery Bsc
PhD MRTPI FRSA, Urban Cultures Ltd.

The paper proposes a model for understanding the dynamic of city development in relation to commerce, culture and form. It also considers the means by which cities grow, and how growth is organized spatially.

The majority of the presentation will focus on the principles of city making, including the

concept of place making at the neighbourhood scale, epigenesis and typologies of different places.

It is argued that by a combination of economic development, urban design and cultural strategies, it is possible to organise more dynamic and yet liveable cities. This must also involve spatial planning at the city region level.

3.19 Water/ Energy Management – Smart State, City, House Presenter: Michael Ball, Manager Environmental Remediation and Heritage, Built Environment Research Unit, Building Division, Department of Public Works.

The paper discusses how changing the way we build and subsequently live in our homes can significantly reduce the detrimental effects that our lifestyle has on the environment and human health. The award winning Research House embodies the Smart State concept by demonstrating innovation and design and improving knowledge through research to improve Queenslanders quality of life. The project also supports the Rockhampton City Plan as it incorporates the Smart Housing elements and energy and water saving strategies and products. The research findings that are published on the web are already assisting many in the building industry and community to build and live in homes with less environmental impact and with future improvement planning.

Research House is a joint project between the Department of Public Works and the Department of Housing. Initially project partnerships were established with sponsor companies, industry bodies and research partners in the public and private sector. Their support and contributions enhanced research while promoting sustainable regional development through collaborative decision-making, job creation and education.

Research House is a four-bedroom home built to demonstrate smart design and trial and validate innovative building materials and technologies in the sub-tropical climate of Rockhampton. The house incorporates the elements of Smart Housing, which are:

- Economical sustainability: a smart house is cost efficient in the short and longer term;
- Social sustainability: a smart house is designed to be safe, secure and universally designed, and
- Environmental sustainability: a smart house conserves resources of water, energy and waste.

It is fitted with 72 sensors and in partnership with Central Queensland University data is being collected on a daily basis and analysed for water and energy use and temperatures. The paper will illustrate research outcomes for investigation of:

- Water and Energy use
- Hot water energy efficiency
- Solar panels (photo voltaics);
- Temperature in relation to thermal comfort
- Flyash masonry blocks
- Roof cavity insulation and ventilation
- Angular selective skylights
- Smart glazing technology
- Ventilation and cooling of external walls

- Chemical emission reduction in materials and products

3.20 **Water Energy Management – Sustainable Development** Presenter: David Meyer,
Engineering Manager, Delfin Lend Lease

Legislative amendments, community expectations and worldwide environmental concerns are together changed the way in which new developments are planned and built.

Yarrabilba is a proposed master planned community strategically located within the South East Queensland growth corridor. With an area of 2014ha, a projected population of 52,000 people and a 30-year development timeframe, careful consideration has been given during the development planning processes to creating the smallest possible environmental footprint.

In support of this environmentally responsible, long-term goal a range of strategies have been proposed for Yarrabilba. The range of strategies necessary to achieve the desired outcome range from major initiatives to far more modest initiatives.

Major initiatives include full watercycle management incorporating rainwater tanks and recycled wastewater, travel demand management initiatives implemented from the outset of the project, staged public transport and an employment strategy.

Other initiatives include mandating the use of gas or gas-boosted solar hot water systems and recycling of builders waste.

It is the desire of Delfin Lend Lease to not only develop a new town built around environmentally sustainable principles but to also create a community that embraces environmentally sustainable practices in their daily life.

3.21 **Water/Energy Management – High Resolution Satellite Imagery** Presenter: Lisa Dykes,
Geoimage

Cairns City Council manages an area of approximately 2023 sq.km and is currently improving their Geographic Information System (GIS) to facilitate better management and planning practices across their local government area. Council required high resolution and spatially accurate but cost-effective imagery to cover their entire area of interest. IKONOS satellite imagery was chosen because it was able to provide 1 m pixel imagery, capable of detecting individual cars, trees, houses and fence-lines with a quick turn-around time and with spatial accuracies of up to 1-3m. Cairns City Council contracted Geoimage to task the IKONOS satellite and process the data to provide accurate imagery in file formats to suit their GIS. Within 10 days of tasking the satellite, near cloud-free imagery was captured over the entire area. Geoimage provided image maps to Council to aid in capturing ground control on the raw satellite image, which Geoimage then used to rectify the imagery with a global Digital Elevation Model (DEM). Six weeks after placing their order, Council was supplied with accurate, digital orthoimages, supplied as a single-image seamless mosaic. Mosaics, both in natural colour and incorporating the near-infrared imagery for use in vegetation studies, were supplied. The IKONOS imagery will be used by Council engineers and town planners, environmental consultants and compliance officers, for applications ranging from property planning to tourism initiatives to achieve more informed decision making and more efficient management of their local environment.

3.22 Revitalisation – Masterplanning Presenter: Robert Prestipino, Director, Vital Places

Some say, you'll be raising unrealistic expectations others say, that there is no other way! Whatever the truth, you can't deliver integrated Town Centre improvements without it. You need to have a plan to work to. You need a Master Plan to guide your long-term revitalisation. Nothing is more powerful than having a plan. Applying the right process to develop your master plan will ensure it becomes a *money magnet*.

This paper shows the way to effective Master Planning even when you don't have a budget and reveals how master planning as if there is no budget is more effective than being responsible!

Scope your project without a bloodbath

Developing a master plan is one thing but now you have to decide how to spend your limited budget. How could you possibly gain ownership and consensus? Ensure incremental improvements build synergy not disconnection. The secret is in your consultation process.

This paper will outline proven consultation processes for effective Master Planning of Town Centre Revitalisation Projects.

3.23 Revitalisation - Wallets past Windows Presenter: Greg Davis, Director, Taktics4

The main focus for my presentation is based on the belief that too much emphasis is currently placed on what I call the 4P's (paving, planters, poles, painting) in the revitalisation of town centres and that key economic and consumer drivers are overlooked in favour of the quick visual fix provided by the design driven streetscape experience. The design phase is an important component. However, it should not be portrayed throughout the industry (as it currently is) as the 'panacea of all ills'.

My experience suggests that too many urban spaces (especially those adjacent to and integral to commercial activity) often fail to take due consideration of the surrounding infrastructure. Urban environments are only valuable spaces if in fact the community they are intended to serve values them. I will therefore offer debate on whether landscape architects, architects, urban planners, or in fact economists and consumer analysts are in the best position to drive the initial stages of the town centre revitalisation process.

The much-maligned shopping mall is despised on a range of fronts — but not the least of which is that they are so successful. Town Centres have the opportunity to adopt some of the fundamental principles applied very early in the design and layout stages of shopping centre development. This should not be seen as 'selling out'. Shopping Centre designers are currently including main street and town centre environments into their centre designs, why shouldn't Town centres borrow the upfront principles that currently provide them with the competitive advantage.

I will show examples of how retrospective redesign of town centres around the location of major attractors and consumer behaviour and key developable sites will provide the best chance of remaining competitive in the future. I will also show how the strategic use of key sites — including the main landowner in any town centre (Council — by virtue of its road networks) may be utilised to retain or attract anchor tenants.

I promise an informative alternate approach to town centre revitalisation — one that will generate debate and question conventional thinking in this very important stage of a town centres lifecycle.

3.24 **Revisalisation – Sun, Sea and Crocodiles** Presenters: Chris Barrett, City Centre Revitalisation Manager, Mackay City Council John Winsbury, Strategic Planner, Mackay City Council

The importance of northern Australia

- 40 per cent of landmass lies north of Tropic of Capricorn
- high rate of growth! visitation/transient population higher/rate of change

The variety of experience

- Asian focus and entrepot status (Darwin)
- tourism and lifestyle hotspots (Cairns , Sunshine Coast)
- major city in the tropics (Townsville)
- resource based growth combined with lifestyle (Mackay/Whitsundays)

Examples considered

- Darwin Wharf Precinct/Cullen Bay Marina
- Cairns Esplanade
- Townsville Strand and City Centre
- Caloundra Kings Beach
- Airlie Lagoon/Waterfront
- Mackay Wharf Precinct/Mid City

Points of similarity

- preoccupation with water
- managing the sun and the weather
- markets/lifestyle
- car culture
- signature projects eg convention centres, aquatic facilities, residential intensification
- architectural themes eg design for the tropics, use of materials (tin/timber)

Points of difference

- target audience (balance between locals/visitors/investors)
- range of climatic experience (monsoonal to temperate tropical)
- redevelopment vehicles (state government, local government, redevelopment boards, partnerships)
- funding solutions
- design solutions

Issues

- sustainability
- climatic response
- others

Lessons learnt

- general principles
- how we are applying these in Mackay

3.25 Projects in Partnership – Engaging Ipswich Presenters: Raelea Stewart, Manager Community and Cultural Services, Ipswich City Council Amanda Martin, Director, Leading Innovation

One of the most problematic, challenging and frustrating aspects of developing great towns and cities is the need to balance social, cultural, economic, and environmental needs with the appropriate hard and soft infrastructure. Often the “soft” elements of this balancing act, the social and cultural needs of communities are the losers in the balancing act. This case study outlines the strategies used to engage councillors, council staff and the community in building the future of Ipswich City which will double its population size in the next 20 years to accommodate the growth outlined in the South East Queensland Regional Plan.

Key strategies of the case study include:

- the development of a vision for the future that is shared between councillors and senior managers,
- implementation of joint planning processes as a professional development initiative,
- incorporation of regional, sub-regional and local planning processes into service delivery frameworks that are aligned across state and local government, and
- establish connections between economic, social and cultural issues across multiple planning levels within local and state government.

The case study also demonstrates the importance of having strong internal systems to support the change process — leadership development, human resource management, budgeting, performance management, and reporting.

The case study highlights ways of ensuring that these change strategies deliver outcomes to the community such as improved social and cultural infrastructure in growth areas and recognition of the benefits of diverse cultures for community well-being. The key to this approach has been to identify very early that the focus should be both on the outcomes sought for the community and on a holistic view of the process as being about change for the individuals involved, for the council, and for the community.

3.26 Projects in Partnership – Successful Urban Revitalisation Presenter: Stuart Jardine, Chief Executive Officer, City of Gosnells

Great partnerships create world-class competitive towns and cities. Forging relationships, sharing visions and working together has been crucial to urban revitalisation in the City of Gosnells.

The City’s new Strategic Plan 2004 — 2006 *‘Shaping Tomorrow Today’* puts emphasis on strategic partnerships. Plan delivery is based on the shared effort of stakeholders. Productive partnerships are paying dividends:

- A reduction in the shop vacancy rate in Gosnells Town Centre from 49% in 1998 to 10% in 2004, over \$10 million private sector investment, the private funding of a public road and the donation of land for public art;
- Independent assessment of a revitalisation project in terms of return on investment as *“better than any road scheme anywhere in Australia”*~

- The application of Environmental Design principles based on New Urbanism and Crime Prevention to a suburb resulting in crime down 34.1% and property values up 29.3% in a twelve month period;
- The Premier of Western Australia, Dr Geoff Gallop commented that the Maddington Kenwick Sustainable Communities Partnership “...sets a new course and the Government will use it as a benchmark for the sustainable renewal of urban communities throughout the State.”
- A grassroots community leadership network to guide urban renewal decision-making and resource allocation;
- Federally, a \$4 million commitment by Labor’s Mark Latham to partnership in Maddington Kenwick and a House of Representatives Standing Committee Inquiry decision to use the City’s Community Safety initiative as the basis for a national community safety programme;

The successes, failures and strong strategic partnerships taken by the City can benefit communities across Australia.

3.27 Projects in Partnership Maroochyore Civic Square Presenters: Phillip Daffara, Programme Coordinator, Urban Design, Heritage and Landscape, Maroochy Shire Council Jamie Franklin, Team Leader - Landscape & Urban Design Unit, Maroochy Shire Council

The oral paper will present Maroochy’s principles and process of creating a new public space within its regional centre in the complex world of the 21st century. The process integrated community capacity building and participation about the principles of quality urbanism; partnerships between landowners and government agencies with the objectives for urban revitalisation. Council secured \$1.5 million in State Government funding for the project under the Qld Regional Centres Program. The new town square will provide a much-needed public space that is critical to the future social and economic development of Maroochyore as a Key Regional Centre of the Sunshine Coast. The proposed *Civic Square* is currently a car park servicing a CBD precinct including the Court House, Police Station and significant commercial activity. An Australian wide design competition was held and community engagement and education has been pivotal in determining the winning design and building ownership for the development and use of the future public place. Stage one of the project is conceived as a catalyst and is scheduled for completion by 2007. The Civic Square may well be a long-term project taking fifty years or the whole century to be fully realised, so this paper will show how the vision of a civic square will be kept alive in the minds and imagination of the people of Maroochy.

3.28 Urban Lifestyles - Who is home alone ? Presenter: Alison Taylor. Principal Demographer, Planning Information and Forecasting Unit, Queensland Department of Local Government and Planning

The number of Queenslanders living alone has increased from just over 100,000 people in 1981 to nearly 300,000 people in 2001, an increase of nearly 150%. Almost one in every ten people in Queensland currently live alone, up from around one in every 20 only two decades ago, while almost one-quarter of all households in Queensland have only one occupant.

