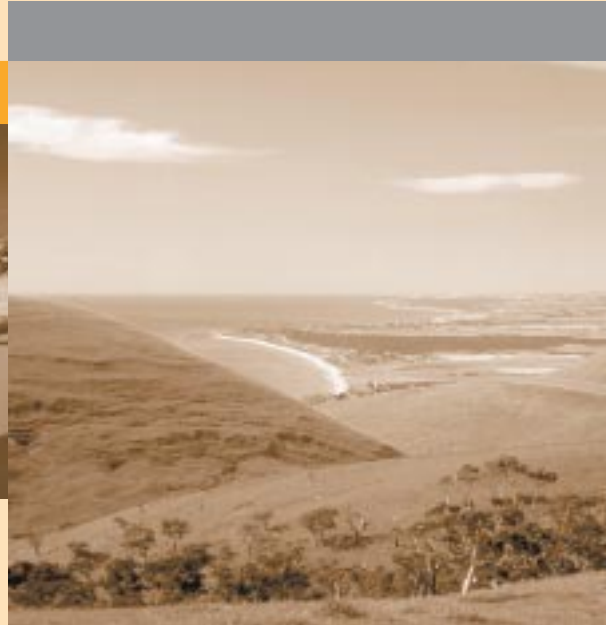


# Appendices



- Appendix A: glossary and abbreviations
- Appendix B: reporting formats
- Appendix C: techniques for community involvement
- Appendix D: other information



## Appendix A: glossary and abbreviations

**Community-based indicators:** a collective term for indicators that are developed at the local and regional scale through a process that has involved the community.

**Corporate planning:** refers to the practical implementation of the strategic directions. It generally concerns the inputs and outputs of an organisation to achieve or support strategic directions.

**Indicator:** a statistic which is linked to a goal (or policy concern) and is monitored over time to determine a trend towards or away from the goal.

**Inputs/outputs:** inputs are the resources (such as labour, materials, finance) used by an organisation to create a product or service (outputs).

**Outcome(s):** refers to the intended effect on the community. Council is one of many stakeholders that have an impact on the community.

**Strategic directions or goals:** a description of the desired long term outcomes that the community will pursue.

**Strategic planning:** an ongoing and systemic process of developing, monitoring and revising the strategic directions and the strategies to achieve them. Strategic plans cover matters concerning a geographic area rather than matters of direct responsibility to council. Strategic plans may therefore involve a range of stakeholders including state agencies, community organisations and the private sector.

**Sustainable development/ecological sustainable development (ESD):** The National Strategy for Ecological Sustainable Development (1992) refers to ESD as 'using, conserving and enhancing the community's resources so that ecological processes on which life depends are maintained, and that the total quality of life now and in the future, can be increased'.

**Vision:** a broad statement of the intended future and values that will underpin the strategic directions (for either a community, or an organisation).


**Values:** what an organisation or individual believes to be important in terms of beliefs and views.

### Abbreviations

ABS	Australian Bureau of Statistics
ANZECC	Australian and New Zealand Guidelines for Fresh and Marine Water Quality
ARIA	Accessibility/Remoteness Index of Australia
CCP	Cities for Climate Protection
DEH	Department of Environment and Heritage
DHS	Department of Human Services
EPA	Environment Protection Authority
GISCA	National Key Centre for Social Applications of Geographic Information Systems, University of Adelaide
ICLEI	International Council for Local Environment Initiatives
LGA	Local Government Area
NPWS	National Parks and Wildlife Service
PIRSA	Primary Industries and Resources South Australia
SLA	Statistical Local Area
SoE	State of Environment

