

PACK No.1



ACT
Government

HAVE YOUR SAY
ON CITY SERVICES FOR
BETTER SUBURBS
KITCHEN TABLE
DISCUSSION MAP

What you will need

- A small group of **4-5 PEOPLE**
- A **PERSON TO HOST** the discussion
- Access to the online **INTRODUCTION VIDEO**
- This **JOURNEY MAP** (Pack 1)
- The **KITCHEN TABLE HOST GUIDE** which includes a **FEEDBACK FORM** (Pack 2)



WHAT IS BETTER SUBURBS?

The Better Suburbs Program is consulting to develop a statement that will provide a shared vision for improved city servicing in Canberra by 2030.

In late 2017, we surveyed the local community about city services and facilities they most valued.

The discussion you are now participating in allows us to share what the community told us, and seeks your further views. This will help shape the discussion at a Citizens' Forum in August 2018, where randomly invited citizens will discuss city services priorities and then record them in the Better Suburbs Statement.

The Kitchen Table Host Guide gives a summary of some of the survey results, which your host can share with the group before starting this activity. More information about the survey outcomes can be found on www.yoursay.act.gov.au/BetterSuburbs.

WHY A JOURNEY MAP?

This Journey Map will help you consider the facts about city services, the changes you would like to see and what we need to do to improve our services for better suburbs in the future. We want to understand your views and the servicing priorities that are important to you.

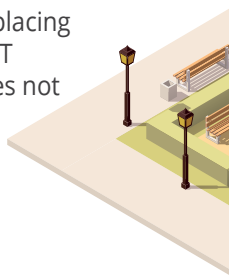
How to take part in this Kitchen Table Discussion

It is likely that you have had discussions before with your family, friends and others in the community about the city services you use every day. This community engagement process is designed for a small group of people who get together to talk in an informal setting or as part of a regular meeting.

Each suburb in Canberra has a different mix of people and facilities. We have used this map to represent key features typically found across all of the ACT. Imagine you are travelling through a suburb, consider the places you use and how you get there.

Instructions

1. The Kitchen Table Host Guide (Pack 2) is to be used alongside this map (Pack 1). The questions we would like you to answer are at the back of the host guide. Watch a short introduction video and download the Host Guide at www.YourSay.act.gov.au/BetterSuburbs.
2. Assign a host. They will use the Host Guide to lead the conversation.
3. With your family, neighbours, community group or friends, assign a character role (on the fold out map) to each person present. You could write your name against each symbol to remind you of your roles.
4. With your role in mind, imagine you are travelling through the suburb. Identify and circle 5 service areas that are important to you.
5. Discuss in the group the 5 priorities of your character and any issues they faced on their journey.
6. Thinking about the community as a whole, decide which are the 5 most important service priorities for everyone in the group.
7. Together answer the questions on the Feedback Form at the back of the Kitchen Table Discussion Host Guide (Pack 2).
8. Submit online at www.YourSay.act.gov.au/BetterSuburbs or by placing it in a Better Suburbs Feedback Box in any ACT Library by Monday 23 July 2018. This map does not need to be returned.
9. Thank you for participating.





WHAT WE NEED TO CONSIDER

We are committed to deliver connected services for the people of Canberra every day. In doing so, we recognise that changes to our service may impact how we use our land, care for the environment, move around or support each other and our animals to live, work and play.

In reviewing our services, we need to consider how our services ensure that our public places are safe, connected, engaging, accessible and easy to get around. To do this effectively, we need to understand your changing needs, manage expectations and target available resources for better outcomes.

WHAT DOES CITY SERVICES DO?

The ACT Government is divided into different directorates. The Transport Canberra and City Services Directorate (TCCS) is responsible for the services in suburbs across the ACT.

Moving around

- We maintain roads and paths, as well as equipping these with signs and lighting.
- We manage roads and paths to promote safety, adhere to national standards, and create connected travel routes. We make decisions about road and path surfaces, speed limits, crossings and traffic calming devices such as roundabouts, traffic lights and speed humps.
- We schedule roadworks for upgrades and repairs to potholes, while managing traffic to ensure safety.

