City of Joondalup

COMMUNITY CONSULTATION OUTCOMES REPORT

2022 Communications Survey

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OVERVIEW

The community was invited to provide feedback through the 2022 Communications Survey on the various communications methods used by the City. This included their preferences for receiving information, and to confirm the City is communicating with the community in the best way possible. The community consultation was undertaken from 1 March 2022 to 12 April 2022 and feedback was sought by way of an online survey form, with hard-copy forms available upon request.

The City collected a total of 600 valid responses throughout the 42-day advertised consultation period. Responses that were considered valid include all those which contained contact details enabling identification and were submitted within the advertised timeframe.

Respondents were largely complimentary about the City's communication channels, with the majority indicating that they had indeed accessed the City's website, social media and eNewsletters. The majority who had accessed these then rated them as either "moderately useful" or "very useful". The website in particular was accessed the most by respondents, and social media was accessed the least.

In regard to the City's printed communication and materials, the majority of respondents recalled reading or viewing "City News" and "Budget News" newsletters. However, less than half of respondents recalled the other printed communication and materials, with the "Hello Perth Sunset Coast" map being the least recalled. In addition, less than half recalled City items printed in the Community Newspaper – *PerthNow Joondalup*.

The top 3 most preferred methods of receiving information from the City were all digital, with half of respondents indicating they preferred receiving a customised City eNewsletter delivered to their inbox. Also popular were topic-specific email alerts, and the City's website. Least popular methods of receiving information were printed materials, telephone/email contact, and direct face-to-face contact.

Popular topics to receive information about from the City included "City events", "waste and recycling", and "community consultation and opportunities to give feedback". Least popular topics to receive information about were "services and programs for young people", "services and programs for people with disability, and "business support information".

Overall, the majority of respondents rated the City's communication as "very easy" or "extremely easy" to understand (ie language, style of writing, readability). Further, the majority of respondents indicated that the amount of communication they receive from the City was "about right", and that City communications keep them "moderately" well informed or "very" well information about news, projects and events happening around the City.

STAKEHOLDERS

All community members were considered stakeholders for this consultation. No stakeholders were contacted directly for comment; however the City requested the following stakeholder groups assist with distributing the consultation information to their members and networks:

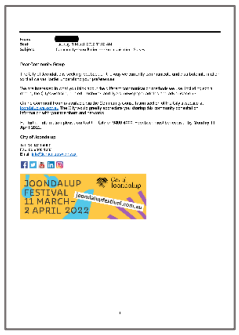
- Sporting groups (98)
- Seniors Network community groups (49)
- Resident/ratepayer groups (15)
    - Beldon Residents Association Inc
    - Burns Beach Residents Association Inc
    - Connolly Residents Association
    - Edgewater Community Residents' Association
    - Harbour Rise Home Owners Association Inc
    - Heathridge Residents' Association
    - Iluka Homeowners Association
    - Kallaroo Residents' Association
    - Kingsley & Greenwood Residents Association
    - Marmion, Sorrento, Duncraig Progress and Ratepayers Association
    - North Shore Country Club and Residents Association
    - Padbury Residents' Association Inc
    - Warwick Residents' Group
    - Whitford Community, Ratepayers & Recreation Association Inc
    - Woodvale Waters Landowners Association.

Stakeholders were also indirectly engaged via the consultation materials described overleaf.

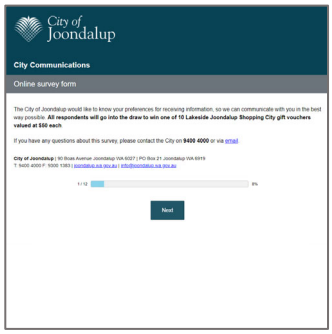
CONSULTATION MATERIALS

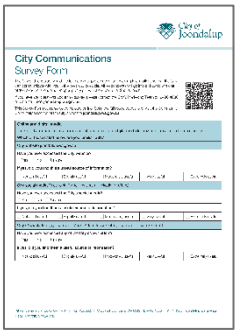
Community group representatives, including resident/ratepayer groups, seniors' groups, and sporting clubs, were sent emails on 1 March 2022 advising them of the consultation and encouraging them to forward the link to the online survey form to their members.

Email to community group representatives (see Appendix 1 for full):



Online survey form and hard-copy survey form (see Appendix 2–3 for full):



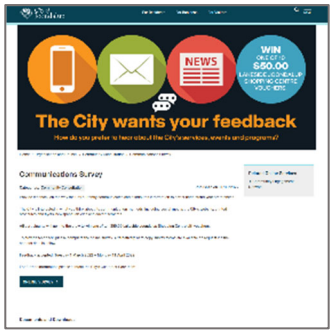


In addition to directly contacting representatives of community groups, the City advertised the consultation to other interested community members via the following means:

- Webpage linked through the Community Consultation section of the City's website visible from 1 March 2022 to 12 April 2022.
- Twitter post published through the City's Twitter account on 1 March 2022.
- Facebook sponsored posts published on 2 March 2022.
- LinkedIn post published through the City's LinkedIn account on 22 March 2022.
- E-screen displays visible on the e-screens located at the City's customer services centres, Craigie Leisure Centre and Libraries from 1 March 2022 to 12 April 2022.
- City of Joondalup telephone on-hold message live from 1 March 2022 to 12 April 2022.
- Media release published in Community Newspaper, *PerthNow Joondalup*, and on the City's website on 3 March 2022.
- Article in the Joondalup Voice community newspaper insert published on 10 March 2022 in print, available online and emailed to subscribers.
- eNewsletter to Community Engagement Network subscribers distributed on 1 March 2022.
- eNewsletter to Joondalup Business News subscribers distributed on 17 March 2022.
- eNewsletter to Joondalup Libraries News subscribers distributed on 24 March 2022.

To encourage responses, ten prizes comprising $50 shopping centre vouchers were offered.

Community Consultation webpage (see Appendix 4 for full):



Social media posts through the City's Twitter, Facebook and LinkedIn accounts (see Appendix 5–7 for full):

E-Screen display design (see Appendix 8 for full):

Script for City of Joondalup telephone on-hold message:

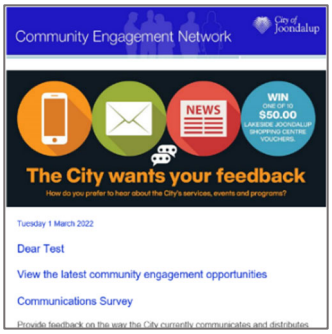
The City of Joondalup is seeking feedback on the way we currently communicate and distribute information so that we can better understand your preferences.

To have your say, complete the survey on the City's website at joondalup.wa.gov.au

All participants will go into the draw to win one of 10 $50 Lakeside Joondalup Shopping Centre gift vouchers.

Joondalup Voice insert (community newspaper and eNewsletter (see Appendix 9–10 for full):

Community Engagement Network eNewsletter, Joondalup Business eNewsletter, and Joondalup Libraries eNewsletter (see Appendix 11–13 for full):



RESPONSE RATE

The City collected a total of 600 valid responses throughout the 42-day advertised consultation period from 1 March 2022 to 11 April 2022. Responses that were considered valid include all those which contained contact details enabling identification and were submitted within the advertised timeframe.

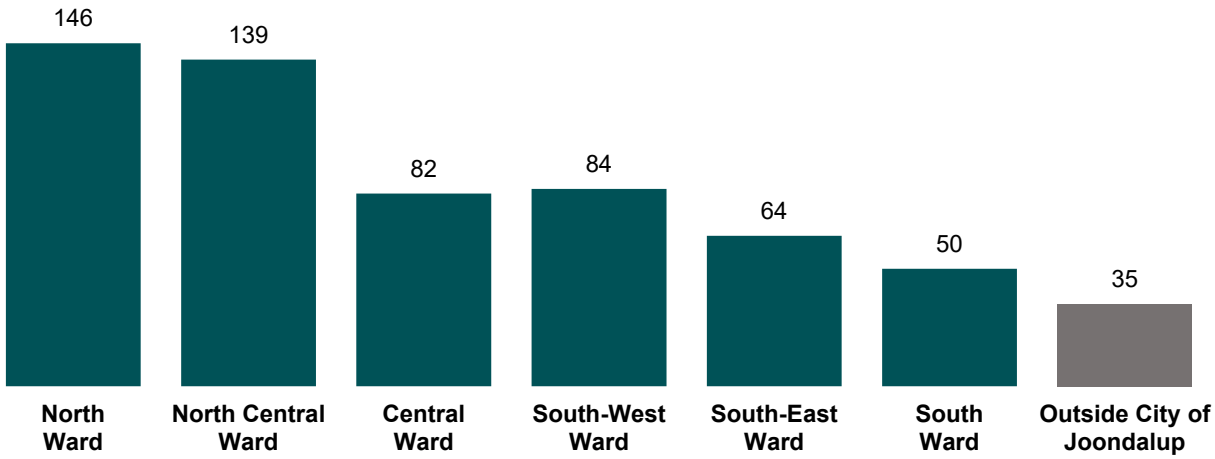
DEMOGRAPHICS

Respondent address

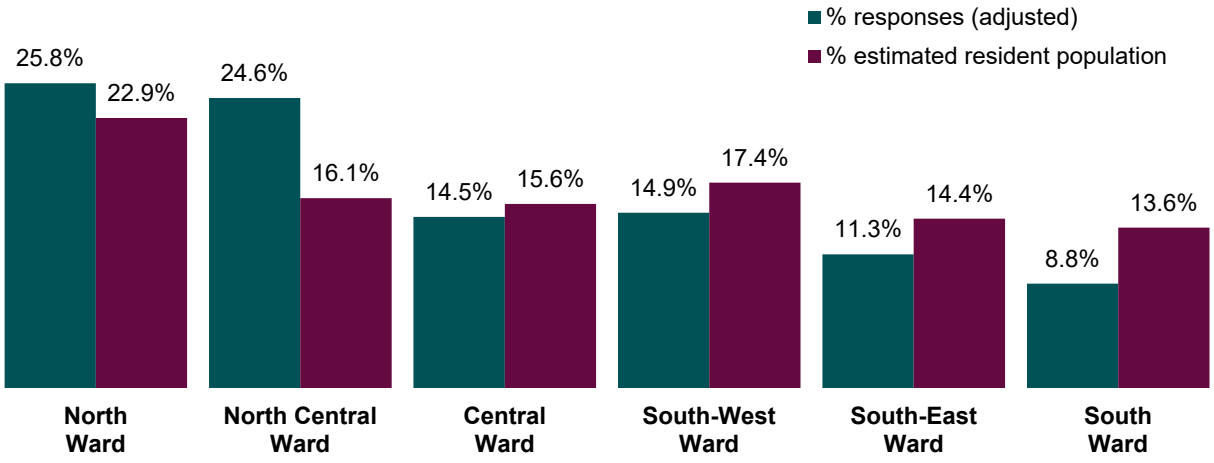
Respondents were asked to provide their address and the majority indicated that they are residents of the City of Joondalup (565). A further 35 respondents indicated that they reside in suburbs outside of the City of Joondalup. When compared to the 2021 estimated resident population for the City of Joondalup, the North Ward is overrepresented in this sample, and the North Central Ward is underrepresented. This data is shown in the table and charts below.

Responses received by ward and suburb:	N	%
City of Joondalup	**565**	**94.2%**
North Ward	**146**	**24.3%**
Burns Beach	29	4.8%
Currambine	19	3.2%
Iluka	24	4.0%
Joondalup	57	9.5%
Kinross	17	2.8%
North Central Ward	**139**	**23.2%**
Connolly	16	2.7%
Edgewater	29	4.8%
Heathridge	29	4.8%
Mullaloo	28	4.7%
Ocean Reef	37	6.2%
Central Ward	**82**	**13.7%**
Beldon	8	1.3%
Craigie	16	2.7%
Kallaroo	24	4.0%
Woodvale	34	5.7%
South-West Ward	**84**	**14.0%**
Hillarys	39	6.5%
Padbury	27	4.5%
Sorrento	18	3.0%
South-East Ward	**64**	**10.7%**
Greenwood	22	3.7%
Kingsley	42	7.0%
South Ward	**50**	**8.3%**
Duncraig	36	6.0%
Marmion	8	1.3%
Warwick	6	1.0%
Outside of the City of Joondalup	**35**	**5.8%**
Total responses	**600**	**100.0%**

Responses received by ward:



Percentage responses received by ward (adjusted*) compared to City of Joondalup population†:



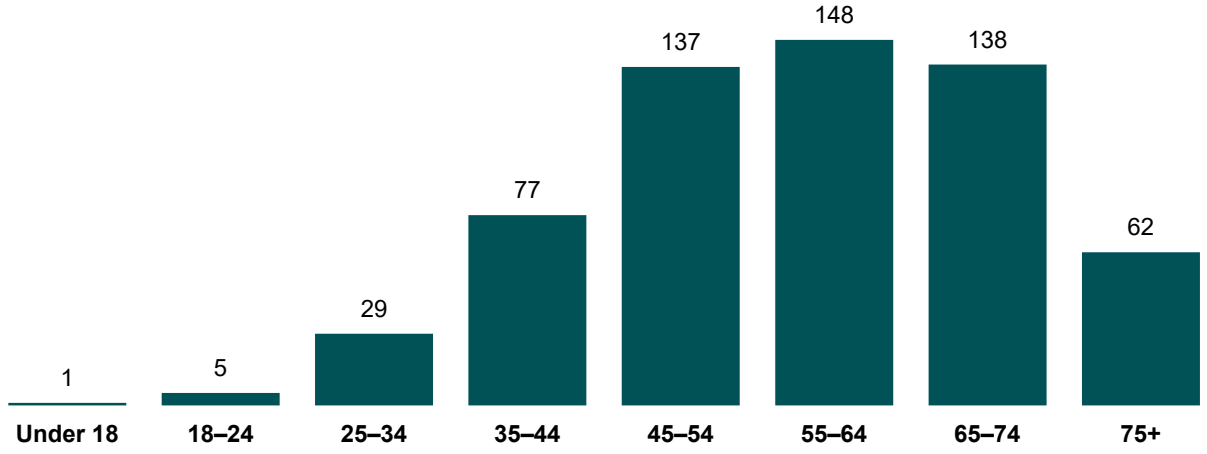
* Percentage adjusted to exclude respondents residing outside the City of Joondalup.
† 2021 Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0).

Respondent age

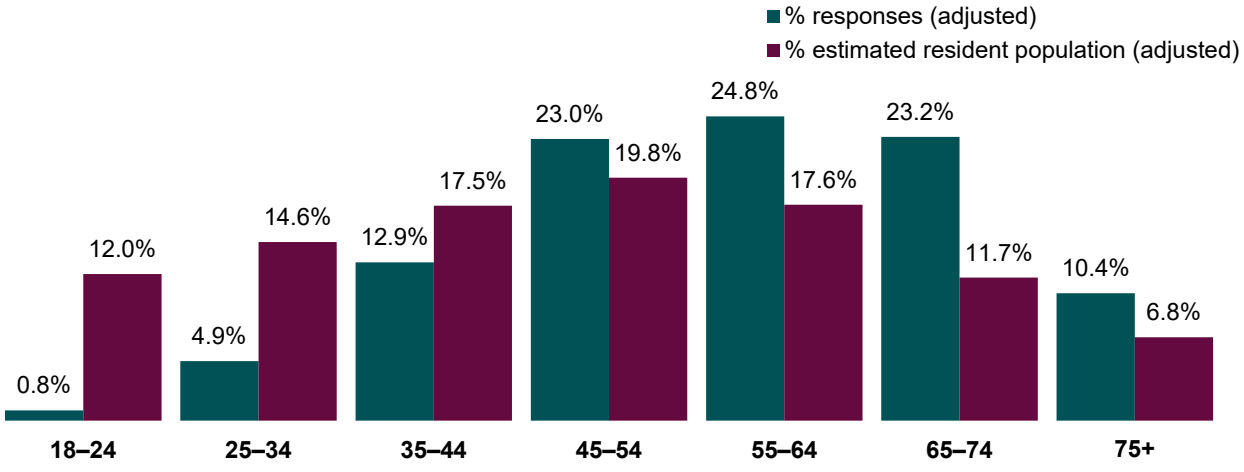
Respondents were asked to provide their age and the majority indicated that they were between the ages of 45 to 54 years (137), 55 to 64 years (148) and 65 to 74 years (138). Less than one-fifth of respondents indicated that they are under 45 years (112). When compared to the 2016 City of Joondalup population, the younger age groups (18 to 24 years and 25 to 34 years) are underrepresented in this sample, and the older age groups (55 to 64 years and 64 to 74 years) are overrepresented. This data is shown in the table and charts below.

Responses received by age:	N	%
Under 18 years	1	0.2%
18–24 years	5	0.8%
25–34 years	29	4.8%
35–44 years	77	12.8%
45–54 years	137	22.8%
55–64 years	148	24.7%
65–74 years	138	23.0%
75+ years	62	10.3%
No response	*3*	*0.5%*
Total responses	**600**	**100.0%**

Responses received by age:



Percentage responses received by age (adjusted‡) compared to City of Joondalup population (adjusted§):**



‡ Percentage adjusted to exclude respondents residing outside the City of Joondalup.
§ Percentage adjusted to exclude "not stated" responses
** 2021 Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0).

Respondent tenure/ratepayer type

Respondents were asked to indicate which of the following tenure/ratepayer types best describes them from the following options:

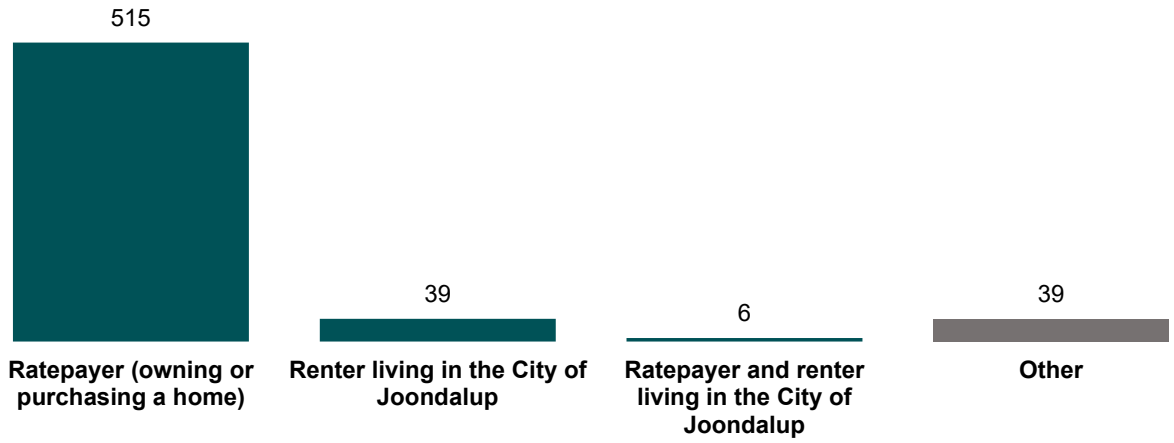
- City of Joondalup ratepayer (owning or purchasing a home)
- Renter living in the City of Joondalup
- Ratepayer and renter living in the City of Joondalup
- Other.

Responses were then re-coded based descriptions provided in “other” to determine the number of ratepayers, residents and non-resident/ratepayers.

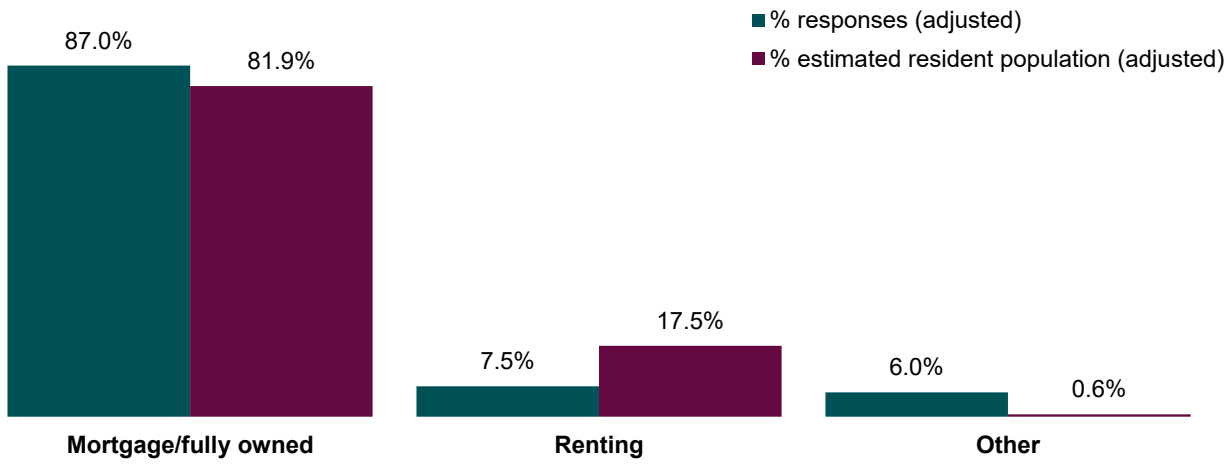
Most respondents were ratepayers in the City of Joondalup (515), whilst 39 responses were received by renters living in the City. When compared to the 2016 City of Joondalup population, renters are underrepresented in this sample, and owners/mortgage holders are overrepresented. This data is shown in the table and charts below.

Responses received by tenure/ratepayer type:	N	%
City of Joondalup ratepayer (owning or purchasing a home)	515	85.8%
Renter living in the City of Joondalup	39	6.5%
Ratepayer and renter living in the City of Joondalup	6	1.0%
Other	39	6.5%
No response	*1*	*0.2%*
Total responses	**600**	**100.0%**

Responses received by tenure/ratepayer type:



Percentage responses received by tenure type (adjusted††) compared to City of Joondalup population (adjusted‡‡)§§:



†† Percentage adjusted to exclude respondents residing outside the City of Joondalup.
‡‡ Percentage adjusted to exclude "not stated" responses
§§ 2021 Australian Bureau of Statistics, Regional Population Growth, Australia (3218.0).