# Appendix B: reporting formats

## Report Card—Newcastle City Council

HOW will these indicators of a SUSTAINABLE COMMUNITY be used?	
<p>The report card looks at 14 characteristics measuring performance in areas of the environment, the economy and the community. They will be used by Council, the community and other agencies to review progress and determine future action.</p>	<p><b>How did we go?</b></p> <p>Of the 14 characteristics reviewed 3 were moving in a positive direction, 4 were moving away from the desired outcome, 3 were stable and 4 were in the initial stages of compilation.</p> 
CLEANLINESS OF BEACHES	<p>Total compliance with public health standards for</p> <ul style="list-style-type: none"> <li>▶ Faecal Coliform</li> <li>▶ Faecal Enterococci</li> </ul>
QUALITY OF COMMUNITY SPACES	<ul style="list-style-type: none"> <li>▶ Increase community satisfaction with quality and availability of open space</li> <li>▶ Increase community satisfaction with the cleanliness of Newcastle's streets and commercial areas</li> </ul>
AIR QUALITY	<ul style="list-style-type: none"> <li>▶ More acceptable Regional Pollution Index</li> <li>▶ Reduce levels of PM10.</li> </ul>
RANGE OF APPROPRIATE EDUCATIONAL OPPORTUNITIES FOR ALL	<ul style="list-style-type: none"> <li>▶ Increase retention rate from year 7 into year 11</li> <li>▶ Increase enrolments in adult education courses</li> </ul>
UNEMPLOYMENT LEVELS	<ul style="list-style-type: none"> <li>▶ Reduce unemployment</li> </ul>
APPROPRIATE TRANSPORT NETWORKS	<ul style="list-style-type: none"> <li>▶ Increase per capita use of public transport</li> <li>▶ Increase satisfaction with public transport</li> <li>▶ Increase satisfaction with cycleway adequacy</li> </ul>
CONSERVATION OF LOCAL NATIVE PLANTS & ANIMALS	<ul style="list-style-type: none"> <li>▶ Increase areas of natural habitat in the reserve system</li> <li>▶ Increase Hunter River school prawn catch</li> </ul>
PERCEPTION OF SAFETY	<ul style="list-style-type: none"> <li>▶ Improve community perception of safety</li> </ul>
INCOME LEVELS	<ul style="list-style-type: none"> <li>▶ Reduce the income disparity between the top and bottom 20% of household incomes</li> </ul>
DIVERSITY OF EMPLOYMENT/ INDUSTRY SECTORS	<ul style="list-style-type: none"> <li>▶ Increase diversity of employment by industry</li> </ul>
RESOURCE CONSUMPTION	<p>Reduce per person</p> <ul style="list-style-type: none"> <li>▶ consumption of non-renewable energy</li> <li>▶ disposal of waste to landfill</li> <li>▶ consumption of water</li> </ul>
AVAILABILITY OF APPROPRIATE HOUSING FOR ALL	<ul style="list-style-type: none"> <li>▶ Increase % of households able to afford appropriate housing</li> </ul>
COMMUNITY PARTICIPATION IN DECISION MAKING	<ul style="list-style-type: none"> <li>▶ Increase perception of opportunities for community involvement in decision making</li> </ul>
SOCIAL SUPPORT NETWORKS	<ul style="list-style-type: none"> <li>▶ Increase proportion of persons who feel that help is available in a crisis</li> </ul>
<p><b>Performance Legend</b></p> <ul style="list-style-type: none"> <li> Denotes performance moving in the direction of a sustainable outcome</li> <li> No observable trend in performance in terms of the desired outcome</li> <li> Denotes performance moving away from sustainable outcome</li> <li> Denotes insufficient data compiled; therefore trends cannot be determined</li> </ul>	

## Extract from Indicators Report—Newcastle City Council

### APPROPRIATE TRANSPORT NETWORKS

#### Definition:

Appropriate transport networks include effective public transport pedestrian and cycle networks. This characteristic focusses on the appropriateness of transport options as a viable alternative to the private motor vehicle.

#### Rationale:

Transport networks enable accessibility, linking people to goods, services and employment and delivering products to markets. Transport is a fundamental characteristic for a city to measure, as it contributes to social cohesion, social service delivery, economic viability and a range of environmental considerations.

The concept of networks was selected because networks link critical transport modes. Good public transport systems require integration within the network and with pedestrian and cycle systems to create an effective transport network.

The concept of providing appropriate transport networks is a fundamental objective of the Newcastle Urban Strategy (1998).

