



ACT
Government

ACT WELLBEING FRAMEWORK

Consultation Report

Chief Minister, Treasury and
Economic Development
Directorate

CONTENTS

INTRODUCTION.....	3
WHAT DOES WELLBEING MEAN TO CANBERRANS?	4
Asking our community.....	5
Academia – drawing on national and international best practice	5
Government policy development.....	6
A complete picture	6
HOW WE ENGAGED WITH THE COMMUNITY	8
Community roundtables.....	8
Surveys.....	9
Face-to-face meetings, workshops and discussions.....	10
Written submissions.....	11
Promotional activities.....	12
WHO CONTRIBUTED AND WHAT WE HEARD.....	13
Individuals in our community.....	13
Representative community and industry organisations	13
Ministerial Advisory Councils and Reference Groups	14
Academia	14
Government agencies.....	15
CONCLUSION – A CONTINUING CONVERSATION.....	16
APPENDIX A	17

INTRODUCTION

The ACT continues to record strong economic growth and low unemployment. This looks great on the surface, but it is now largely recognised that economic performance is not the only measure of our community's wellbeing. We now know that there are many measures that help us assess our wellbeing and each of those measures differ from country to country and even between communities. To help guide future Government decisions and maximise the impact of government policy on community wellbeing, we have developed the ACT Wellbeing Framework.

To ensure the Wellbeing Framework is appropriate for Canberra, the Wellbeing Project undertook an extensive eight-month process of community consultation, capturing feedback from more than 3,000 Canberrans about what is most important to their quality of life.

Community feedback was captured from the broader Canberra community as well as through representative community and industry organisations and Ministerial Advisory Councils.

The Wellbeing engagement program included workshops and roundtables, online surveys, written submissions, informal discussions, face-to-face engagement and paper-based surveys with our harder-to-reach community members.

In addition to community and stakeholder consultation the Wellbeing Project team based in the Chief Minister, Treasury and Economic Development Directorate sought input from experts on community wellbeing. They worked in partnership with academic experts from University of Canberra (UC) and in consultation with academic experts from the Australian National University (ANU), and also sought advice from government and non-government agencies in and outside the ACT and from New Zealand.

Input from the community and lessons learnt from international experiences informed the three key components of the Wellbeing Framework:

- areas of wellbeing, or 'domains';
- potential 'wellbeing indicators' that will enable the continued measurement of the community's wellbeing; and
- embedding wellbeing into government processes.

Throughout the development of the Wellbeing Framework, regular internal government workshops and discussions involving representatives from across all ACT Government Directorates helped ensure that the Wellbeing Framework was practical and could be effectively implemented to inform government policy development.

The Wellbeing Framework will inform policy, government priorities and budgetary decisions. The community will also be able to use the Wellbeing Indicators to see where – and for whom – wellbeing is great – and not so great. This will guide investment in programs and policy to improve our quality of life.

This report provides a snapshot into the journey, so far, to develop the ACT Wellbeing Framework. It outlines how we got here, who was involved and how they participated.

However, the journey doesn't stop here. The conversation with our community will continue as we refine and revisit our wellbeing indicators. We will continue to talk with the community to understand what informs our community's sense of wellbeing so that, as our community and the issues that matter to us changes, so do our wellbeing benchmarks.

WHAT DOES WELLBEING MEAN TO CANBERRANS?

In establishing the Wellbeing Framework, it was important to start with a strong understanding of what is considered wellbeing in our local community.

