



ACT
Government

Transport Canberra
and City Services

BETTER SUBURBS

COMMUNITY CONSULTATION AND
ENGAGEMENT SUMMARY REPORT



Transport Canberra and
City Services Directorate

May 2018

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PROGRAM TIMELINE



Launch of Better Suburbs

19 September 2017

The Program is officially launched by the Minister for Transport and City Services.



Consultation opens

20 September 2017

The first phase of consultation to develop the Better Suburbs Statement opens. Participate online, through a drop-in session, writing a submission or being a workshop participant.



Consultation (Phase 1) closes

15 November 2017

The last day to complete the survey.



Review of consultation (Phase 1) feedback to develop Survey Summary Report.

January – March 2018



Preparation of Kitchen Table Discussion Guide

March - May 2018

Using Phase 1 survey results to prepare the Kitchen Table Discussion Guide.



Kitchen Table Conversations consultation phase

June 2018

Kitchen Table Guides will be available on Your Say Document Library from June. These enable groups to discuss the issues at hand informally and provide feedback on forms. Results will be presented to participants at the Citizens' Forum.



Hosting Citizens' Forum

July– August 2018

A forum where randomly selected participants will to work together to develop a vision and an agreed set of priorities for future city servicing. They will be guided by previously gathered community input.



Better Suburbs Statement

September 2018

Forum members present final Better Suburbs Statement to Minister for public release.

Reform program commences

From October 2018

EXECUTIVE SUMMARY

This report documents the feedback received in the first phase of involving the community in developing a Better Suburbs Statement, which will identify a vision for city servicing in the ACT for the year 2030. Servicing priorities will also be defined for the next 4 years to start realising this vision.

This first phase of community engagement focused on undertaking stakeholder and community views on their suburb. Over 8 weeks from 20 September 2017 to 15 November 2017 we heard from:

- > 1242 people who completed the Better Suburbs survey
- > 8 people who lodged written submissions
- > 175 people who attended 5 pop up sessions
- > 43 people through the Your Say Discussion Board
- > 302 people who engaged with our posts and made comments on social media

WHAT WE HEARD

- > Community members value and appreciate the suburbs in which they live. Over 86% of survey respondents indicated that they would promote their suburb as a great place to live.
- > The services and facilities people use every day contribute the most to how people view their suburb. The highest ranked features were those which enable people to move around tree-lined streets and access key areas such as shops, amenities and parks.
- > Shared spaces are important to individuals as they foster community-building. We received many comments about locating shopping, open public space and recreational facilities together, supported by amenities such as trees, benches and bins to make these spaces pleasant for a wide range of people. Such shared public spaces are convenient and become hubs which help to create a sense of community.
- > Residents want paths and roads which connect them to the key places they want to go to in a safe, convenient and pleasant way. Footpaths, cycle paths and roads were a key focus of the community. Many people expressed the need for these to be connected, well-lit, well-maintained, clear of debris, and designed for both projected growth and people with a mix of needs.
- > In general, people are satisfied with community facilities and have further ideas for their improvement. Libraries, dog parks and sporting and recreational facilities are seen as less important than basic, day-to-day services, however the community is happy with these facilities and services currently. We received several comments suggesting further possibilities to extend access to these facilities to more groups within the community.
- > The quality of facilities and standard of service is important to the community. A strong majority (82%) of people responded that they prefer having less infrastructure but of a higher quality and servicing, to having more infrastructure with less servicing.
- > City infrastructure is valued for the experience it offers to the community. While the community values basic infrastructure, more people rate the experience offered as more important than the number of facilities provided.

PROGRAM BACKGROUND

HOW IS CANBERRA CHANGING?

Canberra is recognised as a city like no other – we are an innovative, inclusive and smart city. We are also the fastest growing city in Australia, according to the latest census. Our locals are active in pursuits and living well.

In many aspects, we are leading the nation¹ such as being:

- > The most engaged community, with the highest participation rates in culture and leisure activities and events; and
- > The most active population with the highest rate of sport and physical activity participation in Australia.

WHY ARE WE DEVELOPING A BETTER SUBURBS STATEMENT?

By 2030, we are heading towards Canberra being a home for 500,000 people. Our suburbs will look and feel different and our city services will need to respond to changing expectations. How we use our land for housing and other purposes, move around our city, care for our environment and have services and space that allow us (and our animals) to be social will be different.

Decisions about our city services need to be made now for the future. They will have to balance community needs with being financially sustainable. A Better Suburbs Statement will give us a shared vision for city servicing in 2030, along with short term priorities that will lead us to this goal.

ABOUT CITY SERVICES

Each day the city services division of Transport Canberra and City Services (TCCS) delivers a range of services to the Canberra community. Just to name a few, annually we:

- > mow almost 30,000 hectares of grass in suburban areas and along arterial roads;
- > maintain around 2,500 kilometres of footpaths;
- > resurface more than 1 million square metres of road; and
- > collect in excess of 6.8 million household rubbish collections and 3.4 million household recycling collections.



¹ More detail available in *Whole of Government Communications and Engagement Strategy 2017-2019*, p6

SCOPE OF PROGRAM

The Better Suburbs Program will consider most – but not all – of the services TCCS is responsible for delivering. Services included are those generally delivered by councils in other jurisdictions. They are:

- > **Domestic Animal Services** – including management of the pound, animal control, dog parks and promoting responsible pet ownership
- > **Parks and public amenity** – including cleaning and litter collection, mowing, park facilities, weed control, and collection of abandoned motor vehicles and sharps
- > **Shopping precincts** – including car parking, cleaning and litter collection, and surrounding landscaping and pavement areas
- > **Open space and recreational facilities** – including playgrounds, skate facilities, fitness equipment and community ovals
- > **Library services** – including library resources in hardcopy and digital for loan; learning programs for children and adults; access to technology and the internet; and access to community spaces
- > **Trees and shrubs** – including trees in the urban environment such as street trees, new and replacement plantings, dead tree removal and storm response
- > **Waste management** – including domestic waste, recyclables and green waste collection and resource management and recycling centres across the Territory
- > **Street lighting** – including lighting in public places such as local streets and shopping precincts
- > **Construction and maintenance of roads** – including road resurfacing, fixing pot holes and planning and delivery of the Territory’s road network
- > **Construction and maintenance of footpaths and cycle paths** – including network construction, defect remediation and sweeping
- > **Traffic management** – including safety and operation of the local road network, arterial road system, traffic light system, and traffic management around school zones, during events and during road works
- > **Stormwater management** – including stormwater run-off networks, street sweeping, lakes and ponds, and gross pollutant traps.

Services **not** included are:

- > **Public transport (buses and light rail)**
- > **Canberra Cemeteries**
- > **Capital Linen Service**
- > **ACT Government’s Yarralumla Nursery**

In addition, services provided by other ACT Government directorates (i.e. development and planning, and building services) are not included in the scope of the Better Suburbs Statement. Strategies for these services have been prepared by directorates responsible for their delivery.

THEN AND NOW

In deciding how we deliver better city services in the future, it is important to understand how they were delivered in the past. This helps us acknowledge that as Canberra grows and changes, the way we deliver city services also needs to grow and change to meet the challenges that come with an expanding city.

These photos show Canberra in the 1970s and today, in 2018.

