



Outcomes Report

Green Spaces Community Engagement



Contents

1. BACKGROUND	3
1.1 Green Spaces community engagement	3
2. EXECUTIVE SUMMARY	4
2.1 What suburbs did we hear from?	4
2.2 What did they say?	4
2.3 Who did we hear from?	5
2.4 What green spaces do residents visit?	5
3. ENGAGEMENT APPROACH	6
3.1 Rationale	6
3.2 Communications and engagement tactics	7
3.3 Digital promotion	8
4. COMMUNITY FEEDBACK	10
4.1 Response to survey questions	10
4.2 Feedback by suburb	14
4.3 Positive feedback	17
5. CONCLUSION AND NEXT STEPS	18
5.1 Next steps	18
6. APPENDICES	20
6.1 Appendix A - Green Spaces Survey Report	20
6.2 Appendix B - Green Spaces Survey questions	34

1. BACKGROUND

The Shire of Serpentine Jarrahdale's (the Shire) community cares about its green spaces. The community consultation undertaken by the Shire as part of the drafting of the Council Plan 2023 – 2033 made it clear that preserving and enhancing natural places was valued by the community to ensure a liveable community.

The Shire has more than 954ha of reserves and public open space, all of which requires maintenance. The Shire has developed a baseline of current levels of service for these spaces; the maintenance schedule. An explanation of the maintenance schedule is in Content Manager (E24/5698).

Each level of service is aligned to the Asset Type, Classification and maintenance requirements, and then resources and budget.

The development of the maintenance schedule is guided by CEO KPI 2:

<p>Place A sustainable natural environment</p>	<p>Management and maintenance of Shire assets</p>	<p>2. Develop and implement maintenance schedules for the following asset classes - playgrounds, verges, facilities, park and gardens. These schedules must align with Council and community consultation outcomes, be clearly defined, and all relevant data for verges (urban) and parks and gardens must be systematically recorded in the OneComm system for easy tracking, reporting and evaluation.</p> <p><i>Responsibility - CEO, Director, Community Engagement and Director Infrastructure Services</i></p>
--	---	---

1.1 Green Spaces community engagement

The Green Spaces community engagement (Green Spaces) was developed and implemented to satisfy CEO KPI 2. It was a survey-based community engagement, with the survey available online and via a series of 'pop up' engagements in the community. The survey is available at the end of Appendix A of this Outcomes Report.

This Outcomes Report provides an overview of the results of the engagement. It should be noted that due to the way the survey was conducted and constraints on respondents' time to complete the survey, not all respondents would have had time to consider the Shire's current maintenance schedule. The results are therefore reflective of respondents' **perceptions** of the Shire's maintenance of its green spaces, rather than a direct comment on the maintenance schedule itself.

The survey was open from 11 March to 14 April 2024 on the Shire's online engagement hub, Your Say SJ. Residents of the Shire were encouraged to complete the survey.

A communications plan was developed and implemented for the duration of the engagement (Content Manager reference: E24/5187).

The Survey Report (Survey Report) was prepared in April 2024. All statistics in this Outcomes Report are taken from the Survey Report. A full copy of the Survey Report is available in Content Manager (E24/5662) and at Appendix A.

Note:

1. *The Survey Report reports on one survey that was filled out by a non-resident of the Shire, and this is not used to inform this Outcomes Report.*
2. *The Survey Report often rounds percentages up, where the Outcomes Report does not, therefore the percentage figures may differ very slightly. This does not affect the results of the engagement overall.*

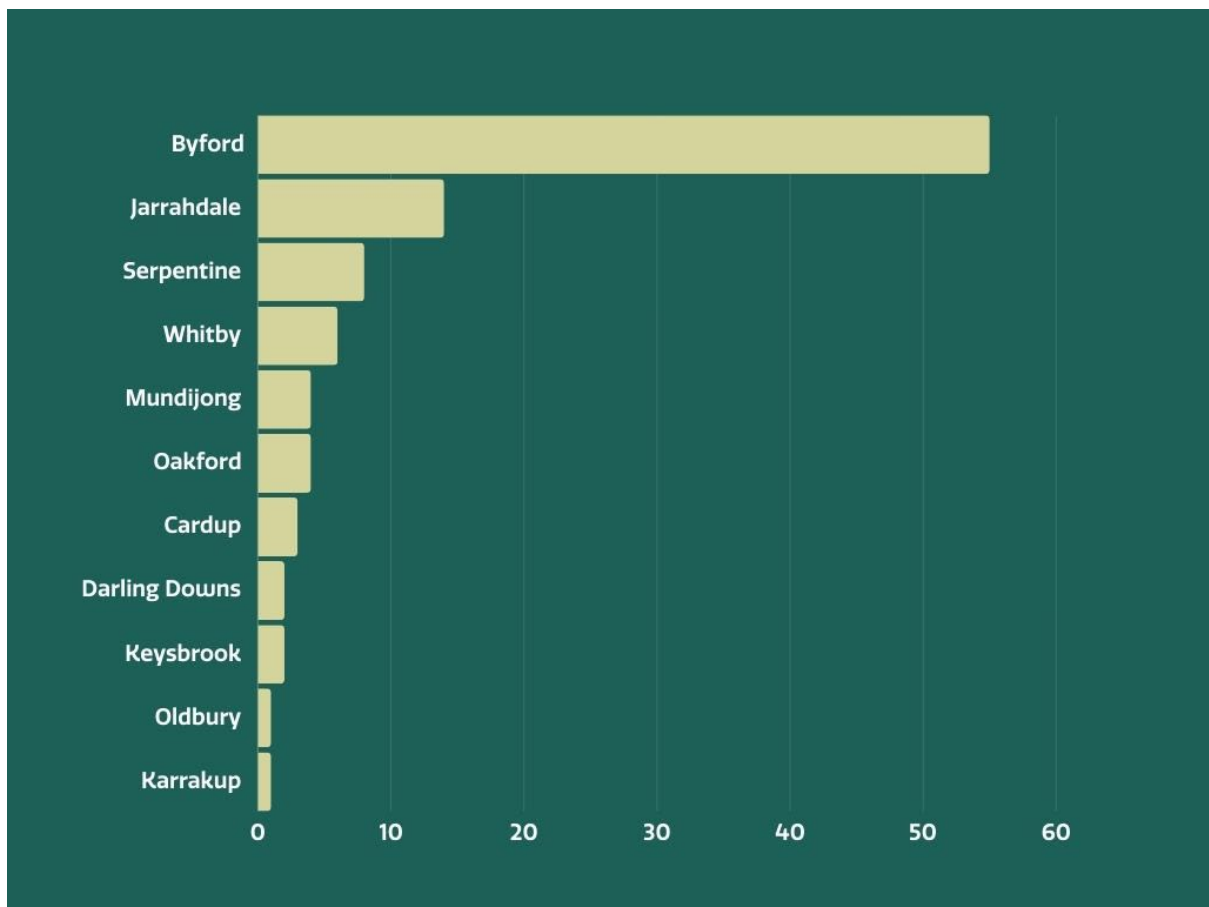
2. EXECUTIVE SUMMARY

During the month-long span of the Green Spaces engagement, 338 surveys were completed by residents.

The survey asked respondents to provide their email address, contact number and suburb. They were then asked to respond to a series of statements, using free text or a rating system from strongly agree, to strongly disagree.

2.1 What suburbs did we hear from?

Respondents came from 11 of the Shire's 13 suburbs. The percentage of respondents by suburb is below, followed by a summary of some of the responses from that suburb.



2.2 What did they say?

In response to the statement 'the maintenance of green spaces in the Shire meets my expectations':

- 37% responded **strongly agreed or agreed**
- 23% responded **neutral**
- 40% responded **disagree or strongly disagree**

In response to the statement "I believe the frequency of maintenance activities in the Shire of Serpentine Jarrahdale's managed green spaces is adequate":

- 40% responded **strongly agreed or agreed**

- 20% responded **neutral**
- 40% responded **disagree or strongly disagree**

When asked whether they believed the level of maintenance scheduled by the Shire to care for green spaces in their suburb was adequate:

- 35% responded yes
- 22% responded unsure
- 43% responded no

2.3 Who did we hear from?

Participants were asked to identify if they were part of any stakeholder groups in the Shire. A summary of responses is as follows. Respondents were able to pick more than one stakeholder group:

- Parents with young children' (156)
- Other (84)
- Bush walkers (75)

2.4 What green spaces do residents visit?

Of the 303 respondents who responded with what green spaces they visit, parks and ovals were the most popular with 182 respondents saying they regularly visit these areas. The most frequently ovals mentioned were Jarrahdale Oval (20), Briggs Park (17), and Kalimna Oval (17).

Of the 151 respondents providing a clear reason for attending a green space in the Shire, 65 said it was to take their children out and 61 said they visited green spaces to walk (either dog walking or bushwalking/hiking).

3. ENGAGEMENT APPROACH

Most community members will use a green space at some point during the year, whether this is for sport and active recreation, relaxation, as a caregiver or as an animal owner.

With this in mind, it was necessary to ensure the reach of the Green Spaces survey was broad, with every Shire resident given the opportunity to provide feedback.

3.1 Rationale

The rationale for the Green Spaces engagement approach was to get as many completed surveys from as many sections of the Shire's community as possible.