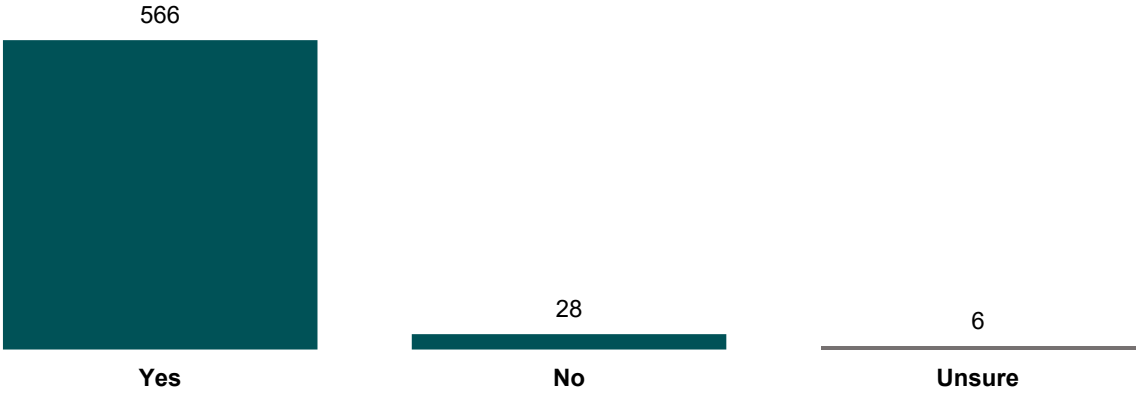
OUTCOMES

QUESTION: “Have you ever accessed the City **website**? Did you find this a useful source of information?”

Respondents were asked to indicate whether they have ever accessed the City of Joondalup’s website (www.joondalup.wa.gov.au). A total of 566 respondents indicated that they have. These respondents were then asked whether they find the website to be a useful source of information on a 5-point scale from “not at all useful” to “extremely useful”. Approximately half of these respondents indicated that they find the City website to be a “very useful” source of information (268) and approximately one-third of these respondents indicated that they find it “moderately useful” (205). This data is shown in the table and chart below.

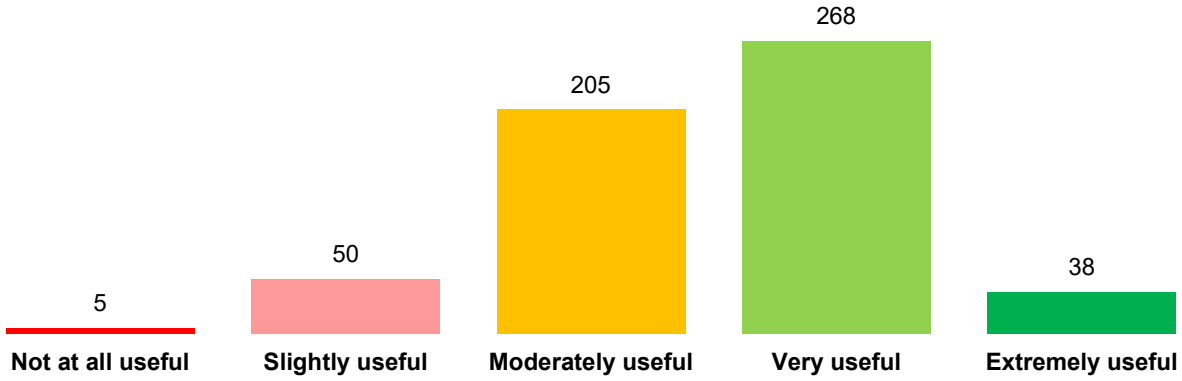
Have you ever accessed the City website?	N	%
Yes	566	94.3%
No	28	4.7%
Unsure	6	1.0%
Total responses	**600**	**100.0%**

Have you ever accessed the City website?



Did you find this a useful source of information?	N	%
Not at all useful	5	0.9%
Slightly useful	50	8.8%
Moderately useful	205	36.2%
Very useful	268	47.3%
Extremely useful	38	6.7%
Total responses (all respondents who have accessed the City website)	**566**	**100.0%**

Did you find this a useful source of information?

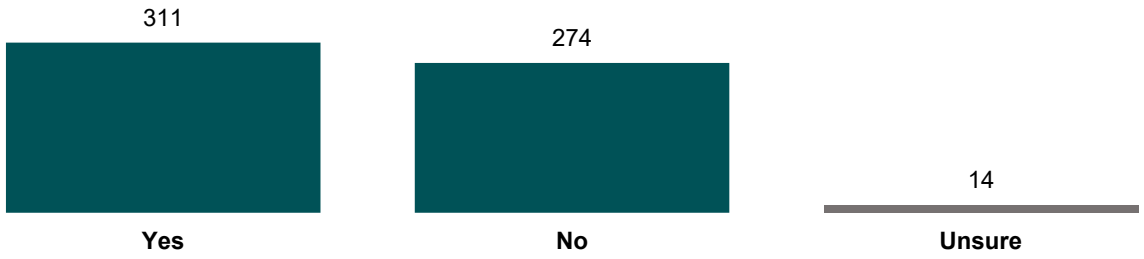


QUESTION: “Have you ever accessed any of the City’s **social media**? Did you find them a useful source of information?”

Respondents were asked to indicate whether they have ever accessed any of the City of Joondalup’s social media (Facebook, Twitter, Instagram, LinkedIn, YouTube). A total of 311 respondents indicated that they have. These respondents were then asked whether they find social media to be a useful source of information on a 5-point scale from “not at all useful” to “extremely useful”. Over a third of these respondents indicated that they find the City’s social media to be a “very useful” source of information (110) and over a third indicated that they find them “moderately useful” (112). This data is shown in the table and chart below.

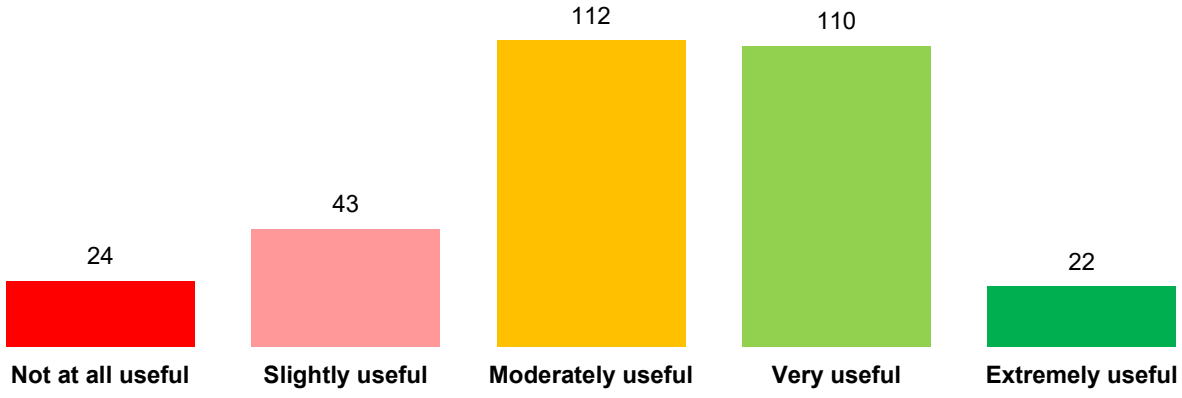
Have you ever accessed any of the City’s social media?	N	%
Yes	311	51.8%
No	274	45.7%
Unsure	14	2.3%
No response	*1*	*0.2%*
Total responses	**600**	**100.0%**

Have you ever accessed any of the City’s social media?



Did you find them a useful source of information?	N	%
Not at all useful	24	7.7%
Slightly useful	43	13.8%
Moderately useful	112	36.0%
Very useful	110	35.4%
Extremely useful	22	7.1%
Total responses (all respondents who have accessed any of the City’s social media)	**311**	**100.0%**

Did you find them a useful source of information?

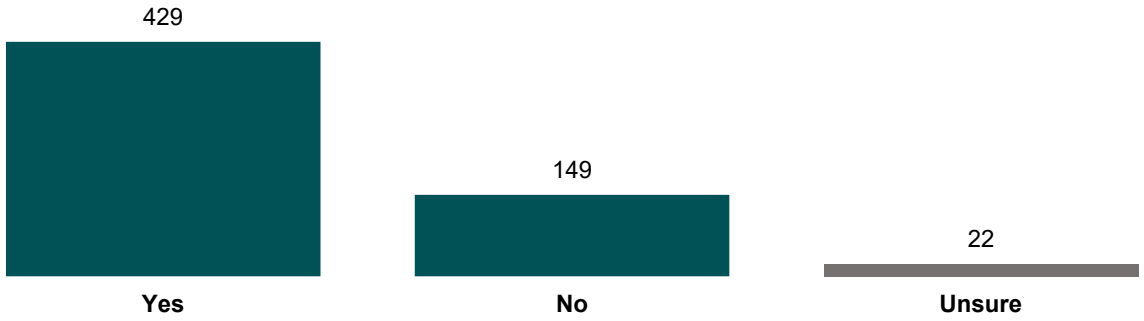


QUESTION: “Have you ever accessed any of the City’s **eNewsletters**? Did you find them a useful source of information?”

Respondents were asked to indicate whether they have ever accessed any of the City of Joondalup’s eNewsletter (eg Arts-in-Focus Online, Joondalup Libraries Online, Joondalup Job Notices Online). Over 70% of respondents indicated that they have (429). These respondents were then asked whether they find eNewsletters to be a useful source of information on a 5-point scale from “not at all useful” to “extremely useful”. 38.0% of these respondents indicated that they find the City’s eNewsletters to be a “very useful” source of information (163) and 37.1% of these respondents indicated that they find them “moderately useful” (159). This data is shown in the table and chart below.

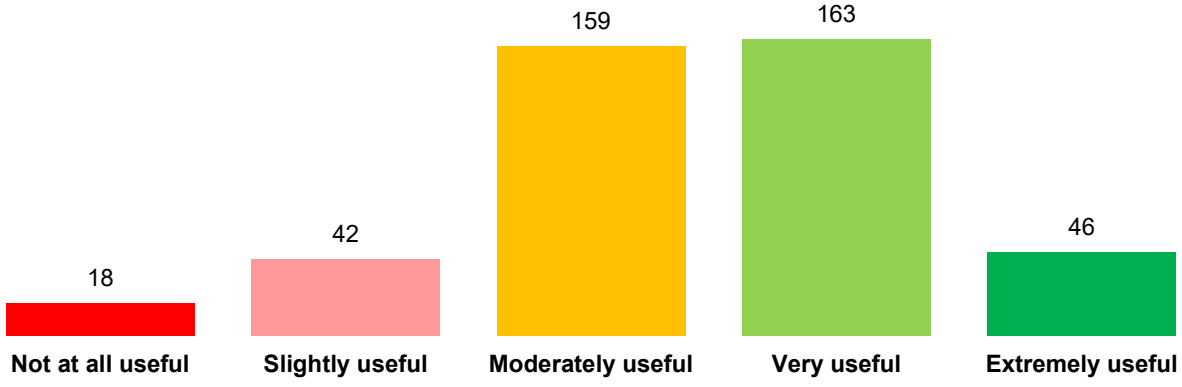
Have you ever accessed any of the City’s eNewsletters?	N	%
Yes	429	71.5%
No	149	24.8%
Unsure	22	3.7%
Total responses	600	100.0%

Have you ever accessed any of the City’s eNewsletters?



Did you find them a useful source of information?	N	%
Not at all useful	18	4.2%
Slightly useful	42	9.8%
Moderately useful	159	37.1%
Very useful	163	38.0%
Extremely useful	46	10.7%
No response	1	0.2%
Total responses (all respondents who have accessed any of the City’s eNewsletters)	429	100.0%

Did you find them a useful source of information?



QUESTION: “Printed communications and printed material: Which of those listed below do you recall reading or viewing in the past year?”

Respondents were asked to indicate which of the printed materials from the City listed below they recall reading or viewing in the past year:

- “City News” newsletters delivered to your letterbox once per quarter
- “Budget News” newsletter included with your rates notice every year
- “Hello Perth Sunset Coast” map available at libraries, customer service centres and local tourism outlets
- City flyers, brochures and other information delivered to your letterbox
- City flyers, brochures and other information on display at libraries, customer service centres and the leisure centre
- City outdoor advertising (eg billboards, bus shelter advertising, signage, way finding in the City Centre, Digital Display Screens).

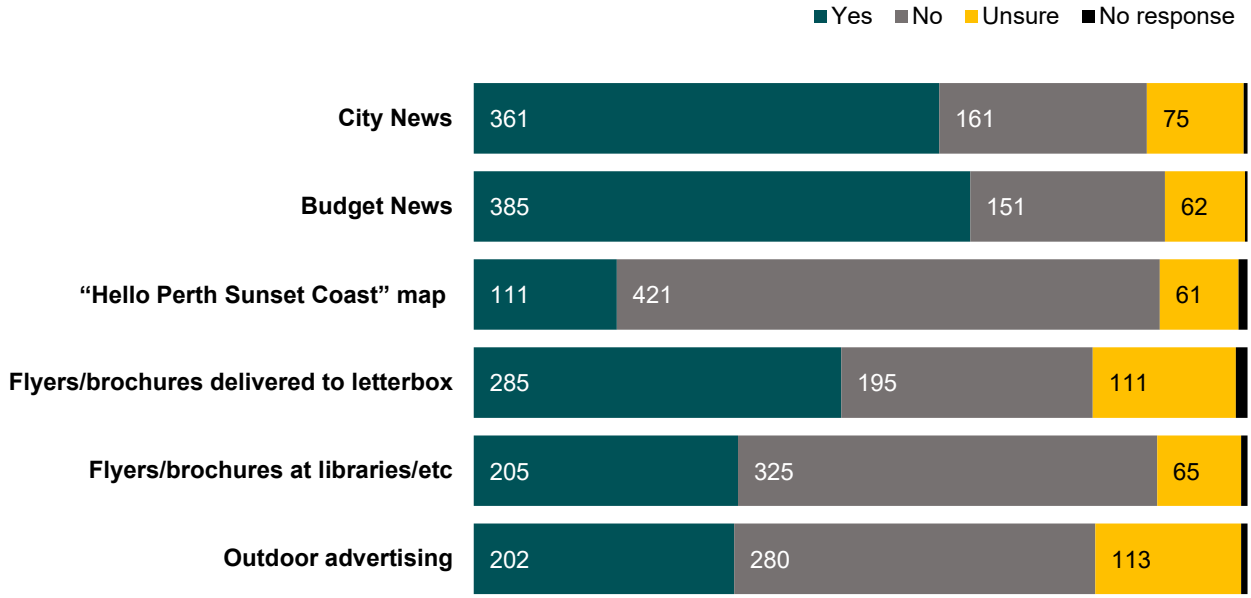
Approximately two-thirds of respondents recalled “City News” newsletters (361) and “Budget News” newsletters (385). Almost half of respondents recalled City flyers, brochures and other information delivered to their letterbox (285), while one third recalled City flyers, brochures and other information available at City centres (205) and outdoor advertising (202). Least recalled was the “Hello Perth Sunset Coast” map (111).

This data is shown in the table and chart below.

Which of those listed below do you recall reading or viewing in the past year?	N	%
“City News” newsletters delivered to your letterbox once per quarter		
Yes	361	60.2%
No	161	26.8%
Unsure	75	12.5%
No response	*3*	*0.5%*
“Budget News” newsletter included with your rates notice every year		
Yes	385	64.2%
No	151	25.2%
Unsure	62	10.3%
No response	*2*	*0.3%*
“Hello Perth Sunset Coast” map available at libraries, customer service centres and local tourism outlets		
Yes	111	18.5%
No	421	70.2%
Unsure	61	10.2%
No response	*7*	*1.2%*
City flyers, brochures and other information delivered to your letterbox		
Yes	285	47.5%
No	195	32.5%
Unsure	111	18.5%
No response	*9*	*1.5%*
City flyers, brochures and other information on display at libraries, customer service centres and the leisure centre		
Yes	205	34.2%
No	325	54.2%
Unsure	65	10.8%
No response	*5*	*0.8%*

Which of those listed below do you recall reading or viewing in the past year?	N	%
City outdoor advertising (eg billboards, bus shelter advertising, signage, way finding in the City Centre, Digital Display Screens)		
Yes	202	33.7%
No	280	46.7%
Unsure	113	18.8%
No response	*5*	*0.8%*
Total responses	**600**	**100.0%**

Which of those listed below do you recall reading or viewing in the past year?



QUESTION: "Community Newspaper – *PerthNow Joondalup* – material: Which of those listed below do you recall reading or viewing in the past year?"

Respondents were asked to indicate which of the printed materials from the City listed below they recall reading or viewing in the past year:

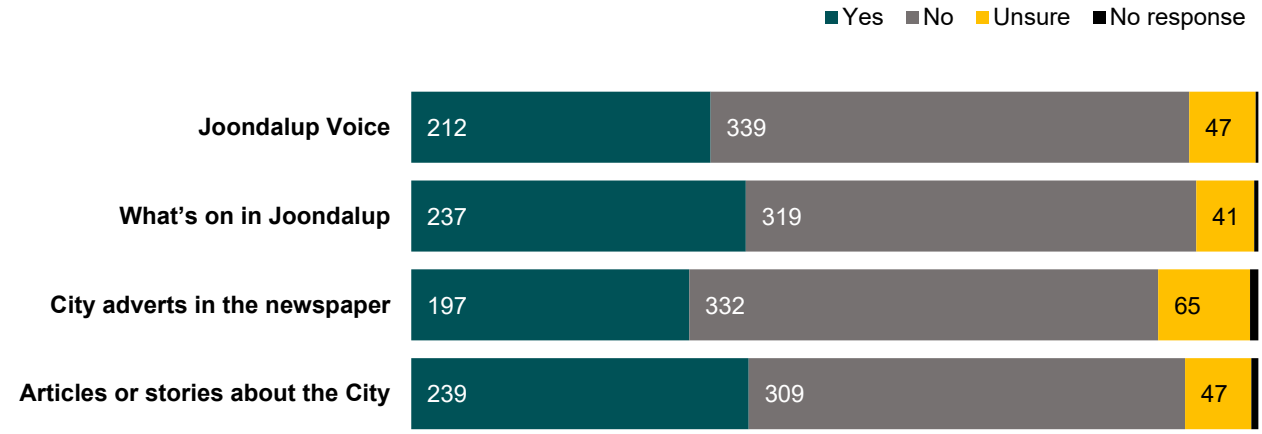
- "Joondalup Voice" full page advertisements in the community newspaper once per fortnight (*PerthNow Joondalup*)
- "What's on in Joondalup" full page advertisements in the community newspaper once per month (*PerthNow Joondalup*)
- City advertisements in the community newspaper (*PerthNow Joondalup*)
- Articles or stories about the City in the community newspaper (*PerthNow Joondalup*).

Almost 40.0% of respondents recalled "What's on in Joondalup" in the community newspaper (237) and articles or stories about the City in the community newspaper (239). Just over one-third of respondents recalled "Joondalup Voice" in the community newspaper (212), while approximately one-third recalled City advertisements in the community newspaper (197).

This data is shown in the table and chart below.

Which of those listed below do you recall reading or viewing in the past year?	**N**	**%**
"Joondalup Voice" full page advertisements in the community newspaper once per fortnight (*PerthNow Joondalup*)		
Yes	212	35.3%
No	339	56.5%
Unsure	47	7.8%
No response	*2*	*0.3%*
"What's on in Joondalup" full page advertisements in the community newspaper once per month (*PerthNow Joondalup*)		
Yes	237	39.5%
No	319	53.2%
Unsure	41	6.8%
No response	*3*	*0.5%*
City advertisements in the community newspaper (*PerthNow Joondalup*)		
Yes	197	32.8%
No	332	55.3%
Unsure	65	10.8%
No response	*6*	*1.0%*
Articles or stories about the City in the community newspaper (*PerthNow Joondalup*)		
Yes	239	39.8%
No	309	51.5%
Unsure	47	7.8%
No response	5	*0.8%*
Total responses	**600**	**100.0%**

Which of those listed below do you recall reading or viewing in the past year?



QUESTION: “How do you prefer to receive information from the City? (Please select your Top 3)”

Respondents were asked to indicate how they prefer to receive information from the City from the following options:

- City website
- Social media
- Customised City eNewsletter delivered to your inbox
- Topic-specific email alerts delivered to your inbox
- Printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
- Personally–addressed printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
- Direct face-to-face contact at organised public meetings or events
- Direct face-to-face, telephone or email contact whenever required by you
- Local newspaper — *PerthNow Joondalup*.

Half of respondents indicated that they prefer to receive information from the City via customised City eNewsletter delivered to their inbox (300) making this the most popular option overall. In addition, just over 40% of respondents indicated that they prefer topic-specific email alerts delivered to their inbox (257), and/or information via the City website (256). Least popular are direct face-to-face, telephone or email contact whenever required (46) and direct face-to-face contact at organised public meetings or events (23). This data is shown in the table and chart below.

How do you prefer to receive information from the City? (Please select your Top 3)	N***	%
Customised City eNewsletter delivered to your inbox	300	50.0%
Topic-specific email alerts delivered to your inbox	257	42.8%
City website	256	42.7%
Social media	217	36.2%
Printed newsletters, guides, flyers, brochures, etc delivered to your letterbox	181	30.2%
Local newspaper — *PerthNow Joondalup*	145	24.2%
Personally–addressed printed newsletters, guides, flyers, brochures, etc delivered to your letterbox	74	12.3%
Direct face-to-face, telephone or email contact whenever required by you	46	7.7%
Direct face-to-face contact at organised public meetings or events	23	3.8%
Total responses	**600**	**—**

*** Numbers may not add up to total, as respondents may have selected multiple options.

How do you prefer to receive information from the City? (Please select your Top 3)

QUESTION: “Have you received any information from the City about COVID-19 restrictions?”