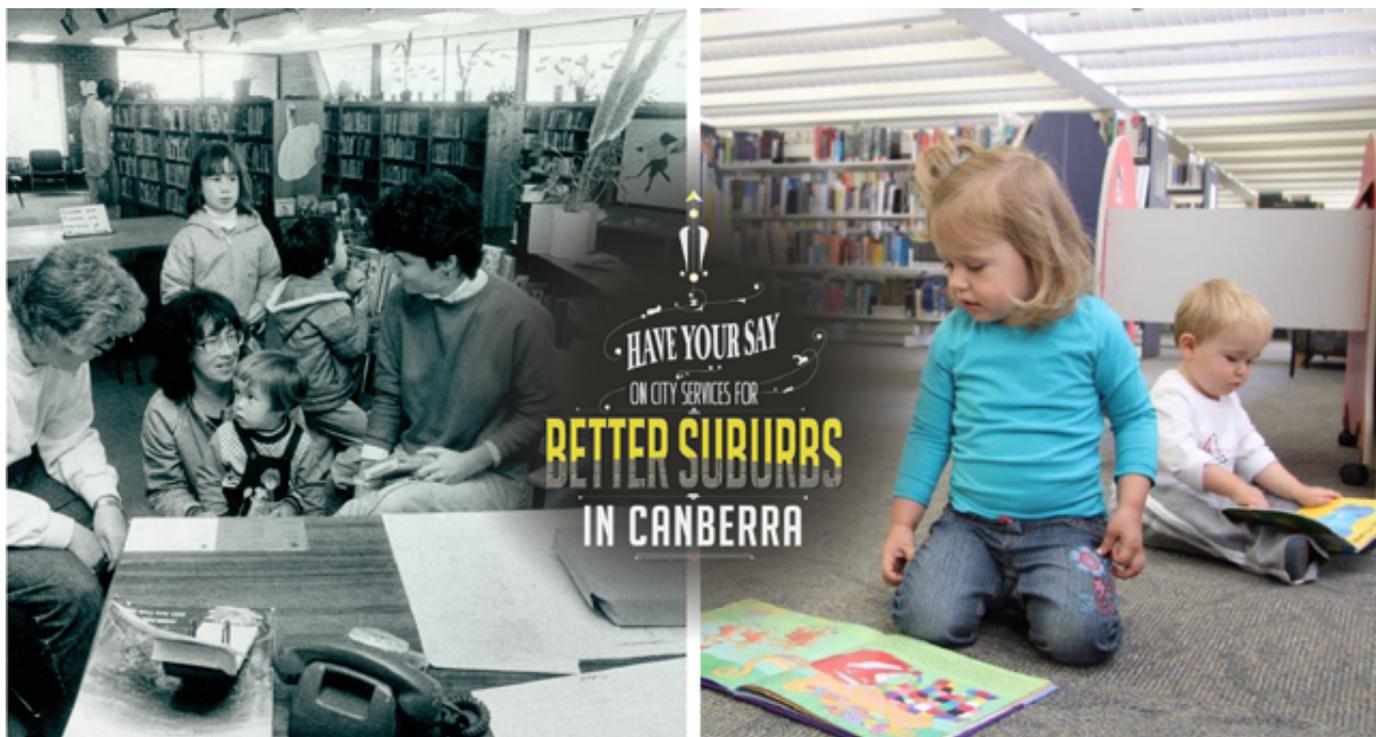


THE BETTER SUBURBS BRAND

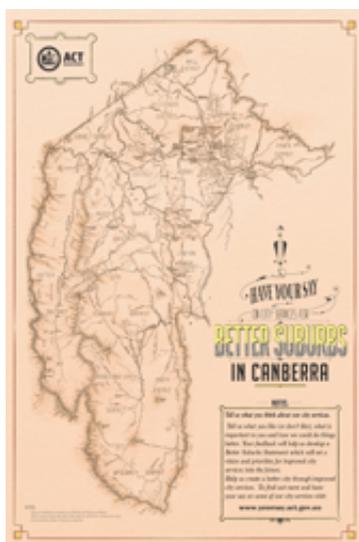
To be consistent with this thinking a brand was important to connect the community with the Program. This 'brand' needed to have a broad appeal and provide a consistent look to become synonymous with the Better Suburbs Program. It needed to be relevant for the life of the program.

Branding images used for the consultation 'took us back, to go forward'. They reflect where we have come as a city with its servicing over the past decades. This encourages us to consider and prepare to identify those needed for decades to come.

The map of the ACT was drawn in 1920 for the Prince of Wales and used across Better Suburbs posters, postcards, corflute signs, websites, reports and emails.



ACT LIBRARIES PAST AND PRESENT



POSTER



POSTCARDS



SNAPSHOT OF 100 PEOPLE IN THE ACT

Canberra is growing again. Just like those before us, we are listening to our citizens as agents of change. On average, as an ACT resident, you experience city services a few times every day which makes you the right person to help inform a Better Suburbs Statement.

IN 1976:

3 
With a disability

83 
Living in a separate house

14 
From a non english speaking background

30 
Aged >34

0.4 
Indigenous

IN 2016:

16 
With a disability

68 
Living in a separate house

21 
From a non english speaking background

46 
Couples with children

59 
In a couple

16 
Living in a flat or apartment

2 
Indigenous

50 
Aged >34

Source: Based on 1976 Census and 2016 Census, subject to rounding.

ENGAGEMENT ACTIVITIES

The engagement activities were designed to raise awareness of the Better Suburbs Program, to reach as many members of the community as possible and maximises opportunities for participation.

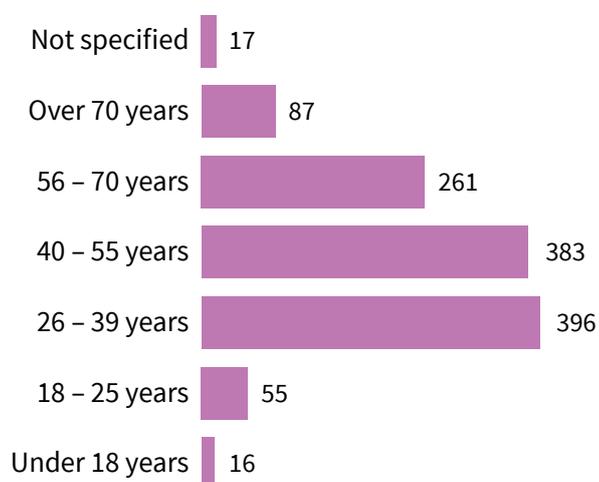
| Methods | Period | Overview |
|---|--|---|
| Your Say Survey Online and paper copies at all ACT Libraries | 20 September – 15 November 2017 | 1242 people completed the survey (1145 online and 97 paper copies) |
| Written submissions | 20 September – 15 November 2017 | 8 Call for Evidence written submissions were received |
| Budget Submissions | | Relevant budget submissions for the 2018/19 budget were reviewed to capture any comments on city services |
| Pop-up Sessions | Tuggeranong Library 4 November 2017 10-11.45am | Approximately 620 postcards distributed and discussions with approximately 175 people occurred across all pop up sessions |
| | Woden Library 10 November 2017 10 – 12.15pm | |
| | Gungahlin Library 13 November 2017 10 – 11.45am | |
| | Coleman Court Shopping Centre 15 November 2017 9 – 11 am 3 – 5 pm | |
| | Taste of Braddon Haig Park 11 November 2017 1 – 2.30pm | |
| Social media | ACT Government Facebook post 21 September 2017 | 20,069 people reached, 144 comments, 68 shares, 158 likes |
| | 9 November 2017 | 1,440 people reached, 9 comments, 3 shares, 7 likes |
| | TCCS Twitter (9 tweets from 19 September – 15 November 2017) | 8614 impressions (delivered to timeline) and 149 engagements (likes, expands, retweets or profile clicks) |
| Your Say Discussion Board | 20 September – 15 November 2017 | 61 comments were made by 43 contributors |

| | | |
|-----------------------|--|---|
| Communications | Our Canberra Newsletter October 2017 Online November 2017 Online and print | Online version receives 50,000 views Print version delivered to 187,000 households |
| | Posters and Postcards | Approximately 150 posters and 3,000 postcards were distributed at libraries, pop-up events and provided to stakeholder groups for distribution |
| | Printed media | A half-page advertisement in Canberra Weekly magazine 9 November 2017 which is read by over 90,000 each week |
| | Emails | Emails sent to over 450 government and non-government stakeholder groups with information on how to provide feedback |
| Presentations | Molonglo Mingle 26 October 2017 | Presentation which was also live streamed on Facebook. Postcards and emails were also distributed to 4 Mingle groups (Mawson, Mononglo Valley, Moncrieff and Throsby) |

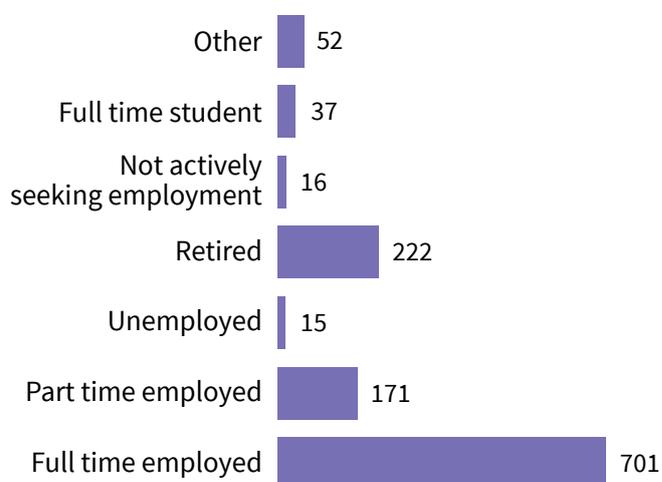
ONLINE SURVEY

An online survey was released on 19 September 2017, seeking community feedback on a range of city servicing topics. Hard copy versions were also available at all 9 ACT Libraries. Around 10% of responses were received in hard copy form, proving that libraries are popular contact points for such activities. The breakdown of respondents and their location is represented below.