This was achieved by:

- **Encouraging conversation:** Respondents were encouraged to share which are their favourite green spaces in the Shire, as well as feedback on those that they felt were not being maintained well enough. This tactic was deployed to encourage a general conversation about how well the Shire is doing with maintenance of its green spaces and enable the community to think broadly about where they visit.
- **Accessible language:** Language which is understood internally by Shire staff, such as 'maintenance schedules' and 'funded levels of service' may not be understood freely by the community, hence the use of the umbrella term, Green Spaces.
- **Tone of voice:** This was informal, with phrases such as 'join the community conversation' and 'tell us your faves' when referring to providing feedback.

Marketing materials were developed using colourful graphic elements, which represented the diversity of uses of the Shire's green spaces, along with photographic imagery of the Shire's parks and gardens team.



Green Space engagement: SJ Family Fun Day and Whitby Community BBQ.

3.2 Communications and engagement tactics

Making the Green Spaces survey available as a hard copy and online survey gave as many Shire residents as possible the opportunity to complete participate.

The communications plan used the following methods to drive Shire residents to fill out the survey, either on the Your Say SJ engagement platform, or in hard copy:

- **Pop up events**, piggybacking pre-organised events, such as Harmony Night, the SJ Fun Day at the library, the Jarrahdale Hub opening and the Whitby Community BBQ. Increasing the visibility of the survey in the community was vital to its success. Pop up engagements enabled community members to ask questions and have a real time conversation about the green spaces they use. It also enabled Shire officers to specifically target particular cohorts such as seniors (at the CRC Seniors Meeting) and CaLD communities (at Harmony Night).
- **Digital assets** – website banner, Facebook posts and advertising, video featuring the Shire President and Councillors, and Shire of SJ signature block
- **Articles** – news article on the Shire website, and story in the SJ Matters newsletter.
- **Traditional media assets** – newspaper advertisement, media statement
- **Printed materials** – postcards with QR code, posters, corflute posters and map, and bollard wraps with QR code which were deployed at areas around the Shire
- **Emails** – to equestrian groups, and community groups including Byford Community Garden.
- **Staff attendance at smaller community meetings** and groups to hand out surveys and postcards with QR code – seniors at the CRC in Mundijong, community meeting at Keysbrook, mobile library outings, Yoga in the Park.
- **Internal communications** – article on Grapevine and information supplied on Friday Facts.

Below is a summary of the external communications activities' impact:

Your Say SJ – engagement hub

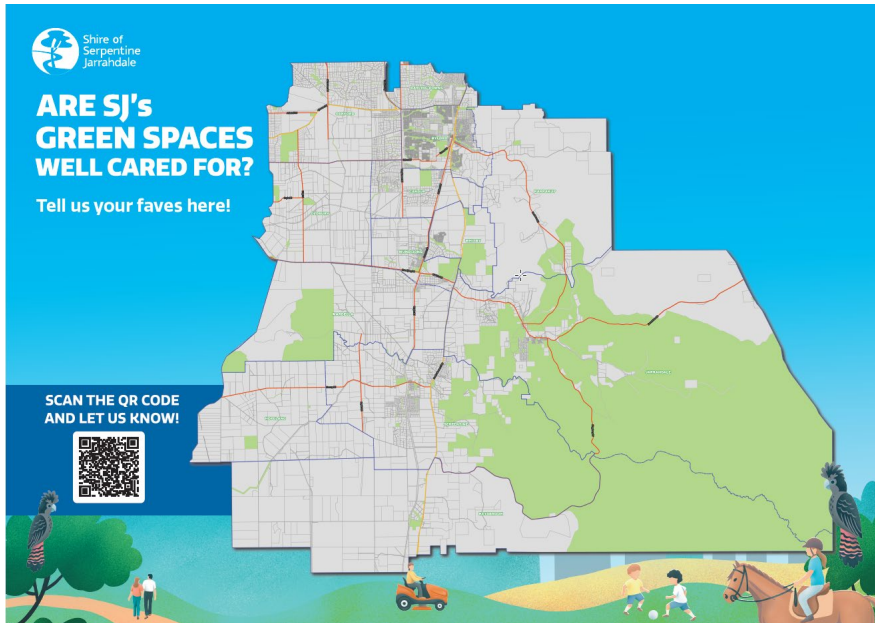
338 Green Spaces surveys were completed on the Your Say SJ engagement hub, which was publicised through all Shire communications channels.

Pop up events

Staff attended a series of pop up events to enable residents to fill in a hard copy of the survey. A QR code leading to the online survey was also provided via printed maps, posters and postcards.

- Harmony Night – 68 hard copy surveys completed
- SJ Family Fun Day – 60 hard copy surveys completed
- SJ Farmers Market – 40 hard copy surveys completed
- Jarrahdale Hub opening – 20 hard copy surveys completed .

These surveys were manually inputted on to the Your Say SJ engagement hub.



Green Spaces map, A0 size corflute, which was brought out to pop up events to encourage conversation

Attendance at community groups

Staff attended community group meetings in the Shire, enabling direct contact with residents who filled in a hard copy of the survey.

- SJ CRC Seniors Group – 10 hard copy surveys completed
- Keysbrook Community Meeting – 10 hard copy surveys completed

These surveys were manually inputted on to the Your Say SJ engagement hub.

3.3 Digital promotion

Facebook – organic posts

Eight Green Spaces posts were posted to Facebook from 11 March to 13 April 2024, with a total reach of 28,202. The best performing Facebook post was published on 11 March 2024. It had a reach of 7,171, with 92 comments, 26 reactions and 8 shares.



A live Facebook reel was also put out from the SJ Farmers Market, link below.



78A7C020.mp4

Facebook Ads

Facebook advertisements were run from 1 April to 14 April 2024, resulting in 201 clicks, a reach of 6,699 and 29,486 impressions.

Off / On	Ad set	Delivery ↑	Bid strategy	Budget	Last significant edit	Attribution setting	Results	Reach	Impressions	Cost per result
<input checked="" type="checkbox"/>	Green Spaces Traffic Campaign Ad set	Completed	Highest volume Link clicks	\$5.00 Daily		7-day click or 1...	201 Link clicks	6,699	29,486	\$0.4 Per Link Cl
Results from 1 ad set							201 Link clicks	6,699 Accounts Center acco...	29,486 Total	\$0.4 Per Link Cl

With a cost of 0.43 cents per result, Facebook advertisements represented good value for money.

4. COMMUNITY FEEDBACK

4.1 Response to survey questions

The purpose of the Green Spaces community engagement was to ascertain how the community feel the Shire is performing with the maintenance of green spaces in the Shire.

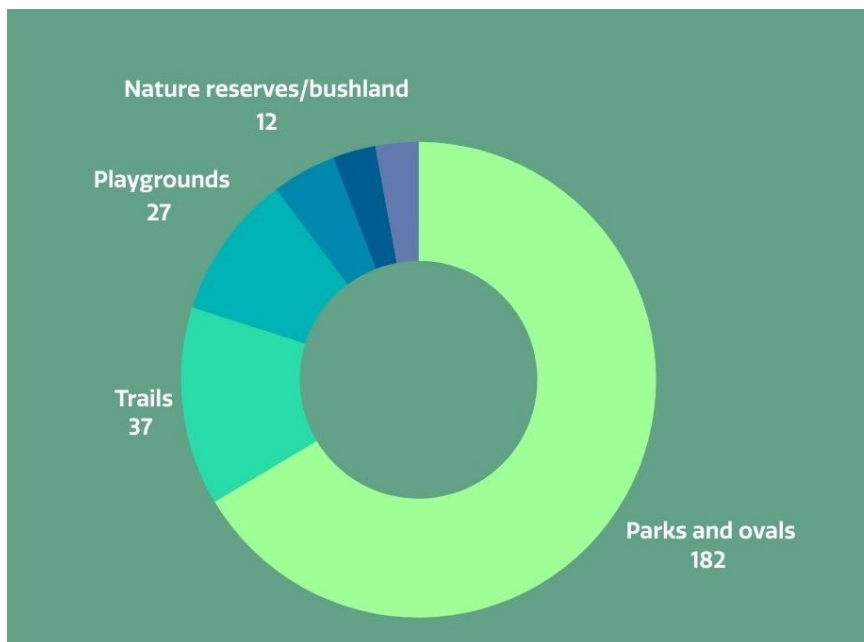
A number of key themes can be identified in the survey responses, including **general maintenance, lack of public toilets, litter, rubbish, graffiti and lack of shade.**

Below is a summary of the survey questions and responses.

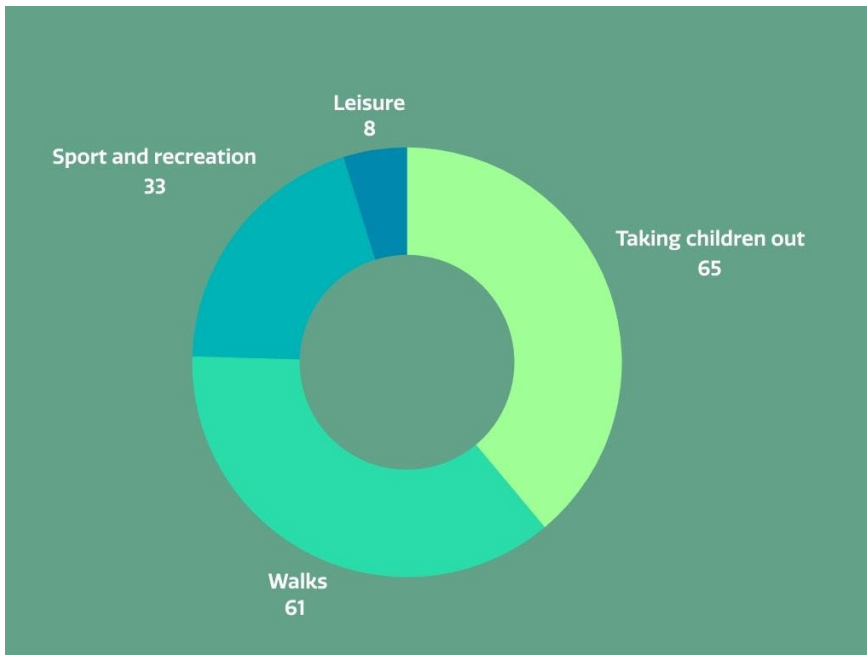
Question 4: Tell us a bit about the Serpentine Jarrahdale green spaces you visit and why. Respondents were asked to provide a free-text response, and provide multiple responses if desired. Most participants did not provide specific reasons for visiting green spaces, therefore, the findings for the 'places' and 'reasons' categories are reported separately.

