Transit oriented development: guide to community diversity
Transit oriented development: guide to community diversity

Looking forward. Delivering now. The Department of Infrastructure and Planning leads a coordinated Queensland Government approach to planning, infrastructure and development across the state. The State Government, through Growth Management Queensland, is leading the way with a focused approach to growth management, to help shape tomorrow’s Queensland.

©The State of Queensland. Published by the Department of Infrastructure and Planning, October 2010, 100 George Street, Brisbane QLD 4000.

The Queensland Government supports and encourages the dissemination and exchange of information. However, copyright protects this publication. The State of Queensland has no objection to this material being reproduced, made available online or electronically but only if it is recognised as the owner of the copyright and this material remains unaltered. Copyright inquiries about this publication should be directed to the department’s legal services division via email copyright@dip.qld.gov.au or in writing to PO Box 15168, City East, Queensland 4002.

The Queensland Government is committed to providing accessible services to Queenslanders of all cultural and linguistic backgrounds. If you have difficulty understanding this publication and need a translator, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the Queensland Department of Infrastructure and Planning on 07 3227 8548.

Disclaimer: While every care has been taken in preparing this publication, the State of Queensland accepts no responsibility for decisions or actions taken as a result of any data, information, statement or advice, express or implied, contained within. To the best of our knowledge the content was correct at the time of publishing.

Any references to legislation are an interpretation of the law. They are to be used as a guide only. The information in this publication is general and does not take into account individual circumstances or situations. Where appropriate, independent legal advice should be sought.

ISBN: 978-0-9805449-6-1

SIP_0092_01_Pu
Contents

Executive summary ........................................................................................................................................... 1

1 Introduction .................................................................................................................................................... 3

2 What is transit oriented development? ........................................................................................................ 4

3 Why community diversity? .......................................................................................................................... 5
   3.1 Why does it matter? .................................................................................................................................. 5
   3.2 What is community diversity? .......................................................................................................... 7
   3.3 Who are we planning for? ................................................................................................................. 7
   3.4 Social planning principles ............................................................................................................... 9

4 Strategies for achieving community diversity .......................................................................................... 10
   4.1 How to achieve community diversity ............................................................................................ 10
   4.2 Urban form and land use ................................................................................................................. 11
   4.3 Housing .......................................................................................................................................... 13
   4.4 Access to diverse jobs .................................................................................................................... 18
   4.5 Retail diversity .................................................................................................................................. 19
   4.6 Social infrastructure ....................................................................................................................... 20
   4.7 Access and movement ................................................................................................................... 21
   4.8 Open space, recreation and the public domain ............................................................................. 22
   4.9 Community engagement and collaboration .................................................................................. 24
   4.10 Community and cultural development ....................................................................................... 25

5 Evaluating outcomes .................................................................................................................................. 27
   5.1 Why evaluate outcomes? ............................................................................................................... 27
   5.2 How and when to evaluate ........................................................................................................... 27
   5.3 A monitoring and evaluation framework .................................................................................... 28

Appendix: Evaluation criteria for community diversity ........................................................................... 30

Glossary .......................................................................................................................................................... 34

References ....................................................................................................................................................... 39

Acknowledgements ....................................................................................................................................... 40
Executive summary

Creating built environments which allow for and facilitate community diversity is a key consideration in the delivery of successful transit oriented development (TOD) precincts. A key regional planning outcome in Queensland is to create ‘cohesive, inclusive and healthy communities which have a strong sense of identity and place, and access to a full range of services and facilities that meet diverse community needs’.

*Transit oriented development: guide to community diversity* provides guidance on how to achieve diverse and inclusive communities in TOD precincts. It is informed by three background documents which draw on extensive evidence in national and international literature and research:

- *Transit oriented development: guide to community diversity*—Research report
- *Transit oriented development: guide to community diversity*—Case studies
- *Transit oriented development: guide to community diversity*—Literature review

Download these documents from the Department of Infrastructure and Planning website www.dip.qld.gov.au/TOD

The main findings are summarised as follows:

**Transit oriented development**

- Transit oriented development is a planning approach that promotes the creation of a network of well-designed urban communities focused around transit stations. Areas developed using this approach are called TOD precincts, and generally comprise a mixed-use community within a comfortable 10-minute walk of the transit station.

**Community diversity**

- Community diversity in TOD is seen to be achieved where people with different demographic, socio-economic, cultural, employment and visitor characteristics live in an inclusive, interactive and harmonious manner. To achieve diversity, the needs of different groups must be catered for in the urban environment.

- There is no one ideal mix or preferred community profile for TOD precincts. Community diversity will vary according to the area’s unique characteristics and the changing dynamics that occur in an urban area over time.

- TOD precincts effectively create new communities embedded within existing ones, where redevelopment and infill occur, requiring careful attention to blend the two and build meaningful social and physical connections between them. Creating well-functioning, successful communities requires a long-term commitment to a combination of land use, investment and community development strategies.

- There is a strong contention that there are social and economic benefits in achieving community diversity. A fundamental principle of urban planning is that communities function best when quality of life and access to the community’s resources are enjoyed by all. It also makes good planning sense to integrate different social groups rather than isolate them, with the collective urban experience being that concentrated social disadvantage is problematic.

- Community diversity will not occur through housing diversification alone—the most common approach adopted. Evidence indicates that the establishment and maintenance of community diversity requires initiatives which address a wide range of factors.

- The principle of community diversity forms part of a set of interlinked social and urban planning principles for TOD precincts, and is achieved through a number of factors including urban form, housing mix and design, economic development, the provision of community facilities and services, public domain planning, community development and community engagement.
Strategies

- Planning and developing TOD precincts requires deliberate strategies to overcome the possible displacement impacts of urban revitalisation. The case studies indicate that in the long-term revitalisation projects often erode diversity, with small businesses and community organisations commonly displaced as affordability of rental office premises declines. Displacement of low-income residents also occurs as lower-cost housing is lost.

- Statutory measures guiding how development should occur in TOD precincts are not sufficient on their own to deliver diversity. Long-term investment is also needed in social housing, community infrastructure, programs to retain existing local businesses, and programs to create a fusion between existing and new communities.

- Both big-picture or macro issues, such as governance, collaboration and community engagement, urban form and land use, along with fine-grained or micro issues such as housing design, public domain, retail, diversity and accessibility ultimately influence how well community diversity is achieved.

- The facilitation of community diversity is influenced by the broad urban form and land use management actions that take place as the master plan is implemented.

- Nine key factors have been identified as most influential in promoting community diversity:
  - urban form and land use
  - housing
  - access to diverse jobs
  - retail diversity
  - social infrastructure
  - access and movement
  - open space, recreation and the public domain
  - community engagement and collaboration
  - community and cultural development.

- These factors are supported by a comprehensive set of strategies providing guidance on how to establish and maintain community diversity. The strategies include a combination of statutory and non-statutory measures that, when coordinated, will help to achieve stronger, more diverse communities in TOD precincts.

Evaluation

- The establishment and maintenance of community diversity is an ongoing effort. For this reason it is important to evaluate outcomes over time.

- The evaluation framework outlined in Section 5 provides a guide. Evaluation frameworks must be individualised to ensure their relevance to local needs and circumstances. Evaluators will need to develop a framework that fits the circumstances and conditions that apply to the TOD precinct being evaluated.

The concept of community diversity and the measures required to achieve diversity have previously been relatively undocumented. This guide has concluded that community diversity in TOD precincts can be achieved, but will require concerted efforts from all relevant stakeholders, including the planning authority, developer and the community.
1 Introduction

The growth of Queensland as a whole, and South East Queensland (SEQ) in particular, presents a diverse range of challenges to our lifestyle, our social structures and our environment. The South East Queensland and Far North Queensland regional plans are examples of how the state government is addressing these challenges. These plans create a framework for managing growth and development. One of the key strategies to help manage growth and build sustainable and vibrant communities, is the application of transit oriented development (TOD) principles in appropriate locations.

A key objective of these regional plans is to create cohesive, inclusive and healthy communities which have a strong sense of identity and place, and access to a full range of services and facilities that meet diverse community needs. Transit oriented development: Guide to community diversity is intended to provide guidance on how to achieve inclusive communities in TOD precincts, and is based on the findings of research commissioned by the Queensland Department of Infrastructure and Planning.
2 What is transit oriented development?

Transit oriented development is a planning concept that promotes the creation of a network of well-designed, human-scale urban communities focused around transit stations. The term refers to communities which comprise high-quality, medium to high-density mixed-use residential and employment areas, with high levels of access to public transport and pedestrian and cyclist friendly street environments.

TOD is not intended to replace all other forms of development. However, in locations where it is possible and appropriate, it offers choice, significant economic benefits and potential community benefits. In urban infill areas TOD precincts effectively create new communities embedded within existing ones, and in greenfield areas the development of TOD precincts may be the catalyst for further centre development. Creating well-functioning, successful communities in this context requires a long-term commitment to a combination of land use, investment and community development strategies.

While there are various definitions of TOD in use around the world, there is general agreement on the main characteristics of a TOD precinct, namely:

- a rapid and frequent transit service
- high accessibility to the transit station
- a mix of residential, retail, commercial and community uses
- high-quality public spaces and streets which are pedestrian- and cyclist-friendly
- medium to high-density development within 800 metres of the transit station (i.e. the TOD precinct)
- reduced rates of private car parking.

The term transit oriented development is often used incorrectly to describe a single development adjacent to, or above, a transit station. TOD refers to the set of principles applying to the broader precinct surrounding the station, rather than any individual development within it.

Development projects next to a station or in the airspace above the transport corridor are known as ‘joint development’ and may be important catalysts for TOD, if designed well. However, they can inadvertently reduce a location's TOD potential if they block access to the station or contain uses that are not transit-supportive.

