

Strengthening Sustainable Neighbourhoods

Sustainable Neighbourhood group meetings Results

March 2017



About Sustainable Neighbourhoods

Lake Macquarie City Council initiated the Sustainable Neighbourhoods program in 2008 to empower residents to act on local environmental and sustainability issues. The program aims include the following.

- Increase community responsibility and management for sustainable outcomes.
- Protect and enhance the natural environment.
- Reduce individual, household, and collective resource consumption.
- Increase community capacity to prepare for and respond effectively to environmental threats such as natural disasters.
- Encourage community spirit, and increase community resilience, connectedness and wellbeing.
- Encourage and enable people to participate fully and equitably in community life.

The program has established a network of active, skilled and supported citizens who make a meaningful contribution to local community life and address local sustainability challenges.

As part of the program, Council has worked with Sustainable Neighbourhood volunteers to establish the Lake Macquarie Sustainable Neighbourhood Alliance Incorporated (the Alliance). The Alliance was established in 2011 as an incorporated, not-for-profit community group, and currently supports 15 active Sustainable Neighbourhood groups. The Alliance provides the governance and support structure for groups to operate effectively, without each having to duplicate processes and resources.

Review of Sustainable Neighbourhoods

In July 2016, Council staff together with Alliance Board members initiated a review of the Sustainable Neighbourhoods program in order to:

- Identify the current status of the Sustainable Neighbourhood Alliance and network; and
- Assist with the development of an Alliance Strategic Plan.

The review process includes a range of engagement and research activities to gather input from various stakeholders to the Sustainable Neighbourhoods program.

This report details the results of direct engagement at local Sustainable Neighbourhood group meetings, between August – October 2016.

An additional report will be produced, summarising the results of all of the review activities.

Further information

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Summary of results

A Council staff member and one or more Alliance Board Members attended each of the local Sustainable Neighbourhood group meetings, between August and October 2016. The purpose of the visit was to collect direct feedback from as many Sustainable Neighbourhood volunteers as possible about:

- their experiences so far, and
- ideas for the future of Sustainable Neighbourhoods.

The discussions identified a number of priorities and recommendations.

Social values

- Individuals experience very positive personal interactions and genuine friendships through participation in Sustainable Neighbourhoods.
- In general, local group members work well together and enjoy each other's company. They have enthusiastic members, and a small but committed core of people who function well together.

Increasing visibility and reach

- There is a clear desire to increase the reach and impact of Sustainable Neighbourhoods in the wider community. Volunteers want to increase and improve promotion, advertising, marketing and media efforts as a priority.
- There is much opportunity to celebrate and promote the many past achievements and examples of successful projects and events.
- Sustainable Neighbourhood groups want to be better known, and accepted as a mainstream part of community life. They want their messages to reach a broad section of the community, and for much larger numbers of people to be participating, and aware of Sustainable Neighbourhood groups.

Recruiting and retaining volunteers

- All groups identified a need to recruit more volunteers to actively participate in their group meetings, generate ideas, and help organise their events and projects.
- There is also a desire for increased involvement and support from the wider community in general, for example, to participate in Sustainable Neighbourhood events.

Sharing amongst the Sustainable Neighbourhoods network

- Groups would like more opportunity to collaborate and share with other Sustainable Neighbourhood groups. This would enhance the sharing of skills and experience, and encourage groups to work together on common projects and campaigns.
- Further development and enhancement of communication channels between volunteers, the Alliance and Council would also assist cross-collaboration and coordination.

Support and communications from Council

- There is a desire to increase integration and direct communication with Council staff and Councillors, and to improve communication, timeliness, and responsiveness when dealing with Council.

Aside from the valuable results detailed in this report, the visits identified significant benefit in having Alliance Board members, and Council staff attend local Sustainable Neighbourhood group meetings. It helps keeps everyone in touch, enables direct and frank discussion, and encourages mutual understanding and collaboration.

communities working together



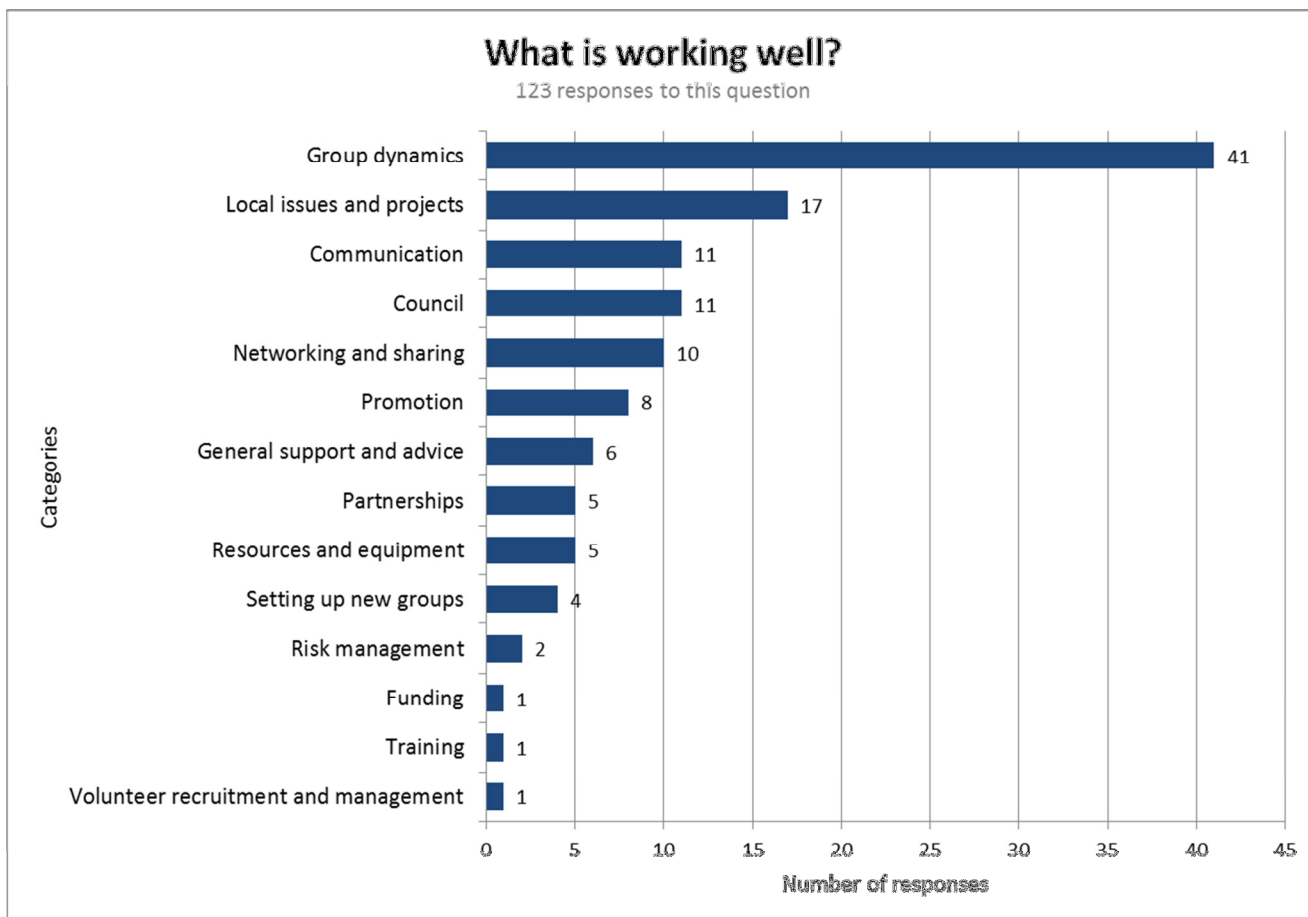
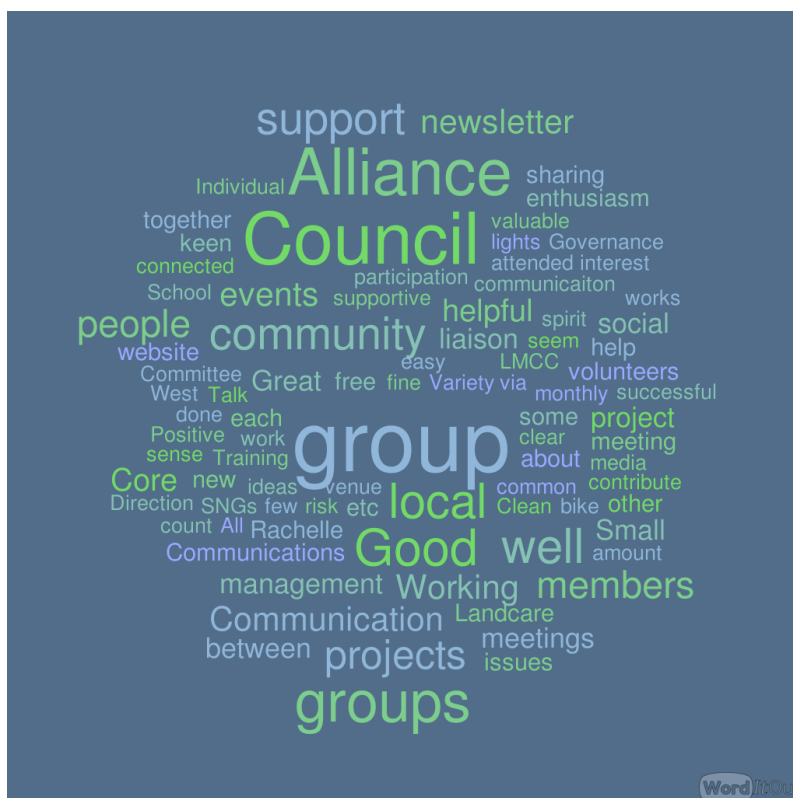
Results

