City of Joondalup

PUBLIC PARTICIPATION STRATEGY
2005

MAY 2005

CONTENTS

1. INTRODUCTION

Increasingly local government is expected to engage citizens in key public decision-making processes. A new, more collaborative style of decision-making is not only required but results in better decisions.

The City of Joondalup has a demonstrated commitment to public participation in its decision-making processes by bringing people of different perspectives together to talk about problems and potential solutions. We recognize that this approach has the highest potential for building long-term and well-supported solutions.

The goal of this Strategy is to provide a process and choices for involving citizens in decision-making and to enhance current opportunities and processes for that to happen.

Citizen participation cannot nor should it replace the democratic process of decision making by duly elected and accountable public representatives. Rather, through public participation the community assists its elected members in understanding and factoring community aspirations, preferences, concerns and desires into their deliberations and decision-making.

This Strategy provides information on the following:

- The context for a Public Participation Strategy
- Benefits of public participation
- The objective and requirements of the Public Participation Policy 1-2
- The differences between consultation and public participation
- A process for public participation projects
- Evaluation of public participation projects
- A public participation toolkit

Contributions to the development of the Strategy have included:

- Extensive research into public participation practices of Local Government
- Support from staff of the Citizens & Civics Unit from the Office of the Premier & Cabinet in application of the *"Consulting Citizens"* guides
- The practical experiences of staff from a variety of professional backgrounds in working with the community
- The community perspective of the Sustainability Advisory Committee (SAC)

2. CONTEXT FOR A PUBLIC PARTICIPATION STRATEGY

The City's commitment to public participation is supported by the fact that the community is currently participating in a range of activities. It is also formalized in a number of documents of Council.

Examples of public participation
- Community representation on an established committee of Council.
- Community representation on the City's community funding program assessment panels where recommendations on which applicants should receive funding are considered
- Community working parties such as those for redeveloping a local park or for resolving traffic problems
- Community workshops to address such matters as regional tourism, economic development and strategic planning
- Volunteer work with City staff on cultural events such as the Joondalup Festival or local heritage projects or environmental projects

Opportunities such as these appeal to people with very different interests, skills and knowledge to contribute and are advertised in the community newspapers. A list of the committees that include community representation can be found in the Appendix on p. 13.

Policy Context
The City has a Public Participation Policy 1-2 that calls for the development of a Strategy to implement public participation processes.

The City's Strategic Plan 2003 – 2008 states that the decisions of Council will be guided by a number of underlying principles that have been developed to guide the City's decision making. Two of the Guiding Principles highlight Councils' commitment to public participation:

1. ***Community Focus***
   We will work in partnership with our community to build capacity, and develop community ownership and identity.
2. ***Leadership through Partnerships and Networks***
   We will develop partnerships and networks throughout the community
   We will develop a supportive and trusting relationship with our community

Further, objective 4.3 of the Strategic Plan is "to ensure the City responds to and communicates with the community" and identifies the following strategies to meet this objective:

- *Provide effective and clear community consultation*
- *Provide accessible community information*
- *Provide fair and transparent decision-making processes*

3. BENEFITS

Public participation does not remove the responsibility of Council for decision-making in the interests of "the good government of the district" - a requirement of the Local Government Act – but does result in the following benefits:

- Long term financial savings to the organising agency
- Increased user satisfaction in services
- Increased likelihood of policy/program acceptance
- Reduced conflict
- Improved relationship with citizens
- Improved public image
- Stronger communities
- Reinforced legitimacy in the decision-making process
- Actual or potential problems revealed
- Increased citizenship capacity

Source: Consulting Citizens: Planning for Success, (June 2003), Department of Premier and Cabinet Citizens and Civics Unit.

4. STRATEGY OBJECTIVE AND REQUIREMENTS

Specifically, the Strategy aims to achieve the following objective outlined in the City's Public Participation Policy (1-2).

To actively involve the community in Council's planning, development and service delivery activities.

The Policy also sets out the following requirements for a Public Participation Strategy:

- Identification of issues requiring public participation
- Inclusion in the annual budget process of funding for public participation activities
- Increasing staff awareness and skills in public participation techniques
- How all sectors and groups within the community can have the opportunity to participate in the City's activities and
- A community education program relating to public participation in the City's affairs

Each of the Strategy requirements will be addressed in turn.

Identification of the issues requiring public participation

It is preferable that public participation should be planned, rather than reactive. In this way there will be sufficient time for designing and implementing a program of participation that can deliver acceptable outcomes for all those involved.

Previous research has shown that there is considerable public interest in a range of issues including policy, planning, expenditure, strategic planning and others. These matters may be construed as 'big picture' issues or major projects for the City in that they are:

- Clearly aligned to [achievement of] the Strategic Plan or
- Have significant impact across the organisation or the community in terms of benefits, risks, and use of financial and other resourcing capabilities.

Public participation is therefore warranted where there are community-based issues that are likely to have a significant and potentially long term impact on:

- Policy development
- The financial and other resourcing capabilities of the City
- The lifestyle and amenity of the community

Inclusion in the annual budget process

Planning is a necessary prerequisite for conducting public participation exercises and for ensuring that there are sufficient funds and other resources available for the process.

Currently, responsibility for developing a budget for public participation processes rests with the Business Units. Past experience with public participation projects conducted by the City has identified a number of costs associated with the process. Therefore Business Unit Managers should give consideration to including costs such as these in their annual business plans and budget as part of a project:

- Advertising of public participation initiatives
- Independent professional facilitation services
- Public speakers' fees
- Consultancy fees for analysis of information obtained through the participation process
- Venue and equipment hire
- Printing of workshop materials – workbooks, worksheets, maps etc
- Catering/Refreshments
- Overtime payments for staff working out of hours
- Remuneration for travel to venue/costs of child care
- Incentives

Increasing staff awareness and skills in public participation techniques

In order to implement the Public Participation Strategy it will be necessary for staff training to be provided in the following skills and knowledge:

- Community engagement
- Managing diversity
- Public speaking
- Presentation
- Facilitation
- Negotiation
- Conflict resolution
- Program/Project Management
- Business research methods for analysing and reporting on information received and lastly,
- Evaluation of social programs

The Corporate Training Program will be updated to include training in the skills/knowledge associated with public participation that is accredited or otherwise professionally recognised.

In-house training on the new public participation process and associated documentation will need to be provided regularly as an adjunct to the current Corporate Training Program. It is envisaged that this training will be delivered as part of the implementation process.

How all sectors and groups can have the opportunity to participate

To ensure that all sectors and groups within the community can have the opportunity to participate in the City's activities the new public participation process includes the following:

- Expressions of Interest to be sought from the public on all relevant projects using advertising in the community news, signs on site, posters and, where appropriate, targeted mail outs.
- Preliminary research will be required to identify stakeholders, their issues with respect to the project and participation ground rules.
- To ensure consensus on matters to be addressed through the participation process, the City will work with identified stakeholders to create the agenda.
- All participation projects to address issues of access and equity to ensure that people with disabilities (including aged people) and people from culturally and linguistically diverse backgrounds can participate satisfactorily.

A community education program

Community education on public participation will include the following provisions:

The City's Schools Connection program provides civics education that can be tailored to meet the needs of any age level or area of study. In future, the program will include the notion of active citizenship or how students can contribute to the good of their local communities.

The City's website includes the facility for the public to provide comment on projects of Council. There is also a facility for online discussion groups on a range of topics. A 'hands on' computer training course on the use of the Internet for accessing Council information, providing feedback to the City on current projects, services and programs and the use of the online discussion forum to raise issues for community deliberation will be available in 2005.

To ensure that future community education programs are effective in helping members of the public to take up opportunities to participate, a program of research is planned that will identify and then profile members of the community with an interest in participative exercises. In this way, programs can be appropriately resourced and tailored to needs of potential participants.

5. DIFFERENCES BETWEEN CONSULTATION AND PARTICIPATION

The Public Participation Policy 1-2 clearly states that public participation can include the following elements, but it is far more than:

- Public consultation
- Public relations
- Information dissemination
- Conflict resolution

To ensure that the differences between the objectives of public consultation, public relations, information dissemination and conflict resolution and public participation are understood, the following table has been provided that identifies:

- Each process
- The objective of each process
- Examples of when each process is best used

PROCESS	OBJECTIVE	EXAMPLES
Public consultation	To obtain public feedback on analysis, alternatives and/or decisions	• Planning/Building Approvals • Scheme amendments and structure plans • Road/PAW closures • Local laws • Planning/Development Policies • Principal Activities Plan • Customer Service Monitor
Public relations	To manage the relationship between an organization and its publics to achieve effective public relations, i.e. a shift in public, awareness, attitude or behaviour.	• Press releases • TV 'news' • Public service documents
Information dissemination	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives and/or solutions	• Annual Report • Firebreaks
Conflict resolution	To develop a method for resolving conflicts through which individuals and/or groups can reach consensus on an issue	• Mediation
Public participation	**To actively involve the community in Council's planning, development and service delivery activities.**	• **Development of the Strategic Plan** • **Development of 'external' policies** • **Development of new services & or products** • **Formal Committees of Council – see Appendix on p.13** • **Short-term working groups – traffic studies, park development, Joondalup Festival** • ***Major projects eg; Major Town Planning Scheme Reviews and associated studies; Major Road Proposals (Ocean Reef Road extension); Major Reserve Development Proposals.**

*The extent of participation processes will in part be determined by any statutory obligations.

6. PUBLIC PARTICIPATION PROCESS

The City has developed a public participation process based on the Citizens and Civics Unit guides. The process is described in a flowchart which can be accessed online on the City's Intranet in the Knowledge Bank. The process includes a number of phases, which are described below.

Phase 1 -Task Definition

During this phase, the following matters must be documented.
- The background/history to the project
- The purpose of the public participation project
- How the information obtained through the process will be used
- The non-negotiable aspects of the project eg financial constraints, legislative requirements, Australian Standards etc;
- The timescale for the project

Phase 2 - Representation
Activities during the phase include:
- Seeking Expressions of Interest from the community
- Identifying, listing and recording details of local networks/individuals/groups with an interest in the matter.

Phase 3 - Gathering Stakeholder Information
Contact is made with the people identified during the representation phase to determine:

- Any background/history regarding the matter
- Any other groups/networks that they know of or are connected with & contact details
- Issues that they would like addressed
- Outcomes they would like to see from the participation process
- How they can contribute to the participative process
- Ground rules they would like included in the process

During this phase, it will be possible to identify issues that are

- 'Out of scope' for the City or that can be referred to a more appropriate agency and
- To advise participants of the non-negotiable aspects of the process.

Phase 4- Building the Agenda
All stakeholder information can now be collated to identify:

- Issues in common
- Outcomes in common
- Ground rules in common

This information is then circulated to contributing participants for their information and sign off.

A reference group of participants can then be formed to 'build the agenda' for the participative process.

Phase 5- Program Development and Implementation Phase

From the information obtained in the previous phases, the following decisions must be taken:

- What is needed in the way of background or technical information for participants to work together to resolve the problems/issues on the agenda?

- Who has that background or technical information?

- What is the best method for communicating that background or technical information in ways that will be understandable to all participants?

- What is the best method for participants to be able to work together/interact?

- Where should that interaction take place?

- What materials, equipment etc will be needed to support the process

The final program for a participative process will be dependent on the number and complexity of the issues to be addressed. One or more sessions may be appropriate.

Phase 6 – Evaluation

During this phase the participative process will be evaluated to determine its efficacy from the perspective of participants.

Feedback received from the participative process will be analysed and a report produced on the findings. The complete process will be recorded using the documentation developed for that purpose.

The Public Participation Strategy is supplemented with a toolkit to guide future publication participation processes. The toolkit is provided as an attachment to the Strategy.

7.   EVALUATION

Public participation projects must be evaluated to determine their efficacy from the perspective of all stakeholders and to identify opportunities for process improvement.

