

PACK No.2



ACT
Government

HAVE YOUR SAY
ON CITY SERVICES FOR
BETTER SUBURBS
KITCHEN TABLE
DISCUSSION HOST GUIDE
WITH FEEDBACK FORM

You will need

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

THANK YOU FOR AGREEING TO HOST A KITCHEN TABLE DISCUSSION



WHAT IS BETTER SUBURBS?

No doubt, you have had discussions before with your family, friends and others in the community about the city services you use every day as you work, live and play in Canberra. This Kitchen Table Host Guide (and its accompanying journey map) will help you consider the facts about Canberra's city services, the changes you would like to see and what is needed to improve services to create better suburbs in the future.

We recognise that considering changes to our services may impact you and your family and we want to better understand your views and priorities. To start, watch the short introduction video at www.yoursay.act.gov.au/BetterSuburbs



WHY A KITCHEN TABLE DISCUSSION?

Kitchen Table Discussions form a part of our broader Better Suburbs community engagement process. These discussions are made up of a small group of people who get together to talk. The setting is your choice – it can be informal or part of a formal meeting.

Kitchen Table Discussions are not votes to be tallied. It's not about the number of people supporting or opposing a certain issue, it is about capturing informed and considered ideas, views and opinions to assist us to identify priorities for improvements.

LET'S GET STARTED

As participants, you don't need to be experts on the topics of all our city services. The Journey Map (Pack 1) shows all the services in the scope of the Better Suburbs Program. It also provides facts and information about how we deliver city services across Canberra. All you need is a willingness to listen and to share ideas that are aimed at offering improvements to benefit everyone.

Tips for hosting a Kitchen Table Discussion:

- Choose a time and comfortable location where there will be minimal disruptions;
- Develop an invitation list (up to 6 people is ideal) and share a direct link to the consultation webpage www.YourSay.act.gov.au/BetterSuburbs so the group can read the background information and watch the introductory video beforehand;
- Get your kit of information and resources ready – including writing materials, a copy of the Journey Map (Pack1) and this guide (Pack 2), and a device to watch the introductory video;
- Expect the discussion to take 1 hour to 1.5 hours, depending on the size of your group.

PREPARING FOR THE DISCUSSION

As the host you have a very important role.

It's your job to read and fully understand this guide (and the journey map) so you can help the group answer questions. You have the responsibility of creating and participating in a constructive discussion without dominating it or allowing it to get out of control.

Use a talking object

The talking object indicates who the current speaker is. It can be an object that can be held while speaking. This approach solves the problem of people talking over one another or not listening.

Ask Questions

As the host, it's your job to guide people through the agenda. You'll be responsible for moving the group on to each discussion topic and question, determining who should speak next, and making sure everyone follows the guidelines.

How to record and submit feedback

Your final job as host is to make sure all the opinions and different views of the group are recorded and returned. At the end of the discussion for each question, fill out the relevant part of the Feedback Form at the back of this guide.

- Write it on the form and drop in at any ACT Library
- Scan and email to TCCS.BetterSuburbs@act.gov.au
- Or complete it online at www.YourSay.act.gov.au/BetterSuburbs
 - whatever suits you. Use extra paper as required.



HOST STEP BY STEP INSTRUCTIONS

- STEP 1** Decide who to invite and agree on a place and time.
- STEP 2** Bring a copy of this guide and a map plus some pens and paper.
- STEP 3** Begin by reading the background information about the process and ensure everyone understands.
- Get agreement from the group on how the activity should be done and who will record discussions and keep time.
 - Draw attention to the 'What we know' section in this guide, ensuring everyone is comfortable with the task.
- STEP 4 Introductions.** The host hands the talking object to the participant on their left. The participant introduces themselves and explains briefly 'why improved city services are important to them'. Ensure everyone has a turn at speaking and limit this to 2 minutes each. The talking object comes back to the host, who also answers the question.
- STEP 5 The Journey Map activity (Pack 1).** The host introduces the map and reads out the instructions. The group should follow the map instructions, consider how city services are accessed by all and the experiences they might have. You should also consider the different experiences you might have if walking, driving, using public transport or cycling around Canberra. When answering the questions in Step 6, group responses can capture both the personal and character experiences of the group.
- STEP 6 The Questions.** The host reads the first question and passes the talking object around the group allowing each participant to answer. The talking object is then placed in the middle of the table – anyone can speak. The group seeks agreement about the comments to be recorded. The host records the comments for all questions.
- STEP 7 Returning feedback.** After the relevant parts of the form are completed, the host gains agreement from the group to lodge the feedback form with their results. The map can be kept by the group and is not required to be returned.

What is included in the Better Suburbs Program?

Most - but not all – city services delivered by the ACT Government are within the scope of the Better Suburbs Program. Public transport is not included as it is the focus of other government strategies, and consultation continues at the moment on improving the bus network.

