TUTI

The Urban Transport Institute
for reliable urban transport information

TUTI Report 30-2004

Buxton Community Survey Report

DRAFT

R.K. Seethaler and A.J. Richardson

21 July 2004

Table of Contents

List of Figures

List of Tables

TUTI
The Urban Transport Institute

1 Introduction

In early 2004, Murrindindi Shire Council announced that it had commissioned consultants (led by Urban Enterprise Pty Ltd) to prepare an Urban Design Framework (UDF) for eight small towns, including Buxton, with the Shire.

An Urban Design Framework is a strategic planning tool that sets out an integrated vision for an area for future development. Urban Design Frameworks provide a direction for future interventions that shape the form of open space, buildings and landscape. For a more complete description of Urban Design frameworks, see the Planning Note from the Department of Infrastructure which is included as Appendix D to this report.

As part of the UDF process, a Steering Committee was formed with staff from the Council, the consultants, and representatives of the eight small towns. Notices were placed in community newspapers for community volunteers to join the Steering Committee. For both personal and professional reasons, Rita Seethaler and Tony Richardson (from TUTI) offered to serve on the committee.

On May 12, the first meeting of the Steering Committees took place (the eight towns having been split into two groups of four, with Taggerty, Thornton, Buxton and Narbethong being grouped together). One of the points arising from these meetings was that the community representatives were there not only to present their own views but, more importantly, to act as a two-way conduit for information between the UDF process and the wider community that they represented. As such, it was important to gather information on what the community thought were important issues to consider in the development of the UDF.

Given the professional role of The Urban Transport Institute in the conduct of many large-scale travel surveys in Australia and overseas, TUTI offered to conduct a Community Survey in Taggerty to ascertain the views of Taggerty residents and to gather a demographic profile of the residents of Taggerty. Subsequently, community representatives from Buxton asked if the same survey could be repeated in Buxton. This report describes the development and conduct of that Buxton survey, and provides some initial results from the survey.

2 The Sample

In thinking about the conduct of a Buxton Community Survey, one of the first questions was to determine just what was the "Buxton Community" (this was also one of the first questions considered for each town at the first UDF Steering Committee meeting).

In considering the definition of geographic regions, one of the first places to turn is usually the Australian Bureau of Statistics (ABS) to see what definitions they have used in the Census of Population and Housing that is conducted every 5 years. The last of these Censuses was conducted in August 2001. The ABS reports census results down to the level of the Census Collectors District (CCD), which is the finest level of disaggregation that they use. The CCDs in the Buxton area are shown in Figure 2.1.

TUTI
The Urban Transport Institute
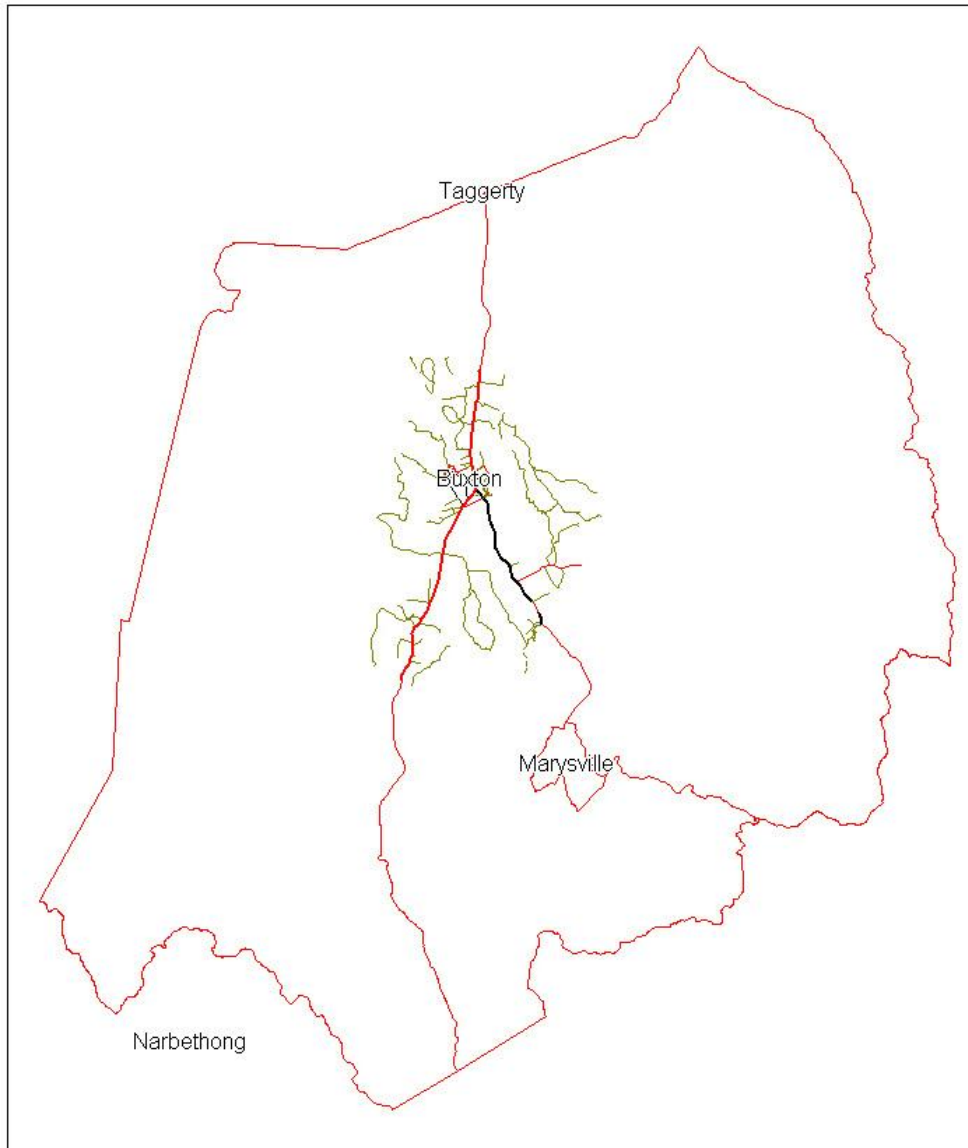
Figure 2.1   ABS Census Collectors Districts for Buxton

Unfortunately, while one CCD covers the central area of Buxton, the rest of the Buxton area is covered by three CCDs in the ABS geographical descriptions, with the result that the Buxton population is spread across these four areas, and mixed with households as far apart as Taggerty, Narbethong and Marysville. Therefore, no clear description of the Buxton Community can be obtained from the ABS Census.

An alternative description of the Buxton community can be obtained from the telephone White Pages, using households that list their address as "Buxton". Using an electronic version of the White Pages (obtained from Desktop Marketing Systems), a total of 199 household addresses were identified, after removing duplicate listings of addresses. A total of 137 of these phone listings provided sufficient address information (i.e. full street number and street name details) to enable them to be mapped, as shown in Figure 2.2. This confirms that the "Buxton Community" is much smaller than the four CCDs covering Buxton in the Census data. However, because many of the household locations were unmappable and because some households that were know to exist were not listed in the White Pages, the White Pages listing was not a complete listing of all Buxton residences.

TUTI
The Urban Transport Institute
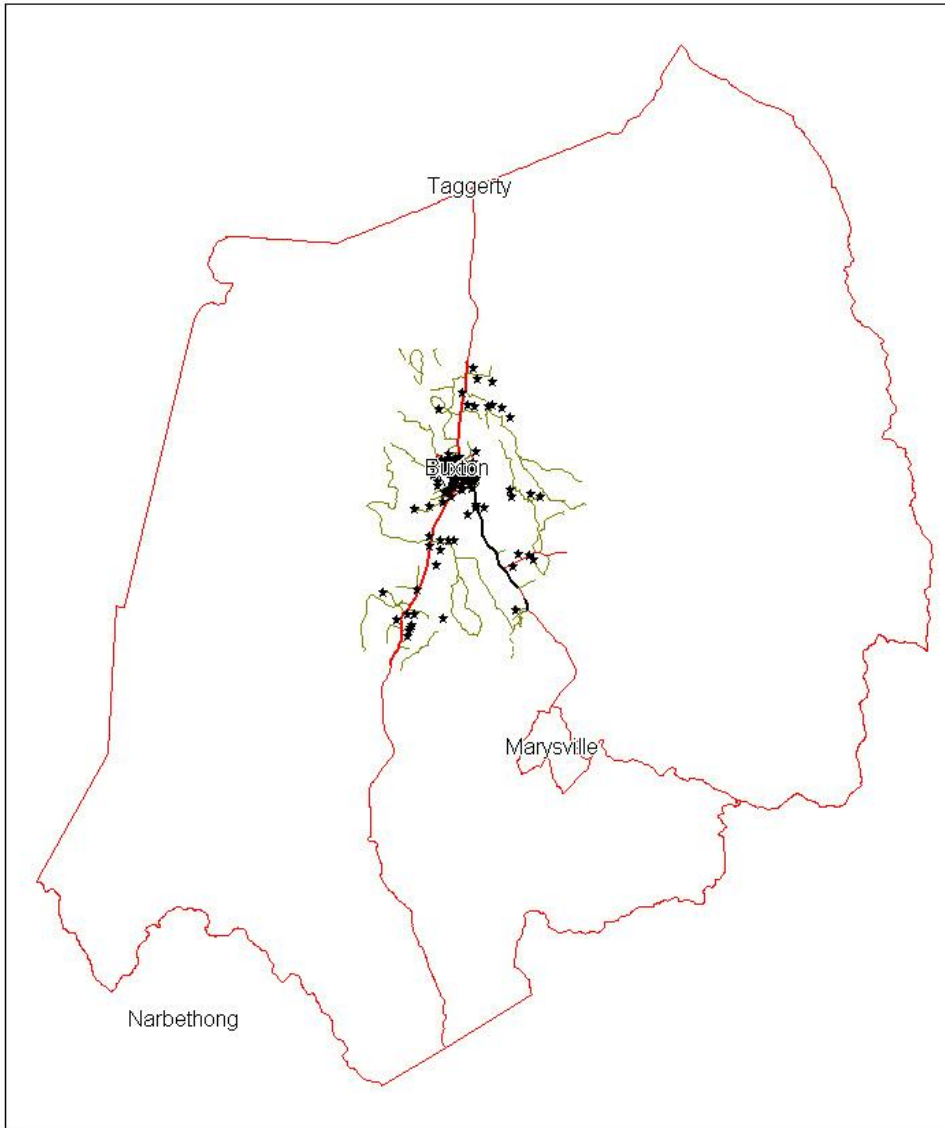
Figure 2.2   Location of Identifiable Buxton Phones

Another alternative description of the Buxton community was available from electronic maps and databases available from the Department of Sustainability and the Environment (DSE) website, through their VicMap site. For a relatively small charge, one can get geographic descriptions of an area, all properties in the area, the address of these properties, street maps and the contour maps for this area (among other maps). These maps are all in MapInfo format, and hence can be combined with other maps of the region available from MapInfo.

The DSE maps are segregated by Town Name for all of Victoria. The maps were therefore obtained for each of the four towns in the south of the Shire being considered in the UDF process (Buxton, Taggerty, Thornton and Narbethong). The Buxton region identified in the DSE maps is shown in Figure 2.3, with the phone number locations identified from the White Pages. It can be seen that the DSE definition of Buxton accords fairly well with residents' definition of Buxton, as given by the address attached to their phone numbers.
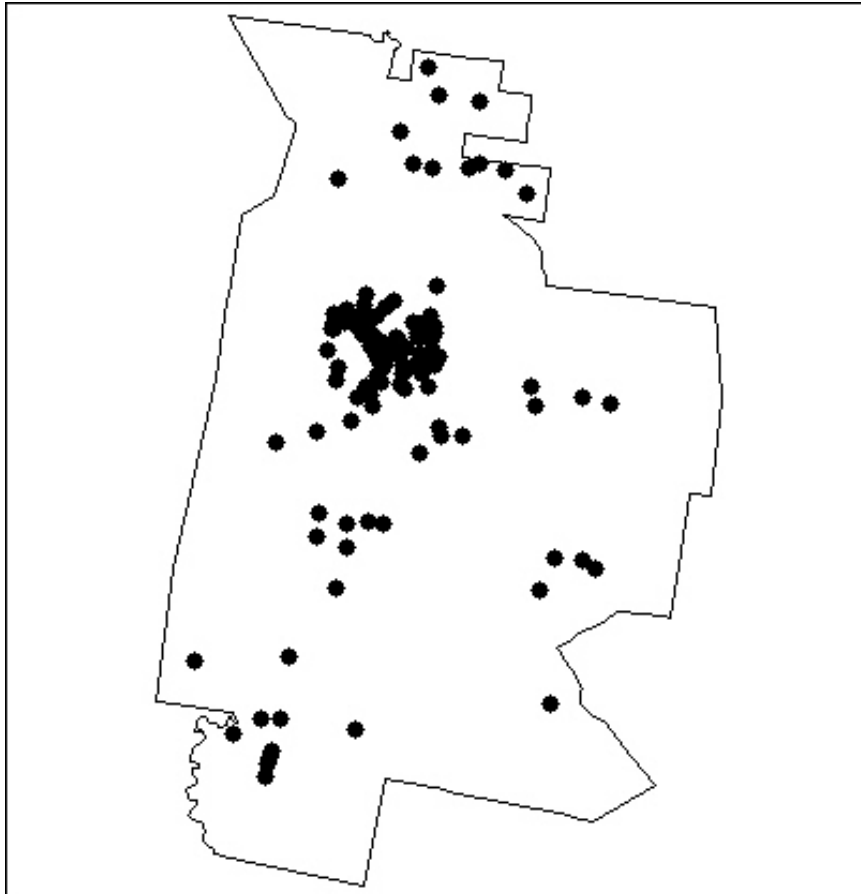
Figure 2.3   DSE Definition of Buxton, with Phone Locations Overlaid

The main DSE data used in the survey were the descriptions of the properties in the area and the addresses attached to those properties. The Buxton property boundaries identified in the DSE data are shown in Figure 2.4, with diamonds indicating those properties for which a street address was also available.

