Investigation into the ACT Government's tree management practices and the renewal of Canberra's urban forest

Strategic Communications Workshop

13-14 May 2010

Prepared for

The Office of the Commissioner for Sustainability and the Environment – ACT

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EngageAus

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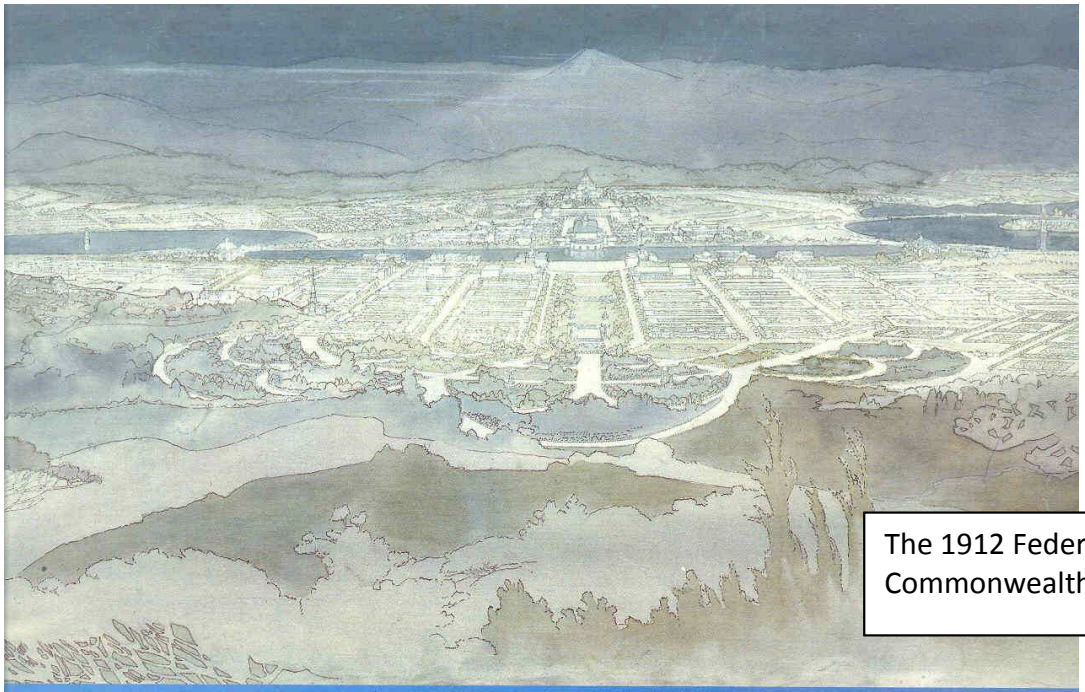
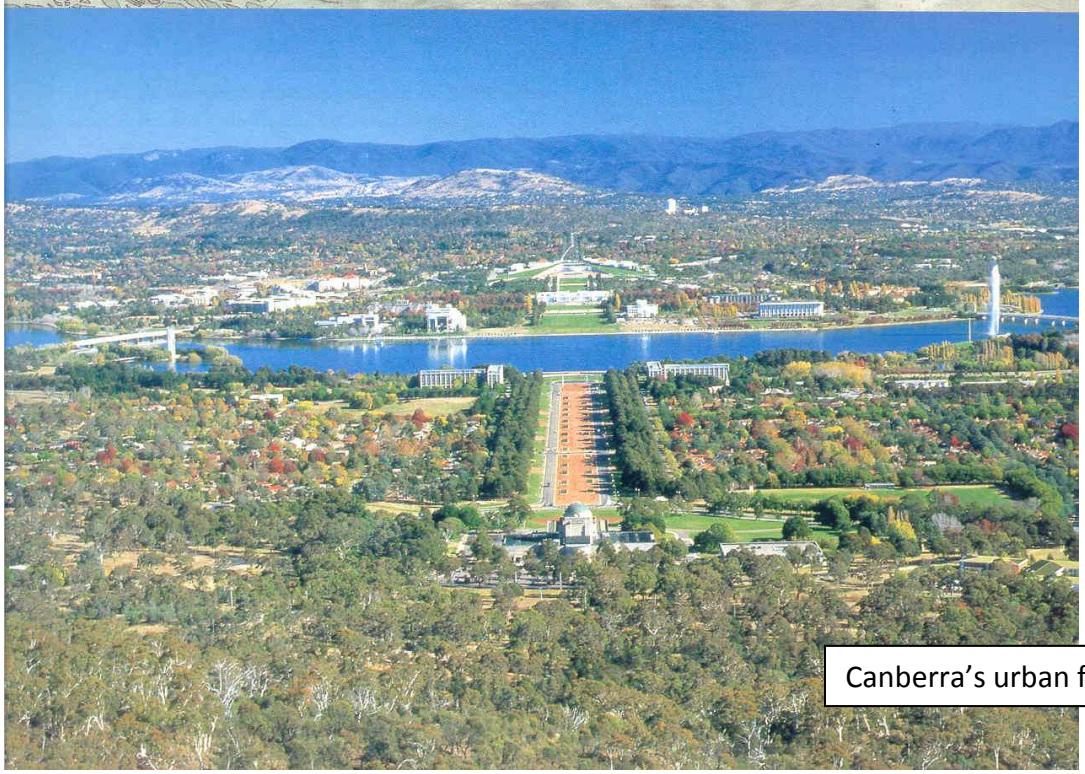


The 1912 Federal Capital Commonwealth vision



Canberra's urban forest legacy

Excerpt from presentation, *Canberra and Trees,* Dr Dianne Firth, 15 February 2010

1. Introduction

On 3 December 2009 the ACT Commissioner for Sustainability and the Environment, Dr Maxine Cooper, was directed by the Minister for Environment, Climate Change and Water, Simon Corbell to conduct an investigation into ACT tree management practices and the renewal of Canberra's urban forest. The terms of reference are provided at Appendix A. A Reference Panel was established for the purposes of the Investigation (see Appendix B).

Following two public forums, an additional topic-specific forum on birds, and an invitation to the public for submissions on the investigation, a process of deliberative discourse was established to bring together the ideas and beliefs of experts and residents who had shown interest in, and commitment to, the investigation. During the course of the investigation, communication issues were expressed as a key concern.

The Strategic Communications Workshop was part of the community involvement process for the Investigation. Its purpose was to provide well founded input and advice, particularly in terms of communication, to the Commissioner for Sustainability and the Environment.

The key outcome of the deliberation was to, within the Terms of Reference of the Investigation, identify the most effective ways to communicate with the Canberra community on tree management issues.

This included identifying:

- the type of information people expect on tree management;
- when communities/residents expect to be involved in decision making;
- opportunities for community involvement and at what level – especially in relation to streets and parks; and
- resource implications associated with an effective long term tree management program.

Participants were also invited to consider policy options and make recommendations which could include the areas of:

- processes and procedures for community consultation, and decision making in relation to tree management;
- tree management policies including replacement species, remnant vegetation and solar access; and
- resource allocation priorities for long-term tree management programs, including communication, education and awareness of change and renewal.

The deliberations at the workshop provide recommendations for consideration in the production of the final report presented by the Commissioner for Sustainability and Environment to the ACT Government.

The workshop was conducted by an alliance service EngageAus, Community Engagement Australia, incorporating specialists from BEACONHILL and the Australian Centre for Deliberative Democracy and Global Governance (ANU). This report provides a summary of the workshop process and outcomes as well as the issues raised. Participant opinion charting, collected through pre and post workshop assessments, is presented and analysed by Dr Simon Niemeyer of the Centre for Deliberative Democracy and Global Governance in a separate report, which should be considered in conjunction with this document.

2. Workshop

The Workshop Process

The workshop brought the strands of community interest, inquiry and research together into a meaningful process for shared consideration and reflection by community and stakeholder interests.

The Strategic Communications Workshop consisted of six phases:

- identification and invitation of participants and speakers;
- pre-workshop assessment;

- introduction and information evening;
- four diverse discussion groups;
- post-survey assessment; and
- reporting.

The workshop participants attended one and a half days of information and discourse. The workshop began on the Thursday afternoon, providing an opportunity for attendees to meet and interact over coffee and dinner, and to hear from the Commissioner, and four other short presentations on key areas from expert speakers. All participants also spent forty-five minutes prior to the presentations, participating in a pre-discourse opinion charting exercise.

Preparations

A rigorous process for selection of participants was put in place. A cross-section of participants was established to correlate broadly to the goals of the investigation and the topics of the workshop. Consideration was given (by Office of the Commissioner for Sustainability and the Environment staff and the facilitation team) to represent the diversity of opinion expressed through various forums and submissions, and the capacity of individuals and groups to contribute effectively to the topics.

Attendees were drawn from the pool of contributors and workshop attendees, and other related areas of expertise (Appendix C). The attendees were identified against a spread of topics highlighted during the investigation process. Equal numbers of community members and technical experts were initially selected via one of three involvement methods:

- those who had both made a submission and attended a forum;
- those who did one or the other; and finally
- those who had approached and had interaction with the OCSE on tree management issues.

A ten page background paper was provided to participants on 11 May 2010 highlighting the process and program, and the selection process of participants. It also provided the four key group discussion topics, and potential policy considerations (see Appendix D).

Pre and Post Discussion Exercise

Dr Niemeyer introduced participants to the exercise, explaining that it would assess perceptions and attitudes toward tree management issues. The pre workshop data would be compared to the post workshop data, and an analysis of the information would be presented to the Commissioner. On Friday afternoon he explained that the pre and post opinion charting exercise was a tool to consider how to capture the thinking and ideas expressed at the workshop, to try to understand the nature of different perspectives, and to contribute to good decision making. He would also map out perspectives showing where there are overlaps in agreement and disagreement of perceptions. Dr Niemeyer's analysis would be part of a discrete report.

Presentations: Thursday evening

The Tree Investigation – Dr Maxine Cooper, Commissioner for Sustainability and the Environment

Dr Maxine Cooper welcomed all participants and informed them of the Investigation process. Dr Cooper also highlighted the purpose of the workshop and the issues under consideration. Reflecting on Professor Ian Lowe's ideas of opportunities and moments in time, Dr Cooper reminded participants that we need discontent to consider a vision; and a vision to establish pathways; and commitment to those pathways, for future development. "The future is not somewhere we are going, it is something we are creating". She encouraged all attendees to actively participate in the workshop process and to make recommendations for a way ahead on tree issues.

