

Attachment 1

18-25 Years Youth Survey ~Analysis of Survey Responses~

Introduction:

The following analysis reports on a total of 63 completed surveys. The survey was distributed to young people aged 18 – 25 years in the City of Joondalup, asking a series of nine questions to gain an understanding of the Local Government issues relevant to this age group and how they can be communicated with regarding these issues.

Demographic Information:

- All respondents were between the ages of 18 – 25 years
- Respondents of the survey reside in the following suburbs:

| | | | |
|------------------|---|------------|---|
| Beldon | 2 | Kallaroo | 3 |
| Craigie | 3 | Kingsley | 3 |
| Currambine | 4 | Mullaloo | 5 |
| Duncraig | 6 | Ocean Reef | 5 |
| Greenwood | 3 | Padbury | 2 |
| Heathridge | 5 | Sorrento | 2 |
| Hillarys | 3 | Woodvale | 5 |
| Joondalup | 7 | Kinross | 3 |
| Iluka | 1 | Edgewater | 1 |
| TOTAL: 63 | | | |

Question 1:

What do you think Local Government (The City of Joondalup) does?

| Subject Matter | Number of Responses | Answers | |
|-------------------------------------|----------------------------|--|--|
| Parks/ Environment | 21 | <ul style="list-style-type: none">- Parks (6)- Look after parks- Provides parks for the children- Coastal and environmental care- Parks in suburbs- Attends to local issues such as parks- Verge and park maintenance- Parks and toilets maintenance | <ul style="list-style-type: none">- Rangers (3)- Look after ranger services- Ranger service?- As well as remove branches that are hazardous- I assume that local gvt helps in maintaining parks- Maintenance of parks |
| Wellbeing/ Community | 19 | <ul style="list-style-type: none">- I think that they insure that the suburbs in the city of Joondalup are healthy happy areas to live in and kept to a standard that is acceptable and presentable.- Assists in improving and sustaining the suburbs and communities within the city of Joondalup.- The local government helps develop the suburbs that we live in- The local government is responsible for local matters of concern to the immediate community- Looks after the residents in the city of Joondalup area- Govern Joondalup City- Provides for a sustainable City for residents at the City to live in.- In control of all construction, development and social lifestyles of the people who live in the city of Joondalup district- Looks after the community.- They strive to improve Joondalup | <ul style="list-style-type: none">- I belief its supposed to look after the image of the area- Looks after my area (Joondalup) and makes sure the residents are happy with what is going on in the area- Maintains the standard of community living in the local area- Keeps the city running reasonably efficiently- Various projects that help develop the way that we live.- Maintains and supervises all aspects of the area within the city of Joondalup.- Looks at what the suburbs need in terms of services and facilities and then prioritises what needs to be done- Tries to improve our way of life.- Trying to bring our community together with activities |
| Rubbish Collection/ Recycling | 17 | <ul style="list-style-type: none">- Rubbish collection (3)- Manages things such as garbage collection- Look after garbage- Bin and recycling collections- This includes verge collections- The bins- They monitor refuse collection, keep streets clean- Waste removal | <ul style="list-style-type: none">- Maintain garbage and recycling collection- Garbage collection- Rubbish- Bulk rubbish collection- A good job ☺ They look after local services such as waste removal- organises rubbish removal- Rubbish Collection |

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| Services | 17 | <ul style="list-style-type: none"> - Provides services (5) - Community services (2) - Facilitates all community services - Providing services to families and individuals whether they be of a health, social or educational nature. - Provide services for the community - Youth services - Providing a safe community | <ul style="list-style-type: none"> - Provide services to the people living in the shire. - Co-ordinates community services - Manages local services - Provides a variety of services and facilities for people who live, work or visit the City of Joondalup - Upgrade services |
| Planning/ Development/ Infrastructure | 16 | <ul style="list-style-type: none"> - Planning and development issues - Planning and infrastructure - Monitor planning applications - Improve infrastructure - Contribute to City planning - Runs and maintains local infrastructure - Infrastructure - I assume that Local Government is responsible for building, maintaining, regulating and controlling the infrastructure and environment of a given area. - Maintain and manage the suburbs, in terms of facilities, infrastructure, etc. | <ul style="list-style-type: none"> - Also making sure building is carried out with correct procedure and following all laws. - Deal with local planning and admin issues - Improves Infrastructure - Social and economic planning - Planning approvals, building licenses - Looks after and makes plans for the infrastructure and resources of our suburbs - Developing stuff |
| Road Works | 11 | <ul style="list-style-type: none"> - Look after things like roads - Provision of roads - Handles the condition of the local roads - Small scale road works - Roads - Improves roads - Road maintenance | <ul style="list-style-type: none"> - They decide which local roads need upgrading - Make sure the roads are structurally ok, and lights on the roads are all working. - Maintaining streets - Roads/ freeway extensions |
| Libraries | 10 | <ul style="list-style-type: none"> - Libraries (7) - Provides services such as the library | <ul style="list-style-type: none"> - Libraries etc in their area - Community buildings eg libraries |
| Facilities | 8 | <ul style="list-style-type: none"> - Provides infrastructure and facilities with the City - Public buildings and facilities - Provides residents with facilities - Facilities - Community halls - Youth centres | <ul style="list-style-type: none"> - The city of Joondalup is good with providing various activities and facilities. - Local infrastructure and facility requirements, both building and maintaining |
| Safety/ Security | 7 | <ul style="list-style-type: none"> - City watch - Control of security forces within it's area - Safety Watch - Security | <ul style="list-style-type: none"> - Security cars etc for the City of Joondalup. - Security services - Helps in crime prevention |