Responses by Age Group



Responses by Employment Status





41%



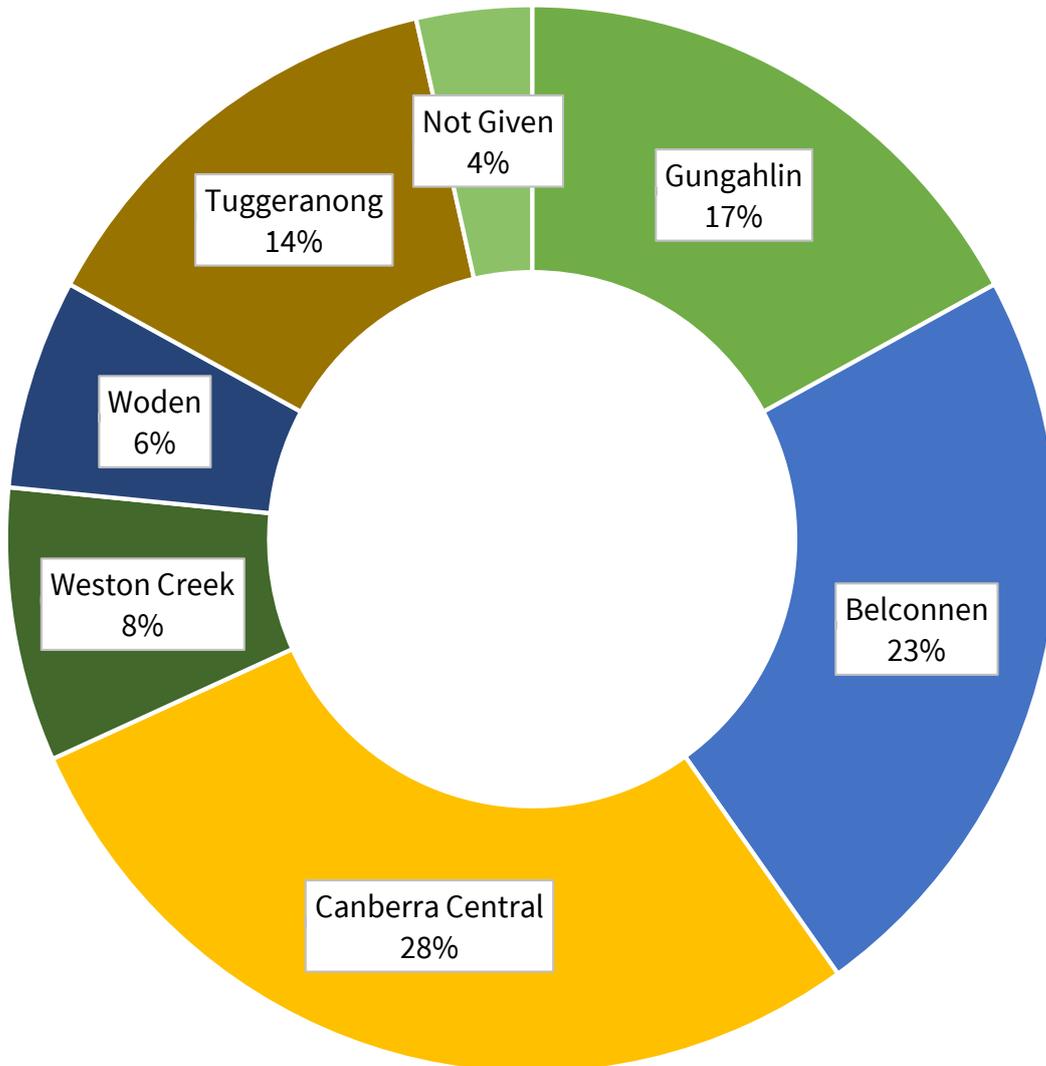
59%

ENGLISH SPEAKING
BACKGROUND: 89%

NON ENGLISH SPEAKING
BACKGROUND: 10%

ABORIGINAL / TORRES
STRAIT ISLANDER: 1%

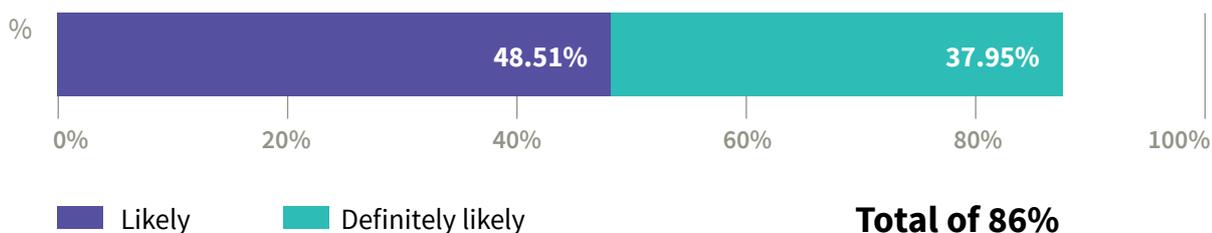
Response by District



SURVEY RESULTS

In the Your Say Survey people were asked how likely they were to promote their suburb as a great place to live to a family member, friend or colleague. Of those who answered, 86% would be likely or definitely likely to promote.

How likely is it that you would promote your suburb as a great place to live?



Participants were also asked why they would promote their suburb, with a selection of the answers from each district shown here. The most common words in the comments included ‘community’, ‘park’ and ‘location’.

GUNGAHLIN

- Ngunnawal is an older suburb meaning more mature trees. Great playgrounds in suburbs nearby and close to town centre. (2913)
- Bike paths, street lights, lots of active people (joggers, runners, walkers), minimal graffiti. People smile when you walk past them. (2913)
- Somewhat affordable, family oriented. (2914)

WESTON CREEK

- Sense of community, central to the whole city, easy to get into city centre and to all the town centres other than Gungahlin, close to the bush for walks, can get to major bike paths relatively easily, easily accessible local neighbourhood shopping centre. (2611)
- New suburb, close to main roads, good local roads. (2611)
- Relatively central location. Good shopping facilities and schools. Lots of public parks and ovals. (2611)

TUGGERANONG

- Very nice quiet suburb, safe, well-kept, leafy with lots of greenery. Facilities are alright with cycle connections and bus services, although they could be better. Group centres in adjoining suburbs although the local shops are derelict. (2904)
- It is close to the edge of civilisation and has good bike path access to Tuggeranong and the rest of Canberra. (2906)

CANBERRA CENTRAL

- It's an established suburb with larger block sizes, trees and park areas close to the lake. (2600)
- Can walk to many places I want to visit, such as movies, shops, restaurants and medical centre. The lake is a wonderful amenity to have on my doorstep. (2601)
- Leafy, dog friendly, people friendly, good access to shops, nature reserve, library, oval and pool. (2602)
- Location – close to the city. Quiet, tree lined streets. Good mix of people. (2602)
- Local community is active and connected to each other. Walking and using bikes, playing in parks and the local shops and school are hubs that foster a stronger sense of community. (2602)
- Lots of trees and open areas. In large part low density housing, highly appropriate for bringing up a family. (2603)

BELCONNEN

- Close to nature reserves, lots of playgrounds, footpaths and bike paths, blue rapid bus through the suburb, bright and open, quiet. (2615)
- It's not overpopulated, the views are great. A 2-minute walk and its all rolling hills and green fields, no bustling city. It's close enough to Belco town centre or Kippax for shops and I don't have kids so schools aren't an issue for me. (2615)
- Close to city, basic shops for everyday items, well maintained, cycle/walk paths, schools. (2617)

WODEN

- Torrens is centrally located and close to Mount Taylor which provides for great access to nature and walking trails. After many years of tired shops, a child care is being built and there is now a feel of activity and hope. (2607)
- Good shops, access to Red Hill and other parks, walking distance to Woden, proximity to the Canberra Hospital, easy access to Parl Triangle and Civic, good bus route. (2605)

Participants were provided with a list of 14 features and asked to rank the top 5 features that contribute greatly to making a suburb a great place to live and rank the bottom 3 features which contribute least to a great suburb.

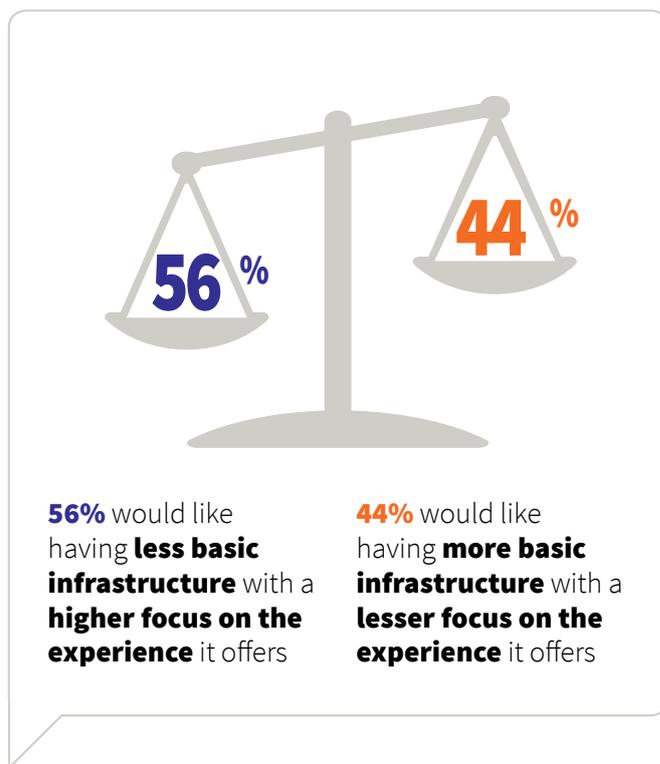
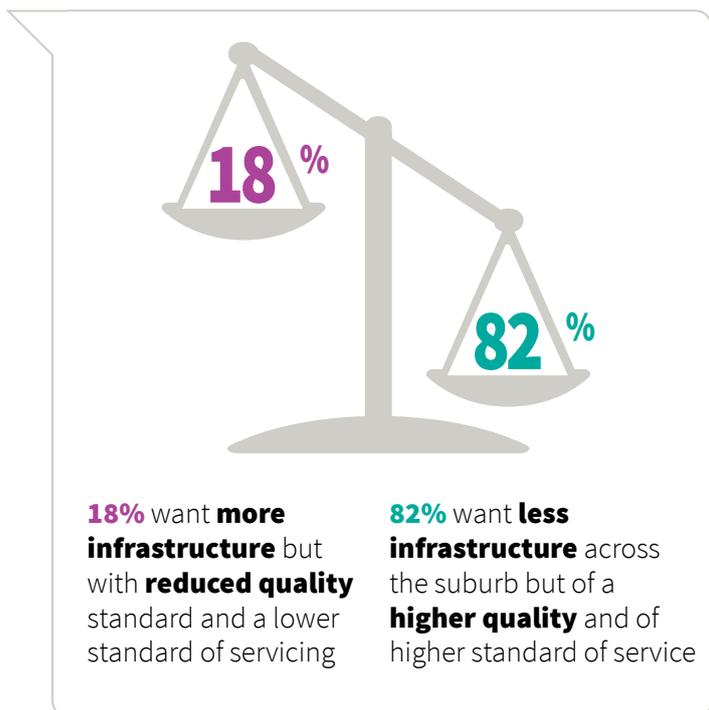
Top 5 features that contribute MOST to a great suburb