Supporting people and animals

- We clean, maintain and upgrade public land at shopping centres.
- We remove graffiti, pick up litter, empty public bins and clean public toilets.
- We manage amenities to make shopping areas more pleasant and accessible such as landscaping, shrubs, water fountains, street furniture, bike racks and parking.

- We provide library services across Canberra, where we encourage literacy, learning and the pleasure of reading, inspiring and connecting people to engage with our community and the world.
- We promote responsible pet ownership and manage the Domestic Animal Services pound.

Caring for the environment

- We plant, water, prune and remove fallen branches from public trees. We also assess trees for health and safety, treat soil and trees to reduce diseases and pests, remove trees if required and fix the damage caused by tree roots from trees on unleased land.
- We are responsible for the collection of household waste and recycling.
- We manage Canberra's lakes, ponds, wetlands and stormwater channels, which play a key role in managing rainfall, preventing flooding and erosion, protecting biodiversity and ensuring healthy waterways for people, pets, and wildlife, both in the ACT and downstream.

Using land

- We manage public parks, playgrounds, local open space and recreational facilities including fitness stations, skate parks, natural play spaces, community ovals and dog parks.
- We provide and clean public amenities including benches, tables, barbecues, drinking fountains and shade sails.
- We enforce compliance for illegal dumping, nature strip permits and the collection of abandoned vehicles on public land.



ASSIGN A CHARACTER ROLE TO EACH PERSON PRESENT.
WRITE YOUR NAME AGAINST EACH SYMBOL TO REMIND YOU WHO IS WHO.

A

You are a **PARENT** with young children.

B

You are a **NEW RESIDENT** to Canberra.

C

You are an **ELDERLY RESIDENT** of Canberra whose neighbourhood is changing.

D

You are a **WORKING PROFESSIONAL** or student living in a **FLAT**.

E

You live with a **PHYSICAL OR MENTAL DISABILITY**.

f

You are a Canberran **TEENAGER**.

THIS MAP IDENTIFIES COMMON FEATURES IN CANBERRA AND INCLUDES FACTS ABOUT OUR SERVICES.
MORE INFORMATION CAN BE FOUND AT WWW.YOURSAY.ACT.GOV.AU/BETTERSUBURBS

STREETLIGHT

In the ACT there are over 79,500 streetlights.

ILLEGAL DUMPING

Keeping Canberra beautiful is everyone's business; please dispose of all rubbish and waste responsibly.

VERGES

Street verges or nature strips are public land between properties and roads which usually contains essential services. They are typically maintained by the resident of the adjoining land.

WEED PROGRAM

Did you know? Weeds on roads and kerbs are sprayed by a sensor controlled spray system that reduces the amount of chemical being applied. Pink dye from beetroot is sometimes added to the chemicals, so people can see where spraying has occurred.

PUBLIC TRANSPORT

There are 434 vehicles in the public transport fleet which carry an average of 80,000 passengers a day. The current bus network is being redesigned to introduce more Rapid bus services and integrate with Light Rail.

ROADS

There are three classifications of roads in the ACT:

- Municipal roads run within suburbs and provide access to homes.
- Collector roads run within and between suburbs and provide access to Municipal roads.
- Arterial roads which are the principal roads for large traffic volumes.

STREET SWEEPING

Street Sweepers remove 16,000 cubic metres of debris annually. Every street in Canberra receives at least two sweeps every year.

WASTE AND RECYCLING

Did you know? In 2017 over 6.8 million household rubbish bins and 3.5 million recycle bins were collected.

WALKING YOUR DOG

All dogs in public areas (except for dedicated off-leash dog parks) must be on a leash. It is your responsibility to clean up after your dog.

COMMUNITY GARDENS

Licences are available for community gardens on public unleased land. Community gardens allow people to produce food, support sustainable living and encourage food cycle education.

TOILET BLOCKS

There are 69 public toilets across Canberra.

SKATE PARKS

In Canberra there are 7 major skate parks and 12 parks that have skate features. Skate parks are available for use by all skateboarders, cyclists, scooters and roller bladers.

POTHOLES

Road resurfacing is an important maintenance service as it can extend the life of existing roads by 10 to 25 years, keeping them safe and useable.