| | | | |
|-----------------------------------|------------|--|--|
| Recreation/ Leisure | 6 | <ul style="list-style-type: none"> - Leisure centres (2) - Managing pools - Recreation Centres - Provides recreation facilities | <ul style="list-style-type: none"> - Local government also decide which recreation facilities are needed, and how these should be managed |
| Did not know | 5 | <ul style="list-style-type: none"> - I don't know. I would have said roads, etc, but the last time I called up about that I was fobbed off to the company contracted to build the road in question. McMahon, I think they're called | <ul style="list-style-type: none"> - I don't really know to be honest. - I dunno - Not much - Don't involve myself in going on, they're not using funding correctly, sitting on their butts, only scandals |
| Events | 5 | <ul style="list-style-type: none"> - Also local events, festivals etc. - Liaises community events - Provides events | <ul style="list-style-type: none"> - Joondalup Festival - Provide services for its residents, including local events and youth services |
| Permissions | 4 | <ul style="list-style-type: none"> - They pass building plans – They pass swimming pool plans - Permits | <ul style="list-style-type: none"> - Planning permission - Approves various planning issues |
| Laws | 4 | <ul style="list-style-type: none"> - Enforces local laws - Make local laws | <ul style="list-style-type: none"> - Makes local law - Local Laws |
| Footpaths | 4 | <ul style="list-style-type: none"> - They maintain the sidewalks - Paths | <ul style="list-style-type: none"> - Cycle ways - Paths, parks |
| Rates/ bills | 3 | <ul style="list-style-type: none"> - Take care of rates and water - People come to them to pay bills | <ul style="list-style-type: none"> - Rates |
| Education | 3 | <ul style="list-style-type: none"> - Schools (3) | |
| Beach Facilities | 2 | <ul style="list-style-type: none"> - Beaches (2) | |
| Water/ electricity Services | 2 | <ul style="list-style-type: none"> - Maintains water and electricity services | <ul style="list-style-type: none"> - Take care of rates and water |
| Public Space | 2 | <ul style="list-style-type: none"> - Public spaces etc | <ul style="list-style-type: none"> - Organises and maintains public spaces |
| Other | 18 | <ul style="list-style-type: none"> - Local newspaper - Liaisons with business - Parking fines, other fines - Property issues - Council issues - News stories - Representation - Health - Provides health services - Public transport | <ul style="list-style-type: none"> - Runs Government sector services like licensing - They decide on new shopping centres etc etc - Graffiti removal - Budgeting for public works etc. - Train stations, bus stops. - Gardening - Need to focus more on druggies in parks |
| TOTAL RESPONSES | 184 | | |

Question 2:

How do you think Local Government impacts upon people of your age?

A comparison of the top five answers to Question 1 and 2 can be viewed in the table below:

| Rank | Question 1 responses | Question 2 responses |
|------|---------------------------------------|-------------------------------------|
| 1 | Parks/ Environment | Don't know/ Does not impact |
| 2 | Wellbeing/ Community | Recreation/ Leisure |
| 3 | Rubbish Collection/ Recycling | Libraries |
| 4 | Services | Other Answers regarding 'Community' |
| 5 | Planning/ Development/ Infrastructure | Events |

A full list of the answers recorded can be viewed in the following table.

| Subject | Number of Responses | Answers | |
|--------------------------------|---------------------|--|---|
| Don't know/ Does not impact | 26 | <ul style="list-style-type: none">- I dunno- Unsure- Haven't thought about it!- Not much- Not significantly- Not much!- I believe they have little direct impact- I don't think that they impact people age at all.- There would be some level of impact, depending on the person- Not much... unless you like skate parks... which I don't...- I don't think they do? Perhaps they run events for the youth?- I don't think our local government communicates particularly well with young people of my age.- Probably impacts on my life more than I am aware of. Facilities like libraries I use rarely, as well as parks and recreational centres. But I'm sure there are ways that local gvt impacts on me daily, I'm just not aware of how.- I don't think local government impacts on us as much as other age groups. There seems to be a lot of activities for the younger and the older, but there's nothing really here for us, not locally anyway. I would like to see more local activities for this age group- I'm not sure- Not much- Not sure- Not really, nothing out there | <ul style="list-style-type: none">- They don't engage. I have never been approached about what I want in my community. One request I would have is to provide more public transport. Another would be to have more concerts and festivals and to cut the red tape such as the stupidity over the silverchair and powderfinger show.- However, I think many young people are unaware of local government in their everyday lives, and they are also generally apathetic towards it.- I'd say what they do certainly make an impact but there's not much info or marketing aimed at younger people so we don't necessarily know what's going on.- Given that I didn't know most of what it did, I suppose it impacts almost negligibly. Except when it allows the placement of speed bumps in the middle of Christchurch Terrace without consulting the people living in the area, then it impacts in quite an undesirable fashion.- It probably pretty much goes unnoticed by the youth because they don't really know what the local government is responsible for- I don't think it impacts on them that much, don't think they really think about it.- The provision (or lack there of) of services like youth services. Apart from that, I don't see how Joondy could impact us.- If it is, we're not really aware of it. |