Participants were able to select multiple places they visit, therefore the total number of places selected by respondents and their reasons for visiting are greater than the total number of respondents.

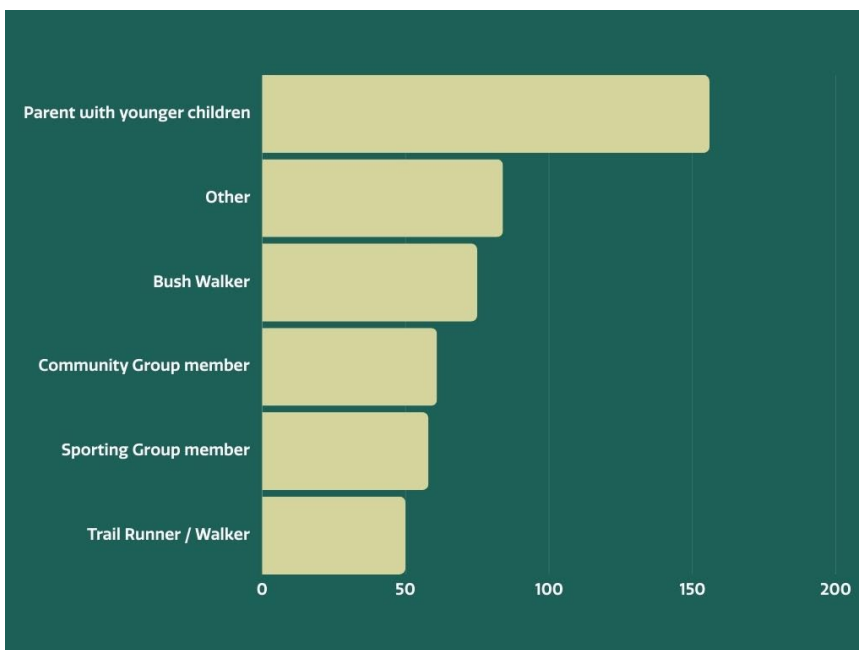
Of the 303 respondents who gave one or more examples of **what green spaces they visit**, 182 named parks and ovals, and 37 mentioned trails. Below is a summary of the most popular, but not all, of the responses:



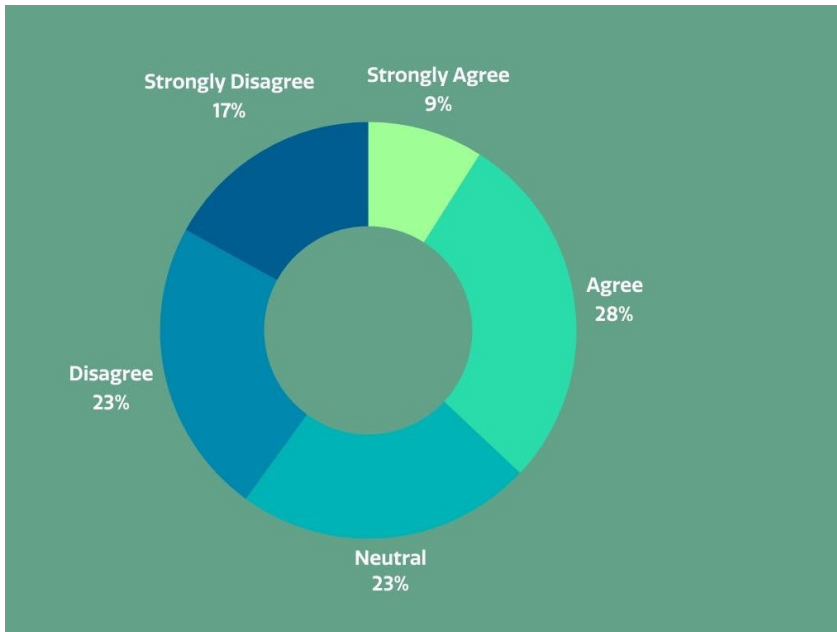
One-hundred and fifty-one survey respondents provided one or more reason **why** they visit the Shire’s green spaces. Below is a summary of the most popular, but not all, of the responses:



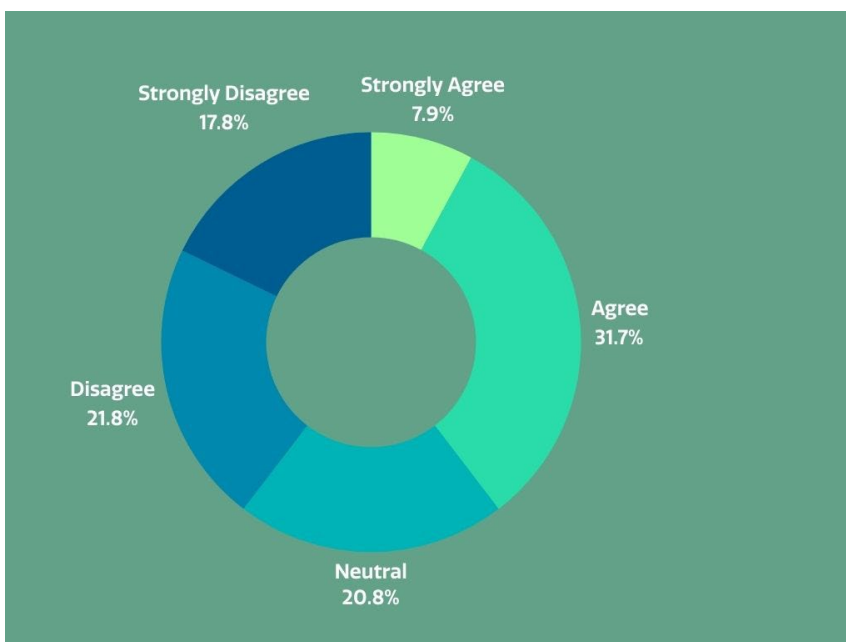
Question 5: Are you part of a specific stakeholder group? Respondents were able to select multiple response options if they wished, along with ‘other’, a free text response. The highest level of representation was from people who identified as ‘parents with young children’ (156). A summary of the responses is below:



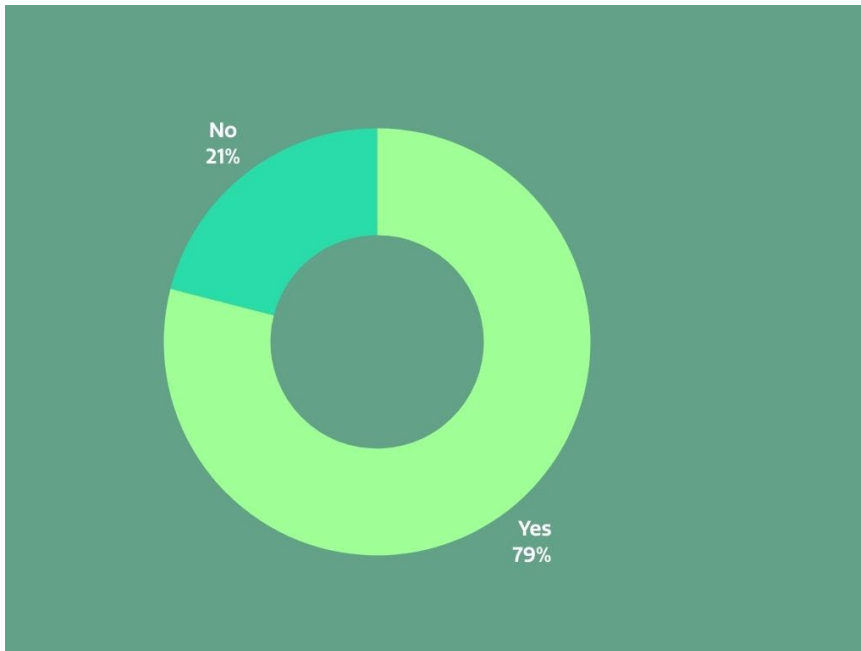
Question 6: The maintenance of green spaces in the Shire of Serpentine Jarrahdale meets my expectations. Respondents were asked to rate their level of agreement on a five-point scale, from strongly agree to strongly disagree. Of the 338 respondents, 60% responded as either strongly agreeing, agreeing or neutral with the statement, indicating that the Shire’s maintenance of green spaces meets community expectations.



