

LIVEABLE



YARRA

Better planning for
people and places

Topic

Council survey

There were a number of questions and suggestions about the survey, including that Council survey residents more often, that people who work but don't live in Yarra should be included, and some queries about the size of the sample used in the Community Attitudes survey.

Further
information

The survey is an important indicator of community attitudes towards planning issues. It is acknowledged that there were many interesting questions raised by this presentation, however there is a lot of important issues to talk about in the forums so we can't spend too much time looking at survey results.

Council undertakes an Annual Customer Service Survey; this gathers information on all of the services Council provides. This survey is done by doorknocking a randomised sample of residents and has a sample size of over 800.

<http://www.yarracity.vic.gov.au/your-council/annual-customer-satisfaction-survey/>

For the Community Attitudes survey, the invitation to participate in the survey indicated that paper copies could be made available. 33 respondents did the survey in this form. Council will consider doing the Community Attitudes survey again, perhaps to inform the next Council Plan.

There are a range of ways people can let Council know of their views and opinions: Council meetings are open to the public, by calling the Access Yarra call centre or checking the <http://yarraconversation.com.au/have-your-say> website.

The opinion of those who work but don't live in Yarra is important. Council has a Business Advisory Group that regularly provide advice to Council on relevant issues. The Economic Development Unit also regularly engages with businesses and maintains a register of businesses in Yarra.

There are 4 participants on the People's Panel who don't live in Yarra but who work or own a business in Yarra.

Sample size

The study of statistics has widespread practical application, including in things like political opinion polls. It is also used in surveys like this one to help understand how confident we can be that the results of the survey represent the views of the wider population. The 'margin of error' expresses the amount of error in a survey's results. It asserts a likelihood (not a certainty) that the result from a *sample* is close to the number one would get if the *whole population* had been queried. This is a good explanation found on the web:

"If 50% of all the people in a population of 20,000 people drink coffee in the morning, and if you were repeat the survey of 377 people ("Did you drink coffee this morning?") many times, then 95% of the time, your survey would find that between 45% and 55% of the people in your sample answered "Yes".

The remaining 5% of the time, or for 1 in 20 survey questions, you would expect the survey response to more than the margin of error away from the true answer.

When you survey a sample of the population, you don't know that you've found the correct answer, but you do know that there's a 95% chance that you're within the margin of error of the correct answer."

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tolerable margin of error. The only way to know with 100 percent certainty is survey all 86,000 residents and get their opinions.

Topic

Delivery of community infrastructure, including education

There were a number of questions about the sort of infrastructure that Council plans for and provides, including education infrastructure. In particular, how Council was planning for more infrastructure to keep up with population growth, education facilities and whether Council could influence more private schools to locate in Yarra.

Response

Council planning for infrastructure

Planning for community infrastructure is an important part of planning for Yarra's future growth and change. There is a team within Council that is dedicated to planning for community infrastructure and Council currently provides a range of services and facilities across all ages.

Current community facilities include three Recreation/Leisure Centres, three Town Halls, five Libraries and numerous Community Meeting Rooms. Increasingly Council service delivery is becoming integrated so that our facilities are multi-purpose for flexible service delivery. For example, Yarra has eight Maternal and Child Health Centres. Some of these are located in facilities with other early years services and in other facilities, located with library and community meeting spaces.

Community Infrastructure Plans will be developed for all of Yarra's neighbourhoods. The Plans will identify specific community infrastructure priorities at a local level for Yarra's ten neighbourhoods and will respond to projected population growth and change.

Another example is the new GTV9 Community Hub that provides a community infrastructure solution within a new housing development. This was delivered through developer contributions and comprises community meeting rooms, a function room, commercial kitchen and office space.

The spaces and facilities that Council provides are platforms for Council service delivery as well as providing meeting and activity space for community groups. Council services include:

- Family, Youth and Children's services
- Aged and disability services
- Leisure services
- Library services
- Community and meeting rooms
- Neighbourhood houses
- Open space and recreation.

Education

Education is an important element of liveability and education infrastructure is delivered in a range of ways.

Council's role in delivering education infrastructure is primarily via early years education (child care).

The provision of state schools (primary and secondary) is the responsibility of the State Education Department (Department of Education and Training). The State

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Topic

Sustainability

There were a number of questions about how Council could ensure more sustainable outcomes in new developments as well as Council activities.

Response

Council commitment to sustainability

Yarra is the first certified One Planet Council (and only third in the world) and the first Carbon Neutral Council in Victoria (second in Australia) which are both independent assessments. The One Planet certification covers ten principles including transport (which covered topics including commitment to cycling infrastructure, standard and electric fleet bikes eco-driver training and reducing all local roads to 40km/hour zones), and Yarra got an overall rating of 82%, putting us in the International Leadership category. (<http://www.yarracity.vic.gov.au/environment/yarra---australias-first-one-planet-council/>) Each year Council also holds Sustainability Awards to celebrate achievements in the community across education, home & garden, local leaders, businesses and a range of other categories.

Council has reduced its own emissions by 34.9%, which is sector leading, and now generates 25% of our energy from low carbon sources. Much of this comes from the 470kw of solar generated from approximately 1,800 panels that have been installed over more than 30 of Council's buildings. Through the new targets set in the Yarra Environment Strategy Council is working towards reducing gross emissions by 60% compared to the baseline year of 2000/01 (we reached 34.9% at June 2015) and increase Yarra's energy production from renewable sources.

Encouraging Sustainability in design of buildings

Council currently runs the Sustainable Design Assessment in the Planning Process (SDAPP) program (<http://www.yarracity.vic.gov.au/planning--building/Environmentally-Sustainable-Design/Sustainable-Design-Assessment-in-the-Planning-Process-SDAPP/>) which encourages developers to consider sustainability at the planning stage, and whilst this is voluntary it has a very high participation rate (around 95% each quarter).

In terms of considering the impact of Climate Change on buildings, Council has adopted an Environmental Sustainability Local Planning Policy which is awaiting approval from the Minister for Planning. In the interim, the SDAPP program encourages all new developments to include sustainability measures across a range of categories including energy & water efficiency, indoor environment quality, transport, stormwater and more.

Council also has an ESD Policy for its own buildings, both for new builds and upgrades to existing buildings. This Policy sets the benchmarks that must be met, with an example being the new North Fitzroy Hub which is about to commence construction and will meet a 6 Star Green Star Rating (the highest Green Star rating possible).

At a community level, Council has established the Yarra Energy Foundation (YEF), an independent, for-purpose organisation with the ambition to achieve a zero carbon future in the City of Yarra. YEF deliver a wide range of advice, events and targeted programs that help households and businesses transition to a zero carbon future (<http://www.yef.org.au/>)