TOD precincts generally include the neighbourhood within a comfortable 10-minute walk of the transit station (a radius of approximately 800 metres).

Kelvin Grove Urban Village, Brisbane – demonstrates the application of a number of transit oriented development principles. The village comprises a mix of uses, provides a high-quality public domain and access to public transport.
3 Why community diversity?

Increasingly, with the rising cost of fuel and traffic congestion, people of all types of backgrounds, income levels and occupations want and need to live near public transport or within walking or cycling distance of most of their everyday needs. The concept of TOD has some parallels with the traditional neighbourhoods and village communities of the pre-war years. This form of urban village is a reinterpretation for 21st century needs, but like the neighbourhoods of the past, it includes mixed uses and transport connections that celebrate the station area as a high quality community focal point.

Albion, Brisbane – urban villages of the past were centred around transit.

People and communities of diverse types will have different requirements of the high-density urban environment, including housing, movement systems, services, facilities, jobs and open space. They also have different ways of participating in the community. To be attracted to live in a TOD precinct, the needs of different groups in the urban environment must be catered for.

The SEQ and FNQ regional plans outline TOD principles for these regions. These principles support the creation of built environments which facilitate community diversity in TOD precincts. They also promote a diversity of employment opportunities, and precincts that are vibrant and safe. These principles must be applied in the detailed planning of all regional activity centres and in precincts surrounding high-capacity public transport nodes and corridors.

3.1 Why does it matter?

A fundamental principle of urban planning is that communities function best when quality of life and access to the community's resources are enjoyed by all its members. It makes good planning sense to integrate rather than exclude. The collective urban experience is that concentrated social disadvantage is problematic. The social and economic costs associated with spatial segregation and concentrated disadvantage are well recognised. Less well documented are the advantages to individuals, governments and the development industry of achieving community diversity. These include:

- Achievement of the cultural shift to higher-density living will be assisted by ensuring that TOD communities offer a lifestyle and housing options that appeal to a broad range of people.
• Families will be attracted if housing supports family lifestyles, the needs of children and teenagers are attended to, safety is addressed, and there is convenient access to shops, schools and public spaces. This will create higher population thresholds for businesses and services.

• A diverse and well-planned TOD precinct caters to the needs of different households at different stages of life, enabling households to form and reform in the same local area if they choose, and providing a market niche of repeat business.

• Where different households live together in a socially connected and well-designed community, the risk of social isolation is reduced and ageing in place can be supported, resulting in a community attractive and desirable for older people.

• Design which promotes accessibility for all people regardless of age or physical ability promotes an environment that is welcoming to all market segments.

• Convenient and timely access to community infrastructure (e.g. schools, child care and community centres) and the ability to walk to local shops to purchase food, drinks and other regular items promotes quality of life and is an important factor influencing choices of where to live.

• Community development and engagement can facilitate greater social cohesion, reducing the risk of costly opposition and nurturing a strong sense of belonging whereby people feel valued. Community vitality and harmony are strong attractors for prospective investors and residents.

• Diversity in employment, business and cultural activities contribute to a more resilient local economy. Working near home avoids long commute times and costs.

• Community diversity adds to vitality. Vibrant places attract people, are great places to live and are economically successful.

• Cultural diversity is a recognised factor contributing to creative and innovative economies where people mix social, business and cultural activities.

• Planning for pets broadens the market appeal of high-density areas. It supports mental and physical wellbeing, and provides a valuable way for people to get to know each other (e.g. local dog parks are a significant community meeting place). By deliberately planning for pets, the risk of incompatibility between pet owners and non-owners can also be reduced.

• Housing will attract a wider market when it is designed to accommodate a diversity of needs (e.g. families, home based workers, group households, ageing people and different cultural groups).

• Housing diversity allows people to live near one another in a neighbourhood as children grow up and leave home, or elderly parents require more appropriate housing. The housing market is therefore more likely to be sustainable over time.

• Affordable housing increases the diversity of the local workforce, and avoids problems where key workers cannot be found due to high housing and travel costs. Student and casual labour can also be found more easily.

• Where housing design promotes neighbourliness and the opportunity for people to know one another, its appeal is strengthened and the area becomes known as a good place to live.

• Ready access to interesting, well-designed and diverse open spaces supporting a range of different activities adds to the overall lifestyle appeal, bringing with it significant health benefits, and increased social contact and sense of community. This will increase the appeal of the precinct and help it retain this appeal over time.

• Urban design that supports spontaneous contact between residents and increases access to services, infrastructure and shops within walking distance will reduce the number of car trips over short distances within a neighbourhood. It will also increase convenience and the desirability of the locality as a place to live, work and visit.

While there is an acceptance that community diversity is beneficial, it is also clear that social inclusion and acceptance of difference are not an automatic effect or result of social-mix policies. There is research to support the contention that community development is a key to achieving good social outcomes for residents of a TOD precinct (see Research report).
3.2 What is community diversity?

In TOD, community diversity refers to:

The presence and degree of representation of a diverse range of different demographic, socio-economic, cultural, employment and visitor characteristics within a transit oriented development community, with people living in an inclusive, interactive and harmonious manner.

Community diversity is a broad term widely used in planning, but not widely defined in planning literature. In the context of TOD, the word diversity is usually used in relation to land use mix or diversity of housing tenure types. While there is certainly a relationship between the built form of a TOD precinct and the characteristics of the people who live and work there, this relationship is complex.

The literature suggests there can be many types of diversity in an urban environment, for example:

- social diversity (different social groups such as the elderly and low income people)
- land use diversity
- housing diversity
- employment diversity
- retail diversity
- diversity in the public domain (e.g. streets, plazas and open space).

While the goal is to achieve social diversity, all of these factors of diversity contribute to achieving a mix of different groups of people in a TOD precinct. While important, providing a mix of houses and land uses in the built environment will not lead to social diversity on its own. Effort is needed to foster social relationships between different groups to nurture acceptance of difference and generate a real sense of belonging. Experience shows that revitalisation and urban renewal processes can erode diversity, by displacing existing small businesses and affordable commercial and residential properties, and attracting new residents who are more similar (or homogenous) than they are different. Deliberate strategies are required to retain existing diversity in TOD precincts.

3.3 Who are we planning for?

Social mix in TOD precincts applies to the mix of residents and workers and, to a lesser extent, visitors. There is no one ideal demographic profile for TOD precincts; rather they vary according to their setting, and change over time. However, the typical characteristics of TOD communities in Australia suggest only limited diversity is being achieved. The findings in the Literature review and Case studies background documents indicate that TOD communities to date have been largely characterised by: renters who are fairly transient; a relatively high proportion of first home buyers; people who are wealthier and better-educated than residents in neighbouring areas; small households with few children and older people; some variation in income level depending on the location and availability of social housing; and, in some cases, a high proportion of people from multicultural backgrounds.

To attract greater diversity, the needs of particular groups and how they experience life in higher-density neighbourhoods must be catered to. These groups include residents who are: demographically diverse in age group, household type and size, disability and gender; socio-economically diverse, with varying income and tenure; and culturally and linguistically diverse. Workforce groups can be diverse in terms of occupations and employment status. Visitors should be taken into account in planning TOD precincts only where the attributes of the area itself are likely to attract significant numbers of visitors.
Table 1: Who we need to plan for in TOD precincts

<table>
<thead>
<tr>
<th><strong>Demographically diverse groups</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Age</strong></td>
<td></td>
</tr>
<tr>
<td>Children (0–4 years)</td>
<td>middle childhood (5–9) early teens (10–14)</td>
</tr>
<tr>
<td>Young people (15–19)</td>
<td></td>
</tr>
<tr>
<td>Young adults (20–29)</td>
<td></td>
</tr>
<tr>
<td>Mature adults (30–54)</td>
<td></td>
</tr>
<tr>
<td>Empty nesters (typically 55–64)</td>
<td></td>
</tr>
<tr>
<td>Older people (65+)</td>
<td></td>
</tr>
<tr>
<td><strong>Household/family composition</strong></td>
<td></td>
</tr>
<tr>
<td>Nuclear families (2 parents with child/children)</td>
<td></td>
</tr>
<tr>
<td>Single-parent families</td>
<td></td>
</tr>
<tr>
<td>Couples</td>
<td></td>
</tr>
<tr>
<td>Large (including extended) families</td>
<td></td>
</tr>
<tr>
<td>Single people (of all ages)</td>
<td></td>
</tr>
<tr>
<td>Group households (unrelated individuals sharing a dwelling)</td>
<td></td>
</tr>
<tr>
<td><strong>Other demographic characteristics</strong></td>
<td></td>
</tr>
<tr>
<td>Disability</td>
<td></td>
</tr>
<tr>
<td>Gender</td>
<td></td>
</tr>
<tr>
<td>Alternative lifestyle (e.g. eco-villagers)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Socio-economically diverse groups</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Middle- and high-income groups</td>
<td></td>
</tr>
<tr>
<td>Low-income groups</td>
<td></td>
</tr>
<tr>
<td>Renters</td>
<td></td>
</tr>
<tr>
<td>Homeowners</td>
<td></td>
</tr>
<tr>
<td>Homeless people</td>
<td></td>
</tr>
<tr>
<td>Pensioners and self-funded retirees</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Culturally and linguistically diverse groups</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Established and recent immigrants</td>
<td></td>
</tr>
<tr>
<td>Refugees</td>
<td></td>
</tr>
<tr>
<td>Indigenous (i.e. Aboriginal and Torres Strait Islander) people</td>
<td></td>
</tr>
<tr>
<td>Religious groups</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Workforce groups</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Students</td>
<td></td>
</tr>
<tr>
<td>Key workers</td>
<td></td>
</tr>
<tr>
<td>Temporary workers (seasonal and holiday workers)</td>
<td></td>
</tr>
<tr>
<td>Home workers</td>
<td></td>
</tr>
<tr>
<td>Other workforce groups</td>
<td></td>
</tr>
<tr>
<td>Unemployed workers</td>
<td></td>
</tr>
</tbody>
</table>
3.4 Social planning principles

The goal of achieving community diversity should be viewed within the context of a range of social planning principles which can be applied to the development of TOD precincts. The following principles were developed following a review of the literature and previous studies, and provide a framework within which the purpose of achieving community diversity in TOD precincts can be understood and pursued. These principles are interlinked and should be read collectively, rather than in isolation, as the creation of a TOD precinct is always an holistic exercise.