This paper outlines the characteristics of Queenslanders who live alone with a special focus on people living alone in Brisbane. Does this trend complement or complicate initiatives to increase densities in Brisbane? What are the social implications of this trend given that more young men than young women live alone while more older women live alone than older men?

Some implications of this trend towards living alone are also discussed. People who live alone tend to be more mobile, have different household requirements and contribute to the demand for new dwellings growing faster than the population. Over the 20 years to 2001, the Queensland population increased by 60%. Household growth exceeded this figure, growing by 82% over the 20-year period. However, over the same period the number of lone person households more than doubled.

3.29 Urban Lifestyles - Sea Change in Queensland Presenter: Ross Barker, Planning Information and Forecasting Unit, Department of Local Government, Planning, Sport and Recreation

The sea change phenomenon has received considerable media coverage which has gained momentum in recent times. Queensland, with its extensive eastern seaboard, is reported to be experiencing substantial population growth and urban development under the sea change banner.

But what is the available evidence to support this premise? An analysis of census data and more recent annual estimates of population growth show that much of the increase in the population of coastal Queensland has been concentrated in South East Queensland and a number of coastal regional centres.

The latest data also show that extensive urban residential development is occurring in many coastal centres in the State. It remains to be seen, however, whether this land development will transfer into housing activity and eventual resident population growth.

This paper will explore the size of population movement to coastal Queensland including an examination of the characteristics of movers to this area.

The implication of sea change in the planning of infrastructure and services will also be explored along with likely socio-demographic change projected in these locations.

3.30 Urban Lifestyles - Lives worth Living Presenters: Rick Atkinson, Rick Atkinson & Associates Fraser Keepan, Office for Recreation and Sport, South Australia

Getting the terminology right - Life style or quality of life?

What do we already know about the social, ecological and economic qualities and conditions that are fundamental to individual well being at all stages of the human life cycle?

And how might these qualities and conditions mesh with the characteristics of a healthy, respectful and productive society?

Keegs and Akkers are good friends. They are a generation apart. They come from different backgrounds, professional specialisations and life experience. They want to share their "coffee-break" interrogations of the feel-good notions of sustainability, quality of life, social

inclusivity, multiculturalism towards trying to understand why these admirable principles seem to have had minimal impact on the way we urban professionals continue to shape and manage the urban environment. Most of all they want to share their ideas for developing more socially, culturally and environmentally responsive approaches to government initiated planning and design interventions through real and hypothetical case studies.

3.31 **Water/Energy Utility of Wastewater Disposal Sites** Presenter: Aiav Sharma, Doctoral Fellow, Central Queensland University, Rockhampton

Livingstone Shire Council, the civic body for Yeppoon, is one of the premier councils that manage wastewater through irrigation. In collaborations with Department of Primary Industry (Forestry Research) and Central Queensland University, the council has set up models of wastewater disposal through dedicated plantations, community facilities and even selling to orchardists. DPI (Forestry) and CQU are studying various fast growing species and agro-forestry systems to identify more efficient plantation systems for wastewater reuse.

Preliminary results have revealed that the flooded gum was consistently efficient in removing wastewater. Interestingly some agro-forestry systems also remove effluent as well as monoculture plantation and may provide additional short term commercial crops. The nature of the biomass produced in the sites may call for special marketing and may evoke a review of whole process of wastewater disposal. Similar experiences related to irrigation systems, management of irrigation rates, species selection, cropping system, water removal, possibility of commercial yields and cultural operations, shall be shared. The experience sharing may promote environmentally friendly wastewater disposal.

3.32 **Water/ Energy – Water Quality Objectives** Presenter: Dr Khorshed Alam. Post-Doctoral Research Fellow, Central Queensland University

Formulating plans and strategies to protect environmental values of fresh, estuarine and marine waters require setting of appropriate water quality objectives. Each environmental value requires a certain level of water quality to be maintained. Recently in many countries, the focus of water quality objectives has moved from maintaining drinking water quality to ecosystem protection. Based on studies of water quality benefits in selected regions of Queensland, this paper demonstrates how setting of appropriate water quality objectives can enhance and protect environmental values of water resources.

3.33 **Water Energy - Water reform in QLD** Presenter: Graeme Milligan, General Manager, Water Management & Use, Department of Natural Resources & Mines, Brisbane

Water Reform in Queensland -Summary of Reforms

How things have changed in past 5-10 years

Institutional reform — to ensure commercial viability of government business and define business relationship between dam owner and user

Entitlement & pricing reform- to define ‘product’ and ‘price’

Tradeable water entitlements- separate from land

National Water Initiative

National Water Commission

State based implementation plans

National work on:

Water resource accounting,
Benchmarking framework for utilities
Metering standards (May be potential for a site visit at Rockhampton- pending finalisation of metering project for this area)
Water sensitive urban design (Potential for links with Livingstone Shire Council on water supply & water sensitive urban design issues)
Coordinating science

Summarising the new planning approach:

- facilitate highest value and best use;
- encourage efficient use of water; and
- if supplies can't be met through 1 and 2, then consideration of additional water supply sources.

Delivered via - Water Resource Plan, Resource Operations Plan, Water Supply Studies

3.34 **Revitalisation – Northbridge, Perth** Presenter: David West, Principal Consultant, Premier Retail Marketing

The Northbridge Action Plan called for the development of a Business Mix Plan to attract visitors, tourists, city workers, students and serve the needs of the local community including residents. The Tenancy Mix Plan for Northbridge was developed to rebuild a vibrant daytime economy and broaden the range of evening activities on offer.

Premier Retail Marketing commenced the study with a full audit of the uses in the precinct including ground level retail, small business, upper levels and accommodation facilities.

Key tasks in developing the Plan included:

- Phone research of 300 households within 5km of the Northbridge precinct including users and non-users.
- Analysis of ABS demographic data within a 5km catchment area.
- Inclusion of pedestrian and vehicle traffic count data.
- Analysis of major competitive shopping areas and centres.
- Identifying the retail dynamics and influences affecting the precinct.
- Conducting a stakeholder workshop with representatives of the precinct, Council and Government.
- Conducting a physical audit of all premises within the study area to:
 - o Develop a database of all businesses and tenancies
 - o Sort the database into retail and business categories
 - o Identify the retail core areas for future development
 - o Assess presentation of shop and building frontages

A preferred business mix was identified and mechanisms to achieve that mix were developed including securing the cooperation of property owners and leasing agents.

The final report included recommendations for development of 3 key areas:

- Chinatown
- the Council owned Pallas site and creation of a Fresh produce cluster.

3.35 **Revitalisation - Do Indoor Shopping Malls Work?** Presenters: Paul Fanning, GCertMgmt, AFAIM, AFAMI Manager City Centre, Wollongong City Council Martin O'Shannessy, B.Comm, GCBA, QPMR, MASMRS Executive Director IRIS Research

Throughout the last three decades, local governments in particular have had a penchant for establishing pedestrian shopping malls.

The reasons behind this have included economic revitalization of CBDs, shopping centre demands, social goals and meeting community expectations.

Recently, a number of councils have either completely refurbished their pedestrian malls or have had them removed or significantly changed their use - and many more are asking themselves what value their mall now adds to the social and economic fabric of their LGA.

This research sets out to explore the underlying reasons for the establishment of outdoor pedestrian malls, the track record of success or otherwise associated with these.

To be conducted in early 2005 this research will provide a fresh and objective look at the issue around Australia. All council General Managers in Australia will be provided with the opportunity to respond to a web based survey conducted by IRIS Research and funded by Wollongong City Council.

3.36 **Revitalisation – Dee Why** Presenter: Richard (Dick) Persson. Administrator, Warringah Council

Dee Why is well known for its relaxed cosmopolitan lifestyle. Residents and visitors alike can enjoy the pristine beach and lagoon, the beautiful parks and reserves and its outstanding range of superb quality cafes and restaurants.

With surf and sand, lots of green spaces and excellent facilities, the foreshores and surrounds have become one of Sydney's northern beaches absolute gems.

By contrast, Dee Why's town centre has long felt like the poor cousin with a very strong feeling of lack of civic amenity and has come about through the lack of urban design, lack of quality public spaces, poor pedestrian amenities, excessive signage and vehicle domination, and no real sense of place for the urban heart of Dee Why.

Our response has been to engage the NSW Government Architect, Chris Johnson, and to work with the existing landowners and with Council staff to see if we cannot come up with a better plan, something that will better suit the future needs of the population that is going to be living in and around Dee Why.

The Dee Why Town Centre Master Plan transforms under-utilised Council and private lands and offers a vibrant vision for a totally revitalised city centre with links to new parks and beyond to the lagoons and beach making all of Dee Why an attractive and highly desirable place to work, live and shop.

Chapter 3

The Dee Why town centre master plan also provides an opportunity to design a model of environmental sustainability. This includes strong emphasis on water management and recycling; the use of passive solar design principles; designing buildings to inhibit wind generation; and minimising reliance on mechanical ventilation and artificial lighting. Despite its scale and scope, the Master Plan for Dee Why's town centre honours the special, relaxed character of Dee Why. In the future it won't just be the glorious beach and foreshore that gets all the attention. By artfully revitalising so many public spaces, the urban heart of Dee Why will offer all residents and visitors a real sense of place and belonging.

Day 2 - Thursday 1 June 2005 - Extracts**3.37 Internationals Cities – Shrinking Cities** Presenter: Karsten Gerkens. Director,
Department of Urban Regeneration and Residential Development, Leipzig City Council

Leipzig is a city in transformation. The city that contributed so much to bring about the political turning point experienced in the 1990s an unexpected construction boom and the successful renovation of the Wilhelminian building stock that lend the city its distinctive image. Nonetheless, the city has considerable challenges to face. In recent years, vacant housing and derelict lots have come to mark the face of a number of districts. This situation is the consequence of a demographic implosion via natural population decline, ageing and migration in eastern German society and follows the line of development in other European countries.

What is the experience of the city of Leipzig in the current period of social transformation and what must urban planning and municipal politics be preparing themselves for at the beginning of the 21st century? The urban repositioning of a city with an excess of buildings and space in such a way as to preserve the qualities of that city, seize the opportunities presented by the transformation and ensure that the city remains exciting, safe and attractive for its inhabitants, requires an active stance on the part of planning and politics. A modernisation of the urban structure must be carefully considered and implemented. The city of Leipzig has developed adequate strategies and tools for the urban regeneration and redevelopment. The paper will focus on these strategies and instruments as well as best practice examples.

3.38 International Cities - Major Sports Facilities Presenter: Paul Henry, Senior Principal,
HOK Sport + Venue + Event, Qld.

Stadia are unique places. Physically a stadium can accommodate the inhabitants of an entire town for a few precious hours. Emotionally it can captivate entire cities and countries, and during certain events, hold sway over the attention of most of the world. A stadium may be the most important building a community can own, and if it is used wisely, the most useful urban planning tool a city can possess.

Over the past 150 years stadia have evolved dramatically from first generation large concrete bowls, crammed with spectators and few amenities into digitally smart, television orientated user-friendly buildings designed to appeal to the whole family. Now a new “fifth” generation of stadia is emerging, where the stadium is the catalyst for the development of an entirely new city.

But whatever the level of sophistication, there is a clear trend in large sports developments around the world, a shared vision that sport and entertainment should be an essential part of the community. The infrastructure of our cities, whether existing or proposed, should be designed to allow the venues to be a part of everyday life. Stadia are, truly, buildings that can support a 24/7 approach to city life.

3.39 Partnerships – Dispute Resolution Presenter: John Haydon. Barrister at Law, Mediator &
Case Appraiser, Managing Director, EcoDirections International Pty Ltd

In the 21st Century Assisted Dispute Resolution (ADR) in all its forms needs to be part of our

dispute resolution tools for planning and environment issues.

We all need to have an understanding of what is expected of participants in ADR processes. This workshop will inform delegates of the forms of ADR and give some practical case study analyses.

I have presented a number of seminars in Queensland and interstate including in regional areas.

Surveys were distributed after the 2002 Queensland seminars with a 98% response rate.

Some of the results that came out of the survey responses were:

- 100% of respondents agreed that ADR needs to be better understood by stakeholders.
- Before the information seminar 55% of the respondents said they would have recommended mediation and that rose to 91% after the seminar. 20% were not sure before the seminar and that decreased to 9% after the seminar.
- Insofar as other ADR techniques were concerned, 49% said they would have recommended them before the seminar and that rose to 82% after the seminar. 27% were unsure before the seminar and that reduced to 15%.

The information delivery is an ongoing process. The workshop will be different from the previous seminars and will reflect additional information and experience that is now available.

3.40 **Partnerships – Preliminary Masterplans** Presenter: Paula Grant Director Planning Services, City of Thuringowa

Establishing the development parameters for a new community in the context of legislative requirements can be supplemented and enhanced with a partnership agreement between local government, developer and state government that will result in a destination that promotes social, economic and environmental goals.