| | | | |
|--|---|--|--|
| Recreation/ Leisure | 9 | <ul style="list-style-type: none"> - Generally creates 'hang outs' i.e. Parks, rec centres etc. - I think the Local Government has an impact on people of our age providing us with recreational and other facilities - Providing leisure activates and maintenance of local facilities - Facility upkeep | <ul style="list-style-type: none"> - Recreation/cultural activities - Sporting facilities - The local government plans recreation and education facilities in the city, many of which are accessed by young people - We've got plenty of gyms to choose from - Providing a gym |
| Other Answers regarding 'Community' | 9 | <ul style="list-style-type: none"> - Owning my own home I rely on the local government to make sure that the streets are protected with local security, bulk rubbish collection, it is a huge impact on me because I like to live in a safe and clean neighbourhood and it is a good thought to know that the City of Joondalup is doing everything to help is. - Community opportunities - Presents us with a range of community opportunities and direction | <ul style="list-style-type: none"> - The Local Government makes living in the area good for us. - They influence how we manage our lives - Keeps the area within we live in neat, tidy and functioning correctly - Simply by maintaining the appearance of the surrounding suburbs I think the Local Government goes a long way towards looking after young people. - Impacts us by making social services more accessible - Helps with support - By making the local community a nicer, neater and safer place to live |
| Libraries | 5 | <ul style="list-style-type: none"> - Libraries - My biggest interaction with local government facilities is using my local libraries for study. - Not as much as home owners but they do have an impact on our public facilities i.e. the library which is useful for expanding our horizons in education | <ul style="list-style-type: none"> - The services that I utilise include parks and libraries and I see the local government as providing these services. - Whether its to do with the public services they provide like the library |
| Events | 5 | <ul style="list-style-type: none"> - And the night markets are a great idea. - It creates events for us and gives us recreational facilities to enjoy. - Free public events that I attend | <ul style="list-style-type: none"> - Mainly through Community and sports events as well as cultural services - Providing events e.g. festivals, music events |
| Housing Decisions/ Approvals | 3 | <ul style="list-style-type: none"> - For those of us looking to buy or build homes, it impacts upon that. - In all ways, however most particularly in the provision of building approvals | <ul style="list-style-type: none"> - I own a home in the City of Joondalup so many of the decisions made by local government affect me. |
| Community services | 3 | <ul style="list-style-type: none"> - Provides community services for those in need - Provides community services | <ul style="list-style-type: none"> - Provides services specifically for young people - Provide services for 18+ |
| Beaches | 3 | <ul style="list-style-type: none"> - I don't think they do other than looking after our amenities, i.e. beaches etc. | <ul style="list-style-type: none"> - Clean Beaches - Beach used with family – if clean that's great! |
| Licences | 3 | <ul style="list-style-type: none"> - Has some input in obtaining drivers licence | <ul style="list-style-type: none"> - Getting a license - Licensing |
| Parks | 3 | <ul style="list-style-type: none"> - Parks (2) | <ul style="list-style-type: none"> - Provides BBQs at parks, gazebos |
| Safety | 2 | <ul style="list-style-type: none"> - Ensuring our safety | <ul style="list-style-type: none"> - Provides safe places to hang out |

| | | | |
|------------------------|-----------|---|---|
| Roads | 2 | - How we are able to get from one place to another like the extension of the freeway to make it easier to run day to day activities | - Roads |
| Facilities | 1 | - Provides facilities we can use i.e. halls, sports facilities, gardens and beaches | |
| Education | 1 | - Something to do with TAFE/uni things. And centrelink perhaps | |
| Health | 1 | - Health services | |
| Transport | 1 | - Public transport | |
| Other | 3 | - Resources available - Rates I pay - Only vote because you get fines unless you have children | - Whether there is enough funding for hospitals, roads, schools etc - Provide opportunities, work experience |
| TOTAL RESPONSES | 80 | | |

Question 3:

Please describe in three words what the ideal suburb would be like?

| Subject | Number of Responses | Answers | |
|--------------------------|----------------------------|--|--|
| Clean | 35 | <ul style="list-style-type: none"> - Clean (31) - Neat (and Tidy) - Clean and Tidy | <ul style="list-style-type: none"> - Graffiti Free - Tidy |
| Safe | 35 | <ul style="list-style-type: none"> - Safe (30) - Crime Free (3) | <ul style="list-style-type: none"> - Secure - Safe streets |
| Environment | 29 | <ul style="list-style-type: none"> - Green (8) - Parks (7) - Eco-friendly (4) - Trees (3) - Parkland - Environmentally sustainable | <ul style="list-style-type: none"> - Unpolluted - Clean environment - Environmentally Friendly - Trees, trees and more trees - Lots of trees |
| Descriptions of Feelings | 21 | <ul style="list-style-type: none"> - Friendly (11) - Inviting (2) - Neighbourhood friendly - Happy - Accepting | <ul style="list-style-type: none"> - Comfortable - Homey - Exciting - Fun - (Has a) community (feeling) |
| Visual descriptions | 13 | <ul style="list-style-type: none"> - Vibrant (3) - Modern (2) - Attractive - Unique - Attractive | <ul style="list-style-type: none"> - Spacious - Relaxed - Beautiful - Aesthetically pleasing - Nice homes |
| Quiet | 11 | <ul style="list-style-type: none"> - Quiet (7) | <ul style="list-style-type: none"> - Peaceful (4) |
| Accessible | 9 | <ul style="list-style-type: none"> - Accessible (3) - Services nearby - Walking distance to parks, shops, services, public transport - Walking distance from everything | <ul style="list-style-type: none"> - Easy-to-get-around - Accessible – well connected with lots of services within walking distance - Close proximity to schools |
| Activities | 5 | <ul style="list-style-type: none"> - Lots of activities - Entertainment - More activities | <ul style="list-style-type: none"> - Activity filled fun - Entertaining |
| Sustainable | 3 | <ul style="list-style-type: none"> - Sustainable (3) | |
| Other | 22 | <ul style="list-style-type: none"> - Functional - Free - Cheap rates - Community - Community minded - Educated - Toilets - Less traffic - Good neighbours and community - Variety of housing choice and affordability - Childcare/ schools - Free beer - Sport and rec facilities - Good socio-economics | <ul style="list-style-type: none"> - Everything - One without those bloody speed bumps, please - Majority controlled democracy - Wealthy - Open spaces - Well maintained - Dynamic - Good education facilities - Open roads (roads appropriate to use) - Amenities - Bigger than Joondalup - Affordable - Recreational activities |
| TOTAL RESPONSES | 183 | | |