-  Access to Shopping Precincts
-  Access to Parks and Amenities
-  Safe and Connected Footpaths
-  Maintained Trees and Shrubs
-  Maintained and Connected Roads

Top 5 features that contribute LEAST to a great suburb

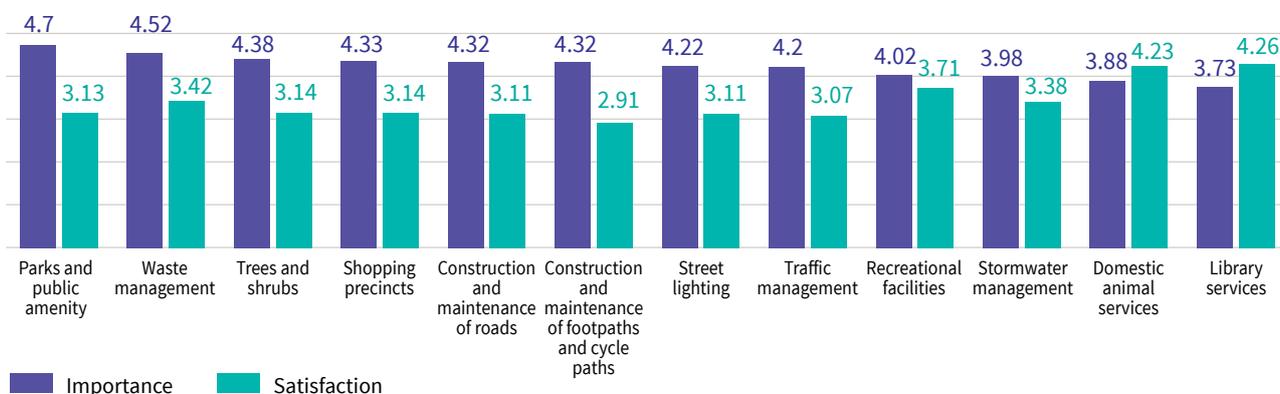
-  Access to Dog Parks
-  Accessible Verges
-  Access to Library Services
-  Access to Cycle Paths
-  Access to Recreational Facilities

Respondents were then asked to consider the right mix of infrastructure and services, and were provided with the opportunity to rate the level of importance and satisfaction with each service individually.



Aside from waste management services, the services rated as the most important matched those reported as the top features contributing to a great suburb.

Importance and Satisfaction of Services (Rating out of 5.0)

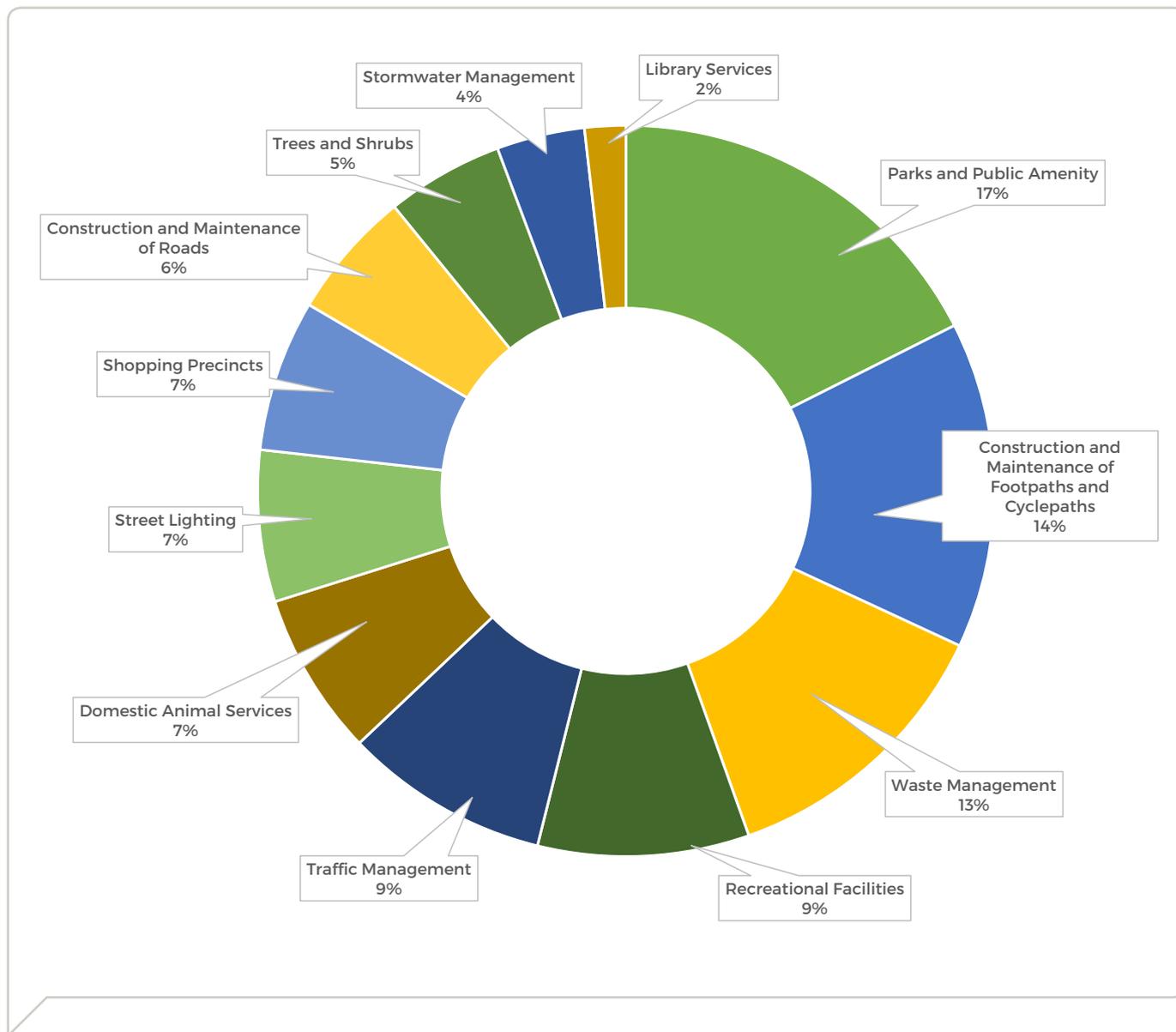


SURVEY COMMENTS OVERVIEW

Comments from the survey were separated into activity area and then into themes (Using Land, Supporting People and Animals, Moving Around and Caring for the Environment), for easier reporting. Note that some comments cross multiple themes.

The graph below provides an overview of all the comments received, whether positive or negative.

The following pages provide a summary of comments received in each theme. For a full copy of all the comments received please contact tccs.bettersuburbs@act.gov.au



SURVEY COMMENTS BY THEME

USING LAND

There were 40 comments that mentioned different topics relating to using land. The main focus in this theme was on shopping centre upgrades.

DEBRIS ON ROADS AND PATHS

- The bike paths are covered in glass, grass clippings and gravel.
- On major roads the bike lanes are always full of debris.
- Roadside and median sweeping and litter collection is terrible; streets are swept very rarely in a garden city where leaf litter and other rubbish builds up constantly. We are told to not put leaves and rubbish in the drains however it is not the people, it is the fact that the streets are not swept enough to clean them out after the wind blows stuff into the drains and then it rains.
- More litter collection in storm water collection areas to prevent rubbish making it into our lakes.
- Clean up the roads of dead kangaroos and debris!

SHOPPING CENTRES

- The improvements at Kambah Village are very nice, but overall the place is still the dump. Mainly because the Woolworths is old and rundown, in particular the car park, which I understand is not in your control.
- The shops are ugly, rundown and dangerous after dark.
- Do something about the Giralang shop site.
- Page suburb would benefit from an upgraded shopping area.
- I've already mentioned the fact there are no local shops at all – one of the only suburbs in Canberra with no local shops.
- The Giralang shop debacle really degrades the amenity of an otherwise good suburb.
- I am of the view we desperately need a public toilet say at the park near the Isaac shops. The nearest one is at the Mawson shops.
- A more attractive shopping centre in Fraser. The pub is not a community draw. Perhaps a cafe and some nice landscaping instead of just cement.
- Please inject life into a refurbishment of Hawker shopping village. It's dated, old and way too busy. Need more cafes and retail options in this area given the amount of people now accessing this precinct.
- Improving local shops would be a great bonus.
- Need better shops and more shopping facilities in our suburb, Fraser 2615. The shops are terrible!
- In my area the primary issue is the run-down shops.
- While some local shopping centres have been upgraded, it would be ideal for all to be upgraded over a few years. This encourages community use and network. People become more community minded when they are out and about and this would be promoted if local shops (small business) were upgraded.
- Great to see a focus on suburbs, but not if services are not organised/ managed on that basis. Why is there not a management place for EACH suburb that can be discussed AND THEN implemented and adhered to! And why cannot Government fix our shops in Giralang – it is a complete joke.