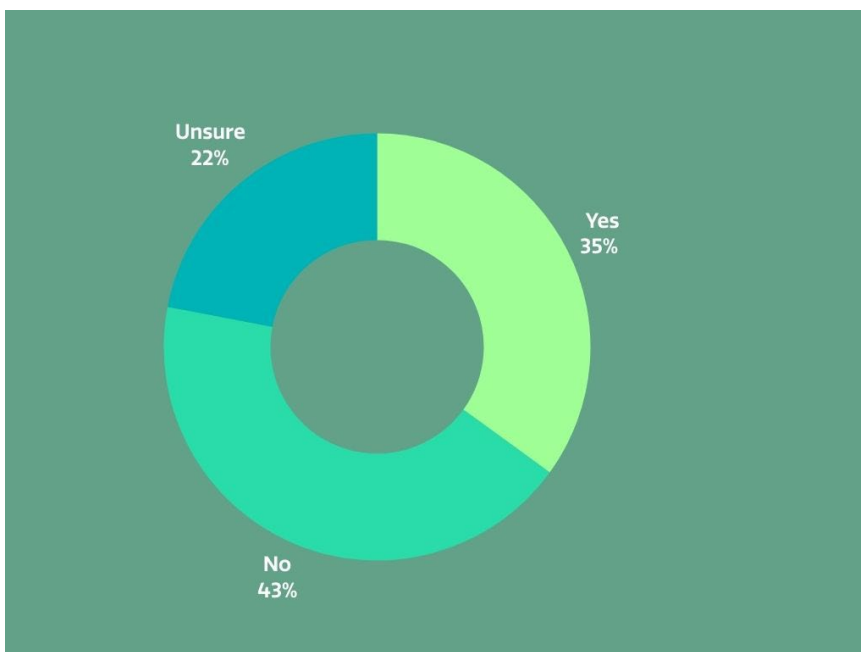
Question 7: I believe the frequency of maintenance activities in the Shire of Serpentine Jarrahdale’s managed green spaces is adequate. Respondents were asked to rate their level of agreement on a five-point scale, from strongly agree to strongly disagree. Of the 338 respondents 61% responded as either strongly agreeing, agreeing or neutral, indicating that the frequency of maintenance activities in the Shire meets community expectations.



Question 8: There are specific open spaces or amenities (e.g. playgrounds, restroom facilities, walking trails) in the Shire of SJ that require more attention or maintenance. This statement required respondents to provide a 'yes' or 'no' response. Of the 338 respondents, 79% responded yes, and 21% responded no.



Question 9: Do you believe that the Shire's level of service schedule is adequate to care for our green spaces? Respondents were asked to respond, 'yes', 'no' or 'unsure'. Of the 338 respondents, 43% responded no, 35% yes and 22% said they were unsure.



Question 10: Please elaborate on any concerns you may have, or any particular areas of interest you would like us to know about. Participants were asked to elaborate on any concerns that they might have and/or identify specific areas of interest they would like the Shire to know about.

Of the 338 respondents, 230 provided a response.

A summary of responses to this questions is provided below, grouped by suburb to identify the key themes.

4.2 Feedback by suburb

Byford

There were 187 respondents to the survey from Byford. Of these, 124 provided a response to this question. The key themes are:

Green space maintenance: 68 respondents said they were concerned about maintenance of the Shire's green spaces.

Amenities: 29 respondents said amenities should be increased, with 12 mentioning public toilets. Other mentions included parking (2), extended pathways (2), park lights (2) and dog restricted park areas.

Maintenance of amenities: 20 respondents said they would like the Shire to improve maintenance, with 10 mentioning rubbish being littered in green areas.

Jarrahdale

There were 49 Jarrahdale respondents, with 41 providing a response to this question. The key themes are:

Maintenance of Jarrahdale Oval: 16 participants indicated that they were dissatisfied or concerned about the current state of Jarrahdale Oval. Participants commented that "the Jarrahdale oval is in a very sad state. [There are] numerous green parks in Byford yet we get a dustbowl", and "the total degradation of the Jarrahdale Oval should be addressed immediately.

Another respondent stated that: "Jarrahdale Oval is a dead dirt farm. It's a fenced space of dirt. I tolerate it because there is nowhere else in Jarrahdale," with another stating that: "Jarrahdale Oval is unusable for any activity. My son has attempted personal athletic training there but the uneven ground was too dangerous."

Amenities at Forrest Green: Fifteen participants indicated they would like the Shire to improve and increase the amenities available at public green spaces. Of these, 12 felt that existing green spaces required public toilets and or showers. Most participants (9) felt that Forest Green in particular, required public toilets, stating things like, "Forrest Green needs a toilet", "toilets at Forrest Green would be great", and "Forest Green needs a water supply and a toilet".

Footpaths and verges: Ten participants indicated that they would like the Shire to improve their maintenance of footpaths and verges. One participant noted, "there is clearly very little plan for your road reserves, they are overgrown, full of weeds and an

eyesore. The...verges are a disgrace, [and are] a fire and traffic hazard. Despite continued complaints over the years they are progressively getting worse”.

Serpentine

There were 27 Serpentine participants, with 17 providing a response to this question. The key themes are:

Verges: Eight respondents said that verges and other green spaces in Serpentine need additional attention from the Shire, with five saying they need more consistent maintenance and a tidy up.

Amenities: Six respondents said that existing amenities in Serpentine’s green spaces were inadequate, with one participant mentioning off-road parking for horse floats at the Pony Club. Other mentions included public toilets at Clem Kentish Recreation Centre needing cleaning, and the BMX track, tennis courts, parks and signing needing revitalising.

Whitby

There were 21 Whitby participants, with eight providing a response to this question. The key themes are:

Amenities: Four respondents felt that park areas need public toilets. Others mentioned seating areas (1), increased water supply (1) and areas that require dogs to be on leads (1).

Maintenance: Four respondents said that verges and general green spaces in Whitby need more attention.

Mundijong

There were 13 Mundijong participants, with nine providing a response to this question. Key themes are:

Mundijong Oval: Respondents called for improvements to Mundijong Oval, such as: restoring the cricket nets (2), expanding the oval complex to include a basketball hoop and BMX track (1) or playground (1), and generally improving drainage (1).

Footpaths and verges: Three respondents said that local footpaths and verges need more attention from the Shire.

Oakford

There were 12 Oakford participants, with seven providing a response to this question. Key themes are:

Maintenance: Four participants said the Shire should more regularly clear vegetation, water greenery and mow grass covered areas. Two felt that the bridle trail required additional attention.

Accessibility: Two respondents mentioned lack of accessibility for wheelchair users, due to lack of paths.

Amenities: Two participants flagged a desire for public toilets in green spaces like Kalimna Oval (1), and additional fencing around local reserves to deter off road motorists (1).

Cardup

There were 11 Cardup participants, with seven providing a response to this question. Key themes are:

Verges and paths: Two respondents said they felt current levels of green space maintenance were limited.

Additional green space: Two participants felt that the Cardup area could benefit from increased green space, in the form of a new park, and public toilet facilities.

Darling Downs

There were eight Darling Downs participants, with six providing a response to this question. Key themes are:

Verges: Three respondents said that verges in the area need additional maintenance.

Additional green space: Two participants also felt that Darling Downs could use additional green spaces, including parks (with lights and footpaths), and vegetive areas to support native flora.

Keysbrook

There were seven Keysbrook respondents, with seven providing a response to this question. Key themes are:

Maintenance: Three respondents noted that responsibility for Keysbrook Park was with local community members, and should have greater involvement from the Shire.

Amenities: Two participants said there was a need for public toilets to be installed at local parks and playgrounds. The third noting that there was a need to improve pedestrian accessibility and parking at local green spaces, specifically Briggs Park.

Oldbury

Two respondents from Oldbury responded to this question, one identifying the need for public toilets and larger playgrounds, while the other said there was a need for increased lighting on Gossage Road.

Karrukup

One respondent from Karrukup noted that more shade was needed at playgrounds and parks to ensure they were usable in the summer months.

4.3 Positive feedback

Although most of the feedback provided via the Green Spaces survey was about areas of concern with the Shire's green space maintenance, respondents were encouraged to share positive feedback. This includes:

"Overall I think the spaces are well maintained, and when additional issues occur the shire is quick to respond when notified. I'm very thankful for the new outdoor hub space in Jarrahdale as parents of the local school use it most days after school (weather permitting)."

"The bush area along Beenyup Brook between Old Brickworks and SW Hwy became quite overgrown last summer. This seems to be getting addressed very regularly and I am very thankful."

"Lived here for two weeks, moved from Safety Bay, Very impressed with Serpentine, live in town."

"Overall Shire parks are well maintained."

"They are maintained well."

"Along Thomas Road the summer grasses dry out and worry me due to Bushfire risk, otherwise I think you guys do a great job."

5. CONCLUSION AND NEXT STEPS

The purpose of the Green Spaces community engagement was to consult the community on the Shire's current maintenance schedules, with the aim to align future schedules to community feedback and expectations, as per the outcomes report.

Using the Green Spaces survey Question 7 as a baseline, 37% strongly agree or agree that the current frequency of maintenance activities in the Shire's managed green spaces to be adequate, with 23% responded as neutral.

There is, however, room for improvement with 79% of respondents to Question 8 saying that there are specific open spaces or amenities that require more attention or maintenance.