Question 1. What is working well?

Local groups generally feel like they have enthusiastic members, enjoy each other's company, and have a small but committed core of people who function well together. Thirty per cent of responses related to positive group dynamics.

Groups are also proud of the local projects and events they have completed so far, and listed many examples of their successful projects.

Many responses identified effective communication channels and networking among local volunteers, the Alliance and Council; and positive support from Council and the Alliance.



Question 2. What could be done better?

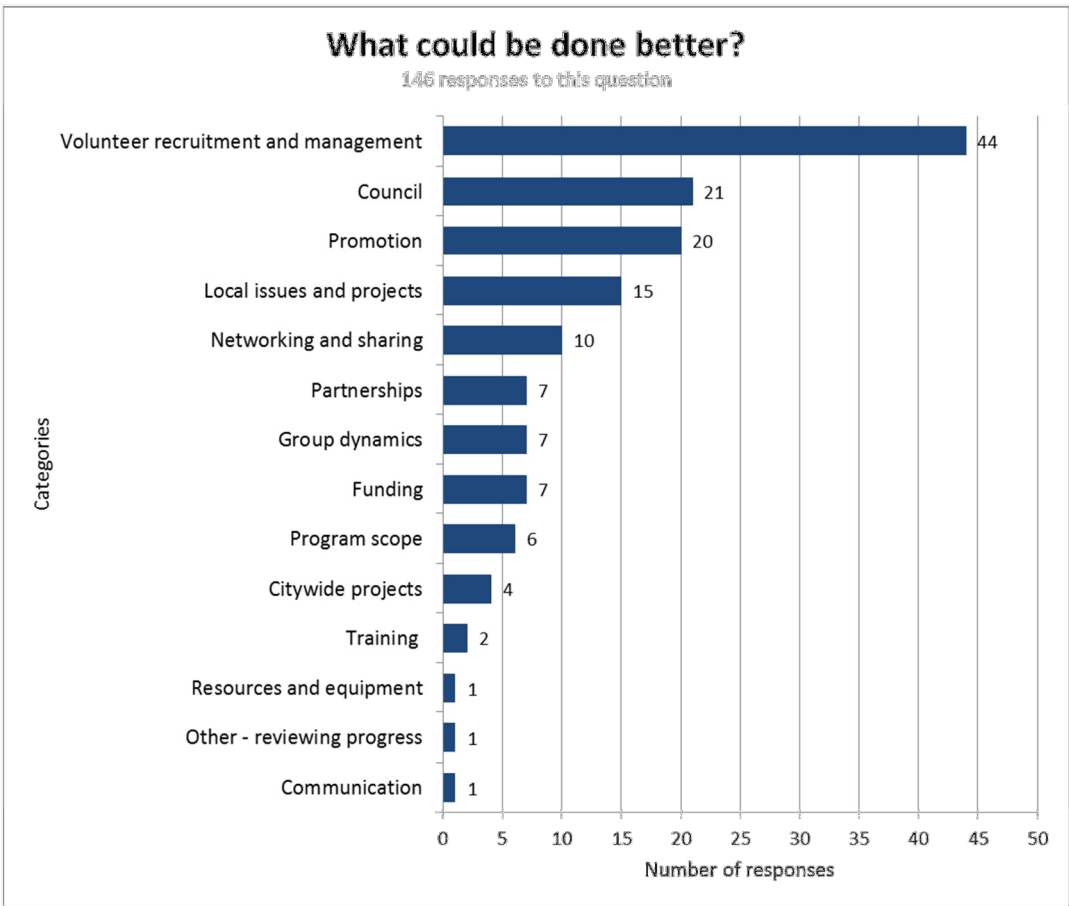
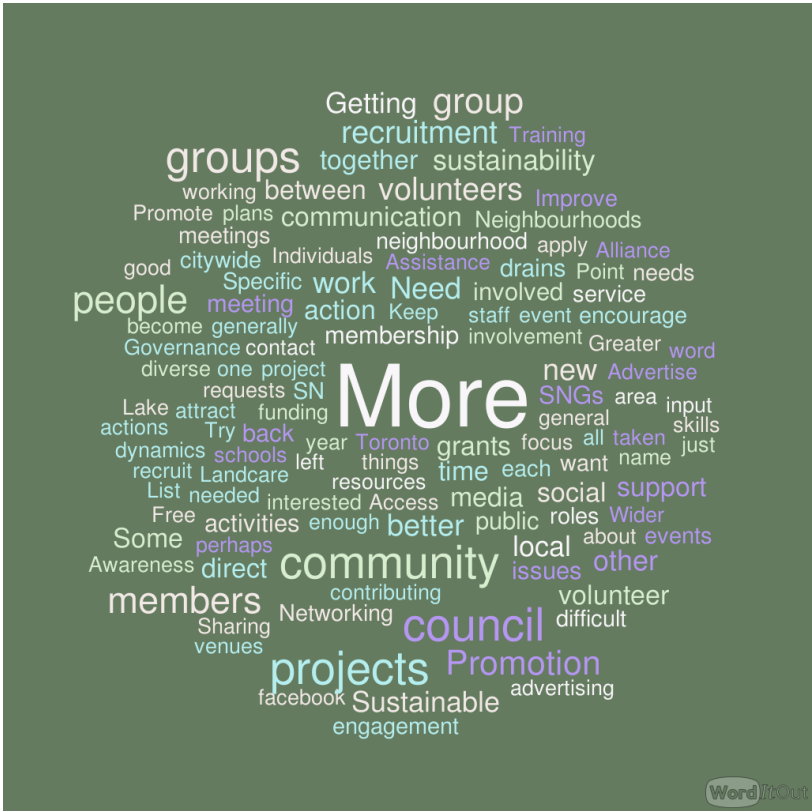
There is a clear desire to recruit and retain more volunteers to actively participate in local groups, and for increased involvement and support from the wider community in general. Along with this, increased diversity, especially in terms of age, is desirable.