- I would like to draw your attention to the state of the public toilet facilities in some suburbs, particularly in older inner suburbs. The toilet blocks in Lyneham and O'Connor have been painted on the outside but little has been done to upgrade the inside. This is important for the health, hygiene and safety of the public.



SURVEY COMMENTS BY THEME

SUPPORTING PEOPLE AND ANIMALS

There were 125 comments that mentioned different types of asset and service provision that support us to socially connect, making this a popular conversation topic.

Public services seem underfunded, particularly libraries.

The ACT Library service is excellent both in library shopfront and online services.

FITNESS EQUIPMENT

- I'd love the government to fund more exercise equipment in local parks, considering Australia's growing obesity epidemic.
- It is great to see the bike training circuit beside Lake Tuggeranong. Thank you!
- I would love to see more outdoor exercise equipment in Lyneham!
- Having a dedicated running track, with exercise stations is very important to me. My suburb doesn't have any fitness equipment.



SKATEPARKS

- We need better maintenance of our skate parks. Recent concrete maintenance has failed and without a long-term skate park management strategy, our skate parks will continue to deteriorate and pose an increasing risk of serious injury.
- It would be wonderful for a skate park to be built in Telopea Park. There are no adequate recreational facilities in that area for adolescents. The facilities seem mainly to cater to young children and adults.

SAFETY OF FOOTPATHS

- The combination of unsafe footpaths and positioning of lights on the streets make it dangerous at night.
- Many footpaths in the older suburbs need widening and/or renovation. We older folk need good, safe footpaths, wide enough for two to walk side-by-side.
- Well maintained footpaths should be present in all areas, on all streets/roads and on both sides of the street. Walking with a pram in particular is very difficult/dangerous due to the absence of footpaths in many suburbs across Canberra.
- I like that the ACT government is promoting a pedestrian friendly environment, however in many locations it is still dangerous to cross roads.
- Cycling on footpaths/pavements is very dangerous for small children and the elderly.

- Sharing of the public library at Tuggeranong can be a problem as it is almost always very noisy – not always students, librarians can be very loud too when explaining to people.



PARKS AND PLAYGROUNDS

- It is great to see so much work happening – installing shade cloths over playgrounds. Thank you!
- Canberra is a great place to live but we can be even better – there are cost savings and economic benefits to be maximised from great and lots more playgrounds and public infrastructure.
- I would like a nice park around Jerrabomberra Creek.
- Upgrades of outdoor recreational facilities including parks, playgrounds and picnic areas are required across Torrens ACT.
- The parks in Turner suffer from drastic underinvestment.
- We need better playgrounds and nicer park areas. Overall I consider that west Belconnen suburbs remain good places to live. Some parks do need attention, so that they are better play areas including for older kids and teenagers.
- Chisholm needs to be looked at, local parks are a joke. We see all the money going into parks in Gungahlin and newer suburbs and the older ones are forgotten. It's very disappointing.
- Playgrounds in ACT need a revamp, not inspiring to encourage kids to play and not climate sheltered at all. No parks in our area – we need to encourage kids to get out and play safely.
- I would love to see playgrounds at my local shops, it is quite a big centre and is always busy. Outdoor seating, public space and a playground help to build the community.
- Torrens playgrounds require an update to bring them up to speed with other suburbs in Woden. The playgrounds have not been updated since the suburb was established. Moreover, since the development of a new early learning centre at Torrens shops, access to an existing playground has been removed, further diminishing access to urban spaces for children.
- Lyons shops needs a playground! There are so many wonderful young families here that would use it.
- Would really love to have the old and potentially dangerous kids playgrounds ungraded in our suburb.
- Would be great to have better playground facilities – suburbs often have a few minor playgrounds with a swing or a slide, or schools with big gates that you can't access, but if you want to go to a decent kids playground you often have to drive, park etc – takes away from kids' time exercising.
- Please consider upgrades to playgrounds in Torrens as the local children do not have any modern, sizeable playgrounds in the area. The local school now has a fence surrounding it and that playground can no longer be used by the public.
- Pearce and Torrens are in urgent need of rejuvenation of recreational facilities, specifically playgrounds.
- Please update play equipment in Fisher.

RECREATIONAL FACILITIES

- Gungahlin pool should have been more substantial instead it is just a pool; nothing for teenager/unsupervised older kids to do; too many people try to share the smaller pool. This is an example of your question about lots of facilities but of less quality.
- We need to look at sporting ovals – they are not maintained well and are expensive for community groups to book.
- Hall sporting facilities are in great need. There are no suitable change room facilities and no weather protection for spectators on the main playing fields.
- The provision of open area sports fields to the community is a feature of the Canberra landscape – I personally do not see the need to charge sporting clubs for their limited use of these areas, which are open to the community 24/7 – it's a feature of our suburbs to watch young people utilise these facilities on a Saturday and Sunday. They should be encouraged not charged to use these facilities.
- Sporting facilities in Hall need to be upgraded. The field is well maintained but there are no lights which make it basically useless after work in winter.
- The poor standard of our sport fields is disgusting especially when we have problems with obesity.

- Having public places as a destination stimulates the local economy and achieves a variety of social policy objectives. Having a dirty park toilet and rickety park infrastructure may be an inconvenience for local government but it impacts on many in the community. The ACT Government should take more pride. Should also examine expenditure and comparable benefit of other big spend matters such as the arts centre. It benefits a few elites while it chews a lot of resources.



- I just wanted to say, I love Libraries ACT! They are a goddess-send to the community especially the home library services. Thank you.

- The library services in Canberra are excellent.

- As we grow it will be important to maintain open and green spaces across the city. We don't need to be Sydney or Melbourne we want to be unique and Canberra.

- The mental health benefits of providing some services such as small urban parks, smaller scale dog parks, where residents can interact is inestimable. Ease of interaction between residents should be central to suburb planning.



DOMESTIC ANIMAL SERVICES

- It is great to see so much work happening to improve dog parks. Thank you!
- Overall, well done! Some more staffing at the Domestic Animal Services would be nice!
- Barking dogs – there needs to be some measure with teeth (pun intended) to fix the problem if the dog owner does not respond to reasonable requests. There is no dog control on shared paths. Previous email complaints have not been responded to and the problem is ongoing.
- Dog parks don't need to be in every suburb as they would use up available parks in the suburb, making them inaccessible to families who don't want off the leash dogs pestering them.
- Dogs being walked off leash on streets and in nature reserves seems to be getting worse.
- Animal control is not just about dogs, they are regulated. It is the cats that are the problem, they are left to roam the streets day and night, my streets full of them, no control what so ever, and they are killing the wildlife.
- My suburb is in desperate need of a dog park.
- Could we please consider allowing dogs wherever human can go as long as they are on a leash and under control?
- Dogs off leashes and dog ownership need to be better regulated.
- The spate of dog attacks really worries me. I am nervous walking my dog through suburbs.
- The current state of the capital is quite shocking compared to 20 years ago. Although lip service is paid with a statement about how dog friendly the capital is, unfortunately the state of the dog parks is shocking.
- A dog park in Woden would be good.
- I understand there is a law that people should clean up after their dogs – if so, no one obeys it.
- Dog laws in Canberra are not enforced and we encounter owners with off-leash dogs every day along all paths and cycle paths. Law that is not enforced is not a law! Please fix this for our safety and those of our pets too. It is particularly bad around public BBQ areas, near the lakes and near dog parks for some reason.
- I would like to see more innovation around dog parks, currently they are designed for people who want to sit there and let their dogs run around. I would like to see more areas design for the human and the dog to exercise, like a running track where you can run and have your dog off the leash (letting you get exercise as well as your dog). More education/signage on where you can have your dog off leash would be helpful.
- Dissatisfaction with animal services ... have a fantastic dog park but too many people walk their dogs off lead. Rangers should fine people for doing this around Forde and Yerrabi Ponds.

SURVEY COMMENTS BY THEME

MOVING AROUND

There were 128 comments that mentioned enablers for us to move around our city more easily and safely.

STREET LIGHTING

- The frequency of street light maintenance seems to have reduced recently. It is taking longer to repair lights that are not working
- Page suburb would benefit from upgraded street lighting.
- Please increase the number of street lights in the inner north. Walking at night doesn't seem safe because of the lack of lighting. Many lights also go dead without being fixed or bulbs replaced for long periods of time, making the situation worse.
- Street lights in some suburbs are so dim you can't see pedestrians and cyclists.
- Street lights are an issue. It's too dark especially in winter when the days are shorter. Otherwise I love this city.
- I think that upgrading street lighting should be a priority in older suburbs. I don't feel safe at night and shouldn't need a torch to go to the end of my driveway even though there's a dim streetlight 40m away.
- If I were to ask for one thing to improve my suburb, it would be better street lights. Once you are off the main street, the lighting is so poor it doesn't even reach the ground.
- Overall the delivery of services is very good. Generally, I have no issues. There is a slow turnaround time for fixing basic issues like street lights which are out or flickering. It seems that resources have either reduced or been redirected/outsourced.