Emerging communities need more than robust and certain development approvals dealing with hard infrastructure funding and regimes for future development applications. New communities need to explore issues such as, employment targets to ensure levels of containment to promote public transport and mechanisms to ensure early provision of leisure and community facilities.

The City of Thuringowa is negotiating a partnering agreement that sits along-side the statutory approval process with a number of major developers in the Northern Beaches. The basis for these agreements is the national award winning IPA Planning Scheme, recognition of our sea change locality with high growth and the sustainability checklist developed by Council. The agreements are intended to be beacon projects that can be models of best practice for other master planned projects and councils.

3.41 **Partnerships – Pathways at Northlakes** Presenters: Andrew Hammonds, Manager of Planning, HASSELL Pty Ltd. Kate Meyrick, Hornery Institute

Pathways is a new community leisure and learning precinct located in the emerging town

centre at North Lakes in Pine Rivers Shire. The \$14.8 million stage one development, which opened to the public in September 2004, reflects the Shire Council's commitment to using planning principles and processes to drive its urban design and social sustainability agendas.

It is an exemplar of the enhanced social and built form outcomes that can be when a Shire Council collaborates successfully with the private sector, State and Federal Government.

The development of Pathways was driven by a comprehensive program of community engagement, social and cultural planning and stakeholder management resulting in a collaborative master planning and urban design exercise. The innovative and integrated approach to its planning and design has been managed by an inter disciplinary team from the Brisbane offices of HASSELL and The Hornery Institute.

3.42 Community Building – Approval Processes Presenters: Warren Batts, Manager, Statutory Planning, Arup Planning Melissa Simoson, Strategic Planner, Livingstone Shire Council

The presentation will comprise two elements as follows with each element being delivered by one of the two nominated presenters. Warren Batts will introduce the topic by illustrating how Council has sought through its new planning scheme to identify the outcomes it desires that development in the Shire should achieve. Under the legislation, the new planning scheme is particularly outcome focussed and it specifies around 800 vertically integrated outcomes that will be used for assessment of development proposals in the pursuance of ecological sustainability. In the past, the planning schemes have been all about process and how to get an approval.

The new Livingstone planning scheme is all about outcomes that development must contribute towards or achieve in order to be assessed as appropriate and sustainable. Sustainable development is about balancing and optimising the interactions between key issues affecting development proposals based on principles such as ensuring generational equity, avoiding adverse environmental effects, applying cost effective standards of amenity conservation, energy, health and safety that benefit to the community, providing opportunities for appropriate community involvement in decision making.

Melissa Simpson will go on to explain how the Livingstone community was engaged in the plan making process to ensure that the outcomes specified by the scheme reflect the values and expectations that it holds for the Shire. Whilst plan making requires certain base level consultation be undertaken, Livingstone Shire significantly increased the opportunities for community involvement and participation in the plan making process. In this case, the diversity of the Shire's community and its geographical spread required a proactive approach to gaining community inputs.

It is noted that Livingstone Shire was awarded a Certificate of Merit by the PIA for its Statement of Proposals which uniquely used a tabloid newspaper style to deliver the statement free of costs to all residents and ratepayers throughout the Shire.

3.43 Community Building – Regional Qld Presenter: Dennis Eiszele, Principal Landscape Architect, HASSELL Pty Ltd

HASSELL has been involved in the development of urban design studies for regional centres,

throughout Queensland. This work involves the development of the brief, initial concepts and ultimately master plans, through community consultation, and in particular, the Issues and Design Workshop process.

We have worked on behalf of Livingstone Shire Council over the past two years — the Yeppoon Civic Centre Precinct and more notably Emu Park Town Centre projects were developed in conjunction with the community. This process included a) Development of Brief, b) Concept Design, c) Regional Centres Programme Funding, d) Design Development; e) Documentation and f) Construction. The project is due to be complete in July 2005 (a site visit in conjunction with Council may be appropriate).

Other projects that we have been involved with and that have involved the community include Buchanan Park, Mount Isa, Emerald Town Centre Revitalisation, Warwick Town Centre and Hervey Bay Foreshores and The Link.

3.44 Urban Design Weipa Presenters: Beth Clark, Senior Planner, Connell Wagner Richard Anderson, Senior Landscape Architect/Urban Design Coordinator, Connell Wagner

Weipa (current population 2500) is progressively developing as a regional centre for the Western Cape region. Employment is largely driven by the Comalco bauxite mine (currently increasing production) while growth in regional government services and tourism is expanding.

Weipa town centre activities are currently physically dispersed across several areas of the Weipa Peninsula and this has created a significant identity problem for both visitors and residents alike. Future Peninsula development must also be sustainable, particularly in relation to the Trunding Creek and Mission River systems and the shallow aquifer beneath most of the Town Area.

Resolution of the “town centre identity” issue was central to any decisions regarding the location of major new infrastructure investment and the location of new housing development.

Connell Wagner, in association with Siteplan, Lambert Recreation Planning and Sanders, Turner Ellick have prepared a draft Structure Plan and Landscape Master Plan. Key strategies include:

- Development of a “green spine” along Central Avenue linking development nodes;
- Location of a new town centre precinct within this green spine;
- Expansion of existing commercial area at Nanum;
- Development of an integrated streetscape master plan;
- Recommendations for locations for major infrastructure projects;
- Identifying opportunities for further economic development; and
- Incorporating a Public art component into the Landscape Master Plan.

3.45 Main Street – Sustainable Main Street Presenter: Doug Smith, Managing Director, Village Green Environmental Solutions Pty Ltd

We are living in an era of conflict, whether it is cultural, social or transnational, in a time where community breakdown is prevalent in the globalising world. Pollution and destruction of the environment play a pivotal role in the continuing decline in community and equity.

Addressing these issues is a significant challenge on a global and national platform. By understanding these issues at the macro scale and acting on the micro, we believe real change can occur.

Small business is the hub and incubator of the community. Therefore real change will occur if the hubs of our communities (town centres) adopt a visionary stance. Village Green has developed specific measuring tools that our small business communities, which are traditionally under resourced, can adopt by focusing on all four pillars of sustainability — economic, environmental, cultural and social.

Village Green recognize the terrific work that is already being conducted with mainstreet programs and Small to Medium Enterprises (SME's) to improve their sustainability, however there is no clear way of measuring the success or failure of these mainstreet revitalization programs that takes a holistic approach to management, community and sustainability.

Doug Smith, Managing Director of Village Green will present case studies of successful measuring tools for town centres and demonstrate easily applied knowledge to assist in developing truly sustainable centres in your region. By measuring changes in the community, results can be used for gaining additional funding, improving systems more diligently and consulting to the broader community to name a few.

After measuring has been completed, these programs create a butterfly effect where local change creates global results.

A healthy community with depth of social, cultural and environmental capital will support a healthy business community for many generations. Australia is riding the crest of a Green Wave' and Village Green helps small businesses shift toward a conscious awareness of our communities, our environment and our culture. This is the new retail paradigm of our communities.

3.46 Main Street – Queen Street Mall Presenter: Sean Hodgson, Senior Program Officer, Brisbane City Council

The Queen Street Mall (QSM) in Brisbane's CBD is Australia's busiest mall precinct with approximately 11 million visitations annually. In financial terms, it also includes the most expensive dollar per square metre rental prices in the country.

Repeated surveys undertaken by Brisbane City Council (BCC) clearly demonstrated that crime and safety fears have a major influence on residents' lifestyles and also, importantly, their decisions as to whether to visit and interact within a space. Given the high level of patronage and potential negative impacts from retailer perspectives if the mall was considered 'unsafe', it is evident that the QSM is one of the most important spaces in Brisbane.

In terms of Crime Prevention Through Environmental Design (CPTED) principles, the QSM rates highly. A refurbishment of the mall in 1999-2000 encompassed clear sightlines, lighting levels beyond Australian standards and a minimisation of entrapment and concealment opportunities. The mall is also extensively covered by BCC's "CitySafe" CCTV system.

However, in July 2004, hundreds of young people converged on the Mall for a confrontation between rival gangs. The resulting disturbance, while relatively minor, received extensive media coverage. Perceptions of safety decreased markedly as a consequence and a Security Summit was convened to consider options to improve perceptions of safety and reduce anti-social and criminal activity.

This paper will outline the stakeholders involved, the ongoing discussions, and process behind the resultant “Seven-Point Community Safety Plan” for the QSM considering important issues such as:

- Local and State Government roles and responsibilities with regards to crime and Community Safety;
- How to involve retailers and facilitate responses and responsibility from this group; and
- Identifying appropriate responses to “perceptual” and “actual” safety fears.

It will also detail the outcomes of the Plan and key learnings for other Councils and organisations.

3.47 **Community Engagement Innovations** Presenter: Jo Kelly, People, Place and Partnership

Besides dispensing information and arousing interest in a plan or project, engagement events elicit stakeholder feedback and support. Meeting people face-to-face and providing information is a fundamental step toward getting informed feedback.

To ‘get the word out’ to diverse stakeholders, the project team needs to establish a variety of tools and techniques where information is readily and conveniently available. Offering people a variety of ways to get information increases the chances it will reach them.

Selecting the most effective technique of engagement is crucial to the success of the whole engagement process. Not only can the use of inappropriate techniques give poor results, but in some circumstances, it can create unnecessary barriers to the project as a whole, if it appears that the decision-makers are being selective in who or how they engage.

Different techniques may be used to engage people in the process. No one ‘correct’ technique will suit every issue. Very rarely are ‘pure’ models adhered to. Using more than one technique, may increase the likelihood of gaining a more representative response. An appropriate choice must be made in each situation.

In this paper a selection of new innovative engagement techniques being undertaken both in Australia and elsewhere will be highlighted. Issues to consider will be why are these successful and what problems do these techniques encounter.

3.48 **Revitalisation – City Heart Project** Presenter: John Brenkley, Senior Landscape Architect, Palmerston North City Council

Palmerston North is a City of 75,000 people located in the lower North Island of New Zealand. It is a student city with a number of research institutes and a strong military presence. Palmerston North has a high proportion of young people in the population due to the high student numbers in the City.

The City's most characteristic urban feature is that it is formed around a green open space of 17 acres called The Square. In recent years the Square has been a place of notoriety due to a constant number of serious crimes and disorder incidents occurring there. Public perception of Palmerston North within New Zealand was poor, with most people afraid of venturing into the city centre at night.

The City Heart project is the culmination of a number of years of consultation and planning and is a joint project between urban design units within Council and the roading unit. The City Council decided to project manage the development rather than use in house design staff. The design team selected is a multidisciplinary team which includes architects, landscape architects, urban designers, quantity surveyors and a security consultant. The paper would outline the problems, the process undertaken to select the designers, the process of generating the concept design, how CPTED was incorporated into the design, the implementation of stage 1 and the reactions of the affected stakeholders including the Police. The project is to be staged over 6 years.

Due to the success of stage 1 a number of associated projects are being developed which complement the initial project.

3.49 Central Activities Areas Presenter: Steve Scott, Manager Urban Design Unit, City of Greater Geelong

In 1997 a strategic plan was developed to respond to the declining City centre. The strategy determined a comprehensive approach to revitalising the City centre over a ten-year period by defining and prioritising key initiatives to gain the maximum value from any expenditure dedicated towards the revitalisation. The strategy was mindful of maximising the use of existing infrastructure, recognising the diversity of activities and the importance of Geelong's role in regional economic, social and cultural economy.

Recommendations were prepared for Council's consideration that dealt with the physical works program, project management, centre management and program funding.

A formal application was made to the State Government under the Regional Infrastructure Development Fund for \$12 million towards the physical works program, which has been matched by Council.

A centrepiece of this approach was the preparation of the Central Activities Area Revitalisation Programme (CAARP), which identified a series of physical up-upgrades to the City centre, introduced a Centre Management body and outlined a number of other policy initiatives.

Development and implementation of the CAARP was conducted in collaboration with the community, proceeding through an extensive public consultation process, dealing with identification of issues and examination of potential solutions.

In 2000, the project reached a stage in its planning where implementation of the two key strategic platforms commenced, these being the physical upgrade program and the establishment of a body for the long-term management of the centre.

Many of the actions recommended by CAARP have since been initiated, including a review of transport operations, the promotion of inner-city living, the development and implementation of a physical improvement program for city streets and public spaces and the appointment of a Centre Management body.

The physical upgrade program envisaged construction over a five-year period. The scope of works, which includes physical improvements to all principal central City streets and public spaces, was prepared to ensure critical linkages were enhanced between the Waterfront, the Barwon River, the Boulevard, the Arts and Café Precincts, Johnstone Park, the Botanical Gardens and Eastern Park.

The urban design principles adopted for all the works are consistent with those contained in the Waterfront Geelong Design and Development Code and respond to appropriate traffic management standards.

Development has been undertaken in a sequence that enables works that have few pre-requisite requirements to proceed first, and streets that need to await the outcome of other strategies follow. This also provides a production line of projects, so that when one street space is being constructed another is being documented for building the following year.

This reflects Council's ability to provide sufficient human resources to manage and supervise the scope of the project, drawing upon the staff responsible for the Waterfront Geelong redevelopment.

Additionally, Council's financial spending on the project is spread across a period of years to ensure that other priorities within the Capital Program are not deprived of resources. The State Government also expressed a desire to spread its funding over a number of years.