A number of responses related to Council processes and response times, and indicated a desire for:

- direct contact with relevant staff (rather than through service requests);
- staff across Council to be more proactive and timely when dealing with enquiries and requests; and
- earlier consultation from Council to enable considered community input.

Increased and more effective promotion and advertising of the program was highlighted, in order to recruit more volunteers and increase our reach to the wider community.

A number of groups discussed improvements related to their local issues and projects. Increased networking and sharing amongst Sustainable Neighbourhood groups was also highlighted as a potential improvement.



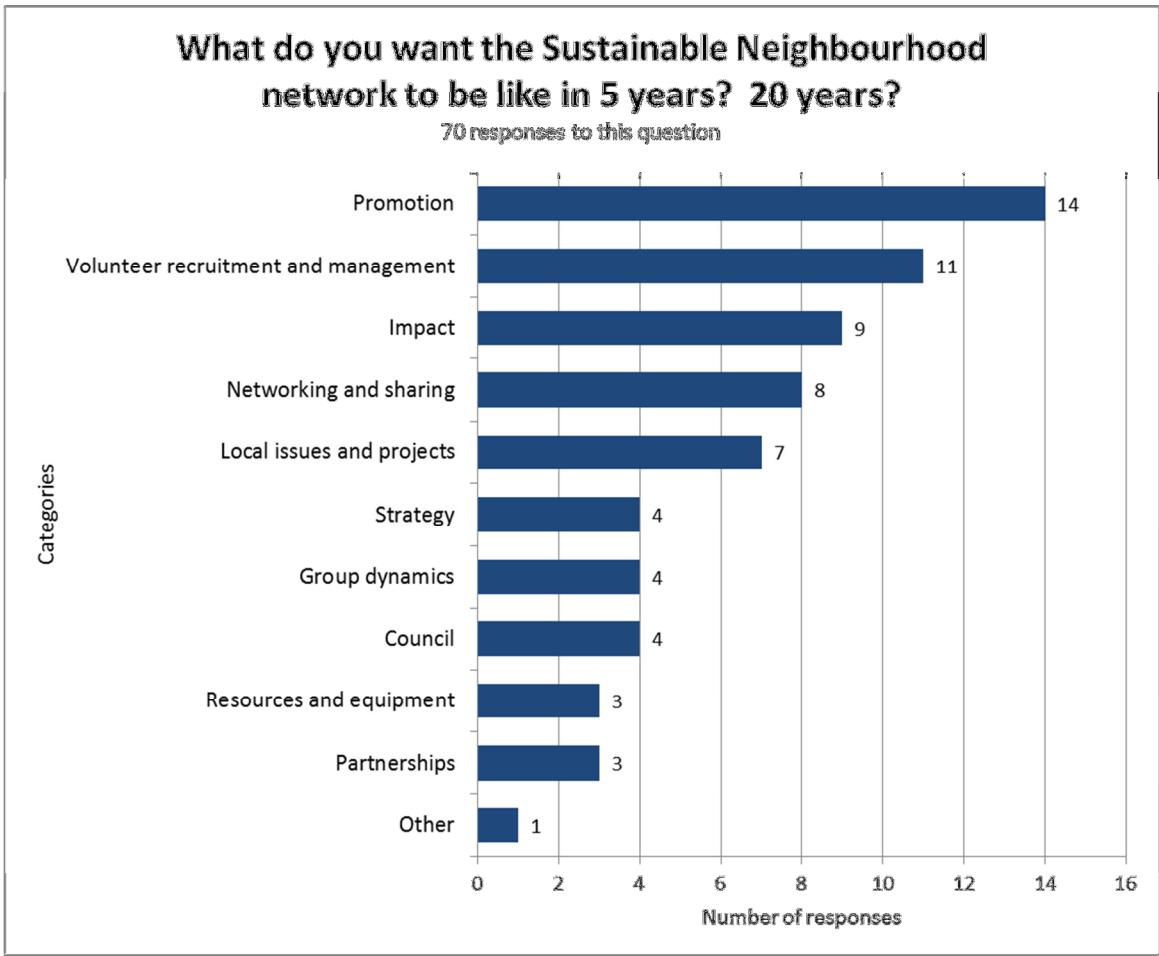
Question 3. What do you want the whole Sustainable Neighbourhood network to be like in 5 years? 20 years?

Responses highlighted that Sustainable Neighbourhood groups want to be better known, and accepted as a mainstream part of community life. They want their messages to reach a broad section of the community, and for much larger numbers of people to be participating, and aware of Sustainable Neighbourhood groups.

Many responses indicated opportunities for groups to work together more, to share ideas and expertise, and to work on common projects together.

A number of groups expressed visions for particular projects in their local areas.

Groups would also like to see increased integration and direct communication with Council staff and Councillors.



Appendix 1. Methodology

A Council staff member and one or more Alliance Board Members attended each of the local Sustainable Neighbourhood group meetings, between August and October 2016. The purpose of the visit was to collect direct feedback from as many Sustainable Neighbourhood volunteers as possible about:

- their experiences so far, and
- ideas for the future of Sustainable Neighbourhoods.

Meeting participants were given approximately 5 minutes, and asked to write down their responses to 4 key questions. The groups then had an informal discussion based around each of the questions.

The discussions took place at 11 local group meetings in the following areas. The number of volunteers participating totalled 86. A number of Sustainable Neighbourhood groups were unable to participate.

Local group	Number of volunteers present
Cardiff Area	10
Caves Beach - Swansea Area	4
Greater Charlestown	8
Jewells Area	4
LT Creek	7
Morisset and Peninsula	5
Pelican Area	9
Redhead	12
Toronto Area	11
Valentine	7
West Wallsend	9
Total	86

The written responses were collected and collated, along with staff members' notes from the discussion.

Data was analysed by categorising the responses. Results are likely skewed towards local groups with larger numbers of volunteers participating.

Word clouds were created for each question using www.worditout.com/word-cloud/create.

Appendix 2. Raw data and categorisation.

2a. Responses to “What is working well?”

SN Group	Comments and responses – What is working well?	Topic Categories
Cardiff Area	<i>Communication lines (ie between local volunteers, committee, and Alliance</i>	Communication
Cardiff Area	<i>Sharing of information</i>	Communication
Cardiff Area	<i>Communications between group and Alliance / Council</i>	Communication
Greater Charlestown	<i>Good communication between groups and council</i>	Communication
Greater Charlestown	<i>Good explanations and clarifications</i>	Communication
Greater Charlestown	<i>Group communication, project participation, project promotions (Eg bike count).</i>	Communication
Greater Charlestown	<i>Communications</i>	Communication
Greater Charlestown	<i>Communication, project management</i>	Communication
LT Creek	<i>Remote organisation eg via email etc</i>	Communication
Redhead	<i>Communication</i>	Communication
Redhead	<i>Communication: emails, upcoming events, calendar on website</i>	Communication
Greater Charlestown	<i>Positive liaison with council</i>	Council
Greater Charlestown	<i>Excellent liaison and communication with council from community groups</i>	Council
Pelican Area	<i>Rachelle as focal centre for advice/support</i>	Council
Redhead	<i>Governance</i>	Council
Redhead	<i>Support from council - Rachelle has been particularly helpful - we feel very connected.</i>	Council
Redhead	<i>Council communication</i>	Council
Toronto	<i>Feedback from LMCC and timely responses</i>	Council
Toronto	<i>Access to council info and people to discuss issues and contribute to planning</i>	Council
Toronto	<i>Council liaison</i>	Council
Toronto	<i>Support of council with Alliance</i>	Council
West Wallsend	<i>Rachelle is a great liaison</i>	Council
Valentine	<i>Group has small amount of funding from bike count</i>	Funding
Cardiff Area	<i>Existing support and advice is helpful</i>	General support and advice
Cardiff Area	<i>Back up / support of Council and Alliance is helpful</i>	General support and advice
Cardiff Area	<i>Council support</i>	General support and advice
Caves Beach - Swansea Area	<i>Council seem supportive</i>	General support and advice
Caves Beach - Swansea Area	<i>The program via Council and the Alliance</i>	General support and advice
Greater Charlestown	<i>Alliance assistance is fine - works well, easy and helpful</i>	General support and advice
Cardiff Area	<i>Cooperation and friendliness</i>	Group dynamics
Caves Beach - Swansea Area	<i>We enjoy our regular meetings and get on well together</i>	Group dynamics
Caves Beach - Swansea Area	<i>We function well as a group</i>	Group dynamics
Caves Beach - Swansea Area	<i>We organise and coordinate events well</i>	Group dynamics