#### Desired Outcome:

- ▶ Increase number of persons using public transport
- ▶ Increase satisfaction with public transport and cycleways



#### Indicator:

- ▶ Passengers with Newcastle Bus Services – '000

Fare type	96/97	97/98	98/99
Adult	1656	1672	1690
Concession	2836	2783	
Pensioner	3723	3738	5980
Students	4832	4838	5330
<b>Total</b>	<b>13047</b>	<b>13031</b>	<b>13000</b>

Source: Newcastle Bus & Ferry Services

- ▶ Results from the NCC Survey questions:

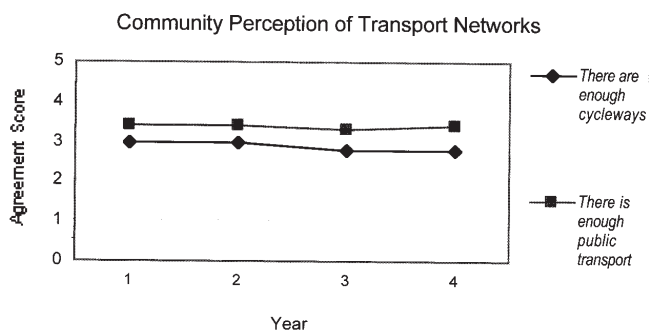
Question	Agreement Score			
	May 1996	June 1997	June 1998	June 1999
There is enough public transport	3.4	3.4	3.3	3.4
There are enough cycleways	3.0	3.0	2.8	2.8

#### Results:

Use of public transport: Over the three years of data available, there has been a small but consistent drop in the number of people using public transport.

Satisfaction with public transport is static at mid range. Satisfaction with cycleways is slightly lower and has dropped from 3.0 in 1996 to 2.8 in 1999.

INDICATOR:  
of a  
Sustainable Community



### Supporting Data:

The Social Plan Survey (2000) found that with the exception of the 16 – 19 year age groups all other age groups and districts are not high users of public transport, with an overall average of a quarter of all trips on being conducted on public transport. People were more likely to use public transport if they lived in Hamilton, Mayfield or Jesmond.

### Stage 2:

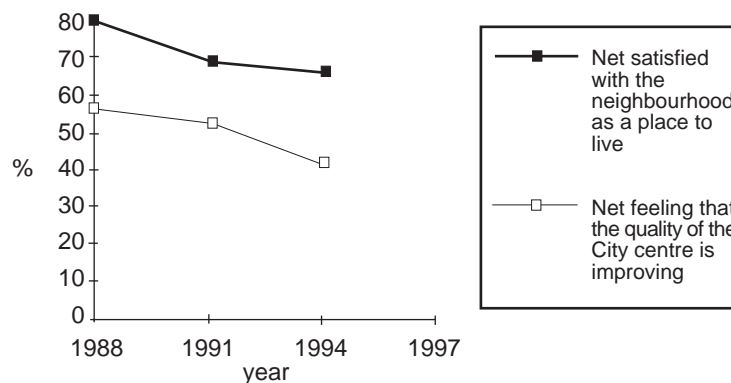
The policy directions of the NSW State Government and the Newcastle City Council are to improve air quality and community interaction by integrating land use and transport. Newcastle's Urban Strategy advances these objectives by specifying urban villages, transit-oriented development and easy pedestrian access for future urban growth.

Measures to be developed later in Stage 2 that will report on the achievement of these broader policy directions and provide information on community sustainability in Newcastle include information on:

- ▶ Reducing Vehicle Kilometres Travelled (VKT) per capita
- ▶ Increasing the proportion of trips undertaken by public transport, walking and cycling
- ▶ Increasing the density of population and employment in designated urban villages.

## Extract from Indicators Report—Leicester City (UK)

The net % of Leicester Residents satisfied with their neighbourhood as a place to live and the net % feeling that the quality of the City centre is improving



### Description

These indicators address overall satisfaction with the neighbourhood as a place to live, and whether residents perceive the quality of the City Centre to be improving over time. They are based on the answers to two questions asked in three local MORI surveys (see measurement and Source).

### Importance

In a sustainable society people should be happy with where they live, work and shop. Satisfaction with their neighbourhood probably reflects a good sense of community, contentment with local facilities and a pleasant and safe environment. Similarly, a high quality city centre is likely to be vibrant, safe and attractive. Satisfaction with neighbourhoods and the city centre is also likely to lead to reduced travel elsewhere, and hence less fuel use and pollution.

