

Strategic Community Reference Group

Terms of Reference

1. Name

- 1.1 The name of the Reference Group shall be the Strategic Community Reference Group (SCRG).

2. Role

- 2.1 The SCRG will provide advice to Council on matters of significant community interest and strategic initiatives as determined by Council.
- 2.2 The Strategic Community Reference Group has no delegated powers or authority to:
- represent the City of Joondalup
 - implement recommendations without the approval of Council
 - commit Council to the expenditure of funds.

3. Membership

The SCRG will consist of the following members:

Facilitator

- 3.1 The SCRG facilitator is an external and independent consultant appointed by the City through a Request for Quotation process for the required term of two years.
- 3.2 The role of the facilitator is to:
- ensure meetings operate efficiently, effectively, and in accordance with the Terms of Reference
 - enable all participants have equal opportunity to contribute at meetings
 - provide a meeting report to the City for each SCRG meetings that summarises the meeting's activities and conversations.

Elected Member representatives

- 3.3 A maximum of four Elected Members will be nominated by Council as Elected Member representatives, with one Elected Member nominated as Presiding Member.
- 3.4 The role of the Presiding Member is to:
- open and close all SCRG meetings on time
 - ensure participants adhere to proper meeting conduct in line with the City's Code of Conduct
 - ensure a quorum is present.

- 3.5 Should the Presiding Member be an apology, the Presiding Member role can be assumed by any of the remaining three Elected Member representatives.
- 3.6 Should any Elected Member representative be an apology, Deputy Elected Members may be requested to fill the Elected Member representatives' positions.

Community Member representatives

- 3.7 A maximum of two community member representatives from each of the six wards of the district and two youth representatives from the district (to be selected by the Council from nominations received).
- 3.8 Selection criteria will be based on the individual's interest, experience and/or qualifications in issues pertaining to the City of Joondalup community, as well as suburb location. Selection will also consider a balance in demographics such as age and gender to ensure a diverse group of community member representatives are selected, as far as practicable.
- 3.9 The call for community member representative nominations will be publicly advertised through the City's communications mediums and will be sent to all ratepayer groups in each ward. Interested residents/ratepayers will be required to submit a nomination form to be eligible.
- 3.10 A Council Report summarising nominations received will be prepared by City Officers and presented to Council for their endorsement.
- 3.11 Community member representative participation is voluntary and remuneration is not available from the City.

Subject matter experts

- 3.12 The City will identify suitably qualified professionals to invite on a temporary basis for their expert advice as required.
- 3.13 The role of the subject matter experts is to:
- actively participate and contribute in a constructive and objective manner in the SCRG meetings
 - provide expert advice/information as necessary.
- 3.14 Subject matter experts will be independent representatives, external from the City and the SCRG.
- 3.15 Participation is voluntary and remuneration is not available from the City.

4. Terms of membership

- 4.1 All Elected Member and community member representatives of the SCRG are required to:
- actively participate and contribute in a constructive and objective manner in the SCRG meetings
 - review the agenda and pre-reading material before each meeting to ensure an informed discussion
 - seek views and opinions of other community members on each topic prior to each SCRG meeting
 - commit to attending SCRG meetings for the required term of two years
 - comply with the City's Code of Conduct.
- 4.2 The term of membership will be for two years commencing and concluding in October in line with the ordinary Council election cycle. After this two-year period, a new nomination process will be established. Community member representatives may serve more than one term but are required to provide a new nomination form for each new term.
- 4.3 If a member fails to attend two consecutive meetings, their appointment may be automatically terminated unless a leave of absence has been granted.
- 4.4 Should an endorsed member representative of the SCRG decline the offer of membership, resign, or be terminated from their membership position, the Presiding Member can appoint a new representative from the most recent nomination period.
- 4.5 All participants must declare any personal or financial conflict of interests by informing the City prior to any SCRG meeting.

5. Observers

- 5.1 All remaining Elected Members who are not Elected Member representatives, may attend SCRG meetings in an observer capacity; that is, not as a participant, contributor, or subject matter expert.
- 5.2 City officers with technical expertise may be invited to attend the SCRG meetings in an observer capacity. However, the facilitator may ask City Officers to provide advice and support where required.

6. Work plan

- 6.1 City Officers will prepare an annual SCRG work plan, considering the City's strategic planning objectives, annual priorities as per the Annual Plan, or other City plans or initiatives. A Council report with the proposed work plan will be prepared by City Officers and presented to Council for their endorsement.
- 6.2 All meetings' topics shall be confined to the items listed on the work plan, unless the Council determines that additional matters need to be referred to the SCRG. The meetings of the SCRG cannot call for reports outside of the work plan or items referred to it by Council.

7. Meetings

- 7.1 A quorum for any SCRG meeting shall be no less than two of the four Elected Members representatives and no less than four of the twelve community member representatives.
- 7.2 City Officers will organise, coordinate, and communicate the SCRG meetings.
- 7.3 A meeting agenda and pre-reading material will be prepared by City Officers for each SCRG meeting topic in accordance with the work plan.
- 7.4 Following each meeting, City Officers will distribute meeting notes. These meeting notes will include a summary of activities undertaken by participants and provide outcomes from the SCRG discussion. The notes may be used as the basis for further information and action by the City on an item.
- 7.5 SCRG meetings are not open to members of the public.

8. Insurances

- 8.1 The City shall arrange all insurances affecting the Strategic Community Reference Group in discharging the normal course of its duties and for any associated public liability.

Strategic Community Reference Group

Meeting 1 Report — Development of the Community and Libraries Strategy

Date:	Monday 25 July 2022
Time:	6.00 – 8.30 pm
Location:	Civic Centre Conference Rooms 2/3 90 Boas Avenue, Joondalup
Facilitator:	Becci Clarke, Steps Co

Attendees:

Presiding Member: Mayor Albert Jacob

Elected Members: Cr John Raftis

Community Members:

North Ward: Robyn Anderson
Allan Connolly

North Central Ward: Gail Carmody
Kim Allen

Central Ward: Len Collier
Gemma Dorman

South-West Ward: David Ian Hudson

South-East Ward: Janine Blake
Alison Elsom

South Ward: Lorna Green

Youth: Tara Belle Lie
Aimee Wright

Subject Matter Experts: Vik Jeyakumar, Regional Manager Metro Services, Anglicare WA
Caroline Jones, Manager Community Learning and Capacity, City of Canning
Jenny Devine, Facilitator and Consultant, Leading Teams
Sue North, Fellow of Library Board of WA

City Officers: Jamie Parry, Director Governance and Strategy
Chris Leigh, Director Planning and Community Development
Rebecca Maccario, Manager Strategic and Organisational Development
Shane Fraser, Manager Community Development and Library Services

Chloe Cooper, Strategic Planning and Engagement Coordinator
Colleen Thompson, Senior Project Officer
Nina Jurak, Acting Senior Policy Officer

Apologies:

Deputy Mayor Christine Hamilton-Prime JP
Cr Christopher May
James Pearson, Chief Executive Officer
Ron Gallagher, South Ward
Sandra Watson, South-West Ward

Overview:

The purpose of the meeting was to consider the City's strategic approach to community development and libraries, and to identify opportunities to inform the development of the new Community and Libraries Strategy.

The objectives of the meeting were to:

- Explore the role and impact of community development and library services.
- Identify opportunities for alignment in delivery of community development and library services.
- Prioritise community development and library services the City can provide.

The following subject matter experts were invited and participated at the meeting:

- **Vik Jeyakumar** is currently the Regional Manager Metro Services at Anglicare WA. His roles have seen communities thrive through the development of sustainable and innovative service solutions across WA in the areas of youth homelessness, family and domestic violence, mental health, and disability. He was awarded the Significant Contribution to Youth Work in WA Award by the WA Association for Youth Work.
- **Caroline Jones** is the Manager Community Learning and Capacity at the City of Canning where she leads the library team under the Learning Cities Strategy, aligned with the United Nations Educational, Scientific and Cultural Organisation (UNESCO) collaborative network. In her roles she has developed the new State-wide Public Libraries Strategy and advocates community development principles being fully integrated within the public library context.
- **Jenny Devine** is a facilitator and consultant for Leading Teams, an organisation that delivers tailored programs supporting cultural change across sectors and industries. Her roles include working with organisations and individuals to support performance improvement.
- **Sue North** is a Fellow of the Library Board of WA, conferred in 2017 for her contribution to the State and public libraries in establishing the Better Beginnings Family Literacy Program. The program has been recognised nationally and internationally for building a unique mix of partnerships between local and State governments, business, and the community sector to fund and deliver positive literacy outcomes for young children and their families.

This report captures the outputs from the meeting. The raw outputs are provided in the Appendix.

Outcomes:

Activity 1 – Purpose of services

During this activity, images of the community development and library services currently provided by the City were viewed by participants, who then considered what community development and library services provide to the community, and what the benefits are. The experts provided information on the

general benefits and discussed the opportunities and benefits for collaboration of community development and library services.

The benefits of community development and library services arising from the plenary discussion include:

- **Connection and collaboration** — The premise of bringing community development and library services together seems obvious and makes sense but is not common. However, it is a positive step as it provides the opportunity for people to connect with others and for government agencies and not-for-profit organisations to connect and form strategic partnerships. It is an opportunity for face-to-face connection across generations.
- **Equity** — Libraries are a safe space where no judgements are passed; anyone can use the resources regardless of background, hardship, or circumstances. It is a place where people can access the internet for free if they do not have it in their homes. Community development can help to normalise difference.
- **Capacity building** — Community development can build human potential, increase access to services, as well as the confidence, resilience, and curiosity of people. This in turn increases the voices of diversity in community by providing an understanding of different perspectives on community matters. Libraries are a place where you can learn, explore ideas, and meet people and it links people with services.
- **Outreach** — Through youth outreach programs you meet people at the 'pointy end of life', you form connections and develop support networks that endure. Outreach may also help with antisocial behaviour and reduce the impacts of poverty and loneliness.
- **Health and wellbeing** — Services promote a sense of positive emotional, social, and physical wellbeing through physical activities for youth, counteracting loneliness for elderly and keeping people engaged after their working life. Services provide a sense of belonging and purpose, especially for those new to the community.
- **Education and learning** — Libraries may improve literacy and numeracy which, in turn, improves employment opportunities and allows people to understand their rights. Libraries provide opportunities for the very young to be exposed to different ways of learning other than primary school, especially as not all schools have a library.
- **Support** — Services break down the barriers of the digital divide by providing support and information geared towards individual needs. Services provide an understanding of what is happening in the community, where people can meet and learn about issues.