SN Group	Comments and responses – What is working well?	Topic Categories
Caves Beach - Swansea Area	<i>Meetings are held monthly and always attended. Never had to cancel a meeting</i>	Group dynamics
Greater Charlestown	<i>Good Direction eg Col and Steve</i>	Group dynamics
Greater Charlestown	<i>Councillor as a member - helps with knowledge about who to talk to at council and how to formulate this communication</i>	Group dynamics
Greater Charlestown	<i>Even small roles are valuable</i>	Group dynamics
Greater Charlestown	<i>Good direction and support</i>	Group dynamics
Greater Charlestown	<i>Group dynamics on project work</i>	Group dynamics
Greater Charlestown	<i>Allocating tasks each month to be carried out by various members</i>	Group dynamics
Greater Charlestown	<i>ideas in the group</i>	Group dynamics
Greater Charlestown	<i>Passion of the members</i>	Group dynamics
LT Creek	<i>Lots of enthusiasm and interest in the beginning, but not much new interest</i>	Group dynamics
Morisset	<i>Share food at meetings</i>	Group dynamics
Morisset	<i>3 Core people are holding on and attending nearly every monthly meeting</i>	Group dynamics
Morisset	<i>Friendly, cooperative members</i>	Group dynamics
Morisset	<i>Talk and get together</i>	Group dynamics
Morisset	<i>A few keen attendees and some irregulars</i>	Group dynamics
Pelican Area	<i>Local team, positive support</i>	Group dynamics
Pelican Area	<i>The members of our group</i>	Group dynamics
Pelican Area	<i>It's a pleasant social occasion with intelligent people trying to make real sense of local issues</i>	Group dynamics
Pelican Area	<i>The social aspect of the group</i>	Group dynamics
Redhead	<i>Great volunteers</i>	Group dynamics
Redhead	<i>Core of keen regulars and office holders</i>	Group dynamics
Redhead	<i>Group members from a variety of backgrounds and interests</i>	Group dynamics
Redhead	<i>Dedicated and enthusiastic members, group spirit and willingness to help</i>	Group dynamics
Toronto	<i>Core group enthusiasm</i>	Group dynamics
Toronto	<i>Functioning of groups supported by Alliance and therefore LMCC</i>	Group dynamics
Toronto	<i>The autonomy of groups, no set parameters</i>	Group dynamics
Toronto	<i>Scheduled meetings and their conduct</i>	Group dynamics
Toronto	<i>Good core group</i>	Group dynamics
Toronto	<i>Some very involved keen, proactive members</i>	Group dynamics
West Wallsend	<i>Core group of people showing commitment to common goals</i>	Group dynamics
West Wallsend	<i>West Wallsend District group works well together</i>	Group dynamics
West Wallsend	<i>The enthusiasm of a few people</i>	Group dynamics
West Wallsend	<i>Committee is working well but is hampered by lack of participation of general residents</i>	Group dynamics
West Wallsend	<i>The energy of the group</i>	Group dynamics
West Wallsend	<i>Meeting new people, community spirit</i>	Group dynamics
West Wallsend	<i>Small but committed group</i>	Group dynamics
West Wallsend	<i>Good Management</i>	Group dynamics
Caves Beach - Swansea Area	<i>I think what we have done so far has been successful</i>	Local issues and projects
Caves Beach - Swansea Area	<i>Clean Up events are well attended</i>	Local issues and projects

SN Group	Comments and responses – What is working well?	Topic Categories
Pelican Area	<i>Grannie's pool recovery</i>	Local issues and projects
Redhead	<i>Variety of projects selected to pursue / support</i>	Local issues and projects
Redhead	<i>Community run days eg Clean Up Aust and Working with Public School</i>	Local issues and projects
Redhead	<i>Addressing local issues, taking on projects, assisting local community groups when needed</i>	Local issues and projects
Toronto	<i>Each group seems to be working hard on great individual projects</i>	Local issues and projects
Toronto	<i>Individual projects seem to be fine but I don't have a sense of the overall strategy and if/where I can contribute best.</i>	Local issues and projects
Toronto	<i>Projects eg litter, Landcare, pathways, cycling</i>	Local issues and projects
Toronto	<i>Submission</i>	Local issues and projects
Toronto	<i>Acting as a focus group for advocacy</i>	Local issues and projects
Toronto	<i>Groups that are concerned about the environment and the future</i>	Local issues and projects
Toronto	<i>Issue oriented approach to local community</i>	Local issues and projects
Toronto	<i>Environmental projects - Landcare etc</i>	Local issues and projects
Valentine	<i>Previous successful projects include Footpaths and flashing lights around school, toilets and lights at Allambee Park</i>	Local issues and projects
West Wallsend	<i>The effort to enrol the local community</i>	Local issues and projects
West Wallsend	<i>The amount of research the group has done</i>	Local issues and projects
LT Creek	<i>Good at keeping in touch with other groups, esp on West side.</i>	Networking and sharing
LT Creek	<i>Newsletter is good to know what other groups are working on</i>	Networking and sharing
Morisset	<i>Working with Ability Links</i>	Networking and sharing
Morisset	<i>Working with nearby SNGs, means more people to help</i>	Networking and sharing
Redhead	<i>Well connected to the SN Alliance through Colin Mondy</i>	Networking and sharing
Redhead	<i>Alliance is valuable for insurance, advertising,, sharing ideas, providing guidance</i>	Networking and sharing
Redhead	<i>It's good to have the Alliance picking up admin/insurance on behalf of all the groups</i>	Networking and sharing
Redhead	<i>Alliance provides a common framework and governance and capability to tackle across community matters / projects</i>	Networking and sharing
Toronto	<i>Liaison with Alliance</i>	Networking and sharing
West Wallsend	<i>Great support from council in setting up the group, and help from other SNGs</i>	Networking and sharing
West Wallsend	<i>Interaction with Alliance is good</i>	Networking and sharing
Redhead	<i>A clear vision for each SNG</i>	Other
Morisset	<i>Have some funds</i>	Partnerships
Pelican Area	<i>Contacts in Council and Landcare</i>	Partnerships
Pelican Area	<i>We are assisted when requested</i>	Partnerships
Toronto	<i>liaison between community groups</i>	Partnerships
West Wallsend	<i>Communications about like minded groups</i>	Partnerships
Morisset	<i>Small advert running in local magazine</i>	Promotion
Redhead	<i>Newsletter</i>	Promotion
Redhead	<i>Well respected throughout the neighbourhood. Eg newsletter well received and social media and website</i>	Promotion
Redhead	<i>Group newsletter</i>	Promotion
Redhead	<i>Communication with community re newsletter</i>	Promotion
Redhead	<i>Social media, newsletter</i>	Promotion
Redhead	<i>New groups being formed</i>	Promotion
Redhead	<i>Website: clear and easy to navigate, inclusive and supportive of local events and action plans</i>	Promotion
Redhead	<i>Advertisement of local events</i>	Promotion
Cardiff Area	<i>Resources - sharing of gear eg gazebo, noticeboards etc</i>	Resources and equipment
Morisset	<i>Have a free venue</i>	Resources and equipment

SN Group	Comments and responses – What is working well?	Topic Categories
Morriset	<i>Alliance insurance/WHs/Grants</i>	Resources and equipment
Morriset	<i>free venue</i>	Resources and equipment
Redhead	<i>All of the above topics are offered for free training and resourcing</i>	Resources and equipment
Cardiff Area	<i>Support for risk management is very good</i>	Risk Management
Cardiff Area	<i>Safety and risk management - assessments before events</i>	Risk Management
Caves Beach - Swansea Area	<i>Training sessions from Council / Alliance are helpful</i>	Training
Redhead	<i>abundance of volunteers for volunteer work</i>	Volunteer recruitment and management
West Wallsend	<i>Getting groups started</i>	Volunteer recruitment and management

2b. Responses to “What can be done better?”