The following elements have been identified as contributing to successful participation processes:

- Incorporation of public values into decisions
- Improvement in the quality of decisions is substantive
- Conflict among competing interests is resolved
- Trust in institutions is built and
- The public are educated and informed.

Beierle and Cayford (2002)

A survey instrument has been developed (see Toolkit) for determining the overall quality of a discrete Public Participation Project and incorporates questions based on the elements identified previously. To identify the extent to which participants have been satisfied with the process, the survey also includes questions on presentation, content and coordination.

APPENDIX – COMMITTEES OF COUNCIL

Committee Title	Purpose
The Central Business District Enhancement (CBD) Committee	• To make recommendations to Council in relation to creating a sustainable business environment in the Joondalup CBD that includes a coordinated approach to marketing and promotion. • To provide advice to Council on issues that affect the viability of the Joondalup CBD, and items that are referred to the Committee from the City of Joondalup
The Conservation Advisory Committee	• To liaise with community groups and the general public to promote the importance of conservation and rehabilitation of bushland and the natural environment. • To provide technical and practical advice on Management Plans and implementation of conservation strategies within the City. • To promote the importance of conservation, biodiversity and the rehabilitation of bushland and the natural environment
The Joondalup Eisteddfod	• To encourage and assist development of the Eisteddford • To facilitate the day to day operations of the Eisteddfod • To assist the Coordinator of the organization , set up and operation of the Eisteddford • To promote artistic excellence • To improve the performance skills of participations • To provide opportunities for public performance
Joondalup Youth Advisory Council	To advise Council on any issues of importance to the youth population of the City.
Youth Affairs Advisory Committee	• To oversee the strategic ccordination of all youth issues across Council • To oversee the implementation of the Future Directions for Youth Services Action Plan • To oversee the regular review and updates of the Future Directions for Youth Services Action Plan.

Committee Title	Purpose
Seniors Interests Advisory Committee	• To oversee the strategic coordination of all seniors' issues across Council. • To provide advice to Council to ensure that concerns of seniors are adequately represented in the City's planning processes and the strategic directions being developed for older people across the City.
The Sustainability Advisory Committee	• To recommend to the City of Joondalup Council on policy, advice and appropriate courses of action which promote sustainability, which is (1) environmentally responsible, (2) socially sound and (3) economically viable. • To provide advice to Council on items referred to the committee from the City of Joondalup.

ATTACHMENT B

Research Methodology
The program of research was conducted in Two Stages:

- Stage One was to identify existing levels of interest in participation across the community through the distribution of a questionnaire to a total sample of 5080 local residents. A copy of the questionnaire can be found in *Attachment C*. Responses to the questionnaire from the total sample can be found in *Attachment D.*

- Stage Two was to focus on the people (the target group for the study), who had identified themselves as thinking about, or preparing to participate in Stage One to determine the factors that would motivate them to begin participating. A summary of the findings can be found in *Attachment E.*

Summary of Stage One
To identify existing levels of interest in participation across the City of Joondalup a questionnaire was designed that could:
- segment the population into one of six stages of preparedness to participate in the affairs of local governance
- provide information on community values, attitudes and beliefs concerning civic participation, commitment to community life, sense of belonging/connectedness and barriers to participation
- provide demographic information

Potential respondents were randomly sampled from CoJ databases for ratepayers and library users. The distribution for the population of the City of Joondalup (residents 18 years and over) is presented in Table 1. This was used as a guide for the quota sampling methodology to ensure, as closely as possible, a representative sample from each of the wards with the city of Joondalup.

Table 1. Distribution of CoJ Population by Ward

Ward	Distribution of population by Ward
North Coast	10%
Marina	14%
Lakeside	13%
Whitfords	13%
Pinnaroo	13%
South Coastal	18%
South	20%

Table adapted from CoJ Customer Satisfaction Monitor quotients (2004.)

A program was developed by the City of Joondalup IT staff to randomly select residents from each ward on a representative proportional basis. In total, 5080 surveys were distributed. Distribution occurred in two ways - the majority (n=4093, 81%) of the questionnaires were sent out by post. The remaining 987 were sent via an email with an electronic link to an online version of the questionnaire. In both the postal and electronic versions the following information was provided:
- The sponsors of the research
- The purpose of the research

- Matters pertaining to confidentiality, and
- The extent to which they could elect to become involved in the research e.g. return the questionnaire only or also opt to take part in further research at a later date.

The final sample included 558 respondents, an average response rate of approximately 11% from the 5080 distributed to residents through the post (response rate 12.6% from 4093 distributed surveys) and through email (response rate 4% from 987 distributed surveys). Even though a smaller response rate was received from the email distribution, this method had the advantage of being more cost efficient and timely.

Segmentation of the target population was achieved through respondents self-identifying their stage of preparedness to participate in their responses to the following question:

> *Occasionally, the City invites local people to 'have their say' on things that affect the community through advertisements in the paper, or on local radio, or with posters in public places such as the libraries, leisure centers or customer service centers. Sometimes it involves going to a workshop or serving on a committee or just filling in a survey form or questionnaire.*
>
> *If opportunities to participate have come up, would you say you've:*
> A   *Never given it much thought*
> B   *Have actively considered doing something recently*
> C   *Planned to do something in the next month (at the next opportunity)*
> D   *Already did something in the last 6 months*
> F   *I've been involved with my local Council like this for ages.*

The sample population was segmented as shown in Table 2.

Stage of preparedness to participate	Sample	
	Frequency	Percent
Precontemplation	317	56.8%
Contemplation*	127	22.8%
Preparation*	15	2.7%
Action	55	9.9%
Maintainence	22	3.9%
Termination	13	2.3%
Total	549	98.4%
Refused	9	1.6%
Total	558	100.0%

People who volunteered to participate in Stage Two of the research are shown by segment in Table 3.

Stage of preparedness to participate	Sample	
	Frequency	Percent
Precontemplation	65	36.9%
Contemplation*	65	36.9%
Preparation*	9	5.1%
Action	20	11.4%
Maintainence	9	5.1%
Termination	8	4.5%
Total	176	100%

*Target group for Stage Two

Summary of Stage Two
The purpose of this stage of the research was to conduct in-depth qualitative research into the values, attitudes and beliefs of people in the target group to determine the factors that would encourage them to take up participation in local governance.

People who had identified themselves as prepared to continue with the next stage of the research were selected on the basis of whether they were at the contemplation or preparation stages of preparedness to participate and then invited to take part in focus groups.

Volunteers were selected on the basis that each of the seven wards of Council would be represented and by equal numbers of men and women.

A letter of information and consent form was sent to them about the second stage of the research and the completed consent forms were returned at the focus groups.

The focus groups were held on consecutive evenings in a meeting room on the ground floor of the City of Joondalup Administration Building and facilitated by the researcher. The sessions were audio recorded and later transcribed by an independent contractor for analysis.

The data obtained from the focus groups was analysed using Nvivo – a software package used for the analysis of qualitative data. The resultant report on the findings was circulated to focus group members for member-checking and validation.

Community Survey
on Public Participation

This is an anonymous questionnaire.
Please ensure that you do not write your name, or any other comments that will make you identifiable, on the questionnaire. By completing the questionnaire you are consenting to take part in this research. You should first read the attached information letter carefully as it explains fully the intention of the research project.

Please return the survey form by:
Close of business Friday July 22, 2005

City of
Joondalup

ARABIC

مـهــام جــديدا

تحتوي هذه الرسالة على معلومات هامة. إذا لم تتمكن من فهمها، يرجى الحضور إلى مركز الإدارة التابع للمجلس البلدي (Council) لمناقشة محتويات الرسالة مع موظفي المجلس الذين سيقومون بتأمين خدمات الترجمة الشفوية، أو قم بالاتصال بمصلحة الترجمة الخطية والشفوية على الرقم ٤٥٠ ١٣١ واطلب منهم الاتصال بالمجلس البلدي على الرقم ٤٠٠٠ ٩٤٠٠ والاستفسار بالنيابة عنك.

GREEK

ΠΡΟΣΟΧΗ
Η επιστολή αυτή περιέχει σημαντικές πληροφορίες. Αν δεν μπορείτε να την καταλάβετε σας παρακαλώ ελάτε στα Κεντρικά Γραφεία της Δημαρχίας (Council's Administration Centre) και μιλίστε με το προσωπικό της Δημαρχίας που θα κανονίσει για σας υπηρεσία διερμηνέων, ή επικοινωνήσετε με την Υπηρεσία Μεταφραστών και Διερμηνέων στο 131 450 και ζητήστε τους να τηλεφωνήσουν τη Δημαρχία στο 9 400 4000 και να λάβουν εκ μέρους σας τις απαιτούμενες πληροφορίες.

SERBIAN

ВАЖНО
Ово писмо садржи важно обавештење . Ако га не разумете , молимо вас дођите у Општински административни центар и продискутуЈте писмо са општинским особљем које ће организовати тумачке услуге или контактираЈте Преводилачку и тумачку службу на телефон 131 450 и затражите да контактираЈу општину на телефон 9400 4000 и распитаЈу се у ваше име .

BOSNIAN

PAŽNJA
Ovo pismo sadrži važne informacije. Ako ih ne razumijete, molimo vas da dođete u opštinu [Council's Administration Centre] i raspravite pismo sa opštinskim službenicima koji će da organizuju pomoć tumača ili kontaktujte Tumačku i prevodilačku službu [TIS] na 131 450 i zatražite ih da nazovu opštinu na 9400 4000 i pitaju um jesto vas.

ITALIAN

IMPORTANTE
Questa lettera contiene importanti informazioni. Se non la capite, vi preghiamo di venire al Council's Administration Centre e parlare della lettera con il personale del Council, che organizzera' un Servizio d'Interprete per voi, oppure telefonate al Translating and Interpreting Service: 131 450 e chiedete che telefonino loro al Council, al: 9 400 4000 e domandino le informazioni per voi.

SPANISH

IMPORTANTE
Esta carta contiene información importante. Si usted no la entiende, sírvase venir al Centro Administrativo del Municipio ("Council's Administration Centre") a consultar con un miembro del personal, quién organizará los servicios de un intérprete; o llame al Servicio de Traducciones e Intérpretes ("Translating and Interpreting Services") al 131 450 solicitándoles que se comuniquen con la Oficina Municipal al 9 400 4000 y hagan la consulta por usted.

CHINESE

請注意
這封信載有重要消息。如對內容不明白，請到本市府行政處跟職員討論，市府職員可為您安排傳譯服務。您亦可以撥電話 131 450 到筆譯口譯服務處，請他們致電 9 400 4000 向本市府代你詢問。

JAPANESE

重要
この書面には重要な情報が記載されています。内容を理解するのが難しい場合は、市議会の行政センター(Administration Centre)までお越しのうえ、市議会職員にご相談ください。職員が通訳サービスを手配いたします。または電話番号 131 450 の翻訳・通訳サービスに連絡して、電話番号 9 400 4000 の市議会に電話をし、あなたに代わり問い合わせをするようお求めください。

VIETNAMESE

QUAN TRỌNG
Trong lá thư này có ghi tin tức quan trọng. Nếu bạn không hiểu nội dung của nó, bạn hãy đến Trung Tâm Hành Chính của Hội đồng Thành phố để thảo luận với nhân viên của Hội đồng, họ sẽ thu xếp dịch vụ thông dịch giúp bạn, hoặc bạn có thể liên lạc với Cơ Quan Thông Ngôn và Phiên Dịch số 131 450 và yêu cầu họ gọi diện thoại cho Hội đồng Thành phố ở số 9 400 4000 để họ hỏi giúp bạn.

CROATIAN

POZOR!
U ovom dopisu se nalaze obavještenja od značaja za vas. Ako ga ne možete razumjeti, molimo vas, dođite u općinski ured [Council's Administration Centre] i porazgovarajte o dopisu sa dužnosnicima općine koji će vam priskrbiti pomoć pri prevođenju ili stupite u vezu sa Službom za usmeno i pisano prevođenje [TIS] i zamolite ih neka nazovu općinski ured na broju 9400 4000 i raspitaju se u vaše ime.