**Principle 1: Diversity and inclusion**

TOD communities strive for a social mix and create an environment which is inclusive and sociable, where all members feel a strong sense of belonging and cultural relevance. Physical and social connectivity is achieved with adjoining communities.

**Principle 2: Housing choice and equity**

TOD communities offer high-amenity, affordable housing across the spectrum of households and housing that is well designed to meet the diverse and changing needs of residents.

**Principle 3: Accessibility**

TOD communities are supported with convenient access to the employment, services and facilities required to support their daily needs, including commercial and retail services, jobs, social services and facilities and open space.

**Principle 4: Vibrancy and a healthy lifestyle**

TOD communities enjoy a high level of amenity that supports a healthy, vibrant and active lifestyle, and an appreciation for sustainable living. The public domain is a major lifestyle feature that connects people with the place, each other and nature.

**Principle 5: Participatory and collaborative processes**

To achieve multiple beneficial outcomes, TOD precincts are developed with a long-term commitment to collaboration with key stakeholders, consultation with affected communities and empowerment of residents. This commitment extends to the planning, design, implementation, monitoring and review phases of development.
4 Strategies for achieving community diversity

4.1 How to achieve community diversity

TOD communities that strive for community diversity create environments that are inclusive and friendly, where people feel welcome. Community diversity in its broadest sense means groups from different cultures and ethnic backgrounds, traditions, attitudes, demographic characteristics such as age, and people with different socio-economic status. It also refers to people who work in different occupations and circumstances, and visitors from all walks of life. Implicit in community diversity is that difference is respected and accepted; diverse communities are interesting and intrinsically appealing.

Community diversity is influenced by a wide variety of factors which need to be considered at both the macro and the micro level, through the broad urban form and land use strategies in master planning, as well as through the detailed design, community development and management actions that take place as the master plan is implemented.

At the macro level, the physical and social seams that connect a TOD precinct to the surrounding community can help to build cohesion and harmony between new and old communities. Housing and neighbourhood design can offer choice, to support the range of housing needs through the life cycle of a community. It can also facilitate interaction between residents. The availability of community and recreation facilities and services to meet the needs of different groups can provide the support required by all members of the community. A diversity of employment and access to convenience shopping that is affordable means that all members of the community are able to live well and feel included.

Together, urban form and community and cultural development can facilitate the emergence of new communities within old, bridging the range of cultures and respecting existing communities as the new ones emerge.

Playing a crucial role, the public domain promotes health, and helps to connect people with spaces, the environment and each other. Its quality is influenced by its availability, diversity, utility and relevance to users. However, quality is also influenced by the care taken in the detail of its design (e.g. seating arrangements which encourage people to linger and talk) and the management of its use (e.g. maintaining accessibility for all groups and programming local activities).

Rouse Hill, New South Wales – a high-quality public domain that provides an opportunity for people to linger and interact.
Attention to detail is critical as it is the detail that influences how people experience their home and neighbourhood. The quality of housing design (e.g. noise abatement, room layout, storage capacity and privacy), or the perceived safety in getting about the neighbourhood (influenced by design, lighting and landscaping details), can have a powerful impact on people's levels of satisfaction. Similarly, open space has little value if local teenagers and children can't play there, or if it is inadequately maintained or poorly managed.

This guide addresses the factors that are most influential in promoting community diversity, including:

- urban form and land use
- housing diversity (e.g. design, form, tenure and affordability)
- access to diversified local employment (job diversity)
- retail diversity (mix of shops offering different levels of affordability)
- availability of an appropriate range of community facilities and services
- access to transit stations and public transport (in lieu of access to private vehicles)
- an inclusive, safe and multifunctional public domain and a wide range of recreational and leisure opportunities
- community engagement and collaboration
- community and cultural development.

The following sections discuss each of these factors and identify strategies to establish and maintain community diversity. The strategies include a combination of statutory planning measures (e.g. land use controls) and non-statutory measures (e.g. funding and community development initiatives) that, when coordinated, will help achieve stronger, more diverse communities in TOD precincts.

Statutory and non-statutory strategies need to be developed as an integral part of master planning processes. Implementation of the strategies is the responsibility of all key stakeholders involved in the design, planning and development of TOD precincts. They could include state agencies, local governments, planning and design professionals, developers and the community.

The master planning process is key to incorporating many of the strategies below at the outset.

### 4.2 Urban form and land use

**Why urban form and land use?**

The form, shape and pattern of land use in TOD precincts provide the setting for human behaviour for many years to come, and so it is important that this foundation supports community diversity from the outset. People are strongly influenced by their physical environment. The scale, intensity, legibility and aesthetics of a TOD precinct will influence how well people connect to the place, who is attracted to be there and the sociability, health and wellbeing of residents and workers. How well the precinct is woven into the physical and social fabric of the existing surrounding neighbourhoods will impact on how cohesive the overall community will be, generating either a sense of ‘us’ or ‘them and us’.

The distribution and mix of land uses and their amenity influences how people perceive their relative worth in a community (e.g. locating affordable housing in areas with the poorest amenity signals a divisive social hierarchy).

**How can community diversity be supported?**

Strategies based on urban form and land use distribution that support community diversity include:

- **Develop identifiable community hubs** as a focal point for the community, associated with transit nodes, community facilities and open space.

- **Ensure strong physical links** with existing neighbourhoods through road network design, layout of the public domain (including open space), pedestrian and cycle routes, and the location of the nodes of community activity (e.g. retail hubs, town plaza and community centre).
New Farm, Brisbane – residential buildings located adjacent to green spaces provide residents with access to open space, pedestrian and cycle paths.

- **Create clusters of residential buildings** associated with open space, strengthening localised identity, providing relief to the dense urban form, maximising access to open space and creating views from dwellings over greenery.

- **Develop a strong association** between housing clusters and local open spaces to differentiate identity between sub-precincts, offer visual and actual relief, and provide ready access to open space for families and people with restricted mobility.

- **Make use of existing** iconic buildings or landmarks to help reflect an appreciation of the past, merging the existing communities and the new.

- **Locate community services and facilities** (e.g. schools, youth centres and libraries) in areas with a high profile to promote the value of community, stimulate community spirit and promote the visibility and legitimacy of the different user groups.

- **Share access to the TOD precinct’s intrinsic amenities** for the benefit of all, rather than the benefit of a few, so that, for instance, residents living in affordable housing have the same access to community services and facilities and open space as other residents.

- **Manage compatibility between different uses** in TOD precincts (e.g. retail, commercial, entertainment and residential activities), promoting residential amenity, after-hours safety and access to appropriate services (e.g. policing and health support services if the area supports a late-night economy).

- **Accommodate diversity in employment, retailing and a range of complementary uses** (e.g. homes, shops, offices, services, education, dining, entertainment, community and health facilities) which will allow people to satisfy many of their daily needs in one place.

- **Accommodate diversity in housing types, densities and affordability**, paying attention to the spatial distribution and locational attributes of housing (e.g. accessibility to open space and schools) and the choice of neighbourhood type (e.g. offer high and low-rise options).

- **Implement contemporary approaches to crime prevention** that address design and social development principles, including social inclusion, legibility and territoriality of space and community activation as articulated in Crime Prevention Through Environmental Design principles.

- **Use eco-revelatory design principles** to reveal and interpret ecological processes and relationships to help raise community awareness of, and responsibility for, sustainability (e.g. demonstrating water sensitive urban design practices).
4.3 Housing

Why housing diversity?

Providing a diverse range of housing at the outset does not in itself generate community diversity. However, it does help lay the foundation on which diversity can develop over time. A TOD precinct that offers different housing types and tenure, over a range of prices, can cater for people from a variety of demographic backgrounds and allow residents to move from one stage of life to another without having to leave the neighbourhood. It can also reinforce the local economy by ensuring housing for key workers (e.g. cleaners, security staff and retail sales staff), whose low to moderate salaries may preclude them from accessing housing near their city workplace, as well as housing for higher paid professional and managerial staff.

Experience overseas suggests that where cultural diversity already exists and where deliberate strategies to attract families have been used, more diverse communities establish early in the formation of TOD precincts (e.g. in Vancouver, Canada, and Portland, USA). Experience in Australia suggests that, at least initially, single and couple households with financial means are attracted to live in TOD precincts. However, as the community ages and evolves, more community diversity emerges as younger residents start a family, older residents age and require more support, and the attraction of living in a TOD precinct widens.

By providing the following kinds of diversity in housing, TOD precincts can cater to the needs of a wide range of people over time:

- **a range of dwelling sizes** including one, two and three plus bedroom dwellings suitable for singles, couples, families and group households
- **affordable housing** including social housing (meaning public and community housing), as well as housing that is affordable to people on low to moderate incomes, including first home buyers and renters in the private market
- **different types of tenure** including private rental, public rental, shared equity, cooperative and community housing, and home ownership
- **a range of housing types** including apartments, terrace housing with courtyard gardens (for children), attached housing (duplex, triplex and quadplex housing) independent-living and residential-care accommodation for older people, group housing for people with disabilities, shared housing and student housing, and boarding housing
- **attention to detail and flexibility in design** to support the different and changing needs of households.
How can community diversity be supported?