Tree Management history in the ACT – Dr Dianne Firth, Head of Landscape Architecture, University of Canberra

Dr Firth walked the workshop through a pictorial and brief history of the development and management of Canberra and the environmental and government challenges with which it had to contend. She concluded that trees were well managed when there were:

- Clear urban landscape and design principles, policies and strategies;
- One person in charge over a longish period (approx 10 years);
- A clear chain of command and responsibility;

- Implementation and follow-up by people with excellent knowledge & skills;
- Proactive rather than reactive responses to change; and
- Political and community support.

Trees in the urban context – Mr Greg Waddington, Architect, Director, The Expert Client

Highlighting the need to look at buildings, structure, and street landscape, when considering solar impact, Mr Waddington discussed the interrelationship and impact of sunlight and trees on buildings. He informed the workshop that "no shadow impact on development would mean no trees."

His research showed the progression of solar radiation throughout a day, suggesting that solar geometry should be possible for a mix of evergreens and deciduous trees. He informed attendees that if evergreens are planted north-south then they will not impact on a dwelling's solar efficiency. Northern boundaries can have smaller deciduous plantings. He stressed the importance of trees as a wildlife corridor also as "they activate their spaces."

The Changing Landscape – Dr Philip Gibbons, Fenner School, ANU

Considering the role and placement of trees, Dr Gibbons regarded trees with dead branches to be "only a risk if they have a target." He judges the urban forest to be diverse, and therefore "there are some places where people don't linger"; and some places where eucalypts with tree hollows are not a threat to people or their property. Dr Gibbons informed the workshop that Australia has the fastest growing population of any OECD country, and as such, development will necessarily go through our urban forests, and that biodiversity offsets need to be seriously considered.

Community Connections – Ms Genevieve Jacobs, ABC Radio 666

Genevieve Jacobs engaged the participants with a realistic and at times humorous look at the changing climate of Canberra and the impact that drought and water restrictions has had on gardens and people's perceptions of plants, trees and the city.

She acknowledged that people are attached to the living landscape and so it has become an emotional issue. She discussed the need for effective media, and the development of media relations to encourage the provision of information to journalists for radio or print media.

Ms Jacobs encouraged good news stories, and spokespeople who are passionate and who will take responsibility for their comments. She offered to air and present via media as much as she can, when informed.

Subject to their availability, the presentations will be published on the OCSE website at www.envcomm.act.gov.au.

Workshop Friday 14 May, 2010

Following interaction over early morning coffee, the workshop began as participants gathered in a 'horseshoe shape' for open group dialogue. The Principles and Values for the workshop were discussed and confirmed as:

- mutual respect – for all participants and their views;
- a listening environment – seeking to understand and learn from the perspectives of all others in attendance;
- the Chatham House Rule - *"When a meeting, or part thereof, is held under the Chatham House Rule, participants are free to use the information received, but neither the identity nor the affiliation of the speaker(s), nor that of any other participant, may be revealed"*; and
- time is valuable and limited

Participants were reminded that the process of the workshop involved both provision of information, and involvement in discussion groups where dialogue occurred and suggestions were made on four topic areas. Whereas during the previous evening, participants had received a series of short presentations by Government and community representatives, Friday was focused upon strategic discussions by participants.

Four methods were used throughout the workshop by participants to identify issues for, and make recommendations to, the Investigation:

- Interactive discussion groups (Results in Appendix E).
- 'Policy Pot' where participants could place their own policy suggestions in relation to tree management (Suggestions in Appendix F).
- 'Cards' were used to collect further ideas, clarifications and suggestions (Appendix F).

- One-on-one discussions with staff.

Four groups, to which participants were randomly allocated, rotated through four workshop topics, providing their thoughts and recommendations, throughout the day. All ideas are recorded in Appendix E, and key recommendations summarised under Section 3 – Outcomes.

The points raised in the discussion groups are to be considered by the Commissioner in the preparation of the report on the Tree Investigation.

Synthesis and Distillation

Following the discussion groups, all participants reconvened in a space where all ideas from all groups were available for consideration, being displayed on the walls and on flip charts. The moderator reflected on several key outcomes:

- Shared understanding of the important issues and challenges associated with the Investigation;
- Over 100 additional suggestions, recommendations or comments had been recorded; and
- Participants now appreciate, to a much greater extent, that the legislative framework and management arrangements are complex.

Emerging Trends

Some of the areas of emerging commonality were highlighted including:

- A twenty first century Vision for Canberra's Urban Forest
    - A vision for Canberra's urban forest, within the wider green infrastructure of the National Capital.
    - A new 100 year vision responding to new challenges (climate change, urban change), setting objectives and key performance indicators (KPIs).
    - This is an opportunity to promote Canberra and its urban forest internationally and nationally

- The urban forest vision would be supported by a layered approach which elevates the focus of consultation to the level which is forward looking and constructive:
  - Broad Landscape Management Policies for the Towns (Belconnen, Woden, Tuggeranong, Gungahlin, Inner North, Inner South)
  - Extensive local consultation on long term tree management plans and work programs at a suburban level (including timing species of replanting programs)
  - Standardised public notice of significant works or removal of trees at the local level
- The urban forest is trans-generational and educational efforts with young people should reflect that.
- The urban forest is bipartisan. Its management and planning should be also bipartisan.

- *A High Level Focus for Tree Management*
  - To bring consistency and confidence to the implementation of actions arising from the Investigation process a high level focus for Tree Management in the ACT is needed, with influence or authority across agencies and jurisdictions. This could be a position, an office, an Authority or another approach (providing oversight and coordination on all tree issues), drawing on the experience of Canberra's development and best knowledge currently available. Participants believed that since self government, there has been a decline in the commitment to Canberra's landscape character, inevitably reflected in governance arrangements and resources. Providing a focus through a high level authority and improved management would help to rectify this.
- *Proactive Community Engagement*
  - Much improved communication processes and proactive community engagement would alleviate a lot of anxiety that is presently experienced

- All groups confirmed the need for multiple communication and information sources to effectively reach the wider, as well as the affected, community.
- Building strong awareness of Canberra's special tree management issues and providing better sources of information was seen as an essential collaborative government and community activity.eg
    - Reaching (and welcoming) new residents when they arrive, and keeping existing residents informed, was considered to be very important, and possible through provision of information and access to more information if required.
    - Printed fact sheets available in public venues such as community halls, shops, shopping centres, libraries churches, together with brochures, regular good news articles in local papers and organisation newsletters, information available on the internet in a central location such as Canberra Connect, and an actual person on the end of a phone who could be dedicated to provided advice to calling residents, were ideas which were all supported. This was seen as a possible collaboration activity between community groups and government.
    - Publications such as "The Canberra Gardener", and "the Trees of Canberra", which residents and arborists alike have used as reference guides, could be reviewed and reprinted.
    - Participants felt that availability of relevant information; and knowing where to find the relevant legislation and plans, were important to communities and government working together in the future.

Feedback

Following the syntheses, participants were invited to comment further and make suggestions regarding the workshop process, and future processes and actions.

Community and government representatives expressed appreciation for the opportunity to participate in the investigation process, and to hear other points of view. Some of the feedback received is listed below:

- A very good process had been used for the workshop and dialogue enabling all to participate and contribute.
- The workshop groups covered the topics of concern.
- Participants had been very apprehensive as they considered it a difficult task to find consent and consensus with all stakeholders; but found the process worked.
- Happy the report is being given to government.
- Let us concentrate on the forests and not get lost in the trees.
- Very appreciative – different process to engage different stakeholders via consent and consensus. Profound influence – good task.
- "The consultative process was good, we did not want to do it as a tick box consultation without the involvement. We realize that not everyone's opinion will be part of policy but the report needs to acknowledge all the views".
    - The Commissioner responded to this with an invitation to all present and anyone interested, to contact her to discuss the direction she is considering heading. She told the group that she was happy to have sessions with anyone, after the report is given to government. She invited everyone to challenge her ... and encouraged everyone to use the processes in place and to influence political arms if need be.
- Some participants preferred to see greater time and effort given to the synthesis and distillation of all views. The moderator explained that whilst tighter synthesis required much greater time, there were many areas of common concern and recommendation, and all recorded comments were available for perusal and would be reported. (The question of if the group needed to agree, lead to the

general consensus that even where there is divergence, as there inevitably is, each of slightly different views on these topics are useful).

- It was agreed that the process that underpins the broad vision needs to be consistent with other planning.
- The question was asked if there had been agreement that we saw the next 100 years in totality for our vision – as a new century. If so what are the key outcome objectives and critical success factors for the implementation of that vision?
  It was agreed to be a potential tragedy if the outcomes were just prescriptive administrative level decisions.
- Participants referred to Di Firth's historical perspective, presented on Thursday night, describing the key people involved in the development and management of Canberra's Urban Forest over different periods. It was suggested that given the current circumstances and challenges Canberra again needs a clear structure with a person in charge. The establishment of an apolitical office responsible for all urban tree management would also help to reduce duplication, confusion and inefficiencies.
- It was suggested that we need to revive the democratic discussions, and consider the values of risk and opportunity. There was serious discussion about the need to elevate the discussion of Canberra trees and to use all existing methods e.g. get politicians involved.
- Continuous conversations were mooted as a good idea and necessary to encourage continuous ownership and dialogue. The need for openness and to rebuild trust, were seen as essential elements to any democratic discourse. This applied to both general discussions and through an established apolitical office.
- The trans-generational nature of Canberra's trees is considered to create a planning dilemma: "How do you put in place things you will not see in your lifetime? Who makes that decision?"
- Participants stressed that the Commissioner's report needs to be a "clear strong document to get some activity and support for the organisations." It was suggested that whoever takes on the political side has to be aware of the skills of staff and the community.

Following the feedback session, the Commissioner thanked all who were involved in organising and participating in the Strategic Communications Workshop, assuring them that all the information gathered will be considered when preparing the final report to the Government.

Next Steps

This report of the workshop has been prepared to contribute to Commissioner's considerations of the overall investigation process. Ultimately, this report will also be made available to attendees. The Commissioner for Sustainability and the Environment also offered feedback and a session of Question and Answer for all participants of the workshop.

The Commissioner indicated that a considerable volume of material was being considered in preparing the final report on the Investigation. The pre and post workshop opinion charts would also be considered in relation to policy options.

Evaluation

All participants were invited to evaluate the workshop by writing their comments on index cards, collected after the afternoon's session. Evaluation feedback was on the whole very positive, with some recommendations for changes to a future event. These comments can be found in Appendix G.

3. Outcomes

The Strategic Communications Workshop was designed to gather information on types of information residents expect; the level of involvement they would like in relation to tree management; the opportunities and types of community involvement existing and recommended; and resource implications.

