

TramLab

Toolkit for Gender-Sensitive Placemaking

IMPROVING THE SAFETY OF WOMEN
AND GIRLS ON PUBLIC TRANSPORT



This toolkit is one of four designed by the TramLab team to help improve public transport safety for women and girls. These, alongside a substantive report, have been developed for the Victorian State Government, public transport service providers and policy makers, and related organisations and professions.

The **Victorian Government** acknowledges Victorian Aboriginal people as the First Peoples and Traditional Owners and Custodians of the land and water on which we rely. We acknowledge and respect that Aboriginal communities are steeped in traditions and customs built on a disciplined social and cultural order that has sustained 60,000 years of existence. We acknowledge the significant disruptions to social and cultural order and the ongoing hurt caused by colonisation.

The **TramLab Team** acknowledges the First Nations peoples of this nation. We acknowledge the traditional custodians of the lands on which our universities are located and where we conduct our research. We pay our respects to ancestors and Elders, past and present. TramLab is committed to honouring First Nations peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.



XYX LAB
GENDER + PLACE



Improving the Safety of Women and Girls on Public Transport (TramLab) is a collaboration between La Trobe University, RMIT University and Monash University's XYX Lab.

RESEARCH CHAIR

Professor Angela Taft

RESEARCH CO-ORDINATOR

Associate Professor Nicole Kalms

PLACEMAKING DESIGN INTERVENTIONS

Dr Nicole Kalms and Isabella Webb, with additional expertise provided by Sylvia Tong, Georgia Johnson and Hoa Yang

COORDINATION OF THE WRITING AND EDITING OF THE REPORT AND TOOLKITS

Dr Gill Matthewson

TOOLKIT GRAPHIC DESIGN AND LAYOUT

Isabella Webb

With contributions from Leesa Hooker, Kirsty Forsdike, Nicola Henry, Jess Ison, Gene Bawden, Hannah Korsmeyer, Ally Edwards, Ilya Fridman, Molly Allen, Fiona Burgemeister and Grant O'Sullivan.

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Key Definitions

SEXUAL VIOLENCE

Sexual violence is an umbrella term to describe physical and non-physical forms of violence of a sexual nature, including rape, sexual assault, sexual harassment, unwanted touching, sexual coercion, sex trafficking, female genital cutting, child sexual abuse, child marriage, enforced sterilisation, sexual slavery, enforced prostitution, and forced pregnancy. Sexual violence is usually treated as distinct from domestic and family violence, although sexual violence may form part of a pattern of domestic violence.

SEXUAL ASSAULT

In the ABS Personal Safety Survey, sexual assault is defined as: “An act of a sexual nature carried out against a person’s will through the use of physical force, intimidation or coercion, including any attempts to do this.”¹ This definition includes a range of penetrative and non-penetrative sexual offences, including rape. It does not include unwanted touching (defined as ‘sexual harassment’) or any acts that occurred before the age of 15 years (defined as ‘sexual abuse’).

1 ABS (2017).

Legally, each Australian state and territory defines rape and sexual assault differently. Under Victorian criminal law, ‘rape’ covers non-consensual sexual penetration and ‘indecent assault’ covers all other non-consensual sexual acts. Outside of the legal definitions, sexual assault and rape are often used interchangeably.

SEXUAL HARASSMENT

The legal definition in Victoria describes sexual harassment as unwelcome sexual behaviour, advances or unwelcome requests for sexual favours which cause a person to feel offended, humiliated or intimidated. Sexual harassment is an unlawful act under civil law rather than criminal law and it is only unlawful in specified areas of public life, including the workplace, educational settings, the provision of goods and services and accommodation.² Some acts of sexual harassment may also constitute a criminal offence, such as sexual assault, upskirting, stalking or indecent exposure. Workplaces and other organisations can be liable for vicarious sexual harassment if they fail to take reasonable steps to prevent the behaviour.

2 Victorian State Government (2010).

2.0

Introduction

Sexual harassment and assault are widespread and affect many women and girls in their journeys to, on and around public transport. These actions can generate fear and anxiety causing many women and girls to change their behaviour daily to protect their safety, including changing the routes they take and self-restricting their mobility. The TramLab project aims to change these levels of fear and vigilance by helping to make journeys on public transport safer.

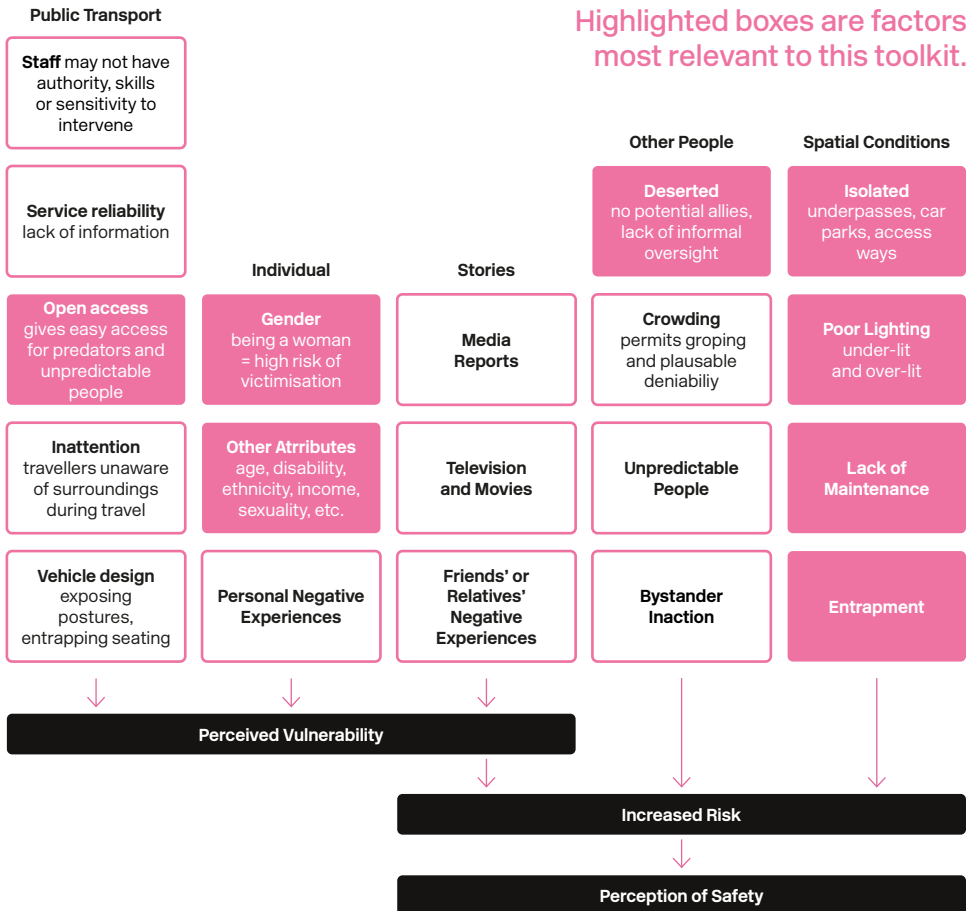
Background

Despite the fact that women's use and experience of public transport is different from men's, this difference is seldom considered. The research undertaken in TramLab found that the factors impacting on safety and perceptions of safety for women and girls on and around Victorian public transport are complex.