The Wellbeing Project team drew on three critical areas of input to understand what wellbeing means to Canberrans and how best to develop effective measures of wellbeing for our community:



Asking our community what wellbeing means to them – both individuals and community and industry representative organisations



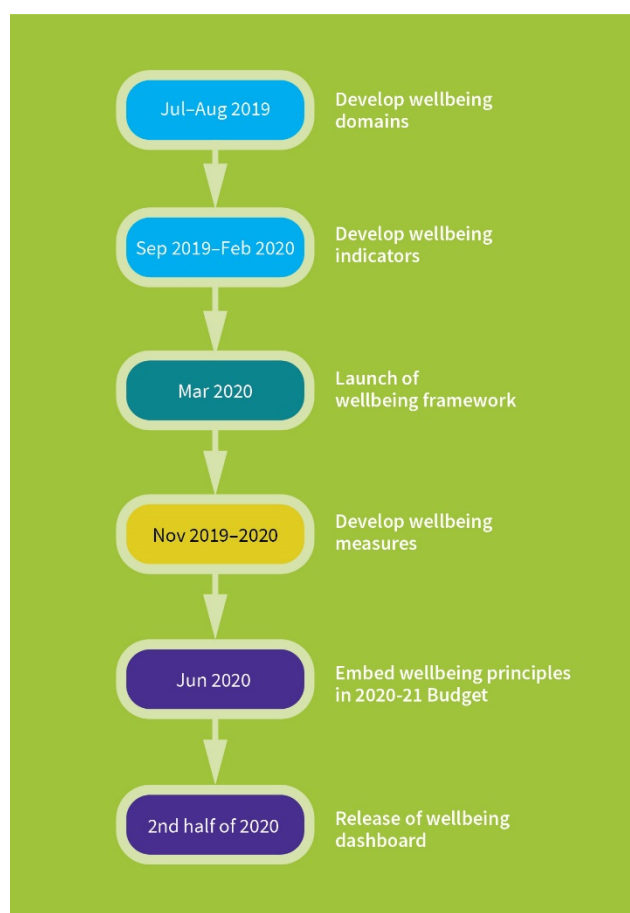
Academia – drawing on best practice from interstate and international communities



Government – considering possible wellbeing measures and how they could be factored into government planning, policy development and program funding

Throughout the development of the Wellbeing Framework feedback from the community, academia and government stakeholders was taken into consideration.

Figure 1: Stages of development of the Wellbeing Framework



Asking our community



Input from our community has been the primary influencer of the Wellbeing Framework – from the Chief Minister’s first announcement through to the launch of the Framework and planning out first Wellbeing data dashboard release in the second half of 2020.

The Wellbeing Framework was developed iteratively; as each component of the Framework was being developed, input was sought from the community and drafts taken to the community to check that we had appropriately incorporated their thoughts and feedback. In the first instance this involved developing an understanding of the key areas or drivers of wellbeing, which are known as ‘domains’ in the Framework. We then worked with the community to best understand the important areas of measurement for each of these domains.

Input from our community was from both individuals as well as through community and industry representative organisations.

Community input took the form of involvement in a series of roundtables, direct engagement with representative bodies such as Ministerial Advisory Councils and Reference Groups, written submissions, one-on-one discussions and online surveys open to the whole community.

Wellbeing surveys were also conducted at food pantries and community forums around Canberra to hear the voices of those in our community who might be typically underrepresented in conventional consultation processes. The Government considers this input a key aspect of informing the design of the Wellbeing Framework and for understanding the wellbeing priorities of our community.

Academia – drawing on national and international best practice



Considerable research has been done, both in Australia and around the world, on the value of measuring people’s wellbeing and then using these findings to inform government decision making. In designing the ACT Wellbeing Framework, the Government worked closely with academics from the University of Canberra to design a Framework that was both fit for our local context and reflected the lessons learnt from other Frameworks internationally. Expertise was also provided in relation to both the indicators and domains as well as the most appropriate measures to inform them. We also consulted with academics from the ANU and other institutions on speciality issues and this advice has been incorporated the Framework’s design.

Academics have provided input into the development of the Framework by:

- hosting a wellbeing forum in May 2019 to discuss the possibilities for a Wellbeing Framework for the ACT;
- providing information, advice and challenging thoughts to our community organisations during the roundtable sessions;
- advising on survey development; and
- highlighting useful experiences and lessons learnt from other jurisdictions.