POLISH

WAŻNE
List niniejszy zawiera wazne informacje. W przypadku trudności z jego zrozumieniem, zgłoś się do Centrum Administracyjnego władz lokalnych (Council's Administration Centre) w celu przedyskutowania treści listu z naszym pracownikiem, który zorganizuje pomoc tłumacza. Możesz również skontaktować się z biurem usług tłumaczeniowych (Translating and interpreting Service) pod numerem 131 450 i poprosić o połączenie z siedzibą władz lokalnych pod numerem 9 400 4000 w celu uzyskania dalszych informacji.

How to find information about your city

Keep up to date on local Joondalup events, City services, facilities and a full range of community programmes.

Council News
Newsletter containing council information delivered to every household in Joondalup four times per year.

Web Site
www.joondalup.wa.gov.au updated with latest news, events, information for residents and visitors, City services and facilities. Downloadable fact sheets, and documents.

Community Newspapers
Stories, notices and advertisements of upcoming events are published in your local Joondalup Community & Wanneroo Times.

Customer Service Centres and Libraries
Talk face-to-face with our friendly staff or collect brochures and information at one of our two Customer Service Centres or four Libraries. Refer to "L" in Council Service listing for Library addresses.

What's On in Joondalup Monthly Listings
Look out for the What's On in Joondalup listing published in the Joondalup Community newspaper on the last Thursday of every month.

Community Information and Events Hotline
Call 9400 4705 during business hours (8.30am to 5.00pm) for latest events and City information.

Community Radio
Tune into your local community radio station Twin Cities FM - 89.7FM.

Community and Business Directory
This comprehensive directory has useful maps, lists City services and facilities, local community groups, services and local businesses.

Fact Sheets and Brochures
Fact sheets and brochures of City services and facilities are available at Customer Service Centres, Libraries, Leisure Centres and at special events. Also available on our website www.joondalup.wa.gov.au

Community Consultations and Surveys
You can have your say on projects throughout the year. Look out for surveys available online, community newspapers, customer service centres, project displays, community meetings, working parties and consultation workshops.

Horizon Club – Free to join
The Horizon Club has been established by the Craigie Leisure Centre to provide members with updates on the redevelopment of the centre. To join, contact Craigie Leisure Centre on 9307 4566.

In your Letterbox
Keep an eye out for information, newsletters, events, programmes delivered straight to your letterbox.

Community Survey on Public Participation

1. Here are six statements about community life, please indicate to what extent you agree with each of them with 1= Strongly Agree to 5 = Strongly Disagree. The numbers in between 1 and 5 represent your degree of agreement or disagreement with each statement.

Instruction: Circle ONE number only for each statement.

Statement	Strongly Agree				Strongly Disagree
I am concerned about my local community issues	1	2	3	4	5
I have considered volunteering my time to support my community	1	2	3	4	5
I want to work toward a just society	1	2	3	4	5
I feel people should find time to contribute to their communities	1	2	3	4	5
I want to support those less fortunate than myself	1	2	3	4	5
Involvement in programs to improve my community is important.	1	2	3	4	5

2. What would you be prepared to do when something that you think is important affects your local community? Your responses can be from 1 = Definitely prepared to, to 4 = Definitely not prepared to. The numbers between 1 and 4 represent your degree of willingness to participate.

Instruction: Circle ONE number only for each statement.

"When something affects my local community I would be prepared to:"

Response	Definitely prepared to			Definitely not prepared to
Circulate petitions?	1	2	3	4
Sign petitions?	1	2	3	4
Telephone or write to my local Councillor or local Member of Parliament?	1	2	3	4
Attend a community meeting?	1	2	3	4
Join a local action group?	1	2	3	4
Attend a march or rally?	1	2	3	4
Fill in a survey form or questionnaire?	1	2	3	4
Get involved in other ways? Please specify. _____ _____ _____ _____	1	2	3	4

3. Here is a list of organisations; please indicate which of those organisations you currently volunteer your free time to.

Instruction:
You may indicate MORE than one organisation by ticking the box in the VOLUNTEER NOW column.

4. Of the organisations on the list, which of them you would you be <u>most likely</u> to give your free time to as a volunteer? Your responses can range from 1 = Most likely to 5 = Wouldn't consider it. The numbers in between 1 and 5 represent the degree of likelihood of your getting involved with each organisation.

Instruction: Circle ONE number only against each organisation.

Organisation	Volunteer Now	Most Likely				Wouldn't Consider It
Legal System E.g. law centres, citizens advise bureau, court support services		1	2	3	4	5
Police E.g. Neighbourhood Watch		1	2	3	4	5
Churches		1	2	3	4	5
Media E.g. special interest publications, community radio or TV		1	2	3	4	5
Service Groups E.g. Rotary, Apex, Lions Clubs		1	2	3	4	5
Trade Unions		1	2	3	4	5
Major non-government organisations E.g. World Vision		1	2	3	4	5
Federal Government		1	2	3	4	5
State Government		1	2	3	4	5
Local Government		1	2	3	4	5
Other. Please specify. _____ _____ _____		1	2	3	4	5

5. Here are nine statements about your local neighbourhood; please identify to what extent you agree with each of them with 1= Strongly Agree to 5 = Strongly Disagree. The numbers in between 1 and 5 represent your degree of agreement or disagreement with each statement.

Instruction: Circle ONE number only against each institution.

Statement	Strongly Agree				Strongly Disagree
I am very attached to my local neighbourhood	1	2	3	4	5
I identify strongly with my neighbourhood	1	2	3	4	5
I feel like my neighbourhood is part of me.	1	2	3	4	5
My neighbourhood is important to me because of my lifestyle	1	2	3	4	5
I enjoy living in my neighbourhood	1	2	3	4	5
I wouldn't want to live anywhere else	1	2	3	4	5
Most of my friends live in my neighbourhood	1	2	3	4	5
When I go to the shops I'm likely to meet people I know	1	2	3	4	5
I feel safe and secure in my neighbourhood	1	2	3	4	5

6. Here are some statements about possible barriers to your involvement in local affairs. Please indicate to what extent you agree that these are barriers for you personally with 1= Strongly Agree to 5 = Strongly Disagree. The numbers between 1 and 5 represent your degree of agreement or disagreement with each statement.

Instruction: Circle ONE number only for each statement.

Statement	Strongly Agree				Strongly Disagree
The thought of getting involved in local issues worries me as I'm not sure if I have the right skills	1	2	3	4	5
Local Government – what's the point? They don't listen to the public…	1	2	3	4	5
I don't know where to go or who to talk to when it comes to local issues	1	2	3	4	5
I don't know enough about the issues to get involved	1	2	3	4	5
I think we should leave things to the experts	1	2	3	4	5
I don't want to associate with vocal minorities	1	2	3	4	5
My time is limited	1	2	3	4	5
I do not speak English very well	1	2	3	4	5
I have difficulties with gaining access to some venues	1	2	3	4	5
Other. Please specify. _____ _____ _____	1	2	3	4	5

7. Occasionally the City invites local people to "have their say" on things that affect the community through adverts in the paper, or on the local radio, or with posters in public places such as the libraries, leisure centers or customer service centres. Sometimes it involves going to a workshop or serving on a committee or just filling in a survey form or questionnaire.

If opportunities to participate have come up, would you say you've:

Instruction: Select one option ONLY

A   Never given it much thought ☐

B   Have actively considered doing something recently ☐

C   Planned to do something in the next month(at the next opportunity) ☐

D   Already did something in the last 6 months ☐

E   Have been doing something of that nature for over 6 months ☐

F   I've been involved with my local Council like this for ages ☐

8. Where can you recall having seen or heard information about the City of Joondalup's events activities and services over the last year? **Tick the boxes under column 8 in the table below.**

9. How would you like to obtain information from the City of Joondalup?
Tick the boxes under column 9 in the table below.

Information Source	8.	9.
City of Joondalup announcements and advertisements in the Community Newspaper		
Articles and Stories about the City of Joondalup in Community Newspaper		
"What's on in Joondalup" listing in the Community Newspaper/flyers		
"Council News" publication delivered to your home once a quarter		
The City's website		
Community Radio Station (Twin Cities FM)		
Business and Community Directory delivered to your home once a year		
The Community Information and Events line (9400 4705) advertised on brochures/ leaflets, in the paper		
Facts sheets/brochures at libraries/ community and recreation centres		
City of Joondalup display at shopping/community or recreation centre		
Council Administration Centre in Joondalup or Customer Service Centre in Whitfords		
Leisure Centre lifestyle guide delivered to letterboxes and available at libraries/community and recreation centres		
"Budget News" included with rates notice once a year		
Other_____		
None		
Don't Know		

Now we are going to ask you for some personal information to help us describe the make up of people who respond to this survey.

Please check the boxes for the correct response as it relates to you personally.

10. **Gender** ☐ Male ☐ Female

11. **Age**

☐ 18 – 23	☐ 42 – 47	☐ 66 – 71
☐ 24 – 29	☐ 48 – 53	☐ 72 – 77
☐ 30 – 35	☐ 54 – 59	☐ 78 +
☐ 36 – 41	☐ 60 - 65	

12. My Generation

Were you born before 1946? ☐ Yes ☐ No

Were you born between:
- ☐ 1946 – 1961?
- ☐ 1962 – 1976?
- ☐ 1977 – 1991?

13. In which suburb do you live?

☐ Joondalup	☐ Heathridge	☐ Hillarys	☐ Greenwood	☐ Ocean Reef
☐ Woodvale	☐ Kinross	☐ Kallaroo	☐ Sorrento	☐ Iluka
☐ Mullaloo	☐ Burns Beach	☐ Padbury	☐ Craigie	☐ Duncraig
☐ Warwick	☐ Edgewater	☐ Kingsley	☐ Currambine	☐ Connolly
☐ Beldon	☐ Marmion			

14. How many years have you lived in your suburb?

☐ Less than 1 year ☐ 1 - 5 years ☐ 6 - 10 years ☐ More than 10 years

15. Do you have any children? ☐ Yes ☐ No

How many children (if any) do you have in the following age groups who are still living at home?
- ☐ Children aged 5 years or less
- ☐ Children aged 6 years or over

How many children (if any) do you have who have left home permanently?
- ☐ One child
- ☐ Two children
- ☐ Three or more children

16. Please check the box that corresponds to your gross weekly household income:

☐ Negative/Nil income	☐ $400-$499
☐ $1-$39	☐ $500-$599
☐ $40-$79	☐ $600-$699
☐ $80-$119	☐ $700-$799
☐ $120-$159	☐ $800-$999
☐ $160-$199	☐ $1,000-$1,499
☐ $200-$299	☐ $1,500 or more
☐ $300-$399	

Thank you very much for taking the time to respond to this survey.

REMEMBER:

Return the survey in the reply paid envelope.

To go in for the prize draw, complete the enclosed form, put it in the envelope provided marked 'Prize Draw" and return it - sealed - with your survey.

Interested in taking part in Stage 2?
Complete the enclosed form, clearly marking how you responded to Question 7, put it in the envelope provided marked 'Stage 2' and return it - sealed - with your survey.