Dwelling mix

The market in higher-density settings tends to deliver mainly one and two bedroom rental dwellings, which does not serve community diversity well. Life cycle changes (e.g. starting a family or ageing) will stimulate the need to relocate if housing needs are not adequately met. High turnover of residents erodes social networks, making it difficult for meaningful communities to form. Homogeneity also fosters intolerance and isolation of those who do not fit the dominant group (as can be experienced by teenagers and elderly people).

There are various strategies available to diversify dwelling mix:

- **Require the inclusion of larger and smaller dwellings** (in Vancouver City there is a requirement for a percentage of housing to include two bedroom family housing to cater for families with small children).

- **Diversify funding mechanisms** to increase the mix of affordable home ownership through shared equity schemes (Western Australia Government), subsidised non-commercial home loans (South Australia Government) and other means.

- **Establish targets for affordable housing** applicable to a specific project, precinct or category of development. Targets can be achieved through mechanisms designed to capture planning gain (achievable under the Urban Land Development Authority Act 2007, but not the Sustainable Planning Act 2009 (SPA) or through the use of planning incentives (less effective, but achievable under SPA), by requiring or negotiating a share of gross floor area or a cash contribution. Within this target, additional targets to provide dwellings suitable for families and group households can also be established (Vancouver City and Queensland Urban Land Development Authority).

- **Avoid or offset the loss of existing community diversity** through protective or compensatory measures for affordable and special-needs housing (e.g. demolition controls, housing replacement and other impact mitigation measures).

- **Designate specific sites at the master-planning stage** for special forms of housing (such as residential-aged-care or boarding-house accommodation).

*Earnshaw Haven, Nudgee, Brisbane (Brisbane Housing Company) – provides a variety of tenure options, including affordable rental housing as well as market housing (developed as a master-planned community).*
Dwelling design

Dwelling design is a key feature in how successful TOD precincts will be in attracting different types of households. Strategies to influence design features include:

- **Create a residential and humanised street interface** particularly in areas with higher-density housing, through design that promotes a human scale at street level, passive surveillance on the street and connected communities.

- **Plan for ageing and disability** by applying universal design principles so that dwellings can be adapted to the changing needs of ageing households and other households affected by disability (some 20 per cent of all households). The housing mix should support ageing in the same home or at least the same community, supporting independent-living needs and extending through to supported (residential care) accommodation.

- **Design affordable housing to integrate into the community** so that it is not distinguishable from market housing, to promote social mix. Affordable housing can be developed in separate buildings within a development, or spread throughout in mixed-tenure developments. Case studies suggest that buildings with more than 35 units should provide a mixture of affordable rental, home purchase and private rental housing (see Case studies background documents). Housing intended for people with higher social needs should be supported with appropriate on-site support services.

- **Design to support well-connected ‘vertical’ communities** in apartment buildings by encouraging spontaneous and organised social contact through the provision of social spaces for incidental encounters (e.g. foyers, seating areas in lift wells, and mail boxes), communal spaces and facilities (e.g. meeting rooms, shared gardens, function and games rooms) and social activities run by corporate bodies (e.g. resident barbeques and fitness groups).

- **Incorporate flexible multi-use spaces** that can serve as a home office or business, storage space, children’s play space or guest area.

- **Provide access to outdoor areas** suitable for children’s play and social use such as rooftop gardens, common gardens and public space that are easy to get to and which offer good visual surveillance (preferably from family dwellings).

- **Design for pets** by providing convenient access to dedicated dog parks and managing the impact of pets on common use areas, particularly areas used by children.

*Rouse Hill, New South Wales – provides a mix of uses (including residential, commercial and retail) with active frontages at street level, a high-quality public domain and pedestrian priority.*
• **Promote a high quality of residential amenity** with attention to visual and noise privacy, accessibility to private and common outdoor space, visual outlook, unit layout, design and storage, and sociability within apartments (consistent with best practice urban design).

• **Pay attention to the detail** by ensuring sufficient storage space (e.g. for clothing, toys, camping gear, fans and heaters), a functional kitchen layout, a high standard of noise attenuation and privacy, and allowing for the versatile use of spaces. Developing guidelines for family-friendly housing is one way of paying attention to detail.

• **Ensure efficient internal mobility in apartment buildings** allowing for movement between floors via stairwells, and an adequate supply of lifts (which are regularly used for moving furniture where rental levels are high).

• **Design for a comfortable micro-climate in indoor and outdoor areas** by capturing natural light and breezes, while avoiding creating wind tunnels and dark areas. Consideration should be given to the orientation of units, window glazing, eaves, sunhoods over windows, screening, etc., to create comfortable living environments.

• **Design outdoor living areas large enough** to entertain in, provide for children's play, and other outdoor activities, and receive natural light, capture breezes and provide sufficient privacy. Design should maintain a sense of openness (e.g. partial enclosure of balcony using privacy screening, opaque glass).

• **Buildings should be oriented and designed to minimise noise impacts** within the precinct as well as within residential buildings. Insulation and acoustic shielding along with the use of acoustic windows, doors, facade materials and ventilation should be utilised to minimise noise impacts.

• **Internal and external spaces should be considered in the acoustic design** of a TOD precinct and individual buildings. The layout and configuration of a development should also respond to the local environment, including road/rail infrastructure, noise levels, topography and nearby buildings. Careful consideration in the design and materials selection can greatly minimise acoustic impacts.

---

*Hartopp Lane Communal Area, Kelvin Grove, Brisbane (Brisbane Housing Company Ltd) – this shared space for residents provides opportunities for formal and informal interactions between residents.*
Planning approach

Given the complexities involved in delivering a diverse range of housing, a robust planning approach is required including:

- **Collaboration between stakeholders** can create the opportunity for greater innovation in housing, bringing together developers, housing providers, designers, financiers and planning agencies. This can also contribute to community appreciation of community diversity and its benefits.

- **Statutory planning measures** can establish requirements for: the mix of density, size or dwelling type; design requirements to support the needs of families, households with pets, and people with disabilities; floor area bonuses or other measures to achieve affordable housing targets; and the removal of statutory barriers to community diversity.

- **Complementary measures** can facilitate the development of affordable or specialised housing (e.g. housing for older people). These include: financial assistance; the provision of land; facilitating partnerships between housing providers (private, public and community sector); building the capacity of the local community housing sector (via financial assistance, professional advice and support, or providing photocopying and other office support); promotional activities; and monitoring housing needs and outcomes.
4.4 Access to diverse jobs

Why diversity in jobs?
Employment diversity enables people to live and work in the same neighbourhood, while also attracting a diversity of workers into the area. A TOD precinct with a diversity of jobs expands local employment opportunities and contributes to the mix of people, adding to its overall vitality and identity. Jobs, business and cultural diversity are interdependent, helping to foster a more resilient and creative local economy.

However, the establishment of TOD precincts in low-rent areas can also lead to the displacement of existing small businesses that are reliant on low rents, reducing employment diversity and opportunities for small and starter businesses. Specific strategies are needed to reduce this effect.

How can community diversity be supported?
Diversity in jobs is dependent on the range of businesses and organisations operating in and around the TOD precinct. There are a number of ways that job diversity can be stimulated:

- **Develop a local economic development strategy** in collaboration with key stakeholders to diversify the local economy and employment opportunities.

- **Adopt a business retention strategy** for existing businesses that add to diversity, but are at risk of displacement (as part of the local economic development strategy).

- **Establish a range of mechanisms to stimulate business and jobs diversity** including business development advisory services, affordable finance and other incentives to stimulate investment in small business, job creation and property improvements, and training programs to support locally relevant skill development.

- **Ensure that land use measures support the creation of diversity** by enabling a range of land uses and building footprint sizes to support operations of varying scales.

- **Negotiate strategic office relocations** with government agencies and other organisations to attract employment opportunity.

- **Establish social enterprises** operating on a commercial, not-for-profit basis that provide employment pathways (such as experience in landscape and property maintenance services) for people who are disadvantaged in the workforce due to disability, illness or other circumstances. These enterprises play an important role in overcoming social exclusion and providing sustainable jobs to marginalised people.

- **Design housing to support the operation of home-based businesses** incorporating features such as flexibility in the use of rooms, internet wiring and the location of office space near the front door and away from living spaces.
4.5 Retail diversity

Why retail diversity?
A risk associated with TOD precincts is the tilting of retailing towards the higher income market. When this occurs, retail services tend to be oriented towards gourmet foods, dining out and household interior wares. The absence of locally available convenience shopping will lead to the need to travel out of the area, which is frustrating and costly to residents, particularly those reliant on public transport.

Being able to readily access affordable convenience shopping (e.g. a chemist, bakery or grocery shop) means that no matter how wealthy, all members of the community feel included and are able to live well.

How can community diversity be supported?

- **Include a retail strategy within your economic development strategy** and seek retailers that are a good cultural fit (if in an economically or ethnically diverse neighbourhood).
- **Support and attract a diversity of retailing opportunities** by ensuring buildings allow for a range of retail floor area sizes, and financial and other incentives to attract targeted stores.
- **Take advantage of existing convenience shopping areas** when deciding where to locate TOD precincts.
- **Adopt a retail retention strategy** for existing businesses that add to cultural diversity, but are at risk of displacement (as part of the local economic development strategy).
- **Negotiate a range in retail floor space rental** to provide opportunity for a mix in retail affordability.