An example of where collaboration is needed was provided stating that this district has the highest separation rates of the metropolitan area and, although government funding is available, not-for-profit agencies do not apply as they do not have all the resources to deliver the service, such as a physical space that is safe and accessible. Also, there may be a lot of competing demands to use the spaces that are available but how is the use of the space prioritised and how are tensions managed? A point was made that it is very important to not lose the intangible benefits of libraries; a place of peace and quiet that would be greatly missed if it no longer existed.

Activity 2 — Issues, challenges and opportunities

This activity began with a plenary discussion to provide context for the issues, challenges and opportunities for community development and library services, with the subject matter experts sharing their knowledge and experiences. With the use of GroupMap, a table scribe inputted feedback from the participants in response to the following questions:

What factors impact community development and library services?

- **Resources** — The lack of staff with the right skill set is diminishing, and there is a lack of funds to deliver services and provide or upgrade buildings. Some of the facilities are old and unappealing.
- **Communication and perception** — There are challenges in letting people know what libraries and community development do, and although people use social media, it is a medium that is very crowded with information. There may be a misperception of what libraries do based on only a historical understanding.
- **Accessibility** — There seems to be a number of services provided for youth and the elderly but no services for those aged in-between. The library seems to be a place where you 'age in and age out', that is, before you enrol in school and when you retire from work. There may be limitations due to the location of a library or service, as well as the physical design, and the frequency of services or guest speakers.
- **Demand** — The supply and demand for services can change; for example, during lockdowns, the demand for online library services increased, as did the way services were accessed. Governance and legislative requirements may also impact the roles and responsibilities of some services; for example, although people could not physically visit a library during lockdowns, the library still offered support services such as online storytime and tutorials on how to access the Service WA phone app.
- **Competition** — There are competing alternatives available, such as university libraries or Citizen Advice Bureaus, which may create tensions for demand and funding.

What currently works well that we must keep?

- **Services and programs** — The current services on offer, such as adult learning classes and community edible gardens. Providing books in hard-copy and electronically. Outreach programs at shopping centres, and the low cost programs on offer at Craigie Leisure Centre and during school holidays. Quiet study spaces for students.
- **Service delivery** — Community services are aligned with community need; for example, youth programs on offer, as well as the ability to get books delivered through the 'Books on Wheels' program.
- **Inclusivity** — Libraries support people to bridge the digital divide. The library may be the only place that people can access the internet and charge their phones at no cost. In turn, this allows access to services that are only provided online, such as online banking or emails.
- **People** — The good people who provide the services, who are knowledgeable and passionate. Librarians do not seem resistant to change and want libraries to become more of a community hub.

What does not work well?

- **Communication** — It seems that a lot of library programs are only advertised in the library, so it is difficult to know what is being provided. Community development services are invisible if you are not touched by them.
- **Technology** — Libraries are not keeping up with the rapid change of technology; for example, eBooks are complicated and do not work with technologies such as Kindles or other eReaders; specific apps are required for using some digital services, and the website is difficult to navigate.
- **Accessibility** — Not all libraries are fit-for-purpose; for example, the afterhours return shute is difficult to get to, not every library has a meeting room, signage connecting to surrounding areas is limited, and parking can be a challenge. Fining people for late returns may stop people from using

the library. The library staff are excellent at servicing library patrons, but may not have the adequate skills or training to support the broader community.

What is missing that we need to start doing?

- **Collaboration** — There needs to be a link, collaboration, connection or partnership with community development and not only the services libraries provide but the physical assets. This may be achieved through an ongoing commitment to services so that library staff who are excellent at servicing library patrons receive training to support and engage with the broader community. Developing connections may also help with reaching different demographics to promote services.
- **Service delivery** — There needs to be a greater focus on what the community wants and needs, such as designing buildings that are fit-for-purpose and accessible, providing programs according to need that are inclusive. For example, offering conversation groups so that people can come together to speak a foreign language, rather than English literacy improvement.

Activity 3 — Priorities

In breakout groups, participants were asked to think about all the information they had gained from activities 1 and 2, and three key areas the City should prioritise. Participants then had to decide, from the following list of roles, what the role of the City would be for each area:

- **Leader/provider/regulator** — City is solely responsible and accountable for delivery.
- **Partner/funder** — City is partially responsible for delivery, alongside one or more other entities. City may or may not be accountable. City may delegate or provide funding for delivery.
- **Advocate** — City is responsible for promoting the interests of the community and stakeholders to other decision-makers and influencers but is neither accountable nor responsible for delivery.
- **Supporter** — City plays a minor role in delivery, with another entity holding majority responsibility. City is neither accountable nor responsible.
- **Informs** — Delivery is out of the City's scope, capability, or resourcing capacity. City cannot or should not deliver it but provides specialist input as required. City is neither accountable nor responsible.

Group 1

Key area	City's role
Communication and awareness — ambassadors, evolution, good news stories.	Leader/provider/regulator Partner/funder
Better identify points of need which we are not yet meeting but are well placed to meet.	Partner/funder Advocate
Be ready/explore alternative and innovative modes of delivery.	Advocate

Group 2

Key area	City's role
Improving awareness of services/programs — communications/promotions — getting feedback and representative advice/co-design.	Leader/provider/regulator Partner/funder
Providing space/facilities for collaborations/co-locations with other agencies.	Partner/funder Supporter
Services/programs for missing demographics (eg wine and book club in evenings).	Partner/funder Advocate Supporter

Group 3

Key area	City's role
Communication strategy	Leader/provider/regulator
Co-design and partnerships	Partner/funder
Physical infrastructure/resources	Partner/funder

Group 4

Key area	City's role
Master plan and roadmap.	Leader/provider/regulator
Physical asset design and fit-for-purpose and location.	Leader/provider/regulator Partner/funder
Platform — inclusion, capacity building, community engagement.	Leader/provider/regulator Supporter

Appendix 1 — Additional input from SCRG member unable to attend meeting

Benefits to community of community development and libraries: People able to make connections — mental and physical health, opportunities to get out and about in the community, meeting spaces, free and low cost activities, hobbies, recreation and leisure activities, ways for everyone to get involved etc. Absolutely essential to have community development programs, services and personnel to collaborate with community and build capacity.

Factors that impact: Often lack of funds, difficulty meeting all community needs and demands, lack of revenue raising opportunity versus cost to the ratepayer and trying to balance that, in some cases old facilities/not fit-for-purpose anymore and located in isolation from other community facilities/ amenities. Whitfords library still looks tired I think, despite the upgrade, and it, and the Seniors' Centre, are so far away from Westfield — not linked.

Good things: Free computer access, scanning, printing options, free activities, having four libraries is great.

Things that I think could be looked at: Future — move towards more of a community hub model where facilities like libraries etc are all located together and near shopping centres and other facilities — one-stop-shop — eg Manning Hub, City of South Perth library, community and sporting facilities, early years centre, Aboriginal centre, child health clinic, medical, commercial, major art works and lots of collaborative community and business events are held there.

Whitfords, Duncraig and Woodvale libraries are all located away from shopping centres/community centres so are not a 'hub' for residents, despite being near shopping centres (Whitford and Woodvale) — this is not being taken advantage of. Duncraig Library desperately needs an upgrade and a facelift and both it, and Whitford could benefit from being rendered or something affordable like that to modernise them

More community art projects that are visible — Stirling and South Perth seem to be doing this well — good to see Sioux Tempestt doing a mural work at Whitford Library — I would like to see more of these types of projects and see more of this on social media. These buildings are generally very old and tired looking from the 1970s.

Better marketing of programs and services available — I seem to get a newsletter via email now and again about libraries but seem to see little publicity and information regarding community development services and programs and feel I have to hunt for information on the City website and other mediums.

Comment regarding signage on the corner of Warwick Road and Marmion Avenue regarding library activities — it cannot be read or seen by drivers, and I question the use of signage like this that is filled with text and only pedestrians would be able to see it. I think it's a wasted opportunity. This area really needs an entrance statement given what is in this complex. With Whitford and Woodvale Libraries, I also think they need better, more impactful signage and entrance statements.

More assistance and much less red tape for things like community gardens. Padbury community garden example — dedicated community development officer to assist groups actively with getting these activities off the ground rather than bogging them down around things like how much funding they will need; build capacity.

Three areas to prioritise:

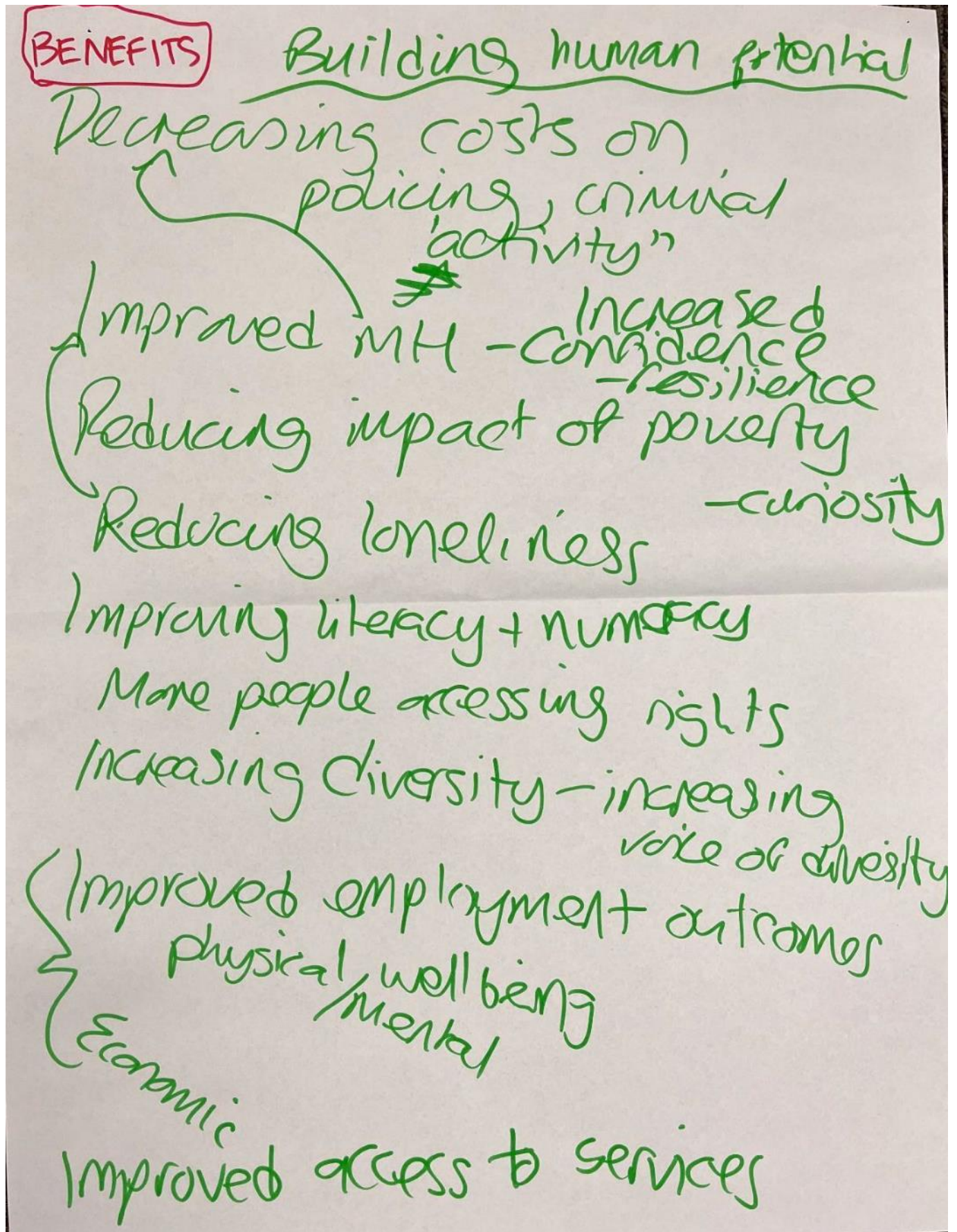
Future planning — community hub models where libraries and other community facilities, services and amenities are co-located /linked — place making and activation model used — upgrade Duncraig Library and link with recreation centre/other facilities/shopping/businesses.

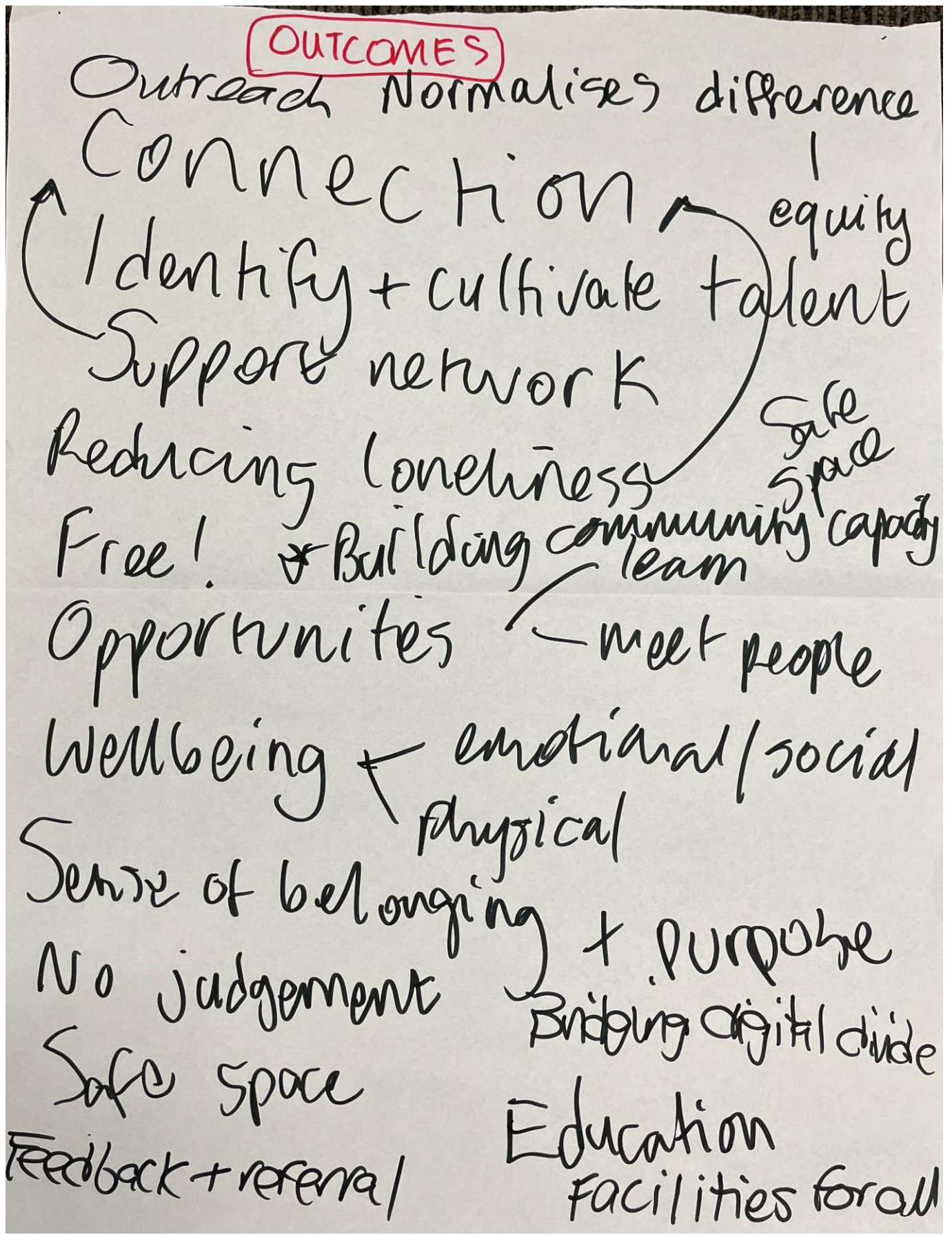
Review, refresh and revamp library and community development programs — a lot seem old and tired and generic to other LGA, eg introduce make a space, show films, author talks that are sundowner events, establish a dedicated local history centre that can be visited, eg City of Vincent.

I would like to see the library and community development teams out in the community more — in shopping centres, parks, foreshores, marinas, City events (eg little libraries, reading nooks, mobile storytelling, plays, puppet shows etc).

Appendix 2 — Raw outputs






Activity 1 — Purpose of services





Activity 3 — Priorities

Group 1

 	<p>Communication & awareness</p> <p>Good news stories</p> <p>Evolution</p> <p>Amassadors</p>
 	<p>Better identify points of need which we are not yet meeting but are well placed to meet.</p>
	<p>Be ready/explore alternative and innovative modes of delivery.</p>

Improving awareness of services/programs -
communications/promotions - getting
feedback & representative advice/
co-design

Providing space/facilities for
collaborations/co-locations with
other agencies

Services/programs for missing
demographics (eg: wine & book club
in evenings)

Communication Strategy

Co-Design & Partnerships

Physical Infrastructure/Resources

MASTER PLAN AND
ROAD MAP.

PHYSICAL ASSET
DESIGN AND FIT FOR PURPOSE
AND LOCATION.

PLATFORM - INCUSION,
CAPACITY BUILDING,
COMMUNITY ENGAGEMENT.

Strategic Community Reference Group

Meeting 2 Report — Development of a Community Safety Plan

Date:	Thursday 20 October 2022
Time:	6.00–8.30 pm
Location:	Civic Centre Conference Rooms 2/3 90 Boas Avenue, Joondalup
Facilitator:	Becci Clarke, Steps Co

Attendees:

Presiding Member: Mayor Hon Albert Jacob

Elected Members: Deputy Mayor Christine Hamilton-Prime JP
Cr Christopher May

Community Members:

North-Central Ward: Gail Carmody
Kim Allen

Central Ward: Leonard Collier

South-West Ward: David Hudson MBE
Sandra Watson

South-East Ward: Janine Blake

Youth: Tara Belle Lie
Aimee Wright

Subject Matter Experts: Tony Flack, Superintendent, WA Police Force Joondalup District
Kellie Bryson, Animal Management Specialist, City of Joondalup

City Officers: Rebecca Maccario, Manager Strategic and Organisational Development
Karen Thompson, Manager Community Safety
Claire McLeod, Project Officer
Chloe Cooper, Strategic Planning and Engagement Coordinator
Nina Jurak, Senior Corporate Planning and Reporting Officer

Observers: Gary Butler, Crime Inspector, WA Police Force Joondalup District

Apologies: James Pearson, Chief Executive Officer
Jamie Parry, Director Governance and Strategy
Chris Leigh, Director Planning and Community Development
Cr John Raftis
Allan Connolly, North Ward
Robyn Anderson, North Ward
Ron Gallagher, South Ward
Lorna Green, South Ward

Overview:

The purpose of the meeting was to consider the City's strategic approach to community safety and identify, 'what makes our community feel safe,' to inform a new draft Community Safety Plan. Information gathered will be used to provide context and information to inform a new draft Community Safety Plan.

The objectives of the meeting were to:

- explore the role and impact of the City's Community Safety team
- identify initiatives that promote community safety in our City
- prioritise community safety initiatives the City can provide.

The following subject matter experts were invited and participated at the meeting:

- **Superintendent Tony Flack** has served with the WA Police Force for 42 years, held various positions that include the Internal Affairs Unit, Principal of the Police Academy and Forensic Division, before his appointment as the Joondalup District Officer in January of 2021. The Joondalup Police District covers the two local government areas of Wanneroo and Joondalup, and Superintendent Flack is responsible for the stations of Warwick, Hillarys, Wanneroo, Joondalup, Clarkson and Yanchep. The position of Superintendent of Police also carries legislative responsibility as Chair of the District Emergency Management Committee. Superintendent Flack resides in the City of Joondalup and has both a personal and professional interest in ensuring the City plans and develops the capabilities best able to address community safety into the future and that such capabilities are aligned to the future direction and requirements of law enforcement.
- **Kellie Bryson** is part of the City of Joondalup's Animal Management Program, providing expert education to the community and internal staff on the safe and efficient management of animals in the City. She holds multiple qualifications in Companion Animal Services, specialising in canine behaviour and training. Kellie is passionate about educating the community to raise their pets to be safe members of society; and advocating for high quality, accessible care and training to ensure responsible pet ownership.
- **Detective Gary Butler**, Crime Inspector, WA Police Force Joondalup District attended as an observer.