Figure 1 details some of the many factors that impact on perceptions of safety and increased risk for women on public transport and in surrounding environments. Women's experiences of safety are too often dominated by both real and perceived threat and vulnerability, particularly to sexual assault. Sexual harassment and gendered abuse is a persistent reminder of that vulnerability. The effects of this vulnerability differ from woman to woman, but are under-acknowledged by wider society and can have a significant impact on women's general mobility as well as their use of public transport.

This complex situation makes it difficult to tackle safety for women and girls. International research confirms that no stand-alone initiative is sufficient and there are no simple solutions. Instead, there is a need for multi-faceted, coordinated and complementary initiatives and interventions. To achieve this requires the development of gender-sensitive actions across all aspects of public transport governance and operations plus cross-party collaboration. It also requires full recognition by society of the particularities of women's experiences, especially on public transport. Any solution necessarily extends beyond public transport and involves interwoven responsibilities across the whole of society.

FIGURE 1:
FACTORS IMPINGING ON PERCEPTIONS OF SAFETY AND INCREASED RISK.³



³ Adapted and expanded by YXX team from Yavuz and Welch (2010): 2495

Aims and Methodology

Commencing in 2019, the TramLab team undertook an evidence-based research project on safety for women and girls on and around public transport. The team reviewed existing international literature, policy and initiatives; gathered and analysed reporting data from Victorian public transport providers; and conducted interviews with women users and key stakeholders. A series of intensive workshops also explored the perspective of service providers, the co-design of solutions with women and girls, and the designing for gender specificity with local government and other stakeholders.

The TramLab team then investigated how four interventions implemented with a gender-sensitive lens would work in the Victorian context in order to develop a practical toolkit for each intervention. This set of toolkits provides flexible, gender-sensitive guidance for publicly-funded and other services to implement evidence-based best practice within the context of public spaces and public transport in Victoria and beyond.

The gender-sensitive toolkits are focused on the following critical areas:

- communication campaigns for raising awareness around gender issues
- placemaking and safety measures through a gender-sensitive lens
- data collection and analysis with a gender lens
- training for all involved in public transport to understand the issues.

These four areas were selected for being both achievable and having a high impact. Note that alternative means of reporting are under development by other entities.

This toolkit on gender-sensitive placemaking techniques aims to:

- assist stakeholders to understand gender-sensitive initiatives in public transport design, placemaking and policy
- facilitate deeper engagement with women and girls as co-designers of public transport spaces and places
- demonstrate how the inclusion of diverse cross-sections of women – of varying sexual identity, ethnicity and cultural backgrounds – can enrich safe spaces in public transport.

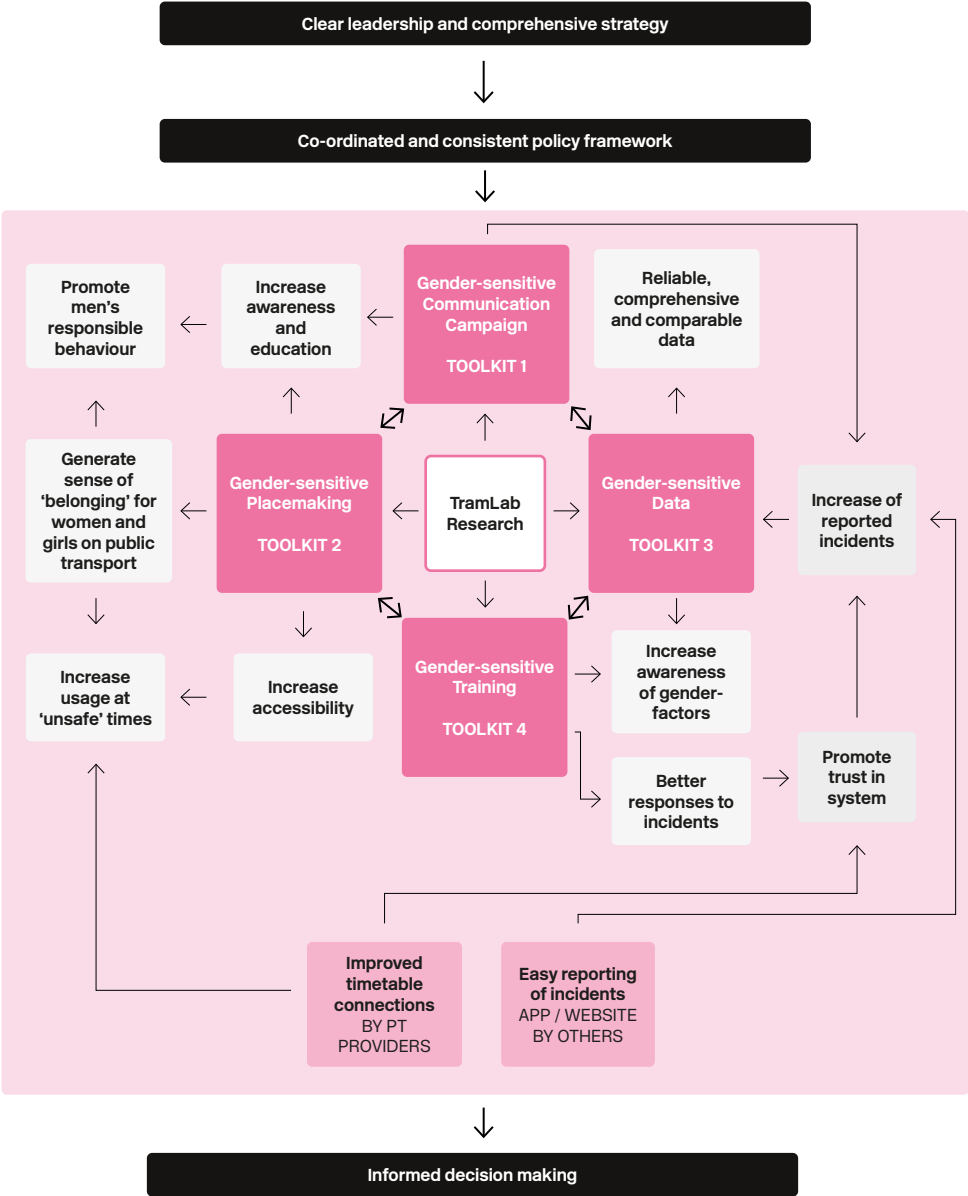
To develop this toolkit, the TramLab team drew on the most recent research and their collective knowledge and experience. Speculative designs were proposed based on the co-design engagements undertaken in the TramLab Co-design workshop and input was sought from Darebin stakeholders.

General Recommendations: Safety for Women and Girls on Public Transport

This table summarises the requirements for sustainable, multi-level systemic change to improve safety for women and girls on public transport. The following recommendations are to assist in the development of evidence-based interventions with clear outcome measures and a strategic plan.