Respondents were asked if they had received any information from the City about COVID-19 restrictions. A total of 182 respondents indicated they had received this information, whilst 127 were unsure. This data is shown in the table and chart below.

Have you received any information from the City about COVID-19 restrictions?	N	%
Yes	182	30.3%
No	290	48.3%
Unsure	127	21.2%
No response	*1*	*0.2%*
Total responses	**600**	**100.0%**

Have you received any information from the City about COVID-19 restrictions?

QUESTION: “If yes, how did you receive this information?”

Respondents who received information from the City about COVID-19 restrictions were asked how they received this information. The most common response was eNewsletter (99). This data is shown in the table and chart below.

If yes, how did you receive this information?	N†††	%
SMS	9	4.9%
eNewsletter	99	54.4%
Website	60	33.0%
Other	47	25.8%
Total responses (all respondents who received information from the City about COVID-19 restrictions)	**182**	**—**

If yes, how did you receive this information?

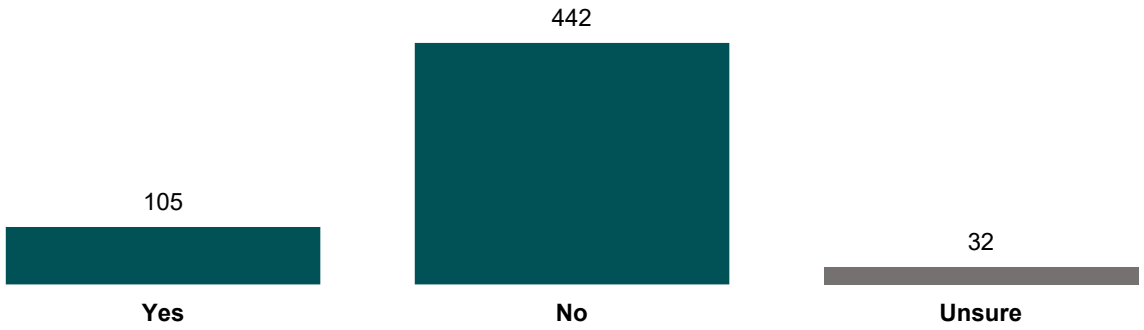
†††Numbers may not add up to total, as respondents may have selected multiple options.

QUESTION: “Do you receive the community newspaper (*PerthNow Joondalup*) in your letterbox?”

Respondents were asked if they received the community newspaper (*PerthNow Joondalup*) in their letterbox. Almost three-quarters of respondents indicated they do not receive the community newspaper in their letterbox (442). This data is shown in the table and chart below.

Do you receive the community newspaper (*PerthNow Joondalup*) in your letterbox?	**N**	**%**
Yes	105	17.5%
No	442	73.7%
Unsure	32	5.3%
No response	*21*	*3.5%*
Total responses	**600**	**100.0%**

Do you receive the community newspaper (*PerthNow Joondalup*) in your letterbox?

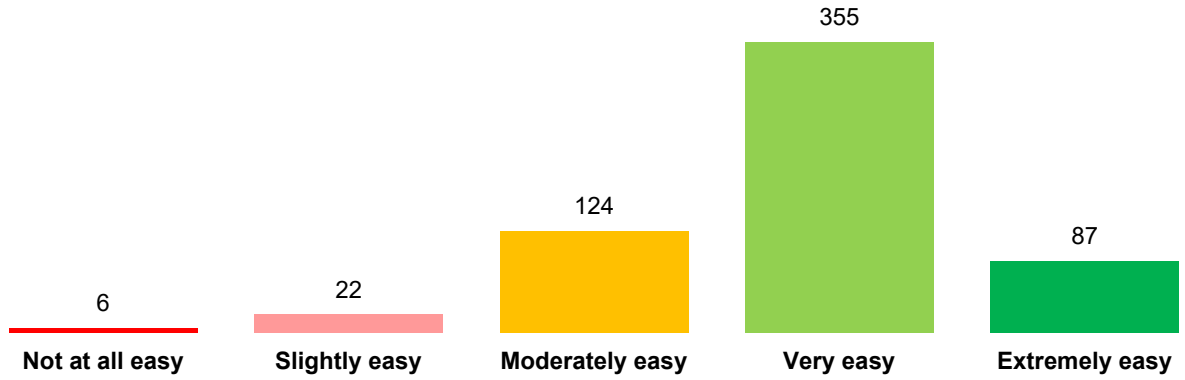


QUESTION: “In general, do you find City communications easy to understand? (ie language, style of writing, readability)”

Respondents were asked to indicate how easy they find City communications to understand on a 5-point scale from “not at all easy” to “extremely easy”. Almost three-quarters (of respondents indicated that they find City communications “very easy” (355) or “extremely easy” (87) to understand. A further 124 respondents indicated that they find City communications “moderately easy” to understand. This data is shown in the table and chart below.

In general, do you find City communications easy to understand? (ie language, style of writing, readability)	N	%
Not at all easy	6	1.0%
Slightly easy	22	3.7%
Moderately easy	124	20.7%
Very easy	355	59.2%
Extremely easy	87	14.5%
No response	*6*	*1.0%*
Total responses	**600**	**100.0%**

In general, do you find City communications easy to understand? (ie language, style of writing, readability)

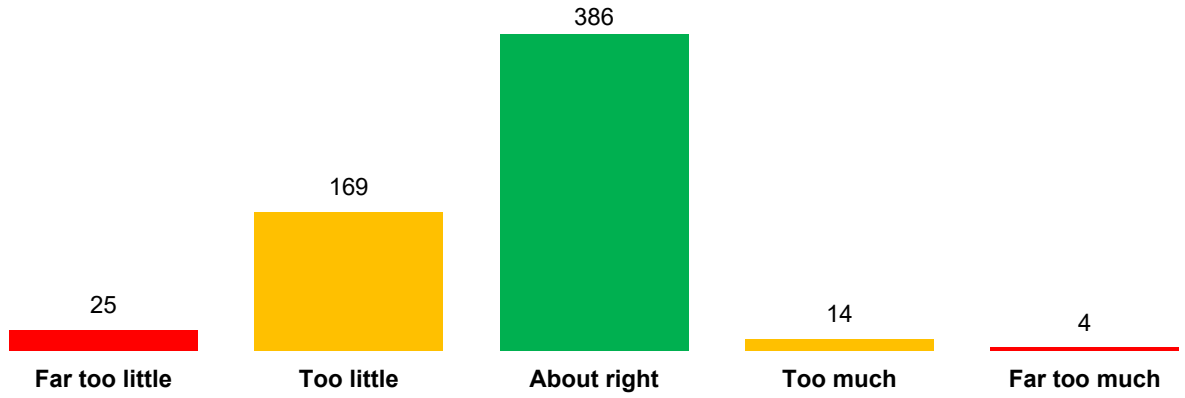


QUESTION: “Do you think you currently receive too much communication from the City, too little, or about right?”

Respondents were asked to rate the level of communication they currently receive from the City on a 5-point scale from “far too little” to “far too much”. Almost two-thirds of respondents rated the level of communication from the City as “about right” (386). However, almost one-third of respondents considered the amount of communication they receive as “too little” (169) or “far too little” (25). This data is shown in the table and chart below.

Do you think you currently receive too much communication from the City, too little, or about right?	N	%
Far too little	25	4.2%
Too little	169	28.2%
About right	386	64.3%
Too much	14	2.3%
Far too much	4	0.7%
No response	*2*	*0.3%*
Total responses	**600**	**100.0%**

Do you think you currently receive too much communication from the City, too little, or about right?



QUESTION: “What topics are you interested in receiving information about from the City?”

Respondents were asked to indicate what topics they are interested in receiving information about from the City from the following list:

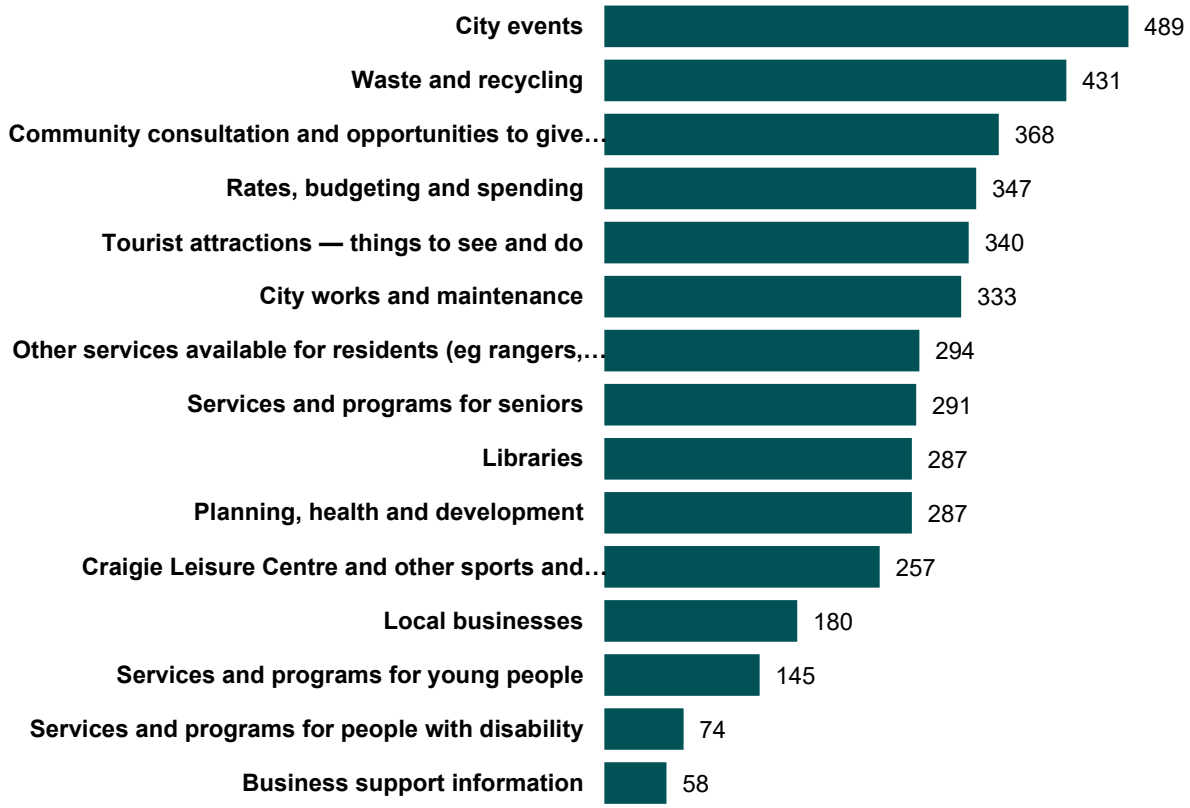
- City events
- Libraries
- Craigie Leisure Centre and other sports and recreation opportunities
- Services and programs for young people
- Services and programs for seniors
- Services and programs for people with disability
- Other services available for residents (eg rangers, community safety)
- Waste and recycling
- Rates, budgeting and spending
- Community consultation and opportunities to give feedback
- Planning, health and development
- City works and maintenance
- Tourist attractions — things to see and do
- Local businesses
- Business support information

Over 80% of respondents indicated that they are interested in receiving information about “City events” (489), over 70% are interested in “waste and recycling” (431), and over 60% are interested in “community consultation and opportunities to give feedback” (368). Least popular topics to receive information about are “services and programs for young people” (145), “services and programs for people with disability” (74), and “business support information” (58). This data is shown in the table and chart below.

What topics are you interested in receiving information about from the City?	N‡‡‡	%
City events	489	81.5%
Libraries	287	47.8%
Craigie Leisure Centre and other sports and recreation opportunities	257	42.8%
Services and programs for young people	145	24.2%
Services and programs for seniors	291	48.5%
Services and programs for people with disability	74	12.3%
Other services available for residents (eg rangers, community safety)	294	49.0%
Waste and recycling	431	71.8%
Rates, budgeting and spending	347	57.8%
Community consultation and opportunities to give feedback	368	61.3%
Planning, health and development	287	47.8%
City works and maintenance	333	55.5%
Tourist attractions — things to see and do	340	56.7%
Local businesses	180	30.0%
Business support information	58	9.7%
No response	*3*	*0.5%*
Total responses	**600**	**—**

‡‡‡ Numbers may not add up to total, as respondents may have selected multiple options.

What topics are you interested in receiving information about from the City?



QUESTION: “Are there any other topics you are interested in receiving information about from the City?”

Respondents were asked to describe any other topics they are interested in receiving information about from the City. A total of 118 respondents provided comment; topics described varied widely in theme and, in the most part, were covered in the previous question (“What topics are you interested in receiving information about from the City?”). The most commonly mentioned topics include:

- Environment, sustainability, climate change (21)
- Events, art, culture, workshops, competitions, "things happening" (especially free) (17)
- Sport and leisure, schools, community groups, volunteering (17)
- Parks, reserves, beaches, bushland, tree planting, landscaping works, weed spraying (15)
- Urban planning, urban development (especially infill development, multiple dwellings) (11)
- Ocean Reef Marina (11).

These comments have been broadly grouped and quantified in the table below. Verbatim comments have been randomised and are provided at Appendix 14.

Are there any other topics you are interested in receiving information about from the City? (summary)	**N[§§§]**	**%**
Environment, sustainability, climate change	21	3.5%
Events, art, culture, workshops, competitions, "things happening" (especially free)	17	2.8%
Sport and leisure, schools, community groups, volunteering	17	2.8%
Parks, reserves, beaches, bushland, tree planting, landscaping works, weed spraying	15	2.5%
Urban planning, urban development (especially infill development, multiple dwellings)	11	1.8%
Ocean Reef Marina	11	1.8%
Businesses, employment opportunities	7	1.2%
Infrastructure upgrades, maintenance works, roadworks, large projects	6	1.0%
Animals (especially cats, dogs)	6	1.0%
Budgeting, rates, spending	5	0.8%
Services to residents (eg Seniors)	4	0.7%
Rangers, enforcement, crime (especially graffiti, hooning, noise)	3	0.5%
Elected Member information, profiles, performance	3	0.5%
Other/miscellaneous comment	18	3.0%
No response	*482*	*80.3%*
Total comments	**118**	**19.7%**
Total responses	**600**	**—**

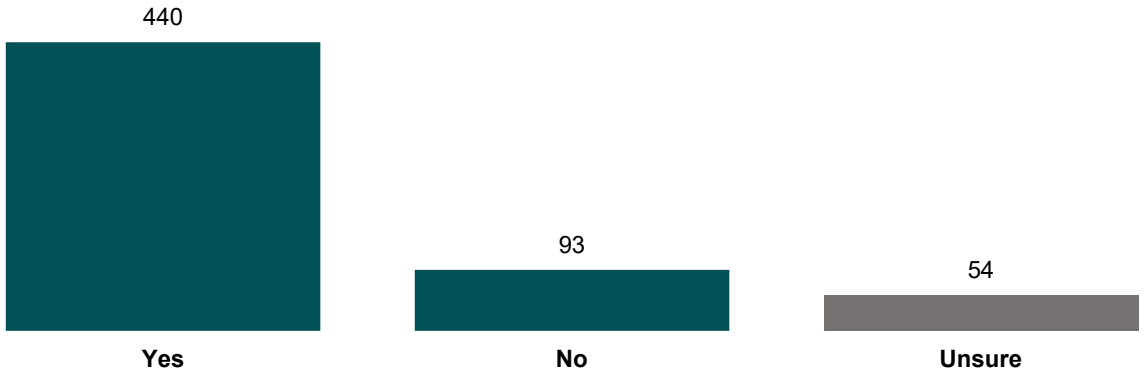
[§§§]Numbers may not add up to total, as respondents may have addressed multiple topics.

QUESTION: “Do you recall receiving a printed Waste Guide in your letterbox?”

Respondents were asked if they recalled receiving a printed Waste Guide in their letterbox. Almost three-quarters of respondents recalled receiving the Waste Guide in their letterbox (440). This data is shown in the table and chart below.

Do you recall receiving a printed Waste Guide in your letterbox?	N	%
Yes	440	73.3%
No	93	15.5%
Unsure	54	9.0%
Not applicable	11	1.8%
No response	*2*	*0.3%*
Total responses	**600**	**100.0%**

Do you recall receiving a printed Waste Guide in your letterbox?

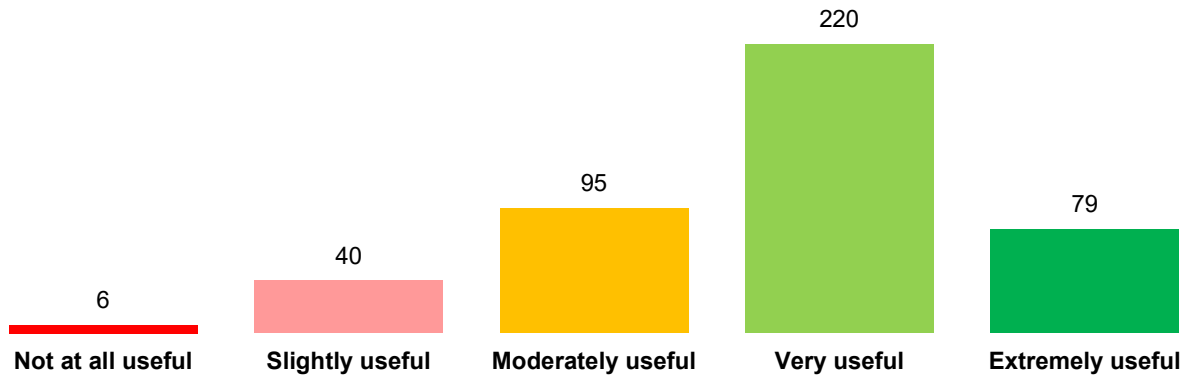


QUESTION: “How useful do you find the Waste Guide?”

Respondents were asked to rate how useful they find the Waste Guide using a 5-point scale from “not at all useful” to “extremely useful”. Half of respondents indicated that they find the Waste Guide to be a “very useful” source of information (220) and approximately one-fifth indicated that they find the Waste Guide “moderately useful” (159). This data is shown in the table and chart below.

How useful do you find the Waste Guide?	N	%
Not at all useful	6	1.4%
Slightly useful	40	9.1%
Moderately useful	95	21.6%
Very useful	220	50.0%
Extremely useful	79	18.0%
Total responses (all respondents who recall receiving the Waste Guide)	**440**	**100.0%**

How useful do you find the Waste Guide?

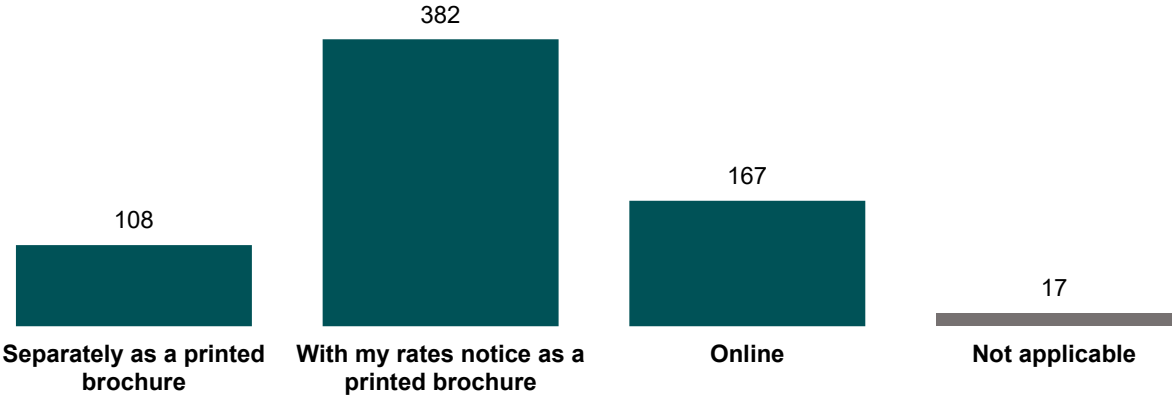


QUESTION: “How would you prefer to receive the Waste Guide in the future?”

Respondents were asked how they would prefer to receive the Waste Guide. Almost two-thirds of respondents indicated that they would prefer to receive the Waste Guide with their rates notice as a printed brochure (382). This data is shown in the table and chart below.

How would you prefer to receive the Waste Guide in the future?	N****	%
Separately as a printed brochure	108	18.0%
With my rates notice as a printed brochure	382	63.7%
Online	167	27.8%
Not applicable	*17*	*2.8%*
Total responses	**600**	**—**

How would you prefer to receive the Waste Guide in the future?



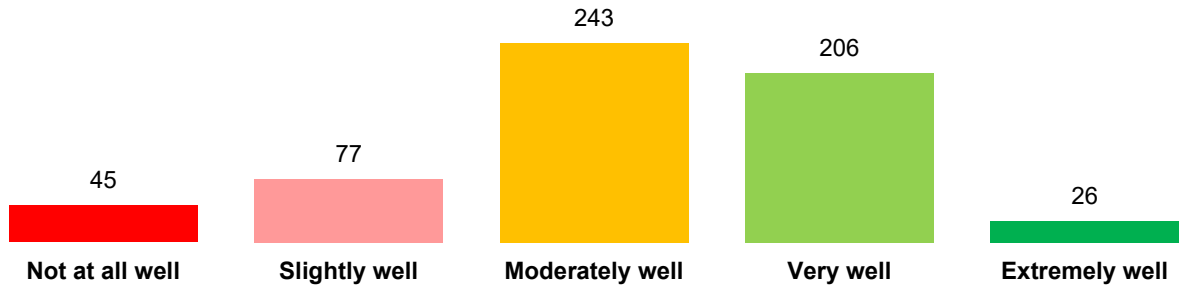
****Numbers may not add up to total, as respondents may have selected multiple options.

QUESTION: “Overall, how well do you think City communications keep you informed about news, projects and events happening around the City?”

Respondents were asked to indicate how well they think City communications keep them informed about news, projects and events happening around the City on a 5-point scale from “not at all well” to “extremely well”. Just over 40% of respondents indicated that they think City communications keep them “moderately well” informed (243). A further one-third of respondents indicated that they think City communications keep them “very well” informed (206). This data is shown in the table and chart below.