Advice was sought from a number of national organisations as well as in New Zealand to assist the Wellbeing Project team in developing the roadmap for the Wellbeing Framework. Organisations consulted included:

- New Zealand Department of Treasury;
- New Zealand Department of Prime Minister and Cabinet;
- NSW Government Stronger Communities Investment Unit;
- Victorian Treasury;
- Australian Bureau of Statistics; and
- Australian Institute of Health and Welfare.

Information gathered from these organisations helped with:

- Framework design and data requirements;
- designing the surveys and information gathering processes required for seeking community feedback;
- managing the data that was received;
- considering how to embed the Wellbeing Framework into the ACT budget process; and
- considering measurement of the wellbeing of specific groups such as children and young people.

Government policy development



It is important that the Wellbeing Framework informs policy development and provides a mechanism to measure the success of government programs against community wellbeing. To ensure that the ACT Wellbeing Framework is a useful tool for government policymakers, the Wellbeing Project team engaged with representatives from the ACT Government to seek their feedback.

Feedback from Government representatives were provided through:

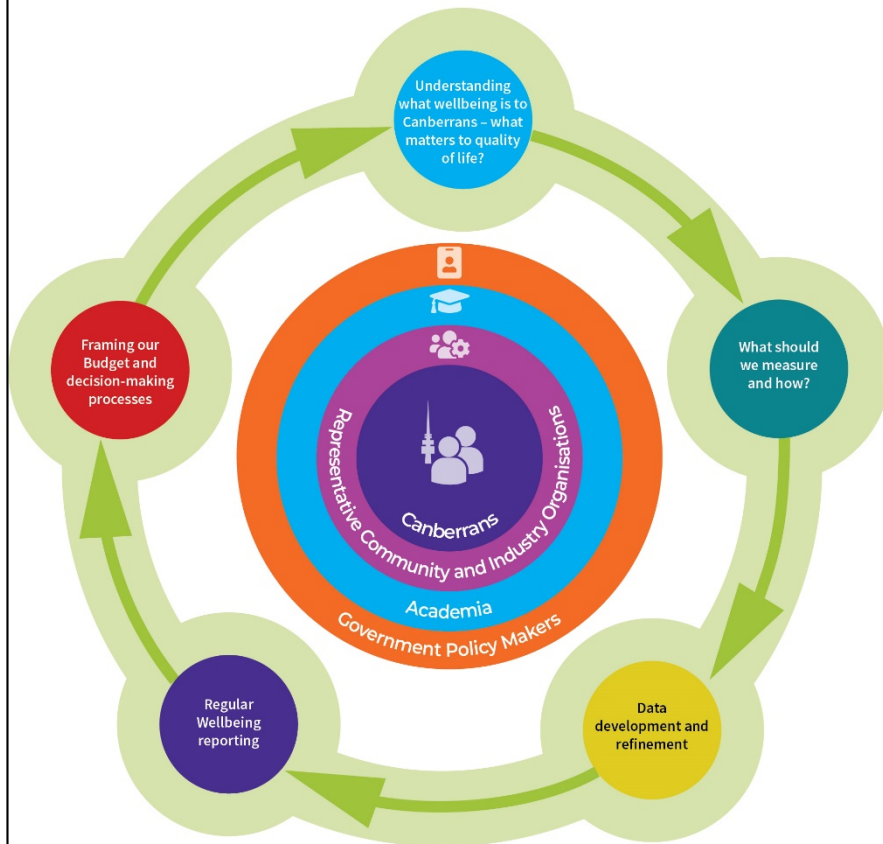
- regular forums of an intra-governmental working group comprising senior members from all Directorates;
- workshops with Directors-General, Deputy Directors-General and Chief Financial Officers from each ACT Government Directorate and regular other discussions with these groups; and
- regular and on-going conversations with key areas of Government including the ACT Budget team.