This report captures the outputs from the meeting. The raw outputs are provided in the Appendices.

Outcomes:

ACTIVITY 1 — PERCEPTIONS OF SAFETY

The purpose of this activity was to scope the boundary for the workshop by identifying perceptions and managing expectations. It was also designed to address the principles and approaches; that is, how the team do things now (customer service, education, compliance vs enforcement). This activity was conducted as a facilitated plenary discussion. It laid the foundations for the workshop by exploring the following questions.

The key concepts of what safety means to the workshop participants include:

What we feel – When we feel safe, we feel no fear as we move around our City. We trust that we are safe and that help if available, should we need it, and we know where to go to get that help. People look out for each other and notice unusual things, which gives a neighbourly feel to our City. We feel confident to move around freely.

What we see – There is a physical, practical aspect to safety. Safety is manifested and represented by clean, bright, well-lit areas. Seeing obvious signs of safety being considered (lighting, no graffiti, cameras etc) give us assurance.

Our perception – Safety is focused on our perception that there are no threats to us. The City has a reputation for being a relatively safe place, so that's how we perceive it to be. We must acknowledge that perception is a very personal thing.

The factors impacting community safety or feeling safe in the community included:

Knowledge, skills, and resources – Knowledge and education affect our perception of safety. For example, absence of knowledge can cause fear, and education is an important tool in informing people about what is available to support them. Social media can be a good awareness and knowledge-building aid, but it can also paint an overly negative picture, or escalate drama. Our ability to access some of the factors that improve safety/perception of safety has a strong role – for example, whether financial resources, access to transport, opportunity to interact in the community. Our own skills and desire to be safety-aware are critical too, such as problem-solving skills, identifying risk probability, and building solutions for the future.

Physical signs – Positively activated spaces affect our perceptions of safety and our actual experience of it. Signage and CCTV and other overt physical signs of safety help us to feel protected and supported. Police/security presence is another important example of this, noting that it needs to be balanced as too much can have the opposite effect, making people wonder why it is there and feel afraid.

Experiences – Repetition of experience impacts our perception of safety – both positively and negatively, our own experiences and those of others. These may include things like our experience of receiving medical help and community/social support; the responsiveness of authorities and services to respond to our needs, and therefore our trust in them to do so in the future; consistency in supports, and consistency in the safety measure around us. Loneliness and isolation were identified as having a negative impact on community safety, with shared responsibility creating positive opportunities for improved safety and perceptions of safety.

Programs and supports – Active community groups are felt to have a positive impact on community safety by bringing people together, negating the risk of isolation and loneliness. They encourage a sense of community and enable people to get to know each other. Health and wellness programs are another example of a factor that brings a positive impact, resulting in less anxiety and an increased sense of inner security, as well as promoting social interaction.

When asked about their experience of the community safety support provided by the City, participants shared that overall, they have had positive experiences. They reported good experiences of receiving support when required (predominantly to crime or anti-social behaviour) and like the fact that the City takes a proactive approach to safety at events. They acknowledge that incidents happen but overall they still feel safe, and that is thanks to the day-to-day factors positively influencing their feeling of safety, which ultimately outweighs the impact of any bad experiences. They feel that communication and consistency are good and generally have a sense that life is safer in Joondalup than in other places. It was noted however, that some young people may not feel confident to seek help or know where to go.

ACTIVITY 2 — CHALLENGES AND OPPORTUNITIES

The purpose of this activity was to identify current challenges and explore potential opportunities by asking the participants:

- What works well — what do we need to continue doing?
- What does not work well — what do we need to stop or change doing?
- What is missing — what do we need to start doing?

We conducted round robin rotation in three groups, capturing each group's thoughts on the questions above, capturing them against a "stop–start–continue" framework.

Participants were asked to refer to the pre-reading material section on the services the Community Safety team provide, aided by visual prompts (photographs) of services the Community Safety team provide.

What works well — what do we need to continue doing?

There were a number of initiatives relating to **animals** that were highlighted as working well: the animal management program, the barking dog diary, and providing dog waste bags (although it was mentioned that bins need to be emptied more often).

In relation to **parking** services, school parking was mentioned in relation to things that currently work well, as was enforcing parking on footpaths.

Community amenity saw the most commentary in response to this question, with the following things being raised as things to continue doing well: the timing of graffiti removal, passive use floodlights, firebreaks (load reduction burns), place information signs, CCTV ANPR expansion with integration to WA Police.

A few policy / process items were mentioned too: response to requests; provision of education and support; and partnership with WA Police, other agencies and other LGAs, in particular City of Wanneroo.

A few things were mentioned that may sit outside of the remit of the City's Community Safety team, but it is recognised that they may impact on people's perception of safety and are recorded here for completeness:

- High standard of maintenance of City's natural environment/trees/beds — with environmental groups
- Continue to provide charity collection days
- Continue with skip bin instead of bulk
- Grants — community programs, including non-incorporated groups

What does not work well — what do we need to stop or change doing?

In terms of **animals**, it was raised that ongoing owner education and reminders about what dog owners should do is required, e.g., picking up poo, barking, walking on leads etc. Reducing off-leash dog areas/beaches, reducing inappropriate ownership, and working toward changes in attitudes are also important things to address. Discussion was had around keeping dogs off sporting reserves/school ovals, and providing education on cat ownership.

Regarding **parking**, the participants reported concerns around parking at schools, in particular raising that kiss and rides don't always work. They also asked whether parking fines/monitoring contribute to community safety.

Several points were discussed in relation to **community amenity**: streetlights take too long to repair (Western Power is up to 4 weeks), and it was asked whether the City could go hybrid and make better

use of Telensa Smart Streetlights; more lighting (solar) is needed in public spaces; improve/reduce CCTV coverage and signage, with more in community space.

A few policy / process suggestions were made: need to improve management of community expectations; cultural consciousness workshops for community members may improve understanding of different cultural values; need to be able to report incidents anonymously (it was later noted that this does already exist).

Some other issues were raised that may sit outside of the remit of the City's Community Safety team, but it is recognised that they may impact on people's perception of safety and are recorded here for completeness:

- Verge maintenance – need to do more, especially private properties – Council services have dropped
- eBikes/eScooters — dangerous interactions with pedestrians — too fast and not obeying road rules/lack of education/training
- Infrastructure — separated paths
- Enforcement of speed calming

Furthermore, it was suggested that Emergency Management should be integrated into the Community Safety function.

What is missing — what do we need to start doing?

There were no specific suggestions to this question in relation to **animals** and **parking**.

Community amenity once again attracted the most attention. Lighting was a particular focus, with bright sensor lights in public areas to stop graffiti (accompanied by signage to say this area is under 24-hour surveillance) and brightness activated motion LED lights in underpasses being suggested. CCTV was also highlighted as being required in areas where there is no passive surveillance, for example underpasses, as well as portable CCTV in hotspots. Participants requested that the holiday watch security patrols be brought back, saying it was a great value add initiative for community rates. The need for more education for children and adults on the cost of graffiti was also raised.

Other suggestions included having different options for reporting to the City, for example an app or by phone, so it is quick and easy. Another related suggestion was for a CoJ app that enables people to snap pics and press send, giving the City the option to assess the risk before deciding how to respond – see an issue, act on it, and not just wait for a complaint. It was also recommended to implement a clear platform for people to submit their concerns around risks, so people know where to go with their concerns, although it was noted that platforms do exist so perhaps it is more about needing to advertise the opportunities. Access and ability to comply with regulations is recognised as being key, for example the community having access to a bus. A safety watch house or outreach or youth centres and street chaplains were discussed as ways for youth to feel safe. At risk areas could be a priority project for youth and art, for example graffiti/art projects to 'beautify' underpasses and help them feel safer.

Some other issues were raised that may sit outside of the remit of the City's Community Safety team, but it is recognised that they may impact on people's perception of safety and are recorded here for completeness:

- Safe homeless refuges
- Water quality in beaches only tested in summer once a fortnight – need to test all year round
- Recreation and activities
- Youth focus — disengaged — City provide more activities
- PCYC in CoJ! Northern Suburbs — business case by CoJ to State Government — creates alternate pathways for trades and education

ACTIVITY 3 — ROLE OF THE CITY

The purpose of this activity was to provide a sense of community expectation regarding the City's role in executing the ideas and activities raised during Activity 2. Participants were asked to annotate the City's role for each item captured during Activity 2, according to the list below:

- Leader/Provider/Regulator
- Partner/Funder
- Advocate
- Supporter
- Informs.

The outputs from this activity can be found in the tables in Appendix 3.

ACTIVITY 4 — PRIORITISATION

The purpose of this activity was to gauge what the community deems to be most important when it comes to community safety. Participants were asked to use sticky dots to individually identify their top three priorities against the items from Activity 2.

The outputs from this activity can be found in the tables in Appendix 3.

APPENDIX 1 – Additional input from SCRG member unable to attend meeting

Lighting - so important to feeling safe at night - so ensuring all working, street lights close enough together. Fixing up broken infrastructure quickly also important.

Cleanliness - organise more community events to keep local environments clean - once a year Clean up Australia day is not enough. And it's always on a Sunday morning when I'm at church. Also provide suggested wording/examples for how we might ask people to take their litter home with them if we see them littering.

Clearing vegetation, especially from pathways/overhanging shrubs also makes a difference

Drunkenness in general and particularly outside venues eg Hillarys - Australia has a terrible relationship with alcohol - having some campaigns to support changes in attitudes towards alcohol and how we behave in public would be great.

Drugs/needles - set up safe injection sites - this reduces risk of needles being left elsewhere, provides access to professional support and advice to people. No one wants to be a drug addict, so let's see how we can help and support people.

Homelessness - provide more information for how we might support homeless people - who can we report them to, refer them to, what kind of support is it appropriate to give - again, no one wants to be homeless.