Overall, how well do you think City communications keep you informed about news, projects and events happening around the City?	N	%
Not at all well	45	7.5%
Slightly well	77	12.8%
Moderately well	243	40.5%
Very well	206	34.3%
Extremely well	26	4.3%
No response	*3*	*0.5%*
Total responses	**600**	**100.0%**

Overall, how well do you think City communications keep you informed about news, projects and events happening around the City?



QUESTION: “Do you have any comments about how the City communicates or suggestions for improvement?”

Respondents were asked to provide any other comments they have about how the City communicates and any suggestions for improvement. A total of 168 respondents provided comment. Common themes include:

- Would like more/better communication on various topics (especially events, projects) (32)
- Prefer more online communication and/or less printed communication (20)
- Do not currently receive community newspapers (regularly)/other issues with *PerthNow Joondalup* newspaper (17).

These comments have been broadly grouped and quantified in the table below.
Verbatim comments have been randomised and are provided at Appendix 15.

Do you have any comments about how the City communicates or suggestions for improvement? (summary)	**N††††**	**%**
Would like more/better communication on various topics (especially events, projects)	32	5.3%
Prefer more online communication and/or less printed communication	20	3.3%
Do not currently receive community newspapers (regularly)/other issues with *PerthNow Joondalup* newspaper	17	2.8%
Would like the City website improved (especially navigation)	12	2.0%
Would like the City's social media improved	12	2.0%
Feedback about the Waste Guide/tip vouchers	9	1.5%
Would like greater transparency/honesty in communication	9	1.5%
Prefer simple, "plain English" language is used/more accessible (eg visual, user friendly)	6	1.0%
Would like more/better communication on planning decisions/infill/ development applications	6	1.0%
Elected Member communication ideas/feedback	6	1.0%
Feedback about the City's customer service	5	0.8%
Prefer more printed communication	3	0.5%
Prefer personalised/targeted communication	3	0.5%
eNewsletters are good/easy to understand etc	3	0.5%
Satisfied with City communications (in general)	14	2.3%
Other/miscellaneous comment	16	2.7%
No response	*432*	*72.0%*
Total comments	**168**	**28.0%**
Total responses	**600**	**—**

††††Numbers may not add up to total, as respondents may have selected multiple options.

APPENDIX 1 — Email to community group representatives

[redacted]

From: [redacted]
Sent: Tuesday, 1 March 2022 [redacted]
Subject: Community Consultation — Communications Survey

Dear [redacted]

The City of Joondalup is seeking feedback on the way we currently communicate and distribute information so that we can better understand your preferences.

We are interested in what you think about the different communication methods we use, including social media, the City's website, printed brochures and flyers, newspaper articles and advertisements.

Online Comment Form is available via the Community Consultation section of the City's website at joondalup.wa.gov.au The City would greatly appreciate you sharing this community consultation information with your members and networks.

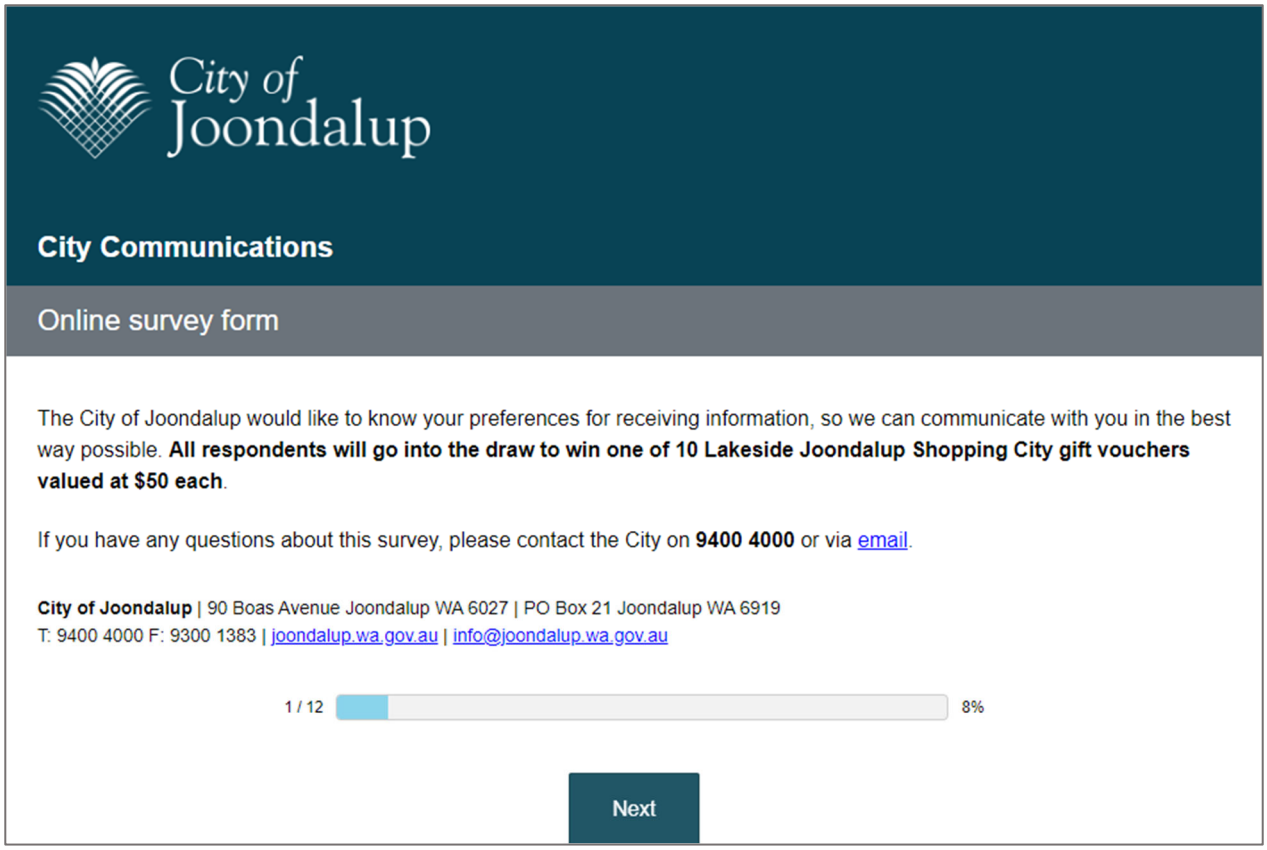
For further information please contact the City on **9400 4000**. Feedback must be received by **Monday 11 April 2022**.

City of Joondalup

Tel: 08 9400 4000
Fax: 08 9300 1383
Email: info@joondalup.wa.gov.au

1

APPENDIX 2 — Online survey form (page 1)



City of Joondalup

City Communications

Online survey form

The City of Joondalup would like to know your preferences for receiving information, so we can communicate with you in the best way possible. **All respondents will go into the draw to win one of 10 Lakeside Joondalup Shopping City gift vouchers valued at $50 each**.

If you have any questions about this survey, please contact the City on **9400 4000** or via email.

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

1 / 12 8%

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(page 2)

City of Joondalup

City Communications

Online and digital media

The City of Joondalup uses a number of different online and digital media to provide information to the community.

City website (joondalup.wa.gov.au):

Have you ever accessed the City website?

◯ Yes ◯ No ◯ Unsure

If yes, did you find this a useful source of information?

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
◯	◯	◯	◯	◯

City social media (Facebook, Twitter, Instagram, LinkedIn, YouTube):

Have you ever accessed any of the City's social media?

◯ Yes ◯ No ◯ Unsure

If yes, did you find them a useful source of information?

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
◯	◯	◯	◯	◯

City eNewsletters (eg. Arts in-focus Online, Joondalup Libraries Online, Joondalup Job Notices Online):

Have you ever accessed any of the City's eNewsletters?

◯ Yes ◯ No ◯ Unsure

If yes, did you find them a useful source of information?

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
◯	◯	◯	◯	◯

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T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

2 / 12 17%

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City of Joondalup

City Communications

Printed communications

Printed communications and printed material:

The City of Joondalup also uses a number of different printed material to provide information to the community. Which of those listed below *do you recall reading or viewing in the past year*?

	Yes	No	Unsure
"City News" newsletters delivered to your letterbox once per quarter	○	○	○
"Budget News" newsletter included with your rates notice every year	○	○	○
"Hello Perth Sunset Coast" map available at libraries, customer service centres and local tourism outlets	○	○	○
City flyers, brochures and other information delivered to your letterbox	○	○	○
City flyers, brochures and other information on display at libraries, customer service centres and leisure centres	○	○	○
City outdoor advertising (e.g. billboards, bus shelter advertising, signage, way finding in the City Centre, Digital Display Screens)	○	○	○

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

3 / 12 25%

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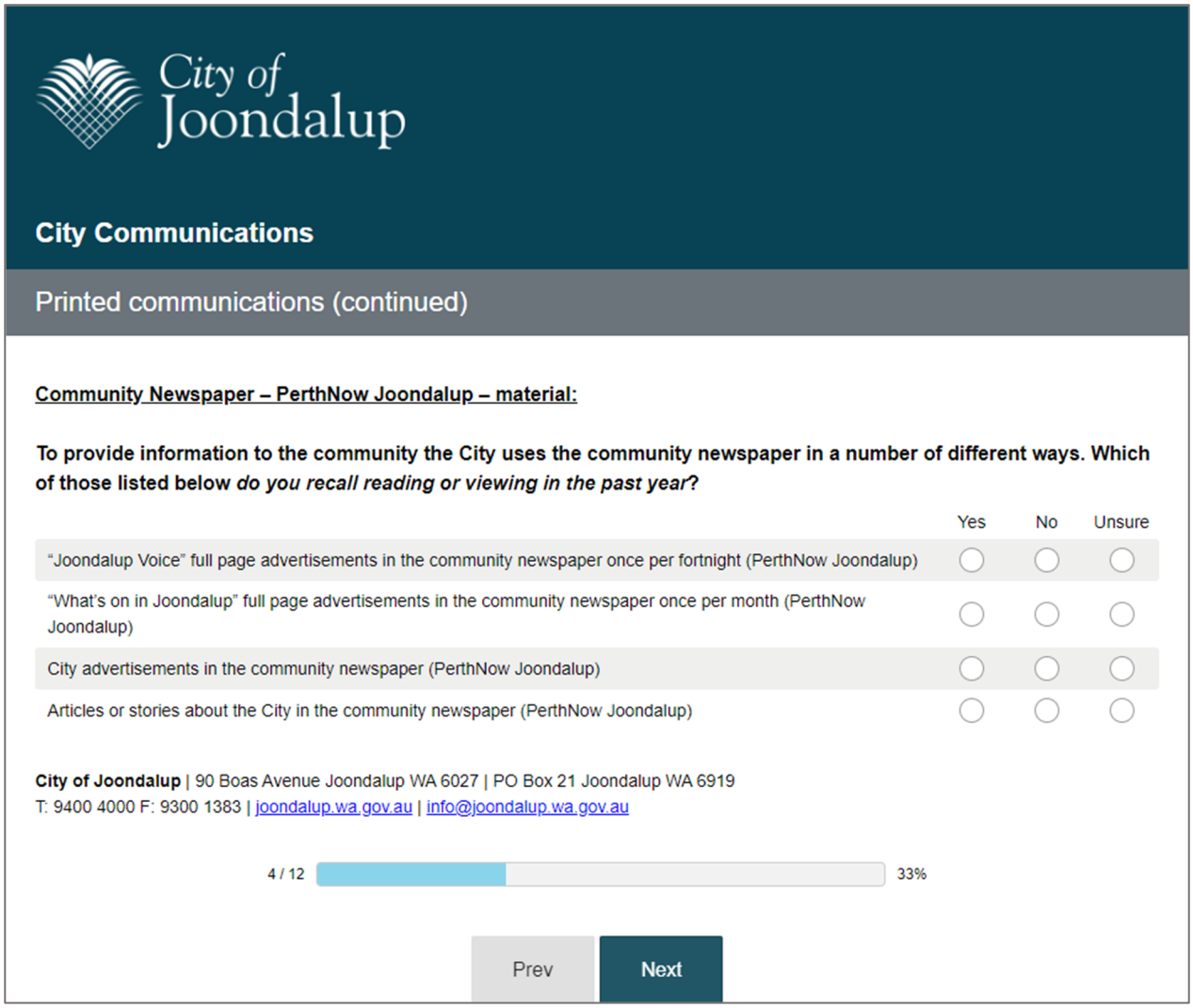

City of Joondalup

City Communications

Printed communications (continued)

Community Newspaper – PerthNow Joondalup – material:

To provide information to the community the City uses the community newspaper in a number of different ways. Which of those listed below *do you recall reading or viewing in the past year*?

	Yes	No	Unsure
"Joondalup Voice" full page advertisements in the community newspaper once per fortnight (PerthNow Joondalup)	○	○	○
"What's on in Joondalup" full page advertisements in the community newspaper once per month (PerthNow Joondalup)	○	○	○
City advertisements in the community newspaper (PerthNow Joondalup)	○	○	○
Articles or stories about the City in the community newspaper (PerthNow Joondalup)	○	○	○

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

4 / 12 33%

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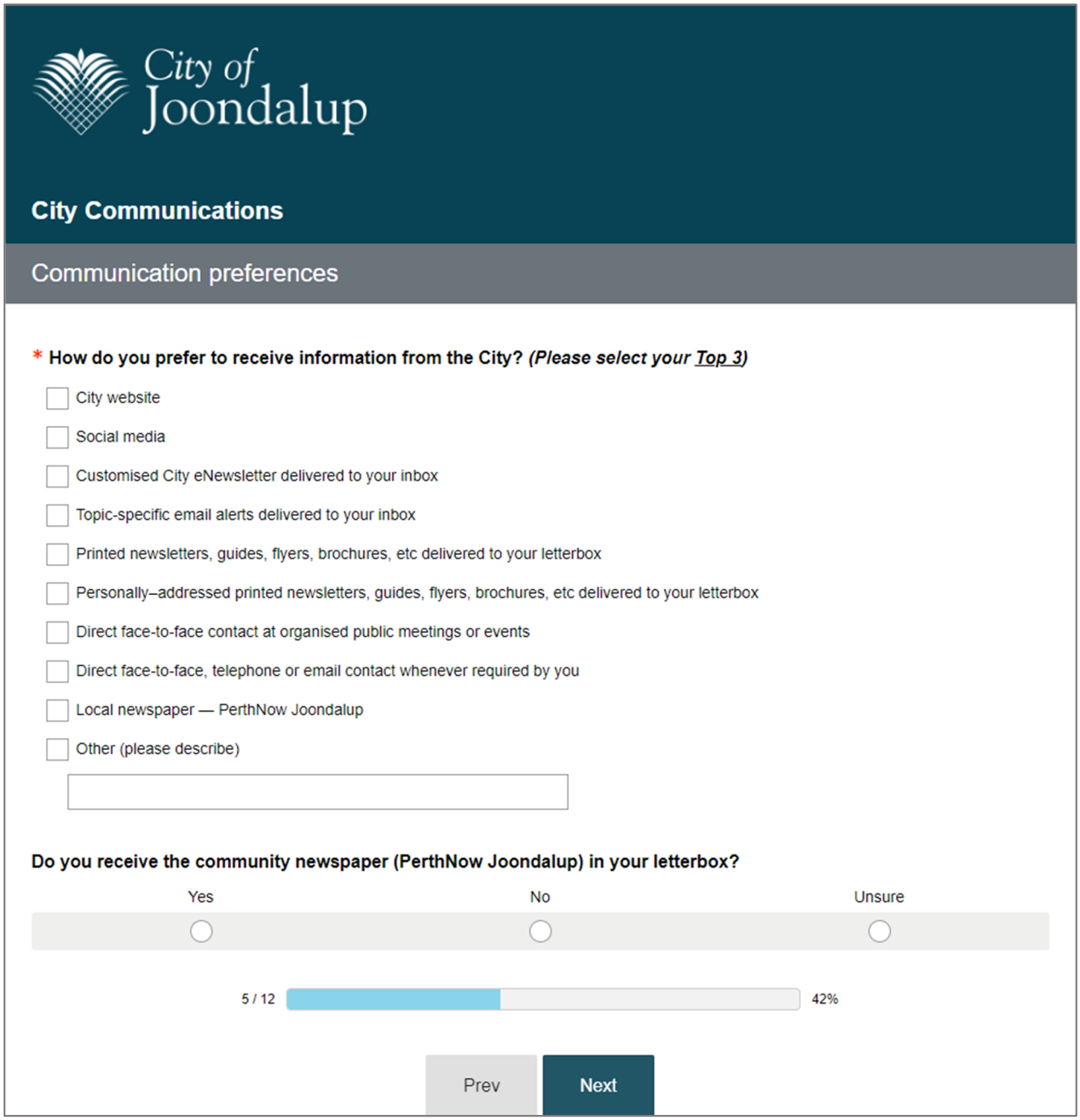
City of Joondalup
City Communications
Communication preferences
* How do you prefer to receive information from the City? (Please select your Top 3)
City website
Social media
Customised City eNewsletter delivered to your inbox
Topic-specific email alerts delivered to your inbox
Printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
Personally–addressed printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
Direct face-to-face contact at organised public meetings or events
Direct face-to-face, telephone or email contact whenever required by you
Local newspaper — PerthNow Joondalup
Other (please describe)
Do you receive the community newspaper (PerthNow Joondalup) in your letterbox?
Yes
No
Unsure
5 / 12
42%
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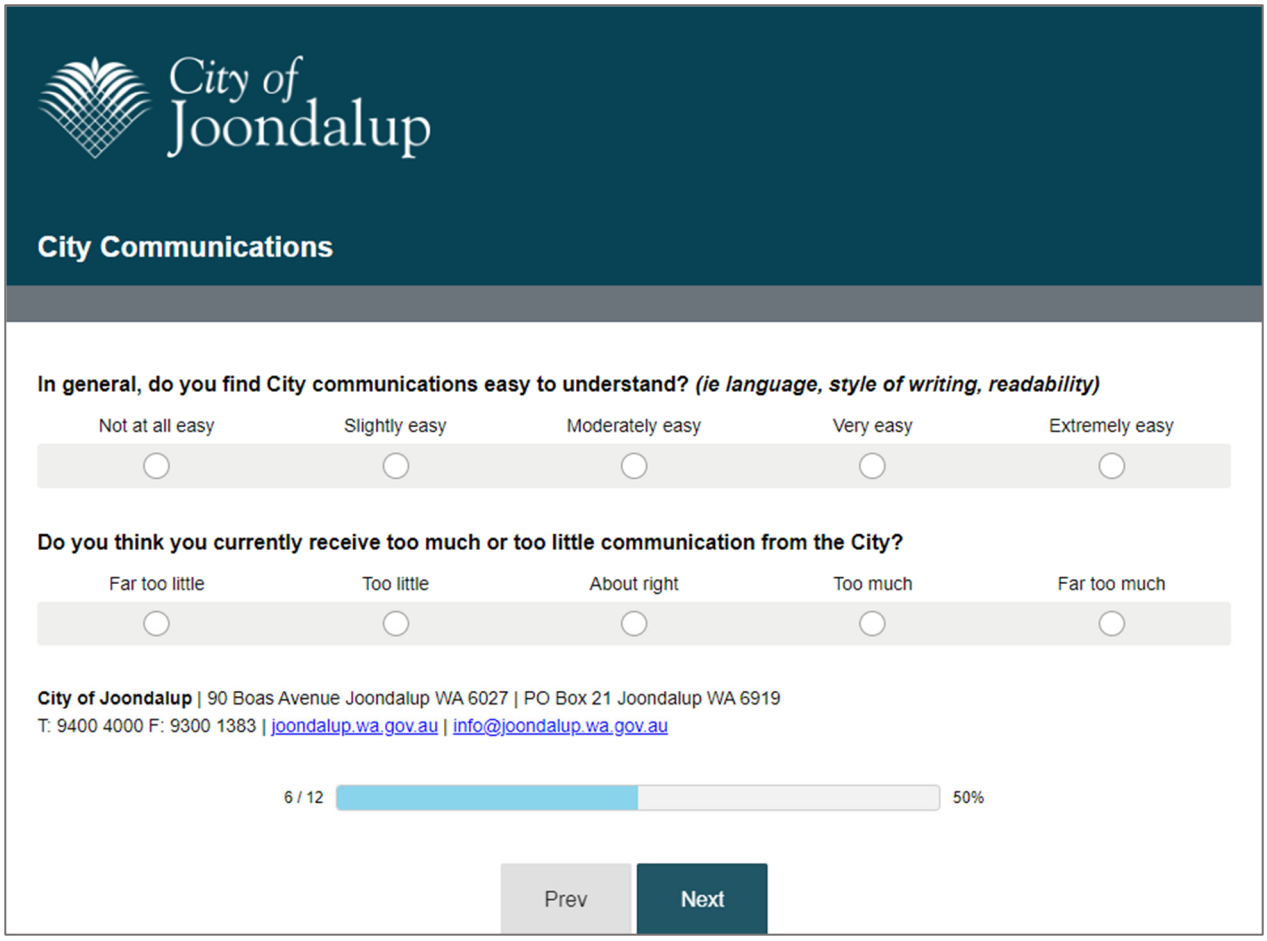
City of Joondalup
City Communications
In general, do you find City communications easy to understand? (ie language, style of writing, readability)
Not at all easy
Slightly easy
Moderately easy
Very easy
Extremely easy
Do you think you currently receive too much or too little communication from the City?
Far too little
Too little
About right
Too much
Far too much
City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au
6 / 12
50%
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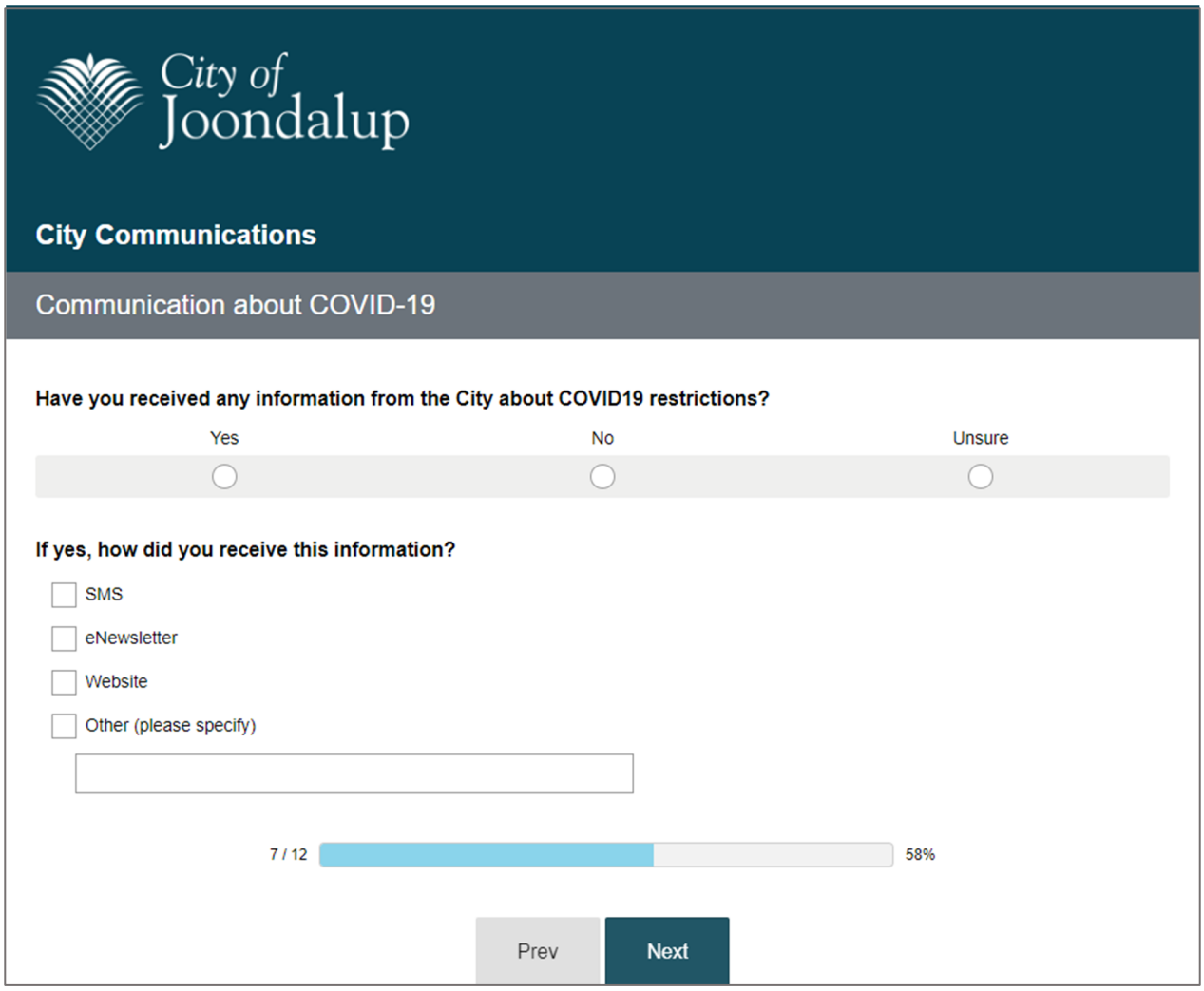
City of Joondalup
City Communications
Communication about COVID-19
Have you received any information from the City about COVID19 restrictions?
Yes
No
Unsure
If yes, how did you receive this information?
SMS
eNewsletter
Website
Other (please specify)
7 / 12
58%
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Next