Question 4:

Within the framework of the roles and responsibilities outlined above, what would you want to have a say in?

Respondents were provided with an outline of the key roles and responsibilities of Local Government and asked which of these they would most like to have a say in. The three most common responses to the above stated question were:

- Provision of recreation facilities
- Community Services
- Cultural Services

A full list of the answers recorded can be viewed in the following table.

| Subject | Description provided | Number of Responses | Alternative Answers |
|--------------------------------------|--|----------------------------|---|
| Provision of recreation facilities | <i>Parks, sports fields and stadiums, swimming pools, sport centres, halls and skate parks. *Four Leisure Centres in the COJ *Over 300 parks</i> | 31 | <ul style="list-style-type: none">- Leisure centres, parks- Swimming pool facilities- Parks (2)- Recreation- Public places, parks- Because of increased childhood obesity |
| Community Services | <i>Youth services, welfare services and libraries, SCORCHA music festival, access and inclusion, seniors plan.</i> | 20 | <ul style="list-style-type: none">- Community |
| Cultural Services | <i>Community events, arts programs, art galleries, museums and Joondalup Festival.</i> | 17 | <ul style="list-style-type: none">- Community events- Festivals and Events- Saying what you would want done |
| Infrastructure and property Services | <i>Local roads, bridges, footpaths, drainage, waste collection and management, street lighting, ranger services and no smoking on the beach.</i> | 13 | <ul style="list-style-type: none">- The development of suburbs and maintenance has a huge impact on day-to-day living.- Roads- Planning Decisions- Infrastructure- Beach facilities- Roads - not ever allowing Edgewater drive to go through to lakeside drive |
| Health Services | <i>Water and food inspection, immunisation services, toilet facilities, noise control, meat inspection and animal control.</i> | 12 | <ul style="list-style-type: none">- Toilets |
| Crime Prevention | <i>City Watch services (security).</i> | 12 | <ul style="list-style-type: none">- The distribution and amount of security forces in my area. Craigie could use a whole lot more of them. There is graffiti everywhere, and groups of children as young as 10 years old smoking in front of the Beldon shopping centre. I also helped put out a neighbours letterbox after it had been set on fire by hoons. I despise living in such an area- City Watch |

| | | | |
|---------------------------------------|---|------------|---|
| Planning and development approval | <i>Building approvals, urban design, pool fences, pergolas, block sizes and shopping centres, extentions.</i> | 7 | <ul style="list-style-type: none"> - Urban design - Development proposals |
| Administration of building facilities | <i>Ocean Reef marinas, parking facilities, street parking and paid parking.</i> | 4 | <ul style="list-style-type: none"> - Yes, buildings and shops - Things should be built on needs of community |
| Building Services | <i>Inspections, licensing, certification and enforcement.</i> | 0 | |
| All elements | | 5 | <ul style="list-style-type: none"> - Everything - All of above (2) - Most areas except for health services and crime prevention - I think that we should all have a say in what goes on in our world. From the services listed above to the priority of the economy to our foreign policy. - I feel that there are aspects of every framework that are important for the public and myself to have a say in, however I feel that I wouldn't want to be bombarded with calls and email etc from the COJ all the time, every now and again is fine but not ALL the time. |
| None | | 1 | <ul style="list-style-type: none"> - I suppose none of them; most of them don't really apply to me, as I don't own a home. |
| Other comments | | 6 | <ul style="list-style-type: none"> - I would like to see an artificial reef built within the coastal area of the city of Joondalup. - I would like to have a say in community events and arts programs. - I would like to see chemical free property services and a focus on sustainability. - Getting your licence - No, if I had an assignment - Global Warming - Environmental aspects |
| TOTAL RESPONSES | | 128 | |

Question 5:

Would you want to communicate with the City of Joondalup regarding these matters?

| | | |
|--------------|-----------|-----|
| Yes | 47 | 75% |
| No | 16 | 25% |
| TOTAL | 63 | |

Question 6:

What would be the best way for YOU to communicate with the City of Joondalup about these matters?