5.1 Next steps

1. This Outcomes Report and the Survey Report be used to identify opportunities and inform a longer-term strategy for future green space maintenance schedules, as per CEO KPI #2.
2. The Shire considers the following quick win actions in the development of the 2024/25 Annual Budget setting process to improve green space and public space amenity, as per community feedback:

Theme	Action
Maintenance schedules	Publish the ovals, parks and gardens maintenance schedules on the Shire's website
Drink Fountain	Install a public drink fountain at Forrest Green, Jarrahdale
Playground equipment/Softfall	Broken playground equipment and Softfall to be repaired or replaced
Shade sails at playgrounds	New shade sails or renewal of existing shade sails at playgrounds where no shade exists or shade sails are broken
Cricket nets	Inspect and repair cricket nets at Mundijong Oval, Clem Kentish Reserve and Briggs Oval
Briggs Lower Oval	Continued investment in maintenance of Briggs Lower Oval

3. The Shire considers the following long-term actions to improve green space and public space amenity, as per community feedback:

Theme	Action
Footpath Accessibility	Develop a Footpath Forward Works Renewal Plan
Playground amenities and public toilet provision	Develop a Playground Renewal Plan to: <ul style="list-style-type: none"> • Increase diversity of play equipment provided for different ages at local playgrounds

	<ul style="list-style-type: none"> • Ensure all playgrounds have shade sails • Identify opportunities for increased public toilet provision at public parks
Adventure playground	Continue the planning and feasibility of a Regional Playground
Planning for new parks and playgrounds	Ensure that the provision of new parks and playgrounds provide meaningful spaces for kids to play (not pocket parks)
Jarrahdale Oval	Increase investment and maintenance of oval

6. APPENDICES

6.1 Appendix A - Green Spaces Survey Report

Table of Contents

Contents

Executive Summary	21
Results	23
Question 1 and 2: Please tell us your email address and best contact number.	23
Question 3: Please enter your suburb.	23
Question 4: Tell us a bit about the Serpentine Jarrahdale green spaces you visit and why.	23
Places Visited	24
Reasons for Visiting	24
Question 5: Are you part of a specific stakeholder group?	25
Question 6: The maintenance of green spaces in the Shire of Serpentine Jarrahdale meets my expectations.	25
Question 7: The frequency of maintenance activities in the Shire of Serpentine Jarrahdale's managed green spaces is adequate.	26
Question 8: There are specific open spaces or amenities (e.g. playgrounds, restroom facilities, walking trails) in the Shire of SJ that require more attention or maintenance.	27
Question 9: Do you believe that the Shire's level of service schedule is adequate to care for our green spaces?	27
Question 10: Please elaborate on any concerns you may have, or any particular areas of interest you would like us to know about.	14
APPENDIX A – SHIRE OF SERPENTINE JARRAHDALÉ GREEN SPACES SURVEY	34

Executive Summary

The Shire of Serpentine Jarrahdale conducted an online survey with their community via their Your Say page during March and April 2024 to ask for feedback about green spaces in the Shire and their ongoing maintenance and care. In total, 339 community members from the Shire of Serpentine Jarrahdale completed the Green Spaces Survey.

Participants

Community members from 12 suburbs were represented in the final survey population. Most respondents listed their suburb as Byford (55%, 187), followed by Jarrahdale (14%, 49), Serpentine (8%, 27) and Whitby (6%, 21).

Green Spaces Visited

Participants were asked to identify green spaces within the Shire that they visited and provide reasons for visiting. Of the 339 total respondents, 303 provided a response to this question.

Parks and ovals – 182 visited parks and ovals. The most frequently mentioned were Jarrahdale Oval (20), Briggs Park (17), Kalimna Oval (17), Scarps (12), Bill Hicks (9), Percys (9), Forest Green (8), the Ridge (4), and Icaria (2).

Trails – 37 visited local bush trails. Specific trails identified include the Byford Bridle Trails (8) and Jarrahdale heritage trails (7).

Playgrounds – 27 visited playgrounds.

Nature Reserves/Bushland – 12 visited nature reserves including Foxtan Road (3), the Old Brickworks (3), Wungong Regional (2), Ballawarra (1), Fawcett (1), Lambkin (1), and Koorobinjal (1).

Other – Other green spaces visited included: the Serpentine Pony Club (8), local brooks (8), the Glades (8), local falls (5), Darling Downs Equestrian Club (4), the community garden (3), Serpentine Dam (3), and Kandimak Boulevard (2).

Reasons for Visiting

Of the 151 participants who provided a reason for attending a green space in the Shire:

Children – 65 stated the reason was to take their children out.

Walks – 61 said they attended green spaces for walking dogs or for bushwalking / hiking.

Sport and recreation – 33 said sport and or recreation.

Leisure – 8 said for leisure purposes related to health, wellbeing, and exploration.

Maintenance of green spaces

Community members were asked to rate their level of agreement (ranging from strongly disagree to strongly agree) with the statement: the maintenance of green spaces meets their expectations.

Of the 339 respondents:

37% (126) strongly agreed or agreed,
23% (77) were neutral,
40% (136) strongly disagreed or disagreed.

Frequency of maintenance

Community members were asked to rate their level of agreement with the statement: I believe the frequency of maintenance activities in the Shire of Serpentine Jarrahdale's managed green spaces is adequate. Of the 339 respondents:

40% (134) either strongly agreed or agreed,
21% (71) were neutral, and
39% (134) disagreed or strongly disagreed.

Additional maintenance and attention

Community members were asked if they felt there were specific open spaces or amenities in the Shire that required additional maintenance and attention. Of the 339 respondents:

79% (267) responded 'yes', and
21% (72) responded 'no'.

Community members were asked if they believed the level of maintenance scheduled by the Shire to care for green spaces in their suburb, was adequate. Of the 339 respondents:

43% (146) responded 'no',
35% (118) responded 'yes', and
22% (75) responded by saying they were 'unsure'.

Concerns or particular areas of interest

When evaluating the concerns and areas of interest mentioned, two key themes emerged:

Green space maintenance – Participants from across the Shire identified that local parks (e.g., Jarrahdale, Briggs, and Keysbrook), verges, and pathways required greater attention and care from the local council. Specific concerns regarding green maintenance mostly related to green spaces being overgrown and under-watered/serviced.

Amenities – Participants from across the Shire cited the lack of, and state of existing amenities at local green spaces as being problematic. While many participants from across the Shire, felt that waste management and equipment maintenance at parks and playgrounds could be improved, the most consistently cited concern was the lack of public toilets at local green spaces.

Results

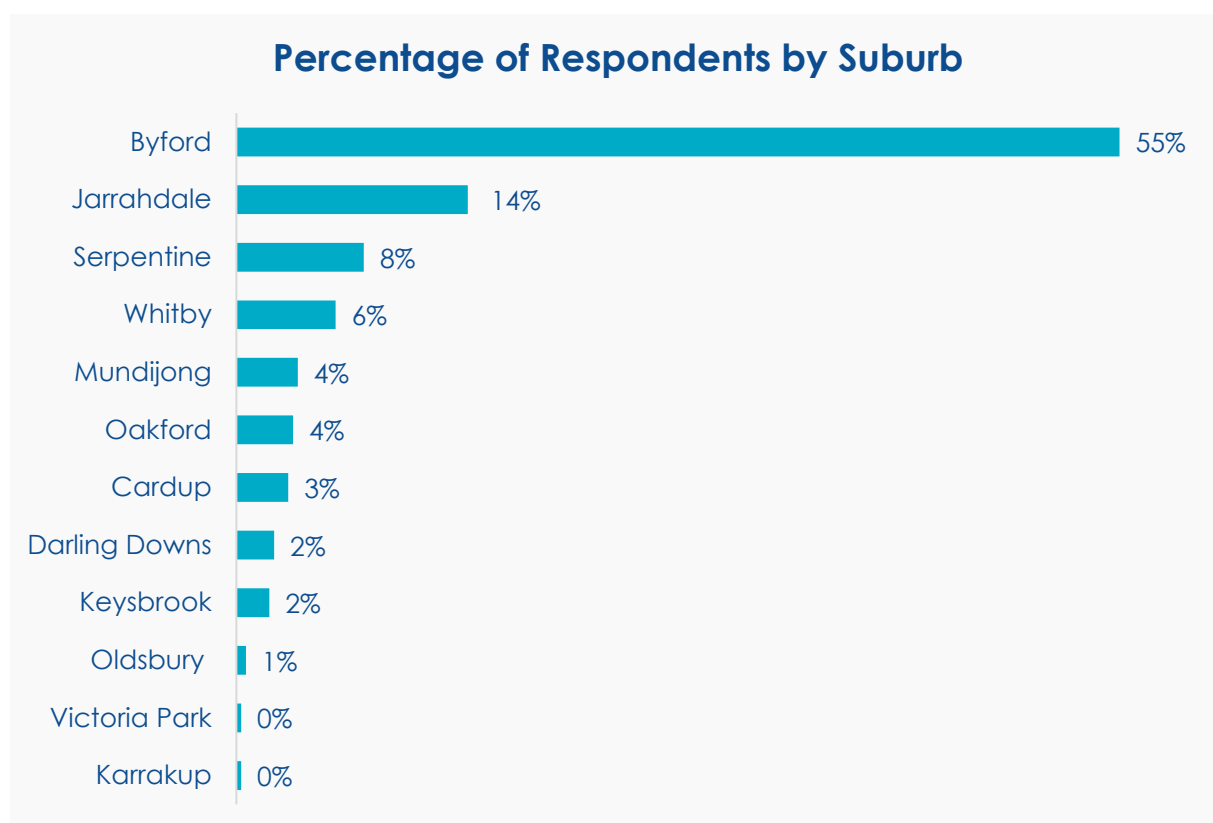
In total, 339 community members from the Shire of Serpentine Jarrahdale completed the Green Spaces Survey. The survey aimed to assess community sentiments regarding green spaces within the Shire and their ongoing maintenance and care. Community responses to the survey questions are set out below.

Question 1 and 2: Please tell us your email address and best contact number.

These questions have not been reported on.