SN Group	Comments and responses – What can be done better?	Topic Categories
Cardiff Area	<i>Integration of groups together to work more as a team</i>	Citywide projects
Cardiff Area	<i>Lake-wide events - collaboration</i>	Citywide projects
Jewells Area	<i>Awareness and ongoing projects eg citywide, would help with planning</i>	Citywide projects
Redhead	<i>Networking with other neighbourhood groups to leverage size when needed</i>	Citywide projects
Redhead	<i>Getting better with technology but still needs work</i>	Communication
Greater Charlestown	<i>Support from council eg litter cleanups, Landcare</i>	Council
Pelican Area	<i>Hearing back from council staff esp. re drains in Marks Point</i>	Council
Pelican Area	<i>Service requests are ineffective, want more direct contact with staff</i>	Council
Pelican Area	<i>Communication of council projects to our group before action is taken</i>	Council
Pelican Area	<i>dialogue between council and group</i>	Council
Pelican Area	<i>Bureaucracy in general, makes it difficult.</i>	Council
Pelican Area	<i>Direct support from Sustainability manager</i>	Council
Pelican Area	<i>More coordinated planning/action with council. Earlier consultation and input etc</i>	Council
Pelican Area	<i>Advocacy from Alliance Board with Council</i>	Council
Pelican Area	<i>No service requests - rather direct action</i>	Council
Pelican Area	<i>The drains back up by council</i>	Council
Pelican Area	<i>Priority for issues sent to council from us eg drains</i>	Council
Pelican Area	<i>Spending money on unnecessary things then having none left for what they want</i>	Council
Redhead	<i>More responsiveness (faster / better engagement) from Council on a range of issues</i>	Council
Redhead	<i>Councillors to be members of each Sustainable Neighbourhood Group</i>	Council
Redhead	<i>Council could be more responsive in its actions to assist groups and the Alliance</i>	Council
Redhead	<i>Council could provide more education to Lake Macquarie people about sustainability</i>	Council
Redhead	<i>Council generally has become too risk averse - can discourage or prevent some activities</i>	Council
Toronto	<i>I don't have a strong sense of how the groups and the council work together - what is the contract between them? ie if there are things council can do better should they be the leader?</i>	Council
West Wallsend	<i>Community engagement - more input from council</i>	Council
West Wallsend	<i>Council to support</i>	Council
Morriset	<i>Time taken to write and apply for grants too long</i>	Funding
Morriset	<i>Time frame for grants short - need to move more quickly</i>	Funding
Morriset	<i>Free meeting venues for bigger events</i>	Funding
Pelican Area	<i>We haven't been able to get any grants for anything eg an independent scientific opinion on sea level rise at Blacksmiths; getting a sign or two for our group; getting action on drains (eg Mankilli Street).</i>	Funding

Redhead	<i>Access to funding and grants</i>	Funding
Toronto	<i>Subsidised or free access to LMCC facilities eg meeting rooms, parks, public venues</i>	Funding
Valentine	<i>Unable to get funding for graffiti project</i>	Funding
Greater Charlestown	<i>Be more open to suggestions</i>	Group dynamics
Greater Charlestown	<i>People skills/Individual communication skills</i>	Group dynamics
Greater Charlestown	<i>Governance and group dynamics</i>	Group dynamics
Greater Charlestown	<i>Governance and group dynamics</i>	Group dynamics
Pelican Area	<i>Cake at meetings</i>	Group dynamics
Toronto	<i>Social Activities</i>	Group dynamics
West Wallsend	<i>More communication between ourselves</i>	Group dynamics
Caves Beach - Swansea Area	<i>Projects - finding / deciding on projects to work on</i>	Local issues and projects
Greater Charlestown	<i>How to reflect issues in our diverse area</i>	Local issues and projects
Jewells Area	<i>Lots of stand-alone, one off projects, eg Wangi scare crow comp; Tossers; Fire Retardant Garden; Dudley Mural. Sustainable outcomes...but then what?</i>	Local issues and projects
Jewells Area	<i>Need to think of new projects</i>	Local issues and projects
Jewells Area	<i>Does community dissipate</i>	Local issues and projects
Pelican Area	<i>Clearing drain, no action</i>	Local issues and projects
Pelican Area	<i>priorities - eg concrete in car parks</i>	Local issues and projects
Pelican Area	<i>Tractor on beach eroding sand dunes</i>	Local issues and projects
Pelican Area	<i>Illegal dumping eg junk mail etc, signage</i>	Local issues and projects
Pelican Area	<i>A true follow up to obvious valid concerns</i>	Local issues and projects
Pelican Area	<i>Assistance for projects</i>	Local issues and projects
Redhead	<i>Need to keep focus on practical sustainability projects and actions</i>	Local issues and projects
Redhead	<i>Better awareness of sustainability issues in the community</i>	Local issues and projects
Toronto	<i>Do a Toronto survey of needs</i>	Local issues and projects
Toronto	<i>Increased votes for progress in plans</i>	Local issues and projects
Cardiff Area	<i>More direct communication among SN groups</i>	Networking and sharing
Cardiff Area	<i>Networking / social event all together with SNGs once a year</i>	Networking and sharing
Cardiff Area	<i>An action list of what other SNGs do that work. Especially in the first year</i>	Networking and sharing
Cardiff Area	<i>Sharing skills and intelligence between groups</i>	Networking and sharing
Cardiff Area	<i>More detail on previous SN projects eg project plans</i>	Networking and sharing
Cardiff Area	<i>Try to avoid reinventing the wheel each time eg Bunnings BBQ</i>	Networking and sharing
LT Creek	<i>More cross-pollination would be good</i>	Networking and sharing
Pelican Area	<i>More info about projects of other groups and their success/otherwise</i>	Networking and sharing
Toronto	<i>Would a facebook page for Lake Mac SNGs and subgroups improve communication and sharing ideas encourage new members and working together?</i>	Networking and sharing
Toronto	<i>Some coordination between groups</i>	Networking and sharing
West Wallsend	<i>Review meetings - remember the first community meeting</i>	Other - reviewing progress
Pelican Area	<i>Hunter Water</i>	Partnerships
Pelican Area	<i>Back up on cleaning up areas</i>	Partnerships
Redhead	<i>More resources linking this group to other groups and industries eg permaculture, educators, uni etc</i>	Partnerships
Redhead	<i>Involvement in schools</i>	Partnerships
Toronto	<i>Better networking with clubs eg Lions, Rotary</i>	Partnerships
Toronto	<i>Other groups and service groups, business, local government</i>	Partnerships