Aggressive behaviour/bad neighbours - how do we support people to overcome neighbourly differences - can we have a mediation service, someone who can go out in the community and meet/advise people. Again - models of behaviour, suggested wording/ways to have conversations with people - models for understanding different perspectives and accepting differences, give and take.

Theft - I'm a member of a couple of facebook pages and there are constant stories on these webpages of thefts - these much contribute to people feeling unsafe, but I also wonder if police can use information on these to track criminal activities. Just wondering how these neighbourhood websites might be a resource - for gathering and/or sharing information/suggestions.

Dogs and cats - if you want to set of an argument, start a facebook post about cats/dogs. We need to be able to have respectful conversations with each other so is there more that CoJ can do to encourage respectful conversations - again - suggested wording/scripts for people.

Re On lead/off lead spaces - perhaps have more information/guidance in these places re why it's important for both sets of people to have the freedom to walk their dogs the way they want to - maybe more delineation between the spaces? And to provide more off lead space, can we please have more dog beaches. From the city to whitfords, there are loads, then none for miles. Give people more options to have dogs off leads and people will be more willing to respect on lead parks.

Rock throwing at cars - there seems to have been a lot of this around Kingsley (Whitfords Ave, Hepburn Ave) - probably a police issue, but how can CoJ help - rangers on site at dusk? More frequent patrols when this is happening?

Safe houses - when I had school age kids, there was a safe house scheme for kids. I don't seem to see signs for that anymore. Is it still going? Was it successful - is it something we can replicate eg if you feel unsafe in the community for some reason, you can come to my house and I'll help find support for you - police, call relatives etc?

Drones - people are using these more and more in built up areas, even though this is against aviation authority rules. Drones whizzing by at high speed are scary, drones flying over my garden are intrusive

and are an invasion of privacy - more information about proper use of drones, place where this can be used/not used safely/responsibly?

A thought that came to mind as I was typing up some of the ideas re changing people's behaviour above: How (as CoJ) do we encourage people to be their best selves?

Appendix 2 - Outputs from Activity 1

What does community safety mean to you?

- Can move around freely
- No fear
- Perception of no threat — noting perception is a very personal thing
- Trust
- Minimisation of harm
- Help is available — and we know where we can go to get it
- Clean, bright, and well lit — well looked after
- Neighbourhood feel — people notice unusual things
- People are willing to step in if they need to
- People look out for each other
- Assurance of passive surveillance
- Mental health
- Safety in our own homes — from internal as well as external factors
- Reputation of safety.

What factors impact community safety or feeling safe in your community?

- Social media — for good and bad
- Police/security presence — needs to be balanced, too much is not good
- Repetition of experience — for good and bad, own experiences and others
- Financial stability impacts people's ability to access some of the factors that improve safety/perception of safety
- Knowledge and education
- Access to things that can improve safety/perception of safety (relating to animals, for example access to money, transport etc)
- Problem solving skills
- Medical help and community/social support
- Positively activated spaces
- Loneliness/isolation — negative impact
- Active community groups — positive impact
- Shared responsibility
- Signage and CCTV (good quality) — overt physical signs of safety
- Identifying risk probability and building solutions — noting perception of risk is individual
- Sense of community — knowing each other
- Health and wellness programs — less anxiety and increased sense of inner security
- Responsiveness — trust in authorities/services to respond to need
- Consistency.

What is your experience of the community safety support provided by the City?

- Well-kept
- Proactive (events)
- Good experiences of response when required (crime)
- Incidents happen but I still feel safe — day-to-day factors influencing feeling of safety outweigh the bad incidents
- Good communication
- Consistency
- Some young people may not feel confident to seek help or know where to go
- Sense that it is safer in Joondalup than in other places.

Appendix 3 – Outputs from activities 2, 3, and 4

What works well — what do we need to <i>continue</i> doing?		
Item	City's role	Prioritisation (# of stickers)
Graffiti removal — timing	Leader	3
Education (more/SCRG) and support, events/discounts for services	Partner	1
Respond to requests	Leader, Partner, Advocate	0
Animal management program	Leader, Partner, Advocate	1
Grants — community programs, including non-incorporated groups	Partner, Advocate	1
High standard of maintenance of City's natural environment/trees/beds — with environmental groups	Leader	5
Floodlights — passive use	Leader, Partner	0
Partnership with WA Police and other agencies and other LGAs, in particular Wanneroo		0
CCTV ANPR expansion with integration to WA Police		2
Firebreaks — load reduction burns	Leader, Partner	0
Barking dog diary	Leader	0
School parking	Leader, Partner, Supporter	0
Enforcing parking on footpaths	Leader	0
Place information signs	Leader, Partner	0
Providing dog waste bags (empty bins more often)	Leader	0
Continue to provide charity collection days	Partner, Advocate	0
Continue with skip bin instead of bulk		0

What does not work well — what do we need to <i>stop</i> or <i>change</i> doing?		
Item	City's role	Prioritisation (# of stickers)
Parking around schools — kiss and rides don't always work	Partner, Advocate, Supporter	0
Does parking fines/monitoring contribute to community safety?		0
Verge maintenance — need to do more, especially private properties — Council services have dropped	Advocate	1
Streetlights take too long to repair (Western Power is up to 4 weeks) — could we go hybrid and make better use of Telensa Smart Streetlights?	Leader, Partner	3
eBikes/eScooters — dangerous interactions with pedestrians — too fast and not obeying road rules/lack of education/training	Partner, Advocate	0
Infrastructure — separated paths	Leader	2
Enforcements — speed calming	Supporter	0
Emergency management should be integrated into community safety function		0
Ongoing owner education/reminders about what dog owners should do — picking up poo, barking, walking on leads etc. Reduce off-leash dog areas/beaches — reduce inappropriate ownership — change in attitudes		2
Improve/reduce CCTV coverage and signage — more in community space	Leader, Partner	3
Lighting (solar) — more in public spaces	Leader	2
Better management of community expectations		0
Keep dogs off sporting reserves/school ovals	Leader	2
Education around cat ownership	Leader, Partner	0
Cultural consciousness workshops for community members — understanding different cultural values	Leader, Partner	1
Ability to report incidents anonymously (already exists)		0

What is missing — what do we need to <i>start</i> doing?		
Item	City's role	Prioritisation (# of stickers)
Brightness activated — motion LED lights in underpasses		0
Safe homeless refuges		1
Have different options for reporting, for example app or phone — quick and easy		0
Holiday watch — security patrols. Bring it back. Great initiative (value add to your rates)		0
Access and ability to comply with regulations, for example access to community bus	Leader, Provider	0
Safety watch house or outreach or youth centres and street chaplains for youth to feel safe		0
Platform for people to submit their concerns around risks, for example dual footpath accidents — how do we alert the City?		0
Where do I go with my concerns? Clear platform		0
Platforms exist — so do we need to advertise the opportunities?		0
CCTV in areas where there is no passive surveillance, for example underpasses	Partner, Funder	3
CoJ app — snap pics and press send — gives CoJ option to assess the risk		0
Education and cost of graffiti to children and adults		0
Bright sensor lights in public areas to stop graffiti and signage to say this area is under 24-hour surveillance	Advocate, Leader, Partner	0
Portable CCTV in hotspots		0
Water quality in beaches only tested in summer once a fortnight — test all year round	Leader	1
See an issue, act on it and not just wait for a complaint (CoJ policy?)		0
Recreation and activities	Advocate, Partner, Leader	0
Safe House needs to have people home	Advocate, Supporter	1
Youth focus — disengaged — City provide more activities		0
PCYC in CoJ! Northern Suburbs — business case by CoJ to State Government — creates alternate pathways for trades and education	Advocate	2
At risk areas: priority project for Youth and Art, for example in underpasses (graffiti/art projects/ beautify)	Leader, Partner	3

Appendix 4 – Raw outputs

Activity 1 – Perceptions of safety

walking BALANCE.....
Social Media X ✓ * Police ✓
Repetition of experience X ✓ security
Financial stability ✓ Balance
Knowledge + education
Animals-Accessibility to what they need
Problem solving Skills ✓
Medical help + community support
Positively activated spaces
Loneliness X
Lights
isolation
shared responsibility
signage + CCTV manage it
Active community groups (quality)
Identifying risk probability (sense of community)
↳ and building solutions
Health + wellness programs
less anxiety
Perception of risk individuals
Responsive knowing each other
consistency
other
IMPACT FACTORS

Well-kept Pro-active
(events)

Good experience

Incidents happen but still feel
safe

Good communication

Consistency.

Some young people may not
feel confident to seek

help or know where to go

Safe here than other places

CURRENT EXPERIENCE

confident + comfortable
Move freely

No fear

Personal

Trust

Perception of no threat

Minimise harm

Help is available ^{we know where we can go}

Clean

Bright + well lit

noticing unusual things

Neighbourhood feel

*willingness to step in
well looked after — looking out for one another

Assurance of passive

surveillance

Mental ~~sa~~health

- Own home safety

Reputation

WHAT DOES COMMUNITY SAFETY MEAN?

What is missing — what do we need to start doing?

- Ability to report incidents anon. already exists.
- Have different options for reporting eg. app. or phone. Quick + easy.
- Holiday watch - security patrols. Bring it back. Great initiative. (value add to your rates).
- Access + ability to comply with eg. access to services. L7 with regs.
L7 eg. community funded bus to provide access
- Safety Watch House or Outreach or Youth Centres + street Chaplains for Youth to feel safe.

CITY FOCUS

What is missing — what do we need to start doing?

- Platform for people to submit their concerns around risks.
eg. dual footpath accidents → how do we alert the City.
- Where do I go with my concerns? CLEAR PLATFORM.
- Platforms exist — so do we need to advertise the opportunities.
- CCTV in areas where there are no passive surveillance. eg. under passes.
- CoJ app > snap pic + press send. — gives CoJ option to assess the risk.
- Education + cost of graffiti to children + adults.
- Bright, sensor lights in public areas to stop graffiti + signage to say this area is under 24 hr surveillance.
- Portable CCTV in hotspots.

Water quality in beaches ~~in summer~~ only tested in
Summer once a fortnight. Test all year round.

~~Life guards vs paid parking.~~

See an issue act on it + not just wait for
a complaint. (CoJ policy?)

Right, sensor lights in public areas to stop
graffiti + signage to stop this area is under
education + cost of graffiti to children + adults
option to access the risk.
CoJ app 2 snap pic + press send. - gives CoJ
surveillance. eg. water parks.
CCTV in areas where there are no positive
opportunities.