Question 3: Please enter your suburb.

Community members from 12 suburbs were represented in the final survey population. Most respondents listed their suburb as Byford (55%, 187), followed by Jarrahdale (14%, 49), Serpentine (8%, 27) and Whitby (6%, 21). The graph below details the percentage of participants from each suburb as a function of the total survey population.



Question 4: Tell us a bit about the Serpentine Jarrahdale green spaces you visit and why.

Participants were asked to identify green spaces within the Shire that they visited and provide reasons for visiting. Of the 339 total respondents, 303 provided a response to this question. Participants responses were examined and coded to establish consistent places and reasons. Most participants did not provide specific reasons for visiting green spaces, therefore, the findings for each category (*places and reasons*) are reported separately.

Please note participants were able to select multiple places they visit, therefore the total number of places selected by respondents and their reasons for visiting are greater than the total number of respondents.

Places Visited

Parks and ovals – Of the 303 participants who responded to this question, 182 said they visited parks and ovals. For example, one participant said, “we regularly visit the parks and ovals with our kids”. Of those participants who specified which parks they attended, the most frequently mentioned parks were Jarrahdale Oval (20), Briggs Park (17), and Kalimna Oval (17). Other parks and ovals identified by more than one participant include Scarps (12), Bill Hicks (9), Percys (9), Forest Green (8), the Ridge (4), and Icaria (2).

Trails – 37 of the participants who responded to this question mentioned that they visited local bush trails. For example, one participant stated, “I use the walking and hiking trails in Jarrahdale and Serpentine”. Specific trails identified by more than one participant include the Byford Bridle Trails (8) and Jarrahdale heritage trails (7).

Playgrounds – 27 of the participants who responded to this question mentioned that they visited playgrounds. For example, participants in this group stated, “[we visit] playgrounds, all of them in SJ”, and “[we go to] playground[s] for my daughter”.

Nature Reserves/Bushland – 12 of the participants who responded to this question mentioned that they visited nature reserves. One participant stated, “[we visit the] nature reserve at the end of Richardson Rd/Harvey Rd to admire the beautiful display of wildflowers (stunning kangaroo paw etc)”; while another said, “we walk on the walk trail on the Foxton Road reserve Oakford each morning”. Reserves that participants in this group identified as having visited, included, Foxton Road (3), the Old Brickworks (3), Wungong Regional (2), Ballawarra (1), Fawcett (1), Lambkin (1), and Koorobinjal (1)

Other – As most of the remaining green spaces were mentioned by less than 10 participants, they have been collectively categorised as ‘other’. Some of the other green spaces visited by more than one participant include: the Serpentine Pony Club (8), local brooks (8), the Glades (8), local falls (5), Darling Downs Equestrian Club (4), the community garden (3), Serpentine Dam (3), and Kandimak Boulevard (2).

Reasons for Visiting

Participants provided a range of reasons for visiting green spaces in the Shire. The most frequently stated reasons are detailed below:

Children – Of the 151 participants who provided a clear reason for attending a green space in the Shire, 65 stated the reason was to take their children out. As one participant stated, “we take the kids out for a play to BMX track. [It’s] nice and clean and lovely and green”. Similarly another stated “I live in Jarrahdale; I have 3 young children. We often visit the parks, playgrounds, walk trails and bike trails...”.

Walks – 61 participants said they attended green spaces in the area for the purpose of walking. This group of participants could be grouped into two general categories: dog walkers and hikers/bushwalkers. Dog walkers said things like, “I visit the Jarrahdale Oval to exercise my dog. I generally do not visit other areas as I have access to the forest around me”. Conversely, hikers said things like “I love bushwalking through... Gooralong Reserve and Serpentine”.

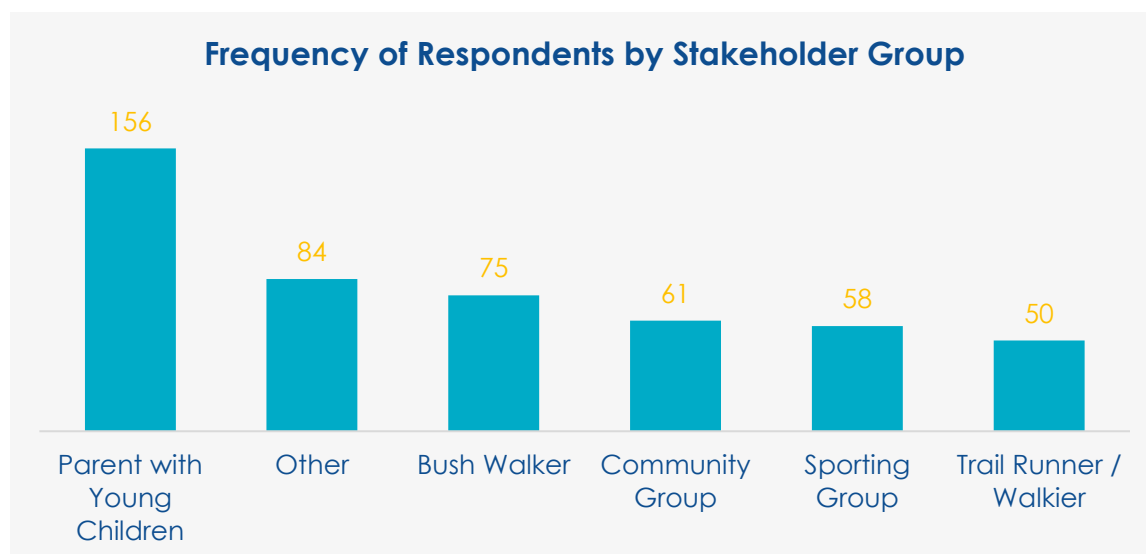
Sport and recreation – 33 participants gave sport and or recreation as the reason they attended green spaces in the Shire. Participants stated, “[I] visit open grassed [areas] with [the] family to kick a

football, play basketball or hit a cricket ball and to give the dog exercise”, and “the areas with greenery are well kept and the small trails [are] great. I visit the trails on my bike, and they are fun to ride on”.

Leisure – 8 participants said they attended green spaces in the Shire for leisure purposes related to health, wellbeing, and exploration. For example, one participant stated “[we go to] Bill Hicks reserve to catch-ups with friends, Mead Street park is great for a pretty walk and playing in the stream in winter”. Likewise another stated, “I visit a whole range of green spaces, small parks, the local bushland reserves and the area around our community centre. Every space plays a role in community health and my family. [Though] I think sometimes the smaller and less formal spaces get forgot[ten]. A third participant stated, “I’m very new to Byford. This truly is the first place I came to visit. Love the country feel with the trees and walking paths, lots to explore”.

Question 5: Are you part of a specific stakeholder group?

As part of the survey, participants were asked to identify if they were part of any stakeholder groups in the Shire. For this question, participants were able to select multiple response options, if applicable. The stakeholder group with the highest level of representation were ‘parents with young children’ (156), followed by people who belonged to ‘other’ stakeholder groups¹(84), and ‘bush walkers’ (75). The graph below indicates the number of respondents belonging to each stakeholder group.



Question 6: The maintenance of green spaces in the Shire of Serpentine Jarrahdale meets my expectations.

Community members were asked to rate their level of agreement on a five-point scale (ranging from strongly disagree to strongly agree) with the statement: the maintenance of green spaces in the Shire of Serpentine Jarrahdale meets my expectations.

¹ Note, ‘other’ stakeholder groups respondents identified as belonging to (not listed as categories in the survey) included: residents, ratepayers, cyclists, seniors, horse riders, volunteers, local workers, and those without a group.

Of the 339 respondents:

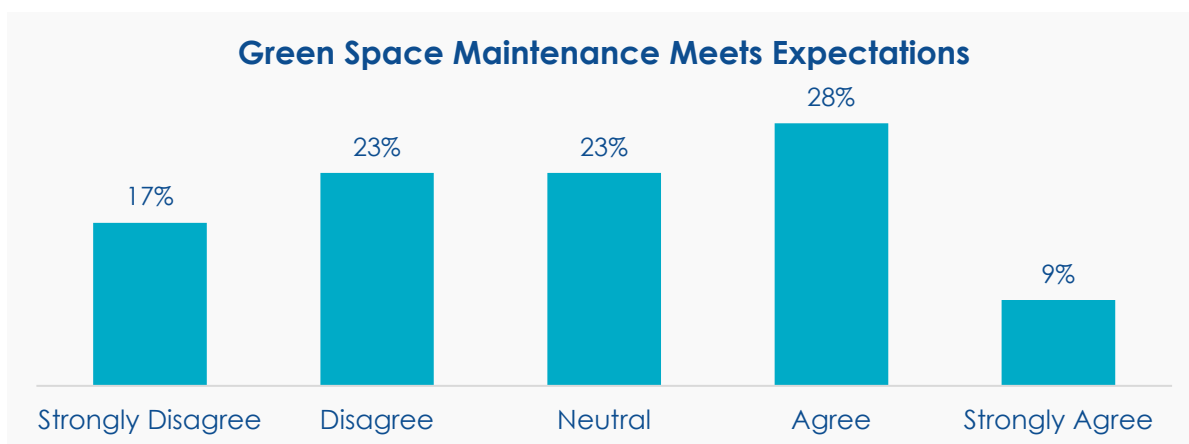
9% (31) strongly agreed that maintenance of green spaces met their expectations,

28% (95) agreed,

23% (77) were neutral,

23% (77) disagreed, and

17% (59) strongly disagreed.



Question 7: The frequency of maintenance activities in the Shire of Serpentine Jarrahdale's managed green spaces is adequate.

