

# Transport and Social Inclusion

Emily Simatos, Social Transit Unit, Public Transport Division

Sally Semmens, Integrated Transport Policy Division

Jenny Morris, Policy and Communications Division



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# This presentation has 3 parts

Part 1 Why are social inclusion and accessibility important ?

**Emily Simatos**

Part 2 Why do we need inclusive urban design and what does it look like?

**Sally Semmens**

Part 3 How can transport planners and engineers play our part?

**Jenny Morris**

# Part 1. What is Social Inclusion?

Social Inclusion means:

*“Ensuring that everyone is able to participate fully in Australian society. It is about people having the necessary opportunities, capabilities and resources to enable them both to contribute to and share in the benefits of Australia’s success as a nation”*

Australian Social Inclusion Board

# What does Social Inclusion mean for government in Victoria?

- *Growing Victoria Together* – The economic framework
- *A Fairer Victoria* – The Social Justice Framework
- *The Transport Integration Act 2010* - Key objectives
  - Social and economic inclusion
  - Economic prosperity
  - Environmental sustainability
  - Integration of transport and land use
  - Efficiency, coordination and reliability
  - Safety, health and wellbeing

# What is DOT's role in encouraging social inclusion and accessibility?

## **Transport Social Policy**

- To assist the transport portfolio to deliver sustainable social outcomes, through policy, programs and strategic planning which focus on people and places, social inclusion, accessibility and innovative mobility solutions

## **Social Transit Unit**

- To assist Victorians to access employment, educational, social, civil and personal opportunities by identifying, developing and delivering operational public transport policies and programs.

# What does accessibility mean?

Accessibility is a concept that relates to both goods and people, and applies to many industries, e.g. housing, manufacturing, transport.

It is relevant to all people, not just disadvantaged groups.

Most relevant to transport, accessibility relates to

- the movement of people and goods,
- the proximity of activities and opportunities,
- the availability of services and infrastructure.

# Why are Social Inclusion and Accessibility Important?

Accessibility enables social inclusion by:

- Providing access to employment, education, services, goods and opportunities
- Contributing to individual and community wellbeing
- Improving health outcomes and increasing quality of life

Accessibility also assists in planning for the future by:

- Meeting the needs of an ageing and growing population
- Building a sustainable transport system and infrastructure

## Part 2: Inclusive Urban Design

Design that creates places **everyone** can use

- the elderly
- parents with prams
- travellers and business people with luggage
- shoppers with trolleys
- those with a disability or injury.

If you design for the elderly you design for all.  
e.g. orange gadget, low floor showers

# What are the benefits of Inclusive Urban Design?

Contributes to:

- Accessibility – Provides a public realm which contributes to the social, environmental and economic sustainability of the city
- Equality - Allows people to participate equally
- Health - Extends functional health capacity in an ageing population
- Quality urban environment - Contributes to the beauty and liveability of the city

# What does inclusive urban design look like?

- Human scale
- Place based
- Accessible – whole of journey experience
- Seamless simplicity
- Streets for life – Swanston St Mall  
– Knox Shopping Centre

# Characteristics of inclusive urban design

- Familiarity - recognisable, understandable, predictable (what is expected)
- Legibility - understand place, network features, signage, landmarks
- Distinctiveness - place based identity
- Accessibility – whole of journey
- Comfort and safety

# How do we achieve inclusive urban design?

- Need to design it, not just talk about it
- By watching and listening to the needs of older people, young people, disability and injury groups, mothers, visitors
- By planning from the outset and making it integral to all stages of the planning, design and implementation processes.
- By including it in performance indicators for accessibility, procurement and delivery schedules
- References...

## Part 3. How can transport engineers and planners play their part?

### Seven Key Considerations

1. *Context* matters
2. *Cater* for all users
3. *Consult* widely, early and often
4. *Cultural* and *behavioural* aspects
5. *Connectivity* is critical for accessibility
6. *Collaborate* with others
7. *Construct* and implement realistic solutions

# 1. Consider the *Context*

- Widen the lens – focus beyond the project itself
- Consider how the specific project relates to its surroundings and can add value to the built form
- Site responsive and socially responsive design
- Austin/Mercy Hospital example...