Through the workshop process support across the participants emerged in several important areas, for example:

- Strong community concern in relation tree management and maintenance as well as tree assessments, removal and replanting

- Improved communication processes and proactive community engagement and education would alleviate a lot of anxiety that is presently experienced
- Increased trust needs to be built between the community and government agencies
- Community engagement is most important in relation to future tree management programs eg the detail and timing of tree replacement, and as well as other major policies – at city, town, and particularly the suburban level.
- Canberra trees need better management – and with that greater capacity and clearer management arrangements, along with common policies and practices.
- Alternative funding methods should be considered to secure resources from community and government to collaborate in effective long term tree management in the ACT.
- The challenges of climate change and urban change dictate that this is a key period in the development of Canberra, and its landscape character; these challenges demand effective engagement with the community.

Consideration of the heritage of Canberra's urban forest and its stewardship by current and future residents and workers resulted in participants suggesting new ways of engaging the community, and particularly in educating and informing the younger generations, and new residents. The opportunity to educate children at school, and through them their parents, about Canberra's history, natural heritage, and integrated landscape, was seen as an important approach.

Clear and available information on legislation and proposed action relating to tree management was required by residents. The establishment of a forum, including Government and non-government members, dealing with tree management issues could assist the management of technical issues and improve communication and information flows.

A significant number of specific suggestions and comments are also contained in the detailed reports in the Appendices E and F, along with report of Dr Niemeyer (separate report). Further consideration and development of this material would be required.

4. Conclusion

A cross-section of participants gathered over one and a half days to consider and discuss tree management issues as related to the Commissioner's Investigation into the Government's tree management practices and the renewal of Canberra's urban forest. The deliberative methods of the workshop encouraged open and honest dialogue, and enabled all participants to voice their opinions and discuss options equally.

Whilst there was a range of perspectives and experiences presented, there was a common concern for what was seen as an erosion of the landscape character; inadequate communication of changes associated with the urban forest renewal process; and a lack of commitment or capacity to protect and enhance the urban forest. There was concern for a long-term vision which would take Canberra into the future, rather than stop-gap planning action.

Participants were very aware of the current challenges for tree management in the ACT and appreciated the opportunity to participate in the Investigation process. Participants also indicated a high degree of satisfaction with the workshop process and a strong degree of commitment to the outcomes.

The value of this workshop would be maximised by establishing a complementary processes for dialogue during the implementation of responses to the Investigation.

APPENDIX A – Terms of Reference – Investigation into the Government's tree management practices and the renewal of Canberra's urban forest

The Commissioner will investigate and report on the following matters:

1. the scope and efficiency of any enhancement that may be required to the Government's existing tree management programs;
2. the benefits and drawbacks of considering funding for urban tree programs separately to climate change initiatives;
3. improved notification and consultation processes to support greater community involvement in urban tree planning and management, including risk mitigation, tree removal and planting;
4. the priority given in tree management decisions to environmental values, solar access and the retention of communities of trees in parks;
5. the sustainable reuse of timber from felled trees;
6. when replanting should occur following the removal of trees, the scope for pre-planting, and principles for the number and species of trees that should be replanted;
7. the need for enhanced management to maintain the survival and good health of trees;
8. appropriate safeguards to ensure contractors follow best practice and adhere to Government tree policies;
9. principles for the decision-making process where it is proposed that a tree is removed or is retained;
10. improvements to the Tree Protection Act or other relevant Acts in light of the above matters; and
11. resource implications associated with an enhanced program.

APPENDIX B – Tree Investigation Reference Panel

Mr Alan Kerlin is President of the Gungahlin Community Council and is a resident of Harrison. He is an advocate of sustainable housing design, and has a history in natural resource management as a former Landcare manager and a former local government Councillor. He has previously served as a community representative on the ACT Planning Minister's Territory Plan Review Reference Panel.

Dr Dianne Firth is Associate Professor of Landscape Architecture, Head of Landscape Architecture, Faculty of Arts and Design, University of Canberra. She is also a Fellow of the Australian Institute of Landscape Architects and Deputy Chair of the ACT Heritage Council. Her research interests cover the designed landscape of Canberra, its values and management.

Professor Don Aitkin AO is presently the Chairman of the National Capital Authority and of the Cultural Facilities Corporation. In a former life he was Vice-Chancellor and President of the University of Canberra (1991-2002), and founding Chairman of the Australian Research Council (1987-1990).

Dr Dorothy Jauncey has been a teacher and principal in the ACT public schools system from 1978 until 1992. After completing a PhD, she has undertaken research at ANU, where she is now a Visiting Fellow. She has lived in Yarralumla for 35 years, her family have all grown up there, and she is interested and involved in planning issues as they impact at the local community level.

Ms Gabrielle Hurley has studied environmental law at the Australian National University graduating with a masters of law in 2009 and has significant experience conducting administrative investigations. She is Director of Investigations at the Australian Capital Territory Ombudsman and is representing this Office.

Mr Geoff Butler has worked in many aspects of horticulture and environment for 38 years. He has been involved with tree assessment and maintenance during that time. He has been self employed for 18 years, during which he has undertaken tree assessment work in Canberra, including preparation of tree management plans and conservation management plans. His main areas of work have been centred on National Lands in the ACT for the NCA and private contractors working for the NCA.

Dr Greg Moore was Principal of Burnley College (Melbourne) for 20 years and Head of the School of Resource Management, University of Melbourne for 5 years. He is interested in horticultural plant science, revegetation, ecology, and all aspects of arboriculture (the scientific study of the cultivation and management of trees). He has written one book, contributed to two others and had 90 papers and articles relating to trees published.

Ms Lyndal Plant is Principal Urban Forest Policy Officer with Brisbane City Council. She is a graduate of James Cook University and a Churchill Fellow with 20 years experience in local government tree management. Lyndal recently completed a review of Brisbane City Council's tree policies.

APPENDIX C – Workshop Attendees

Workshop Participants
Alan Mann
Anne Forrest
Bent Jakobsen
Catherine Neilson
Chris Erett
Damien Haas
David Wild
Di Firth
Els Wynen
Fleur Flanery
Frank Blanchfield
Genette Purnell
Helen McKeown
Henry Burmester
Jack Simpson
Jane Carder
Jean Geue
Jim Laity
John Kenworthy
Keith Storey
Kevin Polglase
Kirsten Miller
Marea Fatseas
Marguerite Castello
Mark Carmody
Meagan Cousins
Michael Reeves
Nora Preston
Phillip Pritchard
Phillip Unger
Steven Thomas
Stuart Pearson
Trish Bootes
Walter Jehne

Facilitators
Kirsty Davies
Larry O'Loughlin (OCSE)
Lincoln Hawkins
Lynne Duckham

Office of the Commissioner for Sustainability and the Environment
Matthew Parker
Maxine Cooper (also a speaker)
Narelle Sargent

ANU Centre for Deliberative Democracy and Global Governance
Simon Niemeyer

Speakers
Dianne Firth (also a participant)
Genevieve Jacobs
Greg Waddington
Philip Gibbons

Administrative
Keryn Willis

APPENDIX D – Briefing Paper: distributed to participants prior to Workshop

BACKGROUND

Canberra, Australia's national capital, is regarded as the bush capital with trees being highly valued.

The establishment of the Tree Investigation arises from elevated community interest and concern regarding tree management in Canberra.

The Investigation

On 3 December 2009 the ACT Commissioner for Sustainability and the Environment, Dr Maxine Cooper, was directed by the Minister for Environment, Climate Change and Water, Simon Corbell MLA, to conduct an investigation into ACT tree management practices and the renewal of Canberra's urban forest. The terms of reference are at Appendix A. A Tree Investigation Reference Panel (Attachment B) has also been established. Further details and documents in relation to the Investigation are at the Commissioner's website: www.environmentcommissioner.act.gov.au.

The Commissioner's report on the Tree Investigation is due to the Minister for the Environment, Climate Change and Water by 30 June 2010.

Community Participation

Public notices inviting comment on the Investigation were placed in the *Canberra Times* and local Community Council newsletters throughout January and early February 2010. These were also placed on the website of the Office of the Commissioner for Sustainability and the Environment (OCSE) from mid December 2009.

Submissions

From December 2009 community members were invited to make submissions to the Investigation. The final date for submissions was extended to 12 March 2010. Over 40 submissions had been received as at the beginning of May 2010. All submissions to the Investigation will be made public, unless otherwise requested.

Community Forums

Community members were also invited to share their views by attending one of two community forums held in Ainslie (11 February); and Manuka (15 February). A report on the Community Forums is at the OCSE website.

Progress

Research activities, community forums, consultations with technical experts, and Reference Group meetings and site visits have informed the Investigation. A wide range of technical and policy issues are being considered.

Communication has been one of the key issues. It is reasonable to observe that:

- the issues and challenges in relation to tree management in the ACT are not universally understood;
- confidence in program management and decision-making processes for tree removal and replacement in public places, or tree pruning and maintenance, has been eroded.

PURPOSE AND OUTCOMES

The Strategic Communications Workshop is part of a community involvement process for the Investigation.

Its purpose is to provide well founded input and advice to the Commissioner for Sustainability and the Environment for the purposes of the Tree Management Investigation, particularly in terms of communications.

Key outcome of the deliberation is to, within the Terms of Reference of the Investigation, identify the most effective ways to communicate with the Canberra community on tree management issues.

This includes identifying:

- the type of information people expect on tree management
- when communities/residents expect to be involved in decision making
- opportunities for community involvement and at what level – especially in relation to streets and parks
- resource implications associated with an effective long term tree management program.

As a result, policy option recommendations might include:

- processes and procedures for community consultation, and decision making in relation to tree management
- tree management policies including replacement species, remnant vegetation and solar access
- resource allocation priorities for long term tree management programs, including communication education and awareness of change and renewal.

The deliberations at the workshop will provide advice for consideration in the production of the final report presented by the Commissioner for Sustainability and Environment to the ACT Government.

WORKSHOP PROCESS

The workshop brings the strands of community interest, inquiry and research together into a meaningful process for shared consideration and reflection by community and interested stakeholders.

The Strategic Communications Workshop consists of six phases:

- identification and invitation of participants and speakers
- pre workshop survey
- introduction and information evening
- four diverse discussion group workshop
- post survey and report
- combined Report

Identification and Invitation of Participants and Speakers

A cross section of participants representing the diversity of opinion expressed through various forums and submissions have been invited to this forum.

Attendees have been drawn from the pool of contributors and workshop attendees and other areas of expertise. Participants have been invited as community members or technical experts and were selected because of their involvement methods especially including those who had both made a submission and attended a forum; followed by those who did one or the other, or those who had approached and had interaction with the OCSE on tree management issues.

Pre Workshop Survey

At the workshop on Thursday 13 May, all participants will be asked to complete a survey. This survey will collect baseline data on knowledge and perceptions of tree management issues and practices in Canberra. The survey will be based on the ranking of approximately forty statements.