What is missing — what do we need to start doing?

Safe House needs to have people home.
Youth focus - disengaged → City provide
more activities.

PCYC in CoJ! Northern Suburbs.

[Business case by CoJ. to State Gov.

↳ creates alternate pathways for trades
+ educ.

At risk areas: positive project for Youth +
eg. in underpasses. Art.

City's Role

- CCTV Partner / Funder
- Access to services eg. community bus Lead/Provide
- Safety Houses Advocate/Supporter
- Lighting A/L/P
- Graffiti / Art projects L/P beautify
- Recreation + Activities A/P/L
- PCYC Advocate
- Beach water quality L

What does not work well — what do we need to change or stop doing?

P/A/S

- parking around schools - kiss & rides don't always work.
- does parking fines/monitoring contribute to community safety?
- Urge maintenance - need to do more, esp. private properties. Council services have
- Street lights take too long to repair. - Western power up to 4 w
- hybrid - better use of Telensa Smart Streetlights
- eBikes/eScooters - dangerous interactions with pedestrians. - too fast / not obeying road rules / lack of education / training. P/A
- infrastructure - separated paths
- enforcement - speed calming

What does not work well — what do we need to change or stop doing?

- Emergency management should be integrated into ^{owner} community safety function
- Ongoing ^{owner} education ^{- reminders} about what dog owners should do - picking up poo, barking, etc. ^{walking on leads.}
- Improve CCTV coverage & signage - more in ^{Reduce} community space. ^(solar) L / P
- Lighting - more in public spaces. L
- Better ^{benches} management of community expectations
- ^{reduce} off-leash dog areas - reduce ●●
- ^{inappropriate} ownership. L
- ^{change in attitudes.} cultural consciousness workshops for community members - understanding different cultural values L / P

What does not work well — what do we need to change or stop doing?

• keep logs of sporting reserves / school
ovals. ●●
• education around cat ownership. L/A

What works well — what do we need to continue doing?

- Partnership with WA Police + other agencies + other LGAs in perthic Warreroo
- CCTV ANPR expansion with integration to WA Axi.
- (• Brightness activated - motion LED lights in u/passes.)
- (• safe homeless refuge)

What works well — what do we need to continue doing?

- Firebreaks - food reduction burns L P
- Barking dog dray L
- School parking L P S
- Enforcing parking on footpaths L
- Place information signs. L P
- Providing dog waste bags - (empty bin. ^L more often)
- Continue to provide charity collection days P A.
- Continue with skip bin instead of bulk

What works well — what do we need to continue doing?

- Graffiti removal - timing ^{more / scrag} L ● ● ●
- Education + support - events / discounts for services
- Respond to requests L P A^P
- Animal Mgt Program L P A ●
- Grants - community programs P A
● ind not incorporated groups
- High standard of maintenance of city infra natural environment / trees / beds - with
- Floodlights - passive use L P L enviro groups

Strategic Community Reference Group

Meeting 3 Report — Development of an Environment Strategy

Date:	Monday 21 November 2022
Time:	6.00–8.30 pm
Location:	Civic Centre Conference Rooms 2/3 90 Boas Avenue, Joondalup
Facilitator:	Becci Clarke — Steps Co

Attendees:

Presiding Member: Cr John Raftis

Elected Members: Cr John Chester – Deputy Member

Community Members:

North Ward: Allan Connolly

North-Central Ward: Gail Carmody
Kim Allen

Central Ward: Leonard Collier
Gemma Dorman

South-West Ward: David Hudson MBE
Sandra Watson

South-East Ward: Alison Elsom

South Ward: Ronald Gallagher
Lorna Green

Youth: Tara Belle Lie
Aimee Wright

Subject Matter Experts: Ro Richardson, Manager Clean Energy Future Fund, Department of Water and Environmental Regulation
Michael Hammond, Principal Water Planner, Department of Water and Environmental Regulation
Dr Geoff Barrett, Regional Ecologist Swan Region, Department of Parks and Wildlife
Aaron Compton, Director Waste Avoidance and Resource Recovery, Department of Water and Environmental Regulation

City Officers: Jamie Parry, Director Governance and Strategy
Rebecca Maccario, Manager Strategic and Organisational Development
Danielle Bowler, Environmental Development Coordinator
Chloe Cooper, Strategic Planning and Engagement Coordinator
Nina Jurak, Acting Senior Policy Officer

Observers: Cr Daniel Kingston

Apologies: Mayor Hon Albert Jacob
James Pearson, Chief Executive Officer
Deputy Mayor Christine Hamilton-Prime JP
Cr Christopher May
Robyn Anderson, North Ward
Janine Blake, South-East Ward

Overview:

The purpose of the meeting was to consider the City's strategic approach to environmental management to inform a new draft Environment Strategy.

The objectives of the meeting were to:

- explore what is valued most about the environment and what are the major environmental challenges
- identify innovative ideas that address current environmental challenges
- discuss shared responsibility and how the City can work with key environmental stakeholders and the community.

The following subject matter experts were invited and participated at the meeting:

- **Ro Richardson** is the Manager, Clean Energy Future Fund in the Climate Change Unit at the Department of Water and Environmental Regulation. Ro previously managed the State's Low Emissions Energy Development Fund, with an initial funding of \$36 million, which supported innovative energy projects with grants allocated in competitive funding rounds. Following this, Ro managed the Container Deposit System project which put in place the Containers for Change scheme which is heading for 2 billion containers recycled and \$200 million returned to the community. Ro was then appointed to manage the Clean Energy Future Fund, with a budget of \$19 million to support projects with potential for significant and cost-effective emissions reduction and the potential for wider adoption. Ro has been working in the Climate Change space for 12 years.
- **Michael Hammond** is the Principal Water Planner in Allocation Planning at the Department of Water and Environmental Regulation. Since 2010, Michael has worked on the management of Perth's groundwater resources, and the wetlands and other ecosystems that depend on them.
- **Dr Geoff Barrett** is the Regional Ecologist in the Swan Region with the Department of Parks and Wildlife. Geoff previously worked for the Australian Museum as a research assistant before doing a doctorate at the University of New England in Armidale, NSW. Geoff then moved to Melbourne, and worked for BirdLife Australia, running the national Birds on Farms survey and also managing the 1998 Bird Atlas project. Geoff worked for CSIRO in Canberra, looking at conservation in rural landscapes, and in 2008, moved with his family to Perth where he is currently working with the Department of Parks and Wildlife. Current projects include community surveys such as the Great Cocky Count, Western Ringtail Possum, Quenda and Rakali surveys. Geoff plays a role on recovery teams for threatened species and is involved in strategic planning for the Perth and Peel Region.
- **Aaron Compton** is the Director Waste Avoidance and Resource Recovery at the Department of Water and Environmental Regulation. Aaron oversees the delivery of major waste policy, data, infrastructure and programs to achieve the outcomes of the State's Waste Avoidance and Resource Recovery Strategy 2030.

Outcomes:

ACTIVITY 1 — WARM-UP

1. What do you value most about the environment?

The discussion highlighted that the community values the diversity of the natural environment, flora, and fauna in the City. The coastal areas, wetlands, reserves, parks, and bushland are kept clean and attractive and are well-preserved. The skies are clear of pollution, and people can cohabit with wildlife. The mental health benefits of engaging with the environment are recognised and valued. The abundance of pathways and cycleways in the City encourage people to walk or cycle rather than always travelling on major roads.

Participants were asked to individually capture three words to describe what they value most about the environment in Mentimeter, which were used to form the word cloud below:



2. What are the major environmental challenges within the City of Joondalup?

The discussion highlighted the following key challenges:

- **Changing human behaviour** — Need more education. There is a lack of respect for the environment. A lot of people aren't willing to make sacrifices and the changes in their lives to have the desired impact. Need to manage expectations of who needs to do what.
- **Climate change** — Hotter and drier climate, more extreme weather events, bushfires.
- **Access to the environment** — People value the environment when they can access it. They lose value when they can't access it. There is a challenge to enable access to the natural environment whilst balancing human impacts.
- **Recycling** — How to deal with soft plastics, in particular, given that REDcycle are unable to accept them at present.
- **Water management** — Wastewater (processing it in the catchment area), surface water (managing it in situ) and groundwater (managing usage and limits).
- **Biodiversity** — Fragmentation and degradation.
- **Thermal heat islands** — Relating particularly to infill developments with reduced canopy cover.

- **Human versus nature** — The balance between building houses versus retaining green space.
- **The City is landlocked** — With infill comes a higher density built environment and more pressure on infrastructure. Need to expand housing even further, so there is a risk of losing remnant vegetation to provide housing.
- **Keeping our natural areas healthy** — Management of weeds and invasive species.

ACTIVITY 2 — ENABLERS

The purpose of this activity was to identify innovative ideas that address current environmental challenges. To set the scene, the facilitator led a short plenary discussion on upcoming trends/challenges that we might expect to see over the coming 10 years. The participants identified the following:

- Electrification
- Water sensitive urban design
- Working from home
- Fire management
- Increased use of renewables
- Austerity measures
- Increased population — linked to this:
 - More commercial activity — more people means more jobs are needed
 - Public transport demand
 - Food Organics, Garden Organics (FOGO) recycling
 - Disaster management burden — increased services required due to climate change
 - Need for better understanding of Indigenous land management techniques

As part of their preparation for the session, participants were asked to research an innovative idea to address a key environmental challenge. Participants presented and discussed these in their breakout groups, and four members presented their ideas in plenary. The experts were called upon to provide more information and to share their knowledge and experiences. The following is a summary of the ideas presented:

Environmental Standards Badge — Allison Elsom

This idea sees the City developing some environmental standards for commercial organisations to display a commitment to various measures, for example: no plastics, reducing carbon emissions, managing water consumption, recycling, etc. Customers of businesses within the City could then see what kind of commitment the businesses have made to environmental standards and choose where they shop based on that — power of the dollar! Similar concepts include: [placescore.org](https://www.placescore.org/), which is a website that scores and compares liveability; the Waterwise Council Program allows local Councils to become Waterwise Councils and be badged as a Platinum Waterwise Council; and the Australian Made campaign allowing consumers to choose locally made products and services. So, what's in it for the businesses to engage? Consumers want to choose sustainable options, and a campaign like this allows the businesses to align to public demand. There are some existing tools that could be utilised. Perhaps the City could encourage networking to share ideas for environmental standards?

