

# Resident Feedback Register

Local government initiatives for ongoing constituent participation

Updated: 8 October 2007

Constituency	State	Desc & purpose	Active	Size	Freq	Join method	Notes	Contact	Verified
<b>Brisbane</b>	QLD	<b>Your City, Your Say</b> Quarterly newsletters with poll related to theme of newsletter. Occasional focus groups.	<input checked="" type="checkbox"/>	12500		Self-nominate	Est'd 1998 (1 <sup>st</sup> in Australia)	<a href="http://www.brisbane.qld.gov.au/yoursay">www.brisbane.qld.gov.au/yoursay</a>  YCYS Policy Officer: Ben Christian 07 3403 4103 <a href="mailto:poycys@brisbane.qld.gov.au">poycys@brisbane.qld.gov.au</a> <a href="mailto:ben.christian@brisbane.qld.gov.au">ben.christian@brisbane.qld.gov.au</a>	Apr 2007
<b>Noosa</b>	QLD	Decided to proceed, not yet est'd						?	
<b>Bankstown</b>	NSW	<b>Consultation Register</b> , for contacting residents to participate in focus groups and targeted phone surveys.	<input checked="" type="checkbox"/>	100+		Self-nominate via <i>Have your say</i> postcard or website		Community Research Officer 02 9707 9876 <a href="http://www.bankstown.nsw.gov.au/comm/commresearch/index.cfm">www.bankstown.nsw.gov.au/comm/commresearch/index.cfm</a>	Apr 2007
<b>Ku-ring-gai</b>	NSW	<b>Resident Feedback Register</b> also <b>Email Consultation Panel</b>	<input checked="" type="checkbox"/>	RFR: 250 Panel 4000+		RFR: random Panel: self-nominate	RFR requires new sampling. Panel populated from other consultations, kiosks, website, newsletter.	Colin Johnston, Manager Coordination and Research 02 9224 0916 <a href="mailto:cjohnston@kmc.nsw.gov.au">cjohnston@kmc.nsw.gov.au</a> Jeremy Pendergast 02 9424 0934	Apr 2007
<b>Marrickville</b>	NSW	Community panel				Self-nominate		?	
<b>Newcastle</b>	NSW	Currently planning and seeking approval to operate a panel.						Michelle Bryne, Communications Mgr <a href="mailto:mbryne@ncc.nsw.gov.au">mbryne@ncc.nsw.gov.au</a>	Apr 2007
<b>Parramatta</b>	NSW	<b>Residents panel</b> Large panel size allows for targeted sub-sampling. Survey, discussion groups, even expert subpanels from community.	<input checked="" type="checkbox"/>	2000+	4 cons. per yr.	Random selection from self-nominated (website, postcard, mall stand, etc)	Est'd Oct 2004 Team won LGMA Gold Medal Award for Management Excellence	Gen Mgr John Neish Staff project officers: Wade Clark <a href="mailto:wclark@parracity.nsw.gov.au">wclark@parracity.nsw.gov.au</a> Alison Reilly 02 9806 5245 <a href="http://www.parracity.nsw.gov.au/residents/residents_panel">www.parracity.nsw.gov.au/residents/residents_panel</a> Organised Consulting Councils Focus Group (NSW)	Apr 2007
<b>Rockdale</b>	NSW							Referred by Strathfield and Parramatta Rena Day	

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<b>Strathfield</b>	NSW	<b>Community Consultation Panel</b>	<input checked="" type="checkbox"/>	150	3 polls per yr	self-nominate postcards	Est'd 2005  Surveys by post, surveymonkey not taken up well.	Community Liaison Officer Kati Angelides 02 9748 9978 kati.angelides@strathfield.nsw.gov.au  <a href="http://www.strathfield.nsw.gov.au/page/council/about-strathfield/community-involvement/community-consultation-panel/">www.strathfield.nsw.gov.au/page/council/about-strathfield/community-involvement/community-consultation-panel/</a>	Apr 2007
<b>Wollongong</b>	NSW	Currently planning and seeking approval to operate a panel						Social planning and engagement coordinator, Joanna Gould	Apr 2007
<b>Whyalla</b>	SA	<b>Community Barometer</b>	N	n1=650 n3=180	1/yr	Init: random selection.  early-bird prizes in following yrs	Longitudinal survey 2003-2005	Conducted by Applied Stats Unit, Centre for Regional Engagement, Uni SA. John Petkov Sue Crozier  <a href="http://www.whyalla.sa.gov.au/webdata/resources/files/Barometer_Survey_-_Stage_3.pdf">www.whyalla.sa.gov.au/webdata/resources/files/Barometer_Survey_-_Stage_3.pdf</a>	Apr 2007  web only
<b>Bayside</b>	VIC	<b>Community Panel</b>	<input checked="" type="checkbox"/>	500+	4 cons. per yr.	Self-nominate	Est'd 2002	Kathryn Holland, 03 9599 4400, kholland@bayside.vic.gov.au	Apr 2007
<b>Boroondara</b>	VIC	<b>Community Voice</b>	<input checked="" type="checkbox"/>	700+	4-8 surveys per yr	Random selection	Est'd 2005 Some polling targeted at subgroups on list.	Community Planning Dept Project officer Katie MacDonald 03 9278 4723	Apr 2007
<b>Frankston</b>	VIC	<b>Consultation Database</b> (different from The Pulse)	<input checked="" type="checkbox"/>	200 (want 5K)	as req'd	Self-nominate (kiosk, festival, brochure)	Also opt-ins from other consultation methods	Amy Parsons 03 9784 1062 amy.parsons@frankston.vic.gov.au	Apr 2007
<b>Moonee Valley</b>	VIC	<b>Citizens Panel</b> Surveys and focus groups	<input checked="" type="checkbox"/>	100 (500 by 2008)	4-5 per yr.	Self-nominate	2004	<a href="http://www.mvcc.vic.gov.au/Page/Page.asp?Page_Id=219&amp;h=0">www.mvcc.vic.gov.au/Page/Page.asp?Page_Id=219&amp;h=0</a> Social Research Officer Ross Goeman 03 9243 8814, rgoeman@mvcc.vic.gov.au	Apr 2007