Introduction and Information Evening

On the evening of Thursday 13 May, participants will be welcomed to the Strategic Communications Workshop. This is an opportunity to start considering the issues under investigation, prior to the full day deliberative workshop. In preparation for the following day's workshop, an overview will be presented by the OCSE.

Four Diverse Discussion Group Workshop: 14 May

Four diverse Discussion Groups will be established for the Workshop, providing ample opportunity for in-depth consideration and deliberation of all topics.

These facilitated discussion groups will consider two major policy themes in the Tree Management Investigation, along with a series of 'draft statements' flowing from community and professional input to the Investigation i.e. options for response to the difficult issues.

During the day, the four groups will rotate through four topic discourse areas facilitated for in-depth analysis of concerns and discussion. This means participants can share their views on all issues being discussed. The four topics are aligned to the two key themes for the workshop deliberations:

A. Communication and information

B. Tree Management Policies and Practices.

Policy input and advice will come from each of the four discussion groups:

i. Effective Communication with the affected Community (what people expect and need)

Lack of understanding of tree management issues and lack of confidence in tree removal judgments has led to confusion and conflict in parts of the Canberra community. This group will look at the specific needs of the affected community, issues raised and why; contacts - who, timeframes, type of information needed, wanted and available; use of government websites; when the community is and can be involved: what level of communication needs to take place; who instigates information flow; processes.

ii. Effective communication with the wider community (tools and processes for information flow)

This group will consider the broader issues around how people respond to and access different types of communication and information; and how they process information differently. This will include consideration of appropriate mediums for communication: e.g. print, audio, digital, etc and frequency and type of information and dissemination methods; community organizations newsletters; input into legislation; access to legislation information; departments and communication.

iii. Tree Management Policies and Practices

This group will consider the landscape issues in new urban development and older urban areas in relations to tree species; care, maintenance and removal of public trees – community and government responsibilities and potential responsibilities; impacts and options in relation to maintenance, and involvement of community.

iv. Management, Resources and Legislation

The management of the trees and their health, existing legislation, human and fiscal resources underpins tree management actions. Alternative funding options, impact of climate change and a tree levy or direct contributions (for higher levels of maintenance), remnant vegetation management and offsets; environmental policy conflicts, and property values, form the basis of this group's deliberations.

Post Survey

At the completion of the workshop, participants will be asked to complete a post workshop survey, prior to their departure. This, together with the pre survey, will provide insight into changes in the perceptions and knowledge of participants as a result of participating in the workshop. It will also identify policy options that arose from the deliberations during the workshop.

Lynne Duckham and Lincoln Hawkins (of BEACONHILL/EngageAus) are experienced facilitators, with a good knowledge of the Investigation issues, having facilitated the two community forums in February 2010. They are working with Dr Simon Niemeyer of ANU Centre for Deliberative Democracy and Governance in the design of the workshop as well as analysis and reporting of outcomes. Dr Neimeyer has developed and applied a range of techniques for mapping opinion on policy issues using deliberative techniques and surveys. This will be useful for all participating or considering the issues of the workshop.

PROGRAM

Thursday 13 May

From 5:00pm Coffee and tea on arrival. OCSE staff available for informal discussions

5:30pm Introductory
5:45pm Preliminary survey
- *Briefing – Dr Simon Neimeyer*
- *Participants undertake survey*

Reflections Questions and Answers

6.45 Break (move to Restaurant 3; meal by Hospitality Program students)

7:00 ***Presentations***
- *The Tree Investigation – Dr Maxine Cooper, Commissioner*
- *Tree Management history in the ACT – Dr Dianne Firth, Head of Landscape Architecture, University of Canberra*
- *Trees in the urban context – Mr Greg Waddington, Architect, Director, The Expert Client*
- *The changing landscape – Dr Philip Gibbons, Fenner School, ANU*
- *Community connections – Ms Genevieve Jacobs, ABC Radio 666*

7:50 Open Discussion
Briefing for involvement Session
8:15 Closure

Friday 14 May

From 8.30am Preliminary discussions (optional) Coffee and tea available

Involvement session
9:00am Scoping and Strategic Issues
Briefing for Discussion Groups
9:45 Discussion Group 1
10:45 Short break
11:00 Discussion Group 2
12noon Discussion Group 3
1 pm Lunch break
1:40 Regroup
1:45 Discussion Group 4
2:45 Distillation Session
3:45 Short break
4:00 Post Event Survey
4:45 Closure

Venue: Canberra Institute of Technology, Tourism and Hospitality Department, Level 1, K Block (Restaurants 3 and 4), Constitution Avenue, Reid, ACT

APPENDIX E – Workshop Discussion Groups

These are dot points recorded by facilitators of matters raised in the discussion groups which were conducted on the basis that people could make unattributed comments and suggestions. The matters raised will be considered by the Commissioner in the preparation of the report on the Tree Investigation.

Topic 1: Effective Communication with the affected Community (what people expect and need)

Group 1

- Effective communication is needed: Don't assume information deficit.
- Power relationship issue involving the bureaucracy
- The statement needs to be reframed
- Shouldn't expect communication
- Legislation needs to be reviewed
- No confidence and trust in processes
- Confidence in the decision maker is the key
- Case study Captain Cook Crescent. From the 1990's - all trees cut.
    - Loss of trust and confidence - a 15 year process
- 2nd opinion in tree assessment gives confidence.
- High level of trust and involvement needed between community and managers. They need to be straight forward.
- Don't assume that Involvement leads to trust
- An active Participation plan (for tree removal works)
    - -What
    - -When
    - -How incl the objection process
    - -Why
- Residents in the area Register an interest in a tree(s) – which triggers advice and feedback on any proposed work
- Determine suitability of trees
    - Available space
    - Species
    - management
- Adapted to geographic situation
- Content is different
- Example: non-communication over 8 months, ended with a dead tree.

Suggestion:

- ACTMAP- geographical representation of trees and works available for-management decisions and community: also place tape on trees and/or sign.
    - Trigger red pink dot

- The divide government and community should not exist -the shared role of custodians.
  Quality of decision makers – ACTPLA is an issue of concern
- Arborists – assess risk
  - They are experts in the assessment of trees
  - matching community assessment – no
- Factors of tree management decisions:
  - risk
  - political
  - community
  - legal
- ACT government
  - Strategy role/implementation
  - Contracted out tree removal/maintenance service is not working for community: lack of awareness and confidence in role and judgement communication is also ineffective (e.g. Yass- sub contractors)

Key concerns:

- Restoring respect and trust in tree management/ Judgement
- System of participation in tree removal, management, pruning, and judgement. Incl: web/ groups/ register of persons of interest
- Limited Feedback
- Tree agency - over riding/one place to go to Concern about oversight
- Tree removal in back yards - *Space* should be specifically saved by nominated areas (not just a ratio control, that doesn't work for trees) Suggestion: Plot ratio plus space reservation for suitable tree placement and management
- How do we the community know that ACTPLA has made a decision to override assessment? Comes back to communication.
- Community participation leads to engagement and participation, Friends of Bass Gardens
- Ideally information at a level that determines action
  - Option: put some info system in
- BCC - trees on GPS map and manage—($)
- Lack of respect for city as a treed landscape. As a city garden.

Group 2

- Effective community
- Tree maintenance and management: the Public is not aware or engaged typically until there is an immediate impact
- Education is needed about the policies
- Advise in purpose of house on urban forest
- Research attitudes on the urban forest
- Information on key points.
- Significant tree Corroboree Park case study
- Empowered community in action engagement
- Notice in letterbox advising of intended work

- *For Controversial local tree issues:* invite residents for a "walk on the street" - proactive engagement (eg NCA example Yarralumla)
- Be adaptable
- Communication depends on policy
- Government draw down information
- Dollar vs. over due forest
- Increase communication disagreement will be doctor
- Define and consider the location
- Individual doesn't own the tree
- Manageable communication
- Issue returns to: employ labour to improve management and communication
- Employed management responsibility
- New consistency with planning goals
- Urban trees and urban planting
- establish scale of programs to maintain the urban forest and community resources
- Authority transfer integrity larger skill expertise/yards
- Better management system
- Significant % to trees
- Once a year tree discussion program
- Communication is not equal to consultation and engagement,
    - need to define expectations and method of engagement for the community
- Trees on territory land are a territory asset – shouldn't be claimed by others
- Vision of a vibrant city towns
    - Suburb strategy – engage community in each suburb: process, program, timing (Full picture on how it impacts)
- Plan first – vision and focus reinstated
- No contract – dissipated focus since self government
- Consult on the process of change
- Trees are living and dying = there will be change
- Get away with tree by tree
- Taking it to community
- Through suburban and community levy association or other?
- Examine-tree keeper
- Develop programs for interplant rather than tailor
- Consistent with promise of urban forest plan
- Avoiding heat
- Communicate-at the end
- Close the circle
- Vision needs to be thought more
- Type, number, local

- Not simply replace what we have
- Private people on public places
- Differentiate by suburbs (for policy)
- Avoid wholesale destruction of a streetscape
- Yes more expensive but less compact and mistaking/longer
- Examine wider communication on trees by suburbs
- Issues: people more in sync from suburb
- Letterbox advance notice of change
- One number for trees
- 132281 (Canberra Connect) improved knowledge
- Normal local
- Consultation on tree works provide info: letterbox
- Street tree replacement(interactive)-information on process
- Proactive-engagement-approved: to scale
- *Consultation and Engagement for Tree Management should* be organised and managed on a hierarchical basis, concentrating effort and resources on high level, and graduating resources down at each level:
    - Territory/City wide (ACT) –urban forest vision (significant; complete engagement and community conversation)
    - town - longer term policies
    - suburb - (the important level) programs for renewal replacement (sequence timing detail species etc) consulted over 6 months say; then approved and communicated locally
    - street /precinct - local activities prior notice for information limited input
    - block - local works information
    - individual Tree – subject to normal process
- *Maintenance and Management System :* Reconsider the merits of the former local Depot based maintenance system: secure contracts wholistic management of a defined local area ; and relationship with the community
- Cost as a total operating investment
- *Communications and Education*
- Neighbourhood "tree watch"
- Information letterboxing - giving specific information
- Nurseries, chronicles, TV,
- conduct a campaign –"we have an urban forest"
- Communication/planning /planting meeting
- Conduct Decent evaluation of communication
- Secure professional communication/ marketing advice. Be clear on the message