TUTI
The Urban Transport Institute
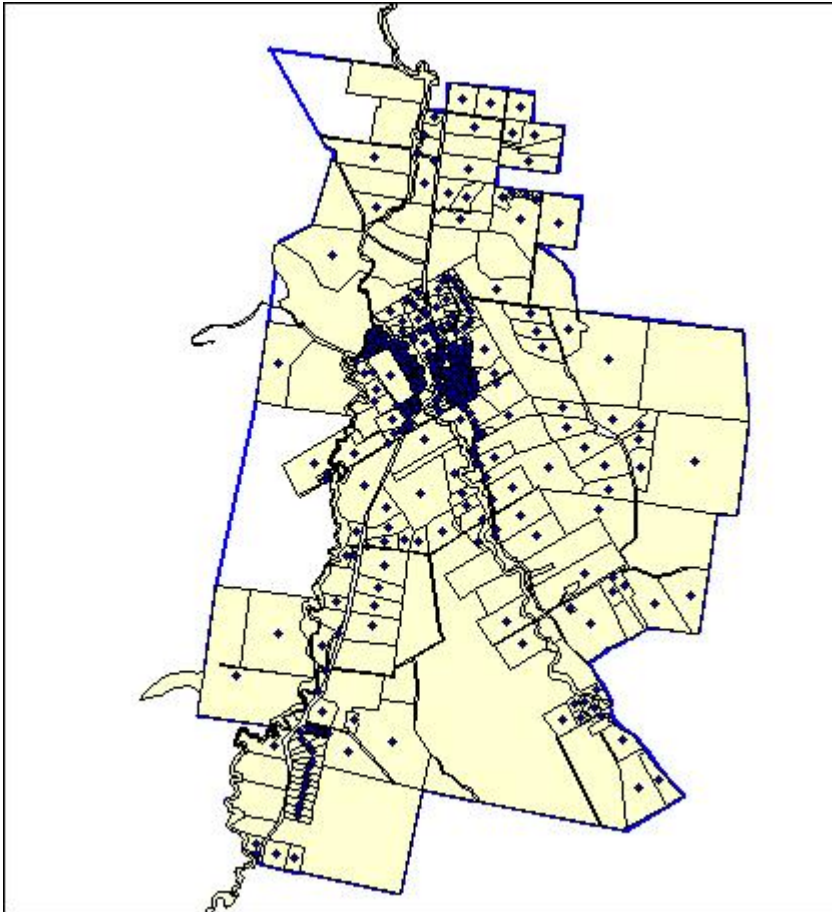
Figure 2.4   Buxton Properties, with known Street Addresses Overlaid

The DSE data contained 490 properties in Buxton and 355 addresses. Many of the missing addresses were associated with acreage on which no residence existed (i.e. open fields). However, there were also some residences for which no address appeared in the DSE data. There were also many properties which had addresses which were known to be open fields with no residence attached. On balance, the DSE list of addresses was an over-estimate of the number of residential addresses in Buxton. Therefore, after known missing residential addresses were inserted into the database, the augmented DSE list of addresses was used as the sample frame of addresses for the Buxton Community Survey.

3   The Questionnaire

The Buxton Community Survey had two major objectives:

- To identify the views of Buxton residents concerning Buxton's Strengths, Weaknesses, Opportunities and Threats (SWOT)
- To describe the demographics of Buxton residents

The questionnaire was structured to obtain the SWOT data in open-question format, while the demographic data was obtained mainly through closed questions. The questionnaire was designed as a 4-page, folded-A3 sheet. The final questionnaire for the BCS is shown in Appendix A.

4   The Survey Process

The assembled survey packages consisted of:

- The 4-page questionnaire form

- A covering letter from TUTI, explaining the survey (see Appendix B)

- A reply-paid envelope for return of the completed questionnaires (each reply-paid envelope contained an identifying number to enable identification of those households who responded to the survey)

- A C4-envelope containing the above, addressed to each household.

While the sample frame was based on a list of property addresses, if was realised that, given the peculiarities of the postal system in Buxton, it would not be possible to do a straight-forward mailout of the questionnaires (as might be done in an urban area with normal postal services). Rather the distribution of the questionnaires went through a two-stage process.

Firstly, the addressed questionnaire envelopes were given to the Buxton General Store (which is the local Post Office) for those addresses which were known to be valid addresses to be distributed along with the normal mail received by each household. This task was complicated by the fact that the survey packs were addressed only to household addresses (there being no names of people in the DSE databases), while the General Store proprietors often delivered mail on the basis of the recipient's name and were not sure of the exact postal address (especially the street number). Therefore, it was sometimes difficult to match our survey pack envelopes with specific residents on some occasions. The distribution via the General Store Post Office was also limited to those residents who collected their mail from the General Store. Anyone who did not collect mail from the General Store could not have received their questionnaires via this method. This was particularly the case for non-permanent residents (e.g. weekenders) who had their mail addressed to their city address and who rarely visited the General Store.

Therefore, a secondary distribution method was required. After those questionnaires whose address could be recognised by the General Store Post Office had been distributed, the remainder of the questionnaires were collected and delivered personally to the address. During this process, many addresses were identified as not belonging to a residence and were classified as "sample loss".

As noted above, each survey pack contained a stamped reply-paid envelope for return of the questionnaire to TUTI, and hence the postal system was used for return of the completed questionnaires to TUTI's PO Box in Alexandra. No reminders were issued to non-respondents to help increase the response rate.

5   Data Coding and Editing

After the questionnaires were returned to TUTI, the household was marked off the list as being a respondent and the data was then entered into Excel spreadsheets (being a relatively small survey, Excel was an appropriate choice of software, rather than using a more complex database structure).

The Demographic data was coded using a simple coding frame for each of the questions which listed each of the possible responses.

The coding of the SWOT responses was more complex. Being open questions, the range of answers provided was quite extensive. The data was therefore coded in three ways. For each of the SWOT dimensions (Strengths, Weaknesses, Opportunities, Threats), the answers were coded in terms of:

- verbatim coding (recording essentially what was written on the forms)

- detailed categories (classifying these answers, while retaining the detail)

- summary categories (summaries the answers into a limited number of categories).

The coding of the SWOT question responses was somewhat tedious, but has ensured that the detailed answers have been retained while allowing results to be presented in a more general format.

6   Survey Results

6.1   *Number of Responses*

From the total of 359 addresses in Buxton from the DSE data, 69 were definitely identified as "sample loss", i.e. an addresses with no corresponding residence. Of the remaining 290 addresses, valid responses were obtained from 67 households, giving an overall response rate of 23%.

To assist in later breakdowns of the results, the Buxton area was divided into four sub-areas. Area 1 consisted of the "downtown" area of Buxton; Area 2 was north of downtown Buxton; Area 3 was south and to the west along the Maroondah Highway; while Area 4 was south and to the east along Marysville Road as shown in Figure 6.1. (Note: three households are not able to be located in an area, because they tore off the ID number from the reply-paid envelope, thus making it impossible to know where the response had come from)
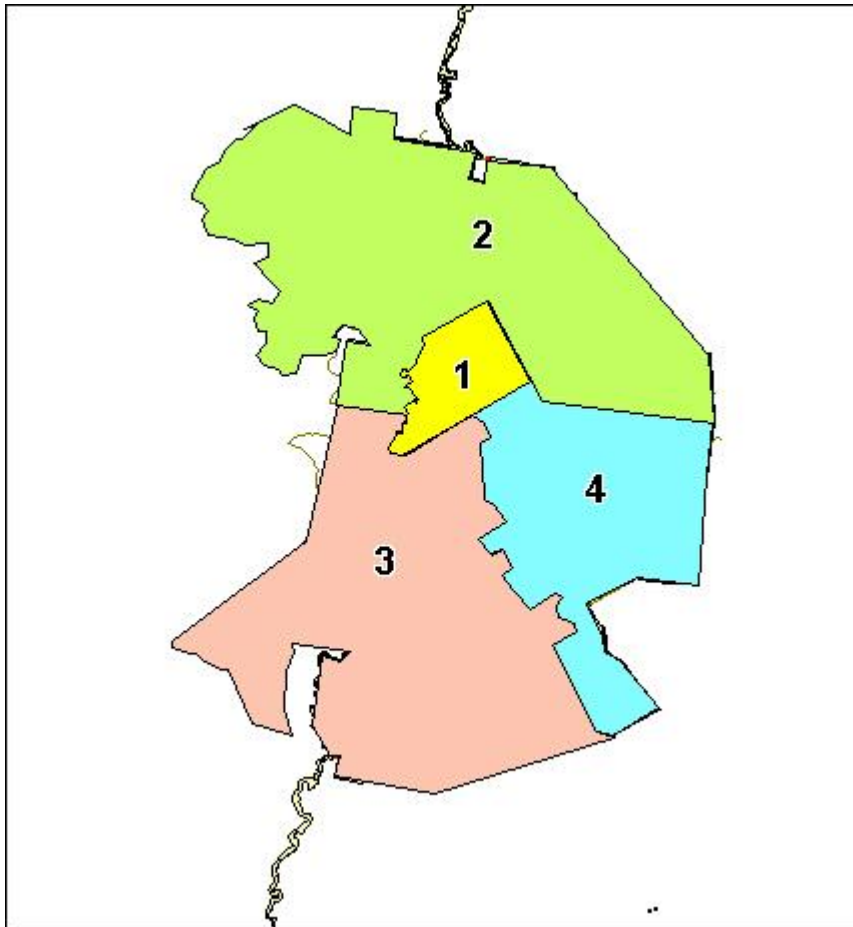
Figure 6.1   Sub-Areas within Buxton

The responses within each of the four sub-areas is shown in Table 6.1. It can be seen that the response rate in Area 4 (south-east of Buxton) had the lowest response rate of 14%. As will be seen later, this is probably due to the higher incidence of weekenders in Area 4, many of whom had not picked up the survey from their properties during the period of the study.

Table 6.1   Responses by Area within Buxton

Response Type	Area					TOTAL
	Town	North	South-West	South-East	Missing	
Response	43	10	7	4	3	67
Non-Response	141	26	31	25	0	223
Sample Loss	48	8	12	1	0	69
TOTAL	232	44	50	30	3	359
Response Rate	23%	28%	18%	14%	100%	23%

Indeed, this signifies that one of the main reasons for non-response was that many weekenders (and others temporarily away during the survey) did not receive a survey and hence could not respond. Others did receive the survey, but chose not to respond or simply forgot to respond.

6.2   Distribution of Responses

Table 6.1 has shown that there were some variations in response by area within Buxton. Figure 6.2 shows the geographical distribution of responses, while Figure 6.3

TUTI
The Urban Transport Institute

shown the geographical distribution of sample loss and Figure 6.4 shows the geographical distribution of non-responses.
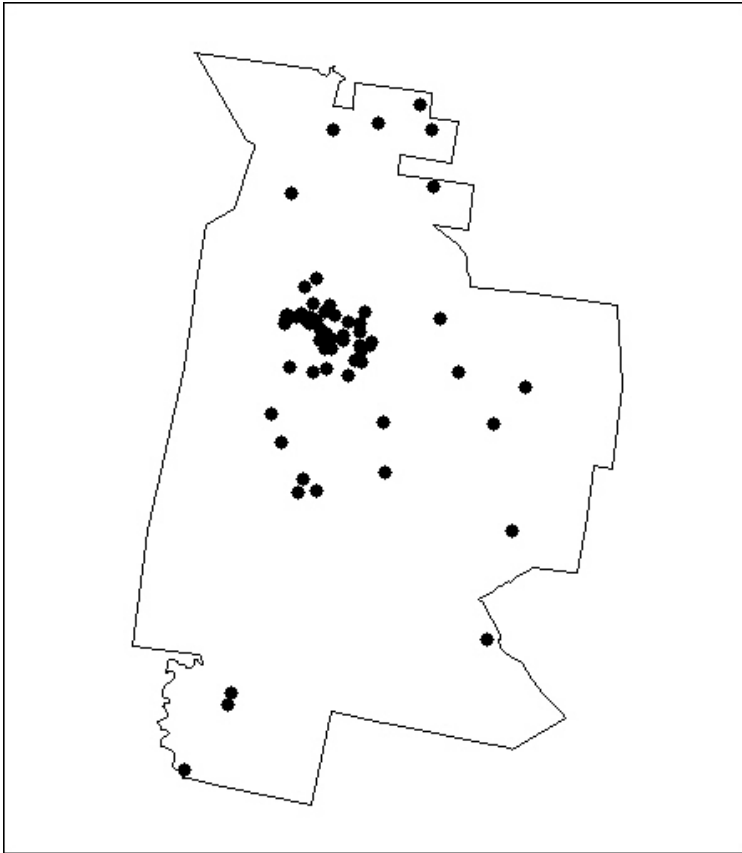
Figure 6.2   Geographical Distribution of Responses in Buxton