# 1. Consider the *Context*

- Austin/Mercy Hospital example...



## Make use of aerial photos ...



## ... and on-site visits



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**<- Main entrance here**

**View from Bell Banksia Link – Studley Rd intersection...**

## 2. Cater for all users

- Consider the needs of those travelling by non-motorised forms of transport, as well as those coming by car, public transport or taxi
- Even those using footpaths have differing needs and abilities (we have to put ourselves 'in other people's shoes')



## People's needs and requirements differ

<b>Personal mobility characteristics</b>	<b>Maximum 'walking' distance without a rest</b>
Person with a visual handicap (assisted by a long cane or dog)	150m
Person uses a wheel chair	150m
Person with limited mobility, but does not use walking aid	100m
Person uses a walking aid (stick, frame, crutches)	50m

### 3. *Consult widely, early and often*

- Good accessibility happens *by design*
- Retrofitting is expensive, usually suboptimal and often precluded on cost grounds



## 4. Consider *cultural* and *behavioural* aspects

*Barriers include:*

- Poor signage
- Language difficulties
- Feeling unsafe or insecure travelling alone or at night
- Parents or carers (as gatekeepers)



The pedestrian link from the bus interchange at Heidelberg station is by a rail subway ... on the opposite side to the hospital...

# Understanding behavioural preferences is important

- Young people like to travel in groups
- Many older people also like company when they travel
- Older people in many ethnic communities tend to rely more on their own families (unless close to PT)



## 5. *Connectivity* is a critical component

Accessibility depends upon having good linkages between the transport system as a whole and the built form...

... and on having good connections within the transport system itself

'Incidental' walking is a part of most journeys - this can 'make or break' accessibility





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## Accessibility suffers if...

... there is just one missing or deficient link in the 'chain'

A lack of safe pedestrian crossings can create 'accessibility gaps'



The pedestrian 'link' when the Mercy hospital first opened in May 2005...

## 6. *Collaborate with others*

- Look for synergies with other projects
- Think laterally - seek opportunities to pool resources, knowledge and expertise
- Connect to existing community activities and networks

## 7. *Construct* realistic solutions

- Steep inclines and changes of slope affect accessibility
- Visualise the design in 3D and how it will be used by different people
- Conduct 'reality checks' based on own 'on site' experience
- Ongoing community engagement



# Social inclusion through improved accessibility

Accessibility affects ability to use services

Integration of land use and transport *can* provide accessible transport - for people with different levels of mobility, including those with disabilities

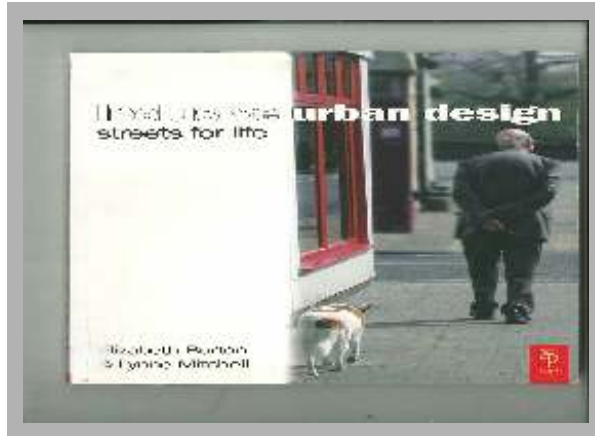
Plan for people first





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# Useful references



*Inclusive Urban Design for Streets 2006*  
Elsevier Publication



[www.cabe.org.uk](http://www.cabe.org.uk)



Urban Design Forum Issue  
[www.udf.org.au](http://www.udf.org.au)

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# Thank you

**Emily Simatos**, Social Transit Unit, Public Transport Division

**Sally Semmens**, Integrated Transport Policy Division

**Jenny Morris**, Policy and Communications Division