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City of Joondalup

City Communications

What topics are you interested in receiving information about from the City?

- [ ] City events
- [ ] Libraries
- [ ] Craigie Leisure Centre and other sports and recreation opportunities
- [ ] Services and programs for young people
- [ ] Services and programs for seniors
- [ ] Services and programs for people with a disability
- [ ] Other services available for residents (eg rangers, community safety)
- [ ] Waste and recycling
- [ ] Rates, budgeting and spending
- [ ] Community consultation and opportunities to give feedback
- [ ] Planning, health and development
- [ ] City works and maintenance
- [ ] Tourist attractions — things to see and do
- [ ] Local businesses
- [ ] Business support information

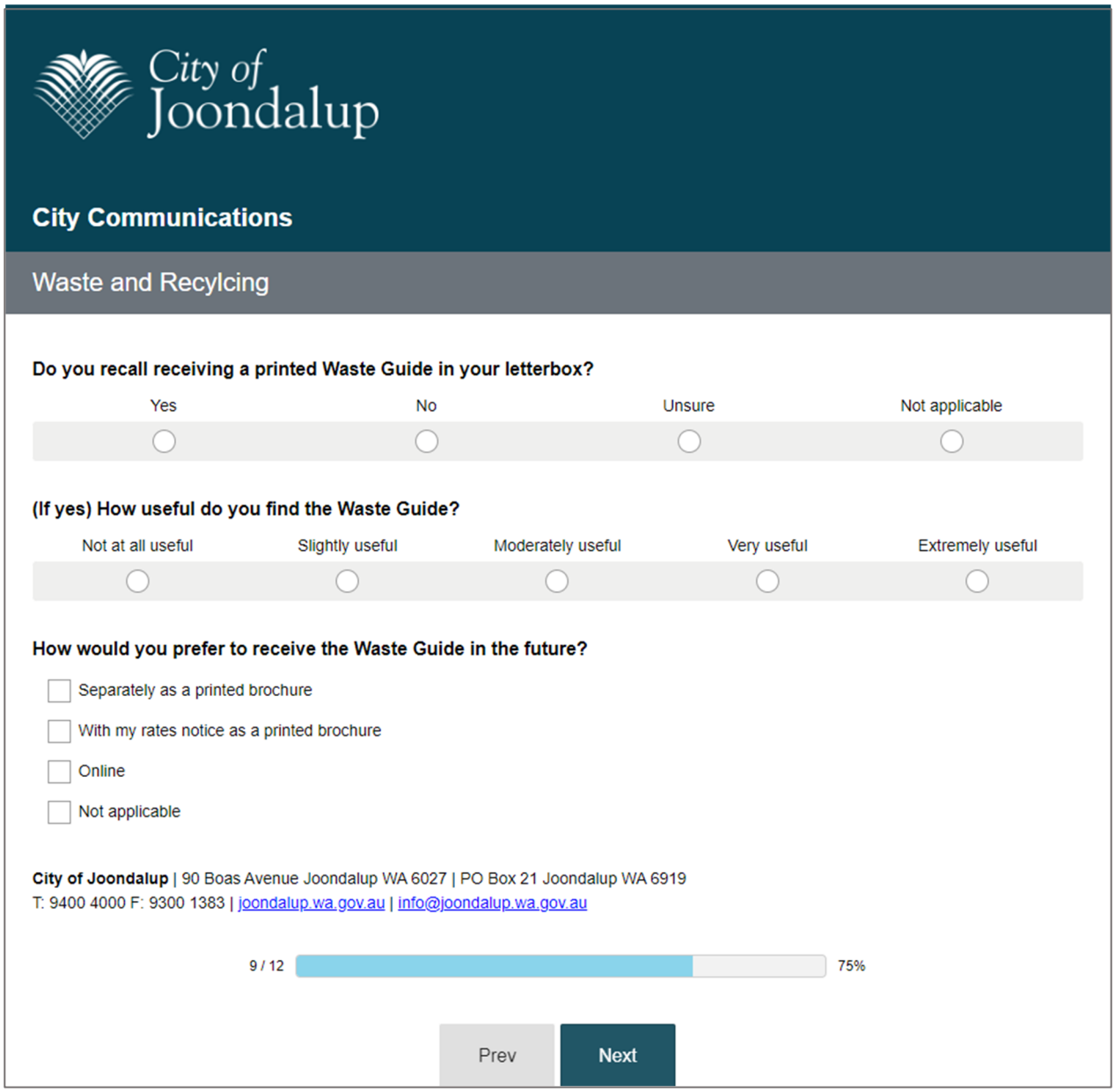
Are there any other topics you are interested in receiving information about from the City?

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

8 / 12 67%

Prev Next

(page 9)



City of Joondalup

City Communications

Waste and Recylcing

Do you recall receiving a printed Waste Guide in your letterbox?

Yes	No	Unsure	Not applicable
○	○	○	○

(If yes) How useful do you find the Waste Guide?

Not at all useful	Slightly useful	Moderately useful	Very useful	Extremely useful
○	○	○	○	○

How would you prefer to receive the Waste Guide in the future?

- ☐ Separately as a printed brochure
- ☐ With my rates notice as a printed brochure
- ☐ Online
- ☐ Not applicable

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

9 / 12 75%

Prev Next

(page 10)

City of Joondalup

City Communications

Keeping you informed

Overall, how well do you think City communications keep you informed about news, projects and events happening around the City?

Not at all well	Slightly well	Moderately well	Very well	Extremely well
○	○	○	○	○

Do you have any comments about how the City communicates or suggestions for improvement?

City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au

10 / 12 83%

Prev Next

(page 11)

City of Joondalup

City Communications

Your details

Please note that for your feedback to be validated, your contact details must be provided. This information will be treated as confidential and will not be published in any document or report on the outcome of the engagement.

Only one Survey Form per person will be accepted.

* **Your contact details:**

Name:

Address:

Suburb:

Postcode:

Email:

Your age:

- ○ Under 18 years
- ○ 18-24 years
- ○ 25-34 years
- ○ 35-44 years
- ○ 45-54 years
- ○ 55-64 years
- ○ 65-74 years
- ○ 75+ years

Which of the following best describes you?

- ○ City of Joondalup ratepayer (owning or purchasing a home)
- ○ Renter living in the City of Joondalup
- ○ City of Joondalup ratepayer and renter living in the City of Joondalup
- ○ Other (please describe)

Request to be informed:

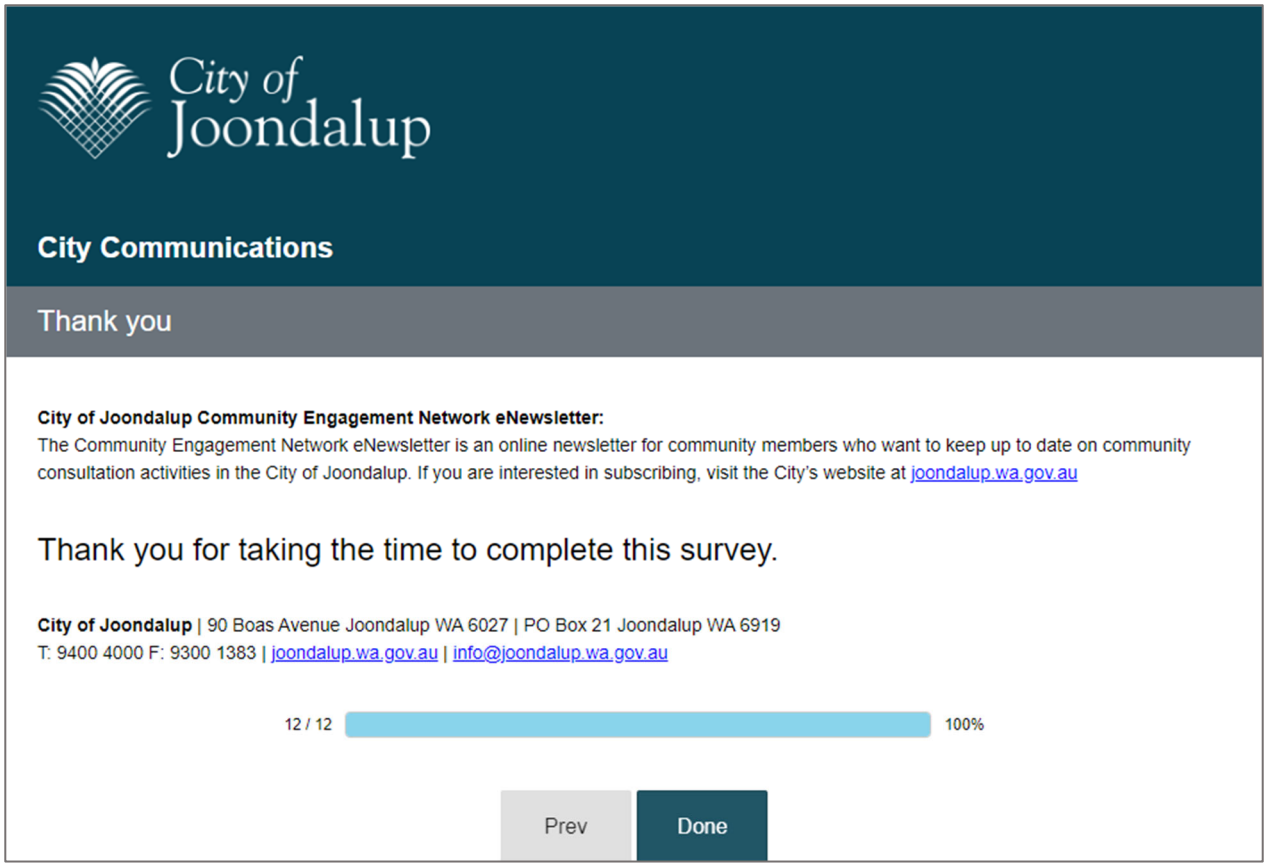
Community engagement assists the City in deliberation and planning. The analysis from this engagement will be uploaded to the City's website once finalised.

☐ I would like to be informed via email when this engagement is published online
(Please ensure your email address is provided above)

11 / 12 92%

Prev Next

(page 12)


City of Joondalup
City Communications
Thank you
City of Joondalup Community Engagement Network eNewsletter:
The Community Engagement Network eNewsletter is an online newsletter for community members who want to keep up to date on community consultation activities in the City of Joondalup. If you are interested in subscribing, visit the City's website at joondalup.wa.gov.au
Thank you for taking the time to complete this survey.
City of Joondalup | 90 Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919
T: 9400 4000 F: 9300 1383 | joondalup.wa.gov.au | info@joondalup.wa.gov.au
12 / 12
100%
Prev
Done

APPENDIX 3 — Hard-copy survey form (Page 1)

City of Joondalup

City Communications
Survey Form

The City of Joondalup would like to know your preferences for receiving information, so that the City can communicate with you in the best way possible. All respondents will go into a draw to win one of 10 Lakeside Joondalup Shopping City gift vouchers valued at $50.00 each.

If you have any questions about this survey, please contact the City's Marketing Team on **9400 4000** or via email **info@joondalup.wa.gov.au**

This Survey Form can also be completed online. Scan the QR code opposite or visit the Community Consultation section of the City's website **joondalup.wa.gov.au**

Online and digital media

The City of Joondalup uses a number of different online and digital media to provide information to the community.

Which of those listed below are you familiar with?

City website joondalup.wa.gov.au

Have you ever accessed the City website?

☐ Yes ☐ No ☐ Unsure

If yes, did you find this a useful source of information?

☐ Not at all useful	☐ Slightly useful	☐ Moderately useful	☐ Very useful	☐ Extremely useful

City social media (Facebook, Twitter, Instagram, LinkedIn, YouTube)

Have you ever accessed the City's social media?

☐ Yes ☐ No ☐ Unsure

If yes, did you find them a useful source of information?

☐ Not at all useful	☐ Slightly useful	☐ Moderately useful	☐ Very useful	☐ Extremely useful

City eNewsletters (eg Joondalup Voice, Arts in-focus Online, Joondalup Libraries Online)

Have you ever accessed any of the City eNewsletters?

☐ Yes ☐ No ☐ Unsure

If yes, did you find them a useful source of information?

☐ Not at all useful	☐ Slightly useful	☐ Moderately useful	☐ Very useful	☐ Extremely useful

City of Joondalup | Boas Avenue Joondalup WA 6027 | PO Box 21 Joondalup WA 6919 | T: 9400 4000 F: 9300 1383 | **joondalup.wa.gov.au**

11302 – UPDATED MARCH 2022

Printed communications and printed material:
The City of Joondalup also uses a number of different printed material to provide information to the community.
Which of those listed below do you recall reading or viewing in the past year?

	Yes	No	Unsure
City News newsletters delivered to your letterbox once per quarter	☐	☐	☐
Budget News newsletter included with your rates notice every year	☐	☐	☐
Hello Perth Sunset Coast map available at libraries, customer service centres and local tourism outlets	☐	☐	☐
City flyers, brochures and other information delivered to your letterbox	☐	☐	☐
City flyers, brochures and other information on display at libraries, customer service centres and Craigie Leisure Centre	☐	☐	☐
City outdoor advertising (eg billboards, bus shelter advertising, signage, way finding in the City Centre)	☐	☐	☐

Community Newspaper – *PerthNow Joondalup* – material:
To provide information to the community the City uses the community newspaper in a number of different ways.
Which of those listed below do you recall reading or viewing in the past year?

	Yes	No	Unsure
Joondalup Voice full page advertisements in *PerthNow Joondalup* once per fortnight	☐	☐	☐
What's on in Joondalup full page advertisements in *PerthNow Joondalup* once per month	☐	☐	☐
City advertisements in *PerthNow Joondalup*	☐	☐	☐
Articles or stories about the City in *PerthNow Joondalup*	☐	☐	☐

How do you prefer to receive information from the City? (Please select your Top 3)

- ☐ City website
- ☐ Social media
- ☐ City eNewsletter delivered to your inbox
- ☐ Topic-specific email alerts delivered to your inbox
- ☐ Printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
- ☐ Personally–addressed printed newsletters, guides, flyers, brochures, etc delivered to your letterbox
- ☐ Direct face-to-face contact at organised public meetings or events
- ☐ Direct face-to-face, telephone or email contact whenever required by you
- ☐ Local newspaper – *PerthNow Joondalup*
- ☐ Other (please describe)

.....

Do you receive the community newspaper (PerthNow Joondalup) in your letterbox?

☐ Yes ☐ No ☐ Unsure

In general, do you find City communications easy to understand? (ie language, style of writing, readability)

☐ Not at all easy	☐ Slightly easy	☐ Moderately easy	☐ Very easy	☐ Extremely easy

Do you think you currently receive too much or too little communication from the City?

☐ Far too little	☐ Too little	☐ About right	☐ Too much	☐ Far too much

Communication about COVID-19

Have you received any information from the City about COVID-19 restrictions?

☐ Yes ☐ No ☐ Unsure

If yes, how did you receive this information? (Please select as many as applicable)

☐ SMS ☐ eNewsletter ☐ Website

☐ Other (please describe)

.....

What topics are you interested in receiving information about from the City? (Please select as many as applicable)

☐ City events	☐ Waste and recycling
☐ Libraries	☐ Rates, budgeting and spending
☐ Craigie Leisure Centre and other sports and recreation facilities	☐ Community consultation and opportunities to give feedback
☐ Services and programs for young people	☐ Planning, health and development
☐ Services and programs for seniors	☐ City works and maintenance
☐ Services and programs for people with a disability	☐ Tourist attractions – things to see and do
☐ Other services available for residents (eg rangers, community safety)	☐ Local businesses
	☐ Business support information

Are there any other topics you are interested in receiving information about from the City?

Waste and Recycling:

Do you recall receiving a printed Waste Guide in your letterbox?

☐ Yes ☐ No ☐ Unsure ☐ Not applicable

If yes, how useful do you find the Waste Guide?

☐ Not at all useful	☐ Slightly useful	☐ Moderately useful	☐ Very useful	☐ Extremely useful

How would you prefer to receive the Waste Guide in the future?

☐ Separately as a printed brochure	☐ Online
☐ With my rates notice as a printed brochure	☐ Not applicable

Overall, how well do you think City communications keep you informed about news, projects and events happening around the City?

☐ Not at all well	☐ Slightly well	☐ Moderately well	☐ Very well	☐ Extremely well

Do you have any comments about how the City communicates or suggestions for improvement?

Your details Please note that for your feedback to be validated, your contact details must be provided. This information will be treated as confidential and will not be published in any document or report on the outcome of the engagement. Only one Survey Form per person will be accepted.					
Name:					
Address:					
Suburb:			Postcode:		
Email:					
Age (years):	☐ 16 – 18	☐ 18 – 24	☐ 25 – 34	☐ 35 – 44	☐ 45 – 54
	☐ 55 – 64	☐ 65 – 74	☐ 75+		

Which of the following best describes you? (Select multiple if they apply)

- ☐ City of Joondalup ratepayer (owning or purchasing a home)
- ☐ Renter living in the City of Joondalup
- ☐ Business owner in the City of Joondalup

Request to be informed

Community consultation assists the City in deliberation and planning. The analysis from this consultation will be uploaded to the City's website once finalised.

☐ I would like to be informed via email when the report is published online.
Please ensure your email address is provided in the 'Your Details' section above.

City of Joondalup Community Engagement Network eNewsletter

The Community Engagement Network eNewsletter is an online newsletter for community members who want to keep up to date on community consultation activities in the City of Joondalup. If you are interested in subscribing, visit the City's website at **joondalup.wa.gov.au**

Thank you for your feedback.
Submissions accepted: **Tuesday 1 March 2022 – Monday 11 April 2022.**

APPENDIX 4 — Community Consultation webpage

City of Joondalup

For Residents | For Business | For Visitors | MENU

Home / Organisation and Council / Community Consultation / Communications Survey

Communications Survey

Categories: Community Consultation

Published on 01/03/2022

Provide feedback on the way the City currently communicates and distributes information to better understand your preferences.

The City is interested in what you think about its communication methods, including social media, the City's website, printed brochures and flyers, newspaper articles and advertisements.

All participants will go into the draw to win one of ten $50.00 Lakeside Joondalup Shopping Centre gift vouchers.

To provide feedback, please complete the online survey. Alternatively, hard-copy survey forms are available on request via the contact details below.

Feedback accepted: Tuesday 1 March 2022 – Monday 11 April 2022.