It can be seen that the responses, sample loss and non-responses are all spread reasonably uniformly across the Buxton region, with no specific geographic concentrations of any of these response types.
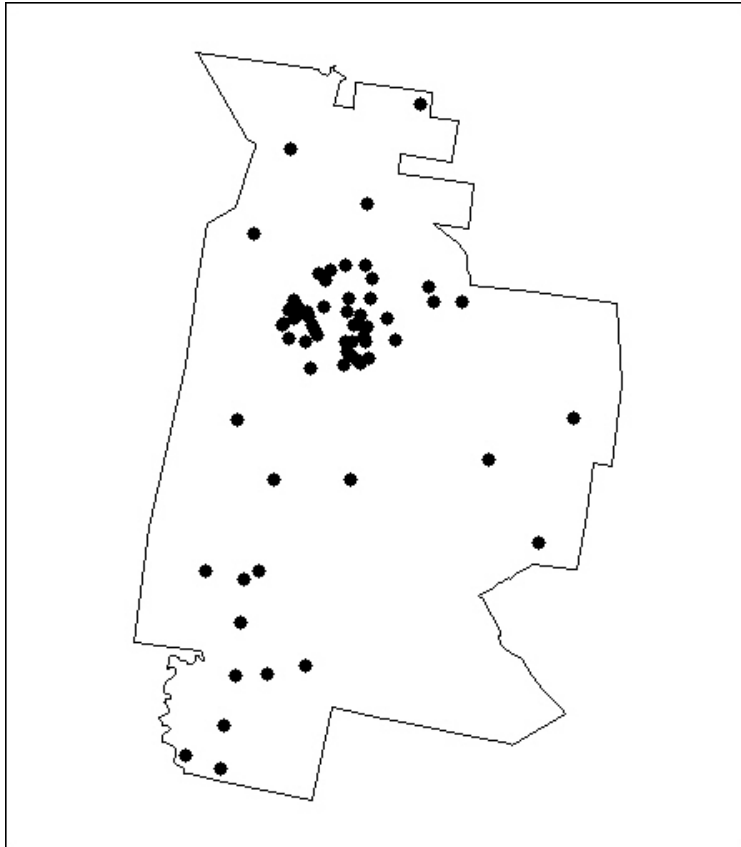
Figure 6.3   Geographical Distribution of Sample Loss in Buxton
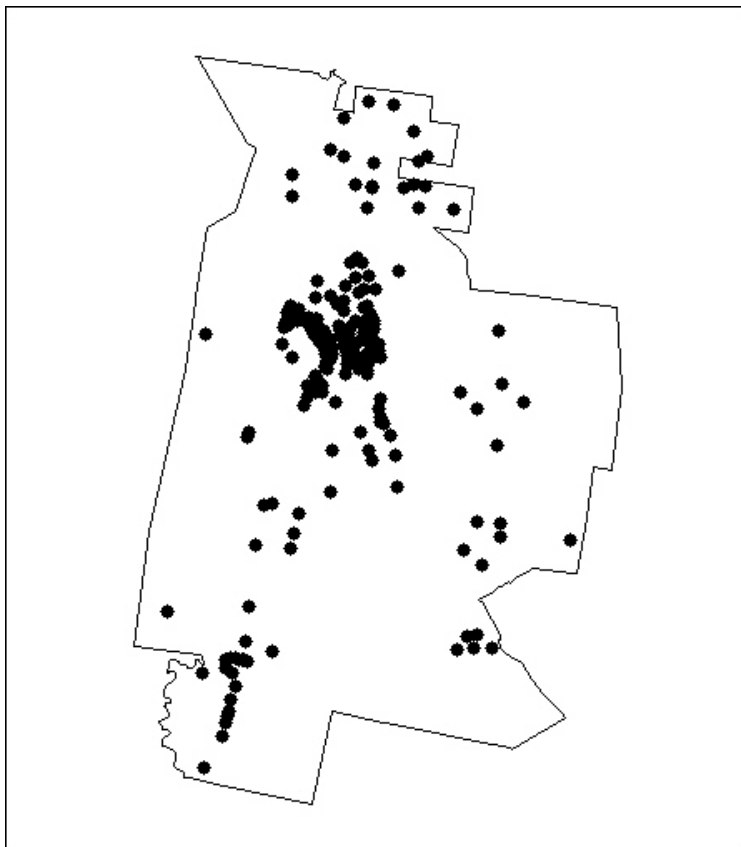
Figure 6.4   Geographical Distribution of Non-Responses in Buxton

TUTI
The Urban Transport Institute

6.3 Demographic Results

While the survey only represents 32% of the entire population of households, and hence is not a complete census of the Buxton population, a consideration of the demographics of the sample throws some light on the demographics of the area.

6.3.1 Household Characteristics

The vast majority of Buxton households are 2-person households, with very few larger households, as shown in Figure 6.5.
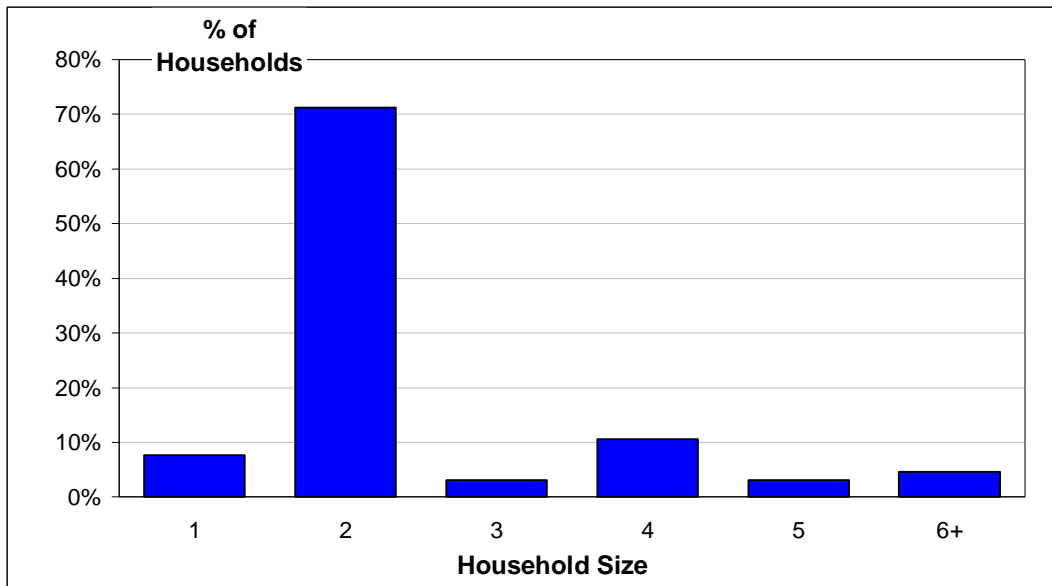
Figure 6.5   Household Size for Buxton Respondents

Virtually no households in Buxton have zero vehicles (unlike Melbourne where about 12% of households don't have a vehicle). Over 60% of Buxton households have 2 vehicles, as shown in Figure 6.6.
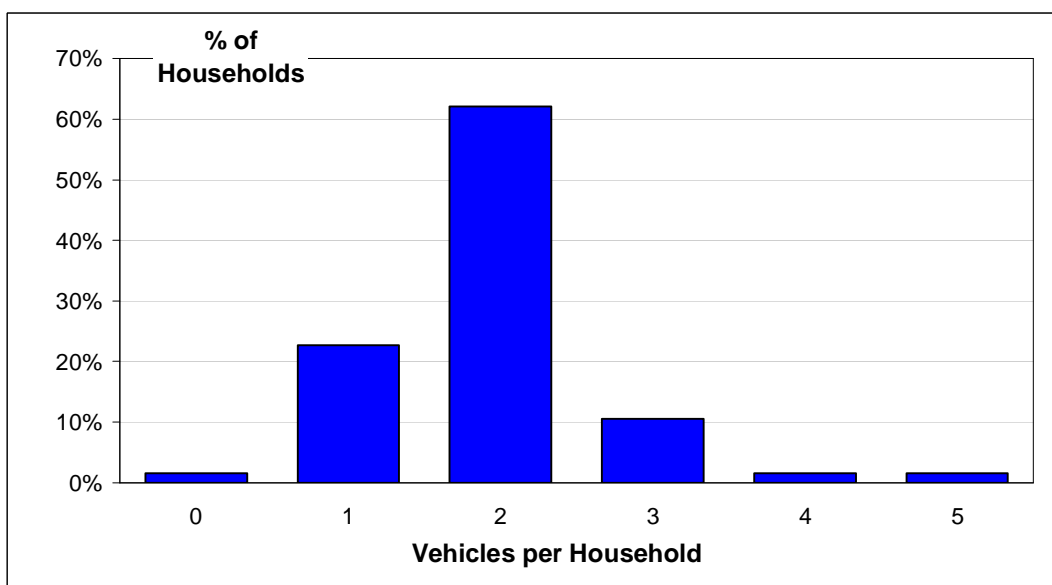
Figure 6.6   Vehicles per Household for Buxton Respondents

TUTI
The Urban Transport Institute

The towns in which Buxton households do their weekly shopping is shown in Table 6.2. It can be seen that the majority do their weekly shopping in Alexandra, either entirely (28%) or in combination with shopping in other areas (13%). However, because of the high number of weekender households, over 30% do their weekly shopping in Melbourne Suburbs.

Table 6.2   Towns in which Buxton Households do their Weekly Shopping

Shopping Towns	% of Households
Alexandra	28%
Healesville	22%
Melbourne Suburbs	31%
Alexandra and Healesville	6%
Alexandra and Melbourne	3%
Alexandra, Healesville and Melbourne	4%

The number of days per week that households actually live in Buxton is shown in Table 6.3. The households have been split into three groups; weekenders (1-2 days per week), those who mainly live in Buxton but spend some time elsewhere (3-5 days per week) and those who live permanently in Buxton (6-7 days). It can be seen that about 60% are permanent residents, while weekenders make up a bit over 30% of households.

Table 6.3   Number of Days per Week Living in Buxton

Days per Week in Buxton	% of Households
1-2 days per week	31%
3-5 days per week	8%
6-7 days per week	62%

The proportion of weekenders shown in Table 6.3 is probably an under-estimate of the actual number of weekenders in the Buxton population. As shown in Table 6.4, the highest proportion of weekenders was observed in the South-East of Buxton (i.e. along the Marysville Road area). This was also shown (in Table 6.1) to have the lowest response rate of the four areas. If responses had been obtained from all weekenders, then the overall proportion may have rising considerably above 30%.

Table 6.4   Days per Week in Buxton by Area of Residence

Days per Week in Buxton	Town	North	South-West	South-East	TOTAL
1-2 days per week	22%	30%	29%	75%	31%
3-5 days per week	5%	20%	14%	0%	8%
6-7 days per week	73%	50%	57%	25%	62%

Table 6.4 also shows that the downtown area is much more likely to contain permanent residents than any of the other areas.

Combining Tables 6.2 and 6.3, one can see in Table 6.5 that those who are permanent residents of Buxton are more likely to do their shopping in Alexandra (54% in total), compared to 40% (in total) for part-time residents and 27% for weekenders.

Table 6.5   Shopping Town by Days per Week Living in Buxton

Shopping Towns	Days per Week in Buxton		
	1-2 days	3-5 days	6-7 days
Alexandra	16%	40%	36%
Healesville	11%	40%	28%
Melbourne Suburbs	63%	20%	18%
Alexandra and Healesville	0%	0%	10%
Alexandra and Melbourne	0%	0%	5%
Alexandra, Healesville and Melbour	11%	0%	3%

The number of years that households have lived in Buxton is shown in Table 6.6. It is seen that two-thirds of households have lived there less than 10 years, while only 12% have lived there for more than 20 years. The average length was residence was 10 years, with a maximum of 45 years.

Table 6.6   Number of Years Lived in Buxton

Years Living in Buxton	% of Households
less than 10 years	66%
10 to 20 years	22%
more than 20 years	12%

The length of residence by area of Buxton is shown in Table 6.7. The distribution is fairly similar for all areas (there difference in the South-East is not significant because of the small sample size in that area).

Table 6.7   Length of Residence in Buxton by Area of Residence

Years Living in Buxton	Town	North	South-West	South-East	TOTAL
less than 10 years	68%	70%	71%	50%	66%
10 to 20 years	20%	20%	14%	50%	22%
more than 20 years	12%	10%	14%	0%	12%

6.3.2   Person Characteristics

The previous section has shown the characteristics of Buxton households (actually, the days per week and the number of years lived in Buxton were obtained for each person, and then averaged for each household). This section shows some characteristics of the people in Buxton.

The gender and age distribution of Buxton respondents is shown in Figure 6.7. It can be seen that both genders have similar age profiles (given that we are dealing with a small sample size), with the majority aged between 40 and 75. The average age of males and females is 46 and 50, respectively. This is an almost complete absence of persons aged between 20 and 40, and the age distribution is heavily skewed to the right. If Buxton were a closed community, this would be a major problem in future years as the population aged. However, there is continuing replenishment of the Buxton community, with 66% of the households having lived there for less than ten years. Therefore, this age profile can be self-sustaining with in-migration of older residents (40-60 years old) in future years.

