

YOURSAY TO 2020

Report on What We Heard



STRENGTHENING ENGAGEMENT

The ACT Government is committed to improving engagement with Canberrans. This includes:

- greater coordination of projects and initiatives that need the community's views
- encouraging greater participation from across our diverse community, and
- improving how government listens and closes the loop.

To track the improvements, the ACT Government asked Canberrans about their [experience engaging with the government in 2018](#). In 2019, we checked in again.



THE CONVERSATION

The community was asked to share their views via a survey at www.yoursay.act.gov.au from Monday 4 March 2019 to Monday 29 April 2019. The survey was promoted through the YourSay subscriber e-newsletter and the Our Canberra e-newsletter that is sent to more than 50,000+ Canberrans. We particularly wanted to hear from Canberrans who had engaged with government.

A statistically representative [phone survey](#) of 600 randomly selected Canberrans across a range of ages and geographic locations was also conducted in March/April 2019 which included questions to measure awareness of government services and the YourSay engagement website.

WHO ENGAGED

182 people participated in the YourSay online survey, and 600 people took part in the statistically representative phone survey.

Phone survey participants broadly match the age range, geographic location and gender of the Canberra community. Most of the people who responded to the online survey responded as members of the community, rather than representatives of organisations. The age range was:

- 4.3% aged under 24
- 12.8% aged 25-34
- 15.5% aged 35-44
- 18.7% aged 45-54
- 16% aged 55-64
- 8% aged over 65
- 24% preferred not to say or didn't answer.



Key insights from the online survey and phone research

Ways you engage

1. Most respondents to the online survey said they engage with the government by completing a survey, visiting the YourSay website and or using *Fix My Street*. Writing a submission or email are also popular ways to engage. This is broadly consistent with the 2018 online survey.
2. In the statistically representative phone survey, 20% of respondents said they had accessed or provided feedback through the YourSay website. Awareness of YourSay is improving with this figure up from 13% in February 2018.
3. Of the 20% who said they have accessed or provided feedback on YourSay, 83% were interested in providing feedback after accessing the website.
4. There was strong interest from phone survey respondents in joining the new YourSay Community Panel, with 45% of respondents providing an email address so that they can be advised about its launch.

How you find out about government services and engagements

5. 72% of phone survey respondents felt they were 'well informed' about ACT government services at the territory level. 31% of phone respondents said their preferred channel of receiving information is through the ACT Government's Our Canberra newsletter in the mail.
6. When searching for ACT Government information, 76% of phone survey respondents found the information they were looking for. ACT Government websites (47%) and Google searches (18%) were the channels respondents most frequently used to find out information from the ACT Government.
7. 39% of the online survey respondents said the [YourSay e-newsletter](#) is how they found out about an engagement opportunity. 20% of respondents said ACT Government social media was the source of their information, and 18% said the [Our Canberra \(digital\) newsletter](#).

What you like about the engagement process

8. In the statistically representative phone survey, of the 20% who said they have accessed or provided feedback on YourSay, 73% felt the YourSay website was easy to use and 73% felt as though they were given the opportunity to have their say through the website.
9. Most online survey respondents thought the information provided on the topic they engaged with was clear and easy to understand. They understood how they could participate in the engagement and provide feedback to government. Around half of respondents thought the engagement activities provided opportunities for a diverse range of views to be heard.
10. Most online survey respondents thought the engagement activity they participated in was inclusive and respectful. Nearly 60% agreed there was enough time to consider information and provide considered feedback. While not directly comparable, this indicates some improvements in this area since 2018.



What you said we could improve

11. Online respondents' views were mixed on whether the engagement felt genuine and if they believed it would be used to shape or inform a decision. One said, *"it seems like a 'tick and flick' community consult"*.
12. Around a quarter of online respondents did not believe they could access information about the feedback government heard in an engagement or information about how the feedback would be used.
13. Some respondents thought accessibility of engagement activities could improve. For example, one respondent commented that, *"those with full-time work, or full-time family/caring responsibilities can less afford to dedicate time and effort to feedback, especially face-to-face consultation sessions"*.

WHAT'S NEXT?

The insights about how Canberrans engage with government will help track improvements and help us identify further practical steps to improve your engagement experience.

We will also shortly be launching a new YourSay Community Panel that will allow Canberrans to provide feedback, opinions and ideas on proposals and local services by completing short online surveys or participating in online discussion forums. Sign up for the [YourSay e-newsletter](#) to keep up to date on the launch.

Key Timings

Feb/March 2018

Engagement Survey #1

March 2019

[Whole of Government Communications & Engagement Plan](#) update released

March/April 2019

Engagement Survey #2

Early 2020

[Whole of Government Communications & Engagement Plan](#) update

THANK YOU FOR YOUR FEEDBACK

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