Another benefit of the gradual role-out of works is to reduce the impact of simultaneous closures, particularly in parallel streets. Even with significant community support for the revitalisation, with works largely confined to street reconstruction, disruption to traffic and businesses has been inevitable and managing this has proved a considerable challenge and resulted in some innovative work being undertaken in stakeholder consultation and communications.

The stakeholders benefiting from the revitalisation have also contributed to the program financially. This contribution was captured by way of the implementation of a Special Rate Scheme that contributes funds to a marketing and promotional program. The Special Rate Scheme does not provide funding for the physical upgrade.

The revitalisation of the City centre will continue to have significant environmental benefits into the future. In particular the improvement of public amenity, safety; calming traffic; improving accessibility for bicycles and public transport; increasing the opportunity for social transactions; improved engineering standards for storm water collection; and the introduction of both native and exotic trees to help mitigate concerns with micro-climate.

The revitalisation of the City centre represents one of the most important regional development projects undertaken by the City. The area accounts for approximately 25% of the region's employment. The scope of the project also links a range of key initiatives to

ensure that Geelong's reputation as a centre of excellence is enhanced.

The paper I propose to present will cover the aspects of the redevelopment of the Central Activities Area as outlined above and will specifically address:

- Sound planning principles (development of the CAARP);
- Selecting and engaging consultants;
- Good design;
- Traffic management, bus distribution and pedestrians;
- Developing the precinct;
- Philosophy of quality vs. quantity.

3.50 **Revitalisation – Gladstone** Presenter: Brent McAlister. Director — Environment & Organisational Development, Gladstone City Council

Gladstone city has always had an image problem with the history of a heavy industrial city. The CBD is always considered the shop front or window into the city. Rejuvenating the CBD would give the image of the city a major. Council using State and Port money embarked upon a major upgrade program using a whole range of best practice strategies including;

- Completing a feasibility study before embarking on the project.
- Completing a fully integrated study looking at traffic, zoning, master planning, and economic development issues.
- Consulting the community using the 'set up shop' technique.
- Developing private/public partnerships to encourage private funding.

3.51 **Masterplans - Creating New Towns** Presenter: Susanne Pini, Design Director, Rice Daubney Architects, NSW

What happens when the birth of a new town lies solely in the hands of a single developer?

What does it mean to live in a town designed, built, run and *managed* by an entity beholden to shareholders?

This is the scenario for the great majority of new green field sites slated as new town centres today in Australia and while certainly economically at a government level there is a strong incentive has anyone really fully understood the social and indeed urban place making ramifications of this model of delivery of new town centres.

As an architect what does this mean for the creation of urban spaces within these developments?

How do these new towns respond to the surrounding existing infrastructure- do they enhance or decimate it?

How does one create an instant town when some many of the models we all dream about have evolved over certainly decades and sometimes centuries?

What are our models? Is it the Disneyesque approach popular in the US, or the Campo de Fiori in Rome? How do we find our own identity which reflects contemporary culture?

At the end of the day is it just a glorified shopping centre at worst or an inside out shopping centre at best? Do we just need to add a main street and a town square for it to be a town?

These are just some of the very real debates we have had in the last couple of years working with our clients principally on two major Town Centres being newly created at the moment—Orion in Springfield QLD for James Fielding and Rous Hill Town Centre, Rous Hill NSW for Lend Lease. It is proposed that we would present these case studies to highlight the questions, apparent contradictions and challenges that such projects present in creating new towns.

3.52 Garden Urbanism Presenter: Matthew Bradbury, Senior Lecturer (Landscape Architecture), UNITEC New Zealand.

The urban development of Auckland, New Zealand, is typical of many cities of the Pacific Rim. Auckland is a city which has lost the traditional definition of a metropolis, a high rise district of businesses, public building and spaces, shops, and apartments, surrounded by mostly low rise building, usually private houses and gardens. Auckland is no longer a city of centre and periphery but now resembles a network city, an undifferentiated city, one made up of nodes and connections points which have been generated by infrastructure, notably motorways.

What might be the implications of this kind of urbanism? The city is no longer a series of positive and negative spaces, but rather is a field or a landscape which is crisscrossed by hundreds of networks; physical, virtual, and digital. The most obvious networks are infrastructure systems like transport or waste disposals, then there all the ones we can't see; Internet, media and intellectual and social networks. In this way, we can see the city as a kind of thickened terrain, which contains hundreds of layers of information.

This paper suggests a design strategy to address the network city by treating this new form as a landscape. The paper presents two urban projects, a housing development in Guangzhou PR China, and an infrastructure/urban planning project in South Auckland. These projects demonstrates a process or a strategy where by an urban project can be planned through the study of an existing landscape, contours, and slope and conected landscape conditions, such as the position of overland flow paths. The data is then developed through the intersection with conditions from both the city and the garden. This data is generated by a GIS programme ArcView. GIS is typically used for landscape planning and analysis. These projects develop new possibilities for the software beyond simple analysis to its use as a planning tool, capable of informing design and as a representational tool able to present both process and results.

From these case studies we develop a serious and complex engagement of the practice of landscape with the practice of urbanism. The use of the garden, natural forces, topography, and horticulture, represent a folding of the landscape into an urbanist discourse and practice. The resulting procedure, landscape urbanism, offers urban theorists and practioners a richer and more complex way of understanding the contemporary city and opens up new possibilities of engaging with its ceaseless flows.

3.53 **Collaborative Approaches** Presenter: Lui DiVenuto, Project Officer, Eastern Regional Collaboration Project, SA.

In South Australia there are 4 Home and Community Care (HACC) funded metropolitan collaborative entities that share this goal:

To improve community services, consumer outcomes and community supports for older people, carers and people with a disability through facilitating the following:

- Collaborative, regional approaches across service providers
- Efficient use of available resources
- Innovation
- Reform
- Responsive, flexible approaches to local needs
- Metropolitan wide collaborative responses.

The evolution of the collaboratives has moved towards the achievement of service reform and the development of innovative responses to identified need. The entities have developed in a 'bottom-up' way, which makes the trend to collaboration to achieve service reform (rather than simply to attract additional funding) extremely interesting. Although separate initiatives, they now also constitute a 'collaborative entity'. They have developed a number of innovative service models that include, amongst many others:

- Interface between service sectors and levels of government
- Community capacity building
- Private, public partnerships

Initially, participation in the collaboratives appeared to target HACC funded agencies solely with an aged care focus. This has grown to include:

Local Government, Disability Services, Aged Care Services, Carer Support Services, CALD Services, Acute sector, Services for Indigenous people, State and Commonwealth Government, Consumer Advocacy Groups, Divisions of General Practice, Private Sector, and Mental Health Services.

The relationships that have developed across sectors and between such a diverse range of participants has fostered positive outcomes to particular issues within a collaborative approach. The presenter will share the lessons learned so far from these initiatives, and the benefits of a *collaborative culture* to address specific needs.

3.54 **Perth Partnerships** Presenter: Brian Curtis, Director, Brian Curtis Pty Ltd

Area-wide urban regeneration projects have typically in Perth been carried out to date by Redevelopment Authorities using wide-ranging powers to acquire and assemble land, replan, and subdivide land using significant budgets to put in up-front infrastructure. The model has been proved to be successful, but it is impractical and too expensive a vehicle to use except in special circumstances where it can be justified. It also remains a physical based model that focuses on development solutions, and stimulation of reinvestment that leads to gentrification. It is recognized that this model does not always improve the quality of life for everyone, and does not always create solutions that address wider social and economic issues that impact on the well being of the whole community.

So what do we do elsewhere? In Perth there has been a number of new initiatives using a Partnership approach that has deliberately sought to explore new ways of regenerating middle ring suburbs that seek to deliver more sustainable solutions, in ways that closely involve the local community, and consciously aim to achieve much greater cross government co-ordination — a whole of government approach to service delivery.

The challenges are significant, as will be the benefits if this can be achieved. So what are the lessons so far? The paper will refer to the community visioning process used in the Maddington Kenwick Sustainable Communities Partnership, and the experience of using the Partnership model to develop an Action and Implementation Plan. It will refer to the emerging work in the City of Swan Partnership, and the City of Wanneroo. It will identify some of the lessons learnt, and the challenges of area-wide regeneration in Perth, and its relationship to the Network City Strategic Plan for metropolitan Perth.

3.55 Revitalisation - Frankston Case Study Presenter: Peter Watkinson, Director Urban Programs, Department of Sustainability and Environment

Frankston is a designated Transit City in the Victorian Government's planning strategy titled *Melbourne 2030*, which is the government blueprint for sustainable development.

Frankston Transit City is demonstrating the way in which *Melbourne 2030* can be implemented to:

- support well-designed mixed-use development and higher-density housing which deliver high quality, sustainable and liveable environments;
- increase use of public transport and service integration;
- coordinate government activity and demonstrate leadership;
- plan and make strategic public investments to facilitate and “leverage” private investment.

The paper will provide through a case study of Frankston, a seaside city in Victoria that through the adoption of cooperative partnership arrangements between local government, community and the business sector a city can be revitalised and civic pride restored.

Frankston until recently was in serious economic decline with high unemployment, social issues and poor property values and this paper will demonstrate that revitalisation can be achieved through key strategic investments in public spaces and in public buildings.

Government and Council have commissioned a series of strategic studies which has led to the development of a vision for Frankston and the development of a master plan and precinct plans for the central business district.

The key strategic investments by local government and state government have led to private sector interest and on the ground results. These achievements have resulted in Frankston receiving a Bronze Medal at the recent United Nations Livable Community Awards.

3.56 Ringwood Partnership Presenters: Rob Burgess, National Planning Director Queensland Investment Corporation Phillip Turner, Director Major Projects Maroondah City Council

The Ringwood Town Centre Partnership is a unique planning, administration and

implementation model which is driving and managing the changes to the Ringwood Transit City, a major outer suburban activity centre in Melbourne. The Partnership members include State Government's Department of Sustainability & Environment and Maroondah City Council as well as the two major developers and landholders within the centre, VicUrban and Queensland Investment Corporation. The Partnership is based on a joint understanding of the actions required to successfully transform Ringwood to a vibrant and contemporary centre based on the principles of Transit Orientated Development. The Ringwood Transit City will service a catchment of over 250,000 people. Development of over \$1 billion in value is envisaged over the next 10 years.

The Partnership has already managed a range of planning studies including feasibility studies, traffic management and structure plans. The Partnership has identified numerous business, community and infrastructure opportunities and has also been able to leverage off initial State Government grants to undertake a number of urban design and public domain improvements. The Partnership has shared the expenses and the management of the work to date.

Importantly the Partnership has the opportunity to provide a co-ordinated approach to the redevelopment of Ringwood into a major urban destination based on a shared vision of a premier activity centre which will distinguish itself from other outer suburban activity centres.

3.57 **Community Building – Village of Uki** Presenter: Scott Brown Director, City Plan Services

The village of Uki is located in the Hinterland of Tweed Shire Council, near Mount Warning National Park. The attraction of the village is a result of its surrounding scenic natural attractions and the significant heritage buildings that have been retained. Development pressures are being experienced throughout the Tweed Valley and there are currently no detailed design provisions to guide the future development of the village. Tweed Shire Council has committed to ensuring the protection of the village's urban environment through the preparation of a Locality Plan for the village. City Plan Services has been engaged by the Council to prepare the Locality Plan.

The Locality Plan will establish a comprehensive planning framework to manage the future development of Uki and will establish guidelines relating to:

- Urban Design — Principles, Guidelines and Conceptual Design (streetscape, building design and form, linkages, natural environment);
- Land Use Planning (building function, residential, commercial, environment);
- Traffic Management (vehicle, pedestrian and cycle networks);
- Physical Infrastructure (water, sewer, stormwater, open space).

The planning process for the preparation of the Locality Plan has involved extensive community consultation to ensure that the local community have their say and have a sense of ownership of the plan. The completed Locality Plan will go on public exhibition in December 2004.

3.58 Community building – Culture and Place Presenter: Richard Brecknock, Director, Brecknock Consulting Pty Limited

It is well recognised that culture is what gives meaning to our lives, but do we give enough thought to ensuring the places we live, work and recreate in are culturally rich?

This paper will explore the potential for government and the private sector to support the development of culturally relevant built environments. It will consider the role of Cultural Planners and Artists as core members of interdisciplinary planning and design teams on development or redevelopment projects for civic spaces, main streets, and master planned communities. Increasingly government planners and private sector developers are looking for the point of difference or the competitive edge that will assist in creating viable and vital places. Main streets and residential developments alike are seeking a unique identity to set themselves apart. In many cases this is being achieved through the integration of public art or through cultural thinking at the design stage. There are many ways that this can happen and the presenter will provide a range of models for collaboration and integration to assist the audience with both inspirational and practical outcomes.

Based on over fifteen years of experience the presenter will provide an overview of exciting projects across Australia and overseas. The presentation will be illustrated with dynamic visuals that demonstrate the uniqueness and diversity of culturally rich public places.