TUTI
The Urban Transport Institute
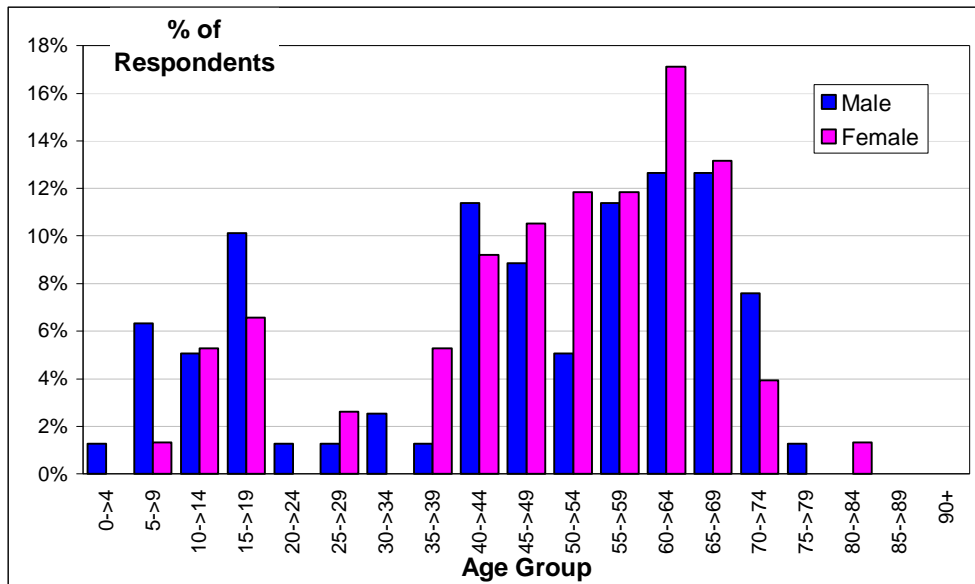
Figure 6.7   Age and Gender of Buxton Respondents

The activity status of Buxton respondents, by gender, is shown in Table 6.8. It can be seen that Retired is the highest category for both males and females. Males are more likely to be self-employed or in full-time employment, while females are more likely to be in part-time employment.

Table 6.8   Activity Status of Buxton Respondents

Activity Status	Male	Female	TOTAL
Self-employed	23%	14%	19%
Employed full time	21%	19%	20%
Employed part time or casual	9%	17%	13%
Tertiary student	0%	0%	0%
Secondary school student	10%	8%	9%
Primary school student	7%	5%	6%
Not yet at school	2%	0%	1%
Keeping house	1%	10%	6%
Retired	24%	25%	25%
Other	2%	1%	2%

The work location of workers is shown in Table 6.9. Given the relatively high levels of self-employment, it is not surprising that many workers work at home. However, the highest proportion, by far, are employed in Melbourne & Suburbs. This is due to the high number of weekender households with employed people, while many of the permanent Buxton residents are retired.

Table 6.9   Work Location of Buxton Workers

Work Location	% of Workers
At home	14%
Taggerty	0%
Alexandra	8%
Buxton	4%
Marysville	5%
Melbourne & Suburbs	65%
Elsewhere	4%

6.4   Detailed SWOT results

The SWOT data obtained from the surveys was entered verbatim in the data files and then summarised under categories which maintained the detail of the original answers (while shortening and paraphrasing the words used). The detailed SWOT responses for Strengths, Weaknesses, Opportunities and Threats are shown in Figures 6.8 through 6.11. The actual number of responses is given to show the relative number of responses obtained from the 67 responding households across the various SWOT categories, e.g. from the 67 households there were 20 mentions of a Strength that could be classified as "natural beauty, views, scenery".

STRENGTHS	Count
Natural beauty, views, scenery	20
Quietness	18
Access/proximity to Melbourne	14
Country lifestyle, healthy lifestyle	14
Clean air	13
The Rivers, water quality	13
Wildlife	10
Neighbours & Community	9
Absence of development, no small subdivision	7
Birdlife	7
Bushwalking, walks, cycling tracks, mountain biking	7
Small town feel	7
Access to other towns (Alex., Eildon, Marysville, etc.)	6
Farming & Rural prime land	6
The Cathedral & Mountains	6
Unspoiled environment, little pollution	6
Access to snowfields and lake	5
Flora, "the bush"	5
Tourism/outdoor recreation	5
Good climate	4
Good fishing	4
Bait&Tackle, Chainsaw/mower repairs shop	3
Buxton park& public spaces	3
Open space	3
Safety, Security	3
Access to Golf course (Marysville)	2
Facilities e.g. store, post office, primary school	2
Friends and family nearby	2
Little traffic, no congestion	2
No crowds, no over-population	2
Pleasant appearance of township	2
Privacy	2
Special mention of General Store	2
Access to mobile library	1
Diversity of people living here	1
Fortnightly shopping carpool to Chirnside	1
Good rainfall	1
Isolation from city influences	1
Lack of commercialized development	1
Lower living costs	1
Nearby Restaurants	1
Special mention of Trout Farm	1
Wineries	1
Nothing Stated	3

Figure 6.8   Detailed Strengths of Buxton

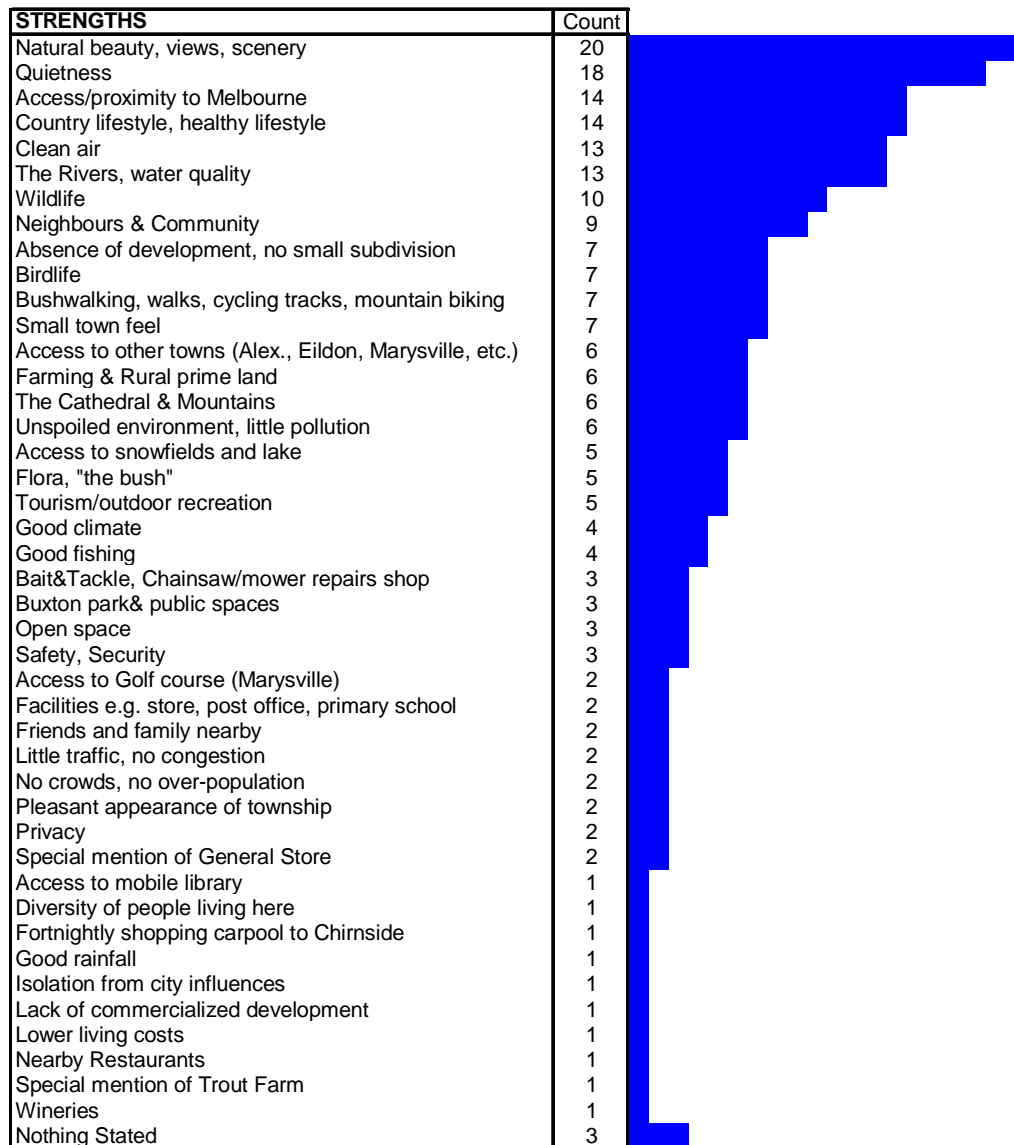| WEAKNESSES	Count
Limited services/cafes/shops i.e. banking, medical services, chemist	13
Unattractive state of township, shop & hotel areas	11
No community activities, lack of place for cultural activity	9
Little public transport, taxis in area	8
Lack of management of parklands, i.e. Meeting of the Waters (car access, rubbish)	7
Unattractive streetscapes, along main street; need of landscape plan, tree planting	7
Lack of walking tracks, No pedestrian access on bridge over Little Stevenson	5
Mobile phone coverage	5
Re-zoning, residential subdivisions, overdevelopment	5
Bushfire hazard, insufficient management with controlled burn-offs	4
Misplaced town centre: traffic safety problem at curve nearby store	4
Radio/Television reception	4
Insufficient crime prevention, police	3
Insufficient road maintenance (off-Hwy), road conditions Black Spur	3
Little employment	3
Abuse of parklands (visitors?) littering, gun use in bush,	2
Bad public transport to Melbourne	2
Dust problem	2
Fuel prices too high, high cost of living, expensive shops	2
Inappropriate Businesses run in residential or rural areas	2
Inappropriate commercial signage	2
Lack of affordable small building blocks available	2
Lack of integrated planning, visually attractive planning	2
Limited community spirit, understanding of responsibilities	2
Log trucks on local roads	2
No rubbish collection	2
No sewerage	2
No town water outside town centre	2
No venue for local arts and craft, lack of local market	2
No well maintained sports facilities (tennis court, oval)	2
Not enough high quality restaurants	2
Shire's council desire to make Buxton suburban, to collect extra revenue	2
Unregistered motorcycles on streets and in bush, cars driving too fast in the bush	2
60km/h signs at wrong place	1
Buxton a pass-through village without own attraction	1
Buxton rise too close to community hall	1
Community projects driven by individuals rather than the majority view (foot bridge)	1
Confusion about planning aspects from Shire	1
Councilors keep town as doormat for Mt Buller, Eildon and Alex.	1
Criticism from locals, unsupportive of projects of community groups	1
Environmental pressure due to development	1
Eyesores (e.g. weeds, storage of old cars and trucks, containers used as sheds)	1
Fire bugs	1
Increased planting of cypress trees	1
Insufficient interest in issues confronting Buxton & its future	1
Lack of energy efficient, pollution free heating sources	1
Lack of financial support from M'indi Shire	1
Lack of native bushes, shrubs, grasses alongside rivers	1
Lack of pest control (weeds, rabbits, spread of cinnamon fungus, etc.)	1
Learn about Buxton issues via Alex. standard	1
Leveling the ground at library van stop	1
Limited infrastructure (telecom, walking trails& pathways)	1
More education of people to prevent littering	1
Need for disabled parking near Meeting of the Waters	1
Need to improve street lighting at side streets to Hwy	1
No decent take away food	1
No helipad	1
No I.T. Access (broad band)	1
No live after 6 o'clock	1
No main gas	1
Noise pollution (loud music, motorcycles on residential land and parks)	1
Not enough young people, decline in population	1
Poor architecture, poor development (ribbon dev. along rivers)	1
School upgrading needed	1
Slow mail system	1
Small acre residents living outside rural living guidelines (large dogs, lights, weeds)	1
Smelly town water (bleach)	1
Speeding on residential roads	1
Uncontrolled building (sheds used as dwellings)	1
Nothing Stated	9

Figure 6.9   Detailed Weaknesses of Buxton

Importantly, in Figure 6.9, 9 households could find no Weaknesses with Buxton.