| Subject | Number of Responses | Answers | |
|------------------------|----------------------------|---|--|
| Email | 37 | <ul style="list-style-type: none">- Email (33)- Internet and email, but seeing as where I live it is impossible to get anything better then dial up it takes me for ever to use the internet- Write a letter/ email | <ul style="list-style-type: none">- By email directly to the local Councillor with a copy to the Mayor's office so the Mayor can monitor what's what and who is doing their job.- I've considered writing an email to the local council regarding issues and ideas. |
| Surveys | 11 | <ul style="list-style-type: none">- Surveys (4)- Surveys such as this one- Online survey- This survey is a great way, because it means you are receptive to our opinions | <ul style="list-style-type: none">- Survey/feedback option on their website.- Fill out surveys- Feedback surveys like this one- Online surveys |
| Letters | 10 | <ul style="list-style-type: none">- Mail (3)- Letter (5) | <ul style="list-style-type: none">- Through the post mail- Letter/ Correspondence |
| Phone | 9 | <ul style="list-style-type: none">- Telephone (4)- Phone (4) | <ul style="list-style-type: none">- A direct number to talk to someone who has a say in those matters. |
| In Person | 7 | <ul style="list-style-type: none">- I would be willing to make propositions in person if necessary once in a while.- In person is THE only way that ever gets anything done | <ul style="list-style-type: none">- Forum- Attending meetings- Face –to –face- Personal contact- Face-to-face groups |
| Online | 6 | <ul style="list-style-type: none">- Internet (2)- Electronically | <ul style="list-style-type: none">- Internet Forum- Online Forum- Online |
| Meetings/ Forum | 5 | <ul style="list-style-type: none">- At a public hearing- Forums at local council- Forums to discuss with other members of the community | <ul style="list-style-type: none">- Local Councillor or Community Meetings- Forums |
| Local Paper | 1 | <ul style="list-style-type: none">- Writing to the local community paper to see what other people think. | |
| Events | 1 | <ul style="list-style-type: none">- Through youth festivals and awareness schemes within the City of Joondalup | |
| Other | 6 | <ul style="list-style-type: none">- I have absolutely no idea, which is why I'm taking this survey.- Contact my local councillor- Petitions | <ul style="list-style-type: none">- Graffiti- General enquiries and comments are often ignored- N/a |
| TOTAL RESPONSES | 93 | | |

Question 7:

What would be the best way for the CITY OF JOONDALUP to communicate with you?

| Subject | Number of Responses | Answers | |
|------------------------|----------------------------|--|---|
| Email | 36 | <ul style="list-style-type: none">- Email (33)- Email is easier to get hold of me as I work away in the country.- Through email (personal contact) | <ul style="list-style-type: none">- New technologies: email, Internet etc. This is the easiest and fastest way for me to communicate, and this is my priority for things like this. |
| Mail | 18 | <ul style="list-style-type: none">- Post (5)- Mail (5)- Letters (4)- Mail – all other forms too intrusive | <ul style="list-style-type: none">- Letter/correspondence.- Post mail- Letter in the post- Mailouts with response form to detach |
| Phone | 9 | <ul style="list-style-type: none">- Phone (4)- Phone call (3) | <ul style="list-style-type: none">- Telephone (2) |
| Online | 7 | <ul style="list-style-type: none">- Internet (2)- Electronically- Online Surveys- Information on its website- More information on the web | <ul style="list-style-type: none">- I think online youth forums and polls on certain topics would work, if these were done through the local schools/uni/tafe you'd get more feedback. |
| Community News | 5 | <ul style="list-style-type: none">- Local Newspaper (4) | <ul style="list-style-type: none">- Newspaper advertisements in community times |
| Public Forums | 3 | <ul style="list-style-type: none">- At a public hearing where the people of Joondalup can discuss these matters- Forum mentioned above | <ul style="list-style-type: none">- Public talks to discuss various issues or to welcome suggestions for the different areas |
| Newsletters | 3 | <ul style="list-style-type: none">- Newsletter (2) | <ul style="list-style-type: none">- Community Newsletter |
| Events | 3 | <ul style="list-style-type: none">- Do you have a youth council? Information about getting involved would have to be advertised at local events. | <ul style="list-style-type: none">- Council representation at youth events- Through youth festivals and awareness schemes within the City of Joondalup |
| Media | 2 | <ul style="list-style-type: none">- If you want to engage the public in general, especially the young, then you need to use TV, radio, popular magazines, news and any other medium you can think of. | <ul style="list-style-type: none">- Advertising |
| Personal Communication | 2 | <ul style="list-style-type: none">- Talk to me, and let me show them what I mean. I really doubt anyone could grasp an understanding of what I'm saying unless they lived in my area and have seen the things I've seen. | <ul style="list-style-type: none">- Face-to-face groups |
| Surveys | 2 | <ul style="list-style-type: none">- Provide surveys, send out information on when you meet | <ul style="list-style-type: none">- Through surveys |
| Other | 6 | <ul style="list-style-type: none">- And I would just like to add that I thank the city of Joondalup for giving me the opportunity to begin to find out what the younger generation thinks.- maybe fliers in the mail about upcoming activities and events | <ul style="list-style-type: none">- I'd also like to see members of the council try passing the driving test at Joondalup.- Unsure- Involve young people and youth groups in some decisions that will involve their future & shops/ uni |
| TOTAL RESPONSES | 114 | | |

Question 8:

For demographic purposes, please tick one the following categories that that applies to you:

| | |
|-----------------------|-----------|
| Employed - Full time | 18 |
| Studying - Full time | 11 |
| Studying and employed | 30 |
| Unemployed | 4 |
| TOTAL | 63 |

Question 9:

Are you interested in participating in any future City of Joondalup projects?

| | | |
|--------------|-----------|-----|
| Yes | 41 | 65% |
| No | 22 | 35% |
| TOTAL | 63 | |



**Youth Engagement Summary Report
December 2007**

Report on Youth Engagement for the City of Joondalup

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EXECUTIVE SUMMARY

In 2007 the City investigated the relationship between young people and the City and the best way to communicate and involve them in City processes.