A complete picture

Figure 2 demonstrates how the ACT Wellbeing Framework has been developed, incorporating input from the community, academia and government representatives. It shows how engagement with the community will play an on-going role in the continued development and implementation of the Framework.

Figure 2: Community engagement and the stages of development of the Wellbeing Framework

The elements of our on-going wellbeing development and reporting process



Our stages of design to date



HOW WE ENGAGED WITH THE COMMUNITY

Over 3000 Canberrans provided over 4000 contributions to the development of the Wellbeing Framework, including through multiple engagements. The engagement program sought to attract a cross-section of the Canberra community and utilised a range of engagement tools, including workshops, online surveys and face-to-face engagement to capture feedback from individuals, community and industry representative organisations, academia and government agencies.

Figure 3: Participation of different stakeholders in the range of engagement activities

	Individuals in our community	Representative community and industry organisations	Ministerial Advisory Councils and Reference Groups	Academia	Government agencies
Engagement activity					
Community Roundtables #1					
Community Roundtables #2					
YourSay Community Panel					
Online surveys via ACT Gov's YourSay website and social media channels					
Workshops and facilitated or informal discussions with identified target groups					
Face-to-face survey at Floriade 2019					
Short paper-based surveys					
Written submissions					

Community roundtables

Two series of community roundtables involving community and industry representative organisations were held to consider Canberra's values and what is important to the wellbeing of Canberrans. All sessions were facilitated by a professional facilitator which enabled the Wellbeing Team to engage in the sessions.

More than 150 representatives of community and industry organisations participated in the community roundtables. Academia and government agency representatives also attended to listen and provide input where appropriate to these roundtables.

The first series of roundtables was held in July 2019 and used the world café facilitation technique to identify what wellbeing means to Canberrans. Through a series of exercises and working on large worksheets, the participants identified areas of wellbeing which were then further prioritised. These roundtables helped inform the draft wellbeing domains that are included in the Wellbeing Framework.

In the second series of roundtables, participants considered the draft wellbeing domains (as developed based on the first roundtables) and how best they could be measured. Through group exercises, participants also identified potential data sources and measurement tools for each of the draft wellbeing domains. This work directly informed the indicators featured in the Wellbeing Framework.



Surveys

Between July and December 2019, online and paper-based surveys were undertaken to understand what was what important to Canberrans about their own wellbeing – to inform and test the draft wellbeing domains.

The surveys included:

- 1,248 members of the YourSay Community Panel completed an online survey in August 2019. The YourSay Community Panel is a self-nominating panel of Canberrans. The wellbeing survey was the first survey undertaken by the Panel. This survey tested the draft wellbeing domains which were developed from the community roundtables;
- of these 1,248 Community Panel members, 690 chose to complete a second detailed survey in October 2019, which sought feedback on possible indicators that could be included in the Framework;
- this second survey – based around wellbeing indicators – was also run anonymously via the YourSay website. Over 450 people provided their input on which indicators would best represent wellbeing in the domains that were most important to them;
- Canberrans visiting Floriade 2019 were invited to participate in short on-the-spot surveys. This survey received 690 responses;
- Short surveys, 'sticky notes', and quick polls were also run on the YourSay website between August and December 2019, with around 200 contributors providing ideas about what is most important to their quality of life in Canberra;
- Paper-based surveys were provided to harder-to-reach community members through partnerships with Communities@Work and YWCA Canberra. A small financial incentive encouraged people visiting a food pantry or using a service with one of these organisations to complete a 3-minute survey about their quality of life. There were 88 responses received via this channel.

Face-to-face meetings, workshops and discussions

Building on the participation of community and industry representative organisations in the community roundtables, representatives of the Wellbeing Project reached out to a range of organisations to have further discussions and better understand the feedback and perspectives of different community sectors. Discussions were held with academia, data experts, peak bodies, community organisations, Ministerial Advisory Councils and other government agencies.