OPPORTUNITIES	Count
Develop walking trails, bike trails, horse trails in and between towns (wheel chair accessible)	9
More small businesses, shops, supermarket, parking, services&repair, medical, etc.	9
Sensible growth, limited and controlled development, keep small to medium community	9
Encourage beautification and landscaping; tree planting along Hwy; flower beds, etc.	8
Local festival for Triangle townships, community events, markets, music artistic events, food centre	6
Meeting of the Waters picnic area upgrade, upgrade and creation of other parklands (wheel chair accessible)	6
Strengthen Trout industry, fishing & other tourist activities/tourism industry to attract visitors	5
Attitude of people, more input from people; participation in caring & maintenance	4
Better development controls, guidelines to preserve rural ambiance	4
Bridges over river, linking road ways and walk ways, (Bridge over Lt Stevenson River)	4
Good cafe / restaurant / bakery	4
Involve local residents in planning process; proper consultation process	4
Planning to enhance environment, not to destroy it; keep charm of B.	4
Tidy up commercial buildings, pub, roadhouse	4
Improve telecommunications, TV reception, broad band access, ADSL	3
Increase employment; job opportunities (in B. and other surrounding towns)	3
Provide cheap energy, i.e. natural gas; gas supply	3
Provide public transport to other villages (Alex, etc.)	3
Provide road maintenance, road safety; round-about Hwy/M'ville intersection	3
Review planning restrictions to ensure good quality development; keeping more with natural environment	3
Sealing some roads for dust control	3
Town water supply	3
Youth related services/activities; sporting and recreation activities	3
Additional Bed and Breakfast	2
Leave it as it is	2
More affluent population to lift living standard, slight population growth	2
More development to increase rate payers and money available for services, i.e. sewerage	2
Preserve environment, natural beauty, scenic values	2
Promotion of lifestyle properties, i.e. 10 acres - rural setting	2
Regular bus to Lilydale Station	2
Remove semi/light industrial facilities from township	2
Special link for Buxton on M'indi website; promoting tourism	2
C.F.A. training	1
Health centre to deal with social problems (drug, alcohol abuse, suicide)	1
Increase standard of Hall	1
Keep open spaces	1
Limit access to bush bashers and motor bikes	1
Lower fuel prices	1
Low-impact tourism	1
Minimum land size not too small, e.g. 1 acre sites	1
More subdivision to attract families and weekenders	1
More subdivisions, i.e. 5 acre sites	1
Move Hall to Reserve to enable more indoor/outdoor combined community activities	1
Native grasses, bushes along rivers to increase habitat for small birds, insects and wildlife (echidnas)	1
Pedestrian crossing at M. Hwy/Marysville intersection	1
Promotion of Cathedral Ranges for environmentally sensitive tourism	1
Protection of waterways and environment	1
Reduce/change existing signage	1
Rural shire council replaces M'indi shire council	1
Tourism infrastructure development	1
Walking tracks in and around town wheel chair accessible	1
Nothing Stated	8

Figure 6.10   Detailed Opportunities for Buxton

The Urban Transport Institute

THREATS	Count
Developments/subdivisions in country side/prime farmland, ugly, loss of rural feel	18
Small subdivisions, suburban type of subdivisions, urban sprawl, high density	17
Overdevelopment without sufficient/appropriate infrastructure& support services	10
Damage to waterways, decrease in water quality, pressure on rivers due to development	9
No proper planning or guidelines, uncontrolled development, loose development rules	9
Degradation of landscape, natural environment, native wildlife habitat, loss of native flora/fauna	6
Overpopulation, increase of population (Acheron Training Centre)	5
Ribbon development along Hwy, esp. "light industrial", commercial development	5
Logging	4
Noise pollution (motor bikes, industrial activity etc.)	4
Pine plantations, clearing for new pine plantations (Black Ranges, Mt Margaret)	4
Council over-influenced by developers, Council's self-interest for rates, Councils lack of respect for rural zones	3
Doing nothing against unattractive township, lacking finance for face lift, need for upgrading of buildings	3
Fire smoke, air pollution from house fire and industrial activity	3
Lack of access to fight fire attack, bad management of regrowth to prevent bush fire, infrastructure for fire hazard	3
Too many log truck on roads, noise pollution from trucks	3
"Not-in-my-backyard" factor / stagnation (adverse to development)	2
Bad planning decisions (car wreckage yard)	2
Continuation of Status Quo, no progress, unfinished projects	2
Flooding problems, housing in flood zones	2
Increased light pollution (street lighting)	2
Introduced pests (rabbits, foxes, dear) threatening wildlife; plants	2
Lack of community spirit and cooperative action, uncooperative fractions	2
lack of employment	2
Loss in young population/ over ageing of population	2
Tourism oriented shops, tourist oriented overdevelopment	2
Agricultural plantations (vineyards, olive groves)	1
Blue Gum plantations closer to Buxton	1
Cats and dogs threatening wildlife;	1
Closing trout farm due to Govt. overregulation	1
Concentrated tourism in already established townships (M'ville, Eildon) and not in Buxton	1
Construction too close to rivers	1
Current State Govt.	1
High council fees	1
High living costs	1
Lack of employment for young	1
Lack of police force, security	1
Lack of services	1
Lack of tourist attraction/future resident attraction	1
Need for tree planting along suburban streets	1
Overdevelopment in bush land adjacent to Cathedral Range	1
Overhead power lines (aesthetic impact)	1
Planned Motel at turnoff M. Hwy/Marysville Rd	1
Pressure on land values, price rise of land	1
Residents wanting to eliminate trees outside the pub and general store	1
Rise in low-cost, prefabricated housing/weekenders	1
Road between Buxton and Healesville (Black Spur)	1
Small rate base	1
Uncooperative planning scheme (adverse to development?)	1
Unsafe pedestrian crossing at school, no "lollipop" person	1
Use of herbicides	1
Vandalism	1
Withdrawal of Govt. Services/support for existing facilities	1
Nothing Stated	8

Figure 6.11   Detailed Threats to Buxton

6.5   *Summary SWOT results*

To make the large number of responses more understandable, the Strengths, Weaknesses, Opportunities and Threats were grouped into a smaller number of summary categories. The allocation of the detailed comments into the summary categories is shown in Appendix C, while the frequencies of comments in each of the summary categories are shown in Tables 6.10 through 6.13.

Table 6.10   Summary Strengths of Buxton

STRENGTHS	Count
NATURE	101
LIFESTYLE	79
ACCESS	30
FACILITIES & SERVICES	10
PEOPLE	13
DEVELOPMENT ISSUES	0
OTHER	0
NOTHING STATED	3

Table 6.11   Summary Weaknesses of Buxton

WEAKNESSES	Count
LACK OF FACILITIES & SERVICES	49
TRANSPORT & TRAFFIC RELATED PROBLEMS	22
PEOPLE ISSUES	13
APPEARANCES	33
ENVIRONMENTAL ISSUES	6
PLANNING ISSUES	32
OTHER	7
LACK OF ACTIVITIES	11
NOTHING STATED	9

Table 6.12   Summary Opportunities for Buxton

OPPORTUNITIES	Count
PLANNING ISSUES	33
FACILITIES & SERVICES DEVELOPMENT	45
ACTIVITIES DEVELOPMENT	10
COMMUNITY DEVELOPMENT	8
BUSINESS & ECONOMIC DEVELOPMENT	21
TRANSPORT &TRAFFIC ISSUES	14
OTHER	4
ENVIRONMENTAL DEVELOPMENT & PRESERVATION	15
NOTHING STATED	10

Table 6.13   Summary Threats to Buxton

THREATS	Count
DEVELOPMENT ISSUES	64
ENVIRONMENTAL ISSUES	39
INADEQUATE PLANNING	21
SERVICES & FACILITIES	10
PEOPLE PROBLEMS	8
ECONOMIC ISSUES	9
OTHER	1
LOGGING & PLANTATIONS	14
NOTHING STATED	8

6.6   *SWOT vs Residential Region*

The previous section has given the overall frequency of SWOT responses across all responding Buxton households. This, and the following two, sections break down the summary SWOT categories in terms of three demographic variables; the residential area within Buxton, the length of residence and the numbers of days per week living in Buxton. Unlike the previous section, however, the next sections record the percentage of households that mention one of the SWOT categories (rather than the number of different responses within each category). They also show the number of factors mentioned by each household, as a measure of the level of interest and concern about each SWOT area. The summary SWOT responses by area of residence within Buxton are shown in Table 6.14 through 6.17.

TUTI
The Urban Transport Institute

Table 6.14   Summary Strengths by Area of Residence

STRENGTHS	Area of Residence				
	Town	North	South-West	South-East	TOTAL
Nature	63%	60%	71%	25%	63%
Lifestyle	63%	50%	86%	25%	61%
People	19%	20%	29%	0%	18%
Access	28%	30%	14%	25%	30%
Facilities & Services	7%	10%	14%	50%	12%
Development Issues	0%	0%	0%	0%	0%
None Stated	2%	10%	0%	25%	4%
Number of Households	43	10	7	4	64
Factors per Household	1.8	1.7	2.1	1.3	1.8

Table 6.15   Summary Weaknesses by Area of Residence

WEAKNESSES	Area of Residence				
	Town	North	South-West	South-East	TOTAL
Lack of Facilities and Services	49%	30%	43%	25%	67%
Appearances	40%	30%	0%	25%	33%
Transport-related	28%	10%	14%	0%	33%
People Issues	19%	20%	14%	0%	0%
Planning Issues	49%	30%	29%	0%	33%
Environmental Issues	12%	10%	0%	0%	0%
None Stated	7%	10%	29%	50%	33%
Lack of Activities	16%	20%	14%	0%	33%
Other	7%	20%	0%	0%	0%
Number of Households	43	10	7	4	64
Factors per Household	2.2	1.7	1.1	0.5	2.0

Table 6.16   Summary Opportunities by Area of Residence

OPPORTUNITIES	Area of Residence				
	Town	North	South-West	South-East	TOTAL
Well-Planned Development	47%	40%	14%	25%	0%
Facilities & Services Development	47%	10%	57%	75%	33%
Activities Development	9%	20%	43%	0%	0%
Community Development	16%	10%	0%	0%	0%
Business & Economic Development	21%	40%	43%	25%	33%
Transport Improvements	21%	10%	0%	0%	0%
Other	5%	20%	0%	0%	0%
Environmental Development	16%	30%	14%	25%	33%
None Stated	12%	10%	29%	25%	33%
Number of Households	43	10	7	4	64
Factors per Household	1.8	1.8	1.7	1.5	1.0

Table 6.17   Summary Threats by Area of Residence

THREATS	Area of Residence				
	Town	North	South-West	South-East	TOTAL
Development Issues	74%	50%	57%	50%	67%
People problems	9%	0%	0%	25%	0%
Environmental Issues	33%	30%	29%	25%	67%
Inadequate Planning	35%	10%	43%	0%	33%
Economic Issues	7%	0%	43%	0%	0%
Services and Facilities	12%	20%	14%	0%	33%
Other	0%	0%	0%	25%	0%
Logging and Plantations	9%	30%	14%	0%	33%
None Stated	9%	20%	14%	25%	0%
Number of Households	43	10	7	4	64
Factors per Household	1.8	1.4	2.0	1.3	2.3

6.7   SWOT vs Length of Residence

Table 6.18   Summary Strengths by Length of Residence

STRENGTHS	Numbers of Years Living in Buxton				
	Missing	0->9 years	10->19 years	20+ years	TOTAL
Nature	50%	60%	64%	75%	63%
Lifestyle	50%	67%	57%	38%	61%
People	0%	26%	7%	0%	18%
Access	0%	35%	21%	25%	30%
Facilities & Services	0%	7%	21%	25%	12%
Development Issues	0%	0%	0%	0%	0%
None Stated	0%	2%	14%	0%	4%
Number of Households	2	43	14	8	67
Factors per Household	1.0	2.0	1.7	1.6	1.8

Table 6.19   Summary Weaknesses by Length of Residence

WEAKNESSES	Numbers of Years Living in Buxton				
	Missing	0->9 years	10->19 years	20+ years	TOTAL
Lack of Facilities and Services	50%	44%	29%	75%	45%
Appearances	0%	33%	36%	38%	33%
Transport-related	0%	28%	7%	25%	22%
People Issues	0%	16%	21%	13%	16%
Planning Issues	0%	44%	29%	50%	40%
Environmental Issues	0%	14%	0%	0%	9%
None Stated	50%	12%	14%	13%	13%
Lack of Activities	0%	9%	21%	50%	16%
Other	0%	9%	0%	13%	7%
Number of Households	2	43	14	8	67
Factors per Household	0.5	2.0	1.4	2.6	1.9

Table 6.20   Summary Opportunities by Length of Residence

OPPORTUNITIES	Numbers of Years Living in Buxton				
	Missing	0->9 years	10->19 years	20+ years	TOTAL
Well-Planned Development	50%	42%	29%	38%	39%
Facilities & Services Development	0%	49%	36%	38%	43%
Activities Development	0%	19%	7%	0%	13%
Community Development	0%	12%	21%	0%	12%
Business & Economic Development	50%	26%	21%	38%	27%
Transport Improvements	0%	14%	14%	25%	15%
Other	0%	5%	7%	13%	6%
Environmental Development	0%	23%	14%	13%	19%
None Stated	50%	7%	36%	13%	15%
Number of Households	2	43	14	8	67
Factors per Household	1.0	1.9	1.5	1.6	1.7

TUTI
The Urban Transport Institute

Table 6.21   **Summary Threats by Length of Residence**

THREATS	Numbers of Years Living in Buxton				
	Missing	0->9 years	10->19 years	20+ years	TOTAL
Development Issues	0%	72%	64%	63%	67%
People problems	50%	5%	14%	0%	7%
Environmental Issues	0%	23%	50%	63%	33%
Inadequate Planning	0%	30%	21%	50%	30%
Economic Issues	50%	5%	7%	25%	9%
Services and Facilities	0%	9%	14%	38%	13%
Other	0%	0%	7%	0%	1%
Logging and Plantations	0%	14%	14%	13%	13%
None Stated	50%	9%	14%	13%	12%
Number of Households	2	43	14	8	67
Factors per Household	1.0	1.6	1.9	2.5	1.7