Community Survey
on Public Participation

City of
Joondalup

Q1A

I am concerned about my local community issues		
	Frequency	Percentage
Strongly agree	144	25.8
Agree	230	41.2
Neither agree nor disagree	152	27.2
Disagree	15	2.7
Strongly disagree	7	1.3
Total	548	98.2
No response	10	1.8
	558	100.0
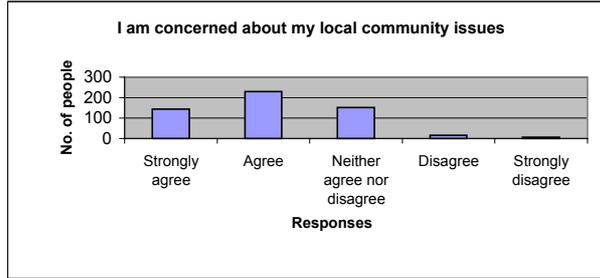
Q1B

I have considered volunteering my time to support my community		
	Frequency	Percentage
Strongly agree	80	14.3
Agree	134	24.0
Neither agree nor disagree	182	32.6
Disagree	107	19.2
Strongly disagree	44	7.9
Total	547	98.0
No response	11	2.0
	558	100.0

Q1C
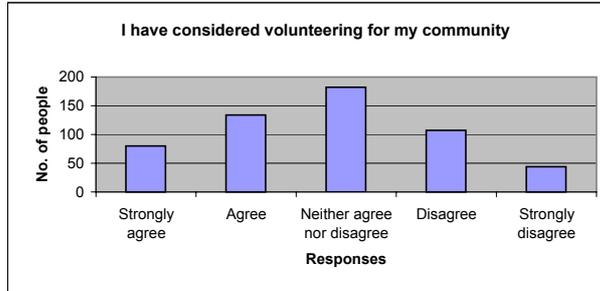
	Frequency	Percentage
Strongly agree	195	34.9
Agree	203	36.4
Neither agree nor disagree	122	21.9
Disagree	15	2.7
Strongly disagree	10	1.8
Total	545	97.7
No response	13	2.3
	558	100.0
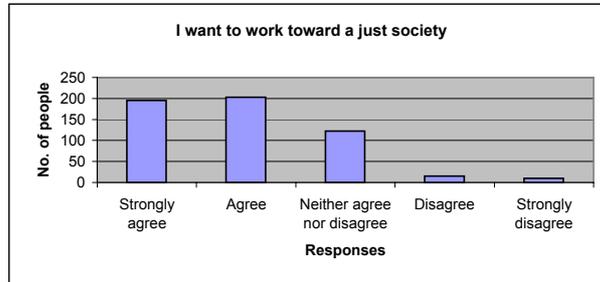
Q1D

	Frequency	Percentage
Strongly agree	100	17.9
Agree	182	32.6
Neither agree nor disagree	206	36.9
Disagree	44	7.9
Strongly disagree	13	2.3
Total	545	97.7
No response	13	2.3
	558	100.0

Q1E
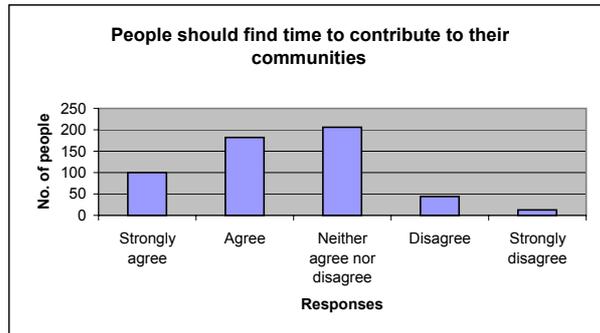
	Frequency	Percentage
Strongly agree	117	21.0
Agree	201	36.0
Neither agree nor disagree	173	31.0
Disagree	41	7.3
Strongly disagree	14	2.5
Total	546	97.8
No response	12	2.2
	558	100.0
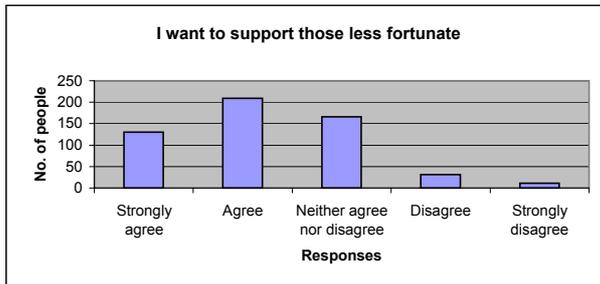
Q1F

	Frequency	Percentage
Strongly agree	130	23.3
Agree	209	37.5
Neither agree nor disagree	166	29.7
Disagree	31	5.6
Strongly disagree	11	2.0
Total	547	98.0
No response	11	2.0
	558	100.0
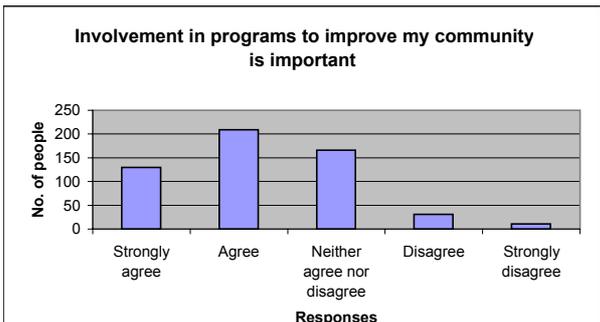
Responses

Q2A

Prepared to circulate petitions		
	Frequency	Percent
Definitely prepared to	75	13.4
Prepared to	175	31.4
Neither nor	176	31.5
Not prepared to	118	21.1
Total	544	97.5
No response	14	2.5
	558	100.0

Prepared to circulate petitions
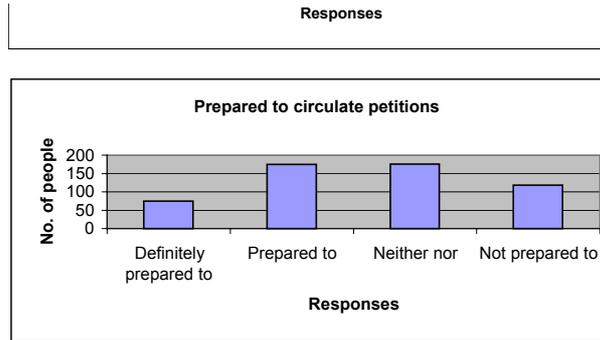
Q2B

Prepared to sign petitions		
	Frequency	Percent
Definitely prepared to	336	60.2
Prepared to	160	28.7
Neither nor	36	6.5
Not prepared to	15	2.7
Total	547	98.0
No response	11	2.0
	558	100

Prepared to sign petitions
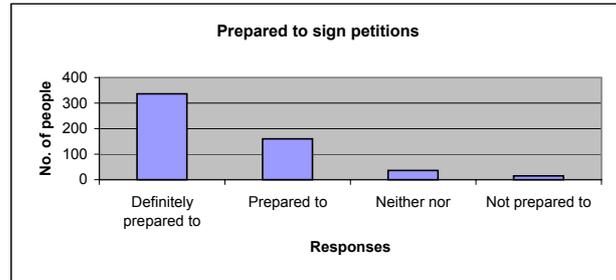
Q2C

Telephone or write to my local Councillor or local MP		
	Frequency	Percent
Definitely prepared to	163	29.2
Prepared to	242	43.4
Neither nor	106	19.0
Not prepared to	39	7.0
Total	550	98.6
No response	8	1.4
	558	100

Telephone or write to my local Councillor or local MP
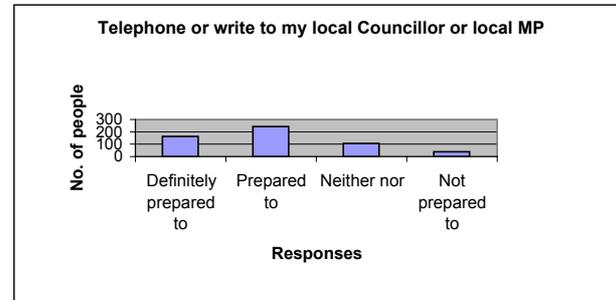
Q2D

Attend a community meeting		
	Frequency	Percent
Definitely prepared to	128	22.9
Prepared to	244	43.7
Neither nor	141	25.3
Not prepared to	32	5.7
Total	545	97.7
No response	13	2.3
	558	100

Prepared to attend a community meeting
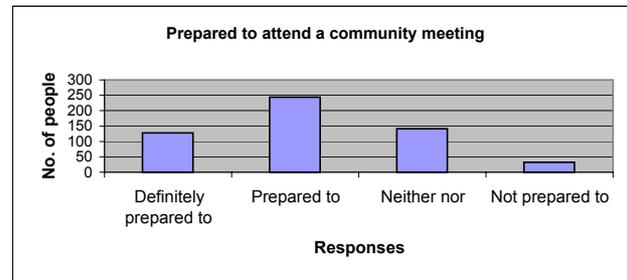
Q2E

Join a local action group		
	Frequency	Percent
Definitely prepared to	56	10.0
Prepared to	182	32.6
Neither nor	219	39.2
Not prepared to	88	15.8
Total	545	97.7
No response	13	2.3
	558	100

Prepared to join a local action group
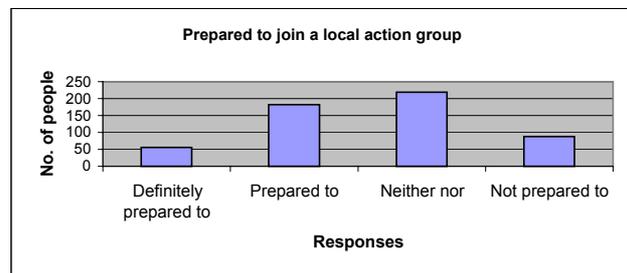
Q2F

Attend a march or rally		
	Frequency	Percent
Definitely prepared to	54	9.7
Prepared to	178	31.9
Neither nor	168	30.1
Not prepared to	145	26.0
Definitely not	1	0.2
Total	546	97.8
No response	12	2.2
	558	100

Prepared to attend a march or a ralley
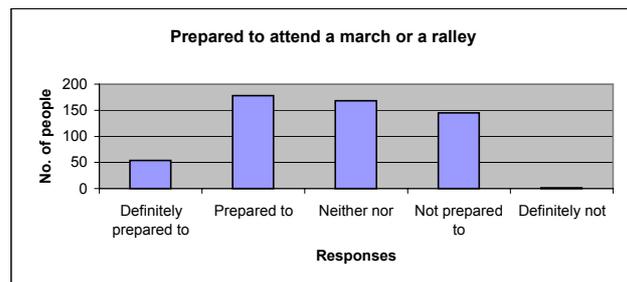
Q2G

Fill in a survey form or questionaire		
	Frequency	Percent
Definitely prepared to	359	64.3
Prepared to	159	28.5
Neither nor	23	4.1
Not prepared to	8	1.4
Total	549	98.4
No response	9	1.6
	558	100.0

Prepared to fill in a survey form or questionnaire
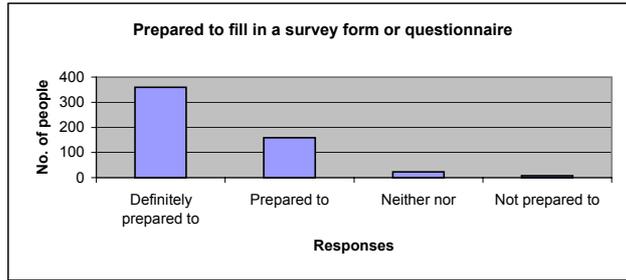
Q3

Organisation	No. of people	Percent
Legal system	7	1.3
Police or Neighbourhood Watch	18	3.2
Churches	65	11.6
Media	8	1.4
Service groups	19	3.4
Trade unions	7	1.3
Major non-government	37	6.6
Federal government	4	0.7
State government	7	1.3
Local government	10	1.8
	182	32.6

Organisations where people volunteer
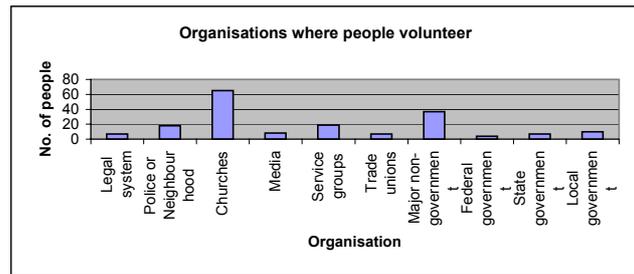
Q4A