This resulted from a Council decision in 2006 to investigate other avenues to engage with young people and the disbanding of the Youth Affairs Advisory Committee.

A forum was held with young people aged 12-17 and surveys were conducted with the 18-25 age group. Both age groups were asked the same questions.

The outcomes resulted in 8 recommendations:

1. Increase awareness amongst youth aged 12-17 years regarding the functions of Local Government and their impact on young people within the City of Joondalup.
2. Utilise technology to develop and maintain contemporary, youth appealing communications with young people.
3. Further develop Local Government representation and involvement in secondary schools.
4. Increase the level of information regarding policy reforms and legislation relevant to young people; provide a forum for comment on these matters and advocate on behalf of young people for improvement and/or change.
5. Ensure all community consultation undertaken by the City and all Council Committees are open and available for young people to attend or make comment on and include channels of communication to ensure young people are aware of and have access to such information.
6. Advocate for young people to be invited to participate in external community organisations' committees and working groups.
7. Continue to deliver services that allow young people to engage in activities and programs.
8. Develop and implement a specific communication strategy for 18 – 25 year olds that will effectively reach this target group.

BACKGROUND

In 2006 the Council approved the implementation of a consultation process to evaluate alternative means of engaging with young people. The City (and the former City of Wanneroo) had engaged a Youth Advisory Council (YAC) in an advisory role since 1978 and a Youth Affairs Advisory Committee (YAAC) since 2001. The Council disbanded the YAC in favour of identifying new ways that young people could be involved in Council.

Liaison with youth to determine alternative methods for engaging with young people in the future has occurred as a result of Council report (COJ107 – 06/06), *that Council:*

- 1 *DISBANDS the Youth Advisory Council effective from July 2006;*
- 2 *DISBANDS the Youth Affairs Advisory Committee effective from July 2006;*

- 3 *ENDORSES the implementation of a working group comprised of six young people and two Elected Members;*
- 4 *NOTES that a report will be provided to Council after three months recommending an alternative method for engaging with young people in the future.*

LINKS TO STRATEGIC PLAN

| | |
|----------------|--|
| Outcome: | The City of Joondalup provides social opportunities that meet community needs. |
| Objective 1.3 | To continue to provide services that meet changing needs of a diverse and growing community |
| Strategy 1.3.1 | Provide leisure and recreational activities aligned to community expectations, incorporating innovative opportunities for today's environment. |
| Strategy 1.3.2 | Provide quality-of-life opportunities for all community members |
| Strategy 1.3.3 | Provide support, information and resources |
| Outcome: | The City of Joondalup is recognised as a unique City. |
| Objective 4.3 | To ensure the City responds to and communicates with the community |
| Strategy 4.3.1 | Provide effective and clear community consultation |
| Strategy 4.3.2 | Provide accessible community information |
| Strategy 4.3.3 | Provide fair and transparent decision-making processes |
| Outcome: | The City of Joondalup is an interactive community. |
| Objective 4.4 | To develop community pride and identity |
| Strategy 4.4.1 | Build and develop marketing opportunities to promote the City. |

DETAILS

The consultation was divided into two groups the 12-17 age group and the 18-25 age group.

12-17 age group

To identify key issues and strategies for the 12-17 age group a working group was established comprising six young people with Mayor Troy Pickard and Councillor Albert Jacobs. The working group met on six occasions and planned, implemented and reviewed a Youth Forum held on 7 March 2007.

Liaison with young people aged 12 – 25 years has occurred within the City to identify Local Government issues that are important to young people and how the City can communicate with young people regarding those issues.

Part one of the liaison process involved 110 young people aged 12 – 17 years from 13 secondary schools within the City of Joondalup participating in a Youth Forum held on Wednesday 7 March 2007.

The City posed questions, which were workshopped at the forum. These included:

- What do you think Local Government does?
- How do you think Local Government impacts on young people?
- If you lived in an ideal suburb, what would it be like?
- What would you like to have a say in?
- How can you communicate with the City of Joondalup?
- How can the City of Joondalup communicate with you?

The results from the Youth Forum were presented to Council in September 2007, in Council Report (CJ203-09/07).

MOVED Mayor Pickard SECONDED Cr John that Council:

- 1 *NOTES the Youth Forum Report shown as Attachment 1 to Report CJ203-09/07;*
- 2 *REQUESTS that the report is sent to all High Schools for information within the City of Joondalup indicating that additional forums will be held in the future.*

18-25 age group

To identify the issues and strategies for young people aged 18-25 years the approach used was by means of survey.

63 young people aged 18 – 25 years completed the survey stating that they lived within the City of Joondalup. The survey was administered through a number of channels including online, TAFE, email via Libraries database, Craigie Leisure Centre, and City libraries. Reaching this target group was a challenge as it is difficult to find accessible large groups of young people both within the target age group and City of Joondalup residents. A total of 63 survey responses have been collated and are presented in Attachment 1.

Whilst this number is not considered statistically valid it still provides an interesting insight into young people and this age group.

The detailed analysis resulting from the surveys is provided in Attachment 1.

OUTCOMES FROM CONSULTATION

The same questions were asked of both age groups to determine similarities and differences between age groups and the strategies that could be best utilised by the City.