Community members were asked to rate their level of agreement on a five-point scale (ranging from strongly disagree to strongly agree) with the statement: I believe the frequency of maintenance activities in the Shire of Serpentine Jarrahdale's managed green spaces is adequate.

Of the 339 respondents:

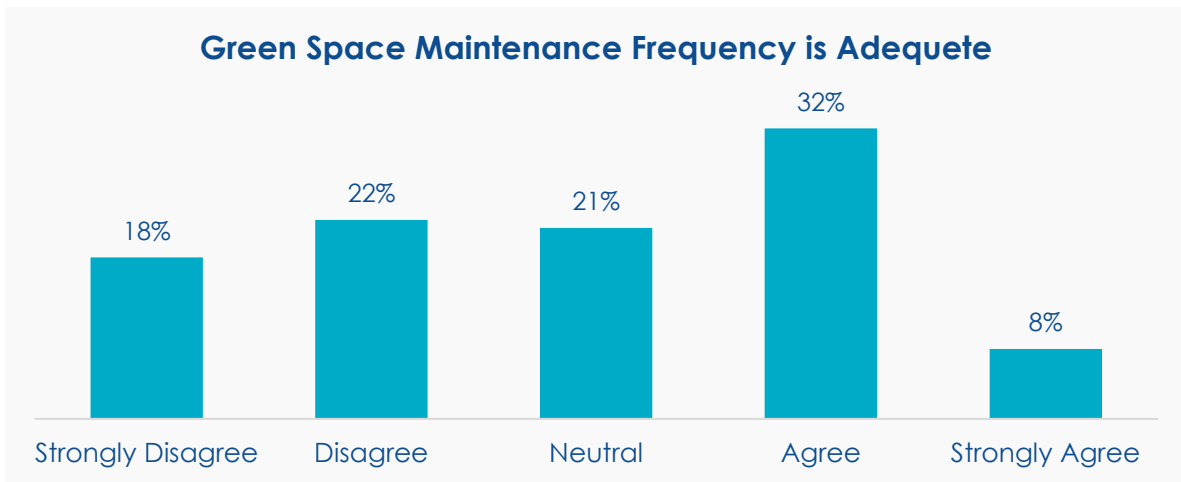
8% (26) strongly agreed maintenance of green spaces met their expectations,

32% (108) agreed,

20% (71) were neutral,

22% (74) disagreed, and

18% (60) strongly disagreed.



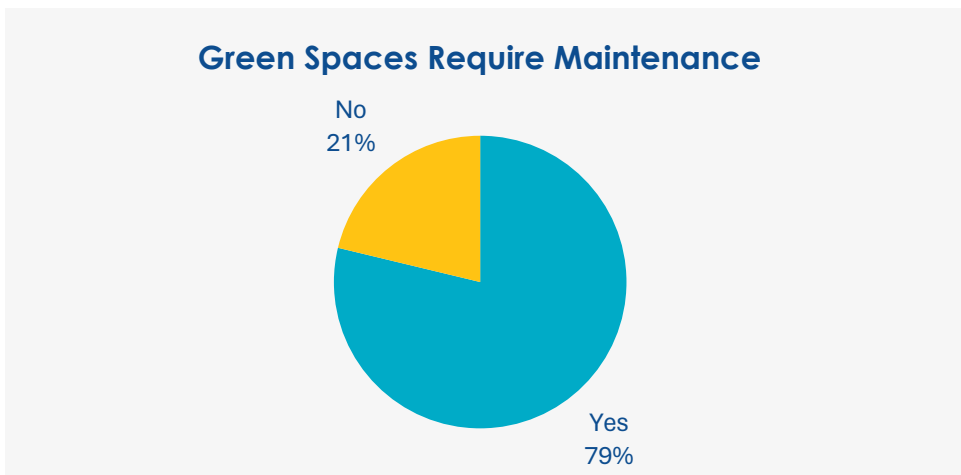
Question 8: There are specific open spaces or amenities (e.g. playgrounds, restroom facilities, walking trails) in the Shire of SJ that require more attention or maintenance.

Community members were asked if they felt there were specific open spaces or amenities in the Shire that required additional maintenance and attention.

Of the 339 respondents:

79% (267) responded 'yes', and

21% (72) responded 'no'.



Question 9: Do you believe that the Shire's level of service schedule is adequate to care for our green spaces?

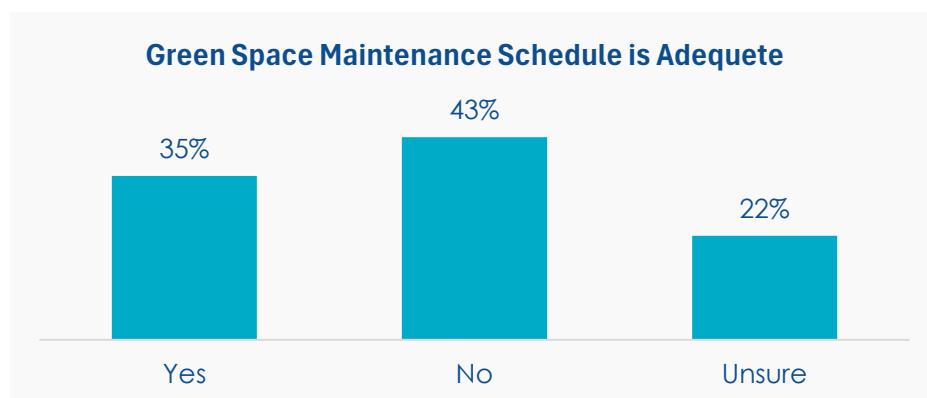
Community members were asked if they believed the level of maintenance scheduled by the Shire to care for green spaces in their suburb, was adequate.

Of the 339 respondents:

43% (146) responded 'no',

35% (118) responded 'yes', and

22% (75) responded by saying they were 'unsure'.



Question 10: Please elaborate on any concerns you may have, or any particular areas of interest you would like us to know about.

Participants were asked to elaborate on any concerns that they might have and/or identify specific areas of interest they would like the Shire to know about. Of the 339 total respondents, 230 provided a response to this question. Participants qualitative responses were examined and coded for consistent themes. The main themes and percentage of participants who mentioned them are set out below. For this question, participant responses are reported for each suburb.

Byford

Of the 187 Byford respondents, 124 provided a response to this question. Byford participants identified three general areas of concern: the maintenance of green spaces, notably verges, parks, and pathways; the lack of public amenities, and the maintenance of existing amenities. Participants also made some general comments that have been collectively categorised as 'other'.

Green Space Maintenance – 68 participants indicated that they were concerned about how green spaces were maintained within the Shire. About half of these participants (32) identified issues with the level of green growth on verges, public foot paths, and at local parks. For example, participants stated, “we have noticed that the area and green spaces are overgrown and looking just terrible”, “it’s just been a very long hot summer and...[there was] over a metre [of] tall, long dry spinifex and dry grass. Trees had fallen over from storms and long limbs were left snapped on the floor”, and “the sidewalks are poorly maintained [and] overgrown with weeds”. Participants also identified issues with water, reticulation and drainage (22), with many complaining about the state of grassed areas. Participants stated, “[the] turf is always an issue in summer, [it is] quite often dry and patchy”, “[the] trees look like they need water”, and “watering [is neither] adequate [n]or checked”. Participants (6) identified specific watering issues with Lower Briggs Oval, which reportedly has “massive dead patches in the oval” and “[pot] holes everywhere”, as well as Byford Scarps (4), Gallipoli (2), Thomas Road (1), and Karden Road (1).

Additional concerns regarding green space maintenance varied, with some participants concerned about leaf litter (5), the importance of replanting or revegetating green areas (3), and the consistency and quality of green maintenance (1).

Amenities – 29 participants indicated that they would like the Shire to increase the amenities available at public green spaces. Of these, 12 felt that existing green spaces required public toilets. Participants said, “more playgrounds and parks need public toilets. Only 2 playgrounds in Byford have public toilets...As a suburb with so many young families the potential of the Shire’s parks is greatly reduced by the lack of toilets”, and “we need more parks with toilets!”. Additionally, nine participants noted that existing parks and playgrounds could be improved by providing more equipment. Participants stated, “we need more toddler friendly playgrounds”, and “great work on the provision of green spaces, [but we need] more kids activities - slides/flying fox or similar to Shipwreck or Honeywood social park”.

Additional amenities Byford participants felt could be added to their green spaces included: parking (2), extended pathways (2), park lights (2), and dog restricted park areas (2).

Maintenance of Amenities – 20 participants indicated that they would like the Shire to improve the maintenance of existing amenities in green spaces. Many participants (10) in this group were concerned about the amount of waste or rubbish that was littered in local green areas. For example, one participant stated, “it concerns me about all the rubbish that blows in from the building sites and gathers in the wetland/ bush area over the road from us. I pick up what I can”, while another said, “I tr[y] to bring my two children to the park for play before sunset, but we always see rubbish everywhere and...there is so much dogs’ faeces”. Participants (10) also felt the Shire needed to be more consistent in ensuring playgrounds, recreational facilities, BBQs and pathways were undamaged. Participants, noted that, “a lot of local parks and playgrounds have broken bits, or have lots of weeds that take ages to fix”, and “amenities including signage, football posts, BBQ facilities and playground equipment all have damage that has not been addressed for months”.