6.8   *SWOT vs Days per Week Living in Buxton*

Table 6.22   **Summary Strengths by Days per Week Living in Buxton**

STRENGTHS	Days per Week Living in Buxton				
	Missing	0->2 days	3->5 days	6->7 days	TOTAL
Nature	50%	70%	40%	63%	63%
Lifestyle	50%	60%	40%	65%	61%
People	0%	20%	0%	20%	18%
Access	0%	50%	20%	23%	30%
Facilities & Services	0%	20%	20%	8%	12%
Development Issues	0%	0%	0%	0%	0%
None Stated	0%	0%	20%	5%	4%
Number of Households	2	20	5	40	67
Factors per Household	1.0	2.2	1.2	1.8	1.8

Table 6.23   **Summary Weaknesses by Days per Week Living in Buxton**

WEAKNESSES	Days per Week Living in Buxton				
	Missing	0->2 days	3->5 days	6->7 days	TOTAL
Lack of Facilities and Services	50%	55%	60%	38%	45%
Appearances	0%	35%	20%	35%	33%
Transport-related	0%	10%	0%	33%	22%
People Issues	0%	5%	40%	20%	16%
Planning Issues	0%	35%	40%	45%	40%
Environmental Issues	0%	15%	20%	5%	9%
None Stated	50%	10%	0%	15%	13%
Lack of Activities	0%	10%	0%	23%	16%
Other	0%	10%	0%	8%	7%
Number of Households	2	20	5	40	67
Factors per Household	0.5	1.8	1.8	2.1	1.9

Table 6.24   Summary Opportunities by Days per Week Living in Buxton

OPPORTUNITIES	Days per Week Living in Buxton				TOTAL
	Missing	0->2 days	3->5 days	6->7 days	TOTAL
Well-Planned Development	50%	45%	20%	38%	39%
Facilities & Services Development	0%	55%	40%	40%	43%
Activities Development	0%	15%	0%	15%	13%
Community Development	0%	5%	20%	15%	12%
Business & Economic Development	50%	35%	40%	20%	27%
Transport Improvements	0%	10%	0%	20%	15%
Other	0%	5%	0%	8%	6%
Environmental Development	0%	25%	0%	20%	19%
None Stated	50%	5%	20%	18%	15%
Number of Households	2	20	5	40	67
Factors per Household	1.0	2.0	1.2	1.8	1.7

Table 6.25   Summary Threats by Days per Week Living in Buxton

THREATS	Days per Week Living in Buxton				TOTAL
	Missing	0->2 days	3->5 days	6->7 days	TOTAL
Development Issues	0%	70%	40%	73%	67%
People problems	50%	10%	0%	5%	7%
Environmental Issues	0%	40%	40%	30%	33%
Inadequate Planning	0%	20%	40%	35%	30%
Economic Issues	50%	5%	20%	8%	9%
Services and Facilities	0%	25%	0%	10%	13%
Other	0%	0%	0%	3%	1%
Logging and Plantations	0%	15%	20%	13%	13%
None Stated	50%	5%	20%	13%	12%
Number of Households	2	20	5	40	67
Factors per Household	1.0	1.9	1.6	1.8	1.7

7   Conclusions

The Buxton Community Survey (BCS) was conducted as an input to the Urban Design Framework (UDF) process being undertaken by Murrindindi Shire Council. The BCS obtained responses from 67 Buxton households and collected information on the demographics of Buxton residents and on their opinions on Buxton via a SWOT questionnaire (Strengths, Weaknesses, Opportunities and Threats).

This report has described the design and conduct of the BCS, and has provided the results obtained from an analysis of the data. Except where necessary to understand the results, the report is deliberately free of commentary about the results. The results will undoubtedly be subject to a considerable amount of interpretation by various parties as it is used as part of the UDF process and in other planning studies within the Shire of Murrindindi.

8   Acknowledgements

The Urban Transport Institute would like to thank many people for their help in the conduct of the BCS. Many Buxton residents and members of the Buxton Progress Association volunteered to walk and drive around the countryside helping to deliver surveys and they are all thanked. In particular, we would like to thank the Alexandra Standard for printing the survey questionnaires.

TUTI
The Urban Transport Institute

APPENDIX A – The BCS Questionnaire Form

Buxton Community Survey

This survey is being conducted to identify some characteristics and opinions of residents of Buxton. Inside this survey you are asked for your views on the Strengths, Weaknesses, Opportunities and Threats for Buxton. On the back page, you are asked for some information about your household and yourselves, so that a picture of the residents of Buxton can be developed. All information gathered will be used for statistical purposes only, and no private information will be released to 3rd parties.
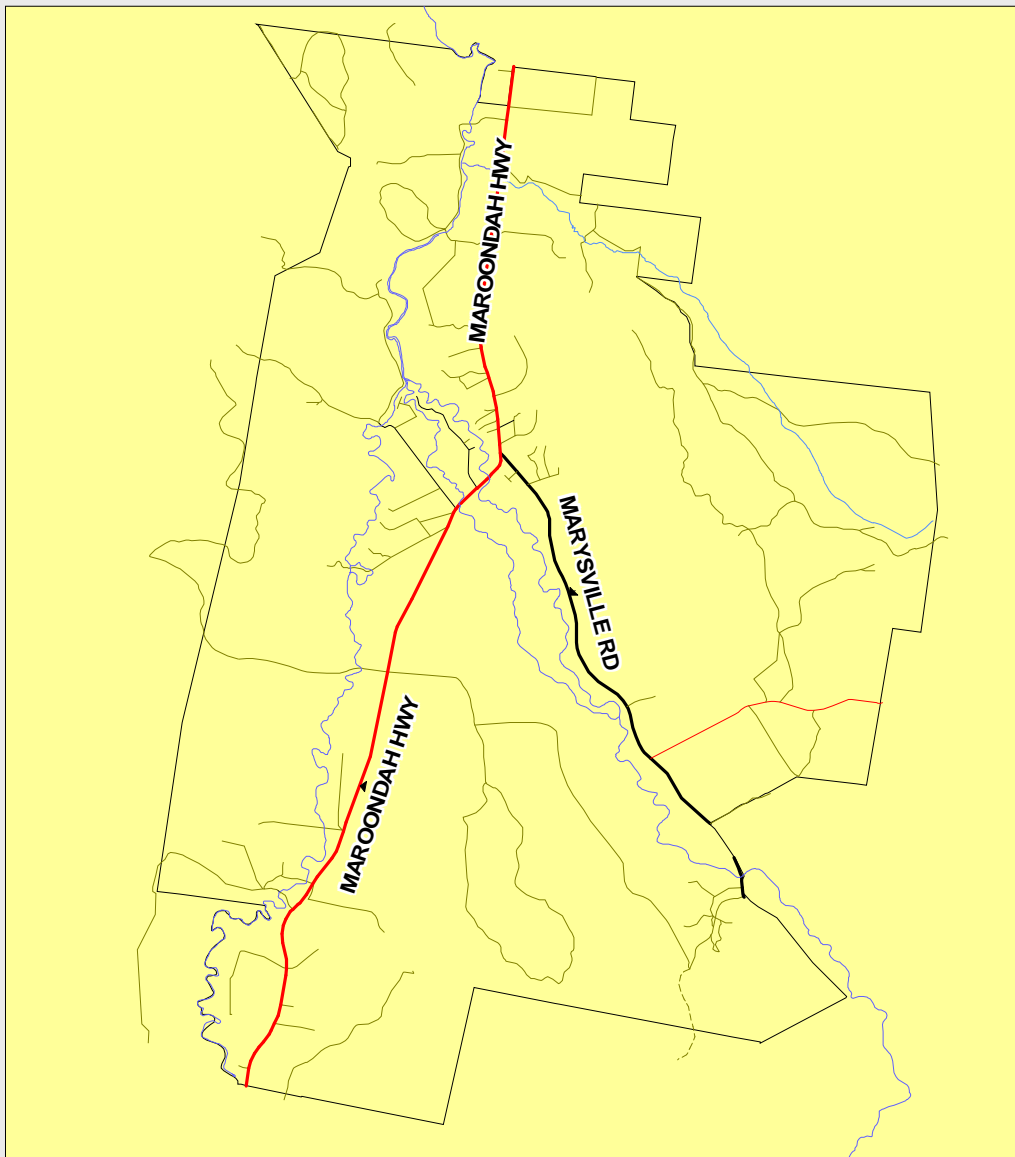
This survey is conducted free-of-charge for the Buxton Community by The Urban Transport Institute, 420 Cathedral Lane, Taggerty

1. What does your household think are the **STRENGTHS** of Buxton?
(i.e. what are the good things about living in Buxton at the moment?)

2. What does your household think are the **WEAKNESSES** of Buxton?
(i.e. what are the bad things about living in Buxton at the moment?)

TUTI
The Urban Transport Institute

3. What does your household think are the **OPPORTUNITIES** for Buxton?
(i.e. what could make living in Buxton better in the future?)

4. What does your household think are the **THREATS** to Buxton?
(i.e. what could make living in Buxton worse in the future?)

Some questions about your household:

5. How many people normally live in your household? ☐

6. How many registered passenger vehicles are in your household? ☐

7. In which town does your household normally do their weekly shopping?

☐

For each person in the household, could you provide the following information:

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
8. Gender	Male ☐ Female ☐	Male ☐ Female ☐	Male ☐ Female ☐	Male ☐ Female ☐	Male ☐ Female ☐	Male ☐ Female ☐
9. Year of Birth	☐☐☐☐	☐☐☐☐	☐☐☐☐	☐☐☐☐	☐☐☐☐	☐☐☐☐

10. Current Activity Status
(please tick one only for each person)

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
Self-employed	☐	☐	☐	☐	☐	☐
Employed Full-time	☐	☐	☐	☐	☐	☐
Employed Part-time or Casual	☐	☐	☐	☐	☐	☐
Tertiary Student	☐	☐	☐	☐	☐	☐
Secondary School Student	☐	☐	☐	☐	☐	☐
Primary School Student	☐	☐	☐	☐	☐	☐
Not Yet at School	☐	☐	☐	☐	☐	☐
Keeping House	☐	☐	☐	☐	☐	☐
Retired	☐	☐	☐	☐	☐	☐
Other	☐	☐	☐	☐	☐	☐

11. If employed, where do you work?

	Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
At home	☐	☐	☐	☐	☐	☐
In Buxton	☐	☐	☐	☐	☐	☐
In Marysville	☐	☐	☐	☐	☐	☐
In Alexandra	☐	☐	☐	☐	☐	☐
In Taggerty	☐	☐	☐	☐	☐	☐
Elsewhere	☐	☐	☐	☐	☐	☐
(please write in)						

12. How many years have you lived in Buxton?

Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
☐	☐	☐	☐	☐	☐

13. If you are not a permanent resident, how many days per week (on average) do you live in Buxton?

Person 1	Person 2	Person 3	Person 4	Person 5	Person 6
☐	☐	☐	☐	☐	☐

14. Could you provide a contact phone number for your household in case we need to clarify any of your answers?

☐

APPENDIX B – The BCS Covering Letter

Buxton Community Survey

Conducted for the Buxton Community by

TUTI
The Urban Transport Institute
for reliable urban transport information
420 Cathedral Lane, Taggerty, Victoria, 3714

2 June 2004

Dear Buxton Neighbour,

The Murrindindi Council is currently undertaking the development of Urban Design Frameworks (UDF) for eight small towns in the Shire (including Buxton) to provide directions for short-term and long-term development of the townships over the next several decades. As part of that process, a Steering Committee has been formed with representatives from the eight towns, to act as a conduit for information between the communities and the UDF process.
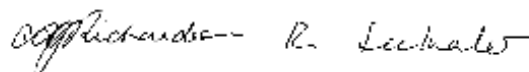
Buxton members of the Steering Committee have approached us to see whether we could use our professional expertise[*] to bring the views of all residents of Buxton into the process. For this reason, we are conducting a survey of all Buxton residents to identify what they see as the Strengths and Weaknesses of, and the Opportunities for and Threats to, Buxton. At the same time, we would like to be able to describe the characteristics of the residents of Buxton. An identical survey is also currently underway with Taggerty residents.

We therefore give your household the opportunity to take part in this survey, by completing the enclosed questionnaire and returning it by Friday, June 18, 2004 in the reply-paid envelope provided.

As with all surveys conducted by TUTI, the information provided will be treated with complete confidentiality. No results will be able to be traced back to any individual household. The data will only be used to develop statistical summaries of Buxton residents.

We hope you take this opportunity to have your views represented in the development of the Urban Design Framework for Buxton.