Legal system (law centres, CAB etc)		
	Frequency	Percent
Most likely	38	6.8
Likely	63	11.3
Neither nor	121	21.7
Unlikely	121	21.7
Wouldn't consider it	180	32.3
Total	523	93.7
No response	35	6.3
Total	558	100

Volunteer for - Legal System
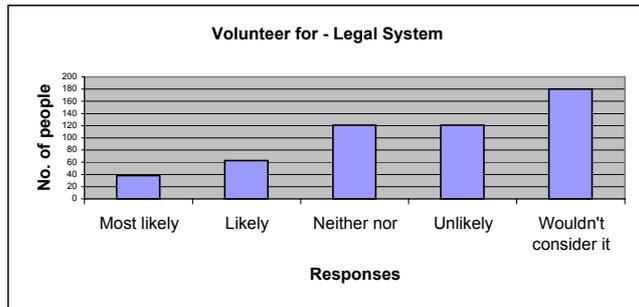
Q4B

Police/Neighbourhood Watch		
	Frequency	Percent
Most likely	136	24.4
Likely	161	28.9
Neither nor	145	26.0
Unlikely	48	8.6
Wouldn't consider it	38	6.8
Total	528	94.6
No response	30	5.4
	558	100.0

Volunteer for Police/Neighbourhood Watch
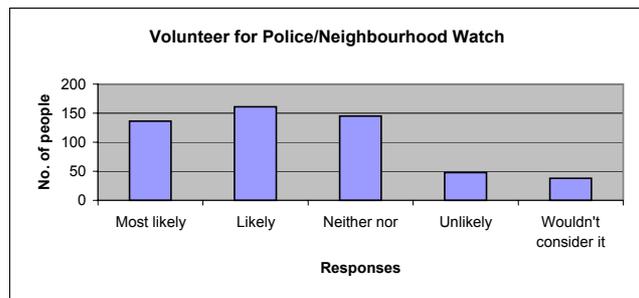
Q4C

Church organisations		
	Frequency	Percent
Most likely	75	13.4
Likely	62	11.1
Neither nor	93	16.7
Unlikely	81	14.5
Wouldn't consider it	196	35.1
Total	507	90.9
No response	51	9.1
	558	100.0

Volunteer for Church Organisations
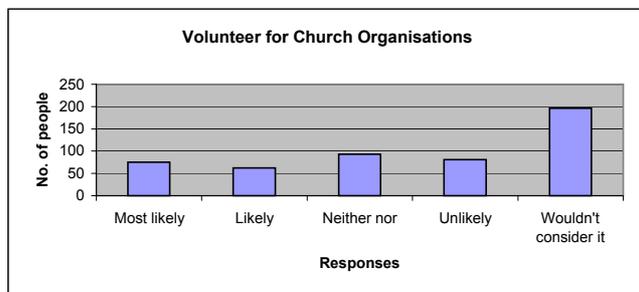
Q4D

Media		
	Frequency	Percent
Most likely	40	7.2
Likely	90	16.1
Neither nor	153	27.4

Volunteer Media Organisations
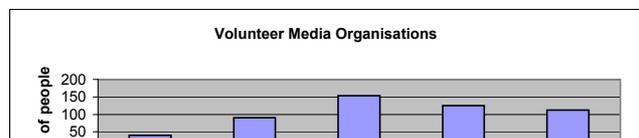
Unlikely	125	22.4
Wouldn't consider it	112	20.1
Total	520	93.2
No response	38	6.8
	558	100.0
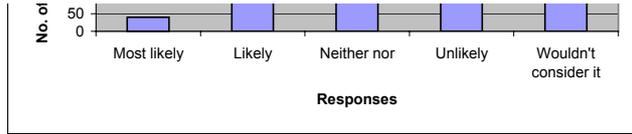
Q4E

Service Groups

	Frequency	Percent
Most likely	48	8.6
Likely	108	19.4
Neither nor	191	34.2
Unlikely	95	17.0
Wouldn't consider it	75	13.4
Total	517	92.7
No response	41	7.3
	558	100

Volunteer for Service Groups
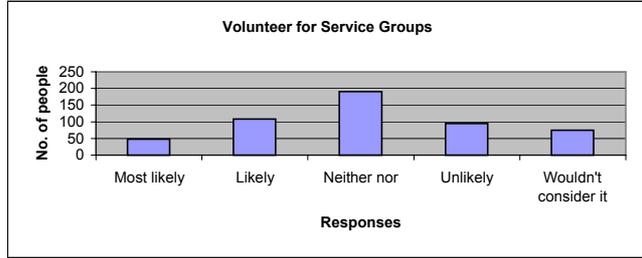
Q4F

Trade Unions

	Frequency	Percent
Most likely	13	2.3
Likely	28	5.0
Neither nor	81	14.5
Unlikely	93	16.7
Wouldn't consider it	306	54.8
Total	521	93.4
No response	37	6.6
	558	100.0

Volunteer for Trade Union
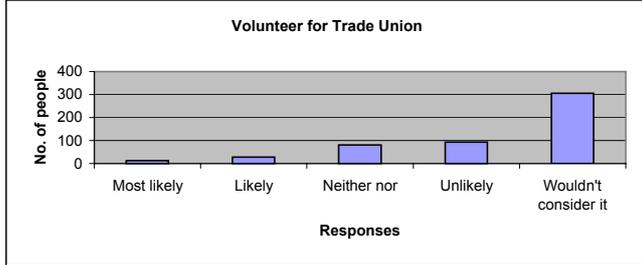
Q4G

Major non-government

	Frequency	Percent
Most likely	77	13.8
Likely	132	23.7
Neither nor	131	23.5
Unlikely	84	15.1
Wouldn't consider it	91	16.3
Total	515	92.3
No response	43	7.7
	558	100.0

Volunteer for Major Non-Government
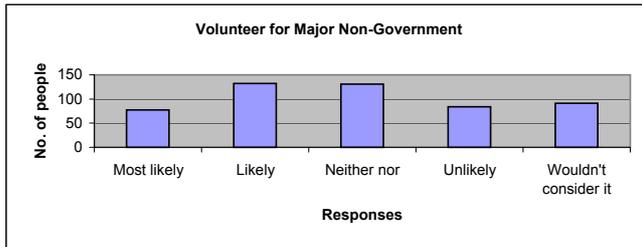
Q4H

Federal government

	Frequency	Percent
Most likely	25	4.5
Likely	45	8.1
Neither nor	139	24.9
Unlikely	127	22.8
Wouldn't consider it	187	33.5
Total	523	93.7
No response	35	6.3
	558	100.0

Volunteer for Federal Government
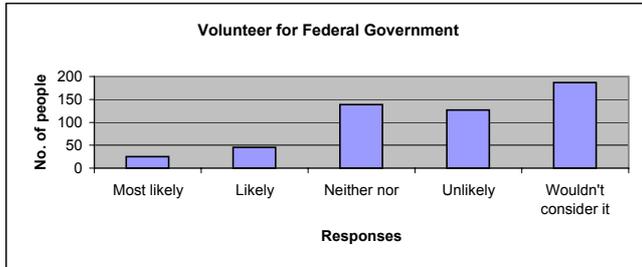
Q4I

State government

	Frequency	Percent
Most likely	23	4.1
Likely	62	11.1
Neither nor	140	25.1
Unlikely	126	22.6
Wouldn't consider it	173	31.0
Total	524	93.9
No response	34	6.1
	558	100.0

Volunteer for State Government
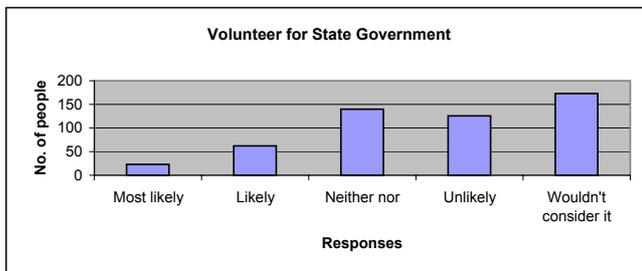
Q4J

Local government

	Frequency	Percent
Most likely	53	9.5
Likely	94	16.8
Neither nor	160	28.7
Unlikely	95	17.0

Volunteer for Local Government

Wouldn't consider it	126	22.6
Total	528	94.6
No response	30	5.4
	558	100.0
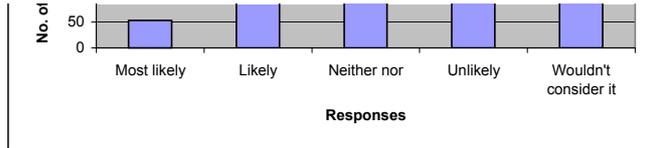
Q5A

I am very attached to my local neighbourhood

	Frequency	Percent
Strongly agree	133	23.8
Agree	187	33.5
Neither agree nor disagree	170	30.5
Disagree	55	9.9
Strongly disagree	8	1.4
Total	553	99.1
No response	5	0.9
	558	100.0
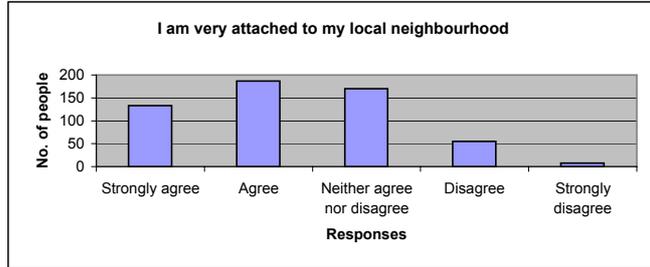
Q5B

I identify strongly with my neighbourhood

	Frequency	Percent
Strongly agree	113	20.3
Agree	183	32.8
Neither agree nor disagree	193	34.6
Disagree	57	10.2
Strongly disagree	8	1.4
Total	554	99.3
No response	4	0.7
	558	100.0
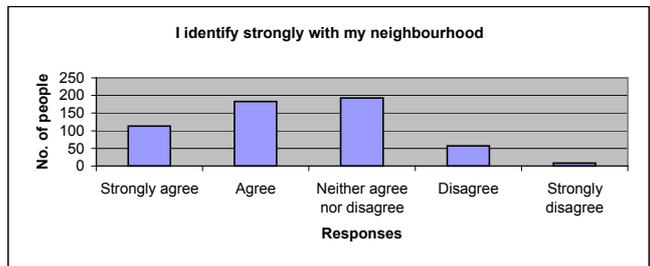
Q5C

I feel like my neighbourhood is part of me

	Frequency	Percent
Strongly agree	97	17.4
Agree	154	27.6
Neither agree nor disagree	197	35.3
Disagree	79	14.2
Strongly disagree	24	4.3
Total	551	98.7
No response	7	1.3
	558	100.0
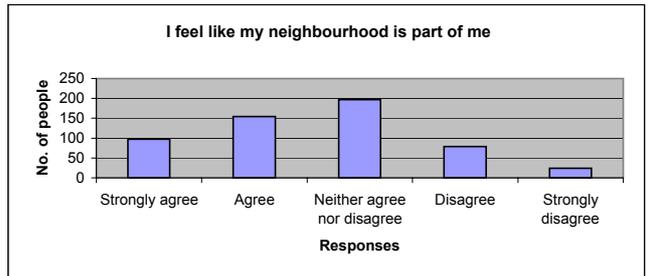
Q5D

My neighbourhood is important to me because of my

	Frequency	Percent
Strongly agree	144	25.8
Agree	230	41.2
Neither agree nor disagree	129	23.1
Disagree	40	7.2
Strongly disagree	11	2.0
Total	554	99.3
No response	4	0.7
	558	100.0
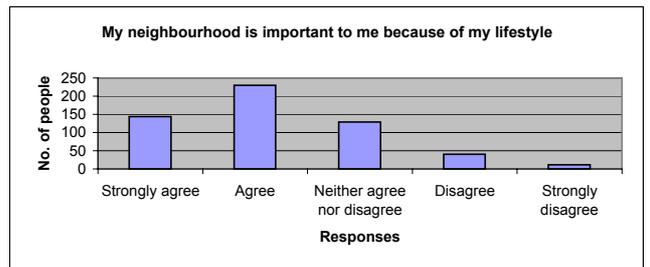
Q5E

