# Community Views Survey Cycle 1 (Part A & B) 2018

[Background 2](#_Toc520382344)

[Topics 2](#_Toc520382345)

[Demographics 2](#_Toc520382346)

[ACT Government priorities 2](#_Toc520382347)

[Housing 2](#_Toc520382348)

[City maintenance 3](#_Toc520382349)

[Graduated licensing scheme 3](#_Toc520382350)

[ACT’s climate change strategy 3](#_Toc520382351)

[Public safety 4](#_Toc520382352)

[Diversity 4](#_Toc520382353)

[Assisted Dying 4](#_Toc520382354)

[Social media 4](#_Toc520382355)

[YourSay 5](#_Toc520382356)

[Early Years Education 5](#_Toc520382357)

[Youth Employment 5](#_Toc520382358)

[subUrban Renewal – Canberra Technology Park 5](#_Toc520382359)

[Stamp duty 6](#_Toc520382360)

[Canberra Rail Line 6](#_Toc520382361)

[International flights from Canberra 6](#_Toc520382362)

## Background

* Orima Research is contracted to design the omnibus research program to seek the community’s views on the priorities, projects and programs of the ACT Government.
* The annual program consists of four surveys of 600 respondents each using Computer Assisted Telephone Interviewing (CATI) methodology. Respondents are stratified by region - North Canberra; South Canberra; Woden and Weston Creek; Belconnen and Gungahlin; and Tuggeranong. Overall results are provided at 95% ± 4pp confidence level.
* Each Directorate was given the opportunity to include topics of interest to support policy, initiative and project development.
* Two 15-minute surveys were conducted during March and April 2018.

## Topics

### Demographics

* Both surveys used a stratified random sample approach across the seven broad regions within the ACT: Belconnen, Gungahlin, North Canberra, South Canberra, Woden, Weston Creek and Tuggeranong to enable reporting on a region by region basis.
* In order to correct for the skews resulting from the equal sample sizes within each region, the data has been weighted so as to reflect the relative size of each survey region when reporting on the results for the ACT as a whole.

### ACT Government priorities

* The questions ask how well informed individuals feel about services and what they believe to be the priorities for government.
* Overall satisfaction with government services was 77% and satisfaction with the range of services was 76%. 73% of Canberrans felt well informed about the range of services and 62% felt they were well informed about services in their suburb.
* ACT Government’s provision of health and education services continue to be the highest priorities for Canberrans.

### Housing

* The Environment Planning and Sustainable Development Directorate (EPSDD) undertook this research to understand the current residential living conditions of Canberrans, their living arrangements and future housing aspirations.
* The research found that the majority of respondents (60%) were probably not or definitely not going to buy in the ACT region in the next five years. For those that were looking to buy, nearly half were considering downsizing.
* This work will be used to inform the [Housing Choices engagement](https://yoursay.act.gov.au/housing-choices).

### City maintenance

* As part of the [City services and a Better Suburbs Statement for Canberra](https://yoursay.act.gov.au/BetterSuburbs) engagement, the Transport and City Services Directorate (TCCS) wanted to better understand what Canberrans perceived to be the priorities for city maintenance services.
* The results outlined perceived maintenance priorities for Canberras and its regions.
* The highest priorities across Canberra were maintained and connected roads, parks and public amenity, effective litter and waste collection, safe and connected footpaths and trees, shrubs and greenery in public places. The results varied slightly on a regional level.
* The directorate is using the insights to inform a [Citizen’s Forum](https://yoursay.act.gov.au/BetterSuburbs) in July and August 2018.

### Graduated licensing scheme

* The Justice and Community Safety Directorate (JACS) undertook research on attitudes towards proposed reforms to the graduated licensing scheme before the [Your Plates Review](https://yoursay.act.gov.au/your-plates-review) opened on YourSay in April 2018.
* The results demonstrated strong support for the total ban on the use of mobile phones, including hands free devices for both L and P Plates (85% either agree or strongly agree). There was also support (68%) for the introduction of a miniumum 120 supervised learner driver hours, including 15 hours at night and for restrictions on the number of passengers aged between 16-24 years in the car at any one time while a first year P plater (67%). 40% agreed or strongly agreed with the banning or restricting of first year P platers from driving between midnight and 5 am and 50% disagreed or strongly disagreed.
* The directorate is using the research to inform the proposed changes to the graduated licensing scheme.

### ACT’s climate change strategy

* The Environment Planning and Sustainable Development Directorate (EPSDD) sought to understand the community’s support for the ACT Government’s approach to dealing with climate change.
* The research revealed that the awareness of the government’s commitment to climate change is at 51%.
* 76% of people support the ACT Government’s commitment to being a world leader in addressing climate change. 71% of Canberrans were concerned about how Canberra will be impacted by climate change.
* The research also demonstrated that one in four households in Canberra have solar panels on their home residence. The cost of panels and renting were two of the major reasons preventing people having them installed.
* The directorate is using the data to inform the [ACT’s Climate Change Strategy towards a Zero Emissions Territory.](https://yoursay.act.gov.au/zero-emissions)

### Public safety

* The Office For Women wanted to understand how people perceive safety in public.
* The research showed that most people felt safe during the day in public spaces (97%), while at night time people felt less safe when they were alone (only 58%).
* The data will be used as part of the [ACT Women’s Action Plan 2017-19](http://www.communityservices.act.gov.au/women/womens-plan-2016-26/reporting) and ACT Strategy on the Prevention of Violence Against Women.