Yours Sincerely,

Tony Richardson and Rita Seethaler
Directors, The Urban Transport Institute

---

[*] The Urban Transport Institute is a private research consultancy that specialises in the design, conduct and analysis of travel surveys and other social surveys. TUTI is currently responsible for large-scale travel surveys for State Governments in Victoria, Queensland and Western Australia. TUTI is conducting the Buxton Community Survey as an unpaid community service. More details on TUTI can be found at www.tuti.com.au

APPENDIX C – Summary SWOT Categories

STRENGTHS

NATURE	
Natural beauty, views, scenery	21
The Rivers, water quality	13
Clean air	13
Wildlife	11
Birdlife	7
The Cathedral & Mountains	7
Farming & Rural prime land	6
unspoiled environment, little pollution	6
Flora, "the bush"	5
good climate	4
Open space	3
Buxton park& public spaces, tennis court	4
good rainfall	1

LIFESTYLE	
Quietness	19
Country lifestyle, healthy lifestyle	15
Absence of development, no high density dev., no small subdivision	7
Small town feel	7
Bushwalking, walks, cycling tracks, mountain biking	7
Tourism/outdoor recreation	5
good fishing	5
Safety, Security	3
Privacy	2
Little traffic, no congestion	2
pleasant appearance of township	2
No crowds, no over-population, few fulltime residents	2
Isolation from city influences	1
lower living costs	1
Lack of commercialized development	1

PEOPLE	
Friendly neighbours & Community	10
Friends and family nearby	2
Diversity of people living here	1

ACCESS	
Access/proximity to Melbourne	15
Access to other towns (Alex., Eildon, Marysville, etc.)	6
Access to snowfields and lake	5
Access to Golf course (Marysville)	2
Access to mobile library	1
Fortnightly shopping carpool to Chirnside	1

FACILITIES & SERVICES	
Special mention of Bait&Tackle, Chainsaw/mower repairs shop	3
Facilities e.g. store, post office, primary school	2
Special mention of General Store	2
Special mention of Trout Farm	1
Nearby Restaurants	1
Wineries	1

NOTHING STATED	
Nothing Stated	3

TUTI
The Urban Transport Institute

WEAKNESSES

LACK OF FACILITIES	
Limited services/cafes/shops i.e. banking, medical services, chemist	14
Mobile phone coverage/no ADSL	6
Lack of walking tracks, No pedestrian access on bridge over Little Stevenson	5
Radio/Television reception, no cable TV	5
No venue for local arts and craft, lack of local market	2
No well maintained sports facilities (tennis court, oval)	2
No town water outside town centre	2
Not enough high quality restaurants	2
no sewerage	2
no rubbish collection	2
Limited infrastructure (telecom, walking trails& pathways)	1
No decent take away food	1
No I.T. Access (broad band)	1
No main gas	1
lack of energy efficient, pollution free heating sources	1
no helipad	1
slow mail system	1

APPEARANCES	
unattractive state of township, shop & hotel areas	12
Unattractive streetscapes, along main street; need of landscape plan, tree planting	7
Inappropriate commercial signage	2
Lack of integrated planning, visually attractive planning	3
Abuse of parklands (visitors?) littering, gun use in bush,	2
Eyesores (e.g. weeds, storage of old cars and trucks, containers used as sheds)	1
Poor architecture, poor development (ribbon dev. along rivers)	1
need to improve street lighting at side streets to Hwy	1
lack of native bushes, shrubs, grasses alongside rivers	1
Uncontrolled building (sheds used as dwellings)	1
Leveling the ground at library van stop	1
increased planting of cypress trees	1

LACK OF ACTIVITIES	
No community activities, lack of place for cultural activity	10
No life after 6 o'clock	1

TRANSPORT & TRAFFIC ISSUES	
Little public transport, taxis in area	8
Insufficient road maintenance (off-Hwy), road conditions Black Spur	3
Bad public transport to Melbourne, no quick way to Melb.	3
Log trucks on local roads, logging	3
unregistered motorcycles on streets and in bush, cars driving too fast in the bush	2
60km/h signs at wrong place	1
Need for disabled parking near Meeting of the Waters	1
Speeding on residential roads; dangerous traffic situation store	1

ENVIRONMENTAL ISSUES	
Dust problem	2
Smelly town water (bleach)	1
Noise pollution (loud music, motorcycles on residential land and parks)	1
lack of pest control (weeds, rabbits, spread of cinnamon fungus, etc.)	1
More education of people to prevent littering	1

PLANNING ISSUES	
Lack of management of parklands, i.e. Meeting of the Waters (car access, rubbish)	7
Re-zoning, residential subdivisions, overdevelopment	7
Misplaced town centre: traffic safety problem at curve nearby store	4
Lack of affordable small building blocks available	2
Inappropriate Businesses run in residential or rural areas	2
Shire's council desire to make Buxton suburban, to collect extra revenue	2
School upgrading needed	1
Confusion about planning aspects from Shire	1
Environmental pressure due to development	1
Buxton rise too close to community hall	1
Buxton a pass-through village without own attraction	1
Lack of financial support from M'indi Shire	1
Councilors keep town as doormat for Mt Buller, Eildon and Alex.	1
small acre residents living outside rural living guidelines (large dogs, lights, weeds)	1

PEOPLE ISSUES	
Little employment	3
Insufficient crime prevention, police	3
limited community spirit, understanding of responsibilities	2
Not enough young people, decline in population	1
Insufficient interest in issues confronting Buxton & its future	1
criticism from locals, unsupportive of projects of community groups	1
community projects driven by individuals rather than the majority view (foot bridge)	1
Learn about Buxton issues via Alex. standard	1

OTHER	
Bushfire hazard, insufficient management with controlled burn-offs	4
fuel prices too high, high cost of living, expensive shops	2
fire bugs	1

NOTHING STATED	
Nothing Stated	9

OPPORTUNITIES

BUSINESS DEVELOPMENT	
More small businesses, shops, supermarket, parking, services&repair, medical, etc.	10
strengthen Trout industry, fishing & other tourist activities/tourism industry to attract visitors	6
increase employment; job opportunities (in B. and other surrounding towns)	3
More development to increase rate payers and money available for services, i.e. sewerage	2

ENVIRONMENTAL DEVELOPMENT&PRESERVATION	
encourage beautification and landscaping; tree planting along Hwy; flower beds, etc.	8
preserve environment, natural beauty, scenic values	2
promotion of Cathedral Ranges for environmentally sensitive tourism	1
low-impact tourism	1
protection of waterways and environment	1
native grasses, bushes along rivers to increase habitat for small birds, insects and wildlife (echidnas)	1
Keep open spaces	1

FACILITIES DEVELOPMENT	
develop walking trails, bike trails, horse trails in and between towns (wheel chair accessible)	9
Meeting of the Waters picnic area upgrade, upgrade and creation of other parklands (wheel chair accessible)	6
Tidy up commercial buildings, pub, roadhouse	4
Bridges over river, linking road ways and walk ways, (Bridge over Lt Stevenson River)	4
Good cafe / restaurant / bakery/craft&giftware, antique store	5
Provide cheap energy, i.e. natural gas; gas supply	3
Town water supply	3
Improve telecommunications, TV reception, broad band access, ADSL	4
additional Bed and Breakfast	2
tourism infrastructure development	2
Increase standard of Hall	1
Move Hall to Reserve to enable more indoor/outdoor combined community activities	1
Health centre to deal with social problems (drug, alcohol abuse, suicide)	1

ACTIVITIES DEVELOPMENT	
Local festival for Triangle townships, community events, markets, music artistic events, food centre	6
youth related services/activities; sporting and recreation activities	3
C.F.A. training	1

COMMUNITY DEVELOPMENT	
involve local residents in planning process; proper consultation process	4
Attitude of people, more input from people; participation in caring & maintenance	4

PLANNING ISSUES	
Sensible growth, limited and controlled development, keep small to medium community	10
Better development controls, guidelines to preserve rural ambiance	4
planning to enhance environment, not to destroy it; keep charm of B.	4
review planning restrictions to ensure good quality development; keeping more with natural environment	4
Promotion of lifestyle properties, i.e. 10 acres - rural setting	2
Remove semi/light industrial facilities from township	2
more affluent population to lift living standard, slight population growth	2
Minimum land size not too small, e.g. 1 acre sites	1
more subdivision to attract families and weekenders	1
limit access to bush bashers and motor bikes	1
more subdivisions, i.e. 5 acre sites	1
rural shire council replaces M'indi shire council	1

TRANSPORT ISSUES	
provide road maintenance, road safety; round-about Hwy/M'ville intersection	3
sealing some roads for dust control	3
Provide public transport to other villages (Alex, etc.)	3
Regular bus to Lilydale Station/ better access to Melb	3
pedestrian crossing at M. Hwy/Marysville intersection	1
Walking tracks in and around town wheel chair accessible	1

OTHER	
special link for Buxton on M'indi website; promoting tourism	2
reduce/change existing signage	1
Lower fuel prices	1

NOTHING STATED	
Nothing Stated	8
Leave it as it is	2

THREATS

DEVELOPMENT	
Developments/subdivisions in country side/prime farmland, ugly, loss of rural feel	20
Small subdivisions, suburban type of subdivisions, urban sprawl, high density	20
Overdevelopment without sufficient/appropriate infrastructure& support services	11
Overpopulation, increase of population (Acheron Training Centre)	5
ribbon development along Hwy, esp. "light industrial", commercial development	5
tourism oriented shops, tourist oriented overdevelopment	2
Planned Motel at turnoff M. Hwy/Marysville Rd	1

ENVIRONMENTAL DAMAGE	
Damage to waterways, decrease in water quality, pressure on rivers due to development	11
degradation of landscape, natural environment, native wildlife habitat, loss of native flora/fauna	7
Noise pollution (motor bikes, industrial activity etc.)	4
Fire smoke, air pollution from house fire and industrial activity	3
Increased light pollution (street lighting)	2
Introduced pests (rabbits, foxes, dear) threatening wildlife; plants	2
Flooding problems, housing in flood zones	2
Visual impacts; aesthetic impact: power lines, ugly advertising	2
Cats and dogs threatening wildlife;	1
Use of herbicides	1
Need for tree planting along suburban streets	1
Residents wanting to eliminate trees outside the pub and general store	1
Overdevelopment in bush land adjacent to Cathedral Range	1
Construction too close to rivers	1

INADEQUATE PLANNING	
No proper planning or guidelines, uncontrolled development, loose development rules	9
Doing nothing against unattractive township, lacking finance for face lift, need for upgrading of buildings	3
Council over-influenced by developers, Council's self-interest for rates, Councils lack of respect for rural zones	3
Continuation of Status Quo, no progress, unfinished projects	2
Bad planning decisions (car wreckage yard)	2
Uncooperative planning scheme (adverse to development?)	1
Rise in low-cost, prefabricated housing/weekenders	1

LOGGING & PLANTATIONS	
Logging	5
Pine plantations, clearing for new pine plantations (Black Ranges, Mt Margaret)	4
Too many log truck on roads, noise pollution from trucks	3
Blue Gum plantations closer to Buxton	1
Agricultural plantations (vineyards, olive groves)	1

PEOPLE PROBLEMS	
Loss in young population/ over ageing of population	2
"Not-in-my-backyard" factor / stagnation (adverse to development)	2
Lack of community spirit and cooperative action, uncooperative fractions	2
vandalism, littering	2

ECONOMIC ISSUES	
lack of employment	2
Lack of employment for young	1
high living costs	1
high council fees	1
Small rate base	1
pressure on land values, price rise of land	1
Lack of tourist attraction/future resident attraction	1
concentrated tourism in already established townships (M'ville, Eildon) and not in Buxton	1

SERVICES & FACILITIES	
Lack of access to fight fire attack, bad management of regrowth to prevent bush fire, infrastructure for fire hazard	3
withdrawal from Govt. Services/support for existing facilities	1
Unsafe pedestrian crossing at school, no "lollipop" person	1
Closing trout farm due to Govt. overregulation	1
lack of services, activities (i.e. for youth)	2
Lack of police force, security	1
Road between Buxton and Healesville (Black Spur)	1

OTHER	
Current State Govt.	1

NOTHING STATED	
Nothing Stated	8

APPENDIX D – Urban Design Framework Planning Note

Source: Department of Infrastructure (September 2002)

TUTI
The Urban Transport Institute

URBAN DESIGN FRAMEWORKS

UPPER ESPLANADE/ST KILDA FORESHORE UDF. COURTESY OF 4D FORM PTY LTD

This Practice Note is a guide to the preparation and use of Urban Design Frameworks. Frameworks are strategic planning tools that set out an integrated design vision for the desired future development of urban places. They translate the broad aims of Municipal Strategic Statements (MSS) and planning schemes to practical urban design action at the local level.

The design quality of the urban environment is more important than ever. The viability of suburbs, towns and major centres requires sharpened competitiveness in response to economic, technological, demographic and social changes. Urban Design Frameworks provide direction for interventions that shape open space, buildings and landscape. They draw upon and integrate the traditional disciplines of designers (building, engineering and landscape) and planners (strategic, cultural and social), heritage advisers, economists and other specialists.

Urban Design Frameworks involve the generation of ideas and the preparation of realistic design concepts based on consultation, research and analysis. Concepts may be drawn or computer modelled, illustrating how a future outcome will look, to enable communication and testing with stakeholders and the local community. Consultation is a key element in the development of a Framework. To ensure community support for the strategic vision and subsequent physical projects, consultation with stakeholders and incorporation of their feedback throughout the process is essential.

Policy Context

URBAN DESIGN

Urban design is essentially about bringing a design approach to how towns and cities are analysed and developed. It provides a useful tool to enable performance-based planning to be implemented. A design approach unlocks creativity and allows physical design outcomes to be given a higher profile in planning. It also allows ideas to be tested through design and reviewed for their possible impacts or potential synergies.