The services included in the program are:

- Domestic animal services
- Construction and maintenance of footpaths and cycle paths
- Construction and maintenance of roads
- Library services
- Parks and public amenity
- Shopping precincts
- Recreational facilities
- Stormwater management
- Street lighting
- Traffic management
- Trees and shrubs
- Waste management



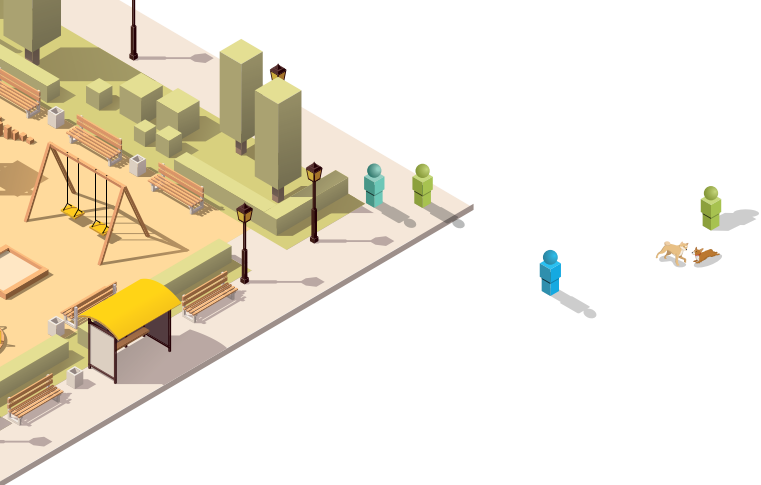
The journey so far

In late 2017, the consultation journey began by surveying the local community about what city services and facilities they most valued. This discussion assists us to test what the community said and get your further views. This will help shape the issues presented at a Citizens Forum in August 2018.

More information about the process and outcomes can be found at www.yoursay.act.gov.au/BetterSuburbs

We have been listening

Community feedback received via the Transport Canberra and City Services (TCCS) annual survey, Chief Minister talkback sessions on ABC Radio Canberra and Fix my Street online requests is also being reviewed as part of the Better Suburbs program.



Significant resources are invested in the delivery of Canberra's city services with many competing demands.

Each day, the ACT government delivers a range of city services. Annually, some of these include:

- mowing almost 50,000 hectares of grass in suburban areas and along arterial roads;
- maintaining around 2,500 kilometres of footpaths;
- resurfacing more than 1 million square metres of road;
- loaning over 2.8 million library items (2017); and
- making in excess of 6.8 million household rubbish collections and 3.4 million household recycling collections.

Our challenge is to allocate funds effectively to services so that our public places are safe, connected, engaging, accessible and easy to get around. Budget tensions are not unreasonable as our city grows and service demands increase. Environmental, technological and social changes also test us to deliver services differently to remain effective.

Our city is growing and changing, so services need to change with it.

Canberra's early history as a planned city of 75,000 people has evolved now into it being an innovative, inclusive and modern city, home to over 400,000 people. Our residents are the most physically active and the most culturally engaged across Australia.

In the next decade, Canberra will grow with a denser population base, new housing choices, light rail and updated bus networks, and a projected population of 500,000 by 2033.

So, how will we use our land to enjoy public facilities, parks and open space, move around our city, care for our environment and allow spaces for us and our animals to be social in the future? City services will have to adapt and we are preparing now, seeking your input to our future service planning.



WHAT WE KNOW

Canberrans value their suburbs.

In the 2017 Better Suburbs survey, more than 86% of respondents indicated that they would promote their suburb as a great place to live. We heard that the services and facilities that people use every day contribute most to how they feel about their suburb. The highest ranked features were those which enable people to move around tree-lined streets and access key areas such as shopping precincts, amenities and parks.

Libraries, dog parks and sporting and recreational facilities were seen as less important features in local suburbs, but people were happy with these facilities and their services currently, offering some ideas for improvement, such as extending access to more groups within the community.

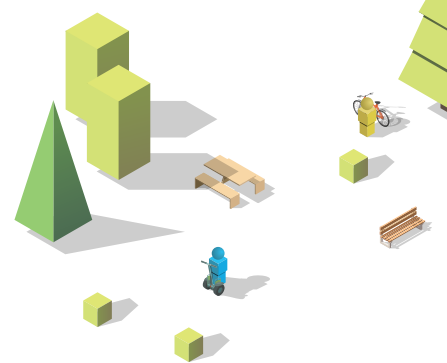
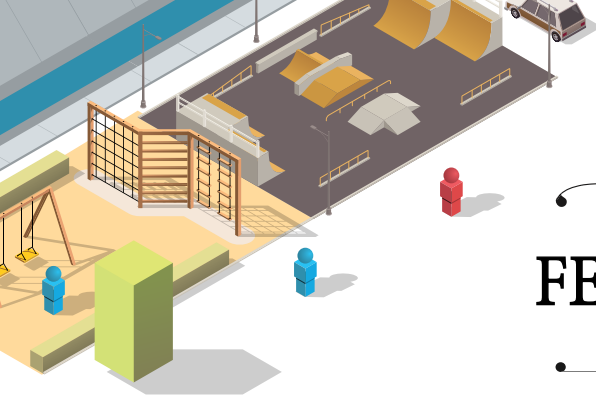
Quality of facilities and their standard of service is important. The experience they offer is also valued.