Group 1

- Participation/involvement
- Tree Removal program should be implemented block by block (allowing retention of essential character through the longer stretch; as well as time for recovery, rather than a full street at a time (denuding an extended area and changing complete character for a long period)
- Green trees-invitation comment, notice through letterbox (with anodised sign as in Perth)
- decision making should be transparent with decision maker identifiable
- Differentiate tree assessments on safety(as well as removal pruning etc)
- Assessment processes should distinguish different roles and skills
    - Tree advisors expert
    - good 'chair' for review/objection
    - Objection/appeal review - limit appeal rights/impact
- Schools should have a program like Happy Healthy Harold, eg Trevor the Tree Man teaching about trees
    - also put it on the web
- <u>For any Tree Removal of Major Pruning (by any agency or jurisdiction)</u> *Suggestion:*
    - for any green tree or group of trees visible in the public domain a highly visible standardised public sign would installed, advising of the intent to remove or do works and providing reasonable notice(say 2 weeks) and opportunity for comment, as appropriate
    - **so**, the public could then reasonably be advised *"if you don't see a sign and a tree is going down"* residents should complain!
- Signage should be like a Real estate sign and be reflective, consistent, and prominent
- This would be supplementary to letterboxing notice
- Baldwin Drive case study (a recent example) numerous green trees removed without notice
- More investment in communication, to rebuild trust -particularly at this stage (ie when allocating the pie of resources for tree management between maintenance, planting and communications)
- Communication suggestion :"street tree talk back" a dedicated communications vehicle for public trees
- Broader investments
- Signs on the important area
- Respect to community
- Clear processes- transparency available
- Information on replanting and the cost (which when maintenance is included is substantial)
- Communication on process media
- $ for replacement

- Prioritise, strategy, communicate
- Parks
- Communicate planned nature of parks
- Timing expectation
- Apply design intent
- Web requires foundational documents readily accessible:
    - Policies, processes, current and future programs(with location and, $$)
    - Updated information on handbook

Topic 2: Communication with the wider community (tools and processes for information flow)

Group 2

- Newspaper is not really effective
    - Suggest letter box drop (asking for comment, some building development request)
- Collective discussions
- Scale of information- information on when pruning and what that means, looking at canopies too
- Scope: vision? How do we communicate to street?-to keep vision? Maintenance
- Different needs to communicate
- What is our vision?
    - Now ACT/Federal initiative-what is it?
    - Something special but not understood!!
- ACT trees and tourism
    - -suggest increasing buses of people – tree tourism 2-4 hours, there is an itinerary available
    - Westbourne woods walks
- Web- looking for starting point of what is on the ground
    - Statement of vision and objectives
- Where is the vision available? Need the context for the community
- Perception is everything- needs context of where decision is being made
- Awareness raising is required
    - values attributed to trees
    - policy and step down is important (not a vision for every street but a broader vision)
    - What matters to the community
- "Bush Capital" – initially was a derogatory term
- Participants gave their 30 second description of Canberra as if to a newcomer:
    - Lovely place to live
    - City in a forest

    - Great open spaces with trees and not traffic
    - Just look at it - it's not just trees but a visual landscape
    - Great climate-diversity
    - A well planned city- Bush capital
    - A city in a beautiful landscape/a city by design
    - Inner North and Inner South Canberra but people elsewhere
- Our street trees- are our arboretums
- Trust is an issue- of managers now- because we don't know their vision, need the 5% vocal residents on board
- Open woodlands? Vision of greenery?
- Space for trees?
- Budget on communication?? Or on other things? Give information Media GG talk to be played to all senior managers
- Schools/health/etc are all looking after their own trees around their institutions
- It is hard to have a vision-when there are many players and a lack of cohesion
- Individuals are focused on their own street
- Need a political will- across all parties- and a political time table
- It is a Democratic right to have trees
- Need people power to influence politicians

Key ideas:

- Tourism – could have a tree link
    - E.g. autumn and spring tours
    - Arboretum- increases people's understanding
    - linkages
    - Website-some use-not all useful
    - Look at brochures
- Tours in urban forest –
    - Education for the next generation- target future decision makers
- Take a suburb and advertise neighbourhood walk
    - Need key people to organize
    - Some encouragement and pamphlets showing walking trails
- Tourists-guide info on best streets to see at each particular season
    - Could be on website and fact sheets
    - Need Hooks e.g. features that attract people here
- Methods of Communication: Ideas for awareness raising and education
    - "Trees of Canberra" to be reedited and reprinted
    - Canberra Connect – email website – ask questions… as a source of information
    - Brochures (which can also be available on the web)- providing information such as the best streets to visit in spring; flowering trees, planning authority, nurseries, tourist authorities, shopfronts, ACTEW.

        - who would be responsible for printing /maintaining?
    - Letter box drops on street trees – (Melbourne city council has a good program)
    - Tips could be provided on how to look after trees
    - Site exhibitions and information-via media releases to radio stations etc
    - Lots of organisations could be utilized. e.g. Weston Park Walks
    - advertise in Canberra times/ and via email links
- Need a Publication listing all related organisations and for it to be distributed
- How to involve resource groups? Forestry, ANU, landscape UC, ILA, Parks, CIT Horticulture?
    - Engage in different ways?
        - Each with particular focus but co-ordinated
        - Use capacity that already exists within organisations, depts., ANU etc
- FACT sheets –rotate them
- ACT government fact sheets coordinator – could be reintroduced
    - Focus vision-media 15 sec- need to keep attention of the media
- Access to legislation information-on website
- Picturesque from Mt Ainslie, Red Hill, Black Mountain
    - Various departments /agencies are responsible-
    - What are important for tourist views?
    - Changing over time?
- Information on storm damage, biomass, old pipes, damaged trees-age of trees
- Urban forest program reality-how do we move forward?
- What can be done to stop politicians pulling the pin because of a complaint of 10-20 people?
    - Why was community cynical?
    - Concern re replacement- lack of- and neglect
    - Lack of trust
- Need good case study examples
    - People on ground working/resources
- Put resources into key areas e.g. Captain Cook Crescent or Bass Gardens- get community to be involved
- TV- need Maxine Cooper.- up front – always has positive feedback
    - Need lead govt people in media spotlight e.g. Jane Carder
    - Repeat to finally convince people
- Need to reinforce positive messages via TV, radio etc -but must be **positive stories**
    - Do it **every single week**
    - Media release for activities
    - Explanation of details of development
    - Good interesting articles-why doing something?
    - Get message about why/what?

    - History /background of policies/legislation to be supplied
    - Media about planting in drought
    - Use existing organisations for information awareness, education, and information dissemination
- Politicians-provide information,
    - department links/policies/leadership role
- Need **a Proactive policy**-convince everyone
    - Positive communication
- Need Signage about development (roads planning etc)
    - On Signage- there needs to be information and contact names and number for questions

Group 1:

- Lack of **trust**, respect and relationship
- Website proposal
- Issues of Vision…what is it? Understanding it….
- The Participants' 30 second description of Canberra to a new comer:
    - National capital and community of people, combined in a specifically planned environment that represents Australia as bush land and a treed city
    - Bunch of bureaucrats- built in old sheep paddock and built green environment and maintained
    - Bush capital; our native parks on hills, and suburbs where people live, designed to meet people's needs. The two things so close together-very lucky
    - Very beautiful and planned city starting to look tatty around edges because allowing street trees to die, and lawns on verges not maintains(not being taken care of)
    - Unique capital city in world inhabited by a small number of lucky people. Has to evolve.
    - Home. Has trees and is looking tired. Community and activities in which they are engaged- enjoy designed parks, 10 minutes from parliament house but in the bush, 5 minutes further complete rural area. Settings integration with nature and landscape is very important
    - Was planned a landscaped city within the Australian bush; National Capital is world significant and we are all custodians of it - Community and politicians., and we are creating its future
    - We are suppose to be a bush capital for native wildlife habitat, but there are too many roads, overdevelopment, and there is a need to maintain and nurture flora and fauna and replant native plants
- Don't drown people in information
    - There can be too much information, and too top down

    - Lots of patronizing information -needs to change- need clearer engaging information
- **Two key points**,
    - Rhetoric used: "bush capital- public perception- influences general public perception on what it should be.
    - Dissemination of information and how people can access the specific information
- Methods of access;
    - Discussed in previous session the need for a centralized database and feedback of information at a general policy level
    - different levels of communication to suit different recipients e.g. simple FACT sheet with background information available for others who wish for more information;
        - e.g. existing policy…and then the background to it
- Community billboard in every shopping centre
    - Secure; with government communication, community organisation's materials
    - Put information in notice boards in halls (community, church etc)
    - Fact sheets-in church/community halls (not in junk mail)
- Government fact sheets should be in local Chronicle, Canberra Weekly, City News, Canberra Times etc explaining policies
- There is no sense that this government is passionate about out tree city
    - NCA/ACT government are at loggerheads-
    - How do we get a clear joint statement about what they will do in a year e.g. 2011?
    - Individual approaches have resulted in platitudes – not communication
    - Ballot boxes don't work to improve communication
    - Politicians – we need more than platitudes from them
- Website- needs to be two way communication flow
- Web has an interesting role:
    - if information is in the public domain-then this would change the way things are done
    - Need information publically available
- Publications should be listed at the back of the tree report
- Scientific journals-trees ANU- maximizes efficiency
- Just fact sheets- provide useful additional information in the public domain-contact number and **need the person there on end of a phone** to answer queries
- Technological age – our right in democracy-being shut off plays an important role in fragmentation
- ACTPLA puts everything on the net until a decision is made-then it disappears e.g. information on pending approvals

- ACTPLA could provide a list of trees for streets, suburbs and background papers to the public (in fact sheets)
- Canberra in the 70's – people wanted to share Canberra with new comers – there were books on Canberra streets and trees
- Need to share the imagined and real city
    - Education in schools of what this city is engendering pride and understanding- explain explorers names etc and planning history of decision making on landscape design
- Sense of place, building pride, how? Where?
    - Access to previous info
- Involvement of community in new suburbs with trees and development and Yarralumla nursery
- Inner south and inner north - introduced vegetation in outer areas; need native landscape
- Need someone we can go to for independent advice on due process- e.g. a central independent authority for Canberra's landscape
- TV and radio advertising awareness and education of necessity of trees is required
- Technical information availability - resource person with expertise
- Use 2013 to expose our city, - its treed landscape and setting
- Tourism ACT is resourced to promote nationally and internationally Canberra's 100th birthday (opportunity to share)
    - Promote our Garden city

Summary / key ideas:

- Create books/other media generated from community – mythology, trees, landscapes
    - Generate notifications
    - integrate information into school education
- Photo competition/Art (e.g. of the worst tree)
- Need a Central independent body
- Local press - provide images and stories to the newspapers
- Need a gardener information phone line/ technical information to do with Canberra specific plants
- Multiple outcomes of tree environment
    - Long term climate change amelioration
    - Toilet roll list for pondering – prologues to books
- Linking nurseries and Botanic Gardens (information flow) and involvement promoting Canberra's uniqueness (Trees and gardens)
- Promoting flora and fauna on TV and radio
- Openness- currently top down in particular policies and information
- If information is there on the web, people do the right thing if it is in the public domain

