





#### **Demand Management**





# Supply Management



- · Growth in demand for utilities or services
  - more supplied
    - Water
    - Roads
    - Energy
    - Space for waste
- Works well while there are supplies and space
- Always needed to some extent





### Demand management

- 5 main approaches
  - Regulation
  - Pricing
  - Technological changes
  - Education and awareness
  - Minor infrastructure
- All external to the individual top down
- Value is in relatively immediate effect
  - Problem can be in longevity of change



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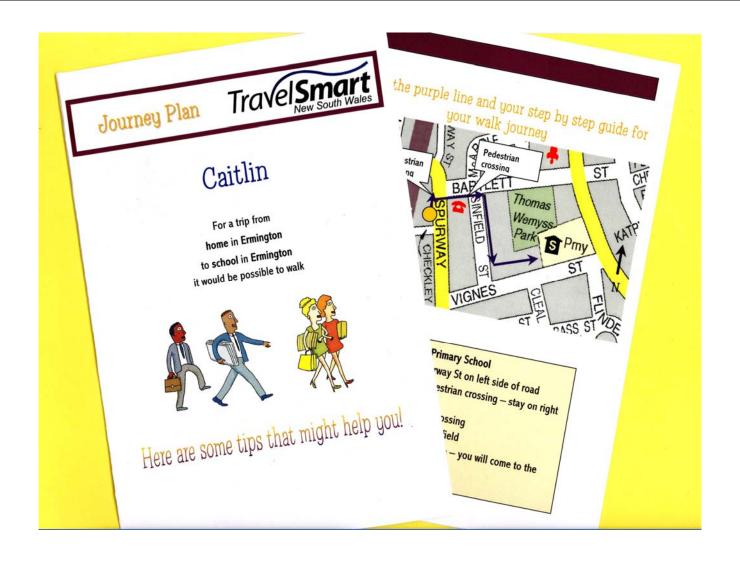
Voluntary behaviour change – what is it?

Let's begin with a story . . .



















## What happened?

- Client's aim reduced kms and CO<sub>2</sub> emissions
- Lasting change Katrina's personal goal, she had the idea
- Unexpected benefits for kids
- Diffusion of the message Michelle

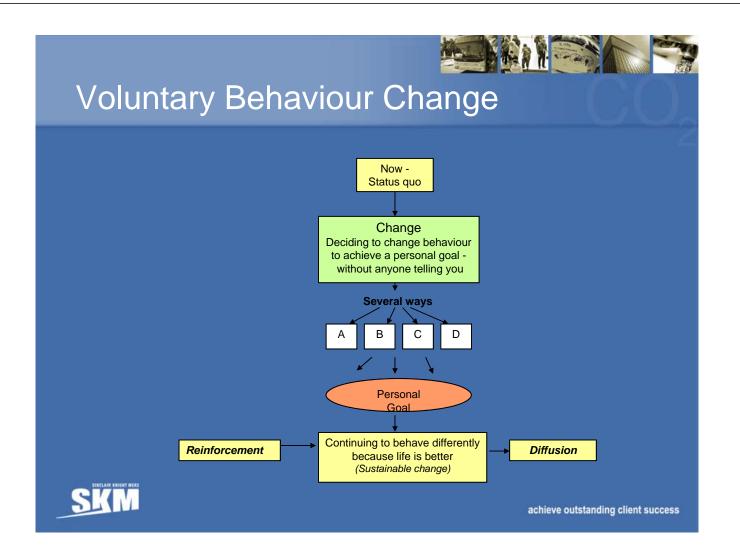




## Voluntary Behaviour Change

- Individuals making choices for personal reward because of personal knowledge or understanding
  - without
    - a top-down mechanism
    - regulation
    - a feeling of compulsion
- It is helping people to help themselves taking responsibility







# Individual's taking responsibility

- Changing jobs, changing approaches
  - Losing weight the goal
  - Continued after job change



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# A community takes responsibility







## Individual responsibility in an organisation



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## A government opportunity?

- Can we ask people to participate in making change happen?
- Would it work?