Urban design concerns physical solutions for urban problems and is a consultative, interactive and responsive process that embraces the notions of:

- *strategy,* or the significance of considering individual urban design actions within a broader, strategic frame

- *sustainability*, which considers the long-term viability and impacts of development on economies and ecological systems, natural resources and urban communities

3

URBAN DESIGN   PLANNING NOTE

- *synergy,* or the advantages of resolving issues of public and private benefit, land use, built form and urban systems in relation to each other, with a high level of coordination

- *responsiveness,* or the benefits of considering urban design interventions in relation to 'the particular characteristics, aspirations and cultural identity of the community' and the specific image, built form characteristics and development dynamics of the urban environment

- *specificity,* or the acceptance of each urban situation as unique in time and space, where different degrees of change and intervention are more valid than generic solutions

- *quality,* or the recognition of the importance of well-considered visual and functional resolutions to urban issues and situations.

These notions support the relevant sections of the *Victoria Planning Provisions* (VPP), particularly section 19.03 'Design and Built Form'.

URBAN DESIGN FRAMEWORKS IN THE PLANNING SYSTEM

Urban Design Frameworks are an integral part of the planning system. They are important tools to assist planning authorities develop local action plans and initiatives within a strategic context, helping the agendas established in the MSS to be translated into actual projects and initiatives. A great deal of importance has been placed on the need to clearly *interlink all planning initiatives* flowing from the MSS to zones, overlays, schedules and local policies, right down to action plans for specific localities or sites. An Urban Design Framework is a vehicle to help a community to set an overall direction for a particular place or locality. Recommendations are fed into capital budgets, guidelines and zones for implementation.

Communities and governments frequently identify areas that are undergoing *significant change, or where particular issues need to be resolved or new threats or opportunities have emerged.* An Urban Design Framework is a powerful tool for resolving these issues. It is particularly useful for identifying areas suitable for urban consolidation, access improvement, medium-density housing and different types of mixed use development (such as R2Z, B1Z and MUZ), in conjunction with municipal business strategies and strategies for housing and residential development. The results of the Urban Design Framework process can then inform changes to zoning and Design Development Overlays (DDO) in planning schemes and initiate design guidelines and policies.

Urban Design Frameworks also seek to *integrate non-physical actions and opportunities with built form outcomes.* They help

WARRNAMBOOL CAD BEAUTIFICATION.
COURTESY DAVID LOCK AND ASSOCIATES AND EDAW PTY LTD

to coordinate physical development issues with other actions such as social, economic and management strategies across the full range of council activities.

URBAN DESIGN FRAMEWORKS, STRATEGIC PLANS AND MASTER PLANS

An Urban Design Framework differs from a strategic plan, or a master plan: *it combines the direction-setting and coordination aspects of strategic planning with the detailed and practical design process of a master plan, in three dimensions.*

It should enable the community to deal more effectively with specific design issues at a practical level.

Unlike a master plan, which only gives a final vision for how an area will develop, an Urban Design Framework should provide flexibility by identifying key principles rather than finite solutions. It is not a fixed view of the future nor is it a land-use report. It includes a design vision for how a place might develop and should include sufficient detail at key locations so that the vision can be tested for economic and functional viability. An Urban Design Framework should include sufficient information to allow continuous review of detailed actions within the strategic frame, and to enable councils to assess development proposals.

A completed Urban Design Framework is the result of a structured process of preparation and consultation. The package typically includes:

- a record of the analysis

- a description of the issues considered

- a framework plan to identify key action areas and important relationships

- a set of development principles

- visualisations of key design concepts

- action plans for non-physical opportunities

- an implementation strategy.

DUNKELD CONTEXT ANALYSIS. COURTESY OF HANSEN PARTNERSHIP

LILYDALE TOWN CENTRE REVITALISATION. COURTESY OF HASSELL PTY LTD

Guidelines

KEY CHARACTERISTICS OF AN URBAN DESIGN FRAMEWORK

Each place will have unique characteristics and potential, so the framework process needs to be specifically adapted for that place. However, it is important that each framework is systematic, objective and sufficiently comprehensive to ensure all major issues have been considered.

An Urban Design Framework should:

- include a comprehensive analysis of context

- look beyond the individual project and seek to coordinate across projects and opportunities, setting a project in its broader context

- incorporate and respond to information from existing strategies and studies, such as transport, heritage and neighbourhood character studies

- respond to all major stakeholders by integrating their interests and concerns

- incorporate major infrastructure issues and provide design direction for the details within infrastructure construction projects

- set out an implementation strategy that looks at a range of time scales and generally includes:

    – long-term strategies and options (say, 10 to 15 years and beyond)

    – intermediate-term strategies and options (say 3 to 5 years)

    – short-term actions that can be immediately implemented without compromising long-term objectives

- present analysis, principles and options for implementation in graphical and written format to a standard suitable for public consultation

- illustrate existing constraints and available opportunities, identify different options, and provide a record of why particular options are selected referring to key policy objectives, urban design principles, etc.

- provide a 'layered' response to issues at hand, beginning with the broad contextual issues and principles, and working down to detailed design studies and guidelines for critical locations.

MOONEE PONDS ACTIVITY CENTRE ELECTRONIC 3D IMAGE. COURTESY OF HASSELL PTY LTD.

IMPORTANT STEPS IN THE FRAMEWORK STUDY PROCESS

The process for any particular framework study must be fine-tuned to accommodate local issues and objectives. Community involvement should be sought early in the process and at all relevant stages. A typical process could include the following steps:

Stage I. Preliminary actions

- Identify and define project objectives, scope, boundaries and the significant influences within the region, including population projections.
- Identify stakeholder issues.
- **Milestone: sign off the Study Brief.**

Stage II. Analysis and objectives

- Conduct a review of existing plans, policies, strategies, infrastructure programs, etc.
- Perform a contextual analysis of the opportunities and threats from beyond the project boundaries.
- Perform a systematic analysis of the study area, typically under headings such as:
- Use patterns
  - land use
  - activities and events
  - economic activities, etc.
- Movement patterns
  - pedestrian access and movement
  - vehicular access and movement
  - transport routes, etc.
- Urban form
  - development pattern
  - topography and landscape

- views and vistas
- building form
- micro-climatic effects
- sunlight and shading effects, etc.
- Conduct an analysis of local strengths, weaknesses, opportunities and threats.
- Identify and summarise key issues.
- Identify possible strategic actions.
- **Milestone: prepare a Progress Report.** This may include:
  - diagrams and text analysing the impacts and influences from beyond the study area, positioning it in its broader context
  - diagrams, sketches and text illustrating the key opportunities that could be exploited and the major constraints which will need to be taken into account.
- Test in consultation with user groups and stakeholders.

Stage III. Synthesis and strategic framework

- Develop broad design options and identify possible projects or strategic action areas and potential synergies between projects.
- Test options with stakeholders and conduct broader consultation as needed.
- **Milestone: prepare a Progress Report.** This may include:
  - Urban Design Framework plans and diagrams based on preferred options for physical and dynamic actions
  - detailed conceptual designs and guidelines for selected action areas.
- Test in consultation with user groups and stakeholders.

YEA AND EILDON UDF PROCESS DIAGRAM, 2002. COURTESY OF 4D FORM PTY LTD.
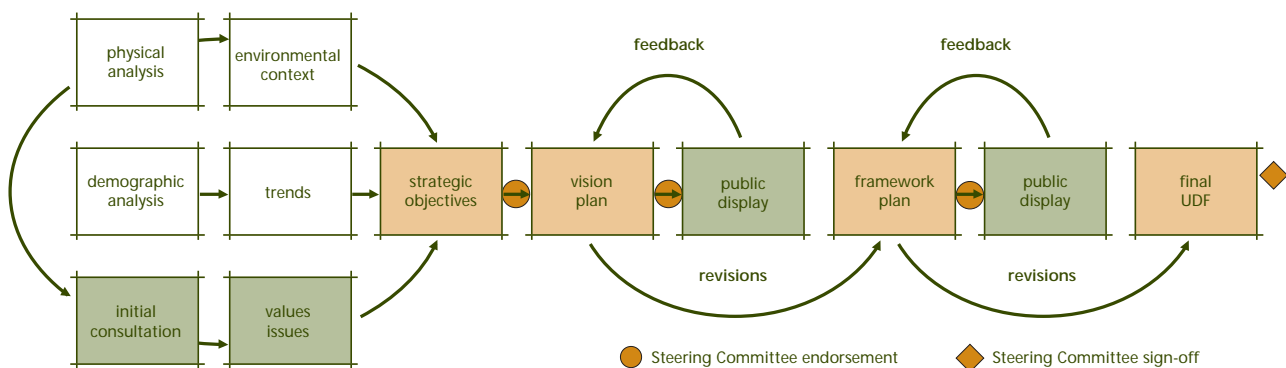
Stage IV. Final reporting

- **Milestone: prepare a final Urban Design Framework Report.** This may include:

- A Coordinating Framework Plan with diagrams and maps indicating:

  – the total concept

  – the components of the concept: (i) use and activities, (ii) movement and (iii) built form and environment

  – the major project opportunities and linkages between them

  – areas for strategic action.

- Strategic Action Area Plans with plans, diagrams, elevations, sections and sketches illustrating:

  – design concepts for strategic areas identified in the Coordinating Framework Plan, including enough detail to enable further economic, social, visual and technical analysis.

- An Implementation Strategy report identifying planning, project and management actions regarding:

  – immediate, medium-term and long-term actions

  – key stakeholders and beneficiaries

  – potential sources of investment or finance.

- Appendixes, when relevant, including, for example:

  – nominated performance criteria

  – lists of people contacted during the framework process

  – economic analysis including costings, economic impact studies, etc.

  – traffic and technical studies

  – infrastructure initiatives

  – a marketing plan

  – draft briefs for action areas or projects identified in the framework

  – draft briefs for further studies arising from the framework.

OUTPUTS OF THE URBAN DESIGN FRAMEWORK PROCESS

The extent of the output should be tailored to suit the scope, needs and locality of the Urban Design Framework. The format can also vary from hand-drawn sketches and diagrams to fully developed computer images and models.

The quality of the information is more important than the format and, in many situations, simple modes of presentation may be as effective as sophisticated rendered images for communication with the community.

A high priority should be given to the use of illustrative images and diagrams to complement written explanations.

## REQUIRED SKILLS FOR THE PREPARATION OF URBAN DESIGN FRAMEWORKS

To prepare and implement an effective Urban Design Framework, it is important that the sponsor appoints a core project team and steering committee. A steering committee comprising representatives from the key stakeholder groups can ensure the framework maintains its relevance. Implementation is also easier if stakeholders have been involved in managing the project from the start and continuity of team members is possible.

A multidisciplinary project team is essential. The mix of required skills will vary with the locality and scope of project, but will typically include:

- overall urban design coordination

- architectural and landscape design

- strategic and statutory planning

- transport planning

- cultural planning

- economic impact assessment

- infrastructure specialties, such as traffic planning, road design, and electrical engineering.

Further specialist skills may be required such as:

- public safety and security

- consultation, marketing and communications

- heritage, tourism, retail trading, etc.

- environmental planning and management

- visualisation and artistic rendering, etc.
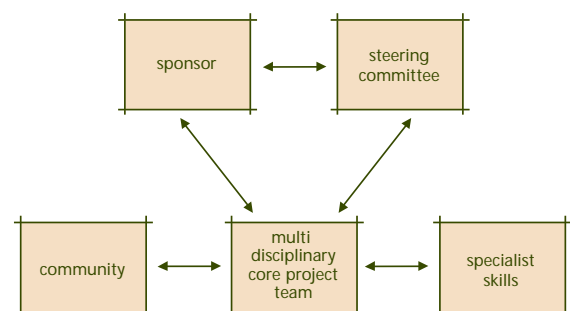
MODEL URBAN DESIGN FRAMEWORK PROJECT TEAM

Further information

EXAMPLES

The Department of Infrastructure has been encouraging councils to undertake Urban Design Frameworks throughout Victoria. Examples include:

- *Mt Baw Baw Urban Design Framework*
  Mt Baw Baw Alpine Resort Management Board

- *Moonee Ponds Activity Centre*
  Moonee Valley City Council

- *Box Hill Business District*
  Whitehorse City Council

- *Skipton, Timboon and Cobden*
  Corangamite Shire Council

- *Ballarat Central Business Area*
  Ballarat City Council

- *Bendigo CBD Consolidation*
  Greater Bendigo City Council

- *Phillip Island and San Remo*
  Bass Coast Shire Council.

REFERENCES

- *Victoria Planning Provisions*
  Department of Infrastructure

- *Planning Practice Notes*
  Department of Infrastructure

- *Guidelines on Preparing New Format Planning Schemes, December 1996*
  Department of Infrastructure

- *Designing Competitive Places, 1997*
  Australian Local Government Association

PLANNING NOTES

Planning Notes provide practical advice on planning and urban design matters.

Copies of this document or other planning notes in the series may be obtained from:

Department of Infrastructure
Planning Information Centre
Upper Plaza, Nauru House
80 Collins Street
Melbourne 3000
Telephone 03 9655 8830
Facsimile 03 9655 8847

For further details contact:

Central City and Alpine Region
    Telephone 03 9655 3360

South East Metropolitan Region
    Telephone 03 9881 8881

North West Metropolitan Region
    Telephone 03 9313 1300

Eastern Region
    Telephone 03 5172 2696

North Eastern Region
    Telephone 03 5761 1857

Northern Region
    Telephone 03 5434 5150

South Western Region
    Telephone 03 5225 2516

Western Region
    Telephone 03 5333 8790