Water Sensitive Urban Design — Gemma Dorman

This concept is about the introduction of vegetated swales to channel contaminated stormwater, keeping it in situ (water is absorbed into the land close to where it fell) and enabling the treatment of pollutants. Could be utilised in car parks to prevent rainwater running off into drains. This is being done in car parks in Richmond, Melbourne, with sedges/rushes. Water sensitive urban design has been occurring in WA for about 15 years and can be used to increase biodiversity. Increased density in houses will create more run-off, and this is one way of improving the management of water practices. A challenge is maintenance of the swales, as vegetated swales may die off in the summer months. Perhaps the community could get involved in maintaining them such as the implementation of an Adopt a Swale

program, and schools could help manage them too, as well as educating children. Could we design kerbing to run off into verges? Could we enforce verge regulations and reduce the amount of hardstand?

Citizen Science — Kim Allen

This is a Citizen Science idea related to wastewater. Beenyup Wastewater Treatment Plant is the largest in Perth, handling 135 megalitres per day, predicted to increase to 200 megalitres per day. We pump treated effluent near Ocean Reef Marina and Marmion Marine Park. The City has a responsibility to undertake water quality sampling. Antibiotic-resistant bacteria is finding its way into the sand. We could engage with Friends Groups and school groups to undertake additional water samples and also to collect litter. Awareness of this issue and active participation would lead to more understanding and action. Transparency is important. This is something that everyone should respect and be involved in and is a great opportunity for partnerships between the City and the community. It is also an opportunity for young people to learn. Need to include high school students as well as younger children.

Smart Cities — Tara Belle Lie

In this initiative, we look at implementing Smart Cities programs, such as measuring data to support decision-making, artificial intelligence to analyse data, machine learning, smart sensor lights, and automated systems. Cyber-security is critical, and data needs to be robust enough to be useful. A study from China surveyed 231 Smart Cities and saw a big reduction in carbon emissions and significant energy savings. It is important to make sure that the basis for decisions being made are communicated to the community so that they can understand them. The City could do more research into indicators that are useful to measure and evaluate how technology can be used. The City could conduct further assessments of what we can do and assess if we can make things more efficient and faster. Can we improve traffic flow management to help reduce carbon emissions? Knowledge is power. Sharing data publicly improves community literacy and informs their actions. Examples of current initiatives include the RAC air quality management program and the EPA air quality sensor in Duncraig. The City also has a Smart Cities program in Yellagonga Regional Park that includes water quality sensors (information is available here: <https://www.joondalup.wa.gov.au/kb/resident/smart-joondalup>)

ACTIVITY 3 — SHARED RESPONSIBILITY

The purpose of this activity was to discuss shared responsibility, in particular how the City can work with key stakeholders and the community to address environmental challenges. The facilitator asked a contextual question in plenary: **Whose responsibility is it to protect the environment?** And the unanimous response was **everyone**.

A range of photographs depicting environmental challenges within the City were provided for members to use as prompts to aid discussion. Members were asked to choose one per person and to discuss what the challenge is, whose responsibility it is to address it, and how the City and community can work together to address it.

The following challenges were addressed in plenary:

- **Aerators** — These are the City's responsibility to install, and it is community's responsibility not to pollute or damage them.
- **Prescribed burns** — As the weather gets warmer, people get more nervous about fire. People want the Department of Fire and Emergency Services to reduce fuel loads, but removing fuel load reduces biodiversity. Indigenous people lived in a fire risk environment by burning frequently with cool trickle burns and mosaic burns. We need to reintroduce this way of burning into our reserves rather than continuing with the large, infrequent burns as this can reduce biodiversity. The community need education that fire is not destruction and that it is actually good for the environment. You don't push burn; you do trickle burns. As the environment gets tighter, people complain that it's a fire risk. Reserves will be burnt and end up looking like parklands. Cool trickle burns/mosaic burns don't produce much smoke. The City would have primary responsibility for prescribed burns. They would engage with contractors to manage the burns. The community has responsibility to not panic when

there is a fire and to understand that this is part of maintaining bushland. More community education is needed regarding fire management.

- **Waste (3 Bins)** — It is the City's responsibility to dispose of waste, but the community needs to make sure they're putting the right thing in each bin. More community education is required. The City is on the verge of going FOGO.
- **Tree planting** — The City has street tree programs but could do more. Homeowners remove street trees or don't look after them. Residents could plant more trees; however, there are restrictions on what trees can be planted on road verges. There is a shared responsibility to make sure trees are healthy. Community members need to make sure trees are kept safe (not pulled up).
- **Artificial wetland irrigation** — It is the City's responsibility to maintain infrastructure, but it is the community's responsibility to help maintain public open spaces.

CLOSING REMARKS

The subject matter experts provided the following closing remarks:

Aaron Compton — Reflected that at the start of the session we spoke about what we valued, which was mostly intrinsic values regarding the natural environment and the management of it. By the end of the session, the discussion was more focussed on the built environment. He reiterated that FOGO is very important to recover household waste. He felt that there was amazing vision from the youth leaders.

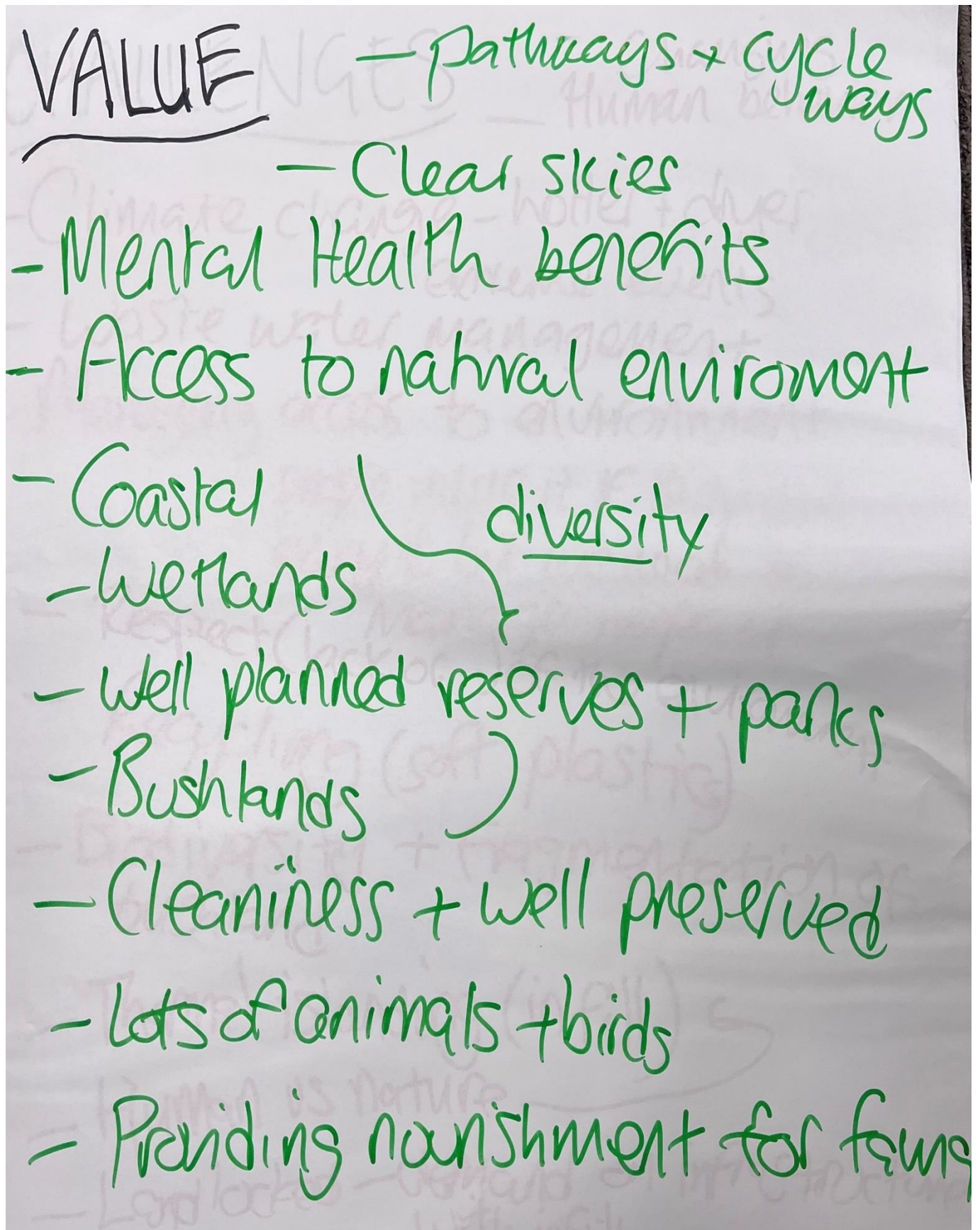
Michael Hammond — Sees tremendous opportunity in continuing to build partnerships. The Department of Water and Environmental Regulation has a new Waterwise Action Plan for the next two years, which captures a large amount of work and highlights partnerships as an important way to get good outcomes. The Department's Be Groundwater Wise initiative is a good source of information on groundwater use. The State Natural Resource Management Program, ReWild, provides useful information about adapting gardens to native gardens. Naturelink Perth talks about building connectivity with fragmented ecosystems to build biodiversity.

Ro Richardson — Highlighted that the South West Interconnected System grid that we are connected to is committed to reduce emissions by 2030. He recommends opting for electrification where possible.

Geoff Barrett — Reflected that the community is looking for its own solutions. Small but significant changes can be made by community members.

APPENDIX 1 — Value and challenges:

Facilitator notes in response to the question: What do you value most about the environment?