	ACTION	REASON	HOW TO
IMMEDIATE	Develop a policy framework for common principles, concepts and definitions for safety for women and girls, and of sexual violence and harassment across all Victorian public transport systems.	Lack of shared agreement around these principles, concepts and definitions results in ambiguity, confusion and prevents action.	Commission a Prevention of Gender-based Violence on public transport framework drawing on the TramLab findings and aligning with the Victorian Gender Equality Act 2020, Safe and Strong and Free from Violence strategies, and the Change the Story framework.
WITHIN 12 MONTHS	Within the overarching policy above, develop a framework for gender-sensitive data collection and analysis across all Victorian public transport systems to measure the extent of issues and monitor trends.	Current paucity of sustained, reliable, coherent and comparable data obscures the issues and prevalence, and the efficacy of interventions.	Framework needs to: <ul style="list-style-type: none">• train a gender-sensitive data workforce• establish a common minimum data set• detail how and how often gender-sensitive data are to be collected and analysed.
WITHIN 24 MONTHS	Prioritise women's diverse uses, needs and experiences of public transport spaces in the formulation of any public transport policy, planning and processes to embed a culture of gender sensitivity in identifying and responding to violence against women and girls on public transport.	Women use public transport more than men, are more likely to be public transport dependent, and often have more complex trips. Current gender bias in assessing needs and performance of public transport.	Re-focus public transport from prioritising commuters. Engage in meaningful consultation with women in all matters involving mobility, public transport and transport spaces. Mainstream co-design with women into the planning and design process.
	Challenge possible gender bias in all decision-making processes and frameworks.	Gender bias is often hidden by what appears to be gender-neutral language, but is male-centred by default. Change is slow and correcting this bias requires conscious effort.	Ensure language in all written documents (policy, reports, communications, etc) highlights the divergent perspectives of women and girls.

FIGURE 2:
HOW THE TOOLKIT STRATEGIES AND INTERVENTIONS CAN INTERACT AND SUPPORT EACH OTHER TO IMPROVE ACTUAL AND PERCEIVED SAFETY FOR WOMEN AND GIRLS ON PUBLIC TRANSPORT.



2.1

Challenges and Opportunities of Gender-Sensitive Placemaking

A key finding of the TramLab research was the importance of the design of the built environment for the safety of women and girls. In particular, CPTED (Crime prevention through environmental design) principles are useful. There was one very important caveat: that these principles needed to be infused with gender sensitivity and awareness.

CPTED is often invoked when discussing personal safety in public spaces, and especially complex locations such as public transport hubs. It typically focuses on surveillance – natural and formal, visibility, access, image and space management, territorial reinforcement including legitimate activity support, and community and amenity connections.⁴ In public transport related spaces, surveillance (both technology enhanced and ‘eyes on street’) and lighting are critical. Essentially, surveillance means that activities and behaviours are monitored – and are known to be monitored – and that monitoring has a positive effect on behaviours.⁵

4 Cozens and Love (2015).

5 Ceccato (2019): 16.

What is missing in CPTED is that there is very little acknowledgment of the fact that women and girls experience public space markedly differently from men and boys, with wide variation between women depending on race, class and other factors (see Figure 1). To create cities that are more inclusive and accessible to all women and girls, designers, planners and policymakers must look towards the full breadth of civic diversity: LGBTQI+ communities, First Nations, ethnic communities, people with disabilities, the elderly, and children. Without full acknowledgment of the intersectionality of gender with other forms of diversity and marginalisation, inclusion will be limited.

CPTED is also explicitly about crime prevention and much of the behaviour that falls under sexual harassment is not treated or classified as criminal, despite the severe impact it has on women's perceptions of their vulnerability and subsequent behaviours. To create safe places for women and girls, design and CPTED principles need to be infused with gender sensitivity and intersectional awareness. Paramount for designers, government and policy

makers is recognising the consequences of gender bias and gender inequality on the human-made environment and the powerful impacts these have on women's use and experiences of public transport. For women and girls to feel and be safe, they need to have a strong sense of both belonging in and the right to occupy public space. While it may not be possible for design to please all women in any spatial intervention, the aim should be to not disadvantage any.

Why Design Gender-Sensitive Placemaking Strategies in Public Transport Spaces?

"How can technology make us feel safe whilst also protecting our privacy?"⁶

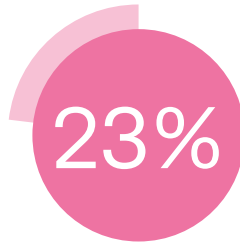
6 Participant comments from the November 2019 TramLab co-design workshop.

"Re-imagining train stations as social spaces – provides a surveillance function."⁷

7 Participant comments from the November 2019 TramLab co-design workshop.

"... create community and encourage social connections."⁸

8 Participant comments from the November 2019 TramLab co-design workshop.



PERCENT OF YOUNG WOMEN SURVEYED BY PLAN INTERNATIONAL AUSTRALIA AND OUR WATCH BELIEVE IT WAS UNSAFE TO TRAVEL ALONE ON PUBLIC TRANSPORT AFTER DARK

Plan International and Our Watch (2016).

2.2

Actions to Take for Gender-Sensitive Placemaking

Design for placemaking to improve safety for women and girls on and around public transport necessarily involves speculation. This section includes the visualisation of some speculations drawing on a series of gender-sensitive placemaking interventions.

‘Place’ is defined and shaped by objects, experiences and encounters. Places are highly changeable and, as Doreen Massey argues, are meeting places and intersections, or “connections and interrelations, of influences and movements.”⁹

Strategic interventions into the built environment are designed to encourage and emphasise the rights of women and girls to access and inhabit public transport places and surrounds by ensuring that they are safe and accommodating of gendered needs. They foster freedom of movement through a well-planned, well-funded and cared-for network that stretches into the surrounding community.

⁹ Massey (1994), 59.

Goals: Gender-Sensitive Placemaking for Public Transport Spaces

IMMEDIATE

Work with local governments to undertake gender-sensitive safety audits to understand hotspots and priority sites in and around public transport spaces

Conduct a feasibility study on raising activity levels and passive surveillance at and around public transport spaces, especially at night

Identify and engage with a range of women's groups, especially local First Nations and community groups in the context of specific projects

Advocate for CPTED practices to be reviewed and improved with gender-sensitive expertise, in particular modify women's safety audits

Engage and support women-focused commercial passenger vehicle providers to facilitate safer last-kilometre trips for women at night

WITHIN 12 MONTHS

Provide real-time information and clear way-finding and signage (including in a range of languages) in public transport spaces

Utilise temporary infrastructure and trial initiatives to raise activity and passive surveillance at hotspots and priority sites identified in and around public transport spaces

Co-design with women and girls to continue to identify challenges in public transport spaces and co-create solutions with women and girls

Increase the practice of planning and design working groups with gender-sensitive expertise and community engagement with women-focused groups

Synchronise public transport services, multi-modal connections, and other supporting facilities to reduce passive and low security waiting time for women

WITHIN 24 MONTHS

Review activity initiatives to establish more formalised infrastructure and programs that address women's day and night-time safety when using public transport

Maintain the commitment to the rights of women and girls to occupy public transport space in policy that guides practice

Continue to invest in research and design strategies to improve safety for women and girls

Advocate for planning policy to include requirements for safety for women and girls in the design and development of building projects

Gender-Sensitive Placemaking

Gender-sensitive placemaking responds to the routines and preferences of local women users of a place. In particular, it involves placing the voices and experiences of women at the forefront of the process. While the standard response to safety for women is the adding of more lighting, gender-sensitive lighting is far more nuanced. For example, women can feel highly exposed under floodlit conditions.¹⁰ Another study found that the *quality* of the light, rather than the amount, made women participants feel safer.¹¹ 'More' light is wasteful of energy, contributes to light pollution and, importantly, does not necessarily 'improve' safety for women and girls.