Toronto	<i>Find out what community members want for their community</i>	Partnerships
LT Creek	<i>Aims and objectives need to appeal to the community</i>	Program scope
Redhead	<i>Understanding sustainability</i>	Program scope
Redhead	<i>The word "sustainable" is the right word but may be a deterrent to some people as it has become perhaps too politicised.</i>	Program scope
Redhead	<i>Less agenda items that are "neighbourhood", more that are "sustainability"</i>	Program scope
Redhead	<i>Balancing environment, social and economic</i>	Program scope
Valentine	<i>The name 'Sustainable Neighbourhoods' implies a very narrow focus. Would be good to broaden to attract more participation</i>	Program scope
Cardiff Area	<i>More promotion of the SN network / program as a whole</i>	Promotion
Cardiff Area	<i>Social media</i>	Promotion
Cardiff Area	<i>More people (public) to understand what SNGs do / What is Sustainable Neighbourhoods?</i>	Promotion
Cardiff Area	<i>Promotion - name is a problem</i>	Promotion
Cardiff Area	<i>Improve promotion and advertising in general eg. List of media contacts, online noticeboards, school newsletters, other media networks, Media release templates</i>	Promotion
Cardiff Area	<i>Consistent interface for media - eg one contact point / citywide promotion</i>	Promotion
Caves Beach - Swansea Area	<i>Promotion to recruit new members, perhaps through advertising, local papers, radio, etc, as 'Sustainable Neighbourhoods' generally. Local groups can also promote their own group</i>	Promotion
Caves Beach - Swansea Area	<i>Some way of centralising promotion of all community activities</i>	Promotion
Jewells Area	<i>Promotion more of citywide projects</i>	Promotion
Jewells Area	<i>Getting people interested</i>	Promotion
Jewells Area	<i>Better publicity eg facebook</i>	Promotion
Morisset	<i>Promote and attract members</i>	Promotion
Morisset	<i>Regular meetings, advertised in Eco Advocate - not just AGM</i>	Promotion
Morisset	<i>Advertise more</i>	Promotion
Pelican Area	<i>Promotion of activities/communication with community</i>	Promotion
Pelican Area	<i>Advertise membership</i>	Promotion
Redhead	<i>Group newsletter to feed back on the groups activities / projects</i>	Promotion
West Wallsend	<i>TV/Radio</i>	Promotion
West Wallsend	<i>We don't seem to be reaching the wider community</i>	Promotion
West Wallsend	<i>Promotion within the larger community</i>	Promotion
Pelican Area	<i>Utilise resources more</i>	Resources and equipment
Cardiff Area	<i>Training - how to handle small specific tasks?</i>	Training
Cardiff Area	<i>Formal training courses can be tedious. Specific hints and tips can be much more useful</i>	Training
Cardiff Area	<i>More recruitment in local area. How to get others involved?</i>	Volunteer recruitment and management
Cardiff Area	<i>Volunteer recruitment and retention</i>	Volunteer recruitment and management
Cardiff Area	<i>More local responsibility and accountability</i>	Volunteer recruitment and management
Caves Beach - Swansea Area	<i>More people involved and more projects happening</i>	Volunteer recruitment and management
Caves Beach - Swansea Area	<i>Individuals need more time to direct to projects but this is difficult because its based on volunteers.</i>	Volunteer recruitment and management
Greater Charlestown	<i>Listen to the needs of the community and carry them with you and also encourage individual roles</i>	Volunteer recruitment and management
Greater Charlestown	<i>More recruitment - constant</i>	Volunteer recruitment and management
Greater Charlestown	<i>Volunteers wax and wane</i>	Volunteer recruitment and management

Greater Charlestown	<i>Retaining volunteers - make them feel welcome</i>	Volunteer recruitment and management
Greater Charlestown	<i>Specific volunteer roles eg leafleting</i>	Volunteer recruitment and management
Greater Charlestown	<i>Need to be involved and contributing to stay on</i>	Volunteer recruitment and management
Greater Charlestown	<i>Volunteer recruitment and maintenance</i>	Volunteer recruitment and management
Greater Charlestown	<i>Develop roles for individuals to encourage ownership when working on projects</i>	Volunteer recruitment and management
Greater Charlestown	<i>volunteer recruitment</i>	Volunteer recruitment and management
LT Creek	<i>Get better at welcoming new members</i>	Volunteer recruitment and management
LT Creek	<i>Landcare site lost members, power tool policy</i>	Volunteer recruitment and management
LT Creek	<i>Heaps of work to try and get new members, but no result</i>	Volunteer recruitment and management
LT Creek	<i>Difficult to get people to attend, even just a social event</i>	Volunteer recruitment and management
Morisset	<i>Low membership and not enough time to run events, projects, or apply for grants</i>	Volunteer recruitment and management
Morisset	<i>Work towards getting new members</i>	Volunteer recruitment and management
Morisset	<i>Improve membership</i>	Volunteer recruitment and management
Pelican Area	<i>Assistance to recruit volunteers</i>	Volunteer recruitment and management
Redhead	<i>Keep a cross section of community views and involvement contributing together</i>	Volunteer recruitment and management
Redhead	<i>Recruitment</i>	Volunteer recruitment and management
Redhead	<i>Generational gaps, younger membership, engagement with schools</i>	Volunteer recruitment and management
Redhead	<i>More volunteer recruitment</i>	Volunteer recruitment and management
Redhead	<i>More opportunities for volunteers to be trained</i>	Volunteer recruitment and management
Toronto	<i>Need to encourage a more diverse group</i>	Volunteer recruitment and management
Toronto	<i>Some community building</i>	Volunteer recruitment and management
Toronto	<i>More support from locals</i>	Volunteer recruitment and management
Toronto	<i>Get people from Kilaben Bay and Toronto</i>	Volunteer recruitment and management
Toronto	<i>Attraction of more people into these groups</i>	Volunteer recruitment and management
Toronto	<i>Encouragement of community members to participate, instead of being left to a dedicated few</i>	Volunteer recruitment and management
Toronto	<i>Greater recruitment of interested public members to boost fulfilment of TASNG's endeavours</i>	Volunteer recruitment and management
Toronto	<i>Wider public knowledge of TASNG and how it fits with council's administration</i>	Volunteer recruitment and management
West Wallsend	<i>Greater involvement of local community</i>	Volunteer recruitment and management
West Wallsend	<i>More volunteers are needed</i>	Volunteer recruitment and management
West Wallsend	<i>Don't have enough people to achieve the goals set out in the SNAP</i>	Volunteer recruitment and management
West Wallsend	<i>Recruiting more volunteers</i>	Volunteer recruitment and management

West Wallsend	<i>More people involved</i>	Volunteer recruitment and management
West Wallsend	<i>Each present member bringing/inviting a new person to the next meeting</i>	Volunteer recruitment and management
West Wallsend	<i>More people to support groups</i>	Volunteer recruitment and management
West Wallsend	<i>More residents to show an interest</i>	Volunteer recruitment and management
West Wallsend	<i>Getting more volunteers</i>	Volunteer recruitment and management

2c. Responses to “What do you want the whole Sustainable Neighbourhood network to be like in 5 years? 20 years?”