Raw output from Mentimeter in response to the question: **What are the major environmental challenges within the City of Joondalup?**

- Reliance of external fresh food supplies
- Population growth
- Climate change
- Coastal erosion; habitat destruction; climate change; urban heat island effect; waste management
- Population and building pressure
- Recycling
- Increase in population
- Coastline conservation/erosion given the huge stretch of coast within the city
- Climate change
- The intersection of the risk of urban heating, lack of canopy cover, fragmentation and managing irrigation of public open space as climate changes
- Managing waste and wastewater
- Monetizing the value of the natural environment versus the value of developing it
- Waste management; hotter, dryer climate; extreme weather events
- Climate change
- Keeping bushland healthy
- Reduced tree population and its effect on wildlife and temperature
- Management of waste
- Waste management
- Urban infill
- Meeting expectations
- Closer collaboration with local indigenous environmental leaders
- Limits on groundwater usage
- Preserving wildlife
- Climate change
- Coast erosion
- Changing human behaviour
- Surface and ground water
- Environmental degradation
- Water use
- Weeds
- Invasive species

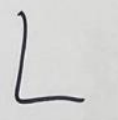
- CHALLENGES — ^{Changing} Human behavior
- Climate change - hotter + dryer
 - Waste water management ^{extreme events}
 - Managing access to environment
 - people value it if they can enjoy it but we need to
 - Respect (lack of...) ^{manage impact} of the environment
 - Recycling (soft plastics)
 - Biodiversity + fragmentation of bushland
 - Thermal islanding (infill) ↪
 - Human vs Nature
 - Land locked — demand on infrastructure with infill


APPENDIX 2 — Raw outputs notes from breakout groups:

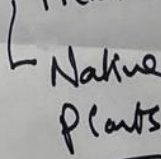
Citizen Science

Water + Plastics.  Monitoring Schools.


Cool mosaic dums.

 Line scale
dums.

 Indigenous tuning
techniques

Planting trees x shrubs (Build
matrix.)
 Native
plants.

Traffic — EVs

 Traffic flow agent.

Smart Cities

* measurement

AI/ML
Power BI (machine learning)

cyber security
(confidentiality, integrity, availability)

automation

* collective measurement, transition thinking, scoring

* data sharing & analysis

communication
↓
awareness

↓
understanding/

literacy → empowered decisions / inspiration

Hands on / interactive involvement

Schools all over contributing to submit pick up

Active Participation = Awareness + Understanding

Understanding

Nature positive

design.

support
wild life

Plant native species
in corridors

- less
water
usage.

Connect with existing
orgs → Nature link
→ Rewilding.

Provide advisors / guidance

Building design - natural
cooling, carry nature
roof top gardens

More trees (residential areas)

- 1) Education - of benefits
 - ↳ schools
 - ↳ advisorsMap bird routes - my tree matters!
- 2) Incentivise - rate reduction for more trees
 - vouchers
- 3) Deregulate? Allow people to plant their own tree
- 4) Monitor/regulate
 - Send photos/use digital.
 - Continue to get incentives/
vouchers

Environmental Standards Badge -

- energy reduction
- water consumption - " -
- recycling targets / practice products
- no plastic
- local produce
- indigenous representation

So customers can choose which businesses to support based on their environmental impact.

Make recycling as
easy as possible

More frequent
collections more
locally

eg $\frac{1}{4}$ by at local shops

Not once a year

Not take to Tamala.

With educators.

Environmental Standards Badge -

- energy reduction
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● Environmental Standards Badge

using the \$
Influencing behaviour
Incentivising businesses

- placescore.org
- liveability census
- waterwise

Swales

- ~~Swales~~ — contaminated storm water caught in vegetation trenches

— water sensitive urban design

— Melbourne doing this → maintenance in summer

keeps water local — keeping nutrients

Manages contamination — promoting biodiversity

Looks nice ☺

— ~~increasing~~

Alternative: enforcing verge management

— Adopt a swale

IDEAS

● Citizen Science

- Engage with schools + community Friends groups to do water sampling

Ideas → action

Secondary + primary

● Smart city

DATA

Knowledge is power

- Measurement (inform decision making)
 - AI and machine learning
 - Security - data integrity
 - Availability
 - Communication to/with community
 - Improve decision making
- Informed.

ANALYSIS

Everybody

Shared
Responsibility

Lake
Agators

↓
City Instal/maintain
Community Respect + report

Bins x3

City - collect
~~can~~ educate

Community

- listen
- do the right thing

* FOGO

Bushfire

↓
remove fallen trees
BUT impact biodiversity

- frequent burning
(indigenous approach)

- City responsible for
prescription burn
engage contractors.
communicate
educate

- Community buy-in

Tree Planting

City - plant

Community - plant
- nurture

APPENDIX 4 — Additional input from member post meeting:

These come in two parts and firstly where I believe that the City could take the lead:

PART 1

Electric Vehicles — The City should start an immediate program of phasing out its existing internal combustion fleet and introducing electric vehicles. It should also encourage its stakeholders and interested parties to convert their fleets.

Traffic Flow Management — As one of our youth representatives pointed out that several smart Chinese cities have managed to lower CO₂ levels. As I commented that this is through a traffic flow management system. There are countless studies not only showing the cost of keeping vehicles at traffic lights but the amount of pollution they emit. There are many smart software systems available, and the City could take the lead in WA by installing such a system in conjunction with Main Roads WA.

Biodegradable products — The City should start to use only bio degradable washing and cleaning liquids in its buildings and whilst these may cost more the environmental benefits outweigh it.

Partner agreements — In its tendering process the City should include a requirement for companies to demonstrate the environmentally friendly measures they are taking. This I believe will in the future become a major weighting factor in the award of contracts.

Buildings ratings — I am more used to the LEED certification, but Green Star is similar although I notice LEED certification is starting to be used in Australia. Whichever system of environmental certification the City uses it should ensure that all new builds achieve the highest practical award and initiate a program of assessing all existing building stock to evaluate what a reasonable retrofit program could achieve in gaining higher environmental certification and publish their ratings.

PART 2

The second part concerns the presentation that Alison made on identifying environmentally friendly retailers. I believe she has touched on a very important point as many people are not aware of such products or do not know where to buy them. This was demonstrated to me when the environmental focused Dutch Group that I was a board member of opened an environmentally friendly store in Dubai. The majority of shoppers were western aged between 25–45 and went out of their way to buy eco-friendly products.

There is a lot of education required but as a first step the City could setup a special website where retailers in the City of Joondalup can post their environmentally friendly products.

APPENDIX 5 — Additional input from expert post meeting:

I thought I'd send some brief thoughts and links on some of the discussion at our table last night on this paper — <https://www.mdpi.com/2413-8851/6/3/47> — and the nexus, in the context of a hotter and drier future climate, between:

- reducing irrigation for public open space in line with the 10% reduction to CoJ's groundwater licences from 2028 under the 2022 Gnangara groundwater allocation plan by reducing areas of passive, irrigated turf and replacing these areas with trees and native vegetation for cooling, biodiversity benefits etc
- adapting residential gardens to a 2 day per week sprinkler roster by transitioning to more native gardens (see [Home — Be Groundwater Wise](#) and [Bring Nature Home — ReWild Perth](#))
- increasing canopy cover to reduce urban heat island risks (see <https://www.wa.gov.au/government/document-collections/better-urban-forest-planning-perth-and-peel>)
- increasing connectivity of fragmented natural areas through planting trees and native plants on CoJ land (along roads and in parks) and encouraging residents along corridors to plant trees and native plants on their land (see [Resources | NatureLink Perth](#))
- providing foraging and roosting habitat, access to water and nesting sites for Carnaby's cockatoo and other native bird (and animal) species.

There are some great opportunities for partnerships in this space with some existing funding support through the Waterwise greening scheme ([Waterwise greening scheme \(watercorporation.com.au\)](https://www.watercorporation.com.au)) and local government support under the Gnangara plan ([Media statements — \\$4 million boost to help local governments reduce groundwater use](#)) and potential additional funding through WALGA's State Budget Submission — [WAL13631-State-Budget-Submission_V5_WEB.pdf \(walga.asn.au\)](#), pages 15–16.

The other opportunity for partnerships we identified was on fox eradication with other land managers (DBCA, DPLH, CoW) across a broader area than the CoJ to help limit repopulation of dens by foxes in areas surrounding CoJ to limit risks to turtles.

Also, here is the link to the Kep Katitjin — Gabi Kaadadjan Waterwise Perth Action Plan 2, that I spoke to at the end of the evening — [Program: Kep Katitjin — Gabi Kaadadjan — Waterwise Perth Action Plan 2 | Western Australian Government \(www.wa.gov.au\)](#)

The action plan has a real focus on partnerships and outlines the next steps towards establishing world-leading waterwise communities for Boorloo (Perth) and Bindjareb (Peel) by 2030. It further supports the State Government's ongoing commitment to tackling the impacts of climate change on our precious water resources, through water-saving initiatives and the creation of climate-resilient, liveable urban spaces. Kep Katitjin and Gabi Kaadadjan are the Whadjuk and Bindjareb Noongar terms for 'water knowledge'.

Please keep an eye out for the next phase of our Be groundwater wise digital marketing campaign in December. It will include lots of great material on waterwise gardening and on maintaining healthy, biodiverse gardens on a 2-day per week roster ([Home — Be Groundwater Wise](#)).

Strategic Community Reference Group — Work Plan 2023

Meeting date	Item	Purpose	Alignment with 10-Year Strategic Community Plan
Thu, 23 Mar 2023 6.00 – 8.30 pm	Community consultation, engagement, and communication	To review the City's current approach to community consultation and engagement. The meeting will examine the strengths and weaknesses of the various methodologies for obtaining feedback and explore preferences for ongoing communication and engagement.	5 Leadership 5.3 Engaged and informed <i>You are able to actively engage with the City and have input in decision-making.</i>
Mon, 15 May 2023 6.00 – 8.30 pm	Telecommunications infrastructure	To provide input into the City's approach to supporting telecommunications carriers in improving network capacity throughout the City. The meeting will explore community perceptions around the installation of telecommunications infrastructure and ways to address misinformation and community concerns with regard to amenity and health.	3 Place 3.2 Well-planned and adaptable <i>You enjoy well-designed, quality buildings and have access to diverse housing option in your neighbourhood.</i>
Mon, 31 Jul 2023 6.00 – 8.30 pm	Public art	To provide input into the development of a new Public Art Master Plan. The meeting will investigate potential objectives and themes for the plan, including an exploration of the different types of art, local stories and places of significance which will inform the scope and role of public art across the City into the future.	1 Community 1.4 Artistic and creative <i>You celebrate, support and participate in art and events in your local area.</i>