10 Loukaitou-Sideris (2014): 247.

11 Arup Lighting (2019); Kalms (2019)

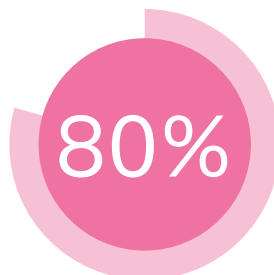
INDIGENEITY AND PLACEMAKING

Placemaking in Australia takes place on the lands of First Nations peoples and any project needs to acknowledge the Traditional Owners and Custodians of the land where the work is proposed. While acknowledgement is the first step, involvement of Aboriginal and Torres Strait Islander peoples in any projects that seek to use Indigenous knowledge is critical.

This research notes that any approach involving Indigenous research is dependent on forming and maintaining good relationships, with the understanding that 'relationship' means reciprocity. The *Australian Indigenous Design Charter* (AIDC:CD) sets out a useful series of protocols for engagement.

CO-DESIGN

A key method to counter gender bias in the design of the human-made environment and to challenge standard solutions is to involve a range of different women in the full design process. This includes policy development and implementation as well as built elements. Co-design is underpinned by a spirit of 'designing with,' rather than a dictum of 'designing for' – embracing the embodied participation of women and girls who have identified challenges and co-created solutions.



OF FEMALE STUDENTS HAD BEEN SEXUALLY HARASSED ON PUBLIC TRANSPORT OVER A THREE YEAR PERIOD IN A 2018 SURVEY OF TERTIARY STUDENTS IN MELBOURNE.

Whitzman et al. (2019), 2.

Strategies and Interventions

Checklist of strategic actions to guide site-specific interventions:

- ☐ Analyse
- ☐ Encourage
- ☐ Connect
- ☐ Activate
- ☐ Enforce
- ☐ Engage
- ☐ Transform
- ☐ Resist or Manage¹²

The interventions listed below form a framework for how gender-sensitive design can transform various space typologies on and adjacent to public transport services to promote greater safety for women and girls.

Each of the strategies involves a set of interventions that challenge or encourage particular behaviours, including:

POLICY

Policy frameworks to prioritise budget for infrastructure and capital works for projects that include women-focused planning and design.

ROAD INFRASTRUCTURE AND TRAFFIC CALMING

Alter road infrastructure to prioritise safety and comfort for women's active transport and pedestrians over traffic (safe crossings, separated active travel lanes, etc.).

VEGETATION

Increase vegetation and introduce indigenous flora to 'green' locations while ensuring regular maintenance schedules to prevent plants from forming barriers to sightlines.

REAL-TIME INFORMATION

Support inclusive way-finding and real-time information on public transport, including multi-modal connections.

¹² In sites with constrained budgets, relatively inexpensive changes (such as improved access or removal of particular objects) can help manage the area and resist tendencies to bad behaviour.

COMMUNITY INITIATIVES

Engage local women and First Nations groups to co-design and drive placemaking interventions that reclaim entitlement for them, including events or projects that promote day and night-time activity and 'eyes on the street'.

LIGHTING

Invest in gender-sensitive lighting schemes with appropriate and responsive lighting in public spaces. Work with gender-sensitive lighting recommendations (see resource list).

ACCESS AND FACILITIES

Access points to public transport sites to have clear sightlines, and to have day and night time surveillance from community and economic activity and PSOs. Incorporate safe multimodal transport connections and infrastructure, especially at night. Add gender-inclusive features to transport nodes, including breastfeeding facilities.

PSO FACILITIES

Redesign PSO boxes to facilitate security and transparency in reporting, and incorporate gender-sensitive on-the-ground training for officers.

The illustrations that follow are located in Darebin's Local Government area, land of the Wurundjeri Woi-wurrung people of the Kulin Nation. The locations are typical of public transport typologies across Victoria so that these proposals might provide transferable knowledge for similar public transport spaces. Despite this, every site will have local conditions and specificities that must be accommodated.

Each drawing illustrates the application of the strategies and interventions detailed above. Interventions are colour coded in the annotations and key strategy words are included in the titles.

Co-design Process

Initial Site-Specific Research and Analysis

IDENTIFY KEY LOCATIONS REQUIRING SAFETY-IMPROVEMENT INTERVENTION

- ☐ data from crime statistics
- ☐ any women’s safety surveys or audits
- ☐ public transport staff observations
- ☐ local area user observations or survey (particularly using local social media groups) with an option for the local community to opt in for further involvement in the works

ANALYSE SITE TO IDENTIFY ISSUES AND OPPORTUNITIES

- ☐ consult local First Nations groups and documented areas of cultural heritage sensitivity
- ☐ identify existing amenities on immediate site
- ☐ identify amenities, activity centres and nodes in the surrounding area (see example, Figure 5)
- ☐ examine the interchange of all available modes of transport for their support of women’s transport behaviours (such as trip chaining)
- ☐ document sites with physical visits and desktop analysis
- ☐ deploy isochrones analysis to identify walkable range from site (grey dotted line in example in Figure 5); this considers how people are actually able to move and is therefore able to give an accurate understanding of the last kilometre from public transport locations
- ☐ gather gender-disaggregated demographic data, using ABS–Census data from SARI sites that overlap the isochrone mapping of transport for their support of women’s transport behaviours (such as trip chaining)
- ☐ examine existing local, state and federal government policies, planning and evaluations for the site – all policies need to be carefully reviewed because they might disguise patterns of discrimination by positing ‘gender-neutral’ points of view

Example Site Analysis

SITE ONE – NORTHCOTE TOWN HALL TRAM STOP AND CIVIC SQUARE.



FIGURE 3:
NORTHCOTE TOWN HALL - ISSUES, OPPORTUNITIES & INTERVENTIONS DIAGRAM



FIGURE 4:
NORTHCOTE TOWN HALL - EXISTING CONDITION AND PROPOSED INTERVENTION STRATEGIES.