For further information please contact the City's Customer Care team.

ONLINE SURVEY >

Related Online Services

> Community Engagement Network

Documents and Downloads

Communications Survey Prize Terms & Conditions (pdf 109 KB)

Main Number - Customer Care
9400 4000
info@joondalup.wa.gov.au

Subscribe to our eNewsletter >

Popular Services
- Library catalogue and member log in
- Find general waste, green waste, recycling and bulk verge green waste collection dates
- Waste disposal guide
- Online maps - Intramaps
- Rates - online payment

Popular Articles
- Current job vacancies
- Bulk hard waste collection service
- 2022 Valentine's Concert
- Contact the City
- Joondalup Festival

Support
- Contact Us
- Opening Hours
- Accessibility
- Privacy
- New residents welcome pack

Select Language

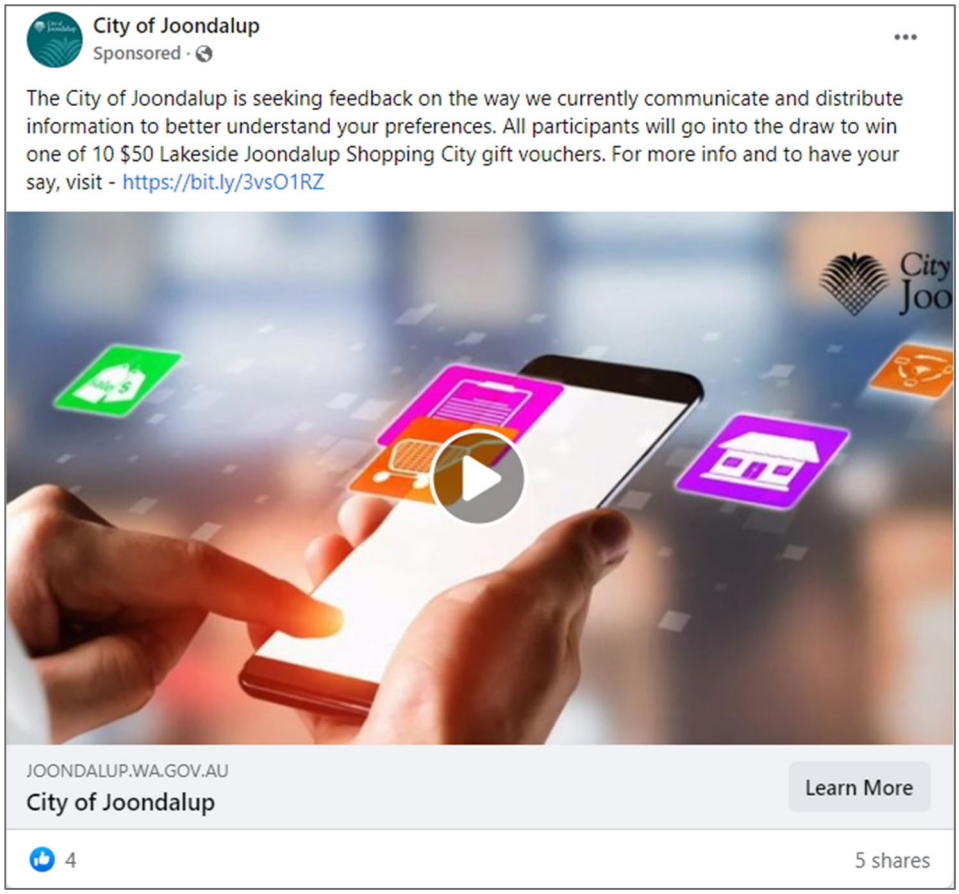
CONTACT US

9400 4000

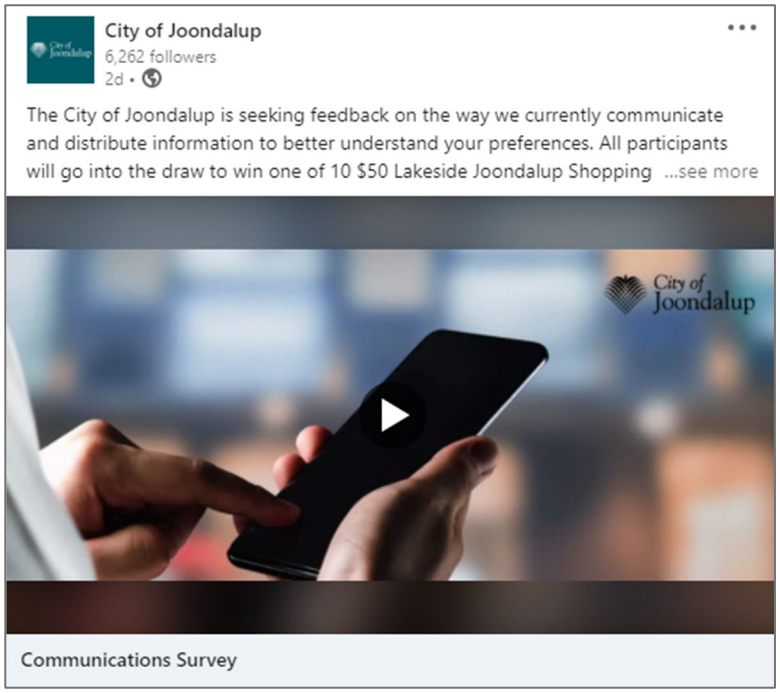
Something wrong with this page?

APPENDIX 5 — Twitter post (1 March 2022)

APPENDIX 6 — Facebook sponsored post (2 March 2022)



APPENDIX 7 — LinkedIn post (22 March 2022)



APPENDIX 8 — E-Screen display design

APPENDIX 9 — Joondalup Voice (*PerthNow Joondalup*, 10 March 2022 p 9)

joondalup voice

10 March 2022

City of Joondalup

Councillor's Column – Cr Daniel Kingston

Facelift for Emerald Park

Community and sports groups based at Edgewater's Emerald Park will soon have access to improved facilities, as a $910,000 refurbishment nears completion.

The work, which is expected to be completed by May 2022, includes an extension of the existing change rooms, construction of an umpires' change room, internal toilets, a new kitchen, additional storage and an external universal access toilet.

Four community groups are currently based at the venue, as well as the Edgewater Senior Cricket Club, Edgewater / Woodvale Junior Football Club, Woodvale Football Club and junior umpires from the West Perth District.

The City of Joondalup is a strong supporter of sport and recreation and recognises the role it plays in building and engaging communities and enhancing community spirit.

Apply to beautify

Residents can now apply to the City to plant appropriate vegetation within public access ways (PAW) that adjoin their residence.

Applicants must commit to a number of actions, including to: Keep the PAW in a tidy condition, ensure footpaths are clear of landscaping and trip hazards, plant only approved species and maintain a one-metre clearance from any City or public utility infrastructure.

Each application is also subject to the support of adjoining property owners.

Information on approved plant material can be found within the City's *Growing Locals* and *Street Verge Guidelines* brochures and application forms are available online at **joondalup.wa.gov.au**

Upon approval, the PAW in question will be added to the City's Pedestrian Accessway Planting and Maintenance Register.

The initiative was developed following a motion at the City's 2021 Annual General Meeting of Electors.

Return of the Joondalup Festival

Tomorrow is a significant day for the City as the Joondalup Festival returns after a two-year break.

Joondalup Festival 2022, featuring a series of free and low-cost ticketed events, will run over the next three weeks until Saturday 2 April.

To comply with COVID-19 Level 2 directives, set down by the State Government, some changes have been made to the festival program.

The Funky Town Hits of the 70s, 80s & 90s disco event, to be held at the Bar1 nightclub on Saturday 2 April, has been cancelled due to the reduced capacity and requirement for seated service.

Music in the Park (Saturday 12 March), Bunuru Concert (Sunday 13 March), Wundabaa Gaay-Galgaa (Ghost Stories) (17-20 March), A Gala Evening with West Australian Ballet (18-19 March), A Midsummer Night's Dream (25-26 March), Future Moves (Sunday 27 March), and the Kids Corner at the Dining Hub, Westfield Whitford City (Saturdays 19, 26 March & 2 April) will all be postponed to a later date.

Ticket holders will be advised of refund details via email as well as when new dates are set for postponed events.

There is still much to explore over the three weeks with all other festival events still taking place. For more information, visit **joondalupfestival.com.au**

New play space in Connolly

The City has installed new play equipment at Connolly's Huntingdale Park.

As part of the upgrade, the park's path network has been extended, while a new park bench and nature play elements have been added.

Community Funding Program

Applications are now open

The Community Funding Program provides financial assistance for projects, activities, programs and events that benefit the City of Joondalup community. The City invites all incorporated organisations to apply for funding for their projects through the Program.

If your group is considering submitting an application, please read the program guidelines, FAQ document, and consider the requirements of the application form, all of which can be found on the City's website.

To speak with a Fund Specialist, please contact the City on **9400 4918** or via **community.funding@joondalup.wa.gov.au**

The City wants your feedback

How do you prefer to hear about the City's services, events and programs?

All participants will go into a draw to win one of ten $50.00 Lakeside Joondalup Shopping Centre gift vouchers.

Visit the City's website to complete your survey now.

Feedback accepted: **Tuesday 1 March – Monday 11 April 2022.**

The City will continue to monitor all relevant directions relating to COVID-19 and follow State Government advice regarding any restrictions

APPENDIX 10 — Joondalup Voice eNewsletter (10 March 2022)

Joondalup Voice

City of Joondalup

Councillor's Column - Cr Daniel Kingston

Thursday 10 March 2022

Facelift for Emerald Park

Community and sports groups based at Edgewater's Emerald Park will soon have access to improved facilities, as a $910,000 refurbishment nears completion.

The work, which is expected to be completed by May 2022, includes an extension of the existing change rooms, construction of an umpires' change room, internal toilets, a new kitchen, additional storage and an external universal access toilet.

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(continues…)

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Ticket holders will be advised of refund details via email as well as when new dates are set for postponed events.

There is still much to explore over the three weeks with all other festival events still taking place.

For more information, visit the festival website.

New play space in Connolly

The City has installed new play equipment at Connolly's Huntingdale Park.

As part of the upgrade, the park's path network has been extended, while a new park bench and nature play elements have been added

More City of Joondalup news

(continues…)

Joondalup Festival 2022

11 March - 2 April

Enjoy free kids entertainment and fun for the whole family at this year's Joondalup Festival

The UFO's have landed at the Festival Hub at Hillarys Boat Harbour between **Friday 11 March - Saturday 2 April!** Experience the beaming lights and radiant colours of the I Believe swings.

From **Monday 21 March**, the harbour foreshore will come alive with the Lost Dogs' Disco, an interactive art installation by studio ENESS.

Learn more

Community Funding Program

Applications are now open

The Community Funding Program provides financial assistance for projects, activities, programs and events that benefit the City of Joondalup community. The City invites all incorporated organisations to apply for funding for their projects through the Program.

If your group is considering submitting an application, please read the program guidelines, FAQ document, and consider the requirements of the application form, all of which can be found on the City's website.

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Learn more

(continues…)

The City wants your feedback

How do you prefer to hear about the City's services, events and programs?

All participants will go into a draw to win one of ten $50.00 Lakeside Joondalup Shopping Centre gift vouchers.

Visit the City's website to complete your survey now.

Feedback accepted: **Tuesday 1 March – Monday 11 April 2022**.

Learn more

The City will continue to monitor all relevant directions relating to COVID-19 and follow State Government advice regarding any restrictions that may be in place at the time of any events.

Keep up to date via social media:

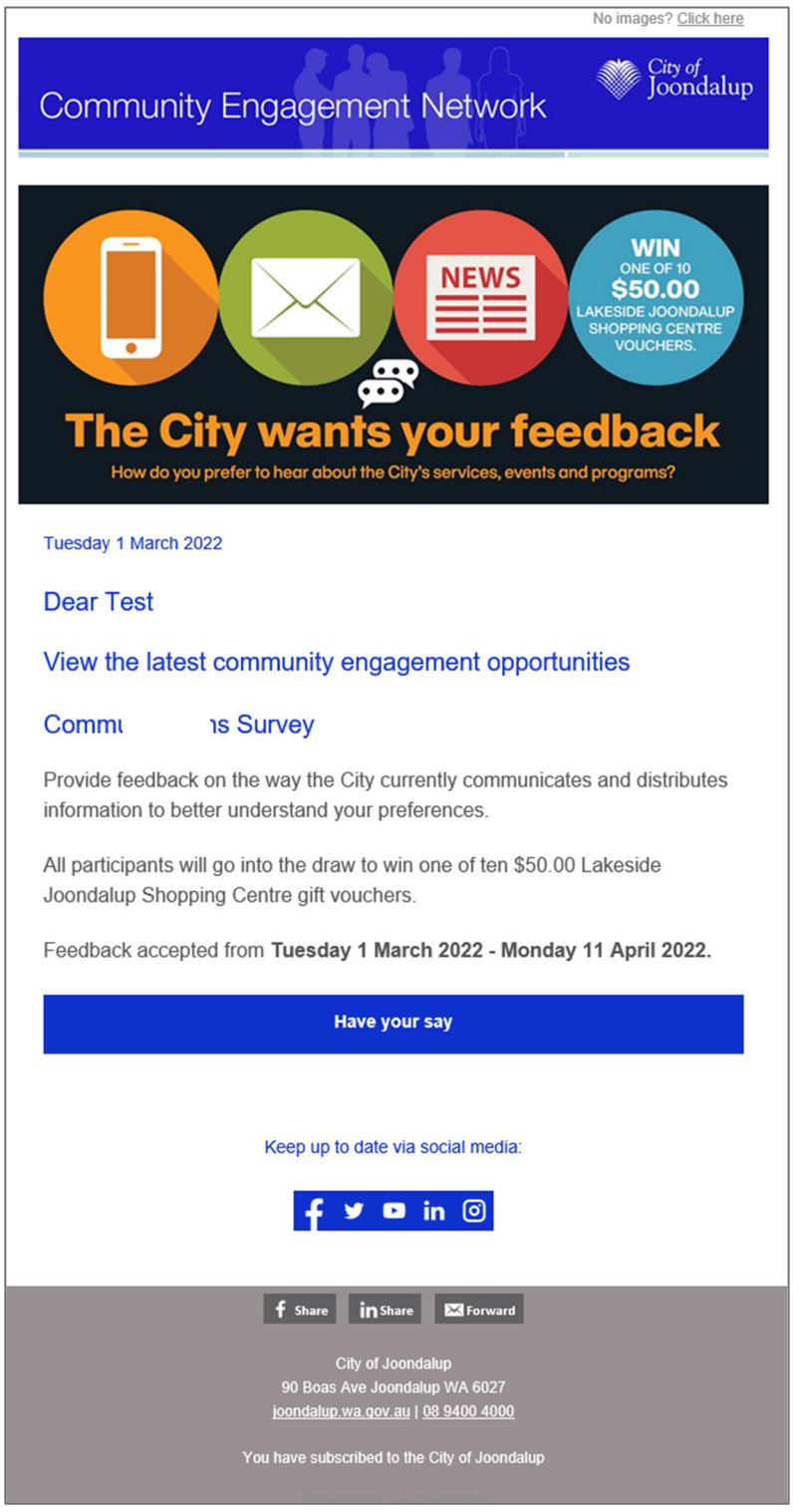
Share | Share | Forward

City of Joondalup
90 Boas Ave Joondalup WA 6027
joondalup.wa.gov.au | 08 9400 4000

You have subscribed to the City of Joondalup

Preferences | Unsubscribe

APPENDIX 11 — Community Engagement Network eNewsletter (1 March 2022)



No images? Click here

Community Engagement Network

City of Joondalup

Tuesday 1 March 2022

Dear Test

View the latest community engagement opportunities

Commı ıs Survey

Provide feedback on the way the City currently communicates and distributes information to better understand your preferences.

All participants will go into the draw to win one of ten $50.00 Lakeside Joondalup Shopping Centre gift vouchers.

Feedback accepted from **Tuesday 1 March 2022 - Monday 11 April 2022.**

Have your say

Keep up to date via social media:

Share Share Forward

City of Joondalup
90 Boas Ave Joondalup WA 6027
joondalup.wa.gov.au | 08 9400 4000

You have subscribed to the City of Joondalup

APPENDIX 12 — Joondalup Business eNewsletter (17 March 2022)

Joondalup Business

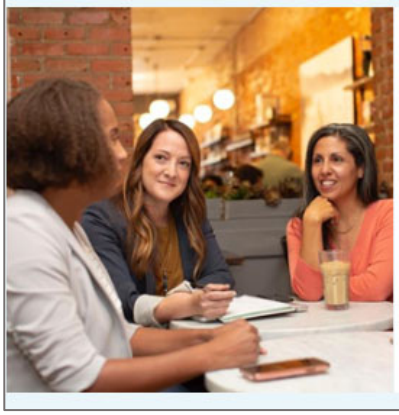
City of Joondalup

March 2022

WA innovators invited to apply for $20,000 Innovation Booster Grants

The New Industries Fund: Innovation Booster Grant program (IBG), previously known as the Innovation Voucher Program, aims to boost innovation for early stage start-ups and small businesses by providing financial support for professional skills and services to improve capability and advance their activities in WA. Applications close **Wednesday 20 April 2022**.

Apply online



Women in Small Business - Lunch and Learn

Join the Joondalup Business Association for a delicious lunch and networking opportunity with other like-minded business women on **Friday 29 April** at Business Station.

Register online

(continues…)

Made in Joondalup

The City continues to partner with Australian Made to encourage local businesses to consider their Australian made products and register to become a licensee. If your product is locally made, now is the time to align with a nationally recognised and respected brand.

Read more

Joondalup Festival Deals

The 2022 Joondalup Festival has kicked off and will be creating a buzz until **Saturday 2 April 2022**. For the first time, the City of Joondalup has partnered with Litt to offer festival goers special deals at locations throughout Hillarys and Joondalup.

Download the Litt app to find out more.

Read more

Communications Survey

The City's Communication Survey is open for residents and businesses to complete. Provide your feedback on how the City communicates and distributes information and go into the draw to win a Lakeside Joondalup Shopping City voucher.

Read more

Looking for ways to save water in your business?

Participate in Water Corporation's Waterwise Business Program or Waterwise Building Program to save water and money through water recycling, improved water efficiency and use of new technology.

Read more

(continues…)

Check your business cyber security for free

If your business undertakes digital transactions or has an online presence, it is important to ensure your business is cyber secure. The City, in partnership with WA AustCyber and Edith Cowan University (ECU) offer City of Joondalup businesses subsidised cyber security consultations to ensure your business is protected online.

Register online

The Joondalup Business Association (JBA) represents a number of local business industries with members actively encouraged to promote and build their business connections.

The Small Business Development Corporation offer a free business advisory service and online workshops aimed at small business development and capacity building.

The ATO's Small Business Tax Time Toolkit provides directories and guides covering home based business and motor vehicle expenses, plus support for business affected by COVID-19.

Book a business support meeting

Keep up to date via social media:

Share | Share | Forward

City of Joondalup
90 Boas Ave Joondalup WA 6027
joondalup.wa.gov.au | 08 9400 4000

You have subscribed to the City of Joondalup

Preferences | Unsubscribe

APPENDIX 13 — Joondalup Libraries eNewsletter (24 March 2022)

Joondalup Libraries

City of Joondalup LIBRARIES

Thursday 24 March 2022

Connect with your neighbours

Working from home, social distancing, isolation and postponement of larger events makes it difficult to remain socially connected at the moment. This Sunday is Neighbour Day, an opportunity to check in with those in your neighbourhood – organise a cuppa by the kerb, go for a wellness walk, or help a neighbour with their garden.

Joondalup Libraries are also a big part of your neighbourhood and would love you to remember there are still great books to read, places to sit, events to attend and most of all a welcoming smile and greeting.

Take care, be kind and keep connecting with your community.

Learn more

(continues…)

Animal antics

It's all about animals at the Libraries during the April school holidays - from interactive performances and creative activities, to hands-on experiences with feathered, furry and scaly wildlife. **Bookings are essential** for these activities, and open online on **Monday 28 March** from **9.30am**.

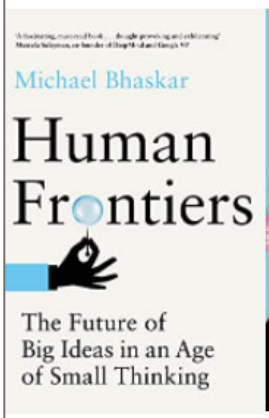
Learn more

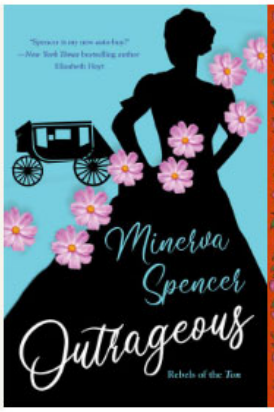
Communication survey

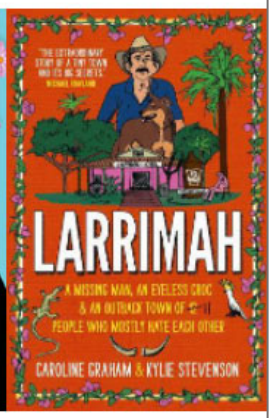
This is your opportunity to provide feedback on the way the City of Joondalup communicates and distributes information to better understand your preferences. Feedback accepted from now until **Monday 11 April.**

Online survey

New books







All new books

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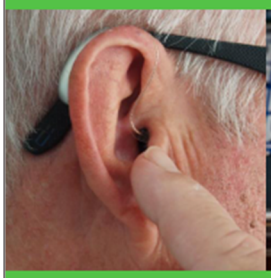
What's On



Free hearing check

Hearing Australia are offering free hearing checks at Woodvale Library on **Wednesday 6 April.** No booking required.