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Nillumbik	VIC	<i>Talkback Panel</i>	<input checked="" type="checkbox"/>	500	4-5 per yr.	Self-nominate	2006	Emma Riordan 03 9433 3188 <a href="mailto:talkback@nillumbik.vic.gov.au">talkback@nillumbik.vic.gov.au</a> <a href="http://www.nillumbik.vic.gov.au/Page/page.asp?Page_Id=1029&amp;h=1">www.nillumbik.vic.gov.au/Page/page.asp?Page_Id=1029&amp;h=1</a>	Apr 2007
Whitehorse	VIC	<i>WINX: Whitehorse Information Network Exchange</i>							
Wyndham	VIC	<i>Household Panel</i>	<input checked="" type="checkbox"/>	700	4 polls per yr	Self-nominate	won the National Award for Innovation in Local Government (Community Services section) in 2001	David Rasmussen <a href="mailto:david.rasmussen@wyndham.vic.gov.au">david.rasmussen@wyndham.vic.gov.au</a>	Apr 2007
Yarra	VIC	<i>Yarra Matters Panel</i>	<input checked="" type="checkbox"/>				Est'd 2006	Isha Scott, Community Advocacy 03 9205 5160	awaiting response
Yarra Ranges	VIC	<i>Community Pulse</i> surveys	<input checked="" type="checkbox"/>	900	6 per yr	Random sampling Local hamper draw	Est'd 2004	Sherriden Sloan 03 9294 6751 <a href="mailto:s.sloan@yarraranges.vic.gov.au">s.sloan@yarraranges.vic.gov.au</a> <a href="http://www.yarraranges.vic.gov.au/Page/Page.asp?Page_Id=461">www.yarraranges.vic.gov.au/Page/Page.asp?Page_Id=461</a>	Apr 2007
United Kingdom		<i>People's Panel</i> , Cabinet Office—MORI Investigated public expectations of government services	<input checked="" type="checkbox"/>	5000 + 1000 topup + 830 minorities		Random sampling	1998-2002, now archived by Ipsos 1 <sup>st</sup> reference panel in world at national level	<a href="http://archive.cabinetoffice.gov.uk/servicefirst/2000/panel/Summary.htm">archive.cabinetoffice.gov.uk/servicefirst/2000/panel/Summary.htm</a> <a href="http://www.ipsos-mori.com/polls/panel.shtml">www.ipsos-mori.com/polls/panel.shtml</a>  Ipsos Mori Participation Unit <a href="http://www.ipsos-mori.com/participation">www.ipsos-mori.com/participation</a>	Apr 2007  web only

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Lewisham	UK	<i>Citizens Panel</i>	<input checked="" type="checkbox"/>	1000+		Random selection	1998-		
Wandsworth	UK	<i>Residents Panel</i>		1000+		Random selection	1999-		
Derby	UK	<i>Derby Pointer Citizens Panel</i>				Random selection	surveys by internet		

The following councils in NSW have had satisfaction surveys completed by IRIS Research P/L ([www.iris.org.au](http://www.iris.org.au)):

From AMRS Research News (July 2006)  
[www.mrsa.com.au/index.cfm?a=detail&id=2197&eid=124](http://www.mrsa.com.au/index.cfm?a=detail&id=2197&eid=124)

*...IRIS also uses deliberative methods when working with local governments on complex issues, by forwarding information to a randomly selected sample of potential participants for deliberation and then following up with a telephone survey.*

- Auburn Council
- Bathurst City Council
- Blue Mountains City Council
- Camden Shire Council
- Eurobodalla Shire Council
- Guyra Shire Council
- Goulburn City Council
- Kiama Shire Council
- Lane Cove Municipal Council
- Liverpool City Council
- Parramatta City Council
- Penrith City Council
- Shellharbour City Council
- Shoalhaven City Council
- Sutherland Shire Council
- Wingecarribee Shire Council
- Wollongong City Council

## Other Notes

The majority of citizens registers maintained by local councils in Australia are populated by self-nomination by citizens. Several coordinators mentioned that this does not capture a broad distribution of citizens along demographic lines. For example, most self-nominated panellists are middle-aged, employed ratepayers. Youth is a particular segment that is under-represented. Councils with 500 or more panellists are active in promoting their facility using postcards in cafes, stands in malls, etc. Only a few councils (eg Parramatta, Brisbane) claimed to be trying to enrol at least 1% of their population.

Most councils do not reward citizens for their participation—several coordinators expressed the view that such inducements weren't right. However, a few councils offered random-draw gifts or discounts to council services.

Some councils like Brisbane poll everybody on their list, and then perform analysis which weights the results on demographic dimensions. Other councils poll a demographically-consistent sample, perhaps as a sub-sample of their database.

In NSW, Craig Johnston (Ku-ring-ai) and Wade Clark (Parramatta) have established the **Consulting Councils Forum**. The social researchers and staff responsible for consultations meets on a regular basis to talk about how they are going about their work with public engagement. Other councils who have attended include Rockdale, Lane Cove, Sutherland, Randwick, Port Stephen, Coffs Harbour, Newcastle, Wollongong and Penrith. Some are planning RFRs.