### Interpretation and trends

Both citizen's perceptions of the quality of Leicester City Centre and levels of satisfaction with neighbourhoods as places to live are declining. These trends indicate a possible movement away from sustainability. It is, however, important to stress that these two indicators only reflect people's perceptions and not physical change. Trends could therefore be a result of increased expectations rather than a real decline.

## ***Leicester***

Lower levels of contentment with the City Centre and its surrounding neighbourhoods may reflect a worsening in any one or more of a number of aspects of the urban environment. these could include levels of traffic and pollution, and increased fear of crime.

### **Implications and action**

Absolute levels of satisfaction with neighbourhoods are reasonably good. Equally the fact that around 40% of people think the City Centre is improving does not mean that the other 60% necessarily think it is worsening. However, the trends in both indicators are potentially worrying. This is particularly the case for neighbourhoods, as other trends (increasing traffic, increasing crime) suggest real reasons why satisfaction with them might be expected to decline.

For the City Centre, the results should be treated with more caution as other surveys show some recent improvements (eg. greater pedestrianisation, and the new 'Shires' shopping centre) are popular. furthermore, it might be the case that long term improvements being carried out could be responsible for short term disturbance and hence negative perceptions. On the other hand trends affecting the City as a whole (eg. increasing crime and traffic) are also likely to affect the City Centre. given the uncertainty about the reasons behind worsening perceptions, it is important to appraise the causes and monitor the situation carefully.

### **Measurement and source**

Definitions: The net % of questionnaire respondents satisfied with the neighbourhood as a place to live.

The net % of questionnaire respondents feeling that the quality of the City Centre is improving.

Sources: Responses to the following two questions as reported in -  
MORI. (1988) *Serving the City: The Public's View of Leicester City Council*. Leicester City Council.  
MORI. (1991). *Public Attitudes to Leicester City Council*. Leicester City Council.  
MORI. (1994). *Leicester Residents 1994*. Leicester City Council.

"Thinking about this neighbourhood, on the whole, how satisfied or dissatisfied are you with it as a place to live in?"

"Do you think that the quality of the City centre is improving, staying the same or getting worse?"