Learn more

Beatles music

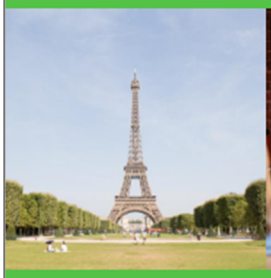
Enjoy an evening of 'Beatlemania', celebrating the music of the most successful and globally adored band of all time.

Book online

Pluto is not a planet and that's OK!

Pluto is fascinating even though it was reclassified as a dwarf planet in 2006. Come and learn more about Pluto.

Book online



Quirky things about France

Appreciate all things French in this fun and interesting session about France.

Book online

Unlimited entertainment

All you need to know about smart TV and streaming services, open up your viewing options.

Book online

The Shetland bus

A story of the vital sea link between Shetland and Norway, one of the most dramatic to emerge from the Second World War.

Book online

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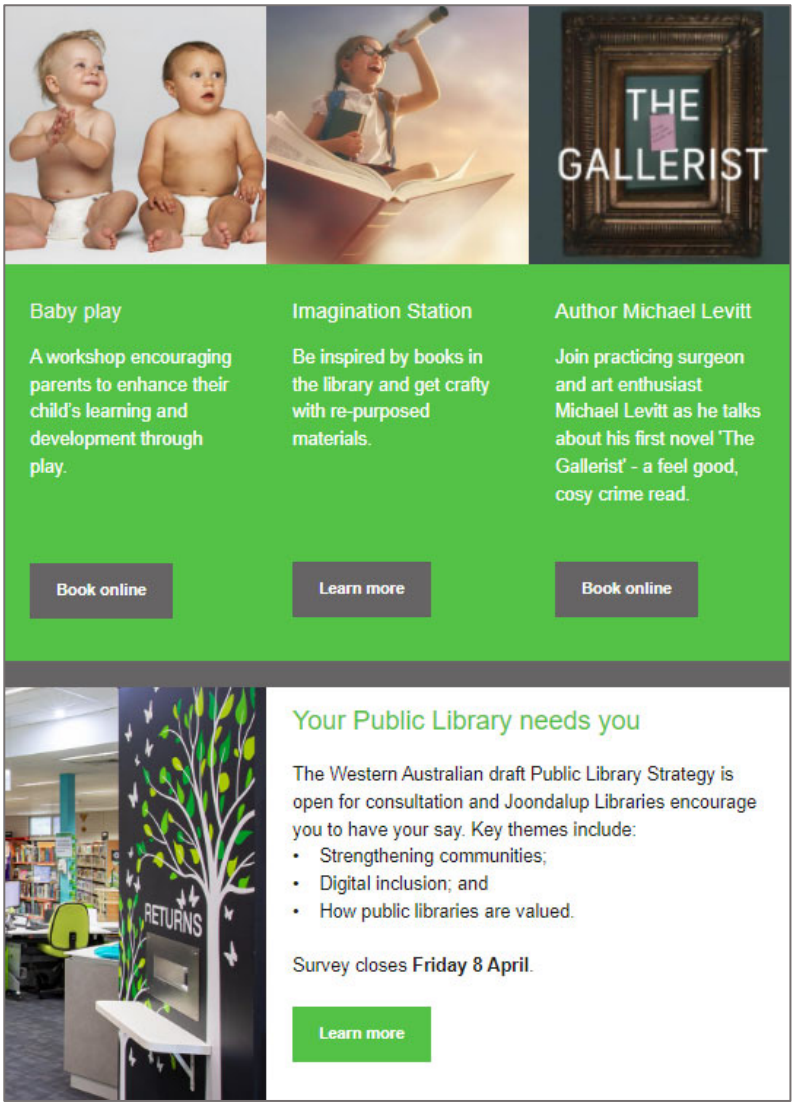
THE GALLERIST
Baby play
A workshop encouraging parents to enhance their child's learning and development through play.
Book online
Imagination Station
Be inspired by books in the library and get crafty with re-purposed materials.
Learn more
Author Michael Levitt
Join practicing surgeon and art enthusiast Michael Levitt as he talks about his first novel 'The Gallerist' - a feel good, cosy crime read.
Book online
RETURNS
Your Public Library needs you
The Western Australian draft Public Library Strategy is open for consultation and Joondalup Libraries encourage you to have your say. Key themes include:
• Strengthening communities;
• Digital inclusion; and
• How public libraries are valued.
Survey closes Friday 8 April.
Learn more

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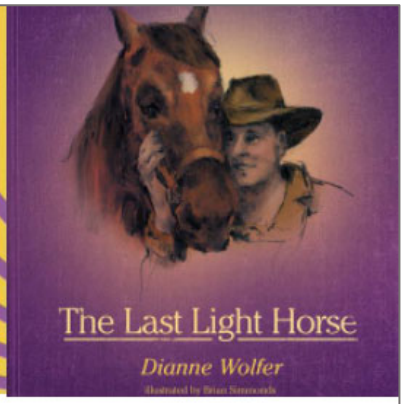

Library and festival events

For the complete list of library events, check out the Autumn guide online.

Libraries' events at Joondalup Festival, include an improv workshop and story times.

View online

Online author event – Dianne Wolfer

136,000 Australian horses were sent to fight during World War One and only one came home.

Join Glenn Swift in conversation and hear about the extraordinary story of Sandy, the only returning warhorse.

Book online

Keep up to date:

Share Share Forward

City of Joondalup Libraries
Duncraig Joondalup Whitford Woodvale
joondalup.wa.gov.au | 08 9400 4751

You have subscribed to City of Joondalup

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APPENDIX 14 — Verbatim responses

QUESTION: “Are there any other topics you are interested in receiving information about from the City?”

Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- - -]. Minor alterations have been made to spelling/grammar to enhance readability.

Verbatim responses — Are there any other topics you are interested in receiving information about from the City? (N = 118)
Employment
Free workshops, art and culture.
Changes to policy that impact amenity.
Community garden schemes.
When there will be more restaurants and cafes.
Beautification works to public areas. Bike tracks and mountain bike tracks. Artificial reef in the City.
Environmental matters and opportunities.
Ocean Reef Marina project and I have a strong interest in surf board riding as a [- - -] who competed at national level and surfing clubs within the City.
Council decisions before they are made, so that the community can have a voice.
The City's commitment to supporting the Sustainable Development Goals and how they are faring against each of the 11 goals.
I have ticked everything because I really want to hear about what's happening in and around the City of Joondalup. Having [- - -] family members (including [- - -]) with a disability, both intellectual, physical and severe medical conditions, I want to also hear about inclusive events.
Active community groups, meetings.
Herbicides, pesticides spraying and fertilisers use in parks. Although it is provided, the information is not updated and spraying is constantly planned and then cancelled or replanned again and again. It means that we are avoiding a particular park for weeks and often have to call and ask about the status of the spraying. It would be great if we could trust the information that we are receiving and if it was kept up to date. The system has a great potential so please make it better for us. We appreciate it a lot.
Services and programs for homeless or those who are struggling and where to get help.
Library organised events.
Environmental and conservation programs/greening of the City.
Parks and gardens.
Feral cat extermination.
How the Marina is progressing
Nightworks
Pet ownership. I called CoJ to report stray dogs and advice I received was incorrect, to make matters worse, the person seemed uninterested in helping.
Continued financial waste by Joondalup Council.
Local jobs and stories about supporting the disadvantaged in particular. Would be great to see local businesses highlighted that do this. I heard a radio interview with the founder of Shalom house recently and it has prompted me to visit the cafe run by ladies who have suffered domestic violence. A great initiative.
Yes, that the planners at COJ follow DAP rules, and give the correct notice required to residences. Unlike the Greenwood Day Care, we received the email the evening before submissions were due. Not good! Then I find out months later that, if we told DAP, we could have had another meeting as not enough notice was given. [- - -] doesn't treat people very well on the [- - -] Facebook page either! So train [- - -] please. If it's not [- - -] or [- - -], that [- - -] doesn't care. [- - -] hates Greenwood!

I think I eventually see everything necessary but a lot of the time it's not very timely, eg the event has already occurred. COJ released the advertising, but I either overlooked an email or I saw it on social media after the fact (wasn't prioritised by Facebook in my feed).
More about activities people of all ages can get involved in. More updates about the Ocean Reef Marina.
Biodiversity targets and canopy targets.
Updates on projects like Ocean Reef Marina.
Information on how to understand how the City of Joondalup works, their purpose, goals, what they do and how ratepayers can get involved. I live in [- - -] in [- - -] and a childcare centre will be built shortly in [- - -]. It's been a process to understand our rights as a ratepayer and understand the legal terms and process that is involved. A flyer to everyone's letterbox explaining the process and timeframe would have been helpful. It's a very stressful thing to go through. Lots of tears could have been avoided if there was more communication.
Holidays events for tween/teens.
Jobs with the CoJ.
TAFE programs available for seniors.
Services, events, support and community groups for mothers, ie Ladies HQ.
Cutbacks also. Too busy praising themselves for good things.
Waste and recycling. What does the City do with our recycling?
Ocean Reef Marina. New projects.
Things to do with kids. I recently collected a City of Joondalup passport for my daughter from one of the concerts and it was a great idea to visit places in the City and connect with the local area by taking on the tasks in the passport. More like this should happen, as well as organised bike rides and other local initiatives celebrating all we have in the CoJ.
Platinum50+ outings, when will they recommence?
Public notices. Development applications on Metropolitan Regional Scheme Recreation Reserves. Development Applications on Local Planning Scheme open spaces, parks and reserves.
Arts and crafts.
Please promote the beaches and events on at the beaches. Stirling Council do a wonderful job on social media generating a community feel and highlighting the great beaches.
Multilingual information as brochures, newsletters are not read, as language is a problem. More visual brochures for ESL residents.
Ranger services — cat and dog registration checks, cat curfews, pool checks, City Watch.
Music events
Festivals, live music.
Art
Bike trails. Local nature spots. Best plants to grow in my garden. Local bird and animal life. How is the water managed? More natives for street trees instead of jacarandas.
Community events within the City, eg weekend markets.
Children and family activities. Outdoor locations and things to do in the City.
More information on arts events and more opportunities for secondary students to engage in music activities (jazz, classical and musical theatre). For many years the City of Joondalup has been under the assumption that teenagers only want to engage in contemporary music but that is not actually the case. There are many highly accomplished teenage musicians in the area who are not interested in contemporary music but still want to engage in community music opportunities.
Topics raised at Council meetings, in a quick easy format, without having to trawl through website. I find the website difficult to navigate when looking for a particular topic.
Craft groups and other activities.
Cycleways. New housing developments.
Composting
Information regarding local schools and pets.
No more wasteful flyers from politicians and real estate agents.
Multicultural events

Parks, recreation, nature reserves. Cycling and walking routes. Hiking trails. List or index of charities and not-for-profit services. Community events.
Planned upgrades for local playgrounds and any new ones in the pipeline.
Volunteering opportunities.
Family-related events in the area.
Ratepayer information, welcome packs for first time ratepayers, calendar of what and when things need to be done is. Green waste pick-up, garden clearing for fire hazards. Seems the Rangers issue infringements before the ratepayers are aware of what they need to do.
Events. Walking trails. Exercises (health). Focus on shout-outs to local businesses (deals/ promotions).
Domestic animal welfare and support.
The Marina development.
City security. Proposed upgrades. Ocean Reef Marina car park (and local surrounds) ongoing hooning for the last 10 plus years! The parking fees in Joondalup CBD keep me away (when possible).
Beachfront facilities
Volunteer vacancies
Grant information for greening and rejuvenating native areas.
Urban planning
Lake Joondalup development. Ocean Reef Marina.
Music events
I would like to see information about how the City calculates spending on each suburb within the City as the City Centre and some suburbs seem to have more spent on their parks and gardens and median strips.
Improvements to parks and beaches. Especially in relation to creating more places to walk our dogs off-lead.
Environment and climate change initiatives which there are little of, other than glossy policies that are not enacted.
Air quality updates. Ocean and freshwater (eg Lake Joondalup) quality updates. Lake Joondalup/ Yellagonga reserve updates. Electric vehicle infrastructure updates.
Would love an easy way to give suggestions to the City of Joondalup.
Ongoing information about progress of the City of Joondalup Performing Arts Centre.
We never get told who wins the raffle on "Paying Rates" early.
Environmental programs or work.
Coastal erosion information, as my house will be affected.
Dog and cat registration and responsibilities and legal requirements of the pet owners. Maintenance of parks, open spaces, lakes and lake/park wildlife. Weed control in parks and open spaces. Koi control in lakes and waterways. Tree planting initiatives. Conservation efforts. Climate initiatives and if schools are actively involved in these projects. Education in schools about our CoJ local government and the role and initiatives of the City of Joondalup and how they protect the community and protect the environment.
Free transport to functions or locations.
What is the City doing about reducing its carbon footprint, and does the City have a Net Zero Plan/Aim? Does the City have any policy towards improving access to "social housing"?
Paying for parking at hospital and Centrelink is disgraceful. Please address this.
Redevelopment of Warwick Shopping Precinct. Up to date information about housing infill, especially improvements to landscaping and environmentally-led development (which needs to happen).
Control of speeding and drug-affected young or old people.
Progress of Ocean Reef Marina.
Pollution from vehicles: noise, emission gases.
Conservation
I am very unhappy that Woodvale residents have a motion passed that prohibits child care centres be in a cul-de-sac or adjoining private properties. This was not advertised to Kingsley residents. Now all local child care centres are in Kingsley, whereas Woodvale only has one.
Joondalup Council job vacancies.

A tree count in the whole of Joondalup, so the Council will know how fast the trees are disappearing from the suburbs from private properties, house lots, parks verges and stupid widening of bike tracks/footpaths.
How rates will not go up.
Environment
City reports and data.
Freeway works and wall for Duncraig residents on the western side of the freeway.
Yes. More detail on the suburban infill and changed zoning and how this is impacting on our environment now and in the future. For example: *1. Where are the trees going to grow on a block for shade where two or three units are being built in lieu of one residence?* *2. Traffic increase impact.* *3. Parking pressure at shops and medical centres, eg Craigie.*
Updates on when the Ocean Reef Marina developments will begin, now the harbour walls are built.
Changes to planning regulations, already implemented and proposed. Along with reasons and effect on the areas affected.
Environmental
Ocean Reef Marina updates. Coastal management (eg erosion surveys, remediation, community days). What have the Councillors' been signing off on? Annual budgeting information, not just our rates bill.
Any health-related seminars.
Proposed development, and changes to current use, density of homes.
Local clubs and volunteer groups. Places to see wildlife.
Planning decisions, particularly those that affect community facilities. The coastal and natural environment. The amenity of residences and neighbourhoods. The natural environment, conservation, biodiversity, tree canopy, bushland reserves and the coastal environment, climate change action, such as making Joondalup emissions free and majority renewable energy. Where electric car charging stations are located.
Environmental and maintenance of facilities, especially relating to Mullaloo and the dune systems. For instance, given that the fencing to the foredunes and pathways has been covered, or the fencing has been broken, what does the City intend to do about protecting the dunes from erosion by people. Signs are also absent in obvious places.
Subsidised community workshops like pottery, tie-dying, drawing. Anything in general on arts and crafts. Subsidised life skills workshops for young teenagers and young adults so they can be practical to be in society such as car maintenance, bike maintenance, basic budgeting, enrolments to access Centrelink.
Notice of local events.
The music concerts in the parks.
Parks and outdoor areas for recreation.
Any changes or variations to planning regulations. What you are doing to enforce planting or replacing of trees and shrubs in new, redeveloped, subdivided areas.
Online tender system for all tenders COJ covering goods and services, works and maintenance tenders.
Whitfords senior citizens events and super sales at Whitfords City shops.
Any free activities for 3- to 4-year-olds including school holiday things. Due to COVID, we are no longer going to the library, so outdoor things are best.
What you intend to do regarding making our Sorrento Beach safer for swimmers. Everyone, and especially young families, have been surprised that the shark net has not been replaced. This beach is pristine and possibly the best kept in all of Perth.
Free events for young children.
Free tree planting on verge.

APPENDIX 15 — Verbatim responses

QUESTION: “Do you have any comments about how the City communicates or suggestions for improvement?”

Note: Words that may identify respondents or contain offensive language have been removed and replaced with square brackets, ie [- - -]. Minor alterations have been made to spelling/grammar to enhance readability.

Verbatim responses — Do you have any comments about how the City communicates or suggestions for improvement? (N = 168)
When there are big projects, like the Ocean Reef Marina, or the Performing Arts Centre, I would like to be hammered with all the information — budget, planning, mapping etc. I always have the impression I have to take 5 different sources to have full picture. Very annoying.
There is no awareness to what City our suburb is in. More signage with ability to advertise and communicate from Council would be good. Shop displays, bus shelters, fixed signage etc.
I did not realise Joondalup Times was part of PerthNow — Seven West. Will actively avoid from now on. Less informative/factual news and more opinion pieces/sensationalism these days. Would rather have nothing from them.
Great customer engagement and customer service. Thank you. In relation to your questions about the PerthNow Joondalup Community Newspaper, perhaps you access through the newspaper, how many streets/suburbs in COJ actually get this paper physically delivered? I don't receive it and, I don't really see it anywhere that I regularly visit. Sometimes though I receive articles from PerthNow on my Facebook feed. I don't go to the Library often enough to see the community newspaper there in front of me either because I work, am in a hurry and just need to get in and out. That is why I also appreciate being sent a hard copy of the Waste/ Recycling Booklet because I often refer to it throughout the year.
Perhaps more information on dog friendly places in Joondalup in the newsletter.
Monthly advertising of events.
Stakeholder engagement training for all customer facing business units.
As we don't get the local paper delivered it can be hard to catch up with some things. Also, if brochures are delivered with general junk mail, it may not be noticed until too late.
Make the website more user friendly. It’s difficult to navigate. Provide the waste management brochure as a sticker for the bins.
More flyers in letterboxes to keep us all updated.
All media statements to be posted on the web.
You are doing a great job.
More useful information and less self promotion of Elected members and senior staff.
Don’t get any information.
The City could be way more active on their social media page. More listings about events, creation of Facebook events and posts about local businesses. The Facebook page also feels too formal, would be nice to get back to community roots and just be a bit more personable.
Direct targeting to my email address will always get my attention. Facebook posts are also good.
You have an amazing staff member who deserves commendation. Helped me so much. Wish they had been member for [- - -] area instead, because I am certain I would never have been neglected so badly by the government if they were running things. Their name is [- - -] number is [- - -] Please be certain they get an award and a pay increase! As for the other government employees and departments advocating for landlords to take advantage of and mistreat their vulnerable disabled tenants, they have an awful lot to learn about life. I hope they get to do that learning very soon. A specific priority service for people with disabilities/vulnerable is needed now everything is phone appointments.
Need a more strategic and cohesive environmental plan. Not just single tree planting on verges, but a strategic approach to addressing loss of green (not lawn) space and thermal stress in suburbs.
The City should replace lost surfing assets for surfers’ recreation and mental health.

The Facebook site does not always post information about certain events, ie the recent AGM and information on how residents can submit questions in advance of the meeting. I believe that this was a big omission because not many people knew about it. Anything that is advertised in print media (ie PerthNow or Joondalup Voice) should also automatically be posted on social media (some people don't read newspapers and vice versa).
The City has selective amnesia when it comes to any negative connotations. The City of Joondalup management, right up to the [- - -], have their heads buried in the ground like ostriches. They ignore the crime and grime, the homeless, the vagrants, the disruptions in our parks while doing stupid ceremonies to open some new entertainment venue or other useless, opulent venue for their cronies. The City of Joondalup smacks of elitism and it shows at every turn. Why not allocate some funds to de-weed our verges and clean all verges on every dwelling seeing they want total control? Nobody can undertake even a positive upgrade/rejuvenation without the City using [- - -] tactics to stop it. Yet they turn a blind eye to tents in our parks and vagrants terrorising women and children in our playgrounds.
More transparency would be appreciated. Bring back previous verge collection system. Urban heat is a worry.
The website is very difficult to navigate. For a beginner trying to find information, it feels like it is being hidden. There is much to be improved in this area.
Online discussion boards for discussing City strategies and proposed projects, moderated by City Administration, Councillors and SCRG members.
Regarding the waste information, we didn't receive one in the mail this year. It could have been thrown out in error due to the amount of other rubbish we receive in the mail. It's really useful to have this resource at home, so my suggestion is to have a printed one and also send it online to us too. *Also, when I have time, I go onto the City of Joondalup website to find out about other information about what's going on within the City of Joondalup. There is some great information on there that's not always shared. My favourite bit of information I receive is through the libraries' newsletter. It has so much on there and some great learning and creative initiatives. Could we have more things organised please?* *Could you also think about holding/hosting some events for people with an intellectual disability and using one of your venues (ie a community centre). People and their support people will pay to come. Especially if it's a group music or dance type event. Social distancing at one of your larger community centres could be undertaken too.* *Regarding communications with residents, use social media more often. Several posts a day about what's on etc. You could even organise a "How To" series. How to lodge something through planning. How to best pay your rates. How to find out what's on. How to book a local community centre. How to get rid of waste. Then do a "What's On" and where type posts. I really enjoy the newsletters that are emailed. Always keep the content simplified and easy to read.*
Move away from printed material, if possible, because it's wasteful and gets missed with the junk mail. Enewsletters and voluntary subscriptions would be much better.
Most residents have little or no idea how a Council functions. Most residents don't even bother to vote in Council elections because it is not compulsory. Perhaps run a short education campaign before each 2-year election to provide insight into how a Council works and encourage voting. Also, offer school tours of the Council buildings to every student in the City area who is entering high school, then again in year 10.
Perhaps if notification about spraying would be repeated when spraying is actually done, that would be great improvement to the pesticide notification system.
Application of glyphosate should be advertised/notice placed a week before, so persons and their pets are aware, including a sign like they do for food trucks.
Email
The City communicates very well. I can (and have) put alerts on specific topics that are of interest to me such as Arts, Community Engagement and Environmental news.
Accepting that you can't please all the people all the time, I believe you are doing a good job.
Using the Community News is a waste of time. We haven't received a copy for literally years. It's too hit and miss if you want to reach your ratepayers.
I appreciate the reminders about due rates payments. The library information is excellent, as are the brochures printed each quarter that advise what is on for the next three months.