These results will impact on the way Council engages with the two groups and what issues they are communicated about. The following provides a summary of the top three answers to each questions asked to both groups.

- What do you think Local Government (The City of Joondalup) does?

| Rank | 12 – 17s | 18-25s |
|------|---------------------|-------------------------------|
| 1 | Organise Events | Parks/ Environment |
| 2 | Parks/ Environments | Wellbeing/ Community |
| 3 | Road Works | Rubbish Collection/ Recycling |

- How do you think Local Government impacts upon people of your age?

| Rank | 12 – 17s | 18-25s |
|------|---------------------|-------------------------------|
| 1 | Education | Don't know/ Does not impact |
| 2 | Recreation/ Leisure | Recreation/ Leisure |
| 3 | Safety | Answers regarding 'Community' |

- Please describe what the ideal suburb would be like?

| Rank | 12 – 17s | 18-25s |
|------|----------------------|--------------------------|
| 1 | Activities | Clean |
| 2 | Transport | Safe |
| 3 | Clean/ Graffiti free | Environmentally friendly |

- What would you want to have a say in? (Information on the roles and responsibilities of Local Government previously been provided)

| Rank | 12 – 17s | 18-25s |
|------|--|------------------------------------|
| 1 | Education | Provision of recreation facilities |
| 2 | Youth activities/ events (including music related aspects) | Community Services |
| 3 | Planning and Infrastructure decisions | Cultural Services |

- What would be the best way for YOU to communicate with the City of Joondalup about these matters?

| Rank | 12 – 17s | 18-25s |
|------|--|---------|
| 1 | Media (newspaper, radio etc) | Email |
| 2 | Online (including email, my space etc) | Surveys |
| 3 | Letters | Letters |

- What would be the best way for the CITY OF JOONDALUP to communicate with you?

| Rank | 12 – 17s | 18-25s |
|------|------------------------------|--------|
| 1 | Media (newspaper, radio etc) | Email |
| 2 | Through Schools | Mail |
| 3 | Online | Phone |

RECOMMENDATIONS AND PROPOSED STRATEGIES

The Youth Forum engaging youth aged 12 – 17 years and youth survey engaging youth aged 18 – 25 years were implemented as a consultation strategy to evaluate means of engaging with young people as an alternative to the disbanded Youth Advisory Council. The following recommendations are based on the analysis of outcomes of the Forum and survey.

Recommendation 1:

Increase awareness amongst youth aged 12 – 25 years regarding the functions of Local Government and their impact on young people within the City of Joondalup

Rationale (12 – 17 years): Answers received at the Youth Forum to the questions: ‘what do you think Local Government (the City of Joondalup) does, and how do you think Local Government impacts on young people indicate that youth have a good understanding of the function of Local Government, particularly those functions that are ‘visible’ in the community; for example community events, rubbish collection, parks and leisure centres. There are however misperceptions about what role Local Government has concerning topics such as education, transport, and other state and federal matters. Evidence also suggests that young people are less aware of how Local Government functions impact upon them.

Increasing the awareness of the function of Local Government would enable young people to become informed citizens and encourage them to become active in the community and in the decision making processes of the City.

Rationale (18 – 25 years): Answers received from the survey indicate this age group has a good understanding of the roles and responsibilities of Local Government. However, responses were overwhelmingly negative when asked how the City of Joondalup impacts upon people their age. This negative view of local Government is a concern and could be improved with increasing awareness of the functions of Local Government and their impact on young people within the City of Joondalup

Recommended Strategies:

- Presentations in school classes and at assemblies
- Involvement in school Expos
- Annual Youth forums
- Information provision through media outlined in Recommendation 2
- Information provision in the Youth Notebook and other youth magazines/ material produced
- Youth attendance at a Council meetings
- Tours for students to Council Chambers
- Utilisation of surveys to gain feedback from the 18-25 age group
- Promotion of COJ activities through various online media including Myspace and Facebook.

Recommendation 2:

Utilise technology to develop and maintain contemporary, youth appealing communications with young people

Rationale (12 – 17 years): Young people at the Youth Forum indicated that they would be receptive to engaging in online communication including youth websites, online forums and 'Myspace' sites. They also indicated that further use of interactive and audiovisual devices would help improve the forum.

Using technology when communicating with young people will help the City communicate in a way youth will be interested and respond to, and in turn build interest levels and involvement in the City's processes.

Furthermore, given the increase in Internet use amongst young people and schools, communicating through the Internet would prove an effective means of reaching young people on a large scale.

Examples of effective Local Government youth websites include:

<http://www.generate.qld.gov.au/> and <http://www.visible-ink.org/>

Rationale (18 – 25 years): Over one third of the respondents answered they would rather communicate with the City of Joondalup via email. This method was also the preferred method for young people to communicate with the City. An online communication strategy will help facilitate communication with this age group.

Recommended Strategies:

- Develop a modern, non corporate style youth website that is updated regularly
- Provide online forums for young people to comment on issues
- Set up a Youth Services Myspace to promote services undertaken by the City and to develop an online network of young people
- Set up a youth friendly Mayor's Myspace
- Set up a designated youth email for all incoming queries e.g. Youth@joondalup.wa.gov.au
- Advertise youth events and activities through You Tube and other current popular websites

- Develop a youth register and distribute information through the network via SMS and email
- Deliver information to young people using interactive audio visual medium\

Recommendation 3:

Further develop Local Government representation and involvement in secondary schools

Rationale (12 – 17 years): The outcomes of the forum indicate young people consider that communication through schools would be an effective means of reaching young people.