VEHICLE SPEED

- Our area is quite good. The area could use some sprucing up as it is an older suburb. Road safety is a bit of a problem, mainly speeding.
- I think suburbs would benefit from dropping the speed limit to 50km per hour for all roads through the suburb.
- Lowering standard speed limit to 30km/h.
- Inside suburbs slow down the traffic on the 'main' road – make it 50 km/h. That way all the speeders will be doing 60 instead of the 70 they do now. School kids are at risk when crossing the street.
- Please remove 40km/h zone on schools during the day, like in NSW.
- A huge emphasis is needed on speeding in school zones on busy roads (Launceston St).
- Please enforce speed limits and stop sign compliance in Griffith/Forrest/Red Hill.

- We need to have more funding for road maintenance and traffic management as a priority. Especially in residential streets.

TRAFFIC LIGHTS

- Traffic lights are also not updated regularly despite changes in traffic flows.
- Traffic light synching! Less red lights for no reason!
- Put a red light camera at the crossing on Maribyrnong Ave Kaleen, at the Kaleen Primary/St Michaels crossing (between Tyrrell Cct and Ashburton). This is a red light that has been run through by at least three cars in the last month, when young children are crossing the road.

- We need to make the school zones safer e.g. permanent speed cameras and flashing lights.

- It is great to see so much work happening to resurfacing roads. Thank you!



TRAFFIC CONGESTION

- Well done to TCCS, I love living in Canberra. It is beautiful. The traffic in Gungahlin area could improve though, at the moment it is quite horrendous. But otherwise will recommend Canberra to all.
- Traffic management is haphazard and inconsistent across Canberra.
- Gungahlin is very congested with little thought given to development.
- The traffic in Gungahlin at peak time is horrendous. Forward planning could have meant that not all roads in/out of Gungahlin have work at the same time.
- Roadworks on all major roads in Gungahlin at the same time makes peak hour traffic a nightmare, and needs to be better considered prior to the release of new land. Staggering the works should also have been considered – not doing too many at the same time.
- Please build arterial road networks to a standard that can support expected growth BEFORE new suburbs are populated. I read somewhere that this is what happened in Tuggeranong years ago. Gungahlin has been a massive fail in this regard.
- Having so many roads all being resurfaced/repaired/updated all at once, puts such a strain on morning and afternoon travel. Also not thinking ahead and realising well after the fact that some larger suburbs using major roads need more than one lane roads. They should all be 2 lanes!
- Not a good move scheduling road works to 3 out of the 4 major roads servicing Gungahlin and not improving quality of the road at EPIC. Need to build infrastructure before people live in suburbs.

CAR PARKING

- Please do something about the car parking situation in Cooleman Court.
- Parking at Gungahlin shopping centre: Where are all the commuters going to park?
- Cooleman court parking needs updating to cope with increased demand ASAP.
- For goodness sake STOP taking away parking spaces in the city! It is ridiculous trying to find a car park in there now and the parking you can find costs a fortune. I avoid going in there now, very disappointing. Not everyone wants to use public transport. Northbourne Avenue looks disgusting and the light rail is an unnecessary cost!
- There should be much more public parking in town centres – why can't they be multistorey and pay with a My Way or bank card? What's the go with building a tram without putting in park and ride at every major interchange? Why do we allow building large office buildings with only a fraction of the necessary car parking for the staff? There are many ways to improve our city without costing us a fortune or shifting the burden. There is a good reason why I left Sydney all those years ago, but Canberra is heading in that direction.

SPEED BUMPS

- I do not like archaic speed humps.
- Need better positioning of the speed humps.
- Those speed bumps in suburbs are just awful.
- My dissatisfaction with roads is there are too many ridiculous speed bumps around.



FOOTPATHS AND CYCLE PATHS

- Thank you for the recent upgrade to bicycle paths – the new pedestrian crossings are great.
- We have few footpaths in our suburb (Hawker). This didn't bother me until we had a little girl and trying to teach her road safety and to keep off the road is a bit hard when there are no footpaths to use.
- Please do something about appalling footpaths.
- More focus needs to be placed on home owners or residents keeping vegetation clear of footpaths, especially near corners, busy roads and schools. It makes it impossible to walk on a path without falling off the edge when vegetation is sprawling across the path. This is very important for elderly, disabled, and patients doing exercise for recovery programs after injury.
- Safe/connected footpaths: I don't use them – they go nowhere – need cars to go anywhere in Canberra.
- Cycle paths: Revert to cyclist getting off bike to cross roads/pedestrian crossings – they ride too fast, don't stop and are a danger to others.
- The ACT Govt always promotes a healthy lifestyle and encourages people to walk however, does not construct footpaths in established areas or links to work areas e.g. Kingston to Fyshwick (you end up at the wetlands and then no access into Fyshwick except along the roads. Also Fyshwick is in urgent need of footpaths – we should not have to walk on roads with huge trucks and busy traffic.
- Some road resurfacing could be redirected to shared/bicycle path maintenance. I have seen roads in okay condition resurfaced, while nearby bike paths in far worse condition are not touched.
- Need more cycle paths parallel to, but off, the roads to keep everyone safe.
- Paths are way too narrow, uneven and bumpy and poorly lit. Should be much wider and smoother for people to share and use with prams, wheelchairs, scooters bikes and be well lit for safe evening and night time use – encourage movement and physical activities. Bike paths are either part of a footpath or if on the road segregated by a barrier. We need to encourage people to move and feel safe about it.
- My suburb in Cook lacks footpaths! It makes it unsafe trying to walk to the local shops with a pram as most of the streets near me have planted gardens on the verges, forcing us to walk on the side of the road unsafely.
- Insufficient maintenance of pathways.
- Connecting up well maintained footpaths with cycle paths between old and new suburbs needs to be a priority particularly for suburbs that share school catchment zones (e.g. Crace and Palmerston). This is to improve safety and accessibility for families walking to schools and helps incentivise not using the car and adding to congestion.
- I have asked for safer pedestrian access to my street for a long time since it is a very popular street for cutting through. We would love for that to happen so my kids can actually ride to school, which is only 1km away, but unsafe to get to.
- Lack of practical cycle path connection from Macgregor to Belconnen Town Centre is really annoying.
- Bike paths need to be considered systematically, like road networks are, not as a haphazard add-on.
- I have submitted many bike path and street light issues via fix my street, but nothing really ever seems to happen. I can see that someone looked at some reports as some spray paint appears on the path, but years later still no change. Though I will admit the recent path levelling in Tuggeranong suburbs has been most welcome.
- Footpaths need to be constructed in the Woden area, people have to walk on the road. Mothers with prams are pushing on the road which is unsafe. The population is increasing, it is uncivilised not to have footpaths.
- Dramatically increase funding for the agency that deals with basic municipal services such as footpath repairs.
- Footpaths/bike paths are only useful if they are fully connected between the places people want to go, and you should not find yourself suddenly riding on the road because the bike path cut out suddenly.
- Shared cycle/pedestrian paths don't work because cyclists are selfish.
- Bike paths are non-existent in my suburb and the footpaths are of poor quality in general.
- If you want people to walk or ride more the paths in the older suburbs need to be much better.

SURVEY COMMENTS BY THEME

CARING FOR THE ENVIRONMENT

There were 98 comments that mention how we can care for our environment. The most comments were people asking for Green Bins to be available across the whole of the ACT.

COLLECTION FREQUENCY

- Please collect recycling weekly.
- It would be great to see an increase in recycling bin collection services.
- My recycling should be collected weekly and rubbish fortnightly.
- Please make recycling weekly, everybody wants this!
- Weekly recycling would be good too as more and more packaging is recyclable, The recycling service must be each week!!!
- Recycling needs to be increased to weekly. Rates have more than doubled and we are not getting the quality services we used to.
- I want to live in a world class city that focuses on renewable options for building and power, reduces waste with an increase in recycling (weekly!)
- Recycling bin should also be collected weekly instead of fortnightly.

- Canberra needs better recycling collection for food/organic waste, batteries, and polystyrene.

- Excellent rubbish collection services!

- Consider multiple ways and even new ways of engaging. For instance why not have an app that links your bin collection to household waste and engage with people via the service in question? Be innovative and engage at the level of use and through the service itself. Integrate and then you can easily track, monitor, evaluate and deliver easier.

- The long term goal of sustainability is most important to me, so proper waste management is crucial e.g. genuine recycling and composting, as well as a reduction in noxious packaging. Clever use of organic waste is a top priority for me.

- We need better recycling and waste management, e.g. Green waste collection is a step in the right direction, perhaps explore something similar to Sweden's recycling shopping mall (www.retuna.se) for Canberra. Thank you for the opportunity to provide feedback.

- Need an effective study of waste services and costs related to mixed use dwellings in the ACT. Must better understand that it is hard to deliver waste services without enough space and infrastructure available in multi-unit dwellings and mixed use dwellings. More community and stakeholder engagement should be encouraged.

- I think Canberra is generally pretty lucky to have lovely suburbs and I take a lot for granted in my suburb, especially services like garbage collection.



