

## 12. HUMAN SERVICES

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### 12.01 Introduction

The delivery of human services in the Upper Yarra and Dandenong Ranges Region needs to be considered within the context of:

- Changes in the composition and characteristics of the Region's population.
- The necessity for coordinated planning to ensure that services are delivered to all sectors of the population when and where they are needed.
- The goals of providing more equitable access to opportunities, services and facilities for all members of the community.
- Access to economic resources, power, essential goods and services, guaranteed equal rights and expanded opportunities for residents to participate in decision-making.

### 12.02 Primary Purpose

The primary purpose of the Human Services Policy is to ensure that all current and future land use planning decisions are considered in relation to the impact they may have on the usage of existing human services and facilities and whether such decisions will necessitate the provision of additional services and facilities.

The following factors need to be considered when future planning decisions are being made.

- access to existing facilities and services;
- access to additional facilities and services that may arise from such decisions;
- cost of the provision of services and facilities;
- responsibility for funding, management and provision of services and facilities;
- the timing of provision of services and facilities, including pre-planning in order for Government agencies and Councils to include estimates in their budget negotiations;
- use of flexible and innovative designs (such as services provided on a mobile or sessional basis as outreach from selected major service centres within the Region) to accommodate existing and changing community needs;
- the possibility of cost-sharing arrangements or joint planning of facilities and services with neighbouring municipalities and/or Regions, and
- clustering and multiple use of facilities and services, where appropriate.

Councils, appropriate Government Departments and community service bodies are encouraged to work together in a cooperative and coordinated manner, in order to implement this policy. In particular, and in relation to any land use and development planning decision with significant implications for the availability and delivery of facilities and services, it should be ensured that:

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- up to date information on the nature, location and current usage of services and facilities relevant to that decision is available;
- deficiencies of facilities and services for the existing and potential population are identified and adequately addressed;
- an examination of accessibility of existing services and facilities is carried out;
- appropriate measures are included in the planning decision, where appropriate, to improve accessibility where deficiencies have been identified; and
- consideration is given to the most appropriate method of service delivery, including the possibility of innovative approaches to meeting existing or anticipated demand.