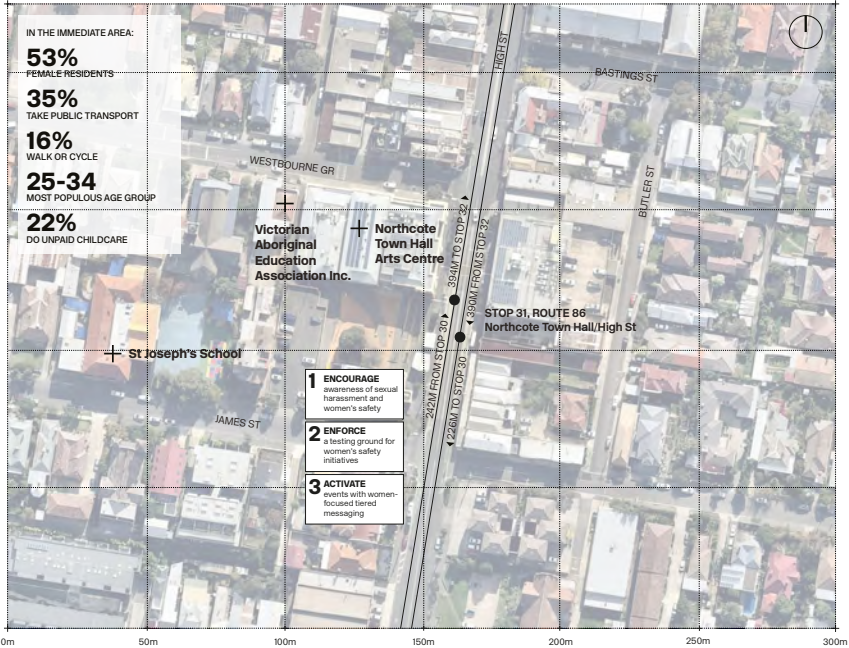
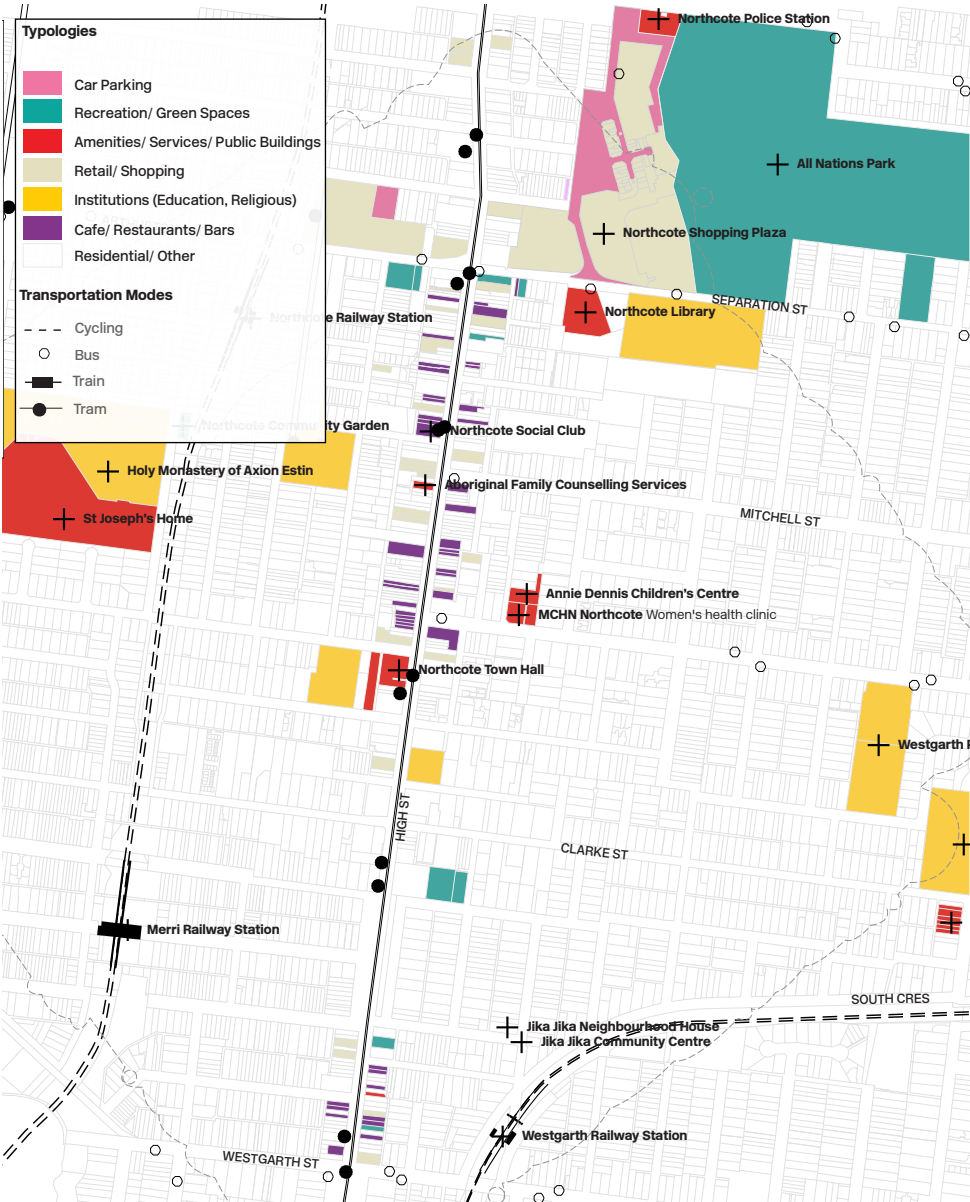


FIGURE 5:
NORTHCOTE TOWN HALL - LOCATION AND PROXIMITIES MAP (ISOCHRONE MAPPING TO UNDERSTAND LOCAL AREA AND GENDERED-BEHAVIOUR SUCH AS TRIP CHAINING). GREY DOTTED LINE REPRESENTS THE ISOCHRONE-MAPPED AREA.



Site-Specific Design Development: Suggested Process

USE ANALYSIS AS BASIS FOR CO-DESIGN WORKSHOP INVOLVING LOCAL WOMEN, KEY STAKEHOLDERS AND DESIGN EXPERTS TO:

- ☐ identify key issues and opportunities
- ☐ collaboratively propose solutions

GENDER-SENSITIVE DESIGNERS TO:

- ☐ work up design plans and illustrations using iterative design processes
- ☐ seek feedback on placemaking interventions from specialists
- ☐ gather further feedback from specialists through workshops and consultations, drawing on the experience and knowledge of relevant people working for local council

GENDER-SENSITIVE CO-DESIGN WORKSHOP WITH WOMEN, STAKEHOLDERS, DECISION-MAKERS AND EXPERTS IN RELEVANT FIELDS



Sample Activations

FIGURE 6:
ENCOURAGE PUBLIC TRANSPORT AND ACTIVE TRANSPORT USE THROUGH THE DIVERSION OF VEHICLES AND THE ADDITION OF GENDER-SENSITIVE AMENITIES.





1 Traffic Calming Measures

Changes to road treatments to encourage slower vehicle speeds and prioritise pedestrians. Drop off/pick up point integrated into existing infrastructure. Vehicles 'parking to ride', diverted away from station frontage, but within 100m walking distance on an illuminated path.

2 Spatial/Built Interventions

Facilities in and around stations offer options for recreation, pause, play and exercise. (Parents' room, 'play-as-you-go' equipment, seating, shelter, open-grassed area).