Group 4

- Need respect for people's knowledge and expectation
    - Acknowledge and address cultural differences in the town
- Need access to data
- Griffin legacy and NCA-consultation process- was motherhood etc-then skipped to Albert Hall - too big a jump in the process – led to problems
    - There needs to be an understandable sequence of events for process
    - NCA bit off too much with the Albert Hall
- Adapt communication to your audience and subject
- If gain trust on vision and bring down to the people, have them halfway there
- Led by vision with community through community by **Listening** –by government to the community and their needs
- Go to suburb level- owned and engaged at that level
    - Local organisations
- Performance management needs to get down on ground- presence
- Don't come up with glib cliché program name, when marketing e.g. "green in Canberra", and then chop down the trees
- Match top level communication with vision so communication flows
- We don't own the media- they have their own agenda
    - Editor decides what goes in,
    - need to have media on side and look for alternative methods
    - ACT government buys page
- Participants' 30 second description of Canberra to a new comer:
    - Small, pretentious and in a very dry part of Australia
    - Wonderful living - bush is so handy and so many good Intellectual pursuits accessible here- incredible bio-diversity
    - Not quite as bad as you think if listening to Sydney or Melbourne press
    - A wonderful bush capital, great community feel and misunderstood
    - Australia's largest inland city and Australians only planned city
    - an urban city beneath a designed tree canopy
    - A genuine vision trying to survive its vulnerability and delusions
    - Being next to and surrounded by nature which feeds my soul
- Need to understand attitudes (survey)
    - Vision planned inner city,
    - personal values,
    - fears and hopes
- Perceptions come to be - so don't see it as an entity that you can't move
    - Politicians know this-our expectation of grand coalescing of opinions - will not happen
- Target only 25-30% of people's perceptions/needs
- Here at the forum-people like the backdrop of trees etc. Others don't care, but not saying to cut down all trees
- Canberra is a city within a forest, not a forest within a city
- Perception of the landscape is dominant – expression of balance between urban and landscape form - biased toward landscape

    - Expression of that balance is the vision
- How do we enunciate that vision?
    - Resource, maintenance,
    - What is our balance going forward?
    - from mown grass to grasslands,
    - climate change etc
- Many Canberra people would like to take 5 mins off their journey to work e.g. Gungahlin extension, rather than be worried about trees and bushland
- Not all of the population is together on these issues-communication strategy has to reflect that
- Politicians; and John Stanhope tree management is not no.1 issue on voting
- Tree management should be apolitical
- People vote on lifestyle, habitat, this city has been created because of green environment
- Take the next 20 years to build urban resilience,
    - getting big picture across
- Message recipients –who is being targeted?
    - Same messages?
    - Diffusion of innovation methods
- What makes Canberra unique?-jobs, theatres, health, hospitals and trees?
- Need to **trust** that the government is looking after our treed environment and encourage people to live here
- Need to develop trust-both ways- imbalance
- There are more experts outside government now than inside…this impacts on attitudes
- Management now does not have "professional" categories –
    - impacts on technical skills available
    - Must know enough about profession to understand what your managing
- Now people in government don't know if they are getting good information or not regarding contractors
    - Contractors need to have a commitment to environment
- Go back to NCDC process-connections of cities and suburbs
    - Reference tool that can refer to in a development plan
- A lot of city contrary to urban forest- all same age trees
    - Government's vision in report-public is not allowed seeing it. Dept of land and environment-looks after renewing of trees.
- Use experts (Not spin doctors and not politicians) to communicate
    - vision for city
- Policies (process explained)-so people know what's going on
- Consultation vs. communication- they are different
- Get vision; listen to community
    - bring to suburb level-planning with them next autumn
    - how to get resources – dollars and trees in the ground
- Data used to get to decision- have that available
- Mechanism-how do you get information out?

    - Oral and visual- paper, websites, media, residents associations, Community groups-comprehensive approach
- Each person may need at least 3 different ways to get them to react -
    - people make decisions in different ways and others who respond differently
- Abandon summer as a consultation time-
    - people are away and consider that they are not listened to when consultations are sought then
    - See the number of government reviews due in February or over Christmas
    - "optional" issues have less importance
- People who are interested will self select
- No process finished from 1st consultation (not able to get to everyone is an excuse for not doing something)
- If the process is okay and they respect and trust people, then go ahead
- Government tried (Fleur) to do everything- but was stopped
- Signs on trees, notices, try hard to best communicate-
    - small minority keep at it till the end
    - How do we get past that?
- Clear information needed -when made decision, need to stick to it
- Without the vision-the why-, then can't go forward
    - Need to understand and accept activity and program
- Fix at policy level,
    - vision has to carry majority

Group 3

- Need a single authority that speaks on these issues- and has credibility/meaning
- Vision (one) for the city
- "Strategic vision"
- Tactical goals-strategic goals
- Participants' 30 second description of Canberra to a new comer
    - National capital-great place to live
    - Beautiful community
    - Place where they send their politicians-people that come to Canberra that cause the problem
    - A large town-not a city-don't expect the feeling of a city
    - Peacefulness and like that wherever you look you can see natural features, landscape
    - City which is very easy to live in- not like you would expect of a city (like a big country town)
    - Neat and tidy suburbia
    - Diversity of communities within Canberra
    - Different cultures and views of the city
- Identify target market-determines it worthwhile communicating with them
    - Some are irrelevant-should only tell them how to look after trees in new suburbs
    - Old suburbs- attached to trees
- Different techniques and approaches for different target audiences
- Language used is important

- Sensitivities of communicating in a different language-
    - cultural sensitivities, especially language skills
- Get children on side-at school- and therefore can train their parents
    - About Environment-trees, needs, and how they work and are related to city and verge trees
    - Explain types of tree and why pruning is required –
    - tree history education, remnant vegetation, safety
    - Would fit within existing curriculum, solar programs etc
- What do kids think of trees? Need to get children's opinions
    - Not known what kids are now allowed to do in relation to trees (climbing etc)
    - Advantages of trees- clear air, warm, cool for houses, eco system services
- "ecosystem" understanding to be part of life,
    - Need to define what it means.
- Need to educate and communicate about how landscapes interact and impact on our lives
- Understanding all aspects of how landscapes affect function -part of bigger picture
- Landscape is basic life support system of people on earth
- Urban forest is life support system
- Look at systems-media in various forms
    - Educational-information bulletins
    - Long term effect-formal part of school curricula
    - marketing issues-need marketing expertise to reach target
- Urban forest supports wildlife as well-species depend on it for life, biodiversity
- Visual communication mainly-
    - to give access to more information-links, contacts for further information, and to get involved
- Urban development - healthy public open spaces including adequate trees, grass/Astroturf
- Methods to be linked to scale of audience
    - Special and temporal-e.g. communicating message that enables people to take on broader issue-scale
- Understanding of ongoing issues not just to the "now" of understanding
- Need to get richer understanding of the function, and over time – complex and dynamic management
- Collaborate vision – set of objectives from community – what does forest mean to people
- Articulate and use to drive decision making
- All stakeholders need to agree on collaborated vision – representation across time and space
    - Hard for government to get agreement on this
    - Need facts as resident and can work with that and move on – concerns with all encompassing motherhood statements
- There are many levels on which we can communicate
- First the government must make its presence felt in how important trees are
- Suggested methods of communication
    - Could have a flyby plane banner

    - Letterbox drops – big bang theory
    - Huge impact on the community
- Need awareness – achieve this through special education/ advertising
    - TV/radio/newspaper
    - Followed by details and link to it
    - Rights, methods of handling trees
    - Reinforcement, monitoring and evaluation follow-up of sales
    - Appropriate ways of communicating these

Key:

- Specifics are essential – government needs to be clear with details as people need to understand
- Visually, auditory, thinking has-on are all learning methods – need to tailor to suit
- Techniques such as Web3 design in high schools
    - Reinforce ecosystem protection and education
- Stakeholder developers – land development
    - how to articulate rules, vision, Policy
    - Reach the right people – who?
- Need jargon appropriate to the target audience
- "Community" – need definition; is it only residents? Or Workers also?
- Any landscape is composed of not only what lies in front of our eyes but in our heads.
- Community councils can give advice and assistance
- People` need to be able to understand their rights and responsibilities
    - How to find out? Call MP, Google, Canberra connect
    - some lack of confidence to progress - this is when councils can help
- Do we need to communicate with everyone? –
    - relate to those wishes are the same
    - Get people's attention and then they will follow
- Media spin
    - Bottom line budget data thinking to politicians
        - Quantifiable gain to public
    - Need good research behind economics
    - Public debates as a forum for getting ideas especially on specific issues
    - ABC feedback and involvement
    - Target message to governments already identified messages
    - Coalition of groups will get message to government
    - Address issues of government to get
    - Need awareness of how systems work
- Know the points for getting politicians involved
- Use Pictures/visuals
- Good PR Marketing – sound advice professional
- Need attention-getting public campaign
- Need to target youth
- Awareness of trees, removals, legislation and availability
- Put data on mouse pads

- Know the people you are targeting and their capacity to influence

Topic 3: Tree Management Policies and Practices

Group 3

- Supply industry (nurseries, hardware etc) needs to be considered and consulted in newer areas
- Urban forest in newer areas won't match what has developed in the older suburbs:
    - Narrower verges
    - Additional services
    - Overshadowing (solar)
    - Narrower blocks
    - Sometimes there is community resistance to species
    - Some suburbs might not be a forest but a cottage garden
- Options
    - Plant larger trees one side only
    - Incorporate larger deciduous trees in blocks
    - Need to start at planning stage to build a forest
    - Possibly larger setbacks (6m not 4m)
    - Significant trees dealt with by planning not developers
    - Cluster trees
    - Cul-de-sacs rather than rectilinear
    - Should community have role in selecting what their house looks like with respect to the street trees on the verge?
    - Have to consider actual physical size of trees when they are growing and grown
    - Consider views, cost of maintenance
- Costs and benefits of trees are not adequately measured and should include aesthetics, shading etc
- Demographics of Canberra are changing and bringing different attitudes and different trees
- Look at retaining the ecosystem in the landscape, retain larger remnant trees first – connectivity – then incorporate exotics, incorporate other landscape/ecosystem values
- New buildings occupy whole blocks – there is no room for large trees, remnant trees in large blocks disappear.
- There is no landscape view of the urban forest and it is needed
- Early stage of developments in suburbs might better include family and community involvement
    - Gives 'ownership' of the area
    - Develop understanding of communal resource e.g. water
- Media messages e.g. gardening DIY shows do not necessarily give the best look