I enjoy living in my neighbourhood

	Frequency	Percent
Strongly agree	261	46.8
Agree	212	38.0
Neither agree nor disagree	65	11.6
Disagree	10	1.8
Strongly disagree	5	0.9
Total	553	99.1
No response	5	0.9
	558	100.0

Q5F

I wouldn't want to live anywhere else

	Frequency	Percent
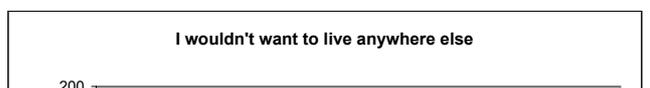
Strongly agree	120	21.5
Agree	123	22.0
Neither agree nor disagree	159	28.5
Disagree	84	15.1
Strongly disagree	64	11.5
Total	550	98.6
No response	8	1.4
	558	100.0
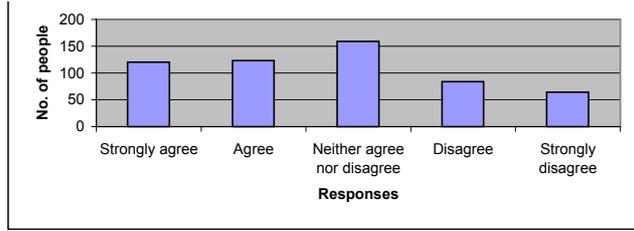
Q5G
Most of my friends live in my neighbourhood

	Frequency	Percent
Strongly agree	36	6.5
Agree	77	13.8
Neither agree nor disagree	160	28.7
Disagree	175	31.4
Strongly disagree	105	18.8
Total	553	99.1
No response	5	0.9
	558	100.0

Most of my friends live in my neighbourhood
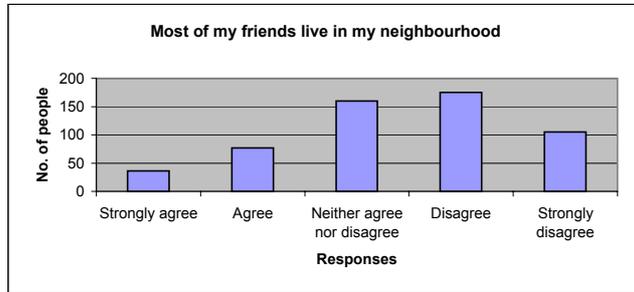
Q5H
When I go to the shops I'm likely to meet people I know

	Frequency	Percent
Strongly agree	109	19.5
Agree	161	28.9
Neither agree nor disagree	141	25.3
Disagree	87	15.6
Strongly disagree	56	10.0
Total	554	99.3
No response	4	0.7
	558	100.0

When I go to the shops I'm likely to meet people I know

Q5I
I feel safe and secure in my neighbourhood

	Frequency	Percent
Strongly agree	127	22.8
Agree	231	41.4
Neither agree nor disagree	142	25.4
Disagree	40	7.2
Strongly disagree	13	2.3
Total	553	99.1
No response	5	0.9
	558	100.0

I feel safe and secure in my neighbourhood
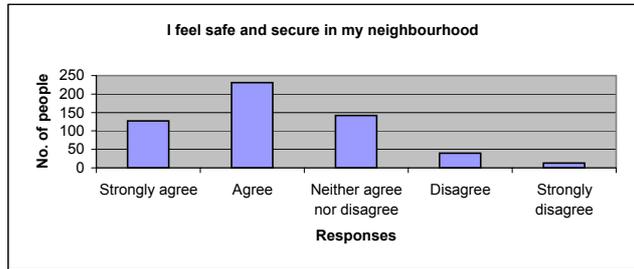
Q6A
Getting involved worries me not right skills

	Frequency	Percent
Strongly agree	50	9.0
Agree	104	18.6
Neither agree nor disagree	172	30.8
Disagree	121	21.7
Strongly disagree	101	18.1
Total	548	98.2
No response	10	1.8
	558	100.0

Not sure if have the right skills

Q6B
What's the point?

	Frequency	Percent
Strongly agree	88	15.8
Agree	126	22.6
Neither agree nor disagree	196	35.1
Disagree	106	19.0
Strongly disagree	35	6.3
Total	551	98.7
No response	7	1.3
	558	100.0

What's the point?
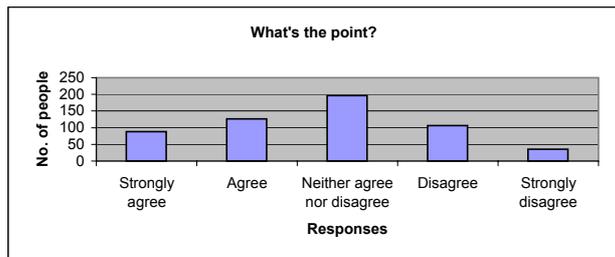
Q6C
I don't know where to go or who to talk to

	Frequency	Percent

I don't know where to go or who to talk to
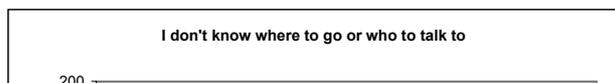
Strongly agree	40	7.2
Agree	110	19.7
Neither agree nor disagree	154	27.6
Disagree	169	30.3
Strongly disagree	77	13.8
Total	550	98.6
No response	8	1.4
	558	100.0
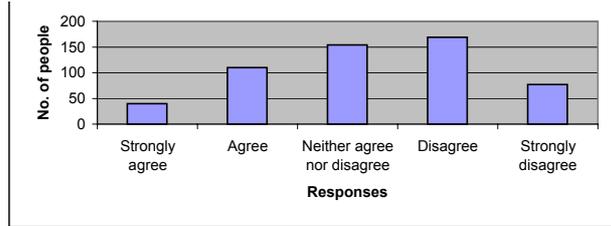
Q6D
I don't know enough about the issues

	Frequency	Percent
Strongly agree	57	10.2
Agree	135	24.2
Neither agree nor disagree	212	38.0
Disagree	103	18.5
Strongly disagree	43	7.7
Total	550	98.6
No response	8	1.4
	558	100.0
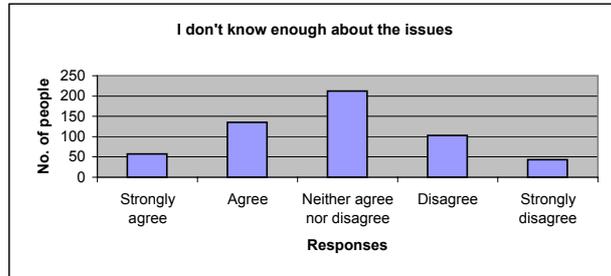
Q6E
I think we should leave things to the experts

	Frequency	Percent
Strongly agree	25	4.5
Agree	54	9.7
Neither agree nor disagree	126	22.6
Disagree	175	31.4
Strongly disagree	171	30.6
Total	551	98.7
No response	7	1.3
	558	100.0
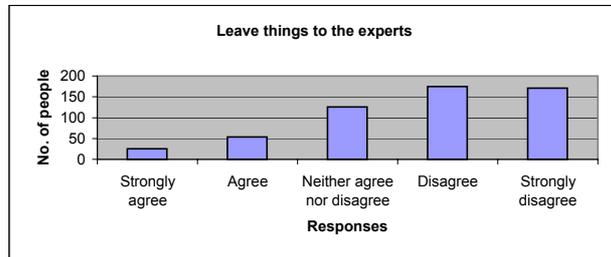
Q6F
I don't want to associate with vocal minorities

	Frequency	Percent
Strongly agree	46	8.2
Agree	89	15.9
Neither agree nor disagree	216	38.7
Disagree	131	23.5
Strongly disagree	68	12.2
Total	550	98.6
No response	8	1.4
	558	100.0
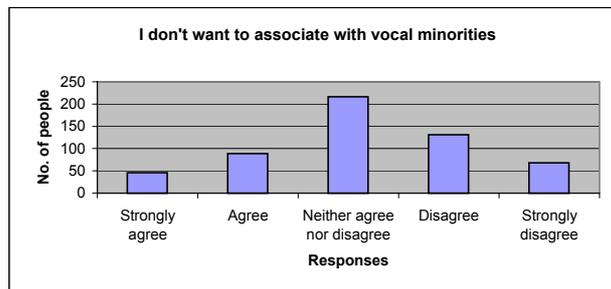
Q6G
My time is limited

	Frequency	Percent
Strongly agree	250	44.8
Agree	144	25.8
Neither agree nor disagree	101	18.1
Disagree	34	6.1
Strongly disagree	24	4.3
Total	553	99.1
No response	5	0.9
	558	100.0
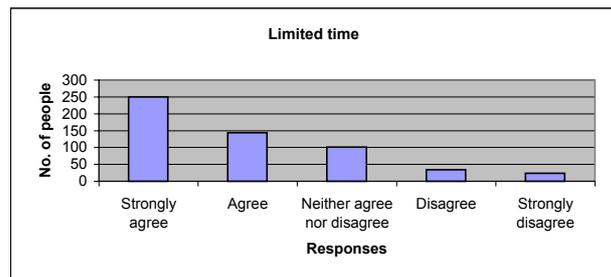
Q6H
I do not speak English very well

	Frequency	Percent
Strongly agree	8	1.4
Agree	3	0.5
Neither agree nor disagree	13	2.3
Disagree	22	3.9
Strongly disagree	501	89.8
Total	547	98.0
No response	11	2.0
	558	100.0
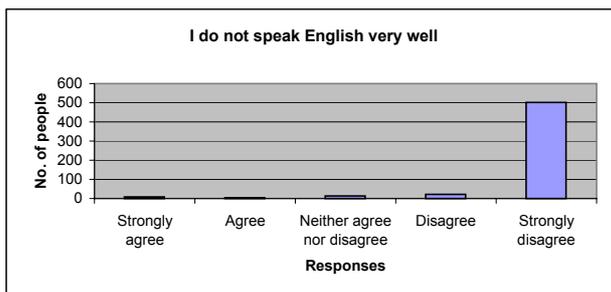
Q6I
I have difficulties with gaining access to some venues

	Frequency	Percent
Strongly agree	18	3.2
Agree	28	5.0
Neither agree nor disagree	86	15.4
Disagree	86	15.4
Strongly disagree	326	58.4
Total	544	97.5
No response	14	2.5
	558	100.0
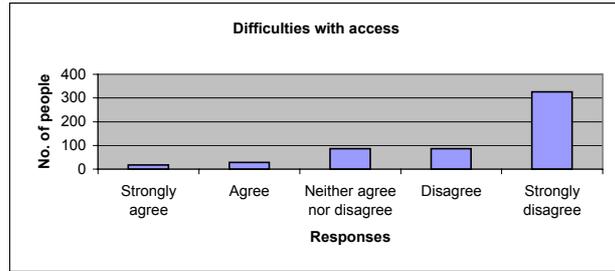
Q7
Stage of preparation to participate

	Frequency	Percent
Precontemplation	317	56.8
Contemplation	127	22.8
Preparation	15	2.7
Action	55	9.9
Maintenance	22	3.9
Termination	13	2.3
Total	549	98.4
No response	9	1.6
Total	558	100
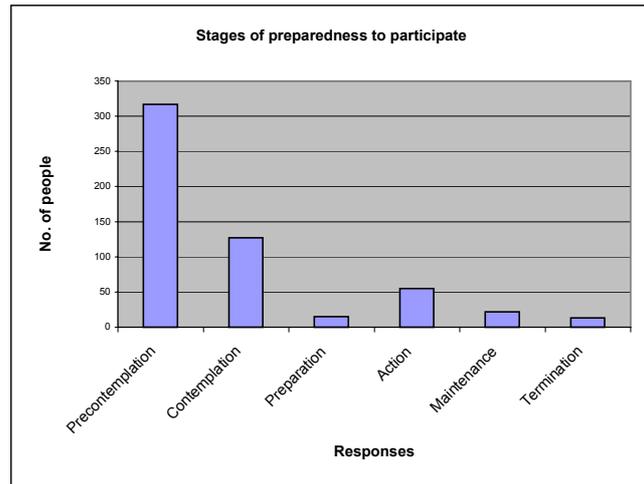
Q8