Geographical Applicability: City of Leicester

## Appendix C: techniques for community involvement

The following is a summary of the range of techniques for involving the community in the planning process.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Group Techniques</b>			
<b>Small Group</b>	6-10 people; homogenous group already existing; locally organised or identified by initiating agency, not highly structured for discussion but directed to issues or problems.	Involves those not normally attracted to participation; each participant can express a view; can provide detailed information on how particular groups are affected; gives personalised attention to potentially affected people.	Time consuming if it is the only technique used in the planning process.
<b>Public Meetings</b>	Usually more than 20 people; self selection by advertised invitation; formalised proceedings aimed at presenting information to a large audience; conducted at a time and location to suit most people; needs to be widely publicised.	Provides a forum for information dissemination and exchange with large numbers; may incorporate other techniques such as workshops and panels; brings a wide range of people together; seeks responses to proposals.	Focussed discussion on one issue is difficult; more articulate and better prepared members of the community may dominate; less vocal sections of the community may not express their views.
<b>Search conference</b>	Usually 2–30 people; involves participants with diverse backgrounds who share an identifiable interest; staged discussion aimed at identifying a broad cross-section of views on a variety of issues; lasting a day, weekend or longer.	Can assist in the early stages of the consultation process to identify community attributes; helps initiating agency to understand all relevant issues at the outset; program designed with participants; future orientated; allows lengthy discussion; provides opportunity to develop and refine ideas.	Large time commitment; may appear to be an elite group; participants may not have necessary information; may tend to result in a 'wish list' of unrealistic future requirements.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Group Techniques</b>			
<b>Workshop</b>	Selected individuals—fairly homogeneous in terms of skills and concerns; sub-groups of 5–10 people selected on the basis of skills; specialised interest or particular target group; structured sessions aimed at producing proposals for solutions; lasting 1 day or 2 days.	Provides for local experts and specialist target groups to contribute to the planning process; serves to expand the resources of the initiating agency or study team and provide alternative ideas; a flexible technique which can be used at all stages of consultation or planning process; can provide a forum for testing alternatives, receiving feedback and refining input.	The selective nature of this technique can result in its appearing exclusive.
<b>Committee</b>	Committees vary in size but rarely involve more than 15 members; members could be elected or appointed by initiating agency; may be set up to provide ongoing advice and monitor community views or specialist issues; a specified 'life' is advised; meetings commonly held in centrally located venue provided by the initiating agency.	Provide ongoing advice and comment on developing policies or proposals; community can contribute to and monitor the planning process; concerned community members can identify and seek measures to resolve local problems; community representatives can be familiar with consultation/planning process.	Has little accountability to the community at large; if a large membership, meetings can be time consuming and dominated by members of unequal status; knowledge and experience may be non-representative of the community unless great care is taken in selecting members; provides little potential for resolving disputes due to the diversity of membership interest.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Group Techniques</b>			
<b>Seminar</b>	Seminars may vary in size but may involve as many as several hundred people; may be open to the general public or comprised of selected participants; a meeting where a particular subject is explored in depth for some length of time under expert guidance.	Opportunity for learning and information sharing; detailed discussion and systematic enquiry can take place; all participants can question and contribute.	The 'right' expert may not be available; participants may not be adequately prepared; experts may dominate and inhibit discussion.
<b>Public forum</b>	A meeting where the participants can express their views and share information following formal contributions from a speaker or panel; attended by individual representatives nominated by existing groups and associations; set up for exchange of views among these groups and relevant authorities	Brings a wide range of people together; allows for people to respond to the proposals or options devised by experts; helps develop opinion by testing ideas under fire; can contribute to the development of consensus before action is taken.	Ability of facilitator critical to success; controversy and debate may become entrenched and reduce opportunity for consensus; 'glossy' presentations can mislead an ill-formed audience
<b>Panel</b>	A panel of 4–8 people with special contribution on an issue or problem give a presentation; generally used in conjunction with other techniques such as a seminar, public forum or public meeting.	Panel can represent different perspectives giving all participants broad understanding; changes of speaker and viewpoint more stimulating for audience.	Panel may not represent all the necessary perspectives; subject may not be considered in logical order; extreme differences on the panel may block progress of meeting.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Group Techniques</b>			
<b>Design-in</b>	Community members meet to work on maps, scale representations and photographs to gain a better idea of the effect on their community of proposals/options; depending on sophistication of materials and professional advice used, expert presenters may be required.	Allows community members to better express their views and visualise the impact of changes; allows less articulate members to demonstrate ideas and views by visual example; enables initiating agency to understand how a proposal appears to the community.	Numbers of participants limited; limited technique if complete socio-economic and environmental impact is to be determined.
<b>Individual techniques</b>			
<b>Individual discussion</b>	Selected individuals consulted.	Provides a quick and efficient means of identifying a range of issues and views; interested participants can express their views directly.	Provides limited opportunities for large numbers of community members to participate in the process; does not allow for exchange of ideas or discussion.
<b>Submission</b>	Oral or written; open to the general community and usually undertaken in the early or later stages of consultation.	Political and institutional demonstration of commitment to open consultation; provides focus for groups to organise a basis from which to lobby; provides initiating authority with some information on the viewpoints of key authorities and groups.	Limited role as submissions are unlikely to draw minority groups in the community; only 'organised' and articulate groups and individuals likely to respond.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Individual discussion</b>			
<b>Survey</b>	Structured questioning or community or sub-group sample which is statistically represented to whole population or sector; used to gather information about characteristics or attitudes of the community.	Provides hard data for analysis of characteristics of a community; provides data to document the probable effects of a proposal; satisfies a political need to gauge a likely public reaction to a proposal.	Minimal discussion and no interaction between members of the community; respondents may be indifferent to the subject matter and require persuasion; superficial responses may result if the seriousness of the survey is in doubt.
<b>Observations</b>	Means of gathering information and establishing contacts in a community, preferably by staff residing in the area.	Provides a thorough understanding of a community in preparation for further contact or consultation; initiating agency has a presence and therefore credibility in the community; confidence gained by the expression of interest in understanding the area.	This technique is only suitable in the early information collection stage of consultation; does not involve interaction between members of the community; may produce subjective information.
<b>Publicity Techniques</b>			
<b>Display exhibition</b>	Means of disseminating information to the community; mobile or permanent exhibition; may be staffed for seeking response and giving detailed explanation.	Opportunity to inform and meet with all interested members of the community; individuals can speak directly to members of the initiating agency; opportunity for direct feedback and discussion on issues; community groups can keep abreast of developments; political	May be costly and ineffective, particularly if community does not perceive the issues as being of high importance.