- Even ovals need trees
- Tree protection act should be expanded to look at sections
- Body corporate can look after groups of trees in or adjacent to multi-unit developments
- Lease rebate for remnant trees or larger blocks when there are remnant trees (but plot ratio smaller)
- Remnant trees and risk needs to be considered
- Coppicing can work if it is maintained
- Old trees might not cope with ground water changes of new development
- Must deal with policies, trees on private land
- Densification affects landscape capacity
- Include planning forward 100 years
- Need vision: visionaries and education
- Less regulation on individual trees and broad scale planning?
- Not tree by tree but large scale
- 2/3 urban forest privately owned
- Who's the boss? There is not one, but many
- Comes down to choice, in which people's passion and knowledge drives
- Linear park
- Improve capacity to develop and incorporate community gardens and parks
- Is research required?
- Too much arm wrestling or does making it hard improve commitment?
- More useful in dense areas?
- Thread landscape back into areas
- Community space-verge interface needs consideration
- No front fence policy encourages community verge management
- Should we consider population-tree ratio?
- Rate rebate for greenhouse gas reduction by maintaining gardens, trees
- Residents and developers get value from the landscape
- Need to review 50% plot ratio or be creative about it
- Rate rebate for carbon sequestration link
- Might need plant list
- Would need to consider whether better greenhouse gas reduction value in larger block plantings elsewhere
- Actual area of block for plants is 20-30% not 50%
- Offsets work as nature parks etc

Group 2

- Winter sun underneath should be considered (from Waddington presentation)
- Need wider verges for eaves

- Pruning planes bonsais roots
- How to convince community to have a tree? What tree? One species per street?
- At least some planting is good even small
- Cars, trees-parking – impacts and management need to be considered
- Challenge is to mix trees and utilities to look good (trees) in 20 years
- Site has to be large enough including surface roots
- Trees can be selected for design limitations e.g. verge width
- Suburb planning can include connectivity, wind breaks
- Better legislation for rangers to deal with tree removers, along with better information
- When asked residents might not want trees
- Planning for trees needs to take account for hierarchy of roads and locations: main roads are important, culs-de-sac lesser
- Newer suburbs won't match older (if ever) for many years. This gives rise to the impression that older suburbs have status and favouritism
- Rationalise resources to focus on major roads and areas
- If no room on blocks for trees and no street trees then green vista is lost
- McMansion verge tree relationship
- Incentives to keep street trees-perhaps some prosecutions will provide examples
- Difficult to manage for government when community takes ownership of verge trees
- Where is the property boundary line? Boundary issues
- An amenity value is shared even if tree is on private land.
- Guidelines for trees to be used – perhaps palette on offer (then voucher for Yarralumla nursery)
- Bush Capital v Garden City – sometimes lone species per street
- Timber resource rare timbers-previous experience is lack of interest, School of Arts took them, things may have changed
- Should value of timber be criteria? Not really but opportunistic, trees chopped down for poor quality
- Parklands especially near schools and ovals might have fruiting trees. Would increase cost of maintenance, lease it out, this may happen in one or two cases e.g. Cook oval. Could be seen as community orchards
- Solar
    - If removing trees for solar then possible development of heat sink
    - Heritage considerations too
    - need to consider technology is changing
    - Perhaps smaller trees
    - Policies need to be clear re retrofitting
- Big trees will be in big streets and parks, the rest will be less than 10m
- Big streets will need big verges

- Hierarchy of streets gives guide to the trees that are planted
- Trees are not being well formed
    - Planted then removed but were only in need of pruning
    - Regular maintenance
    - Cyclic maintenance
    - Crews – North 4, Gunghalin 9, South 9?
    - Gunghalin in only formative pruning crew – recent development
- Contracts or crews?
    - Contracts good for bulk jobs or better value for money
    - Is it better to have crews who know the areas?
    - Sometimes government hires external equipment but uses government crews
    - Better communication would help
    - Need to choose species that require less maintenance
- Expanding green tree asset – should be recognised
- Government undertaking windshield audit, then will develop cyclic maintenance
- Need knowledge to make decisions as proceeding along
- Some gangs are impressive and include a little formative pruning
- Need to use crews in communication process
- Context of trees helps community understand for policies and for individual trees
- There are links for pensioners etc to get assistance
- Need more pigs (to deal with acorns)
- Tree species group still meeting
- Provenance is important – perhaps use trees already in Canberra that are doing well
- Planting is important – trees need a good start in life
- There are standards applied – including root barriers
- Some species won't survive unless appropriate provenance
- 12 month handover of trees ... should it be longer e.g. 10 years, if you do it properly it will work
- Many trees damaged by lawnmowers (whipper-snippers only bruise) especially ride on mowers – remove grass from under trees and more trees will survive longer
- No lawn under trees
- Park trees/mass planting
- Some areas not properly thinned therefore trees are dying e.g. Lake Ginninderra
- Compaction/soils not being aerated
- Government cant issue tickets – default is that parking is allowed
- Parking inspectors and campaign to deal with parking on verges
- Species selection for parks

Group 1

- Assessments vary if 1 or 3 years- need to be regular, look at remediation, some think if a branch falls then the tree grows, some prune their verge trees
- No assessments then no need to remove trees at all
- Risk- terrorism, alcohol, trees, bikes
- Funding- dependent on felling, recurrent funding an issue
- Was better when there were government crews-the further outsourced the more risk to workers, gangs knew the trees
- Outsourcing
  - Fragments maintenance e.g. only mow, no trimming, cleaning up
  - Cost inefficient
  - Assessor should be independent of cutter and maintainer
  - Cuts problem
  - Cost over 20 years of outsourcing possibly greater than keeping in the government
  - Outsourcing may work when well managed
- Regulations and policies
  - All ACTPLA's policies are put in public domain for comment
  - Response – that is not best way to consult community, there is too much to follow
- Developers must work within defined parameters, has implications for landscape, following rules rather than urban design, difficult to go back to change block designs
- Rules and policies should be developed by experts, why always back to community?
- Role of LDA government in solar orientation, percentage (high) must be orientated, problems of narrow blocks, no trees, Air-conditioning
- How much professional input in government departments are planning of the city, Greenfield development
- Sequence of decision making to develop treed landscape
- James Irving "Up by Roots" finding urban spaces to plant trees, design for runoff, trees are watered, less pipes required therefore can pay for trees
- Is corporate knowledge developing and being passed on –"dead wood"
- Need two way communication
- Problem for water- drought resistant
- If water is directed from road to trees then different species could be considered
- Parking under trees is illegal, it's not policed, people are digging up under trees and compacting gravel for parking
- Contributing to poor health of trees
- Mounds around trees disadvantage watering
- Mulching
  - Discourages cars
  - Introduces micro flora, assists trees (can be huge)

- Sustainable water use
    - Storm water for trees
    - Porous paving
    - Vegetated swales
    - Might be 100 year fix
    - Retention
- Accountability and cohesion
    - Once was NCDC
    - Gutter cleaned but drains blocked
    - Risk-based approach
    - Risks put on maintenance list
    - Reactive not proactive
    - 132281 barrier (Canberra Connect)
    - ACT and NCA should be friends, very effective and cohesive
- Removal of trees – some have to be old for habitat, wildlife not mynahs
- Caution required for development by stealth(e.g. car parks)
- Reintroduce water retention to landscape

Group 4

- Vision, short, bland, agreeable? Operationalising difficult logical aesthetic/artistic
- Objectives and outcomes over 50 years
    - Specific
    - What achieves outcomes
    - Air and water quality
    - Resilience for climate change
    - Mitigation and adaption
    - Bio-sequestration potential perhaps incidental for Canberra trees but happens elsewhere
    - Stop drinking bottled water, relates to food autonomy and reduces footprint
    - Biodiversity, more of species or more difference
    - Multiplicity of system and genetic diversity within species
    - Supporting fauna (structural diversity)
    - Trees we are growing should be healthy in this climate or slightly drier
    - Quercus (oaks)-no problems
    - Melliodora (yellow box)- problems
    - Street trees are only part of forest. Shading etc. Canberra Native Park
- Definition of urban forest includes street trees, must include nature parks and include private trees
- Vision of urban forest
    - As providing canopy taller than urban form-for streets, parks etc
    - Climate change

    - Surfaces under trees needing less maintenance-e.g. less mown lawns and more native grasslands(still maintained)
    - Build streetscapes rather than one tree one block, government policy
    - Common sense higher level objectives
    - Difficult to locate trees in new urban forest
    - Need performance criteria
- Yarralumla won't be repeated in Gungahlin e.g. fluffy sticks
- Some developers doing well with trees
- Perhaps some blocks left for trees, trees between urban concentration camps
- Deed of agreement when land is sold to developers should include trees
- Common trenching could be included in lease, services crowding trees especially on smaller blocks.
- Cost-benefit analysis of tree by tree vs. street by street replacement
- Maybe talk further back- not same number of trees
- All processes done efficiently as possible and maximize dollars to trees
- Nature's way of dealing with fires etc
- Maybe as trees get bigger remove some smaller
- Choice of many skinny or few large trees
- Better maintenance leads to less replacement?
- Is it age or drought related?
- Concept of renewal rather than replacement is a better way to go
- Different times, different maintenance, different trees did better e.g. DDT for lerps
- Trees are dangerous to cars
- Trees can be healthy to a height but dangerous above-judgments have to be made leaning on side of caution
- Risk management depends on location
- Manuka example-Captain Cook removed and replaced by blocks
- Government needs expert advice and then do risk management
- Block by block ok but not whole street
- What is replacing the trees?
- Should consider climate change
- Currently like for like
- Carrying capacity limited by water
- Cannot redo some of the old plantings
- Hot fire prepares some soils!
- Removing whole streets!
- Can't be done by prescriptions, has to be done ecologically
- The old days, work crews that worked areas

Topic 4: Management, Resources and Legislation

Group 2

- Rationalised legislation and have a key figure head. Who covers all areas, centralise communications, management and resources.
- Currently there is a disconnect between policy and implementation.
- Review legislation towards agreed objectives towards the integrated management of the urban forest as a whole entity. Objectives integrated through all levels.
- Question if a single figure head and agency should be autonomous or government.
- In an ideal world ACT area to be managed as a whole entity- the green infrastructure. Look at other models across the world.
- Realistically Canberra is a national capital which has different priorities to community. Common objectives/ vision would need to be very big- broad. Commonwealth verses ACT. Have different functions-visions-funding etc.
- Water is a scarce resource. We need to plan for worst case scenario and consider population growth.
- Plan for diversity. Keep looking at the complexity of eco-systems. We need to plan more for functioning systems.
- Urban design becoming more unsustained (e.g. smaller blocks) this limits planting options, and creative design responses. Under warrant design regime.
- Due to its physical shape (of ACT) land release areas are less fertile soils which have implications on tree selection and landscape design.
- Solar rights and management needs t o be factored into legislation.
- Separate levy – 3 supporters, 4 non supporters
- Another option is an incentive- 3 supporter of this idea
- Government policies should include offsets e.g. QLD Koalas- special challenges exist re offsets in ACT (e.g. number of reserves) need a flexible approach.
- Look creatively at financial resources e.g. incentives in super funds. Possibilities for private investment in public green infrastructure- eco systems
- Evolve carbon credit schemes to a bio diversity credit scheme in eco system services.