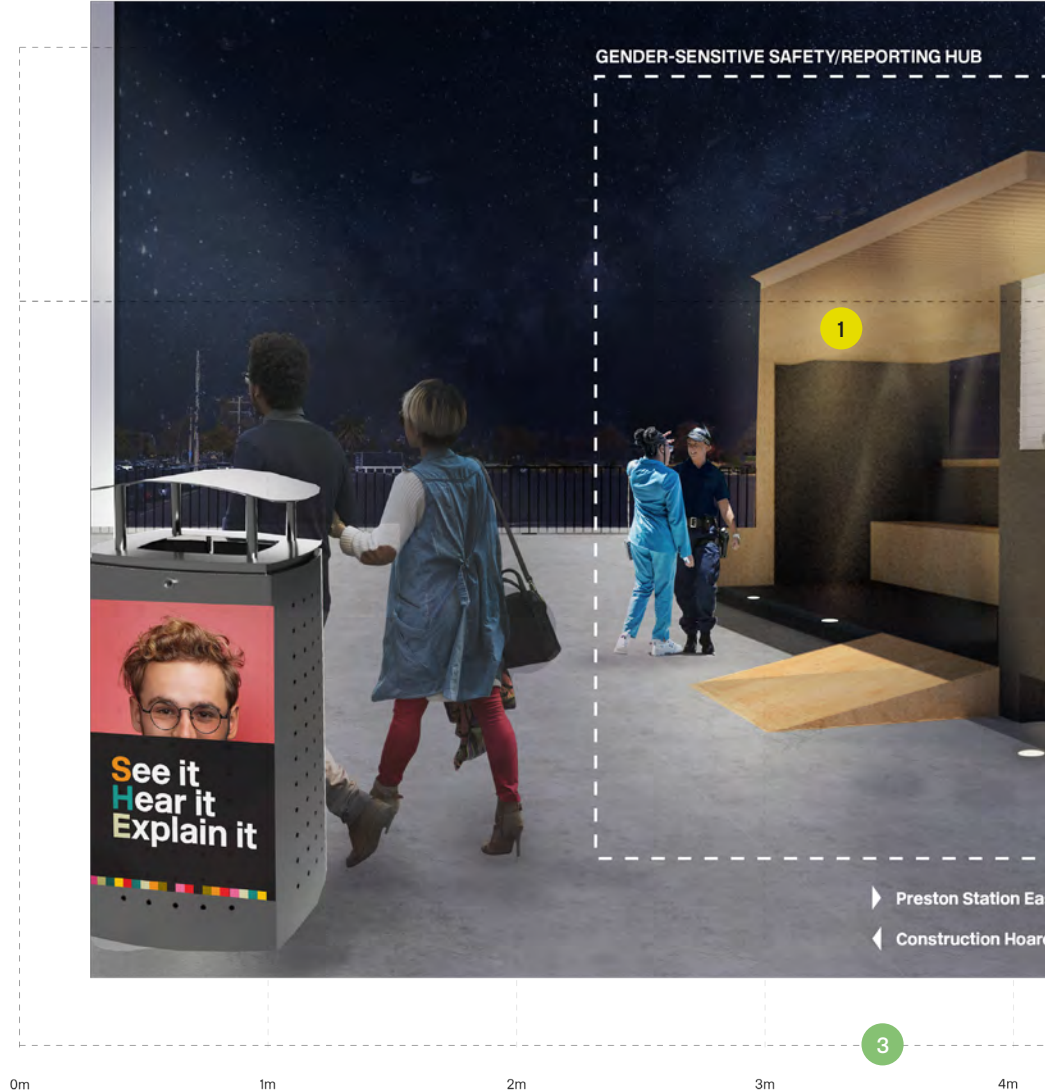
3 Infrastructure Changes

Carriageway narrowed with parallel parking and shared by vehicles and cyclists with separately identified lanes.

4 Technology/Data

Access to real-time data and connection to/from public transport to CPV vehicles. Text displayed to be English and in specific areas, additional languages.

FIGURE 7:
ENCOURAGE REPORTING WITH WOMEN-FOCUSED PSO SAFETY TRAINING AND REPORTING PROTOCOLS.





- 1 Lighting**

Gender-sensitive lighting scheme with appropriate and responsive lighting.
- 2 Spatial/Built Interventions**

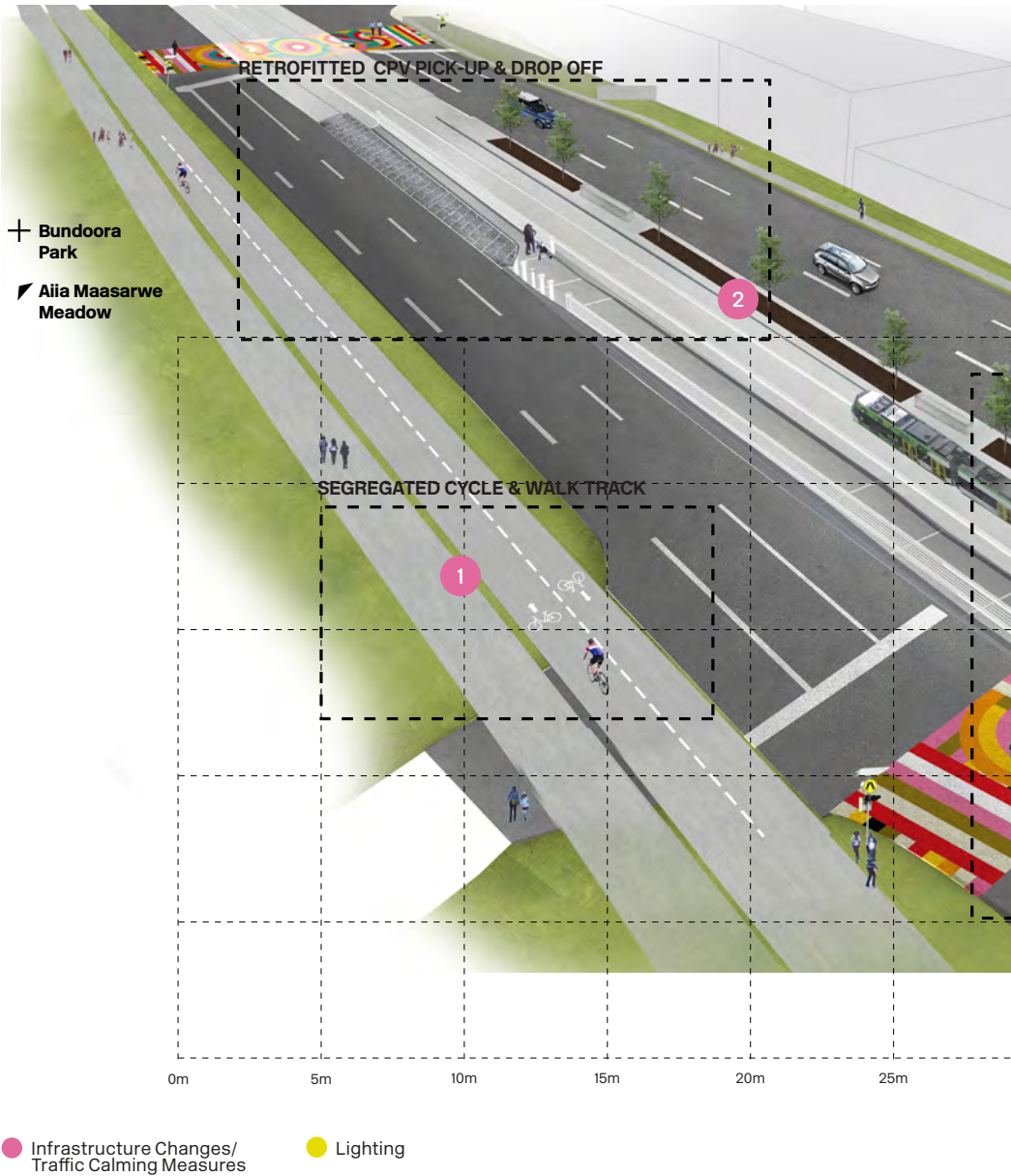
Replace the existing passive PSO box with a redesign and programs that establish better practices for women's safety.
- 3 Co-Design**