Kelvin Grove Urban Village, Brisbane – the village provides residents with access to a local supermarket and other daily convenience shopping.
4.6 Social infrastructure

Why provide community services and facilities?
Social infrastructure, community services and facilities and the social networks they help foster, is fundamental to the wellbeing of communities. Social infrastructure encourages people to take part in community life, builds belonging, reduces social isolation and meets basic individual and family needs. It includes infrastructure that is available to all (e.g. education, health, arts, culture and community facilities), infrastructure targeted at people in different stages of life (e.g. children, young people and older people), and infrastructure targeted at groups with special needs (e.g. families, people with a disability and Indigenous and culturally and linguistically diverse people). In a high-density setting, community facilities can also supplement the role of the private home by providing places for celebrations and gatherings (e.g. affordable venues for children's birthday parties).

Social infrastructure needs to be available to communities early in their formation to support the practical needs of residents and workers including access to child care or venues for fitness, craft and other recreational activities.

How can community diversity be supported?

- **Prepare a social infrastructure plan** as part of the master planning process, identifying for both the existing and new communities:
  - the type of built infrastructure required, its size and location, preferred timing, and the agency responsible for its development
  - the community services which need to be established in built facilities, and cultural and community development strategies required to support the emerging community
  - a funding plan addressing both establishment and operational costs, and including priority infrastructure plan and infrastructure charges schedule contributions. As appropriate, relevant costs should be integrated into an infrastructure charges schedule developed in accordance with the Sustainable Planning Act 2009
  - performance criteria or standards of provision to ensure appropriateness for the intended purpose, including design, land use compatibility and function.

- **Provide a base level of community infrastructure** at the outset to support the early stages of the development (e.g. childcare centres, schools, community centre, information and welcoming program), complemented by the staged provision of infrastructure as the population grows.

- **Provide cultural facilities** appropriate to the population, including cafes, live music, galleries, youth spaces, performance spaces and libraries.

- **Locate facilities for convenient access** to pedestrian and cycle networks, public transport stations, and to help contribute to the creation of a sense of community (e.g. a community focal point or hub).

- **Develop flexible, multi-purpose facilities** capable of supporting a range of functions which may change over time, including recreation (e.g. play groups, fitness classes and hobby groups), arts and cultural activities (e.g. rehearsal spaces, local performance spaces and display spaces), social functions (e.g. family gatherings) and support services (e.g. community information, health clinics, counselling services).

- **Secure sites required for community infrastructure** through site designation or other means, and by negotiating their development as part of the development assessment process.

- **Develop retention strategies for existing and valued community infrastructure** where it exists, prior to the development of the TOD precinct.

- **Design community facilities to be inclusive and flexible in use** to help foster a strong sense of local identity and to ensure that both management and design is inclusive (across different ages, cultures and incomes). Community halls and centres must also attract a variety of income groups to be an effective community resource and point of contact.
4.7 Access and movement

Why diversity in travel?
A TOD precinct should be easy to move around in, and be well connected to other destinations by a range of different travel modes, including public transport, walking and cycling, and private vehicles. It should also cater well to the needs of people with restricted mobility, providing a fully accessible environment. TOD precincts that offer a fine-grained street network support accessibility and achieve a scale that is interesting to be in and promotes walking and street activity.

How can community diversity be supported?

- **Incorporate direct, attractive and safe pedestrian links** to transit stations, and between neighbourhoods and employment centres, transit interchanges and community facilities.
- **Provide high-quality intermodal connections** with links between trains, buses, taxis and other forms of transport.
- **Develop a coherent and legible streetscape** that is oriented to pedestrian and cyclist movement that offers safety, connectivity, legibility and permeability. The network should be supported by clear directional signage.
- **Allow for increasing levels of pedestrian movement and use of public transport** as fuel costs rise. Provide sufficient public space at transit stops, activated with civic, retail and commercial functions for growth.
- **Protect and enhance pedestrian and cycle connectivity** in the construction of new transit infrastructure.
- **Emphasise public safety** in the design of all transit modes and routes so that all groups feel confident in using the mode of transport of their choice.
- **Provide equitable access for people with disabilities or restricted mobility** along continuous paths of travel in the public domain and to all parts of premises to which the public is entitled access.

![Image of high-quality signage at a transit station, directing people to facilities within the precinct.](image-url)
4.8 Open space, recreation and the public domain

Why diversity in the public domain?

The public domain includes public open space, public plazas and other pedestrianised areas, including publicly accessible but privately owned civic spaces (e.g. shopping malls and building setbacks). The quality of the public domain is influenced by its availability, diversity, utility and meaning to users, and the contact it offers with nature.

Vitality in the public domain is a key to creating successful TOD precincts, attracting people to live, work and visit. Vital places also confer a sense of safety and are socially inclusive. The public domain connects people with the place, each other, and nature. It must offer a series of diverse spaces that accommodate a range of different uses, users, and needs, and allow for different activities at different times of the day and in different seasons. To attract people to TOD precincts, it is critical for pedestrians and cyclists to have priority, with vehicles limited.

In planning higher-density neighbourhoods, the public domain takes on a more significant role as the outdoor living room of the neighbourhood than in a suburban setting. Access to basic environmental amenities is important to the wellbeing of both residents and workers, providing places for recreation and sport, social interaction, physical activity, getting around, and leisure. Safe and convenient access to parks and other green spaces also has significant health benefits, by encouraging greater physical activity and reducing stress levels just looking at greenery has been found to have physiological benefits.

Privatised space (e.g. outdoor cafes, private malls and plazas) is often associated with social exclusion. As the dominance of outdoor cafes can exclude those without the financial means to participate, care is needed to ensure that the management of other private spaces does not make any social groups (e.g. elderly people, teenagers or Indigenous people) feel unwelcome. Nor should these spaces replace the traditional role of publicly owned space.

Vienna, Austria – this high-quality public domain provides diverse, vital spaces that accommodate a range of different uses, users and needs.
How can community diversity be supported?

- **Achieve an improved balance between vehicular, cyclist and pedestrian use of the public domain** by reducing car dominance and increasing pedestrian and cyclist use.

- **Provide a network of flexible and versatile spaces** offering a diversity of activities and experiences, including social activities (e.g. meeting, talking, markets, community events), recreation activities (e.g. pleasure, exercise, play, sport), connection with nature (e.g. stimulation of the senses), as well as pedestrian and cycle paths. A network of spaces will expand their utility and accessibility, and encourage more physical activity.

- **Investigate opportunities to provide access to indoor sports and active recreational pursuits.**

- **Provide open space** and adopt a benchmark for the provision of open space appropriate for the TOD typology and residential density. Make innovative use of available space, including road closures, spaces between buildings and on roof tops, and shared use spaces (e.g. schools) to maximise accessibility to open space. Open space planning must also include provision for outdoor sporting and recreational activities, spaces which may exist in adjoining areas. Adequate links should be provided to these adjoining areas.

- **Include a design specification in the master plan for each public space** describing its purpose and main functions, the groups for whom it should cater (including older people, teenagers and children), and the types of activities it should support.

- **Providing convenient access to fenced dog parks** promoting pet health and reducing incompatibility with other park users.

- **Provide physical and visual access to nature** both natural and re-created natural environments to promote healthy lifestyles.

- **Adopt consultative open space design processes** to facilitate an authentic local identity and culture in the public spaces created.

- **Ensure that the ownership, ongoing maintenance and management of the public domain** secures access and enjoyment for the general public by requiring a dominance of publicly owned space. The main communal areas must be retained in public ownership so that no-one can be precluded from accessing these vital areas (e.g. transit stations, public plazas, parks and pedestrianised laneways). This way long-term maintenance is assured and equity of access is secured in perpetuity for the benefit of all. Shopping malls and other privately owned but publicly used spaces should be designed to be inclusive and adopt a management protocol endorsing the inclusion of all social groups (particularly young people).
Portside Park, Hamilton, Brisbane – access to parks and green spaces provides a range of benefits for residents of higher-density neighbourhoods.

4.9 Community engagement and collaboration

Why community engagement?
Engaging the community in the process of developing a TOD precinct is fundamental to achieving successful community change. Through engagement, the needs, fears and aspirations of both new and existing communities can be identified and addressed. This builds ownership and support for the planned changes, and contributes to a shared sense of identity. Community engagement processes that target a diversity of groups and blend the views of disparate groups will flow through to better informed approaches to achieving community diversity within the precinct. Ongoing engagement will allow the emerging TOD community to shape its own unique culture and identity as it develops. If well managed, community engagement can build capacity and awareness of the complexities associated with development, and allow planning agencies and developers to adapt to the lessons learned along the way.

Multiple and mutually beneficial outcomes can be achieved where there is a shared commitment to a common goal. Leadership combined with collaborative processes that harness a wide pool of knowledge, skills and other resources, will help achieve innovation and creativity.

How can community diversity be supported?

- **Adopt governance arrangements** that support collaborative and integrated approaches to project planning and implementation, and encourage joined up thinking rather than a silo approach. Collaborative partnerships should involve state agencies, community organisations, financiers, developers, local businesses and other key stakeholders.

- **Adopt a flexible planning framework informed by post-occupancy evaluation** to allow modifications in response to changing circumstances and benefit from the lessons learned.

- **Make a commitment to long-term community engagement** to inform project planning, implementation and evaluation for the duration of development of the TOD precinct.
• Make a clear distinction between the role of public relations and community engagement maintaining the integrity of community engagement at all times as an open and honest exchange of ideas and information.

• Design processes that are open and accountable indicating when and how community information and opinions will be taken into account, and establishing feedback loops so that the community can see how their views are being taken into account.

• Develop approaches that seek a broad representation of the community (not limited to public meetings, focus groups and exhibitions), targeting hard-to-reach and diverse groups (e.g. older people, people with a disability, Indigenous people, young people and culturally and linguistically diverse people). Monitor and evaluate the effectiveness of those approaches.