TREES AND SHRUBS

- Cover our city, especially roads and paths, with tree canopy – to cool the city in summer and provide shade and shelter to people walking.
- The tree people in ACT government seem to do their best, but their budget is clearly not big enough.
- More trees on median strips instead of gravel.
- Improved maintenance of the suburbs – when trees and shrubs are removed – re-plant them.
- I believe street tree plantings should include more deciduous trees, replacing evergreens at times when replanting occurs, to allow much better solar access to houses in older suburbs. It makes no sense to me to use evergreens that block the sun in winter.
- Dissatisfaction with maintaining trees. In Forde they keep replacing gums even though streets close to Mulligans have a fire rating added. Government should allow people to decide on placement of trees.
- Nature strip trees could use more attention, in particular the replacement of those that have died.
- It is great to see so much work happening – trimming trees by Lake Tuggeranong. Thank you!
- Cut back trees near and around road signs. Don't plant stupid trees that grow huge in the suburbs.
- Allow high trees to be trimmed, particularly dangerous gums near houses. Canberra is a great place to live but we seem to be losing the trees and bush that make it so beautiful.
- Please clear gumtrees in reserves that are too close to homes.
- There is limited focus on tree maintenance and the recognition that the trees here are old and are coming to the end of their lives. Some of the trees at the Holt Community Park have died and need replacing.
- Generally things are going well here in 2603 – however we do need some more support in trees.
- We need more regulation and rules around maintenance of front and side yards and verges. There should be more requirements to prevent weeds and excessive growth of trees and shrubs.
- More work should be invested in the maintenance and presentation of shrubs and trees across Canberra, specifically in the north.

LARGE WASTE COLLECTION

- Regular clean-ups?!
- We need access to bi-annual clean up collections as per councils interstate.
- Would like to have an annual verge collection of larger waste products as per every other capital city in Australia.
- I would like to see suburb kerb side clean ups bi-annually like they have in Sydney.
- ACT Government waste management has been poor for some time. There should be a once or twice a year pick up of unwanted larger rubbish that would not normally fit into the bins.
- We desperately need a routine 6 monthly large item rubbish collection for old furniture etc.
- Adding an annual free pick up of large waste would be good, it might cut down on dumping. I always found it useful when I lived in NSW.
- Council pick up of unwanted items on a regular basis. It costs a lot to take waste to the tip and we already pay higher rates than most other states so we should be getting these services.

GREEN BINS

- Waste collection – green bins have been awesome for green waste.
- I would really like to see green waste collection.
- Green waste garden collections would be great.
- Would like to have green waste bins in the suburbs.
- Implementation of green bins territory wide.
- More green waste!
- I would like to see green waste collection ASAP.
- Green waste disposal should be provided as in other Australian states.
- Green Waste Bins Please!!!
- I would like a bin for green waste please.
- Need bin for green waste.
- We should all have a green bin.
- Please bring out green waste bins to Canberra suburbs!
- A green waste bin for compostable green and garden waste.
- A green waste removal bin system needs to be introduced for all of Canberra like other cities have had for decades. There should also be a green waste bin made available to every household.
- Hoping the green waste bins roll out. People will stay on top of yard maintenance a lot more which is especially important heading into bushfire season.
- Green waste bins would be very nice.
- Where are the green bins?
- Fast tracking green waste collection throughout Canberra is important.
- Page suburb would benefit from upgraded green waste collection.
- My dissatisfaction with rubbish removal is only because we don't have green bins.

- I think waste management is something to encourage and remind residents and businesses. It's easy to put it in the bin and not think twice about our rubbish. Education and partnership with other organisations / businesses which dispose of waste effectively is welcomed. One thing I notice in apartment blocks is the abhorrent lack of care or lack of knowledge to dispose items properly. A campaign to target this area would be greatly appreciated. If this is a microcosm of our society, then I think we are in trouble in 100 years.

WEED CONTROL

- Please stop spraying so much poison on the mulch that it turns fluorescent pink.
- There are good plantings near parkland but they are not maintained. More staff should be put into maintenance so there are not so many tall weeds.
- Dramatically increase funding for the agency that deals with basic municipal services such as litter and weed control.
- Public verges remain unmowed and unweeded, especially surrounding dilapidated public housing. Undertake regular mowing and weed control and edging of footpaths.
- Very disappointed with the maintenance of roads and public spaces when it comes to weeds.
- Too many weeds growing along verges, Canberra is much uglier than it was 10 years ago.
- The mowing schedule seems very haphazard. The laneways between houses, particularly in suburbs like Harrison, are atrocious. The weeds in some areas are cracking the paths they are that overgrown.
- Please can you address street sweeping and weed removal on David Walsh Avenue, Forde. It's a disgrace.

- The collection of rubbish in the ACT needs to be improved. It is not unusual for the rubbish bins to not be collected until the day after collection day.

- Would love to see kerbside co-mingle recycling collection weekly and moving household waste collection to fortnightly. Recycling bins are always full to overflowing and the general household waste bins are almost empty (not worth wasting fuel to empty them weekly).

- There is an opportunity for communities to adopt open spaces and plant gardens in our dead spaces around old shopping precincts. They don't need fencing off.

- I think Canberra is generally pretty lucky to have lovely suburbs and I take a lot for granted in my suburb, especially services like garbage collection.

- Please improve garbage collection options for people without cars. It is hard and expensive for me to get to the tip.

- While I could say that we need a much better system of recycling – as opposed to waste disposal – having tried to get access to politicians who represent me to discuss this, mostly they are inaccessible. This is a pity as it compromises the amenity of our city.



- Need an effective study of waste services and costs related to mixed use dwellings in the ACT. Must better understand that it is hard to deliver waste services without enough space and infrastructure available in multi-unit dwellings and mixed use dwellings. More community and stakeholder engagement should be encouraged.

- I have indicated 'dissatisfied' for waste collection services because we do not receive such services despite living between Wright and Uriarra which do get these services.

STORMWATER MANAGEMENT

- Stormwater maintenance needs higher attention and a greater budget.
- Many stormwater systems would also benefit from litter removal.
- I initially ranked stormwater as low importance because I don't think about it, it just happens in the background.
- Please maintain the stormwater drains on the hillsides behind suburbs as a lot of them are slowly filling up with dirt.
- Stormwater control in Hall Village is problematic. There are huge erosion issues with most of the back lanes, flooding of residential blocks on the downhill side of Victoria St due to runoff not being contained to drains further up and flooding of the Hall Oval. The increasing likelihood of more 30mm/hr storms makes these important issues to deal with.
- Stormwater systems are very important but are not something that we 'use'. To lower priority on such things might not be the best approach.
- Too many pollutants get into the lake. I realise it is a difficult problem to solve. Too much fertiliser is used by households in Canberra. There is no gross pollutant trap on the drain that goes through Telopea Park.

- Can we trial compost bins as part of waste management – all food scraps go into this and it is collected and put into a government compost area of the dump, like is being trialled in Canada.

- Waste management is adequate, though some better drop off collection points could be useful, rather than having to drive to Mitchell.



YOUR SAY DISCUSSION COMMENTS

The Your Say website provided the forum for community members to join in a discussion about the Better Suburbs Statement and its intention to define priorities to improve city servicing. There were 43 participants who made 61 comments. Below are the most common topic themes.

- There needs to be increased funding for, and more regular mowing of grass verges along paths and grassed parks in Canberra. It is a disgrace how the grass is left unmown, making parks unusable during summer due to snakes.

- Lighting in the Inner South is very poor and makes people feel unsafe at night.

- Many shopping precincts in Tuggeranong suburbs need to be reinvigorated, bringing them on par with newer suburbs – more trees and landscaping, outdoor play and eating areas, new footpaths and walkways, major roundabouts decorated with sculptures/landscaping, shop facades updated/restored. Keep up the good work with mowing and maintenance of existing parkland, repair and replace cracked bike and pedestrian pathways. Limit the construction of mass produced apartments, and retain the south's character as nature's haven beneath the mountains.

- Recycling needs to be weekly rather than fortnightly. I would also love a council pick-up every quarter for large household rubbish.

- Canberra needs more proper recreational parks in the suburbs – I am not talking about a bit of tanbark, a playground and very occasionally a bit of shade cloth. We need proper mown grass, shade trees and facilities where kids, young people, friends and families can meet. Yes, there is a park at the end of Gungahlin ponds, John Knight Park etc. but we need parks in the suburbs that are easily accessible by foot or bike. This is particularly important given that our city is being destroyed by the Government building an ever-increasing number of apartments and reducing both the size and number of available detached housing blocks. These parks need to be MAINTAINED. Properly and regularly mown.

- The standard of tidiness of the streetscape compares poorly with many other towns and cities in Australia. Graffiti removal is poorly handled. Much of it is painted on public assets or fencing bordering public land. Why it is not rapidly removed as is done successfully in some other jurisdictions? Canberra can and should do much better than this!

- Street lighting is incredibly poor in our suburb in the Inner South. Together with the often disrepair of the footpaths this makes for a dangerous combination.

- The mobile library needs to be active, not just books, but games and puzzles. People can donate a puzzle to be able to borrow.



- Road resurfacing has begun in my suburb. Having recently bought a new car I'm bracing for having it used in that process to scatter stones and suffer the damaging shrapnel from other road users. I find this completely unacceptable. Why can't we have the roads left smooth and the loose stones cleaned up as part of the contract?