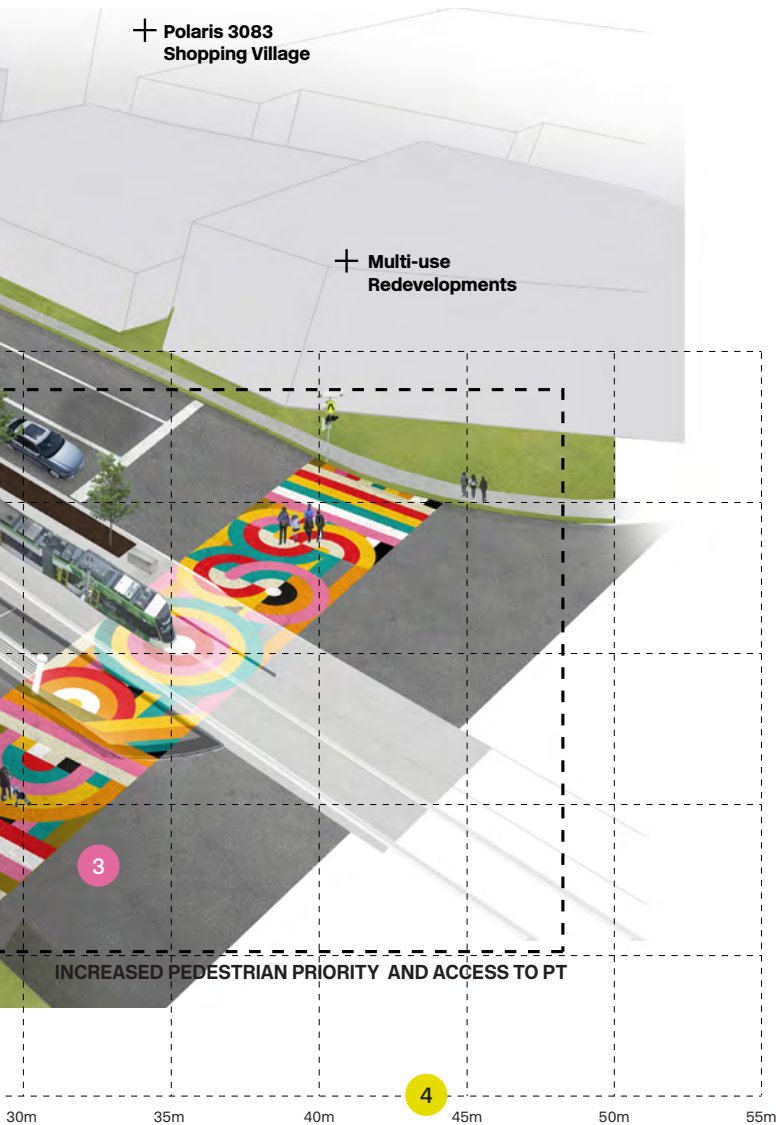
State Government funded re-design of PSO station boxes co-designed with women and marginalised peoples.
- 4 Technology/Data**

PSO Safety Hub should consistently contribute to the minimum data set requirements as listed in Toolkit 3.
- 5 Communications**

Extension of communication campaign (Toolkit 1) focused on encouraging more women to report instances of harassment or assault.

FIGURE 8:
CONNECT THROUGH FORMAL CIRCULATION WITH A PUBLIC AND ACTIVE TRANSPORT FOCUS.





1 Infrastructure Changes

Footpath extension to accommodate shared pedestrian and bicycles facilities, creating a stronger connection to existing cycle-ways and public park access.

2 Infrastructure Changes

Integration of CPV taxi rank by extending existing tram stop to provide real-time connections for women.