SN Group	Comments and responses – Vision for Sustainable Neighbourhood network	Topic Categories
Pelican Area	<i>Increased interaction with Council</i>	Council
Redhead	<i>Responsible communities working together in partnership with government bodies. No us and them. Perhaps Councillors could be part of / members of each Sustainable Neighbourhood Group</i>	Council
Toronto	<i>Improved engagement with community and council</i>	Council
Toronto	<i>20 years: SN groups have multiple representatives as elected councillors</i>	Council
Toronto	<i>20 years: SNGs are a core component of council</i>	Council
Pelican Area	<i>Similar but more streamlined</i>	Group dynamics
Redhead	<i>Still functioning well, with eager participants</i>	Group dynamics
Toronto	<i>Official get togethers, casual get togethers</i>	Group dynamics
Toronto	<i>5 yrs: A fluid body able to accomplish public aims for improved neighbourhoods</i>	Group dynamics
Greater Charlestown	<i>How it can really reflect the community rather than a manufactured identity</i>	Impact
Morriset	<i>Looking back over our achievements of shifting sustainable living</i>	Impact
Pelican Area	<i>More actual effectiveness</i>	Impact
Redhead	<i>Larger, more important to the community</i>	Impact
Redhead	<i>Making a real impact with environmental issues</i>	Impact
Redhead	<i>Become an accepted part of the LMCC area which everyone is involved in</i>	Impact
Redhead	<i>Visible signs of sustainable living in residential areas.</i>	Impact
Toronto	<i>A reasonable clean sustainable community working together</i>	Impact
Toronto	<i>A core group of council and the community for advocacy and galvanising action on environmental and social needs</i>	Impact
Greater Charlestown	<i>Bring the community with them with local environmental projects</i>	Local issues and projects
Greater Charlestown	<i>Bigger and supporting community projects</i>	Local issues and projects
Pelican Area	<i>Promote current flood plans</i>	Local issues and projects
Redhead	<i>A driver of concept of local communities and community feelings</i>	Local issues and projects
Redhead	<i>Community garden with many people involved</i>	Local issues and projects
Toronto	<i>TASNG can be tied up within LMCC plans for the community where roles can be easily identified. There would also be local issues and this is where SNGs work best.</i>	Local issues and projects
West Wallsend	<i>Greater availability of cycling facilities/community facilities, extensive involvement of local residents, greater use of bulk energy purchases, cleaner neighbourhoods.</i>	Local issues and projects
Greater Charlestown	<i>Working together with other groups - annual meetings with these groups etc</i>	Networking and sharing
Greater Charlestown	<i>Cohesive group/s that listens and works well together and with other groups</i>	Networking and sharing
Greater	<i>More sharing of ideas between SNGs - cross pollination of ideas and projects</i>	Networking and sharing

SN Group	Comments and responses – Vision for Sustainable Neighbourhood network	Topic Categories
Charlestown		
Pelican Area	<i>Sharing expertise</i>	Networking and sharing
Redhead	<i>Cluster group meetings Eg Redhead, Jewells, Belmont North, Dudley etc.</i>	Networking and sharing
Toronto	<i>Coordinated plans, visions, strategies</i>	Networking and sharing
West Wallsend	<i>To progress and become familiar working together as a community, sharing ideas.</i>	Networking and sharing
West Wallsend	<i>Groups working for their community and sharing ideas with each other</i>	Networking and sharing
West Wallsend	<i>In 20 years I'll be 85 so not looking that far ahead</i>	Other
Redhead	<i>Supporting local initiatives as they evolve eg Mens Shed</i>	Partnerships
Redhead	<i>Cooperation with all other community groups</i>	Partnerships
Redhead	<i>Working more in partnership with primary and high schools</i>	Partnerships
Greater Charlestown	<i>Still going, but getting bigger and better</i>	Promotion
Greater Charlestown	<i>Dynamic and stronger</i>	Promotion
Morisset	<i>A strong and popular group underpinning social and environmental support</i>	Promotion
Morisset	<i>Well known and part of everyday life. Acceptance of the need for Sustainability</i>	Promotion
Redhead	<i>Leaders in communication with areas within community (business, home owners, tourists)</i>	Promotion
Redhead	<i>Broad community acceptance of SN and concept</i>	Promotion
Redhead	<i>More mainstream, less underground</i>	Promotion
Redhead	<i>Better profile to attract membership</i>	Promotion
Redhead	<i>More people involved</i>	Promotion
Redhead	<i>Whole model replicated throughout Australia</i>	Promotion
Redhead	<i>A well understood and widely accepted vehicle for genuine social engagement and environmental intervention</i>	Promotion
Toronto	<i>5 years: each area has a neighbourhood group</i>	Promotion
Toronto	<i>Good 'Badging' feedback</i>	Promotion
Toronto	<i>Better known by residents, may lead to more support</i>	Promotion
Morisset	<i>Promoting use of non-new goods</i>	Resources and equipment
Pelican Area	<i>Pooling resources</i>	Resources and equipment
West Wallsend	<i>Within 5 years every group should have its own home and more assistance from council/Alliance to find a meeting place</i>	Resources and equipment
Greater Charlestown	<i>Sustainable operation</i>	Strategy
Toronto	<i>20 yrs: Council-funded body able to achieve public aspirations within a short timeframe</i>	Strategy
Toronto	<i>Clear strategies and priorities</i>	Strategy
West Wallsend	<i>Still going</i>	Strategy
Greater Charlestown	<i>More community/neighbourhood involvement</i>	Volunteer recruitment and management
Morisset	<i>200+ members</i>	Volunteer recruitment and management
Morisset	<i>Continue growing</i>	Volunteer recruitment and management
Pelican Area	<i>Continuing to serve the community with more volunteers</i>	Volunteer recruitment and management
Toronto	<i>5 Years - attraction and involvement of younger (student) groups within our community</i>	Volunteer recruitment and management
Toronto	<i>Engage more active community members - working together for their local community</i>	Volunteer recruitment and management
West Wallsend	<i>Have greater community involvement</i>	Volunteer recruitment and management
West Wallsend	<i>Greater involvement of children</i>	Volunteer recruitment and management
West Wallsend	<i>An increase of new members</i>	Volunteer recruitment and

SN Group	Comments and responses – Vision for Sustainable Neighbourhood network	Topic Categories
		management
West Wallsend	<i>More people and more interest so we can achieve more as a community</i>	Volunteer recruitment and management
West Wallsend	<i>To steadily grow and their work extending more and more for the benefit of all</i>	Volunteer recruitment and management

2d. Responses to “What actions or strategies would help your group the most?”

SN Group	Comments and responses – Actions and strategies	Topic Categories
Cardiff Area	<i>Citywide, and common projects amongst SNGs. Eg catchment wide</i>	Citywide projects
Jewells Area	<i>Themes like water, waste, energy, for 12-24 months</i>	Citywide projects
Greater Charlestown	<i>Perhaps an accessible online spot to keep checking</i>	Communication
Toronto	<i>Use of websites/facebook/blog to facilitate communication</i>	Communication
Greater Charlestown	<i>Councillors adopt a group each</i>	Council
Pelican Area	<i>A better fair dinkum two way conversation that gets results</i>	Council
Redhead	<i>Commitment from Council to review progress on long-standing issues say quarterly - to move things along. Eg the status of Landcare volunteers being able to use equipment given the WHS laws.</i>	Council
Redhead	<i>Prompt turnaround and action on correspondence with Council officers</i>	Council
Redhead	<i>Set up of a dedicated communication pipeline to Council for each group and the Alliance to streamline and speed up all communication - getting to the right person, quick action.</i>	Council
West Wallsend	<i>A commitment from council to follow through on projects to ensure completion by set dates (officers leave/move on and the flow of the project is halted).</i>	Council
West Wallsend	<i>More council interaction</i>	Council
West Wallsend	<i>Having more council help with finance and labour</i>	Council
Pelican Area	<i>Utilise assistance for grants etc</i>	Funding
Toronto	<i>Sufficient funding availability for sanctioned/approved projects</i>	Funding
West Wallsend	<i>A grant from a local mine</i>	Funding
Caves Beach - Swansea Area	<i>More assistance with projects from Council officers.</i>	General support and advice
Pelican Area	<i>Council rep at every 6-monthly meeting</i>	General support and advice
Redhead	<i>Good leadership</i>	Group dynamics
Toronto	<i>TASNG for developing a reasonable and flexible model</i>	Group dynamics
West Wallsend	<i>Participation, enthusiasm, support, sharing and showing interest in the community</i>	Group dynamics
Caves Beach - Swansea Area	<i>Achievements measureable to the environment - plastics in the environment and awareness</i>	Impact
Caves Beach - Swansea Area	<i>Education of the masses about living beyond our means</i>	Local issues and projects
Caves Beach - Swansea Area	<i>Practicing what we're preaching - active in recycling, growing, reusing, upcycling</i>	Local issues and projects
Caves Beach - Swansea Area	<i>A focus project that is directed at our area that will involve Council and State maybe Federal as well</i>	Local issues and projects
Caves Beach - Swansea Area	<i>Long term it may be more pertinent when water levels start working</i>	Local issues and projects
Greater Charlestown	<i>Large geographical area, may need to broaden geographical scope of activities</i>	Local issues and projects
Greater Charlestown	<i>Maintenance of Great North Walk</i>	Local issues and projects