3.59 Making Policy Accessible Presenters: Dr Susan Pietsch, Lecturer, University of Adelaide Ms Shannon O'Shea Senior Urban Designer, Adelaide City Council

Development Plans are used to define and manage change in our urban environments. Historically they have relied heavily upon textual information to convey the aims and goals of their parent city. With the advent of the Internet, local planning authorities have typically taken these text rich documents and simply placed electronic versions on the Web. In conjunction with the City of Adelaide Council, the University of Adelaide explored making the Development Plan an interactive document to take advantage of the possibilities that web-based presentation can deliver. A major focus of this change in presentation was to increase the use of visual material to describe the intentions of the Plan. 3D visualisation is considered to be the common language that all planning participants can understand. It is hoped by increasing the visual content of the Plan, planning participants will have a better understanding of the City's desired future vision for its urban environment.

The VisualCityPlan website is designed to be of use to non-professionals and professionals alike. This consideration has led to designing an interface that allows people to navigate graphically or textually to the information of interest. An early version of VisualCityPlan was presented at the ICTC 2004 conference; this paper will present the final version of the pilot project. It will demonstrate how webbased presentation can augment traditional text based data with supporting visual material, how complex interrelated principles and objectives can be more easily linked and the lessons that all planning authorities can draw from undertaking this kind of exercise. VisualCityPlan can be explored at <http://visualcityplan.arch.adelaide.edu.au>.

3.60 Main Street - Retail Evolution Presenter: Steve Ogden-Barnes, Program Director, Monash University, Australian Centre for Retail Studies

As consumers, our views on retail have evolved rapidly in recent years, and the reasons for this evolution are clear: Generation X and Y consumers live in a world characterised by choice, and filled with aspirational lifestyle messages, so it's no surprise to find that our expectations are high in both the work and leisure arenas. Furthermore, as we travel more widely, we see more of what the cities of the world have to offer in terms of lifestyle, leisure and retail, and again, our expectations grow.

Satisfying customers has always been simple: "great products at good prices with dependable availability, delivered in convenient, attractive store environments with expert service guaranteed" should be the mission statement of every retailer, regardless of sector or nationality.

In strongly competitive environments however, even if you manage to fulfil these straightforward requirements, you are not assured of either customers, or customer loyalty - you are only just qualified to step onto the playing field! Sadly, even now, in 2004, some retailers do not even get some of these basics right!

The 2004 Australian Centre for Retail Studies International Retail Study Tour assessed retail excellence in Los Angeles, Chicago, New York, Paris, Berlin, London and Manchester, leading a group of Australian and New Zealand retail executives on a voyage of discovery into the new world of retailing. The 2005 tour will visit new and exciting retail centres and concept stores.

Effective and true retail customer relationship management is all about making a space in your customers hearts by listening to and understanding their needs, issues and priorities, and taking bold and creative steps to deliver an environment *and* a culture which meets both their lifestyle needs *and* their product demands. Essentially, customers come back to you because they need you! This is as true for individual retailers as it is for retail destinations — centres, strips and districts.

There are seven key (illustrated) lessons which both retailers and retail location managers need to understand and apply to maximise the potential of their resources.

Lesson 1: Make visiting entertaining.

Lesson 2: Make buying experiential and engaging.

Lesson 3: Make buying easy.

Lesson 4: Invest in consumer education.

Lesson 5: Employ enthusiasts.

Lesson 6: Understand who your customers are and how they change.

Lesson 7: Design a destination.

3.61 **Main Street - Nobody said it would be easy** Presenters: Paul Cherednichenko, Manager Enterprise Communication & Cultural Development, City of Stonnington Billy Redmond, Economic Development Officer, City of Stonnington

Enhancing shopping strip precincts, promoting local identity, working in partnership with trader associations to promote and market strip centres. These initiatives should all produce positives for business, council and the community. You would think so, but here's a cautionary tale.

As part of the City of Stonnington's commitment to enhancing the City's premier precincts,

including Chapel Street and Toorak Road, Council undertook significant street beautification works to promote the local identity of each precinct using streetscape design elements to reflect their individual character and qualities. Working with traders, the projects incorporated images, colour and form to highlight the unique elements of each precinct.

The development and implementation of the project provided officers with a challenging and at times frustrating experience. The local identity exercise has had casualties, most notably the Chapel Street Masterplan which has polarized trader and community opinion and is now on its third iteration with no works completed.

While these projects were progressing, the Special Rate levy, collected by Council on behalf of the Trader Associations for the promotion of shopping strips was receiving widespread opposition from individual traders. In an effort to reverse this and to build on partnering with traders, Council attempted to pool funds raised through the Special Rate to collectively promote and market the shopping strips to create a citywide promotion campaign.

Despite countless hours of consultation and lots of goodwill these first steps in engaging the Traders in a partnership approach to their centres all went horribly wrong. Join us on the journey, experience the highs, lows and frustrations and perhaps learn some lessons in engaging with the trader community

3.62 **Main Street - The Fringe** Presenter: Tim Trefry, Principal/Director, Roberts Day — Town Planning + Design

Ellenbrook Main Street will form the heart of the Town Centre and the focus for major retail, commercial, cultural, entertainment and leisure uses, servicing a projected residential population of 70,000 people.

It will be the thread that links all stages and activities of the highly awarded Ellenbrook New Town development, creating a unique experience for the community and visitors.

Extending for a length of approximately 300 metres, Main Street will be highly conducive to pedestrian movement. The intensity of the urban form and the blending of uses, made possible through the planning and detailed design, will further engender accessibility and put the everyday experience of the public street for day and night time activity foremost on the agenda.

A new aesthetics in urbanity will be showcased incorporating tree lined streets, contemporary architectural design, public art and an animated town square.

The development of Main Street will be staged to achieve compressed maturity, whereby the social, physical and economic outcomes are accelerated early in the Town Centre's evolution to become a foundation for future stages.

Construction works have commenced, laying out the vision of the developer and multidisciplinary team of planners, architects, landscape architects, community artists, engineers and other specialist behind this exciting project. Trusting partnerships forged between the Ellenbrook Joint Venture, City of Swan and State Government have also been integral to achieving this vision.

It is a project that will capture the interests of other developers and professionals around the country' who may also be contemplating bringing the urban elements of Main Street to suburban Australia.

3.63 Place Making – Town Centre Presenter: Libby Ozinga, People Place and Partnership

There have been many town center revitalisation programs now operating across Australia and New Zealand since the introduction of the Main Street Program in the late 1980's. Evaluation of both program outcomes as well as specific on the ground results of individual projects has taken almost a decade to evaluate.

Libby Ozinga has been involved in town center revitalisation since introducing the Main Street Program while working for a State Planning agency in 1988. She has worked with hundreds of town centers and communities and has recently been responsible for evaluating the outcomes of a \$6.5 million Urban Improvement Program.

This session will look what makes a successful town center revitalisation program as well as providing insights it to what are critical success factors for delivering'a successful project in a town center. Her current involvement working with the Kings Cross Partnership in Sydney and the development of its Business Plan reveals examples of key performance indicators. These will also be explored and outlined in her discussion.

3.64 Place Making – Central and Geelong Presenter: Stephen Wright, General Manager, Major Projects, City of Greater Geelong.

The paper I propose to present will cover the aspects of Place Making and Management. Specifically I will address the following topics with reference to recent revitalisation in Geelong.

Building the Place

- In 1997 the City embarked on a comprehensive range of initiatives designed to arrest the steady decline of the city centre. This followed on from the successful redevelopment of the Geelong Waterfront.
- Redesign of the city and the waterfront gave reference to critical linkages to other tourism and cultural areas.
- Resolve traffic — Traffic management issues were a major concern in the cbd and the revitalisation project aims to address these taking into consideration public transport pressures.
- Pedestrianisation — Improving access for pedestrians by traffic calming, wider footpaths, etc.
- Alfresco — Encouraging businesses to take advantage of wider footpaths for alfresco areas and sidewalk activities.

Marketing the Place

- Establishment of the Central Geelong Marketing and Management Committee. Implementation of the Special Rate.
- Outcomes — How are they measured?
- Specific initiatives — Farmers Market, Melbourne Cup Sidewalk Sales.
- City of Greater Geelong, Central Geelong Marketing and Management and Geelong Otway Tourism combining to market events and activities in the region.

- Regional attractions — Taking Advantage of the Bellerine Peninsula and the Great Ocean Road.

Managing the place

- The role of the Place Manager as a “one stop shop” for users in relation to faults, queries, etc.
- Asset management and maintenance and documentation of maintenance procedures.
- Development of future initiatives to sustain and increase visitor levels and interest.
- Security.
- Performance measurement.
- Liaison and networking with other Council Asset Managers and Place Managers.
- Conflict resolution.
- Problems that occur.
- Successes achieved and their measurement.

3.65 **Place Making – Public Space on Edge** Presenter: Malcolm Snow, Director Urban Planning — UrbisJHD

Concepts of public space usually reference the traditional city centre and popular urban design models and are drawn from its squares, boulevards and streets. This paper will explore the need to rethink the nature of public space not at the centre but at the periphery where the majority of people live and work and to find a conceptual “language’ to help us discuss and positively exploit this spatial reality in a meaningful way.

3.66 **Economic Development – Mandurah** Presenter: Ian Hill, Director, City of Mandurah

The City of Mandurah has successfully implemented a wide range of economic development initiatives in collaboration with government, industry and corporate partners to strengthen the social capital and wealth of the local community. It is well recognised that the South West corridor of Perth has been identified as the next ‘growth corridor’ with a projected 50 per cent growth rate above that already occurring. Major investments which are currently taking place, or are in their planning stages will greatly contribute to the economic development of Mandurah and include:

Freeway Extension/Peel Deviation	\$340 million
Southern Suburbs Railway	\$900 million
Mandurah Ocean Marina	\$200 million
Peninsula and Brighton Hotels	\$150 million
Land development and housing	\$500 million

Council acknowledges that in addition to initiating and facilitating its own economic development projects that this investment will also provide, along with continued growth challenges, a range of new opportunities. These are opportunities that can assist in lowering unemployment and increasing social capital and average weekly income for the Peel Region (\$581), which is considerably lower than the average weekly income of those residing in Perth’s northern corridor.

It is anticipated that the completion of these projects will complement many of the economic initiatives that have been undertaken by the City. The projects undertaken by the City of Mandurah in economic development fit with the holistic approach of the City’s Community

Charter and Strategic Plan — to *Care and Plan for Our People, Our Planet and Our Prosperity*. By approaching economic development as a means for improving quality of life for its residents, Council has developed strategies and outcomes that result in an increase in social capital growth, employment opportunities and ultimately greater financial wealth for its community. Included in the economic development projects portfolio are programs that have had an education and training focus to assist in developing a stronger skills base in the community and create a job ready workforce.

The City has strengthened its support of tourism through partnerships, additional investment and innovative practices to market and promote Mandurah and the Peel Region. This has resulted in a 17% increase in visitor numbers and expenditure for both day-trippers and overnight stays from 2001 to 2002.

Building a prosperous community is an ongoing focus for the City of Mandurah, which aligns economic development work plans with initiatives developed in conjunction with its Regional partners, and at a local level, the City's Economic Development Advisory Committee and associated Business Roundtable Action Groups (BRAGs).

These partnerships, and avenues of business sector interaction with the Council make effective use of local creativity and innovation, human and financial resources, resulting in a coordinated approach to develop and action a range of economic development initiatives that have had positive financial outcomes, and most importantly — created real jobs for residents of Mandurah and the surrounding Peel Region.

3.67 Higher Density Living Presenter: Jason Ting, Principal Strategic Planner, City of Salisbury

Sprawling suburbia has long been synonymous with the Australian Dream. However, soaring fuel prices, waning community life and emerging notions of environmental sustainability have prompted a rethink of our beloved housing and lifestyle preferences. Policies advocating mixed use, transit-oriented development and urban growth boundaries all seem to envision higher density urban living. But what does this mean in terms of urban design and lifestyle?

Can the Australian Dream be saved by imprinting conventional building design on shrinking floor space? Do we minimise creative design in order to maximise the number of apartment units? Should we try to replicate suburban lifestyle expectations in higher density mixed use areas? Or does higher density urban living entail another way of living, being and interacting? Will such living mean redesigning the built form and planning frameworks? Will it challenge the traditional way of perceiving and using private and public space? Are there overseas examples and practical techniques that we can look to for guidance and inspiration?

If higher density urban living *is* about thinking outside the suburban square, can Australian cities cope? And more importantly, is the Australian public really ready for it?

3.68 Universal Design Presenter: Yvonne Harrison, Department of Planning and Infrastructure, Western Australia

Universal Design is about design that is adaptable to the changing needs of members of communities through their life course.

...from pram to knees, to feet, to skates, to skateboards, to scooters, to bicycles, to

vehicles, to companions, to walking frames, to wheelchairs...
...it accommodates the gambit of visual, auditory and sensory abilities...
...it is for places, spaces and things that people use in everyday life.
...it is good design that makes sense...
...it is a paradigm beyond accessibility for people with disabilities.

As a community we are striving for accessible public transport, accessible housing, and accessible services to meet the needs of people with disabilities.