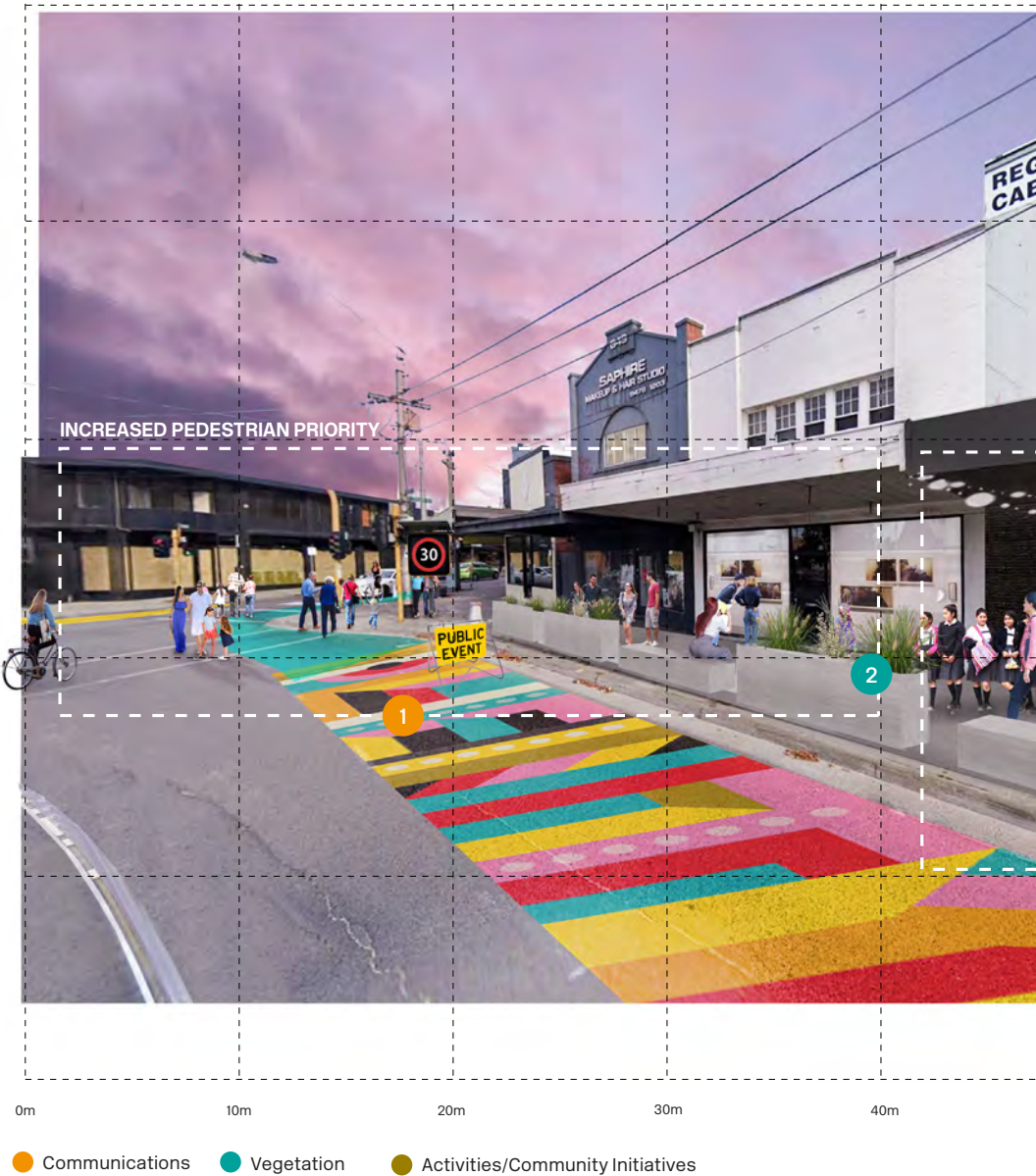
3 Traffic Calming Measures

Mid-block pedestrian crossings and elongated speed tables with road surface changes integrated to create safer and more predictable situations for both vehicles and pedestrians.

4 Lighting

Gender-sensitive lighting scheme with appropriate and responsive lighting.

FIGURE 9:
ENGAGE THE COMMUNITY TO ENHANCE EMPTY SPACES AND PASSIVE SHOP-FRONTS.





1 Communications

Colour patterns extended to key active transport connections integrating visual language across the network. Colours are recognisable and can be extended to other mediums that support women's active participation on the network.

2 Vegetation

Integrated greening to provide convenient opportunities for play and pause. Introduction of indigenous grasses livens up connections.

3 Activities/Community Initiatives

Collaborate with local businesses and community groups to rejuvenate shop spaces or shop fronts, with a focus on women-driven projects.

Community Events

Gender-sensitive placemaking strategies are intended to increase the use of sites by women and girls, particularly after dark. Strategies extend beyond physical infrastructure to include community events. The table below details how to activate events with women-focused tiered messaging and procedures.

TABLE 1:
ACTIVATE EVENTS WITH WOMEN-FOCUSED TIERED MESSAGING AND PROCEDURES. TIERED MESSAGING RESPONDING TO DAREBIN CITY COUNCIL’S EXISTING [EVENT MANAGEMENT POLICIES AND PROCEDURES](#)

	Level One	Level Two	Level Three
Capacity/ # of people	20	50-200	200+ Ensure the allocated capacity is not exceeded, consider crowd control
Event typology	No alcohol Community group gathering Children’s attraction/ small concert	Alcohol Night market Fundraiser event Live music performance	Large scale event (potential presence of alcohol in allocated areas) Cultural festival Day market Parade or fun run
Women’s safety measures	Clear signage with women’s helpline/emergency assistance	Sufficient lighting (for night-time events) Bar staff ‘Ask for Angela’ trained Emergency call line advertised on site and responded to promptly Free drinking water Designated alcohol free areas Appropriate female and gender- neutral toilet facilities	On top of all Level Two requirements: Ensure sound restrictions to ensure voices are able to be heard over music etc. in case of an incident occurring Provide a safe environment for children and have a designated babychange area (non-gender specific)
Transport & access	Clear directions provided to any nearby public transport	Clear directions provided to any nearby public transport Appropriate parking capacity (where applicable) Easy & clear access to event entrance from car park or PT	Allocated ride-share points Clear access and wayfinding to any nearby public transport
Security/ policing	Security unlikely to be necessary for small events. Check for nearby facilities that could produce possible gatecrashers	Gender-sensitive trained security Female security/PSO presence always equal to or greater than male security/PSO	Vic Police
Volunteers/ staff/ stakeholders	Gender-sensitive trained staff nearby or easy to contact	Stakeholders/Vendors to comply with gender sensitive and inclusive protocol	All volunteers must be gender- sensitive trained Gender diverse volunteers/staff External stakeholders/vendors must complete gender training induction A valid Working with Children Check for all involved with family friendly events

Other	Reporting/incident follow up — Ensure there are procedures in place for staff to follow up in an appropriate manner
	Gender 'Risk Assessment' — eliminate potential dangers to women (and children) during the planning of any event. A checklist could become mandatory, completed alongside the generic Risk Assessment procedure.

Summary

Gender-sensitive placemaking is not just about space planning or policy. It uses intersecting strategies and interventions to encourage cultural behavioural shifts in a location at different levels, over time and in a coordinated manner. It proactively addresses problems by pursuing and catalysing change, rather than in response to a specific incident.

While some design practitioners, planners and decision-makers may be sympathetic to the inclusion of gender-sensitive practices and design, other contingencies (especially time and cost) too often stymie projects. 'Public consultation' then becomes a box-checking exercise. Standard design responses are emphatically not good enough. What the research shows is that there are no shortcuts, but the positive impact of proactively co-designing for safer and more inclusive cities is immeasurable.

Gender-sensitive planning and design for safer and more inclusive spaces need to:

- seek out gender biases in the built-environment and the policies that support them
- actively promote the agency and safety of all women, girls, and sexual and gender minorities in all parts of the decision-making processes for public works, including PT infrastructure
- support proactive (and discourage reactive) transformations of spaces
- co-design with local people drawing on their very specific experiences, while still encouraging alternatives to the standard responses. All levels of government need to introduce policies that permit this level of flexibility in the implementation of placemaking strategies.

The impact the built environment has on women's use and experiences of public transportation is a consequence of not just the infrastructure and amenities, but also of the behaviours and responses of the communities in which they exist. Public transport spaces must support the physical, social and economic requirements of all their users. By sensitively designing with a focus on women in all their diversity, designers, planners and policy makers can create cities that are more inclusive and accessible.

B

Links to Key Resources

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OTHER TOOLKITS IN THIS SERIES:

TramLab, 2020, *Toolkit 1: Gender-Sensitive Communication Campaigns – Improving The Safety of Women and Girls on Public Transport*. (Melbourne: Victorian State Government, La Trobe University, Monash University XYX Lab, RMIT University).

TramLab, 2020, *Toolkit 3: Gender-Sensitive Data – Improving The Safety of Women and Girls on Public Transport*. (Melbourne: Victorian State Government, La Trobe University, Monash University XYX Lab, RMIT University).

TramLab, 2020, *Toolkit 4: Gender-Sensitive Training – Improving The Safety of Women and Girls on Public Transport*. (Melbourne: Victorian State Government, La Trobe University, Monash University XYX Lab, RMIT University).



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Contacts

**FOR MORE INFORMATION ABOUT THIS
RESOURCE, OR TO SHARE FEEDBACK AND
SUGGESTIONS, PLEASE CONTACT:**

PROFESSOR ANGELA TAFT, LA TROBE UNIVERSITY
A.TAFT@LATROBE.EDU.AU

ASSOCIATE PROFESSOR NICOLE KALMS, MONASH
UNIVERSITY
NICOLE.KALMS@MONASH.EDU