Representation in schools will assist in promoting youth interest in Local Government, and as one young person attending the forum indicated, help promote Local Government as a career choice for the future. In addition, schools are an effective means of communicating to youth on a large scale to a captive audience.

Rationale (18 – 25 years): Not relevant to this age group

Recommended Strategies:

- Develop relationships with School Chaplains
- Attend and deliver talks at school assemblies
- Deliver talks in school classes
- Invite students to attend a council meeting in Local Government week
- Work collaboratively with the City's School Liaison Officer
- Hold annual Youth Forums involving school students
- Establish targeted contacts within schools to work with. E.g. The Scene: English Classes for articles, Battle of the Bands: Art class for poster competitions
- Attend the yearly regional Principals and pastoral care meetings
- Engage with school Principals by inviting them to the City of Joondalup every six months
- Involve the Mayor in leadership talks in schools
- Attend Interagency Truancy group meetings and maintain links with other school related groups

Recommendation 4:

Increase the level of information regarding policy reforms and legislation relevant to young people; provide a forum for comment on these matters; and advocate on behalf of young people for improvement and/ or change.

Rationale (12 – 17 years): There were many subjects raised at the Youth Forum that were outside the realm of Local Government function. Examples include topics relating to education, transport and the minimum wage. The minimum wage, and personalising and customising educational choices were the top two nominated subjects that young people most wanted to have a say in.

Keeping young people informed of these and other topics that affect them and providing the forum for young people to have a voice and opinion will bring many advantages to

youth and to the City. It will raise awareness of issues that affect young people and provide a channel of communication from local level, through to state and federal government for youth to be able to voice their opinion. The City of Joondalup will be able to better advocate on behalf of young people to state government and peak organisations when they are more informed and there is an established channel of communication.

Rationale (18 – 25 years): This was not seen as much of an issue for this age group, which indicated a higher awareness of the role of local government and what the City of Joondalup does in the community.

Recommended Strategies:

- Constantly monitor youth related matters in the external environment
- Inform young people of current issues in a youth friendly manner as outlined in Recommendation 2
- Provide ability for comment on matters through email and online forums
- Communicate youth feedback to involved parties
- Maintain active working relationship with the Office for Youth and the Youth Affairs Council of Western Australia

Recommendation 5:

Ensure all community consultation undertaken by the City and all Council committees are open and available for young people to attend, or make comment on; and include channels of communication to ensure young people are aware of and can have access to such information

Rationale (12 – 17 years): Outcomes from the forum indicate that young people want to be involved in Local Government processes and decisions. Their interests move beyond events, and youth activities to include environmental, planning and infrastructure, and budget issues. Young people at the forum indicated that given the opportunity, they would have a say through a range of communication media for example Internet forums, Website, forums, and questionnaires.

Rationale (18 – 25 years): 75% surveyed indicated that they would want to communicate with the City of Joondalup regarding local government issues. Top 3 ranked subjects include: provision of recreation facilities, community services and cultural services.

Recommended Strategies:

- Develop guidelines for City of Joondalup Business units to include young people in consultation
- Internal advocacy for the inclusion of young people in consultation and decision making processes
- Develop or insert youth inclusion strategies into policies relating to consultation
- Ensure internal planning is undertaken with young people in mind

Recommendations 6:

Advocate for young people to be invited to participate in external community organisations' committees and working groups

Rationale (12 – 17 years): In addition to recommendation 5, the City should also advocate on behalf of young people to be included in community organisations' committees and working groups external to the City's functions.

Rationale (18 – 25 years): The same applies for the 18-25 group as indicated in the 12-17 age group.

Recommended Strategies:

- Make connection with youth related working groups
- Advocate youth participation and assist in gaining youth participation in these working groups

Recommendation 7:

To continue to deliver services that allow young people to engage in activities and programs

Rationale (12 – 17 years): Young people attending the forum indicated that community activities and events are the most important factor in what defines an 'ideal suburb'. Continuing to deliver programs implemented by the City and increasing the ability for these services to meet demand will increase the young persons' sense of belonging and participation in their community.

Rationale (18 – 25 years): Responses to the question "what do you think local government (City of Joondalup) does?", organizing events was one of the lowest responses. Compared with 12-17 age group response who ranked organise events number 1. The highest ranked areas for the 18-25 age group was in the area of community wellbeing, parks and environment and maintaining suburbs. Given the low acknowledgement of events for this age group, this indicates a significant gap in awareness of targeted events and programs available for this age group.

Recommended Strategies:

- Address current needs of young people
- Address inability to promote services due to excess demand for some programs.
- Develop pre-existing youth projects and programs to meet current needs.

Recommendation 8:

Develop and implement a specific communication strategy for 18 – 25 year olds that will effectively reach this target group

Rationale (12 – 17 years): Not applicable to this age group.

Rationale (18 – 25 years): The liaison process with 18 – 25 year olds proved difficult in administering the youth surveys. A central database of email addresses from all sources within the City would assist in reaching this group. Email was the highest recorded method of preferred communication indicated by this group.

Recommended Strategies:

- Collate all City databases from various Joondalup sources (eg Library, Craigie Leisure Centre).
- Develop a communication strategy using the combined database as the source of contact for young people within the City of Joondalup.
- Investigate options for technology access including facebook.
- Consider variation of language for communication strategies with this age group compared to that for the 12-17 age group.