INFORMATION SOURCE - where respondents have seen information about the City.	NO. PEOPLE	PERCENTAGE OF TOTAL SAMPLE
COJ announcements and ads in Community Newspaper	485	86.9
Articles and stories in Community Newspaper	452	81.0
"Council News" publication delivered to door	397	71.1
Whats on in Joondalup listing in newspapers or flyers	286	51.3
City website	98	17.6
Community radio station - Twin Cities	38	6.8
Business and Community Directory	215	38.5
Community Information and Events line	78	14.0
Fact Sheets Brochures at libraries community & rec. centres	231	41.4
COJ displays at shopping, community & rec. centres	212	38.0
Council Administration Customer Service Centres	134	24.0
Leisure Centre lifestyle guide	268	48.0
"Budget news"	215	38.5
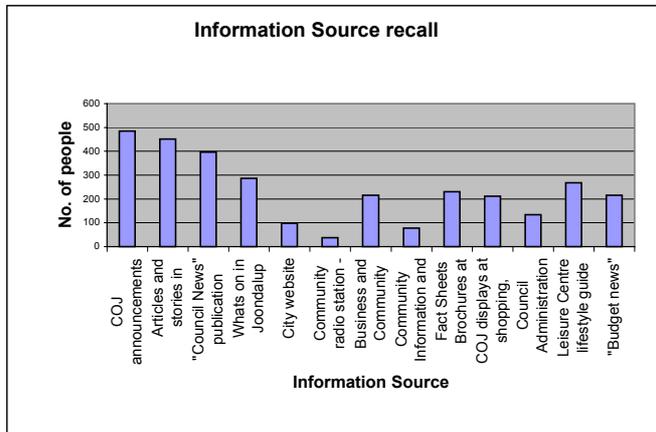
Q9

| PREFERRED INFORMATION SOURCE	NO. PEOPLE	PERCENTAGE OF TOTAL SAMPLE
Inform via COJ announcements and ads in Community Newspaper	365	65.4
Inform via articles and stories in Community Newspaper	322	57.7
Inform via "What's on in Joondalup" listing in newspapers or flyers	290	52.0
Inform via "Council News" publication	230	41.2
Inform via City website	149	26.7
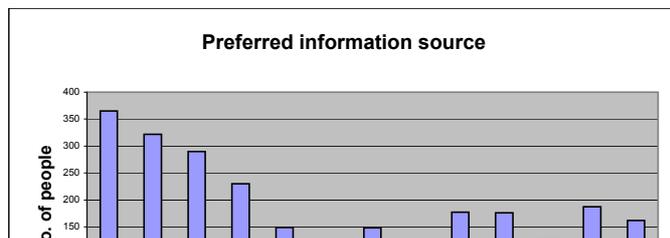
Inform via Community Radio Station - Twin Cities	61	10.9
Inform via Business and Community Directory	148	26.5
Inform via Community Information and Events line	92	16.5
Inform via Fact Sheets Brochures at libraries community & rec. centres	177	31.7
Inform via COJ displays at shopping, community & rec.centres	176	31.5
Inform via Council Administration Customer Service Centres	124	22.2
Inform via Leisure Centre lifestyle guide	187	33.5
Inform via "Budget News"	162	29.0
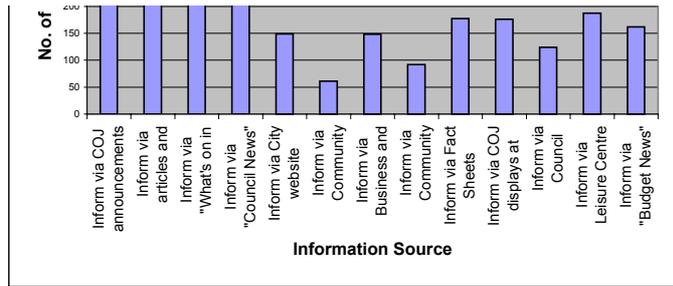
Q10

Gender

	Frequency	Percent
Male	204	36.6
Female	343	61.5
Total	547	98.0
No response	11	2.0
Total	558	100
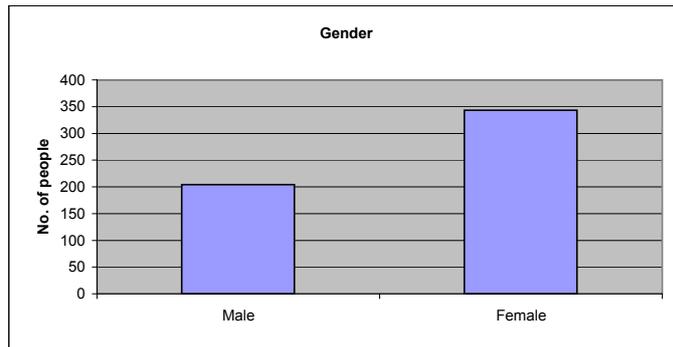
Q11
Age

	Frequency	Percentage
18 - 23	32	5.7
24 - 29	54	9.7
30 - 35	69	12.4
36 - 41	77	13.8
42 - 47	95	17.0
48 - 53	83	14.9
54 - 59	60	10.8
60 - 65	40	7.2
66 - 71	20	3.6
72 - 77	12	2.2
78+	6	1.1
Total	548	98.2
No response	10	1.8
	558	100
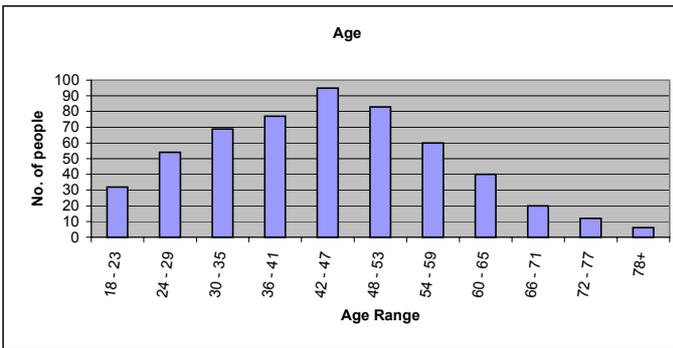
Q12a
My generation - born before 1946

	Frequency	Percent
Yes	86	15.4
No	432	77.4
Total	518	92.8
No response	40	7.2
	558	100

My Generation

Q12b
Born between

	Frequency	Percent
1946 - 1961	218	39.1
1962 - 1976	174	31.2
1977 - 1991	72	12.9
Total	464	83.2
No response	94	16.8
	558	100.0
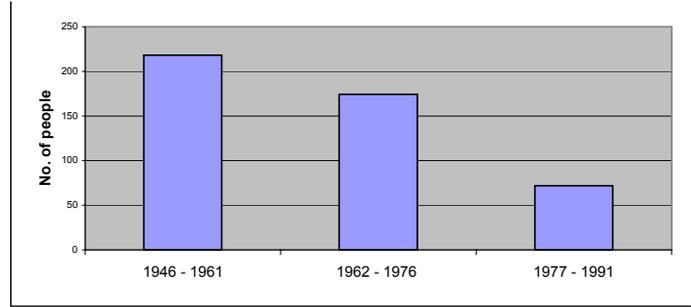
Q13
Suburb

	Frequency	Percent
Joondalup	33	5.9
Woodvale	53	9.5
Mullaloo	19	3.4
Warwick	7	1.3
Beldon	21	3.8
Heathridge	22	3.9
Kinross	27	4.8
Burns Beach	4	0.7
Edgewater	25	4.5
Marmion	5	0.9
Hillarys	42	7.5
Kallaroo	17	3.0
Padbuy	37	6.6
Kingsley	28	5.0
Greenwood	22	3.9
Sorrento	30	5.4
Craigie	26	4.7
Currambine	25	4.5
Ocean Reef	26	4.7
Iluka	7	1.3
Duncraig	60	10.8
Connolly	13	2.3
Total	549	98.4
No response	9	1.6
	558	100.0
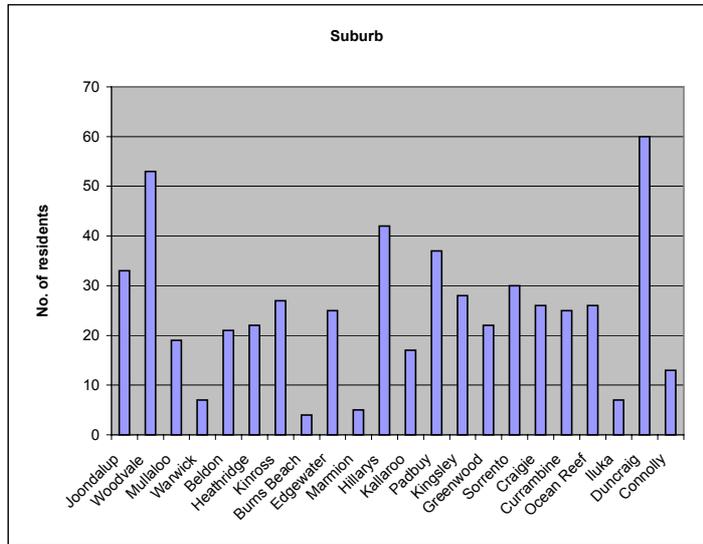
Q14
Length of residence

	Frequency	Percent
Less than one year	101	18.1
1 - 5 years	147	26.3
6 - 10 years	102	18.3
More than 10 years	199	35.7
Total	549	98.4
No response	9	1.6
	558	100.0
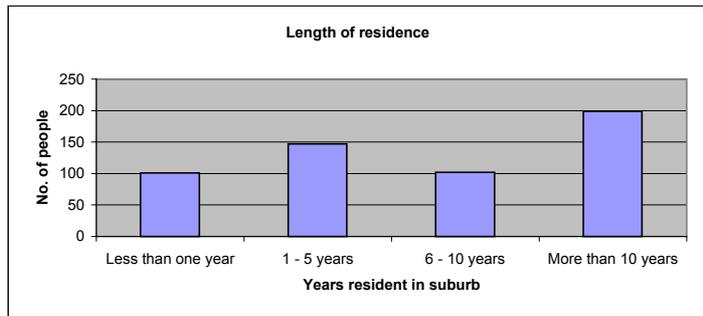
Q15a
Do you have children?