#### What if...?

 you asked for a speed hump and you got a bumper sticker?





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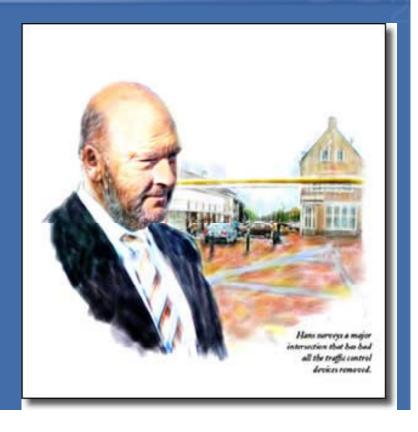
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## Another government opportunity?

- Every rule or sign takes away some responsibility – 'de-skilling'
- Is there a role for giving more responsibility and achieving more change?

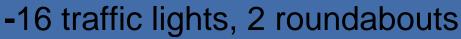








#### Drachten, Netherlands





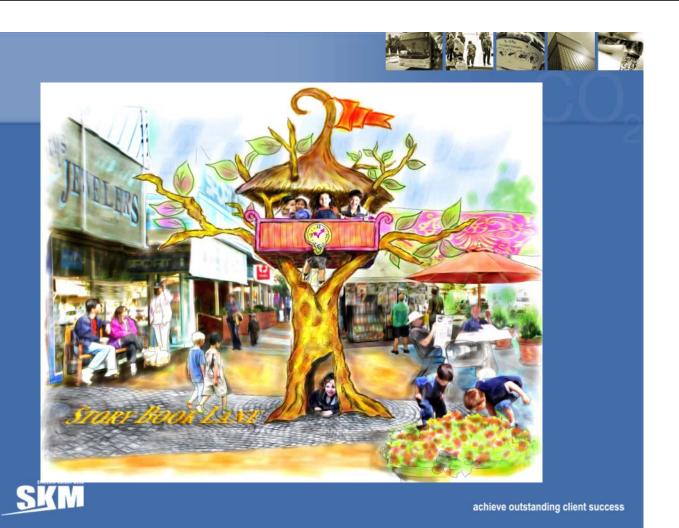




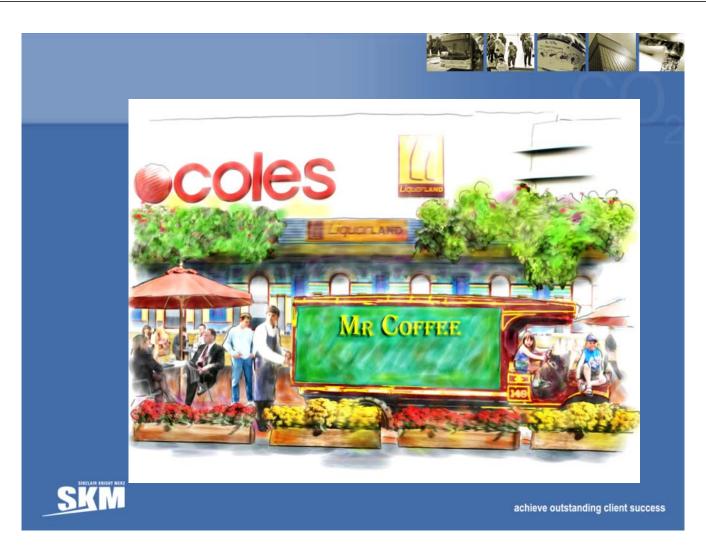
# Experimenting in Wodonga

- Multiple aims: economic, tourism, social, transport, competition with Albury
- Two main goals
  - Encourage personal responsibility
  - Design to allow for personal responsibility and encourage intrigue, surprise, ownership.....











## What do you think?

- A role for personal responsibility in changing travel behaviour – more than TDM?
- How do we get TDM measures to go faster?
  - Teaching others to take personal responsibility?
  - Building personal responsibility into infrastructure programs?
  - Social networking programs?





## Cars slow with activity





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# Context: Premier's Round Table