The last decade has seen extensive retrofitting of infrastructure to meet standards under the Disability Discrimination Act. New infrastructure incorporates the required standards.

Universal Design introduces a twist — design to meet the needs of people through their life course —eliminating the need to retrofit.

Universal Design is inclusive, not separating any group of people. It is adaptable as people have varying needs. It incorporates the needs of people with disabilities.

The paper explores how the key principles of Universal Design can be applied to create cities, town centres and communities that are accessible to people of all levels of ability and stages of life.

It also explores the roles of various players, including all levels of Government, industry professionals (such as engineers, planners, architects, urban designers etc) and the education sector, in facilitating a paradigm shift.

3.69 Community Engagement Frameworks Presenters: Louise Marra, Director Community Relations, Auckland Regional Council Jo Mackay, Sustainable Development Project Leader, Auckland Regional Council

How do you take people on a journey and go with them on the journey towards sustainable urban living?

The Auckland Regional Council has trialed a wide range of different methods, and has put in place platforms and an overall framework, to have this conversation across a city of 1.3 million people.

It is the integration of programmes with a sound framework that creates the results. Too often agencies have some good initiatives but don't have a framework for tackling the whole picture.

Our platforms include:

- Engaging volunteer groups
- Household action
- Enviro-schools programmes
- Sustainable business
- Tertiary education partnerships
- Government partnerships
- Community capacity building
- Social research.

Whatever we launch, we encounter a huge passion in the Auckland regional community. There's a hunger for the education and engagement programmes that we offer and we're running to meet demand.

We get the feeling that government — local and central — is still catching up to the community. Agency thinking is still dominated by infrastructure provision.

It's time we took a broad based approach to education and action for sustainable urban living and refocused our organisations to work with communities for a sustainable future.

How can we be a learning society and be learning organisations? How do we encourage caring communities at work, home, in society? How do we foster active citizenship? How do you create a framework to capture hearts and minds? The Auckland Regional Council has ideas to offer and challenges to throw out...

3.70 **Public Art** Presenter: Sue Smith, Manager Arts Services, Rockhampton City Council

In recent years a huge resurgence in public art has enlivened and revitalised cities worldwide.

Art beyond gallery walls allows people to enjoy creativity in their everyday environments, engaging, pleasing or challenging the viewer.

At its best, public art enriches public places — creating visually enhanced spaces which engage our thoughts and feelings, and enhancing the character and public image of cities, celebrating their unique cultural identity.

Through reference to case studies and actual examples in Australia and overseas, this paper examines a range of conceptual and practical issues in relation to commissioning and installing public art in cities, including:

- The value of public art for cities: including the benefits of developing a sense of place and strengthening community connections
- Definitions of and approaches to public art: including permanent or temporary, stand alone or integrated solutions
- Possible locations
- Commissioning issues: site context; responding to local identity & climate; safety and access; materials; vandalism
- Funding methods: percentage schemes, partnerships
- Project management

3.71 **Community Visioning – Maroochy 2025** Presenter: Phillip Daffara. Programme Coordinator, Urban Design, Heritage and Landscape, Maroochy Shire Council

Maroochy Shire is a sea change community on the Sunshine Coast in Queensland Australia, and is dealing with rapid population increase, major infrastructure and social issues and significant demographic changes. *Maroochy 2025* is a community driven project to develop shared visions and action plans for the Maroochy Shire towards the year 2025, for the purpose of creating an empowering and community owned response to the challenges facing us both locally and globally. The project has been jointly managed by Maroochy Shire Council and a representative Community Taskforce and is a fine example of cutting edge practices in

public participation and advocacy. The thing that clearly separates *Maroochy 2025* from other public participation activities is that it is based in futures studies methodologies and actively creates community capacity and community leadership through anticipatory action learning activities. *Maroochy 2025* is an outstanding case study for community capacity building and engagement. The author was a facilitator of the Maroochy 2025 Community Visioning taskforce and member of the project team and will share lessons learned during the community visioning process.

3.72 Informed Decision Making Presenter: Ivan Motley, Director, id consulting Pty Ltd

Building towns and cities for people requires an in-depth understanding of the characteristics of those who will live there. What does the community you are planning for look like now? How will it look in the future?

These deceptively simple questions are the realm of demographers or population experts. Answering them is essential for every aspect of community planning. Difficult decisions such as whether or not to close a child care centre in a particular location depend on access to information about the changing nature of household structures — not only to make the decision, but to be able to sell it to the community. Yet too often this information sits in hefty documents that are difficult to access and understand.

This paper discusses how to elevate essential information about the community and make it accessible for all who need to make evidence-based decisions, advocate for the community, influence government and support local business and community groups. It demonstrates how local government are making use of the power of the Internet to make this information available not only across Council but to the community as well. It provides a number of case studies which demonstrate the value and importance of demographic evidence used to support decision making — from how many garbage trucks will be needed to service a growing municipality, to advocating against school closures, to developing Internet policies for disadvantaged groups in public housing.

3.73 Community Pride Movements Presenters: Rick Wiesel. Community Enhancement Officer, Blacktown City Council Jennifer Underwood. Community Enhancement Officer, Blacktown City Council

Council established the Community Pride Movement in March 1997 to initiate pro-active programs that empower the community, with the assistance of Council, to improve their environment.

Council employs two full time Community Enhancement Officers and one Graffiti Project Worker, to coordinate the Community Pride Movement and develop innovative programs.

Council perceives issues such as illegal graffiti, vandalism, dumped rubbish, litter & unkempt properties as *visual pollution* that deserves to be addressed much like air, water or noise pollution.

Current programs, that address these issues, include the;

- Volunteer Graffiti Removal Program
- Graffiti Help Line

- Aerosol Art Program
- Adopt A Road
- Gardens and Recycling in Urban Blacktown (GRUB)
- Blacktown City Underpass Project
- Home Pride
- Action Stations
- Street and Neighbourhood Beautification projects
- Local Shop Improvement Program

The Community Pride Movement is not limited to the above programs and new innovative projects are regularly developed. Nor does the Community Enhancement Team work in isolation - current project partners include;

- Community action groups
- Service clubs
- Individual residents
- Business
- Police
- Religious organisations
- State government agencies
- Other Council departments

Most recently, the Community Pride Project was awarded Runner Up in the Keep Australia Beautiful Metro Pride Awards for both the Keep it Street Aerosol Art Project & Blacktown City Underpass Project.

3.74 **The Public Realm** Presenter: Garth Paterson, National Manager Landscape and Environmental Design, Stockland Development Pty Ltd

This paper explores the importance of the design, planning and construction of the public realm in a residential community. In particular, how the public realm can add a greater sense of meaning and association for the residents of these new places of living.

Currently, up to 70% of developer funds for large scale residential community are expended on the public realm, including streets, parks and other public spaces. Often these spaces are ill considered in terms of their presentation, design and potential to really root a community to a place.

This paper explores through five recent case studies how we can move towards adding greater meaning and association to the planning and design of the important sections of a new community.

The paper will explore the following topics:

- Creation of a sense of place
- Creation of a sense of meaning for residence within the public realm
- Greater sense of real and perceived safety
- Form associations and linkages with a sites previous use
- Creation of a holistic sense of understanding where the public realm fits into the regions

larger cultural, social and ecological context.

The case studies will be at least three Stockland projects with the others made up of built developments around Australia.

3.75 Yeppoon Built Form Presenter: Alan Chenoweth, Director, Chenoweth Environmental Planning & Landscape Architecture Pty Ltd.

Livingstone Shire Council commissioned a Built Form and Streetscape Study of the Yeppoon town centre, in response to community concerns regarding building heights. The approach adopted by the multi-disciplinary consultancy (town planning, landscape architecture, urban design and traffic/infrastructure) was a flexible and transparent methodology, applicable within a restricted time period. This is an appropriate model for other regional towns facing development pressures and community concerns associated with rapid development.

Yeppoon has a distinctive character, set within a topographic bowl' and on the foreshore of Keppel Bay, with a main street lined by traditional ,2 storey shopfronts with awnings and parapets, tall Hoop Pines in medians and along the foreshore, wide streets and large town blocks, and a casual tropical seaside country town ambience.

The consultation process, including a Council survey of public preferences regarding building heights, was interactive with the study team. Sketch options were presented in electronic format to community meetings and on Council's Web site. The approach broadened the debate beyond building heights *per Se*, and put this issue in the context of development, investment and employment opportunities, character attributes of the town at risk from change, and analysis of building heights as they might affect views to the bay and surrounding hills. Despite local controversy over building heights, the community meetings were harmonious and constructive, responding to the draft nature of material presented by the team, and also accepting that some change to Yeppoon was inevitable.

A Central Business Zone Code was prepared as an amendment to the Planning Scheme, for a building height limit of 4 storeys generally, with 6 storeys at key sites and 3 stories in the Civic/Cultural Precinct, with controls on setbacks, encouragement of laneways and active frontages, and. accompanying streetscape guidelines for a Town Square and other parts of the town centre.

3.76 Sustainable Places Presenter: Robert PrestiDino, Director, Vital Places

Public policy and community expectations for more sustainable places are growing faster than the processes we have to deliver this critical new vision. How can we achieve the levels of integration and sustainable benefit the community is demanding? Do we have the best tools to create places that are economically, culturally and environmentally sustainable?

Nine New principles to make your Town Centre more sustainable

Just when you thought it wasn't possible to go beyond the triple bottom line, recent work in master planning sustainable Centre vitality has taken it further to sharpen your focus and effectiveness. The triple bottom line can be distilled into nine new principles to help the implementation of your sustainability vision.

This paper will outline nine principles to further implement the triple bottom line. These principles provide the new tools for facilitating sustainable change in Greenfield and existing Town Centre revitalisation initiatives. These principles provide a checklist of objectives to measure the quality of your master planning concepts. You can now *separate the wheat from the chaff* of your various master plan options and concepts ensuring the project delivers more sustainable outcomes.

3.77 St Marys Story Presenter: Peter Jackson—Calway, Chief Executive Officer, St Marys Town Centre Management

The story of how one retail business community reversed a growing trend of street crime, vandalism, empty shops shrinking property values, high rents, dwindling sales and a poor image. The story of St Marys how they turned retail and property gloom into retail and property boom. Learn the strategies that converted 98 empty shops into a waiting list of new tenants.

3.78 Strategic Roadmaps for Town Centres Presenters: Jo Kelly, People, Place and Partnership Libby Ozinga, People, Place and Partnership

What is a Strategic Roadmap?

Through a strategic planning process a community can choose priorities and allocate resources to work towards its preferred future.

Any community serious about creating positive economic change, must develop and operate a strategic planning framework. Such a process is well accepted as a technique in business and it is now being recognised as essential for effective community economic development. Through such a planning process a community can begin to define and work towards its preferred future in achievable steps. It can influence the course of development and take some measure of control over its destiny.

In community development, strategic planning is essentially about making choices, determining priorities and allocating resources. It is about exploring alternative courses of action regarding the future. It is about designating a preferred future and identifying ways and resources to make it happen. It is not a “one off” static exercise. It is an ongoing process. In preparing a strategic roadmap for a Town Centre it is therefore about achieving a collaborative approach to revitalise the centre for its community.

What are the benefits of a Strategic Roadmap?

- Better understanding of the community
- Realistic base for making decisions regarding the future
- Enhanced community consensus
- Improved community collaboration, co-operation and co-ordination
- Strengthened community competitive advantage
- Provision of short and long-term action plans
- Focuses community efforts on key issues
- Stimulates interest and involves residents and business owners in their future
- Identifies and involves new leaders
- Encourages strategic and forward planning.

What is the approach?

An integrated holistic approach will provide a framework that includes four key elements:

- Management and Communication
- Urban Design and Planning
- Centre Image and Identity
- Community Cultural Development and Sustainability

3.79 Simply Irresistible Bondi Junction Presenters: Debra Dawson, Bondi Junction Manager, Waverley Council, Iiona Van Galen, Director, City Marketing Pty Ltd

In this unique presentation, client and consultant join forces to detail a unique targeted tenancing strategy that has helped Bondi Junction maintain and attract new mainstreet retailers whilst all around, other nearby suburbs have lost businesses following the opening of Westfield's latest shopping centre. Westfield's \$650M development, its largest development in the Southern Hemisphere, has been trading on the edge of Bondi Junction Town Centre for the last 12 months. Sydney's Double Bay, Paddington and even the City have suffered under the onslaught of professional marketing by Westfield.

And yet 12 months of detailed tracking proves that Bondi Junction is today healthier than ever, with falling vacancies and thriving new businesses. With the assistance of City Marketing, Waverley Council's Bondi Junction Manager has actively identified, sourced, and worked with local real estate agents to attract new businesses into the main street, creating distinct trading precincts each offering a unique character and retail experience.

Come face to face with the reality of a successful strategy that has made Bondi Junction 'Simply Irresistible' as a place to do business, and as a place to shop.

3.80 Tenancy Mix or Tenancy Mix-up Presenter: David West, Principal Consultant, Premier Retail Marketing

The main street product is the unique mix of retailers, small businesses and civic activities that we offer to our customers. How did it become such a mess?