SN Group	Comments and responses – Actions and strategies	Topic Categories
Greater Charlestown	<i>Getting to know the local community's wants and desires and working with them to create a sense of community</i>	Local issues and projects
Jewells Area	<i>Council lobby for container deposit scheme</i>	Local issues and projects
LT Creek	<i>Projects: feed into Landcare, Awaba, Dog Care Brochure</i>	Local issues and projects
LT Creek	<i>Get together for Canon Grant</i>	Local issues and projects
Morisset	<i>Promoting more sustainable living</i>	Local issues and projects
Pelican Area	<i>Suggestions for projects</i>	Local issues and projects
Redhead	<i>More community projects</i>	Local issues and projects
Toronto	<i>Actions: sub-committees to progress projects more rapidly</i>	Local issues and projects
Toronto	<i>An ideas bank</i>	Local issues and projects
Valentine	<i>Would be good to clarify boundaries and seek interest from 'New Valentine' residents + Eleebana</i>	Local issues and projects
Valentine	<i>Upcoming market day on 5 November at the school - Resolution to have a stall, invite Landcare and others. Could have some prizes to attract interest. Also would be good to have an active project to get people interested. Would be good to have some newsletters ready to hand out.</i>	Local issues and projects
Cardiff Area	<i>Connected and communicating online. Sharing ideas and resources. Eg swapping unwanted goods and produce across the city</i>	Networking and sharing
Caves Beach - Swansea Area	<i>Interactive with other groups to share ideas and activities</i>	Networking and sharing
Caves Beach - Swansea Area	<i>Networking with other groups and like-minded community organisations</i>	Networking and sharing
Greater Charlestown	<i>Engaging with other groups eg SNs, Landcare, others</i>	Networking and sharing
Greater Charlestown	<i>More support between groups eg SNGs and Landcare</i>	Networking and sharing
Pelican Area	<i>More communication between all of the groups - Landcare, council, sustainability</i>	Networking and sharing
Redhead	<i>More cross fertilization of ideas from other SN groups</i>	Networking and sharing
Toronto	<i>An internet link-up (eg Facebook) between SNGs (combined).</i>	Networking and sharing
Toronto	<i>Fostering of joint activities with other SNGs eg into the local area</i>	Networking and sharing
Toronto	<i>Link SNGs through community programs eg plastic bags, cycling paths</i>	Networking and sharing
Toronto	<i>Working together towards common projects</i>	Networking and sharing
West Wallsend	<i>Occasional feedback sessions with other groups might help us overcome our difficulties</i>	Networking and sharing
Cardiff Area	<i>Involve local businesses in sustainability</i>	Partnerships
Cardiff Area	<i>Collaboration with other community groups</i>	Partnerships
Morisset	<i>Partner with Ability Links to work, Morisset Community Centre.</i>	Partnerships
Morisset	<i>more connection with other groups in the community</i>	Partnerships
Redhead	<i>School engagement with practical exercises eg beach environment education etc quarterly</i>	Partnerships
Redhead	<i>Collaboration with other groups that may be complementary eg Landcare, Rotary, Lions, Mens Shed.</i>	Partnerships
Toronto	<i>Networking with other groups</i>	Partnerships
Valentine	<i>Some duplication with other organisations (eg Lions, Valentine residents association and Hall association, School enviro projects) - Opportunity to work together</i>	Partnerships
Greater Charlestown	<i>Need some issues where many people can get behind it, not just a small interest group</i>	Program scope
LT Creek	<i>Ambiguity about SNG program. 1 pager about program eg flier for distribution</i>	Program scope
Cardiff Area	<i>Paid advertising could be a good avenue</i>	Promotion
Greater Charlestown	<i>Could have a promo stall at the shops eg bike count; plant and produce swap @ Whitebridge shops.</i>	Promotion
Greater Charlestown	<i>Conversations with people/doorknocking re CUA/Landcare/Litter in Little Flaggy Creek etc.</i>	Promotion

SN Group	Comments and responses – Actions and strategies	Topic Categories
Greater Charlestown	<i>Promotion</i>	Promotion
Morriset	<i>Information day to help promote the group</i>	Promotion
Morriset	<i>Print Media promotion</i>	Promotion
Morriset	<i>Promotion to get new members attending - local papers, posters, fliers.</i>	Promotion
Morriset	<i>Advertise online jobs/volunteer sites for project managers to take up opportunities to run projects for/with SNG</i>	Promotion
Morriset	<i>Awareness generally of SNGs and what they are - advertorials, articles</i>	Promotion
Morriset	<i>Advertising</i>	Promotion
Pelican Area	<i>Higher profile of organisation</i>	Promotion
Redhead	<i>More public awareness</i>	Promotion
Toronto	<i>Only very new to area and group, but maybe paid advertising</i>	Promotion
Valentine	<i>Colin talked about the Redhead newsletter, and suggested it could be something Valentine could do as well. Newsletter can be valuable to all community groups in the area, to promote upcoming events etc, and also to include pieces about sustainability, local history etc.</i>	Promotion
West Wallsend	<i>I feel we need to relaunch, to get a higher profile - particularly because there are a lot of new residents in the area</i>	Promotion
West Wallsend	<i>Need help in promoting the group and network to a wider audience</i>	Promotion
West Wallsend	<i>Assistance in promoting the program to a larger audience</i>	Promotion
West Wallsend	<i>More support from council in promoting SNGs</i>	Promotion
West Wallsend	<i>Better access to marketing materials, newspapers etc</i>	Promotion
West Wallsend	<i>Advertising - better strategies. Didn't know The Alliance Group existed</i>	Promotion
Cardiff Area	<i>Refer to the SNAP - very useful tool</i>	strategy
Valentine	<i>Social media guidelines and assistance to find other groups' pages</i>	Training
Cardiff Area	<i>Help to recruit more volunteers</i>	Volunteer recruitment and management
Cardiff Area	<i>Links with other volunteer services to improve our locality</i>	Volunteer recruitment and management
Greater Charlestown	<i>Assistance in advertising for new members or projects</i>	Volunteer recruitment and management
Greater Charlestown	<i>More advertising promotion to communities for new members and interested parties for projects</i>	Volunteer recruitment and management
Greater Charlestown	<i>More members</i>	Volunteer recruitment and management
Jewells Area	<i>Target grandparents?</i>	Volunteer recruitment and management
Jewells Area	<i>Young people - interested but time poor (study, job seeking). Buy into their interests eg clean up the beach, therefore they will care and they will volunteer</i>	Volunteer recruitment and management
LT Creek	<i>Needs refreshing and a kickstart to get new people</i>	Volunteer recruitment and management
Morriset	<i>Advertise volunteer work on projects</i>	Volunteer recruitment and management
Morriset	<i>Advertise for volunteers</i>	Volunteer recruitment and management
Redhead	<i>A strong push to attract young people by providing activities that are meaningful to them and which help them to own and care for their community</i>	Volunteer recruitment and management
Redhead	<i>More community events to involve a greater cross section of the community</i>	Volunteer recruitment and management
Redhead	<i>Recruiting more volunteers</i>	Volunteer recruitment and management
Toronto	<i>Strategies: volunteer recruitment</i>	Volunteer recruitment and management