	Frequency	Percent
Yes	384	68.8
No	145	26.0
Total	529	94.8
No response	29	5.2
	558	100

Q15b
How many children aged 5 or less

	Frequency	Percent
1	66	11.8
2	19	3.4
3	4	0.7
Total	89	15.9
No response	469	84.1
	558	100

No. children aged 5 or less
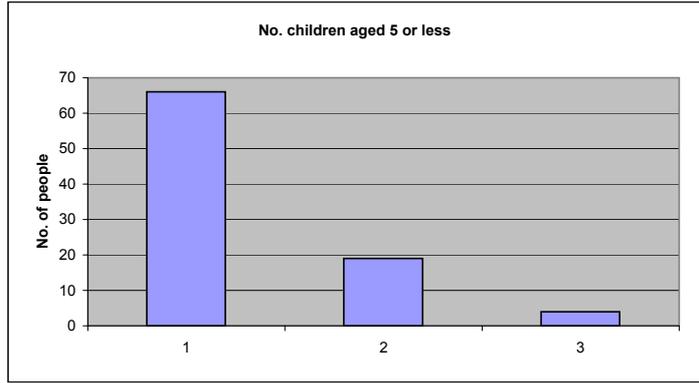
Q15c
How many children aged 6 or over

	Frequency	Percent
1	99	17.7
2	88	15.8
3	32	5.7
4	6	1.1
5	1	0.2
Total	226	40.5
No response	332	59.5
	558	100.0

No. children aged 6 or over
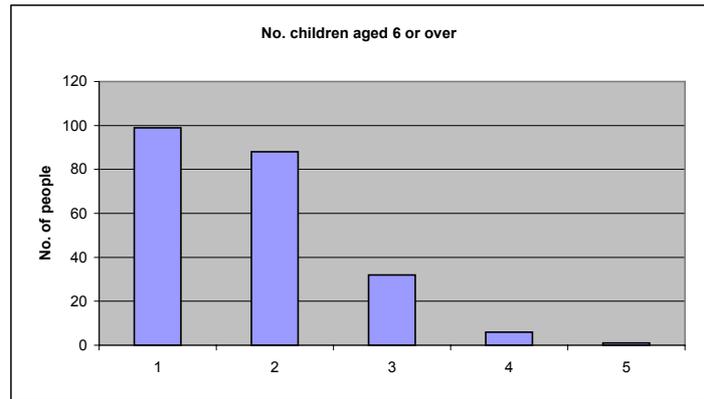
Q15d
How many children who have left home

	Frequency	Percent
1 child	68	12.2
2 children	77	13.8
3 or more children	55	9.9
Total	200	35.8
No response	358	64.2
	558	100.0

No. children left home
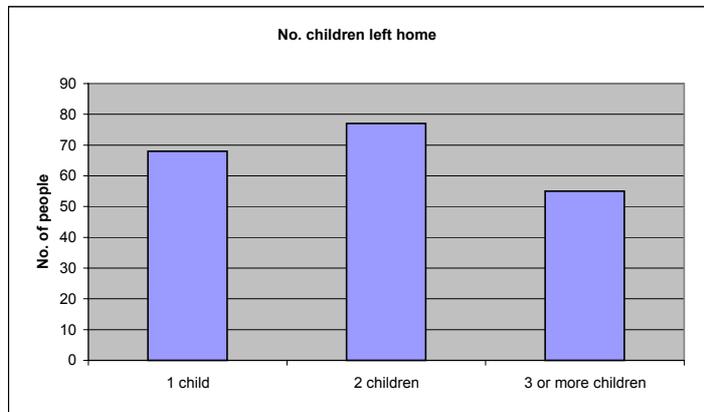
Q16
Gross weekly household income

	Frequency	Percent
Negative/nil income	12	2.2
$1 - $39	2	0.4
$40 - $79	5	0.9
$80 - $119	5	0.9
$120 - $159	2	0.4
$160 - $199	6	1.1
$200 - $299	7	1.3
$300 - $399	32	5.7
$400 - $499	22	3.9

Gross weekly household income
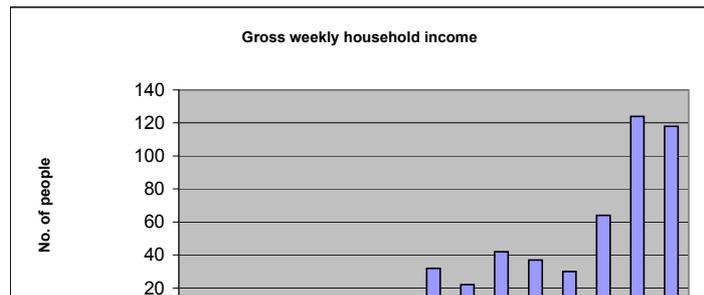
Total sample - Responses to Questionnaire

$500 - $599	42	7.5
$600 - $699	37	6.6
$700 - $799	30	5.4
$800 - $899	64	11.5
$1000 - $1499	124	22.2
$1500 or more	118	21.1
Total	508	91.0
No response	50	9.0
	558	100.0
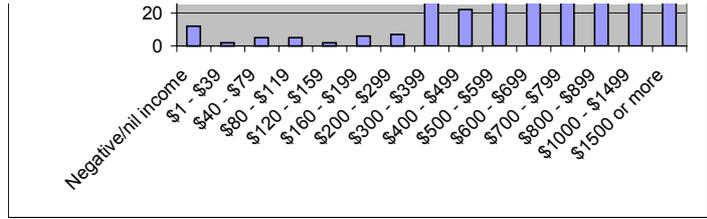
ATTACHMENT E

SUMMARY OF THEMES ARISING FROM FOCUS GROUPS

Theme/s	Direct Quotations
What participation is all about **Having a voice** – being able to speak on behalf of oneself and one's community **Representing community interests** - Several of the participants from both focus groups had lived in country towns prior to living in the City and this appears to have shaped their values with respect to public participation. They were clear that there was not only a need for people to actively participate in their communities but that this was a social norm in country life.	…it's here, it's us, it's me. What affects me at the time. Not what happens in Canberra I think when I hear that word – [participation]…[it's about]…getting involved, actually get off…[your behind]…and do something because there's always too many people who are on the negative side, and complaining is always so …[easy]…, but doing something about it, that's important. I lived 13 years in the bush…so in the country, you are the community, so when you live like that, doing these sorts of things is nothing really, because when you're living in a town [for] four or six years, you are part of the community.
Why get involved in the first place? **Opportunities to make a difference** - Participants from both focus groups were clear that taking up opportunities to participate would be dependent upon their being able to feel that they could achieve something for themselves and their communities by becoming involved. Conversely, participants identified that a major disincentive for people considering participating in local governance was the perception that their involvement was not going to contribute to the end result.	[You've]…just got to make sure there's actually room there for real participation, an area that people can get excited about. You know, here's a marina, we've decided this, this and this, we've got nothing to do with it and let's talk about what colours. …because I know I will be in this area for a long time…I hope that myself, my family, my area will benefit from any decisions that will be made. I need to know that its going to do something. Because if there's nothing, I won't come back. The greatest insult would be to be invited to a meeting, and then feel that … you played no significant role in it, and the person next to you was pyramid salesman …[who]… gets into your ear … at the coffee break.

Theme/s	Direct Quotations
Why get involved in the first place? (continued) **My backyard** - participants felt they would be most interested in becoming involved in issues that impacted on them directly. There was a sense that in these circumstances their understanding of the issues would be greater than that of people who were not directly affected, and that these higher levels of involvement and knowledge served to sanction or entitle them to become involved. In circumstances where they could not identify how an issue could impact upon them personally, participants did not feel any entitlement to become involved. However, this entitlement could be re-established in circumstances where they could perceive how an issue could have an impact on the general community, perhaps through presenting the issue as a matter of broad social concern. One participant suggested that more people than those directly affected by an issue could be encouraged to participate through the use of media campaigns that presented the issue in human or social terms or that educated people on the 'big' or overriding issues for the community.	It has to mean something to me. I have two dogs and if someone wanted public comment on whether or not there would be a new dog beach or a new dog park…I would be there, because it affects me. …I have seen them [new developments] and I've thought, "Well, I don't live close enough to – for it to make a difference to me." But if it was somehow brought back to more of a social interest to the community, I'd probably be a bit more enthusiastic to participate.
How opportunities to participate should be communicated **Make it personal -** Participants indicated that opportunities to participate should not only be targeted toward those most nearly affected by an issue, but also framed in ways that are welcoming and inclusive and wherever possible, personalised	Even if it is a form letter, it's more personal than something in a newsletter. Maybe put it in a real sort of inviting…language, very welcoming…to let people know that although you're not an expert in the field of something, your participation would be appreciated… I'm the same as you. I like personal invitations. I'd like an email that I haven't felt likes it's a group carbon copy. Again it comes back to being important. You're not just a person walking through the door who's going to be a pain in the neck.

Theme/s	Direct Quotations
How opportunities to participate should be communicated **What it means for 'the man in the street'** - Participants also felt that any communications on opportunities to participate should identify the human/social impacts of an issue (thereby increasing the sense of entitlement to participate) and include eye-catching facts and figures about the project. Participants also felt that it was important to provide practical information on how to get involved and who to contact for any enquiries. There was a sense that once the public had a clear understanding of the issues and were being kept informed of what was going on, that this would be the key to retaining interest and enthusiasm, rather than the use of incentives.	I mean just by putting on [the notice] if it's going to cost so many million would make me go, hang on, this is something that's quite significant. Maybe I should actually get involved. it's got to be clear how you want people to participate, quite easy and simple to follow… …knowing how to make your input…how are you going to contact someone? How are you going to get information? …Make it easier. Give them the road they've got to go down I think you've got to develop a story…identify the issues and how it progresses and then ask for people's opinions and follow it through…eventually you wouldn't need to put up those incentives
Take the message out and about – it was identified that reading newspaper advertisements at home by yourself is not the same and is likely to have less impact than seeing a display when out shopping and socialising on Thursday evenings or other popular shopping days. Participants noted that on these occasions, because people are more relaxed and ready to socialise ("…they're [already] out there interacting"), they would have more time and inclination to absorb and discuss information with one another and to ask questions.	…they might not go [elsewhere]…because they feel intimidated, but they'll go to a display. There's different atmosphere so therefore they think differently – "We're in the shopping centre, we'll go and have a look."

Theme/s	Direct Quotations
Management of participation This theme encompassed addressing a number of issues raised by participants as matters of concern that could be managed and therefore make participation a more attractive option. **Localised participation on local matters -** In keeping with their view that the people provided with the opportunity to participate should be those most directly affected by an issue, participants recommended that participative processes should be conducted 'on site' or where the matter under discussion is actually happening e.g. on the land being developed; or, for the sake of convenience and local familiarity, at a public venue near to where the affected population resides. **Keeping order** - Another concern among of participants was the potential for a process to be disrupted, or otherwise derailed because "…you know there will be fanatics" (Female contemplator, 30s). They recognised that the people most directly affected by an issue were also the most likely to become heated about it. In circumstances such as these, they identified that participative processes could be less than productive and even intimidating for the wider community. Participants indicated that people interested in attending would need to be reassured that the process would be properly managed as a 'safe' environment for deliberation to take place. A potential solution to the issue of conflicted participation discussed was the process of randomly selecting participants to ensure inclusion of those who are both directly and indirectly affected by the issue. There was considerable support for the idea because it was seen as a way of ensuring that a cross-section of people could become involved – not just those previously described as 'fanatics' who might be one-sided about an issue	I think you would get a lot more people coming because you have just automatically got that interest in what's going on in your suburb. The suburb is so small, you know the shops, the street, you know what's going wrong, so if you concentrate on that suburb and say we're going to have a meeting, I think you probably get a much better interest. I would need to feel confident that it wasn't going to get out of hand…the last situation I would want to be in when volunteering my time and opinion would be where…aggression starts coming in… …the chairperson's got to keep a good control on how the meeting's being conducted. Certain standards have to be maintained. We use a similar thing at work, getting feedback from customers and people go, *"Oh, you're asking me."* They feel special and they feel wanted. If you actually invite them, you make them feel like their voice is actually heard…People attend…a lot more this way…a personal approach…it's more proactive.

Theme/s	Direct Quotations
Management of participation (continued) **Empowerment** - A number of the male participants expressed some concerns about their abilities to contribute effectively during a participative process. It was clear participants felt that people should not be made to feel uncomfortable while participating and that as much as possible should be done not only to encourage and welcome their input but also to demonstrate that it was valued.	…feeling you're in over your depth. You don't have the knowledge and a broad base of subjects and you feel intimidated. [Feeling]…like a fool, because you don't know about that sort of thing. Or saying the wrong thing in front of strangers
Participants also identified a need for community education on the issues to encourage and empower them to act.	[The process]… has to educate as well. Especially if you want people to become involved with an issue that they generally are interested in…educate them about the basics, and what the issue actually is, so if you want them to get involved, they can feel they can get involved…often don't feel like you can give an opinion…[you] step back and say I'll let people handle it that know the issue. [If people were] educated, then other people might be prepared to step in and say something.
Keeping participants informed - participants identified that a major disincentive for people was the perception that their involvement was not going to contribute to the end result therefore provision of feedback was also highlighted as something that ought to be carried out as standard practice to validate a participative exercise.	I think [there should be]…more regular feedback. You don't just get ideas at the start, and produce something at the end and walk away.