We seem to have too many \$2 shops, sex shops and in the wrong location not to mention the vacancies. Our property owners seem to accept anyone and leasing agents are placing small retailers in any location available.

We can't control this. We just have to accept what we have. — WRONG!! We can influence the outcomes that we want through retail planning.

The first step toward improving the tenancy mix involves customer research to increase our understanding of the surrounding market. Information gained from asking residents coming to our main street and those not coming will give us a valuable insight into customer behaviours, needs and wants. In addition reviewing ABS statistics will complement our information base.

The next step is a full audit of all small businesses, retailers and community uses within our street or precinct. The list is categorised into retail categories such as fashion, food, homewares etc and the market position is noted including details of building quality, window displays and internal presentation.

The mix of upmarket, mid-market and lower market retailers will greatly influence how we market the precinct to our customers.

Following this analysis the business mix of competition centres must be clearly understood to determine their position in the market and identify any gaps or opportunities available.

Engaging the property owners, property managers and leasing executives is a key element to improving the business mix. The way to do this will be fully explained in the paper.

3.81 **Dee River Remediation Project** Presenter: Paul Woodward, Department of Natural Resources & Mines Qld

Dee River Remediation Project - summary

- A \$7 million State Government project to clean up the Dee River in Central Queensland is nearing completion. The Department of Natural Resources and Mines (NR&M) is decommissioning three small dams and cleaning up the Dee River, adjacent to the former Mount Morgan mine site about 45 minutes south-west of Rockhampton.
- More than 300,000 cubic metres of acid producing tailings and contaminated water have been removed from behind three heritage-listed dams. NR&M is working alongside other government agencies, traditional owners and the Mount Morgan community and council.
- The Dee River Project is unique because it involves removing three unstable dams and the contaminated water and material behind them, re-establishing low flow channels and floodplains to the river and preserving several structures and sections of the dams for their heritage value.
- The project was sparked when the dams were found to be unsafe and if they were to fail the surrounding environment and residents would be at risk of being inundated by the highly acidic water.
- Tailings are being removed from the bed and banks of the river using a combination of dredging and heavy earthmoving equipment sourced from local and interstate contractors. The excavation process is complicated by the need for the heavy machinery and plant to work in a reasonably confined space to extract and transport the acid-producing sediment to the open cut pit.
- The open cut pit holds 9000 million litres of water with a very low PH level and high levels of iron, aluminium, copper, manganese and sulfates.
- The project team is constantly monitoring the water levels in the open cut pit to ensure there are no overflows of contaminated pit water entering the Dee River. The clean up involved clearing tailings and re-establishing 1.6 kilometres of a two-kilometre stretch of the Dee River. To eliminate the risk to the downstream population they removed one dam and lowered the walls of the other two.
- Work is continuing to re-establish the riverbed, protect the riverbanks and build display shelters to educate visitors about the site.
- The displays will identify, explain and preserve the history of the dams, including the reasons for their removal. The project, including the re-vegetation of the riverbanks, is on schedule for completion at the end of this year.
- NR&M is currently establishing a program to monitor the river water quality, sediment flow and groundwater for the next two years. The success of the project will also be supported by the installation of a \$2 million water treatment plant at the mine site in May 2005.

3.82 Water Supply Central Queensland Presenter: Rina Lloyd, Department of Natural Resources & Mines, Qld

- Outline
 - Whole-of-government approach- links to regional plans
 - Involve partnership between Local & State Government
 - Identify:
 - existing status of water resources
 - future demands & implications
 - demand management analysis
 - potential water sources/supply options
- Assess potential options using Economic/social & environmental criteria
 - Structural options; and
 - Non structural options; Desalination, increasing demand management initiatives, water trading, reuse
- Consultation
- Develop agreed regional water supply strategy & implementation arrangements

3.83 Sustainability in Development Assessments Presenters: Cathy Crawley, Manager, Arup Sustainability Adam Beck, Senior Sustainability Consultant, Arup Sustainability

Translating the guiding principles and aims of planning schemes, sustainable development strategies and plans into specific development outcomes is the real test of successfully implementing sustainable development.

Arup Sustainability has recently developed isDA® (Integrating Sustainability into Development Assessment), a tool that can be used to assess and monitor the sustainability performance of development applications. The tool represents a step change in both the understanding and application of sustainability theory and practice at the development application stage and is an innovative approach to a sometimes complex and often uncertain issue. This paper explores the real meaning of sustainability in the assessment of development applications.

Arup Sustainability developed isDA® through recent research and development and resulting from of a recent project with Rotherham Council (UK) and the Countryside Agency that sought to develop a methodology that will facilitate the implementation of sustainable development at a local level in South Yorkshire, focusing on the unique issues and problems faced by that local community. The tool is based on local sustainability indicators that promote the principles of the PA and LA21.

The methodology developed draws on current international best practice and has three aims:

- to guide Local Authorities in development application assessment and to ensure that sustainable development principles are translated effectively into local development and local policies;
- to assist planners in the identification of sustainable development opportunities that will contribute to the sustainable regeneration of these communities; and
- to test the Countryside Agency's six propositions for making land-use planning more effective.

Day 3 - Friday 2 June 2005 - Extracts**3.84 Strawberry Fields Forever** Presenter: Tom McGuire, Executive Director, Community Seven Ltd, Liverpool UK.

The experience of Liverpool as a city, which over 30 years, experienced around 25% population reduction and a complete overhaul of its industrial / commercial base and a collapse in housing market confidence with thousands of empty homes and a residual, economically immobile and socially deprived community. For almost two decades Liverpool became known as a city with a terminal illness as if it suffered from a general psychological flaw - characterised in the national media by a whole number of themes and idiosyncrasies including paranoia, whingeing, self destruction, self righteousness, militancy, aggression, even tragedy etc. These views partly reflected and partly sustained a reality but lost sight of the inner strength and determination of a very confident, optimistic and irrepressible community, which at the very end of the century, turned a corner and played a major role in driving new ideas into Government housing policy. These resulted in a series of government initiatives which reflected new thinking and a new emphasis on long term outcomes, sustainable communities and housing market renewal, which in turn required that housing and other community, voluntary or statutory organisations needed to change themselves to deliver a new city with a thriving housing market and sustainable communities. I would describe my own and my organisations experience in that context.

3.85 Varsity Lakes at Gold Coast Presenter: Paul Eagles. Delfin Lend Lease

In 1999 Delfin Lend Lease commenced development of its 340ha Varsity Lakes project on the Gold Coast.

The vision for Varsity Lakes was the creation of a true mixed use community with a major emphasis on job creation with the integration of residential, commercial and educational uses in a vibrant village' setting.

By the end of 2004, Varsity Lakes was home to a range of businesses employing 1200 people with other key features complete including the acclaimed Varsity Lakes College, the first stages of the mixed use Market Square and the surrounding urban village, The Quay.

The implementation of the residential components of Varsity Lakes has seen the introduction of innovative urban forms, including work from home solutions, Torrens titled terraces and the Delfin 'Warehouse'.

It is believed that Delfin Lend Lease's approach will lead to a diverse, prosperous and vibrant 21st century urban village — certainly a change from the traditional view of the Gold Coast environment.

3.86 Brisbane North South Bypass Tunnel Presenter: Dennis Eiszele, Principal Landscape Architect, HASSELL

HASSELL have been involved with Brisbane's North South Bypass Tunnel (NSBT) from January to November 2004. Our commission involved a) Urban Design of the surface works; b) Environmental Impact Assessment, and c) Urban Regeneration, The NSBT project is an initiative of Brisbane City Council (BCC). We were subconsultants to the Sinclair Knight

Merz/ Connell Wagner Joint Venture, which provided engineering and EIS for the planning phase of the project.

The urban design and associated impact assessment was mainly related to the surface works, associated with the Southern, Shafston Avenue and Northern portals, or connectors. Designs were undertaken to reflect BCC's "Living in Brisbane 2010" objectives and assessment criteria urban, environmental and visual quality.

Based on the completion of the EIS and associated urban design, the overall project feasibility, including business case is to be submitted to the State Government for approval.

3.87 Blacktown City Underpass Project Presenter: Jennifer Underwood, Community Enhancement Officer, Blacktown City Council

The Blacktown City Underpass Project (BCUP), as part of Councils Community Pride Movement, is a hands on attempt to improve community access through Mount Druitt, which is made up of eleven distinct residential areas with large areas of open space. These areas are connected by a network of pedestrian underpasses linking shops, parks and main roads. Planned in the 1970's, the network and many of the pedestrian links are isolated, under utilised and considered unsafe.

Over a period of two years from 2002 to 2003, the BCUP enhanced local community spirit, ownership, identity and participation, improved co-operation between local communities, government and non-government agencies, community perceptions and the safety and amenity of three pedestrian underpasses in the Mount Druitt area.

This not only increased the use of these underpasses, proving them to be valuable pathways to community infrastructure and leisure activities, but impacted positively on local business and employment, the environment and social and cultural development in these areas. The BCUP video package documents a unique local government initiative, funded by Blacktown Council and the Department of Infrastructure, Planning & Natural Resources as part of the Urban Improvement Program.

3.88 Smartgrow Accountable Service Delivery Presenters: Ted Anderson Utilities Manager, Western Bay of Plenty District Council Tony G McCartney, Infrastructure Development Manager, Duffill Watts & King Ltd

"Smartgrow" is a joint initiative by three Local Government Authorities in the Bay of Plenty NZ to establish a 50 year forecast of community vision for lifestyle, service and capacity. This "straw person" concept provides individuals; industry, property developers and special interest groups a development framework that fosters an understanding of what drives policy, realistic levels of service and future challenges. The information supporting, and consequential delivering of, these plans requires significant investment in infrastructure, but equally as important, development of robust asset knowledge and accountable service delivery mechanisms against which forecasts can be measured.

This paper presents a brief history of Smartgrow's development but focuses primarily on the tools and service delivery environment in place for Utilities services in the Western Bay of Plenty District Council (WBoPDC). WBoPDC is a rural Council with two expanding rural centres, a population of some 38,000 and three coastal lifestyle communities, surrounding

Tauranga City (pop 150,000+). Issues of distributed networks, transient holiday loadings and differing community levels of service' all contribute to the mixed canvass of the Service Delivery environment. All this plus a Smartgrow population projection of 75,000 by 2050.

Specific issues discussed include Asset Management Planning, Demand Management, procurement models and partnership. The presenters represent both sides of the Service Delivery environment (Council and its Utilities Service Provider) and provide a unique perspective of why the model works and how the solutions may be applicable to other similar service delivery environments.

3.89 Affordable Housing – Queensland Presenter: Peter Chapman. Manager, Affordable Housing, Public Housing and Housing System Initiatives, Queensland Department of Housing

In 2001 the Queensland Government endorsed an Affordable Housing Strategy. Since then several priority actions have been implemented, and the Strategy is now being renewed. This paper outlines achievements of the Strategy and the factors that have influenced outcomes in this new area of government policy.

Principal gains under the Strategy include establishment of the Brisbane Housing Company jointly with Brisbane City Council; a policy on the use of surplus government land for affordable housing provision; development of a Local Government Housing Resource Kit, Affordable Housing Design Guidelines and other resources to support affordable housing projects; support for private sector initiatives and partnerships with the not-for-profit sector; and coordinated responses to the closure of boarding houses and caravan parks, which provide a significant form of affordable housing in the private market.

While these achievements are significant, the Strategy has also faced setbacks in policy and practical efforts to encourage the supply of affordable housing. However, over the past three years the housing environment has not improved significantly and the demand for effective affordable housing policies is stronger than ever. Expectations of a significant government contribution in policy and support for partnerships and initiatives are high. Affordable housing is identified as a key issue to be addressed through the new South East Queensland Regional Plan, and some local governments are asking for support for local responses to affordable housing issues in their areas. The paper summarises the motive forces that call for action and assesses the challenges to be overcome for a new Queensland Affordable Housing Strategy to be effective.

3.90 Increasing Urban Densities Presenters: Michael Durack & Mazlin Ghazali, Directors, Tessellar Sdn Bhd, Malaysia

Tessellar planning is a fundamentally new method of planning spaces. It uses the mathematical principals involved in tessellation, not the linear sub-divisional approach adopted in most planning operations.

In an example of Tessellation housing, small hexagonal courtyard neighbourhoods of 5 homes are linked together to form cul-de-sac communities of up to 19 houses, which in turn form part of a larger neighbourhood of around 120 houses. This physical arrangement promotes communal interaction and safety from traffic and crime.

Tessellation housing produces new forms of attached houses that join back to back and which are accessed from different cul-de-sacs, giving the impression of being detached houses. They have wide frontages but can produce densities as high as townhouses. The compact footprints encourage contour housing. Every house faces a public garden in the centre of the courtyard where big trees can be planted accessible for the very young, old and disabled.

Using mathematics, it is possible to prove that compared to conventional forms of row housing, substantially less road area is required. This improves both the green and saleable land area. Densities can be higher but infrastructure cost reduced. The result is an attractive but affordable alternative form of housing, that does not rely on strata title to achieve increased densities. We expect to secure global patents on this new form of planning.