### Diversity

* The Community Services Directorate (CSD) set out to gain community feedback about how people would like the ACT Government to create a more multicultural friendly community.
* The highest priority by far was partnerships with existing organisations and sporting clubs (44%) followed by employment opportunities at 36% and communication materials in other languages (36%).
* These results will be used as part of the [ACT Multicultural Framework 2015 – 2020.](http://www.communityservices.act.gov.au/multicultural/act-multicultural-framework-2015-2020)

### Assisted Dying

* Currently the ACT and the Northern Territory cannot pass their own legislation on assisted dying, these questions were used to gauge whether Canberrans supported the legalisation of assisted dying policies.
* This research supports in principle the concept of legislation supporting assisted dying in the ACT. 82% of people agreed/strongly agreed that if someone is suffering from a terminal or incurabable illness and wishes to end their own life they should be allowed to do so.
* 79% agreed or strongly agreed that the ACT should have the right to pass its own legislation on assisted dying.
* This research will be considered in future policy decisions.

### Social media

* The Chief Minister Treasury and Economic Development Directorate (CMTEDD) sought to better understand Canberrans social media preferences for receiving information about what is happening in Canberra.
* The data reveals Canberrans look to social media to keep informed and that the ACT Government social media channels are among the preferred channels for information.
* It showed people are most interest in local arts, entertainment and sport and transport infrastructure.
* These insights are being used by the directorate to refine the way the ACT Government uses social media to interact and inform people.

### YourSay

* CMTEDD sought to gauge the community’s awareness of the YourSay platform for community engagement.
* The research showed that a high percentage of Canberrans were yet to experience the site (87%), while those who had (13%), were satisfied with the online offering.
* These insights are being used by the directorate to refine the YourSay platform and improve the engagement experience for online users.

### Early Years Education

* The Education Directorate wanted to test the perceived benefits of NAPLAN in determining the quality of education.
* Of those who had heard of NAPLAN, almost half thought it wasn’t useful for determining the quality of education provided at a school.
* Education also wanted to better understand the perceived benefits of 3-4 year olds participating in pre-school, day care, after school care and playgroups. 90% thought is was good for socialisation and 28% for early exposure to routine.
* These insights will be considered as part of the [Future of Education](https://yoursay.act.gov.au/futureofeducation) engagement.

### Youth Employment

* The [Youth Advisory Council](http://www.communityservices.act.gov.au/ocyfs/youth/youth-interact/youth-advisory-council) wanted to better understand the support that young people needed to get a start in an employment pathway.
* The research shows people thought young people needed more opportunities for study and practical work experience, vocational couselling and more apprenticeships targetted at young people.
* The data will be used by the Youth Advisory Council to inform their actions.

### subUrban Renewal – Canberra Technology Park

* As the ACT Government has been considering a possible upgrade and enhancement to the infrastructure at [Canberra Technology Park](https://yoursay.act.gov.au/future-site-use-old-watson-high-school), CMTEDD sought to get statistically sound data to inform the decisions being made about the precinct.
* The results showed 85% fully or moderately supported possible upgrade and enhancement of Canberra Technology Park (the Old Watson High School site) consistent with [feedback received through other engagement activities](https://www.yoursay.act.gov.au/download_file/2363/797).
* The results also showed 70% fully or moderately supported the attraction of private investment to facilitate these upgrades.
* The results have been considered as part of the [Canberra Technology Park engagement](https://yoursay.act.gov.au/future-site-use-old-watson-high-school) and are being considered as part of the final report.

### Stamp duty

* CMTEDD asked questions about Stamp Duty to gauge public awareness of the actions the ACT Government has been taking to eventually abolish the duty.
* The results revealed that half of respondents were not aware that stamp duty was being abolished.
* Most people were supportive (67% definitely supportive) of first home buyers being eligible for a stamp duty concession regardless of whether they purchase a new or established home.
* The directorate will use the information as part of ongoing efforts to improve [public information about land duties.](https://www.revenue.act.gov.au/land-duties/land-duties)

### Canberra Rail Line

* TCCS wanted to better understand people’s use of rail links to Sydney and the potential for usability if they were to be improved in the future.
* The data showed that people would use rail if it were faster than the bus, more affordable and more frequent.
* The research will be considered as part of the [Transport for Canberra Policy](https://www.transport.act.gov.au/about/policy/transport_for_canberra_policy).

### International flights from Canberra

* With Singapore Airlines and Qatar beginning international flights from Canberra, Visit Canberra wanted to better understand people’s awareness and potential use of the new services and gauge the impact of Singapore Airlines removing flights to Wellington.
* 21% said they would be definitely or probably fly direct to Singapore in the next 12 months. 10% said they would definitely or probably fly direct to Qatar. 78% said the removal of the direct service to Wellington would have no effect on their travel plans. 12% said it would make them less likely to travel to Wellington/New Zealand.
* This research will be used as part of benchmarking and ongoing measurement of Visit Canberra.