• Find ways to maintain community interest and involvement over a long period, perhaps by tying processes to established community events and activities and avoid processes that could be perceived as tokenism.

• Develop the capacity of community members and organisations to participate effectively in planning processes, helping them to understand the complex technical and environmental issues associated with the TOD precinct development, and where necessary helping to resource their participation.

4.10 Community and cultural development

Why community and cultural development?

Health and wellbeing research consistently highlights the importance of social relationships and community connectivity for people's health and wellbeing. Communities with fewer social connections have little capacity to bridge differences and build cohesion. While the built environment provides the physical setting for social relationships to occur and a sense of place to grow, investment in community and cultural development is essential. Evaluations of urban renewal in the United Kingdom found community development to be a key factor in achieving successful outcomes, noting that initiatives focused solely on the built environment failed to form flourishing businesses and communities.

The process of community development promotes participation in public affairs by bringing people together to meet and jointly address issues important to them. It focuses on building a capacity for self-help, moving from individual concerns towards a collective responsibility, with an ultimate goal of achieving social inclusion and community cohesion. Cultural development focuses on how cultural values can contribute to the experience of living in a community through artistic expression, celebrations and the practice of cultural customs, and the meaning reflected through urban design, programs and spaces.

In a TOD precinct, community and cultural development play a critical role in fostering community spirit, building capacity and nurturing a sense of belonging for all its members. Strong and culturally diverse communities with skilled workers are successful in attracting business and other investment.

How can community diversity be supported?

• Prepare a community and cultural development strategy designed to support the establishment of social relationships and the needs of existing and incoming residents, and foster local cultural values, activity and interest.

• Establish strategic partnerships with community organisations, local businesses, property and public space managers and other relevant stakeholders to strengthen integration, ownership and capacity for the strategy to take effect.

• Adopt a range of land use and urban design strategies to foster local cultural identity, including:
  − Design public spaces to support community activities such as markets, festivals and parades, complemented by events programming
  − Activate and integrate public spaces and street frontages through a mixture of land uses to create a vibrant street culture and a sustainable mass of people throughout the day and evening
Design TOD precincts with respect for existing character, community diversity and local heritage at the macro and micro level, adopting design themes and symbols that reflect community traditions and cultures (including young and older people, local Indigenous people and people from different cultural groups)

Provide a finely grained street network capable of supporting a complexity of interesting buildings, spaces and human activity at a human scale.

- Support the programming of community events through grant programs or other means, to help encourage the community to come together in large or small groups, seeding the formation of relationships and local identity (e.g. through welcoming information packs and programs, neighbourhood parties, walking groups, playgroups, teenager recreation).

- Identify opportunities for local expression enabling communities to place their own cultural imprint on public spaces and communal facilities, the programming of community activities, and the ongoing development of the community.

- Develop strategies to manage anti-social behaviours and prejudices between residents including engaging residents to improve awareness and problem-solving skills, tenant participation groups, concierge or other tenancy support roles within individual establishments, and neighbourhood agreements on relevant issues (e.g. safety, behaviour, open space management).

- Address community opposition to development by bringing disparate groups together to work through issues and fears. Developing understanding of differences can facilitate an acceptance of community diversity so that it becomes a local social and cultural norm.

- Develop a local leadership program to identify, train and support potential and existing leaders who can reach into the community and speak out on local issues and support community building initiatives. Leaders should reflect the diversity of existing and new residents.

- Ensure community involvement in monitoring and evaluating outcomes as the TOD precinct develops, adopting processes that help to extend community capacity, social cohesion and leadership capability.
5 Evaluating outcomes

5.1 Why evaluate outcomes?

The establishment and maintenance of community diversity is ongoing, not a one-off effort. For this reason it is important to evaluate outcomes over time. Experience so far in establishing TOD precincts around the world has indicated that they become homogenous. Older neighbourhoods occupied by a demographic mix often slowly transform as wealthier, more similar groups move in. This can lead to the displacement of the traditionally diverse population and businesses. Even in communities where significant public policy initiatives and investment have been made to retain this mix, an ongoing effort is required to address potential homogenising effects. On the other hand, there is considerable evidence that these communities may become more settled and mature in their profile over time.

It is therefore important to assess the effectiveness of strategies aimed at reducing homogenisation and increasing community diversity. This will help strategies to be better tailored to the changing circumstances of the TOD precinct, and new strategies to be developed where the desired social outcomes are not being achieved.

The findings will help planners and others make choices about future implementation of community diversity policies in TOD precincts. The aim should be to inform and guide future practical action.

5.2 How and when to evaluate

Evaluation should assess the value, merit and worth of attempts to achieve community diversity in specific, designated TOD precincts. A multi-faceted approach will be necessary to evaluate the achievement of community diversity in TOD precincts, both because of the of evaluating social processes and qualities, and also the wide range of factors necessary to support the establishment and maintenance of community diversity.

A quantitative approach alone, based exclusively on measurements of various indicators, will not be sufficient to evaluate community diversity. Qualitative and attitudinal techniques will also be required to assess the achievement of desired social outcomes.

The sorts of evaluations envisaged are more far-reaching than simple audits or monitoring of data. Evaluating a complex subject such as community diversity in TOD precincts is much more ambitious. It needs to ask, for example, whether or not a certain strategy for achieving community diversity has worked, and which observed changes can be seen as resulting from specific interventions (e.g. tenure mix, rent subsidies, mix of dwelling sizes). It may also need to examine the impacts of regulations or incentives from a number of different perspectives, and explore causal links between activities and outcomes.

Some of these evaluation techniques are likely to require a specific post-occupancy evaluation to be undertaken. With the exception of the major post-occupancy evaluation undertaken at False Creek, Vancouver, remarkably little evaluation of TOD precincts has occurred, particularly of the social aspects of development. A post-occupancy evaluation suggests that a baseline evaluation needs to be conducted prior to TOD principles being instituted. A useful baseline to maximise the availability of recent data could be data taken from a Census.

The timing of ongoing evaluations is critical to ensure that changes can be made. A post-occupancy evaluation is only appropriate when a sufficient threshold of residents has been established to contribute to this process. An effective evaluation framework will need to be highly participatory and involve a range of stakeholders, in addition to residents, workers and users of community spaces and facilities and services. This framework will need to be flexible and modified over time as the understanding of the factors associated with community diversity in TOD precincts becomes more sophisticated. The evaluation must be purposeful and action-oriented, with a view to making recommendations for change.
Staged evaluations can yield valuable results. There is value in conducting a pre-evaluation before the full formal evaluation. Even a limited, diagnostic evaluation, such as those frequently used in post-occupancy evaluations, can help with the early estimation of the technical difficulties and practical and financial implications associated with various planning, design and tenure models. Census periods suggest a five-yearly major evaluation including a post-occupancy evaluation is appropriate. However, annual data is also available on a variety of aspects (see Appendix: Evaluation criteria), which can provide interim information.

Where evaluation is ongoing, it can explore many aspects, including:

- how the specific aims were to be achieved and have been achieved
- how the various elements have or have not produced the desired effects
- how the intervention/s might be improved.

5.3 A monitoring and evaluation framework

Principles for how to evaluate

A framework for monitoring the establishment and maintenance of community diversity over time should include the following key principles:

- Conduct evaluation throughout the project development process, not only when the TOD precinct is completed.
- Use criteria related closely to both project objectives and stakeholder objectives. Systematically refine those criteria with stakeholders.
- Use a mix of methods:
  - regular, ongoing data collection on a range of performance criteria
  - post-occupancy evaluation of environments in use
  - interviews with residents and other users
  - focus groups
  - more participatory processes such as a SpeakOut or a World Café.
- Refine evaluation criteria for further evaluations based on the findings of earlier studies.
- Ensure the evaluation processes reflect the social outcomes sought in the project and are designed to incorporate the views of a diverse range of users of the precinct, not only residents.
- Tailor processes and methods to the questions that need to be asked.
- Ensure that cultural diversity and age issues are taken into consideration in the design of processes and survey instruments. Provide separate evaluation processes for children and young people.
- Fully involve stakeholder groups in the design and pilot testing of the evaluation criteria, methods and survey instruments.
- Report back to stakeholders and others on results while still in draft form, so they can assist with the interpretation of the findings.
- Publish and disseminate evaluation findings widely to help build a knowledge base about community diversity in TOD precincts.
Options for undertaking evaluation

Evaluation of community diversity in TOD precincts can be:

• part of a wider, ongoing data collection and monitoring process relating to TOD precincts
• part of a post-occupancy evaluation on various aspects of a specific TOD precinct using a range of evaluation techniques
• an evaluation of a social environment in a specific TOD precinct.

The table in the Appendix illustrates the range of indicators which could be evaluated to assess community diversity in a TOD precinct. Key indicators have been listed from the strategies identified in Section 4. The indicators are considered integral to achieving positive community diversity and healthy and vibrant social environments.

Possible performance criteria have been identified which can be used to evaluate each indicator. Also described is the data source, and the possible timing of the evaluations which is influenced by desirability and the availability of data. The selection of indicators and performance criteria should be based on the circumstances of each individual TOD precinct. Where appropriate and possible, a baseline of the social conditions (e.g. population profile, housing mix and social infrastructure provision) that existed prior to the development of a TOD precinct should be prepared so that change can be effectively monitored.
### Appendix:
Evaluation criteria for community diversity

Evaluation frameworks must be individualised to ensure their relevance to the needs and circumstances of the TOD precinct being evaluated. The table below provides a guide only to developing an evaluation framework for monitoring and evaluating the achievement of community diversity in TOD precincts. It is not intended to be exhaustive or used in a standardised way.