3.91 Universal Housing Design Presenter: Margaret Ward, Convenor, Australian Network for Universal Housing Design

Our home is the place in which we should be able to express ourselves freely, feel secure, associate and form relationships with the people we choose. Poor design currently excludes, disadvantages and limits people who are vulnerable or who have a temporary or permanent disability or illness.

The Australian Bureau of Statistics identified that 19% of the population in Australia has a disability. This number will significantly increase in the future as the population ages because the likelihood of having a disability increases significantly with age. For example, more than 50% of the population over the age of sixty years has a disability.

The design of housing urgently needs to be upgraded to meet these current and future challenges.

The Australian Network for Universal Housing Design is a national network of individuals and organisations that calls for access requirements in the Building Code of Australia (BCA) for all new and extensively modified housing.

The level of access to be legislated is open for debate. ANUHD will compare the consequences for the Australian community in the next 10 years if timely action is taken with the consequences of maintaining the status quo.

The paper will also interpret how universal design is compatible with the broader notion of sustainability and can contribute to all three of the social, environmental and economic outcomes of the required “triple bottom line.”

3.92 Steel Image – Newcastle Tourism Presenter: Shawn Day, Manager for Economic Development and Tourism, Newcastle City Council

This paper examines the role of tourism in the renewal of Newcastle City Centre. Like many industrial cities in the developed world, industrial job loss, capital flight and depopulation decimated Newcastle in the 1970s and 1980s. To exacerbate matters, Newcastle also had to cope with a natural disaster, a 5.4 point earthquake. These events hollowed-out central Newcastle. But by the turn of the 21st century a development-led turnaround had occurred, fuelled by \$1.5 billion of major approved developments.

Newcastle is capitalising on development-led city centre renewal to position the City as an emerging tourism destination. Capital investment and population is returning to the City Centre as a result of major projects. In development terms, it is re-invigorating the stock of City Centre buildings, public spaces and amenities, revitalising the business base and rejuvenating business areas. In tourism terms, it is enabling Newcastle to position the City as a tourism destination based centred around beach, harbour side and City precinct experiences.

This paper traces the symbiotic link between urban renewal and tourism in Newcastle. Urban renewal and investment fuels the development of tourism product and infrastructure in City Centre precincts. New and reinvigorated tourism product changes the composition of target markets and refocusses the destination marketing effort. The resulting tourist visitation yields an economic return and reinforces the agglomeration effects of urban investment.

3.93 Tourism and Great Places Presenters: Iiona Van Galen, Director, City Marketing Pty Ltd
Nicole Sheridan, Director, City Marketing Pty Ltd Chrissv Carrick Hordern. Director,
City Marketing Pty Ltd

The challenge of place marketing is to strengthen the capacity of communities and regions to adapt to the changing marketplace, seize opportunities, and sustain their vitality. Strategic place marketing calls for designing a community to satisfy the needs of its key constituencies. Place marketing succeeds when stakeholders such as citizens, workers and business firms derive satisfaction from their community, and when visitors, new businesses and investors find their expectations met (Kotler Marketing Places 1993).

Many communities look to strategies to attract tourists to improve their competitive position. City Marketing will present case studies showing how different communities have successfully (or not) developed tourism into place marketing to create sustainable communities.

We will:

- explore the tourist's expectations and needs,
- show how a community can identify and promote its own competitive tourism advantages
- show how to identify your tourism target markets,
- present some examples of working with surrounding communities to enhance the offer and experience for visitors,
- explore issues relating to managing the tourism impact on a local community

3.94 Yeppoon Growers Market Presenters: Hunt Principal Service Officer, Planning, Engagement and Co-ordination, Department of Communities Robyn Donovan, Rural Information Specialist, Regional Delivery, Department of Primary Industries and Fisheries

Growers' markets as an outlet for fresh food have been in existence for hundreds of years in Europe, Asia and the Pacific. In recent times they have become popular in Australian cities and some regional locations. Markets at Kuranda, near Cairns and at Eumundi, on the Sunshine Coast are now major tourist attractions.

With little publicity, the weekly market at Yeppoon has been operating for nearly thirty years and has had a significant but understated impact on the local community. This presentation traces the development of the Yeppoon Market and assesses the environmental, demographic

and organisational factors which have led to its success. It also identifies the social and economic benefits to the Yeppoon community and to local growers.

Finally the presentation will explore the potential for the Yeppoon Market model to be adopted by other communities in Queensland as an avenue for social and economic development.

3.95 Urban Design Agenda for Queensland Presenter: Caroline Stalker, Chair, Urban Design Alliance of Queensland (UDAL(Q)) & Associate Director, Architectus

The Urban Design Alliance of Queensland believes that urban design is a significant contributor to the physical, social and economic well being of communities. Last year we published an Agenda for Urban Quality in Queensland. This document, which sets out a number of fundamental ideas for urban design and qualities of good urban places, has been endorsed by major practices and adopted as urban design policy by Maroochy Shire Council and Gold Coast City Council.

Many of the ideas set out in the Agenda document have particular relevance to the design and planning of town and city centres. The Agenda promotes urban design values such as:

- the importance of connecting centres to their surrounding fabric;
- creating centres which support wayfinding rather than disorientation;
- creating centres that are humane in their scaling and detail;
- supporting the participation in urban life of the *whole* of the community, not just a particular social group; creating centres which support a range of economically viable activities; and
- creating sustainable centres.

The Agenda offers a viewpoint drawn from a diverse range of professional backgrounds on those factors we believe are fundamental to the creation of high quality urban environments. It also provides a broad policy framework for promoting urban quality in Queensland, a timely contribution given the State Government's consolidation agenda.

3.96 Stonnington Style Presenter: Paul Cherednichenko, Manager Enterprise Communication & Cultural Development, City of Stonnington

The City of Stonnington is an inner City municipality in Melbourne and is home to Australia's leading fashion and retail precincts including Chapel Street and Toorak Road. To further enhance the branding of Stonnington as Melbourne's Fashion and Style Capital, Council implemented an extensive branding and marketing campaign — *Your Style*.

Your Style, aligned with Council's overriding Stonnington Style campaign, created an awareness of the Stonnington brand and capitalised on the brand associations of the City's premier shopping strips.

Targeted at residents, Melbournians, interstate and international visitors, *Your Style* encouraged the thriving tourism market in the municipality while providing a competitive edge for Stonnington traders by collectively marketing the precincts as a single destination.

Your Style, with the buy-in of Councillors and senior management, successfully brought

together key stakeholders including a cross section of Council business Units, traders and residents, to successfully brand the City.

3.97 Branding a Shopping Strip Presenter: Kirsten Coster, Manager Business Relations, Whitehorse City Council

Council has recognised the importance of the Whitehorse Mega Mile precinct to the City's economy and employment opportunities for some time and has actively implemented a number of strategies to reinforce and strengthen the role of this retail strip.

In managing this role, Council has sought to encourage and promote the bulky goods retail focus along Whitehorse Road and enhance the appearance of Whitehorse Road through developing and implementing:

- Land Use Management Strategies
- Streetscape
- Urban Design Improvements
- Branding Strategies (the most recent project)

The key objective of the branding project was to create a cohesive and highly branded retail precinct. This work has now strengthened land use management initiatives and urban design themes, all providing a total' customer experience (with potential ongoing benefits for increased expenditure and return visitations) and generating investment and property redevelopment.

In developing the branding strategy Council established a 'Vision' team and worked in partnership with local businesses, who were charged with the task of developing an identity for the retail precinct that would make it stand out.

This identity is created by the name and logo, which reflect the character of the area. Having identified the precinct's desired perception, strengths and unique attributes, it was possible to develop the brand.

In essence, the Whitehorse Mega Mile is Melbourne's ultimate lifestyle shopping strip. It is considered that both the name and the logo reflect the lively, unique and physically imposing nature of the precinct.

To date no formal marketing structure has been implemented but the uptake of the brand by businesses has taken a number of different forms, including: radio jingles, property sales/leasing material, the placement of Whitehorse Mega Mile sticky decals in shop windows, and the use of Whitehorse Mega Mile promotional materials for the precinct in their major sales.

Perhaps most successful of all, however, has been the \$50,000 contribution made by traders in the precinct in the form of sponsorship and prizes towards what is now an annual event - the Whitehorse Mega Mile Fun Run/Walk. This major sporting event provides enormous opportunities for the brand to be seen on a statewide platform both in the form of printed and television material, attracting over 2,000 participants in its first year.

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As the initiative now moves into Stage 2 of its implementation Council is now working closely with the business operators to formalise a Trader/Business Association and take the marketing and promotions strategies for the brand to a new level.

A handwritten signature in black ink that reads "Kevin Greene". The signature is written in a cursive style with a large initial 'K' and a long, sweeping underline.

Mr Kevin Greene MP
Chair

Appendix One – Report from the NSW Standing Committee on Public Works

Public Works and Environment Committees National Conference, Canberra, NSW Jurisdictional Round up 2004/2005, presented by Committee Vice Chair, Ms Marie Andrews MP, Friday 30 September 2005, 1:45 pm

Good Afternoon Delegates, I am pleased to outline the key activities of the NSW Standing Committee on Public Works over the last 12 months. As Vice Chair of the Committee I would also like to outline our current inquiry which is due for completion in November this year. Firstly there is the Report on Joint Use and Co-location of Public Buildings.

In May 2004, the Committee commenced an inquiry into the joint use and co-location of State and local government public buildings. State and local governments are responsible for the provision of many public buildings, for example, schools, police stations, and hospitals at a state level; and childcare centres, libraries and sporting facilities at a council level. The Inquiry aimed to explore the option of combined facilities. Fifty submissions were received.

The inquiry discovered that there have been two main approaches to combining facilities: the joint use approach where a single building has multiple uses; or, the co-location or campus approach where multiple facilities are based at a common location. Further to these approaches, is the co-location of public and private buildings. New South Wales already has many instances of co-location of public/private buildings, such as new civic complexes. The Committee, in these cases, was concerned with balancing public and private spaces for community benefit.

The Inquiry found that current NSW Government asset management strategies are not actively promoting and supporting agencies and local government to collaborate in co-location and joint use projects.

The Committee recommended that NSW Government agencies prove that joint use and re-use options have been explored before seeking funds for new public buildings. Agencies should also set key performance targets that ensure the efficient use of building assets through joint use and co-location.

The report was tabled in December 2004. The NSW Government has responded with support for various measures and “support in principle but subject to review” for the remaining recommendations.

The Committee was also represented at two interesting conferences this year that reflect the broad charter for the NSW Public Works Committee

The Chairman and Committee Manager attended a half day seminar on “Reinventing the Private Car - Changing Personal Mobility in the 21st Century” held at the Australian Technology Park on Tuesday 16 November 2004.

The seminar highlighted new approaches to land use and transport planning and sustainable public transport infrastructure. This is a key area of interest to the Public Works Committee.

The focus of the day was the mainstreaming of car sharing programs that have operated in Europe and the US for some decades. Contemporary car-sharing operates like “time sharing” on a holiday unit. The participants pay a bond then sign up to a usage plan similar to a

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mobile phone contract. The car is located in a central community space, like a public car park and is booked via the phone, internet or using a code box attached to the vehicle.

Carsharing offers a third option between private and public transport and is increasingly cost effective given petrol and insurance costs for individual car ownership. It also has significant benefits to the environment, such as reducing carbon emissions and traffic and parking congestion.

In June 2005, representatives from the Committee also attended the 6th “International Cities, Towns and Communities” Conference in Yeppoon, Queensland. Many of the conference sessions concerned coastal area management, which is a major component of the Committee’s current Inquiry into Infrastructure Provision in Coastal Growth Areas. The conference also covered a number of important public infrastructure issues relevant to New South Wales, including urban water recycling, energy management, planning for high-density urban areas and provision of infrastructure through public private partnerships.

To finish I would like to highlight the Committee’s current project - the Inquiry into the Infrastructure Provision in Coastal Growth Areas.

In February 2005, the Committee commenced this Inquiry, which effectively examines how councils are coping with seachange populations moving to the coast. There has been significant growth of population in the coastal areas of NSW over the past decade. Over 85% of the NSW population resides within 50 km of the coast.

The coastal population growth and the increased residential and commercial development that accompanies it, have placed significant demands on coastal communities. These include:

- Basic infrastructure pressures on roads, power, water and waste infrastructure;
- Social/community services pressures such as aged care, education facilities, health, social and policing services;
- Economic pressures for the creation of local jobs through increased economic planning and development; and
- Environmental pressures to prevent coastal erosion and pollution and create of sustainable communities on the fragile coastal environment.

The committee conducted a number of site visits to coastal areas to assess the needs and concerns of these coastal communities. The communities visited included Kiama, Port Stephens, Port Macquarie, Wyong and Gosford.

Concern about coastal infrastructure is shared with a number of other initiatives including the National Seachange Taskforce, a Federal and local government initiative. The NSW Public Works Committee is focusing on the NSW situation but is working closely with the taskforce.

A call for submissions was made earlier this year and 100 submissions were received. A more detailed report will be provided in next years’ Annual Report.

These are the areas of interest for the Committee over this last year. I’d like to thank delegates for the opportunity to outline our activities and would be happy to discuss any issues with you.