Advanced warning on works happening in the City of Joondalup at least a week before, if not more. Local newspaper actually delivered. CCTV near bus stops/shelters.
Social media would be good, or more public notices for events. Food trucks ads are great
Topic based content with good graphics are critical. Long emails from Councillors and other City employees need to be group into hyperlinked headings or other formats so readers can quickly grasp content importance and click through to read more if relevant or more interested.
Stop wasting money on crazy ideas like the planned road racing in the City Centre.
Highlights on local businesses doing great jobs.
I suggest that you need to engage with a cross-section of all ages across the community on a regular basis, in a safe environment, to share information. Old fashioned values of community are being lost, and we are all in this together and need to foster harmony, caring and make Joondalup a place where people flourish and not just grow!
Yes, please take off the 4-hour parking time at Lakeside Joondalup as you can easily spend over 4 hours there genuinely shopping with a break for lunch. I have to leave because my 4 hours are up and I haven't even finished my shopping. I even got fined once and I was really shopping up until the last minute and had to go through the whole process of going up to the Shire with shopping receipts and fill out a form to be excluded from paying the fine. It's ridiculous, and I am sick of hearing that people try to park there and catch the train. It's a real nuisance to hurry around the shops just to finish in 4 hours. It happens to me nearly every week. When you are in the shops spending, it's quite an insult!
The Waste Guide is generally useful but we could use more information on where to take certain items of rubbish that we cannot dispose of in our rubbish bins (ie old paint and other things that might need to go to the deposit).
See my other reply regarding poor communication. [Yes, that the planners at COJ follow DAP rules, and give the correct notice required to residences. Unlike the Greenwood Day Care, we received the email the evening before submissions were due. Not good! Then I find out months later that, if we told DAP, we could have had another meeting as not enough notice was given. [- - -] doesn't treat people very well on the [- - -] Facebook page either! So train [- - -] please. If it's not [- - -] or [- - -], that [- - -] doesn't care. [- - -] hates Greenwood!]
I generally follow our local government members as I seem to receive more timely information about events, maintenance and planning through them. Perhaps if COJ published on social media more often (small updates), when residents click 'like' then COJ will be prioritised by Facebook in our feed. Posts that are only occasional seem to end up further down the Facebook priority queue?
I found the awesome JP signing service by accident when my dad died and then was looking for activities for my mum and disabled brother. Found it way more useful to go into the library than finding stuff on the website.
Take a look at City of Stirling...they do a great job.
See my previous comment [Information on how to understand how the City of Joondalup works, their purpose, goals, what they do and how ratepayers can get involved. I live in [- - -] in [- - -] and a childcare centre will be built shortly in [- - -]. It's been a process to understand our rights as a ratepayer and understand the legal terms and process that is involved. A flyer to everyone's letterbox explaining the process and timeframe would have been helpful. It's a very stressful thing to go through. Lots of tears could have been avoided if there was more communication.] More focus should be on helping ratepayers (better communication and empathy) when something major like a childcare centre coming into a residential street. We don't know our rights or who to turn to. You have the upper hand on us as you do this thing all the time, and it's very stressful as it goes on for months. It effects our mental well-being, our families and work.
Notice at suburban shopping centres.
Reduce printed material and use digital technologies more.
Too much marketing and spin. I feel like COJ waste a lot of money on marketing products and services to the entire Perth Metropolitan Area instead of just ratepayers.
I would like the PerthNow Joondalup newsletter delivered please, how do I arrange this?
I would like to receive information via text message. Emails get lost and print versions occasionally get read but kills more trees and more junk around the house.
Tell us everything, good and bad. Burns Beach/Mindarie beach path. Not been updated as the City not holding developers to account.

Be open and transparent on what is happening in the CoJ.
I think you do your best. I find many people are not that interested in what goes on in our community and they don't know or want to know how their rates are spent. it's only when the rates come in that they take notice and complain. I think an easy-to-understand notice of what happens with the rates would be good for people, if again they bother to look at it!
I have received 'junk' mail from the City; however, I did not receive my tips passes as you distributed them with the actual junk mail and the distributor in our area is known for not delivering and throwing the stuff they need to deliver in the bins. Not good enough really to deliver City News and that sort of thing but then the stuff we pay for you give to a child or uninterested adult to hope that it gets to us.
I don't live in the City of Joondalup though I work in Joondalup and work with many residents who reside in the area and I utilise the website to gather info to pass on to residents.
Yes, don't attach the greens and tip passes to the waste guide, a lot of people didn't realise this and recycled the waste guide.
More information about upcoming events on TV.
Please see previous comment for ideas [Things to do with kids. I recently collected a City of Joondalup passport for my daughter from one of the concerts and it was a great idea to visit places in the City and connect with the local area by taking on the tasks in the passport. More like this should happen, as well as organised bike rides and other local initiatives celebrating all we have in the CoJ.], but the City (or perhaps Councillors) should also be tapping into the local residents' pages on Facebook. I know [- - -] is a fantastic Councillor and always providing feedback, steering people to information sources and the like on the [- - -] Facebook pages; however, disappointingly, the [- - -] Councillor, [- - -] has not reached out to the local community at all.
I'd like to have the local paper delivered in my letterbox.
I love being a resident in the City of Joondalup! I have no suggestions, just a congratulations on a job well done.
The City needs to properly assess development applications against requirements and stop allowing exceptions. It shouldn't be up to the community to constantly tell you this is not what the community want.
A City submission to the Department of Local Government, Sport and Cultural Industries review of local government proposed the use of the City's web, rather than a newspaper to make public notices. In good faith, the City should demonstrate trustworthy behaviours with Public Notices. Council meeting proclamations of a CoJ "Public Notice" should be result in an easily retrievable record with simple navigation from a standard CoJ Public Notices webpage, ie not hidden. The historic of a CoJ "Public Notice" should remain/not be deleted and be navigable from a standard past Public Notices webpage.
Improvement around communication regarding works in the area. The cycle track extension by [- - -] I heard about well before, but no reminders the date was coming or the impact of the removal of trees etc. I love the idea of the cycle path, but the roadworks on [- - -] I have no idea when that will conclude, and the additional works at [- - -] oval impacts with road stops also. These both are time management factors when getting to work and school in the morning. We've literally had nothing and our whole street has shared the same sentiment.
Please use social media more and in an engaging way that creates a sense of community and that inspires the residents to explore all the great places to visit in the area. Not just Joondalup City, all areas in our Council boundary. Stirling Council demonstrate on social media they are engaged with all everyone and every place within their boundary. We only ever seem to hear about improvements to the suburb of Joondalup. There are amazing beaches up our coast — promote them!
Simplify your language (too long and trying hard to be clever). People use simple language to talk and read. Market yourselves better. Connect with your audience. Happy to help. Seriously.
Easy access for refugees and migrants to community activities in their area. As a [- - -], working with refugee families, I am continually referred to Mirrabooka for established community services, which at times have outreach services locally. A roundabout way to source the information.
I get more information from my local Facebook group [- - -]

Free parking for 3 hours on metre parking, after that pay. Difficult when visiting medical and banks appointments. Good example — Bunbury parking services.
I love the email newsletters the most and would prefer more communications like this!
More communication regarding events like festivals.
Flyers about big events, such as the Festival. Use Facebook for upcoming events.
Bring back my local newspaper. I inquired about a paper round for my daughter to deliver it, but it was about $12 for over 3 hours work which I think is just slave labour! If it paid more, then maybe more people would deliver, and therefore the readership would be higher.
Remember the ratepayers are important and we should always be informed of any changes or information.
See previous comment regarding teenage music opportunities [More information on arts events and more opportunities for secondary students to engage in music activities (jazz, classical and musical theatre). For many years the City of Joondalup has been under the assumption that teenagers only want to engage in contemporary music but that is not actually the case. There are many highly accomplished teenage musicians in the area who are not interested in contemporary music but still want to engage in community music opportunities. Please add performances by the West Australian Youth Jazz Orchestra. In addition, please consider commissioning local sculptors to create a series of sculptures throughout the City of Joondalup. And please commission Perth Beach Fences (on Facebook) to paint all of those ugly electric boxes in our parks. Finally, please remember that not all ratepayers in Joondalup are interested in sport and reallocate funds accordingly to the arts. And don't forget [- - -]! We still need a community centre, a community garden and a child health nurse. Thank you.
The website is atrocious. Would like more information on parks and beaches and local groups.
Please do not give City information to the junk mail person to deliver as we have a junk mail notice on our letterbox so they missed us out.
Some things I only find out by accident when a Facebook post comes up, somethings I find out deliberately (like I saw the Justice of the Peace today at the library) and a few, but not many, are emailed. I feel events and activities are what I'd like most to hear about and I usually stumble across them rather than have the brought to my attention directly.
I think the public are mindful of the environment and would prefer non-printed communication.
I'm happy to live in the COJ and have always found any information that I need is readily available.
Definitely add waste and recycling tip vouchers information to the rates' envelope. I got none this year and had to borrow for a friend.
Make the City's website user friendly.
The communications are very rigid, very formal, very government restrictive. Not easy language, not informal.
Waste recycling gets very confusing with changes as to what can and what can't go in the yellow lid bin and sometimes it is easier just to put it in the red lid bin. One point for drop-off of everything would save a lot of stuff going to landfill.
I find it hard to find information on activities on the library section of the website and found looking for specific events (eg writers' group) hard to find. I was looking for it, but for someone looking generally at activities offered, it is not very obvious.
We do not get any unaddressed mail or junk mail. We seem to be in a spot that no one delivers to. Flyers need to either be addressed or delivered electronically.
Most communication is quite superficial. No general portal to put in requests like other Councils (eg Rockingham). Too much secrecy. Public consultation on development applications is hidden and hard to find. Answers to questions in Council are vague and not helpful. Very low level of transparency and accountability. Much need for improvement.
More information about beaches and beach safety.
I do not read the PerthNow Joondalup paper because it arrives being thrown out the window of a van, littered all over my street. When I drive around my neighbourhood, I see the paper littered all over the streets! I have complained to PerthNow numerous times but had no resolution. There is no need for the paper to be wrapped in plastic. Please look into this and get the delivery person to stop wrapping it and littering all over the streets!
Maybe increase social media communication.

Use of social media, mostly everyone is on it.
Once engaged with the City in communications (for example, dog barking, dumping waste, building rubble and parking with trailer in excess of 1 hour and exceeding length) I think the City provides a substandard level of service. Instead of supporting the ratepayers, the ranger and officers/call handlers expect the ratepayers to do the work for very little outcome. The ratepayers are constantly chasing. It's not good enough!
It communicates quite poorly. I live in [- - -] but I am clueless about what is going on, what services are available for over 60s, attractions or events. The recent events at Hillarys Boat Harbor, whatever they were called, was a total surprise to me. I saw it on the news so missed the whole event. Not happy about that!
SMS for important matters is great.
Go green! Paperless wherever possible.
I hear more about the City of Perth, mainly through the West Australian. City signage around Lakeside Shopping Centre is looking very 'tired'. The palm tree city logo is good and could be displayed more: recognisable and classy.
Probably don't read the PerthNow enough. Will make an effort in the future
I enjoy getting the eNewsletters thanks.
What's happening with Ocean Reef's new shopping centre?
More roof shelters along the beachfront footpath and beaches.
Keep us more up to date with the Ocean Reef Marina development. Accurate timelines for the various stages. We've been waiting 30 years and people want to plan for its completion.
The City makes effort to communicate on a number of fronts. One way is seeking feedback on various matters, but I have no faith that any feedback is used honestly and acted upon. I am of the view the City has agendas on most matters and will manipulate feedback to best suit its agenda.
Maybe have a suggestion box for people to communicate ideas for the City.
Need to have a presence on social media as that is where our faces are.
I find information is available when I need it. This is specific to a person's interests so I think you do a great job. On a personal note, I would like to see more community-based areas/resources for our teens and also incentives for people to beautify or regenerate the land around us.
Prefer WA Today for info.
Would love to hear more about local developments and building plans. Specifically, what is happening at the Ocean Reef shopping centre, what used to be the shopping centre, on Venturi Drive.
We receive PerthNow rolled in plastic wrap and thrown in the general vicinity of the house. We see many copies laying in the gutter in surrounding streets. They are not being read. Even if opened they are rolled so tight it's hard to read. Delivery needs to be in letter box and plastic free please. Suburb is [- - -].
I think the City of Joondalup needs to have more consultation with residents regarding infilling in suburbs and the impact on neighbours.
Credit where it is due, whenever I tell you about work needing doing (waterworks, trees, fences) it is always attended to promptly. I like that it is easy to contact you online.
The Council picks and chooses what information they give out to the ratepayers. With contentious issues they are in no way forthcoming and avoid these at Council question and statement time. There continues to be a real bias with this Council, including information in the local newspaper, which I will no longer read as it is bias towards the [- - -] views. The Council should not be producing glossy brochures at all in a response to curtailing waste but should all be delivered online. There is too much paper waste in the Council and this needs to be seriously looked at.
Keep up email updates.
You need to listen to the ratepayers (your customers) and recognise that your website is cumbersome and, at times, hopeless. The website needs to be easy to navigate and your search tools need to easily find keywords.
Personalised regular emails would be welcome.

Generally happy with communication. However, as mentioned previously, no information about progress (or not) of Performing Arts Theatre. Many feel this has been shoved in the "too hard basket".
We live in a time of oversupply of information. It's incredibly hard getting people to stop and read something they don't care about or aren't interested in. Having your information available on the website, and accessible to those looking for it is great. Allowing people to subscribe to newsletters, eg the Joondalup Libraries, is great.
As mentioned previously, advise residents who wins the rates raffle.
I have been very impressed with communication from CoJ and the opportunity to attend discussions on local topics.
In the local paper, have regular information about the legislative dog and cat registration requirements and the pet owners' responsibilities. Also, have regular information about recycling in the local paper, particularly mentioning what is regularly put in the recycling bin that should not be put in there. Also, a question-and-answer section about this and a contact phone or email so that people can participate and ask questions. You could also include the skip bins in this section and also other issues like batteries, building materials. Keep pet owners aware, help to solve peoples' questions about "which bin it goes in".
Happy with current set up.
The City needs to have a vastly improved response mechanism to web and email enquiries. Attempts to contact [- - -], [- - -] and [- - -] have all failed to attract any response. This is despite automated responses promising I will receive a response within a timeframe. Don't claim it if you don't deliver it.
I believe that although email is much simpler for me, and more ecofriendly, it isn't for everyone, especially the people who don't or can't use a computer. Pamphlets are great for these people, and an audio version of email would be great for the sight impaired if not in use already.
I'm sure lots of development is happening around the City, but I couldn't say what they were as I don't get any information about them.
The promised local paper has not been delivered to [- - -] for over [- - -] months or longer.
PerthNow is a terrible publication. I don't bother to search for Joondalup information.
Communication from City of Joondalup (especially less specifically targeted information) sometimes looks and reads like a marketing exercise, which is unfortunate.
Not really. I'm happy with the way our City advises me and also how it responds to emails eg broken park gear or dangerous branches/trees.
I used to read the Joondalup Times and get City information from it. PerthNow is not a reliable source of quality information. I used to pick it up at local newsagent. I now have ceased reading PerthNow. Please consider if PerthNow is being read in the City areas. I would be suggesting another conduit to distribute City information.
More information needed for local area town planning issues. We are members of the [- - -] Association and are aware of some contentious issues affecting our area. Also road traffic is again an issue near us. Too much speeding traffic in [- - -] and [- - -] where the chicanes are more a challenge than a hindrance. All road treatments there are more than 30 years old and need replacing with more up-to-date treatments. Access to [- - -] is a nightmare from [- - -]. Council will have to liaise with Main Roads to plan something better.
All the information is there, very useful and easy to digest. Thank you!
Planning information is written in planning language rather than plain English
Online ads and emails.
The website is not easy to navigate and could be made simpler. Also information about projects (eg Burns Beach redevelopment/cafe appear out of date).
We would like more Joondalup events bringing the community together. There is no real hub in Joondalup. Would love an eating street like Leederville or Scarborough.
Where was the communication on cutting down all the shrubs around the trees in parks, verges, bush areas? No such things as a shrub or ground cover any more. Parks are now just a bunch of vertical sticks. Cutting down mature trees because of your stupid "local planning recommended trees for Joondalup" then to replace with new trees which very few will grow is downright disgusting. Planting of street trees (under the guise of extermination of small trees and shrubs) a waste of time if the City doesn't look after them. Why not bulldoze all the trees so you can save money on mowing and watering?

Make it more user friendly. Provide a reference code for all communications to info@.
More emails. Perhaps notice of Council meetings.
I would really like the local paper delivered to our letterbox. We have not had a paper for a long time.
If anything, I think there is too much information. Expenditure savings should be analysed in this area.
The City is dying. The Council needs to spend more effort in rejuvenation. The other Friday I went into Joondalup for a night out, I won't be doing it again for a long time as there was very little open.
Brief report on the input/outcomes and discussions at City Council meetings would be informative for ratepayers as this is an activity that is relevant and has up to date news affecting all ratepayers. Also allows ratepayers to see what involvement or position their local Councillor is taking.
Get more information from the Labor candidate than the City.
How the City is looking after our verges. Verges in the City of Joondalup are becoming storage areas for caravans, boats and trailers.
Yes. Something as major as removing swimming safety net at Sorrento could have been surveyed locally at the actual beach. Many disappointed seniors are now too afraid to swim at the beach for fear of sharks, and most days there are few life saving areas and they are manned by young people who spend their time on their phones never looking out to the ocean until someone is screaming for help and even then, they have to be told personally. Even then, the areas are taken up with swimming lessons. The shark net was ridiculously huge to start off with. Why not halve the distance and make it safe for families and people who use swimming as their daily exercise? There are some 69 bathing pools along the NSW and VIC coast. Why not do something similar in WA?
Special interest information paths to allow access to information where we have informed knowledge to review and assist Council decisions. Similar to the community consultation, but more specific to Council department responsibilities. I find the community consultation too broad at the moment to add value to the discussion (eg a community consultation around the recent debate on building permits for day care developers).
Information given in a timely fashion so that feedback is possible, putting it in a newspaper that does not get delivered, but dumped in parks and walkways is expensive to the City and environment. Website has good information, but it is organised in a fashion that is difficult to understand and navigate. Advertising cultural, artistic and learning opportunities that have been filled before the average or newer resident has a chance to even find out they are on because registration starts before the information is out to the public.
No one picks up brochures at the local library anymore! Your libraries now do downloadable books so people don't go as much! Get a bit more modern and creative please.
Face to face forums, they may be happening, but need to be advertised better about what is available or happening.
Very poor communication regarding planning decisions. Often made without any community consultation, eg the Duncraig Leisure Centre outsourcing management to the Churches of Christ. The City does not implement its Community Consultation Policy when it thinks an issue will be controversial and will attract opposition from residents and the community. The proposed tavern at Pinnaroo Point is another example. This is a disgrace. Was proposed as a beachside cafe and now is a 500 or more people licensed venue and restaurant. The process or lack of it is unconscionable.
The City's Natural Areas team meets with our group, but it would be nice for the City's administration to acknowledge the many hours of work the ratepayers' groups do to assist the City and save the ratepayers' money. Acknowledge them in their publications. This will also let ratepayers know that there are groups out that are legitimate and could be helped to do their work.
Bring back bulk rubbish collection please! Disappointed in the COJ and, since the use of skip bins, COJ has created hoarding and illegal dumping. That's my suggestion.
Communication should be online. Minimise environmental waste.

Unless one actually makes the effort to go onto your website, to be made aware in the first instance, there is no other opportunity to make residents aware. Paperless is the way to go, but need to be innovative to inform ratepayers. You have to look nationally, and even internationally to get ideas if you are struggling.
Often forgetful and overloaded with information. I prefer an email to my inbox as a reminder, plus as a guide to links I can select to be informed.
Send all relevant flyers including "what's on" with rates and where you can sign up to your Facebook page.
I have enjoyed, over the years, the outdoor events from Music in the Park to the Valentine's Day Concert. Markets are great, but not only food stalls. People should be encouraged to sell farmers' market items — fresh fruit vegetables and crafts, just like in other areas. Thank you.
Listen when people complain.
More specific information about what to put in the yellow bin.
Don't rely on newspapers to find everyone.
Don't overdo it. About right now.
Our member [- - -] is not good at answering queries.
The COJ could better utilise its website for communications and embed links into text, rather than ambiguous codes at the end of articles? [multiple response] I would like the waste brochure to have a magnet attached to it so I can pin or attached to the side of the fridge or other metal object so I can refer to it readily.
Please give waste tip passes for greens to the owner of the property (ie not the person who currently lives there). I have a rental property in [- - -] and the tenants never do gardening and put tip passes in the bin (they think it is junk mail despite explicitly telling them to keep them). If I pay for their waste to be collected (ie rates), then it is only fair that I get the tip passes, after all I am the one that does the massive garden clean up when they move out. It is an ongoing hassle. Also, I get my rates sent by email. Would be good to get the newsletter too via email. I miss out because I get it via email and have to source it elsewhere. Please also have large green waste bins (like the yellow ones). I constantly run out of space at another [- - -] property. [- - -] has large gardens and I like keeping things neat.
I use the swimming pool regularly at Craigie Leisure Centre and have been concerned about the drop in safety standards by the lifeguards over this past summer. Children have been diving into the walking exercise lane, swimming across all lanes and generally making it very unsafe. If something is not done about this issue, there could be a very serious accident. I have always promoted the Centre to people and the great staff up until this year.
Drop rates for home owners. I'm a [- - -] struggling. [- - -] Not community friendly. [- - -].
Would like to receive communications via email.
I don't read newspapers and email newsletters, so for me to notice news/projects/events, it typically needs to be in the form of visual advertising. Public advertisements on billboards, online ad campaigns, and social media would be how I'd come across this information, and I don't feel I notice much in these spaces to do with the CoJ.