- We need to get volunteers or residents to clean up the litter around garden areas/roads around houses in Gilmore and Chis olm and other areas in Tuggeranong. We need volunteers to clean up the litter around Lake Tuggeranong so the birds don't choke on it. I would be happy to volunteer to make Canberra a cleaner/healthier place and protect the nature and wildlife.

- Library services, which used to be great, are an embarrassment for a knowledge city. Libraries have become banal 'information centres', with no serious effort at any kind of acquisitions policy. My other shire, Eurobodalla, does a better job on a small budget. They still have great staff, plus this charmingly old-fashioned idea that libraries acquire books.

- As a north side resident who has not been in the Green Bin trial, I support the Green bins initiative and a Canberra wide rollout (subject to the trial findings of course). Although perhaps not an immediate need, I also feel that within the medium term outlook a fortnightly recycling collection may need to become weekly as globally communities gradually shift to less waste with more of our packaging becoming recyclable. Recycling bins spilling over is a common sight.

- It would be fantastic to see a skate park and youth recreational area (i.e. basketball court) built in Telopea Park where the existing half pipe is. Currently Telopea Park seems to only cater for young children and adults. Good skate parks are a great way to keep young people active (off computer screens!) as well as giving them an opportunity to create a community of like-minded enthusiasts!

- People walking their dogs without leads and their dogs attacking other dogs on leads. We need new laws around aggressive dogs and it being mandatory they have leads on or dogs in general having leads on if they are not trained or have aggressive or social problems.



SOCIAL MEDIA COMMENTS

During the consultation period TCCS 'tweeted' 9 times resulting in 8,614 impressions and 149 engagements (likes, expand, retweets, and profile clicks). Between 21 September 2017 and 15 November 2017, TCCS placed 2 posts on the ACT Government Facebook page. These reached a total of 21,509 people, generated 469 engagements (reactions, comments and shares) and were clicked on 1,324 times.

There was a notable spike in online survey responses in the days immediately following these posts. These are some of the Facebook comments:

- Simple, tidy up Canberra and not just the tourist parts but in the suburbs. In Dunlop where I live, the mowing is done infrequently: we seem to be the last to get mowed and sometimes get missed throughout the mowing cycle. Also trim and clean up old trees and shrubs, it's not rocket science but a good start is to employ some more people and just clean up the place!

- Close puppy mills, stop back yard breeders (who are not registered breeders) and police desexing of animals. Be active not passive. Put money in advertising campaigns!

- Make it illegal to leave your bins on the street any other night than bin night. My street looks like a dump because my neighbours are all too lazy to bring their bins in.

- Employ some proper planners! Develop appropriate access roads BEFORE you start building. E.g. Gundaroo Drive, Gungahlin Drive, Horse Park Drive – all examples of appalling lack of planning. They all should have been built as dual carriage ways BEFORE Gungahlin houses were built.

- Canberra roads used to be the best in the country when I moved here 20 years ago. Now they are not!

- Ban shipping containers in suburbs without a permit and beyond the stipulated time.

- I've rung twice about getting a simple street light fixed and it's been 6 months.

- Canberra needs more proper recreational parks in the suburbs – I am not talking about a bit of tanbark, a playground and very occasionally a bit of shade cloth, we need proper mown grass, shade trees and facilities where kids, young people and meet.

- Green waste collection would definitely help people to prepare for bush fire season.

- The older suburbs in the inner north and inner south could use some footpath maintenance, an occasional mow and more street sweeping. You would think that these older suburbs with deciduous trees and the oldest infrastructure might get a little extra care, given the residents pay by far the highest rates in Canberra.

- We need garbage bins along walking/bike paths. Have free drop off days at garbage tips for large household waste.

Comments that were not considered constructive were not captured in this report. Other comments that were outside of the scope of the Better Suburbs Program have been provided to the relevant ACT government agencies for consideration.

WRITTEN SUBMISSIONS

Eight written submissions were received during the consultation period as a Better Practice Evidence Submission. A majority of comments were related to:

> Improved services

- More maintenance (e.g. sweeping, cleaning, litter, trees and mowing)
- Better tree protection
- More green bins and charity bins
- Expand bulky waste collection service
- Better coordination of service delivery across government
- More cat containment areas and greater enforcement
- Better street lighting
- Additional library services for areas not currently catered for
- Land use – verges

> Provision of infrastructure

- Upgrades to playgrounds, shopping centres, path network
- Additional infrastructure (i.e. playgrounds and other recreational facilities, dog parks/dog off-leash areas, park furniture)
- Better coordination across government (e.g. plantings and provision of infrastructure such as roads)
- Additional car parks
- Construction of roads – resurfacing method not supported (loose stones).



BUDGET SUBMISSIONS

Relevant budget submissions for the 2018/19 budget were also reviewed to capture any comments about the city services identified within the Better Suburbs Program.

Some related to issues that are not within the scope of the Better Suburbs Program, such as public transport. However, relevant submissions sought:

- > More regular maintenance of open space, roads, footpaths, vegetation and stormwater systems (gross pollutant traps, wetlands, lakes and ponds)
- > More signage on open space areas
- > Full roll-out of green bins
- > Improved cycle path networks and greater connectivity
- > Road upgrades
- > Streetlight upgrades
- > Upgrades to Woden Town Park
- > More quality playgrounds
- > Bicycle sharing facilities
- > More rangers to protect trees
- > Upgrades to playgrounds
- > More public toilets
- > Better accessibility to public places
- > More funding for management of pest plants and animals
- > Better community consultation processes.

CALL FOR EVIDENCE

Community, industry and business groups were also invited to provide knowledge/evidence about better practices that may inform the Better Suburbs Program.

Submissions received in response to the 'Call for Evidence' included:

- > Requests for crime prevention measures (e.g. improvements to street lighting and tree trimming)
- > Call for improvements to Torrens Place playground
- > Identifying that stormwater infrastructure in Hall is aged
- > Poor standard of Oaks Estate community garden.

FACE TO FACE

CONVERSATIONS AT POP UP SESSIONS

Drop-in and roving pop-up activities also proved valuable in gaining comments from people. Some of these comments included:

- Get rid of potholes – there are some big ones in Gungahlin.
> GUNGAHLIN LIBRARY

- Library services are great for young children – should be more.
> TASTE OF BRADDON

- Love the waste service here – it picks up everything.
> GUNGAHLIN LIBRARY

- Upgrade of Farrer shops to include public toilets. Visitors to the shops, which includes elderly people from the nearby aged-care facility, need access to toilets.
> WODEN LIBRARY

- More street trees around skateparks.
> GUNGAHLIN LIBRARY

- Library service is valuable – it lets us network with others.
> GUNGAHLIN LIBRARY

- I want a Green waste bin! Need to be in all of ACT asap.
> COOLEMAN COURT, WESTON

- Do not understand what you do, what are my rates used for, are you the local council?
> GUNGAHLIN LIBRARY

- Mow around paths.
> GUNGAHLIN LIBRARY

- What do you do and how do I find that on the web – it's confusing?
> GUNGAHLIN LIBRARY



REVIEW OF PROCESS

A number of comments received throughout the consultation were in relation to the survey style and content. This mainly related to the complexity of the survey and the language used. These comments will be used to inform future community survey processes.

Some comments indicated that TCCS needed to raise the community's awareness about the services it provides. This issue will be considered further throughout the Program and likely addressed in the Better Suburbs Statement.

NEXT STEPS

The Better Suburbs Team has commenced planning for the next phase of the Program which includes Kitchen Table Conversations and a Citizens' Forum.

KITCHEN TABLE CONVERSATIONS

A Kitchen Table Discussion Guide is a document that allows small groups to have a discussion to gain a deeper understanding on an issue with the opportunity to give feedback. Generally there is no formal agenda; instead, the group are guided by a list of broad questions to guide their discussion.

By using the results from this first stage as its foundations, the Better Suburbs Kitchen Table Discussion Guide will:

- > Inform the community about the role of City Services
- > Pose questions of the community
- > Support the community to deliberate well; and
- > Allow stakeholders to give feedback

The Kitchen Table Discussion Guide will be available to download from the Your Say website and complete in June 2018. To take part, please follow the instructions inside the guide. The feedback received from these guides will help inform and shape the Citizens' Forum.

CITIZENS' FORUM

The Citizens' Forum is a deliberative panel process which will involve a representative group of community members selected to consider, discuss and develop the content of the Better Suburbs Statement. The results from the community survey and Kitchen Table Discussion Guide, along with other business knowledge, will be used to inform the group and its deliberations.

The Citizens' Forum will take place in August 2018, facilitated by democracyCo.

The Minister for Transport and City Services, Meegan Fitzharris, will release the Better Suburbs Statement as prepared by the Forum and respond with a proposed approach through action plans for the future.

STAY INFORMED

Stakeholders who have registered their interest in staying informed about the Better Suburbs Program will receive periodic email updates. Registration can be completed by visiting the Your Say website at www.yoursay.act.gov.au/BetterSuburbs

In addition, information about the Better Suburbs Program will continue to be added to the Your Say website as the program progresses.

CONTACT US

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APPENDICES

Appendix A – Your Say Survey Results Snapshot

Appendix B – Your Say Survey Results District Snapshot