SAFE PATHS

Foliage overhanging onto footpaths can be dangerous. It is your responsibility to ensure you trim your bushes and trees to remain within your boundary.

DRAINS AND STORM WATER

Did you know? There are over 230 Gross Pollutant Traps to capture leaves, litter and other pollutants before they enter our waterways.

IRRIGATION

Did you know? Stormwater is used to irrigate parks that have adjacent lakes to reduce water use.

LIBRARIES

Public libraries are free hubs in the community which offer freedom of access to information, lifelong learning opportunities, social inclusion and technology access.

SHOPPING CENTRES

Did you know? An upgrade program for public space in local shopping centres is run in several areas every year to improve safety, access and community use.

BIKE STOP PROGRAM

Bike Stops are local businesses who provide a range of facilities for bike riders. The types of facilities on offer vary, but might include access to toilets, showers and change rooms, bag storage, water refill and tyre pumps.

GRAFFITI

Graffiti is cleaned off public areas and we work to help deter offenders from repeat offending.

MOWING

Mowing of approximately 4,700 hectares in urban open space occurs in the ACT. Over a year this totals over 50,000 hectares of mowing which must be litter picked each time. From September to April you can see when your suburb will be mowed, see schedule map at www.tccs.act.gov.au/city-living/public_areas/grass-mowing

SHOPPING CENTRE CARPARKS

There are 89 public shopping centres across Canberra which are cleaned regularly. These range in size from the large Civic shopping precinct to small suburban shopping centres.

OUTDOOR FITNESS EQUIPMENT

There are 41 free fitness equipment sites across 20 suburbs to offer exercise opportunities in beautiful surroundings for people of all ages.

COMMUNITY PARKS

Did you know? There are 422 parks scattered across Canberra. They are broken down into District, Town and Neighbourhood based upon the amenity they provide.

BARBEQUES

You can use any of 116 public barbecues across the ACT. A barbecue report is added to the TCCS website every Friday, so you can see which ones might be closed for maintenance.

DOG PARKS

There are 6 purpose built dog parks where you can take your dog so they can get regular exercise and socialisation. You must ensure you have effective control of your dog at all times.

LAKES

Did you know? There are currently 112 lakes and ponds in the urban areas of Canberra, which has expanded from only 14 lakes 15 years ago. They are primarily designed to be 'Water Quality Ponds' to trap nutrients, soil, litter and debris.

PLAYGROUNDS

There are 505 playgrounds in the ACT which are split into 3 types:

- District playgrounds are the largest play spaces that serve the most people and typically contain the greatest number of amenities.
- Central Community playgrounds are located to serve a whole suburb. These provide a more diverse, physically challenging range of equipment targeted at 0-14 year olds.
- Local Neighbourhood playgrounds are smaller and generally provided in residential areas within a 400 metre radius of 95% of all residences. The target age range is between 0-9 years old.

The average age of playgrounds across the ACT is 20 years.

URBAN FOREST

Canberra's suburbs contain over 760,000 public trees in streets and urban open spaces. Tree maintenance work is carried out on a priority basis, with trees that represent a potential risk to the community being assessed and treated first.

SHARED PATHS

In the ACT, community paths are shared by everyone - pedestrians, prams, cyclists etc. Older paths are maintained and new, wider paths are built alongside roads and through parkland.

PUBLIC BINS

In Canberra there are over 1130 public bins, mostly in shopping centres and parks. They are emptied up to 5 times a week.



WHY WE NEED A BETTER SUBURBS STATEMENT

Having a vision and future priorities for city servicing in the ACT is important. We want to ensure that we are delivering services that suit our growing population, changing community needs and that are sustainable.

The statement will reflect the agreed community views on key issues, and will be written by members of the upcoming Citizens' Forum.



WHAT HAPPENS NEXT?

JULY - Feedback gathered from Kitchen Table Discussions

AUGUST - Citizens' Forum

SEPTEMBER - Better Suburbs Statement



FOR MORE INFORMATION



Visit



www.YourSay.act.gov.au/BetterSuburbs

or email

TCCS.BetterSuburbs@act.gov.au