These meetings provided an opportunity for the Project to facilitate discussions with harder-to-reach Canberrans as well as gather sector-specific feedback on the draft wellbeing domains and associated indicators.

The face-to-face meetings and discussions included those held with or at:

- Australian Council of Social Services Annual Conference;
- ACT Council of Social Service;
- Australian National University;
- Australian Research Alliance for Children and Youth;
- Canberra Business Chamber;
- Canberra Multicultural Community Forum;
- Canberra Together Symposium;
- Carers ACT;
- Canberra Institute of Technology (CIT);
- CIT Yurauna Centre;
- City Renewal Authority Board;
- Communities@Work;
- Coalition of Major Participation Sports ACT;
- Deakin University;
- Deloitte NZ;
- EY Australia;
- Hands Across Canberra;
- Health Partnerships Board;
- Mental Health Consumers' Network;
- National Heritage Trust;
- People with Disabilities ACT;
- Tenants Advisory Group;
- University of Canberra;
- Welcoming Cities Network;
- Winnunga Nimmityjah Aboriginal Health Service Inc; and
- YWCA Canberra

The Wellbeing Project team also hosted a workshop of Joint Ministerial Advisory Council (JAC) representatives on 22 August. This workshop considered the draft wellbeing domains and the importance of considering the intersectionality across different community groups. There was a follow-up meeting with the JAC at their December meeting.

The Wellbeing Project team also met individually with the following Advisory Councils and representative bodies:

- Aboriginal and Torres Strait Islander Elected Body;
- ACT Climate Change Council;
- Disability Reference Group;
- LGBTIQ+ Advisory Council;
- Minister's Creative Council;
- Multicultural Advisory Council;
- Tenants Advisory Group;
- United Ngunnawal Elders Council;
- Women's Advisory Council; and
- Youth Advisory Council.

Internal workshops involving representatives from all ACT Government Directorates were an important way to ensure that the feedback from the community was considered in the context of government operations, and existing planning and program delivery processes.



Written submissions

Six organisations provided written submissions which highlighted specific issues of interest. Written submissions were provided to the Wellbeing Project team by the following organisations:

- ACT Climate Change Council
- Canberra Alliance for Participatory Democracy
- Canberra Community Law
- National Trust ACT
- Pedal Power
- Relationships Australia Canberra and Region

Promotional activities

To encourage community input to the development of the Wellbeing Framework, the Project and associated engagement activities were promoted through social media and other ACT Government communication channels including:

- social media campaigns on Twitter, Facebook and Instagram with a reach of over 50,000 people;
- the September *Our Canberra* newsletter, which is distributed to every household in the ACT;
- ACT Government websites including YourSay and OurCanberra;
- direct correspondence to community and industry representative organisations asking them to share information via their channels; and
- local media articles/interviews appeared in the ABC, Canberra Times, RioTACT and City News.

WHO CONTRIBUTED AND WHAT WE HEARD

The eight-month Wellbeing Project community engagement program identified five areas of the Canberra community that were targeted for participation in the various engagement activities. This was to ensure that the community was accurately represented, and everyone was provided with opportunities to participate. The summary below outlines these groups and the feedback they provided.



Individuals in our community

Over 3,000 voices contributed to the development of the Wellbeing Framework.

Canberrans were first asked what wellbeing meant to them as individuals and a community, and then subsequently asked to consider draft wellbeing domains and provide feedback on how these domains should be measured.

Key themes heard from individuals in our community were:

- health, good relationships with friends and family and work-life balance were considered most important to our wellbeing in Canberra;
- other areas of importance to our wellbeing were:
 - living standards and basic needs, but also connection, environment, safety, work and support need to be taken into consideration;
 - education, children and life-long learning;
 - identity and belonging, celebrating cultural diversity and promoting a community that accepts all;
 - time use;
 - housing and sense of home;
 - being able to have a say and the Government listening and acting on that input;
 - the lived experience of new Canberrans; and
 - discrimination and unconscious bias.