Technique	Description and Guidelines	Advantages	Disadvantages
<b>Publicity Techniques</b>			
		opportunity to demonstrate commitment to consultation; convenient way for members of the community to satisfy their interest at a time suitable to them; initiating authority can gauge community interest and concern.	
<b>Site office</b>	Temporary accommodation for members of the initiating group in an accessible location in the area; source of information and advice for members of the community; needs to be suitably located and staffed.	Provides initiating group with convenient base from which to work and establish contact in the area; satisfies need for some members of the community for individual attention to their views and problems.	Does not involve interaction between members of the community and may be costly; has limited value in the overall consultation process if used alone.
<b>Media</b>	Information dissemination, through printed and electronic media; can be aimed at informing or generating interest or feedback.	Political and institutional advantages of ensuring that basic information is provided; keeps community groups informed; opportunity for some groups who might otherwise not be contacted to contribute.	Would not reach all groups unless special attention was given to minority groups by use of ethnic media and avenues to reach other target groups such as youth.

**Adapted from:** Sarkissian, W and Walsh (eds), (1994) *The community participation handbook*

**Sources:** Sarkissian, W and Walsh (eds), (1994) *The community participation handbook*  
Pak Poy Kneebone Pty Ltd (1987) *Residential street management: manual*

## Appendix D: other information

Atlas of South Australia

[http:// www.atlas.sa.gov.au](http://www.atlas.sa.gov.au)

Australian Bureau of Statistics

<http://www.abs.gov.au>

Business Vision 2010

<http://sabv2010.com.au>

Community Economic Indicator Project for Silicon Valley

<http://atwork.org/wp/cei.html>

Compendium of Sustainable Development Indicator Initiatives

<http://iisd.ca/measure/compindex.asp>

Kaua'i Benchmarks, Hawaii

<http://www.hawaiian.net/~cbokauai/mat1.html>

King County Benchmarks

<http://www.metrokc.gov/budget/benchmrk/bench98/>

Leeds Sustainable Cities Project

<http://www.citiesnet.uwe.ac.uk/fnrep.htm>

Life in Jacksonville: Quality Indicators for Progress

<http://www.jcci.org>

Local Agenda 21

<Http://deh.sa.gov.au/sustainability/la21.html>

National Land and Water Audit

<http://nlwra.gov.au>

Oregon Benchmarks

<http://www.econ.state.or.us/opb/>

Primary Industries and Resources SA – Sustainability Indicators

<http://www.pir.sa.gov.au/dhtml/>

Quality of Life in Ontario

<http://www.qli-ont.org/>

Regional Environmental Indicators Project, ALGA

<http://www.alga.com.au/envindic.htm>

Santa Monica Sustainable City Program

<http://www.ci.santa-monica.ca.us/environment/>

Silicon Valley Environmental Indicators

<http://www.svep.org>

State of the Environment Reporting by Local Government (NSW)

<http://www.dlg.nsw.gov.au/soe99.pdf>

State of the Territory Report (ACT) – Our Communities

<http://www.act.gov.au/stateofterritory>

Sustainable Communities Demonstration Project

<http://www.martin.fl.us/GOVT/depts/gmd/sustain/>

Sustainable Communities Initiative-City of Austin

<http://www.ci.austin.tx.us/sustainable/>

Sustainable Development Indicators

<http://www.epa.gov/region3/sdwork/index.htm>

Sustainable Seattle

<http://www.scn.org/sustainable/susthome.html>

21 Greenprint Targets, Waitakere New Zealand

<http://www.waitakere.govt.nz/ecocity/frameset.htm>

Urban Indicators Programme

<http://www.urbanobservatory.org>

Wide Bay 2020

<http://www.wb2020.qld.gov.au/index.htm>

Workplace Relations and Small Business ( Department of )

<http://www.dewrsb.gov.au>