Note: POE refers to post-occupancy evaluation.

**Table 2: Suggested criteria for evaluating community diversity in TOD precincts**

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Performance criteria</th>
<th>Data source</th>
<th>Timing</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Urban form and land use</strong></td>
<td></td>
<td></td>
<td>Baseline</td>
</tr>
<tr>
<td>Integration between new and existing communities</td>
<td>Physical connections to adjoining areas: - transit linkages - intermodal connections - number of pedestrian and cycle links - pedestrian numbers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Observation survey</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Pedestrian counts</td>
<td>✓</td>
</tr>
<tr>
<td>Functional: - cross-participation at meetings, events - resident perceptions of integration</td>
<td></td>
<td>POE survey</td>
<td>✓</td>
</tr>
<tr>
<td>Access for all to area’s intrinsic amenities</td>
<td>Resident satisfaction</td>
<td>POE survey</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Spatial distribution</td>
<td>Observation survey</td>
<td>✓</td>
</tr>
<tr>
<td>Community safety</td>
<td>Perceptions of safety</td>
<td>POE survey</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Reported incidences of crime against the person and property</td>
<td>Queensland Police Service crime statistics</td>
<td></td>
</tr>
<tr>
<td><strong>Housing diversity</strong></td>
<td></td>
<td></td>
<td>Baseline</td>
</tr>
<tr>
<td>Dwelling mix</td>
<td>Tenure: - owner occupied - private rental - public rental Dwellings by number of bedrooms Specialised housing: - affordable housing - community housing - public housing - aged people’s housing - supported accommodation - serviced apartment (short-term accommodation)</td>
<td>Planning approvals data ABS Census Rates database</td>
<td>✓</td>
</tr>
<tr>
<td>Indicator</td>
<td>Performance criteria</td>
<td>Data source</td>
<td>Timing</td>
</tr>
<tr>
<td>-----------</td>
<td>---------------------</td>
<td>-------------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>Employment diversity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Job availability, diversity and accessibility</td>
<td>Number of jobs created Available jobs by industry category Match between the occupational structure of jobs and the occupations of residents</td>
<td>• economic development strategy monitoring data • ABS Census by industry category • ABS Census by occupational category</td>
<td>✓ ✓ ✓</td>
</tr>
<tr>
<td>Local economic development</td>
<td>Existence of: – economic development strategy – funding programs or other initiatives Retention of existing businesses New business/investment attracted through enterprise development initiatives</td>
<td>• Observation survey • Incentives/other program monitoring</td>
<td>✓ ✓</td>
</tr>
<tr>
<td><strong>Retail diversity</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessible and affordable convenience shopping</td>
<td>Walkable access to convenience shops</td>
<td>• Observation survey</td>
<td>✓ ✓</td>
</tr>
<tr>
<td></td>
<td>Mix in retail floor area Mix in retail floor space affordability</td>
<td>• POE survey</td>
<td>✓</td>
</tr>
<tr>
<td><strong>Social infrastructure</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Available and suitable social infrastructure</td>
<td>Inventory and capacity of available infrastructure</td>
<td>• Audit of social infrastructure</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>Social infrastructure gained (since commencement)</td>
<td>• Planning approvals data</td>
<td>✓ ✓</td>
</tr>
<tr>
<td></td>
<td>Resident satisfaction (with type, location, function, relevance to perceived needs)</td>
<td>• POE survey • Infrastructure providers’ data records</td>
<td>✓ ✓</td>
</tr>
<tr>
<td></td>
<td>Social infrastructure lost (since commencement)</td>
<td>• Comparison with baseline audit</td>
<td>✓</td>
</tr>
<tr>
<td>Indicator</td>
<td>Performance criteria</td>
<td>Data source</td>
<td>Timing</td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>--------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Baseline</td>
</tr>
<tr>
<td><strong>Access and movement</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public transport</td>
<td>Transit (before and after) Modal change</td>
<td>• Travel data</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POE survey</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ABS Census data</td>
<td></td>
</tr>
<tr>
<td>Pedestrian- and cycle-friendly networks</td>
<td>Connectivity of network to local destinations</td>
<td>• Site observations</td>
<td>✓</td>
</tr>
<tr>
<td>Users' perceived safety</td>
<td></td>
<td>• Safety audit</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• POE survey</td>
<td></td>
</tr>
<tr>
<td><strong>Open space, recreation and the public domain</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diversity of open space, recreation and public domain</td>
<td>Area of useable open space Provision of active recreational and leisure spaces and facilities Diversity in type/function of spaces available Provision for children, teenagers, elderly, pets and other needs groups</td>
<td>• Site survey</td>
<td>✓</td>
</tr>
<tr>
<td>Users' perceived safety</td>
<td></td>
<td>• Safety audit</td>
<td></td>
</tr>
<tr>
<td>User satisfaction</td>
<td></td>
<td>• POE survey</td>
<td></td>
</tr>
<tr>
<td><strong>Community engagement and collaboration</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaboration</td>
<td>Existence of governance arrangements that support collaboration and the formation of strategic partnerships</td>
<td>• Process review</td>
<td>✓</td>
</tr>
<tr>
<td>Opportunity for engagement</td>
<td>Existence of governance arrangements that support community engagement in precinct planning, implementation and evaluation Existence of community engagement in: − public-domain/open-space planning − social-infrastructure planning − evaluation-data gathering</td>
<td>• Process review</td>
<td>✓</td>
</tr>
<tr>
<td>Extent of community participation</td>
<td>The extent to which neighbours know each other Community pride and association with place</td>
<td>• Site observations</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Community organisations</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Community information</td>
<td></td>
</tr>
<tr>
<td>Indicator</td>
<td>Performance criteria</td>
<td>Data source</td>
<td>Timing</td>
</tr>
<tr>
<td>----------------------------------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>------------------------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td><strong>Community and cultural development</strong></td>
<td></td>
<td></td>
<td>Baseline</td>
</tr>
<tr>
<td>Community and cultural development</td>
<td>Existence of:</td>
<td></td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>- community and cultural development strategy&lt;br&gt;- community development workers&lt;br&gt;- programs/activities&lt;br&gt;- strategic partnerships&lt;br&gt;- funding programs</td>
<td>• Program review</td>
<td></td>
</tr>
<tr>
<td>Sense of community and belonging</td>
<td>The extent to which neighbours know each other&lt;br&gt;Community pride and association with place&lt;br&gt;Resident satisfaction&lt;br&gt;Evidence of: - sociability/friendliness&lt;br&gt;- local cultural expression&lt;br&gt;- design and symbols that reflect cultural belonging for different groups&lt;br&gt;- connectivity between TOD and adjoining communities&lt;br&gt;Existence of formal social networks/groups&lt;br&gt;Existence of community/cultural events</td>
<td>• Site observations&lt;br&gt;• Community organisations&lt;br&gt;• Community information data bases&lt;br&gt;• POE survey</td>
<td>✓</td>
</tr>
<tr>
<td>Other factors</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Resident diversity</td>
<td>Demographic profile:</td>
<td>• ABS Census</td>
<td>✓</td>
</tr>
<tr>
<td></td>
<td>- age group&lt;br&gt;- culturally and linguistically diverse (CALD) and Indigenous status&lt;br&gt;- length of residency</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Accessibility for people with disabilities</td>
<td>Existence of continuous paths of travel in public domain and areas intended for use by general public</td>
<td>• Site survey&lt;br&gt;• PCE survey</td>
<td>✓</td>
</tr>
<tr>
<td>Needs of particular groups</td>
<td>Satisfaction with providing for the needs of: - families&lt;br&gt;- Indigenous and CALD groups&lt;br&gt;- children&lt;br&gt;- teenagers&lt;br&gt;- older people&lt;br&gt;- pet owners</td>
<td>• Surveys by service providers&lt;br&gt;• POE survey</td>
<td>✓</td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>----------------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Affordable housing</td>
<td>Housing that is appropriate to the needs of low-income households in terms of design, location and access to facilities and services; and where rent paid by households in the lowest 40 per cent of income units does not exceed 30 per cent of gross household income after any applicable Commonwealth Rent Assistance is deducted (this definition is applicable to the Australian context only). Affordable housing includes detached housing as well as boarding and emergency housing and other specialist forms of housing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Collaboration</td>
<td>Cooperative action, often between the three tiers of government and with the community and private sector.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community development</td>
<td>Initiatives that enhance community identity and cohesion by building the community's capacity to participate in problem solving, decision making and community life.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community diversity</td>
<td>The presence and degree of representation of a diverse range of different demographic, socio-economic, cultural, employment and visitor characteristics within a transit oriented development community, with people living in an inclusive, interactive and harmonious manner.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community housing</td>
<td>Housing that is usually publicly owned and managed by the community housing sector. It includes housing provided under the Supported Accommodation Assistance Program, such as boarding house and crisis accommodation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Community services and facilities</td>
<td>The social infrastructure (buildings and the services they contain) that supports individuals, families and groups and enhances community development and wellbeing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Continuous path of travel</td>
<td>A slip-resistant, hard-surfaced and continuous pathway that does not incorporate any step, stairway or other impediment which would prevent it from being safely negotiated by people with disabilities, and is provided in accordance with Australian Standard AS 1428.2.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cultural diversity</td>
<td>The understanding and sharing between different cultures and its positive value to society as a whole.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culturally and linguistically diverse (CALD)</td>
<td>A term used to refer to people of different cultural background and/or people who speak a different language.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Culture</td>
<td>The systems of beliefs, assumptions, sentiments and perspectives—many of them unconscious and taken for granted—which members of a group have in common, and the embodiment of such beliefs, assumptions, sentiments and perspectives in customs, routines, roles and rituals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Density</td>
<td>In the context of urban planning, density refers to the amount of development or the number of dwellings in an area. Density is commonly measured as either dwellings per hectare (dph) for primarily residential developments, or plot ratios for predominantly commercial developments, or jobs per hectare.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Disadvantage</td>
<td>A condition in which individuals, households or communities are in a less favourable position than other members of the community. Disadvantage is often associated with educational attainment, income, employment, and access to public transport, community services and facilities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>---------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Displacement</td>
<td>The act of being forcibly removed or relocated. The term is often used to refer to communities that may be displaced as a result of physical development (e.g. gentrification and urban renewal).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Diversity</td>
<td>A broad term that, in the context of transit oriented development, usually refers to the mix of societal characteristics, land uses, retailing, employment and housing types in an area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Eco-revelatory design</td>
<td>Building design that is underpinned by ecological principles, where those principles are easily discerned in the design itself.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fine grained street network</td>
<td>Streets arranged around small urban development blocks that encourage walkability and accessibility.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor area bonus</td>