82% of people said that they would prefer having facilities across Canberra that are of a higher standard with better servicing, to improve the experience they have. People rated the experience offered as more important than the number of facilities provided across Canberra.

Shared spaces are vital for vibrant communities.

Shared public spaces that are convenient and provide for a mix of activities are valued in many communities. Canberra is no exception. Community feedback has told us that locating shopping, open public space and recreation facilities together is important to allow Canberrans to socialise and have a sense of belonging in a local community. Trees, benches and bins make these spaces more vibrant and useful for a wide range of people.

Options for easy travelling to these spaces is also important. Through feedback, we heard that Canberra residents want to use connected paths and roads to get to these places in a safe, convenient and pleasant way. Many expressed the desire for these connecting paths and roads to be well lit and maintained, clear of debris and designed to meet future population growth and the broad mix of our social needs.



FEEDBACK FORM

Are you a community group? ☐ Yes ☐ No

Are you doing this as a family discussion? ☐ Yes ☐ No

Describe your discussion group. How many? _____ What is the age range? _____

Have you assigned character roles to group members to participate in the journey map activity? ☐ Yes ☐ No

Now you have read the facts on the journey map, discuss your preferred group features and answer the following with these in mind.

IMPROVING EXPERIENCES

QUESTION 1

- List below the most popular 5 features identified by the group.
- Rank your group experience with each using the scale of 1-5 where 1 is 'not acceptable' and 5 is 'excellent'.
- Describe briefly your experience with each.

Describe briefly your experience with each.

A. Priority is _____ Rating ①②③④⑤

Experience with it is _____

B. Priority is _____ Rating ①②③④⑤

Experience with it is _____

C. Priority is _____ Rating ①②③④⑤

Experience with it is _____

D. Priority is _____ Rating ①②③④⑤

Experience with it is _____

E. Priority is _____ Rating ①②③④⑤

Experience with it is _____

QUESTION 2 Thinking about the 5 features again discuss your experiences with each feature and provide us with ideas about changes that could improve your experience.

Priority	What do you think we should start doing to improve your experience?	What do you think we should stop doing to improve your experience?	What do you think we should continue doing to improve your experience?
A.			
B.			
C.			
D			
E.			

SHARING RESPONSIBILITY

QUESTION 3 Looking at these 5 popular features again, what opportunities do you think we should explore to share responsibility with community members to deliver the service or make decisions about it?



- A. _____
- _____
- _____
- B. _____
- _____
- _____
- C. _____
- _____
- _____
- D. _____
- _____
- _____
- E. _____
- _____
- _____

QUESTION 4 We know that the quality of our community facilities and the standard of service is important to the Canberra community. The Better Suburbs survey result indicated that respondents would rather have less infrastructure across Canberra but that it should be of a higher quality and better serviced.

This could mean that you would need to travel further for a better equipped and maintained park, playground, sportsground, dog park or shopping precinct.

What are the potential benefits you see from this approach?

What are the potential impacts you see and how could we address them?

QUESTION 5 As the journey map shows, most Canberrans would come into contact with city services daily.

We want to understand your expectations about service levels. **Circle up to 5 points** below that are most important to you when it comes to the service levels of city services featured on the map?

Available – at a time and place that meets my needs

Dependable – delivered regularly and on time

Useful – meets my needs and/or serves a community purpose

Resilient – can respond to climate change impacts

Responsible and flexible – can be delivered differently at times of greater need/crisis

Adaptable – can respond to technological changes

Credible – the decisions to deliver the services in a certain way are clear and communicated to you

Authentic – the service has been designed with your input/involvement

Sustainable – they are affordable and can be delivered in the same manner for some time

QUESTION 6 Our journey map shares key facts and a lot of information about our city services. Sharing information about our services with you is important. Is there anything we should consider to do this better? What information should we provide you and how should it be provided?

PLANNING FOR THE FUTURE

QUESTION 7 The Better Suburbs Statement will be written by members of a Citizens' Forum which will be hosted in August 2018. It will define a vision for how we should service the city in the future, priorities for improving our services and the desired outcomes that we should strive to achieve. What do you think are important details to include in the document?

RETURN THIS FORM

- Drop it in at any ACT Library
- Scan and email to TCCS.BetterSuburbs@act.gov.au

- Complete it online at www.YourSay.act.gov.au/BetterSuburbs

PLEASE RETURN BY MONDAY 23 JULY 2018