Representative community and industry organisations

Around 100 non-government community and industry representative organisations (see *Appendix A*) contributed to the Wellbeing Project through the community roundtables, providing written submissions or attending workshops and one-on-one discussions with the Wellbeing Project team. Feedback from these organisations directly contributed to the development of the draft wellbeing domains which were then tested with the broader community through the YourSay Community Panel Survey. These groups also provided significant information on potential data sources and approaches to measuring wellbeing through the wellbeing indicators.

Key themes heard from the community and industry organisations were around the importance of:

- a socially connected and inclusive community;
- the importance of the environment and climate change;
- physical and mental health;
- education and lifelong learning;
- cultural identity and belonging;
- personal and community safety;

- the wellbeing of the Aboriginal and Torres Strait Islander community;
- planning; and
- time use and work-life balance.

Written submissions gave closer attention to specific issues of individual groups, some of which included:

- funding suggestions for increased publicly accessible legal support;
- promotion of cycling as a way of improving wellbeing through better transport options and healthier lifestyles; and
- suggested climate-based wellbeing indicators.

Ministerial Advisory Councils and Reference Groups



Ministerial Advisory Councils and Reference Groups provide strategic advice to assist the ACT Government in understanding the needs and concerns of various sectors within the Canberra community. These groups are established by the ACT Government and are made up of professionals or specialists within specific community sectors who understand the needs of the relevant community groups the Government is seeking representation for. The Ministerial Advisory Councils also participated in the Wellbeing Project through the community roundtables, providing written submissions or attending workshops and one-on-one discussions with the Wellbeing Project team.

Key areas of feedback from the Ministerial Advisory Councils and Reference Groups included:

- the importance of agency and self-determination;
- participation in co-design, person-centred services and being heard;
- accessibility and “dignity of access” priorities;
- safety for all;
- creativity and expression;
- the value of working and ability to work;
- considering the cost of living and basic needs;
- the role of carers;
- transparency of Government processes; and
- consulting with young people.

Academia



Academic experts in the field of social policy, mental health, Aboriginal and Torres Strait Islander health, children and young people, and community wellbeing were consulted in relation to the Wellbeing Project. Academic organisations represented included the University of Canberra, ANU, Deakin University and Murdoch University. Advice from the academic experts from the University of Canberra was called upon regularly throughout the duration of the Wellbeing Project. Key areas for academic involvement included assisting in designing and delivering the wellbeing consultation process, domain and indicator design, assistance in understanding framework developments in other jurisdictions, and advice on identifying wellbeing outcomes for specific groups of the population.

Important feedback from academic organisations included:

- wellbeing measurement should have clear objectives;
- wellbeing-focused budgeting is what makes the difference;

- effective wellbeing frameworks help break down government silos;
- wellbeing frameworks are most effective when there is a clear focus on equity of opportunity, supporting the most vulnerable, and intergenerational equity;
- design principles around good indicator development; and
- insights into international developments with wellbeing frameworks.

Government agencies



Throughout the development of the Wellbeing Framework, ACT Government representatives played an integral role in reviewing and considering feedback from the broader community and determining how that feedback could be translated into achievable and realistic wellbeing indicators and wellbeing domains, and bringing a perspective from the policy development and service delivery points of view. This was achieved through a process of collaboration between a small team in the Chief Minister, Treasury, and Economic Development Directorate and an intra-government working group comprising senior members from all other ACT Government Directorates.

CONCLUSION: A CONTINUING CONVERSATION

The ACT Wellbeing Framework has been developed to reflect the views of the ACT community. Over eight months, drawing on an iterative process of gathering feedback from different sectors of the community, the Wellbeing Framework is ready to launch.