<td>An additional benefit provided to enable buildings to be developed to an intensity that would otherwise not be permitted.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gentrification</td>
<td>Changes in a neighbourhood or city that reflect the inflow of money and affluence. The effect of this inflow of affluence is a rise in rental and property values making them difficult to afford for long-term residents.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Greenfield land</td>
<td>Areas of undeveloped urban land suitable for urban development and not yet serviced with development infrastructure, e.g. water, sewerage, roads.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Group or shared household</td>
<td>A household consisting of two or more people without immediate relationships. Examples include students or workers living in a house or a unit with shared amenities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Healthy communities</td>
<td>Environments that foster opportunities for incidental physical activity in the neighbourhood.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>High density</td>
<td>High density refers to areas with an intense concentration of residential dwellings, often in multi-storey buildings. High-density areas are usually located near activity centres and public transport. High density for a TOD precinct may be over 100 dwellings per hectare (indicative only).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Homogeneous/homogeneity</td>
<td>A sociological term referring to a grouping of people of similar social background.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Independent living</td>
<td>Self-contained accommodation that is purpose-built for older people who are able to live independently and care for themselves. They have one or more bedrooms and may be provided within a low- to medium- or high-rise complex, or as stand-alone or detached housing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure charges schedule</td>
<td>That part of the priority infrastructure plan which enables the trunk infrastructure costs identified in the priority infrastructure plan to be recovered through the fair apportionment of these costs among network users.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Intermodal connections</td>
<td>Links between trains, buses, taxis and other transport forms, including cycling and walking.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Key worker</td>
<td>Is a public sector employee who is considered to provide an essential service. Typically, these people include teachers, nurses, health services support staff, police officers, emergency service staff and the like.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low density</td>
<td>Low density refers to areas with a low concentration of residential dwellings, often separate dwelling houses. Low density may be under 30 dwellings per hectare (indicative only).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Low income households</td>
<td>Usually a reference to the bottom 40 per cent of households in the income distribution.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-----------------------------</td>
<td>--------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Master planning</td>
<td>A planning process whereby a comprehensive master plan is developed that describes and maps the overall development concept for an area or precinct, including present and future land use, detailed urban design and landscaping, built form, supporting infrastructure and service provision.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Medium density</td>
<td>Medium density refers to areas with an intermediate concentration of residential dwellings and usually a mix of building heights. Medium density for a TOD precinct may be 30–100 dwellings per hectare (indicative only).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mixed-use development</td>
<td>The presence of more than one type of land use in a building or a development area, including residential, commercial, retail or open space. A mix of uses can be achieved vertically within a single building or horizontally within a development or defined area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Networks</td>
<td>Patterns of interaction that enable social contact to be developed and maintained between people in the community (e.g. friendships, groups, clubs).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Open space</td>
<td>Land such as parks, foreshores and plazas available for recreation and outdoor enjoyment for all members of the public.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Participatory processes</td>
<td>A continuum along which people in the community can engage in planning processes—from advisory, one-way information exchanges (e.g. seeking a community's view on an issue) at one end, to partnership approaches between a government authority and the community at the other end, with a range of variations in between.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Partnership approaches</td>
<td>Sharing responsibility for program development, implementation and maintenance between a government authority, other agencies and/or the community as a way of sharing ownership, ensuring relevance, gaining commitment and building community capacity.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Place management</td>
<td>A system of public governance that focuses on identifying a set of outcomes for a defined area, and developing policy, coordinating agency activities and investing resources to achieve those outcomes. This system contrasts with the current system, which focuses on the priorities of individual agencies to do things according to their own authority (e.g. build roads, hospitals, schools).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Post-occupancy evaluation (POE)</td>
<td>Evaluates the building or site from the users' perspective, including how user needs are met, and identifies potential improvements.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Priority infrastructure plan</td>
<td>That part of the planning scheme identifying future urban development areas prioritised to be supplied with trunk development infrastructure. The purpose of the priority infrastructure plan is to integrate and coordinate land use and infrastructure planning; ensure trunk infrastructure is provided in an efficient and orderly manner; and provide equitable and accountable funding for trunk infrastructure.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Public housing</td>
<td>Affordable rental housing for low to moderate income families and individuals, in particular those who have difficulties accessing accommodation in the private market.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Redevelopment</td>
<td>The act of carrying out changes or works to existing land for alternative uses.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Residential care accommodation</td>
<td>Accommodation and care services provided in residential care homes to older people who can no longer remain in their own home, in premises with subsidised low- and high-care places funded and licensed by the Commonwealth Government under the Aged Care Act 1997.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Shared equity</td>
<td>The sharing of ownership in a property with a partner or, in some schemes, with a housing authority.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social exclusion</td>
<td>The act of excluding, by overt or covert means or signals, some individuals from full participation in the community; or situations in which some people do not have access to the goods and services enjoyed by the majority, or considered the norm, in society.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social diversity</td>
<td>Social diversity is generally the range of different community groups according to race, income and housing tenure within a given area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social housing</td>
<td>Not-for-profit rental housing provided for people receiving low incomes. It includes public housing, community housing and Indigenous people's housing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social inclusion</td>
<td>Being socially included means that people have the resources (skills and assets, including good health), opportunities and capabilities they need to: learn—participate in education and training; work—participate in employment, unpaid or voluntary work including family and carer responsibilities; engage—connect with people, use local services and participate in local, cultural, civic and recreational activities; and have a voice—influence decisions that affect them.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social infrastructure</td>
<td>The community services and facilities that support the creation and functioning of communities, helping to form friendship and support networks, and which support family, health and education and other social development needs. These may include services and facilities relating to: community development, health, education, information, children, young people, women, aged people, families, Indigenous people, culturally and linguistically diverse people, arts and culture, open space and recreation. These include, but are not limited to, development infrastructure as defined by the Sustainable Planning Act 2009, under which land for community benefit can be partly funded through infrastructure charges levied on developers.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Social mix</td>
<td>A term commonly used in planning and social policy to refer to the proportion and proximity of people with different racial backgrounds, income levels or housing tenure within a neighbourhood or area.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>South East Queensland Regional Plan 2009–2031</td>
<td>The regional plans developed in accordance with Section 2.5A of Chapter 4, Planning Partnerships of the Sustainable Planning Act 2009 that provides a framework for a coordinated and sustainable approach to planning, development and infrastructure provision and recognise the importance of developing sustainable and inclusive communities.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Far North Queensland Regional Plan 2009–2031</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SpeakOut</td>
<td>An informal consultation technique which incorporates the features of a lively, innovative, colourful and interactive staffed exhibition and a workshop—a hybrid event combining some of the characteristics of a meeting and some of an exhibition or ‘open house’.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOD community</td>
<td>The people who live and/or work in a TOD precinct.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Term</td>
<td>Definition</td>
<td></td>
<td></td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOD precinct</td>
<td>Areas where transit oriented development principles are applied. These precincts generally include communities within a comfortable 10-minute walk of an established or planned transit station (a radius of approximately 800 metres).</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit</td>
<td>A term used to describe public transport, including bus, rail and ferry.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transit oriented development (TOD)</td>
<td>Mixed-use residential and employment areas, designed to maximise access to public transport through higher-density development and pedestrian-friendly street environments.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Trunk infrastructure</td>
<td>Is the ‘higher order’ or ‘shared’ development infrastructure required to ensure the healthy and safe functioning of the uses it is servicing. Trunk infrastructure’s primary purpose is to service ‘catchment’ areas with a number of users or developments, rather than servicing individual developments or users.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Universally designed housing</td>
<td>Housing that is designed in such a way that it can be modified easily in the future to become accessible to both occupants and visitors with disabilities or progressive frailties. Reference should be made to Australian Standard AS 4299-1995 Adaptable housing.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Urban renewal (or urban regeneration)</td>
<td>The term refers to land redevelopment policies to improve housing and business conditions in a particular urban area. Contemporary urban renewal policies focus on revitalisation and investment, and neighbourhood participation.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>World Cafe</td>
<td>A consultation activity where every participant has a shared conversation with a broad cross-section of other participants, by moving from table to table.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
References

Acknowledgments

The Department of Infrastructure and Planning would like to acknowledge the assistance and valuable contribution of the individuals and organisations who contributed to the development of *Transit oriented development: guide to community diversity*.

**Special thanks to:**
- Sharyn Briggs, Briggs & Mortar Pty Ltd
- Andrea Young, Andrea Young Planning Consultants
- Wendy Sarkissian, Sarkissian Associates Planners Pty Ltd
- Urban Land Development Authority
- Brisbane City Council

**Images courtesy of:**
- Brisbane Housing Company Ltd
- Department of Infrastructure and Planning
- Jemina Dunn
- Queensland State Library
- Hassell Pty Ltd