Group 3

- Ideal world there should be collective vision with common principles; legislation should perfect these principles, which could include a review.
- Need for legislative linkages e.g. national capital and territory plans
- Explain how these link to each other and have separate functions
- High value developments should be planned around significant trees whenever practicable. There are Issues re private land
- Offsets and incentives are important. Incentives should drive community engagement and private land management
- Concerned about lack of resources this includes professional expertise. Current lack of resources reflects a lack of wailing?

- Part of existing rates structure needs to include funds for open space/verges. Part of this is improved communications. No growth funding coming through e.g. for maintenance
- Private funding opportunities (corporate responsibility) need to be created. E.g. trust. Offer tax incentives
- Increase need in public space social infrastructure. E.g. seating for the elderly. Healthy park, healthy people
- Approach. Engage other agencies such as health.
- Scope for increased community engagement to build capacity. Important to engage group in appropriate ways. There should be an equitable approach. Some residents/areas more vocal.
- Move away from talking about trees. Think about trees in the context of place, landscape and biodiversity (e.g. habitat). This is part of big picture vision, resourcing and management.
- Recognise that Canberra is the place of beautiful trees. Positive message.
- Bushfire management is an ongoing resourcing issue. That requires direct linkages with urban forest management.

Group 4

- Review legislation with a view to streamline, simplify
- Overarching vision and principles then reflected in legislation which may or may not require reviewing
- Tree legislation needs to recognise the differing issues with public and private domains. Public domain legislation needs to be dramatically strengthened especially with implementation
- Enforcement of legislation needs to be improved e.g. no parking on verges-under trees, improved communications-application of verge management plans through ACTPLA.
- Vision- the big picture tree vision should include solar and climate change aspects such as tree lined cycle ways. Prioritised walking. Cycling recreation and de-prioritise car and vehicles
- Individual person responsible and agency that will coordinate and advocated on behalf of trees. Not sure if government or independent?
- Group has no confidence in TAMS
- Group does not have much confidence in offsetting schemes- they are aware of e.g. examine Singapore model
- Measure social capital value of trees. E.g. shade, trees program, cost- benefit

Group 1

- Agencies come together to develop broad principles and strategies within the changing conditions (such as climate change)

- Legislation - not been resourced nor implemented with the tree register
- Review all tree legislation especially considering private land and development example: currently not protecting young trees.
- Need for clearer communication surrounding legislation
- Community strategic review and vision, - A central point.
    - There is no confidence in the community; we need a focus, an umbrella and chairman (with teeth).
- Vision comes first, management, resources and legislation is one process.
- Management of trees needs to be community wide it must include community. Community has lost confidence.
    - Community should be assisted to see this. Forest and not the trees.– volunteers are important.
- Resources-trees are not seen as important as issues such as health. Unique asset for Canberra. Currently ineffective use of resources.
- Process of empowering the community is critical. Government job is to catalyse.e.g. public land planted and watered by community.
- Management of mature trees raises specific issues.
- Grow resources to care for trees.
    - Climate change mitigation and adaptations costs should be funded as an additional allocation.
    - Trees save money for climate change (e.g. shade) see trees as a resource.
- Resources are not only money.
    - Resources are land, air, water.
    - Water sensitive urban decision is important- completely different approach. Planting appropriate species.
- Need to plan

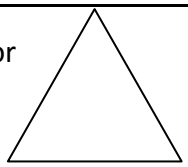
APPENDIX F – Policy Pot and Participants' Card Suggestions

Policy Pot:

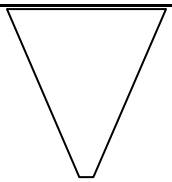
- Wind tunnels should not be created and adversely affect tree growth
- Trees not to be planted in straight rows
- Newcastle City Council (NSW) have research material and established policy on the urban forest that is worth looking into
- Get to objectives before anything else
- Legislation to protect existing trees and a policy to encourage trees must consider the context of the "tree" e.g.

Private vs.	**Public**
Residential (free standing)	Commercial streets
250m2 – 450m2	Industrial streets
450-750	Residential streets
>750m2 block	
Multi unit	parks
Commercial	reserves
Industrial	

- Trees in private land is challenged by sustainable development principles and development costs
- Canberra the Urban Arboretum of international Acclaim
- The political vision is the ballot box
- This forum's vision for the city's future is above and beyond politics
- I think there was a lot of criticism of individuals in relation to focussing on individual trees – however in any society we will always have passionate individuals whose concerns are legitimate. The issue necessarily should focus on why those passions and dissatisfactions have arisen – communication clearly holds a key – clear objectives, clear criteria for making decisions and clear communication as to why decisions were taken.
- "Any landscape is composed of not only what lies before our eyes, but also what lies inside our heads" Eugine Palka (Important to remember this in relation to how we conceptualise the urban forest.)
- Set Visions and objectives. Make substantive actions on hard science to achieve these objectives.
    - Trees need to be allowed to mature – important wildlife habitat – remnants are important wildlife habitat also in prevention if climate change
    - Quality and community value are components of the social cost of a tree
    - Whole of life benefits and cost (trees workshop)
    - We need to have spaces to talk about community stuff – including trees, values, multiple uses etc
- Durability of information – social capacity
    - Halls, Libraries
    - Outdoor sit-down areas
    - Pin boards
    - Web 2.0

A. Pryor 

Many workers 1969

P.S 

no workers 2010

- Propositions which need to be dealt with in order before questions of details are considered. If indeed they need be. A dead tree is dead. Pruning will not restore a tree to robust good health.

1. The overall place in the budget

An analysis of what expenditure the majority of ratepayers would expect to be devoted to trees. There are clearly plusses but there are also great costs too, it is after all a second or third order issue. In no way like health or education. Therefore, there will never be enough money to do all streets and parks in the same way as a horticulturalist may envision. A more Urban Forestry approach is the only way to go in reality.

2. Community involvement.

The expectations of Community involvement have to be clearly stated. Including the cost, time delay, and impracticality. Planting times come and go once in the year. There is an unrealistic expectation about what pandering to a tiny minority of people who will only be satisfied when their view prevails; it is a dead end really. Maybe once a year meeting for a day will allow anyone with a view to air it for the coming season. If every group has as much time and money spent on it as the Ainslie people there will be non-money for anything else. There is also a question of equity. Do the residents of Charnwood receive as much time and resources as those in Ainslie? Suburbs which go with the experts will have a far better outcome than those which are driven by the ignorant.

3. Departmental Management

The management of the governments programs, their development, and numbers of officers deployed to the area, the acceptance of responsibility by senior officers. A Reserve bank structure with someone to keep the pollies out of the way and command the respect of a majority of the community.

4. Landscape architects

What aesthetic expectations are there about the streets and parks? The even aged same species is a street of the past. Is it to be retained or will the streets become a hotch-potch of ages and species?

5. Limit to human actions

What recognition is there that the biological world does its own thinking irrespective of human opinions? This goes to the questions of management of the trees, selection of species in times of diminished water supply, climate change solar access.

6. The tree legislation

The tree legislation needs to be modified that multi stemmed individuals that add up to more than 1500mm should not be included. Also the way it is enforced on the ground needs to be relaxed somewhat. Trees are affected by government works with no problem but a nondescript tree in a private person's property is treated like a crown jewel. Unfair treatment of the little people. It creates a grinding disenchantment with trees in general and an unwillingness to plant.

APPENDIX G – Workshop Evaluation by participants

What did we do well?	What could we have done better?
• Really enjoyed the 'deliberative democracy' process and the setting up of broad discussion framework on the Thursday evening • It engendered trust in what appeared to be an ambitious attempt to encourage a truly collaborative consultation, and set up a more creative mind-set (from my point of view at least)	
• A very difficult and ambitious undertaking. the facilitators did very well in managing the group interaction given some participants obviously had their own 'barrow' to push	• Maybe too ambitious. A more constrained focus may have been more productive - maybe?
• Professional facilitation • Inclusiveness of facilitators • Genuine interest of Dr Cooper and her team	
• How much I learnt about the community mistrust in government decisions (from a govt employee)	• Perhaps too many government representatives
• The fact of having the consultation, I learnt a lot • Good range of ideas; Frank discussion • Very well run. Congratulations all	
• Venue • Preparation paperwork was good • Huge amount of thought and care made me feel valued and that people were taking it seriously • The promise that we get a summary and surveys	• So much to do so little time. We should avoid letting time frame our deliberation • Coffee was poor
• Good process very informative and interesting • Good food and location	• One facilitator tried to influence outcomes

What did we do well?	What could we have done better?
• A much better day than I anticipated – lively informative thoughtful thought provoking, well facilitated	
• Appreciated the range of views and wisdom Enjoyed comments and organisation	
• Discussion Groups 1- 2 both had good guidance	• Moderate - Workshop 4 - no guidance
• The organisation and process • The fact that Maxine stayed and listened and was available	• Perhaps having the analysis of data (opinion mapping) at the end would be interesting
• Good sharing of opinions	• Better coffee needed
• Interesting to try some different consultation techniques • A good workshop – hope it results in good outcomes • It's all about balance	• The terms of reference were a little unclear – our discussion covered 'private' leased land and the CNP (Hills and Ridges) at times which (I understood) were 'out of scope'. Still a good discussion though
• Facilitation (and facilities) were good and mostly able to keep the group to task • Ability to add information via policy bucket was good	• Would have liked to swap groups partway through (if logistically possible)in order to meet and discuss viewpoints with more people - the breakout discussions weren't quite enough
	• Some of the issues were discussed in each session which became repetitive • Session 4 was becoming tedious as I was starting to feel drained
• Set with dinner and expert speakers • Excellent facilitation and conversation	• nil
• The opportunity to talk with and listen to diverse range of people • Establishment of direct contact with community members	
• Level of respect and chance to listen and contribute	• I think the statements caused us to wander off topic somewhat ...? More direction needed. Not enough time