The conversation continues, however, as there is an ongoing role for the community in ensuring that the ACT Government appropriately considers Canberran's wellbeing in the development and delivery of the Budget and future policies and programs.

A first reporting of indicator data and information will be released in the second half of 2020, in the form of an online dashboard to show Canberrans how we are tracking against our desired wellbeing outcomes. As the development of indicator data progresses, the indicator dashboard will also be enhanced over time.

The development of a Wellbeing Framework for the ACT will need our continued attention to ensure that it appropriately captures what is important to Canberrans and measures our performance as a government and a community. The community will be a key contributor as the Wellbeing Framework is further developed and enhanced over coming years.

APPENDIX A

Community and industry representative organisations, Ministerial Advisory Councils and Reference Groups who participated in the ACT Wellbeing Framework consultation

- A Gender Agenda
- ACT Climate Change Council
- ACT Corrective Services
- ACT Council of Social Service
- ACT Courts and Tribunal
- ACT Government
- ACT Health
- ACT Healthcare Consumer Association
- ACT Heritage Council
- ACT LGBTIQ+ Ministerial Advisory Council
- ACT Policing
- Advocacy for Inclusion
- Aids Action Council
- Alcohol Tobacco and Other Drug Association ACT
- Athletics ACT
- Australian Bureau of Statistics
- Australian Healthcare and Hospitals Association
- Australian Human Rights Commission
- Australian Institute of Health and Welfare
- Australian Medical Association
- Australian National University
- Australian Nursing and Midwifery Federation
- Australian Research Alliance for Children and Young People
- Belconnen Arts Centre
- Better Renting, Canberra Community Clubs
- Brindabella Christian College
- Canberra Alliance for Participatory Democracy
- Canberra Business Chamber
- Canberra City Care
- Canberra Institute of Technology
- Canberra Multicultural Community Forum
- Care Financial Consulting
- Carers ACT
- Catholic Care
- CFMEU
- Chief Minister
- Coalition of Major Participation Sports ACT
- Combined Community Councils ACT
- Communities at Work
- Community Housing Canberra
- Conservation Council
- Construction Charitable Works, ACT Branch
- Construction, Forestry, Maritime, Mining and Energy Union Create Foundation
- Council of Academic Public Health Institutions Australia
- Council on the Ageing
- Diabetes NSW
- Early Childhood Advisory Council
- Environmental Defenders Office ACT
- Families ACT
- Forum Australia
- Gambling and Racing Commission
- Gungahlin Community Council
- Hands Across Canberra
- Havelock Housing
- Health Care Consumers' Association
- Health Complaints Commissioner ACT
- Heart Foundation
- Housing ACT
- Housing Industry Association
- Inner South Canberra Community Council
- Landcare ACT
- Landcare Australia
- Mental Health Consumer Network
- Migrant and Refugee Settlement Services Australia Inc
- Ministry Advisory Council on Women ACT
- Minister's Creative Council
- Monash Sustainable Development Institute
- Multicultural Advisory Council
- Multicultural Communities Council Illawarra
- Multicultural Seniors Group

- Multicultural Youth Services ACT
- National Council of Women
- National Disability Services
- Nutrition Australia
- Office of Child Support Enforcement
- Partners in Culturally Appropriate Care
- Pedal Power ACT
- Planning and Sustainable Development Directorate
- Planning Institute Australia
- Public Advocate and Children and Young People Commissioner
- Public Health Association of Australia
- Red Cross
- Screen Canberra
- St Vincent De Paul Society
- Tenants Consultative Group
- Transport Canberra and Community Services
- Treasury and Economic Development Directorate
- Tuggeranong Community Council
- Unions ACT
- Uniting Care Kippax
- University of Canberra
- UNSW Canberra
- Volunteering and Contact ACT
- Women with Disabilities ACT
- Women's Centre for Health Matters
- Women's Legal Centre
- Youth Coalition
- YWCA Canberra



Chief Minister, Treasury and Economic
Development Directorate