Other – 15 participants made general comments that have been collectively categorised as ‘other’. Of these, seven made positive comments about the Shire’s green maintenance activities, stating that they were “5 star”, and “well maintained”. By contrast, three participants made negative comments, stating, “the Shire is not forward thinking in maintaining our beautiful bushland and existing native trees for bird’s & environment. You are only thinking short term to grab money to build out all that makes Byford beautiful”, and “[the Shire is] negligent - disgraceful – worst LGA in metropolitan area – complete disregard for maintaining POS”. The remaining participants in this ‘other’ category wanted the Shire to follow up with them personally or had nothing specific to comment on.

Jarrahdale

Of the 49 Jarrahdale participants, 41 provided a response to this question. Jarrahdale participants identified three general areas of concern: the maintenance and care of Jarrahdale Oval, the lack of public amenities, and the maintenance of footpaths and verges.

Green Space Maintenance (Jarrahdale Oval) – 16 participants indicated that they were dissatisfied or concerned about the current state of Jarrahdale Oval. Participants commented that “the Jarrahdale oval is in a very sad state. [There are] numerous green parks in Byford yet we get a dustbowl”, and “the total degradation of the Jarrahdale Oval should be addressed immediately. The oval was once a stunning green space reticulated and mown and is now a moonscape...”. Participants called for the Shire to improve and better maintain the oval, saying things like “please care for the Jarrahdale oval,

[currently] it is very unpleasant to use”, and “[we would] love to have a beautiful oval to play on with kids and dogs”. Two participants in this group also flagged concerns regarding potential plans to remove or restructure the oval, citing that it is a very important area for the community.

Amenities – 15 participants indicated that they would like the Shire to improve and increase the amenities available at public green spaces. Of these, 12 felt that existing green spaces required public toilets and or showers. Most participants (9) felt that Forest Green in particular, required public toilets, stating things like, “Forrest Green needs a toilet”, “toilets at Forrest Green would be great”, and “Forest Green needs a water supply and a toilet”. Additional amenities that participants also flagged as being needed to improve green spaces, included water supply (3), fountains (2), and showers (1).

Green Space Maintenance (Footpaths & Verges) – E Several participants noted that weeds, leaf litter and debris often covered footpaths, impeding accessibility. For example, one participant stated, “the footpaths are hazardous for the older people in our community. They are uneven and covered in debris that is a trip hazard”, and “we use mobility scooters, and the pathways are quite precarious in places”.

Other – Two participants from Jarrahdale flagged that they would like the Shire to follow up with them regarding personal questions and concerns.

Serpentine

Of the 27 Serpentine participants, 17 provided a response to this question. Participants identified two general areas of concern: the maintenance of local verges and green spaces and the maintenance of public amenities in green spaces. Participants also made several general comments that have been collectively categorised as ‘other’.

Green Space Maintenance (Verges) – Eight identified that verges and other green spaces throughout Serpentine required additional attention from the Shire. More than half of the participants in this category (5) argued that the verges throughout Serpentine required more consistent maintenance and a general ‘tidy up’. As one participant stated, “I can see improvements being made slowly [to verges] which I appreciate but more could be done to tidy them up”. The remaining participants in this category felt that green spaces on Serpentine's main street could be improved, and that the timing of green maintenance works undertaken by the Shire should be more thoughtfully planned, to minimise community disruption.

Amenities – Six participants indicated that the existing amenities in local green spaces were inadequate and needed to be improved. For example, one participant stated, “the Pony Club really needs off road parking for floats to make it safe for horses and riders. The roads are too busy to ride there, and there is only...rutted dirt...and deep mud parking...for one or two floats on Hall Road opposite the feed store. Often this spot is taken up by parked vehicles of dog walkers, so no float parking available a lot of the time”. Conversely, another said, “as a rate payer in the shire I would like the same enthusiasm...to be focused on the rest of the Shire’s responsibilities...The public toilets at Clem Kentish Recreation Centre require regular cleaning...the open space and bush area to the entrance of serpentine downs estate requires attention”. The remaining participants in this group felt that the BMX track (1), local tennis courts (1), parks (1), and signage (1) all needed revitalising.

Other – Participants also made several other comments. One participant commented that they sympathised with the Shire’s financial constraints. Other comments related to the positive

experiences of recent arrivals in the Serpentine area (1), and the desire for greater monitoring and control of off leash and stray dogs in green spaces (1).

Whitby

Of the 21 Whitby participants, eight provided a response to this question. Participants identified two general areas of concern: the lack of public amenities and the maintenance of verges and other green spaces.

Amenities – Four respondents felt that park areas needed public toilets. Participants stated, "I think the Whitby area could use a park with toilets, especially since they have BBQs. Having small children learning to toilet train having a toilet will make life easier", and "[we need] toilets at the park". Additional amenities that participants also wanted to improve green spaces included seating areas (1), increased water supply (1), and park areas that require dogs to be leashed (1).

Green Space Maintenance (Verges & General) – Four participants felt the verges and general green spaces in Whitby required more consistent and regular attention. Participants stated that they, "would like to see more funding to ensure verges are sufficiently maintained...as maintenance of verge area[s] was...[ignored until] bushfire season", and "the verges in Whitby need maintenance". Furthermore, one participant felt that Shire maintenance at Whitby needed to be more effectively distributed throughout the suburb, stating, "more care [is] needed for [the] Whitby Estate, not just the entrance".

Mundijong

Of the 13 Mundijong participants, nine provided a response to this question. Participants identified two general areas of concern: the lack of, and current state of existing amenities, and the maintenance of verges and local paths.

Amenities – Five respondents to this question felt that there needed to be more amenities at public green spaces, and that existing amenities needed to be revitalised. Specifically, respondents called for improvements to be made to the Mundijong Oval, such as: restoring the cricket nets (2), expanding the oval complex to include a basketball hoop and BMX track (1) or playground (1), and generally improving drainage (1).

Green Space Maintenance (Footpaths & Verges) – Three participants stated that local paths and verges needed increased attention from the Shire. One participant stated, "the area besides the path needs clearing...Debris...is piled high and means the paths are never clear. It's so dangerous. The reserve along the path needs to be better looked after to enhance the wildflowers that grow there instead of weeds". Another flagged concerns about the growth of vegetation near footpaths and verges, which they deemed a bushfire risk.

Other – One participant thanked the Shire for their work maintaining green spaces.

Oakford

Of the 12 Oakford participants, seven provided a response to this question. Participants identified three general areas of concern: the maintenance of trails and grass areas, the accessibility of existing green spaces, and the lack of existing amenities.

Green Space Maintenance (General) – Four Oakford participants felt that the Shire should more regularly clear vegetation, water greenery, and mow grass covered areas. Two participants in this

group felt that the Bridle Trail in particular required additional attention, with one stating, "the reserve land next to the bridle trail and alongside my property has [not] been maintained in the 9 years I have lived here...It is completely overgrown, and the drain is nonoperational...posing a fire risk to us". Another stated, "[we] need more regular mowing and upgrading of the surface of the Bridle path. Often [there are] lots of gum nuts in large amounts which are dangerous to walk over...[as well as] large ant nests...which are very unpleasant to walk through". Additional green areas that participants in this group felt required more attention included the Oakford Community Centre (1), and general grass areas (1).

Accessibility – Two participants flagged concerns about the accessibility of green spaces, with one participant stating, "if you have a BBQ or playground equipment in a space there needs to be a suitable path to it so disabled people can get there. Wheelchairs cannot cross grassed areas".

Amenities – Two participants flagged a desire for public toilets in green spaces like Kalimna Oval (1), and additional fencing around local reserves to deter off road motorists (1).

Cardup

Of the 11 Cardup participants, seven provided a response to this question. Participants identified two general areas of concern: the lack of green space maintenance, and the lack of green space. Participants made several general comments that have been collectively categorised as 'other'.

Green Space Maintenance (Verges and Paths) – Two participants indicated that they felt the current level of green space maintenance was limited. For example, one stated, "[the] verges don't get maintained on a regular basis", and the other noted that the "bridle trails have rubbish dumped [on them]".

Green Space – Two participants felt that the Cardup area could benefit from increased green space, in the form of a new park, and public toilet facilities.

Other – Three participants made comments that related to specific Shire decision making and local maintenance works.

Darling Downs

Of the eight Darling Downs participants, six responded to this question. Participants responses could be grouped according to three general categories: positive comments, concerns regarding the maintenance of local verges, and the lack of green spaces.

Positive Comments – Three participants made positive comments about the maintenance of green spaces, noting "overall the maintenance of the parks, equestrian facilities and bridle trails are great", and the "mulching in 70 Acre Reserve is great".

Green Space Maintenance (Verges) – Three participants also acknowledged that verges in the area needed additional maintenance. One, for example, stated, "[the Shire must] ensure that green verges are kept at a low level throughout the year", whereas another said, "verges around the darling downs area and Thomas Road could certainly use a bit more maintenance and upkeep (mainly mowing and removal of fallen trees) as these can get very long and overgrown".

Green Space – Two participants also felt that Darling Downs could use additional green spaces, including parks (with lights and footpaths), and vegetive areas to support native flora.

Keysbrook

All seven participants from Keysbrook provided a response to this question. Of these, one participant responded that they did not have anything specific to comment on. The remaining six participants identified two general areas of concern: the maintenance of Keysbrook Park and the lack of existing amenities.

Green Space Maintenance (Keysbrook Park) – Three community members noted that currently, maintenance for Keysbrook Park was the responsibility of local community members. All three felt maintenance activities such as mowing the grass and ensuring the park is tidy, should involve the participation of the Shire. Participants stated, "I believe the maintenance at Keysbrook Park is done by locals...the Shire [should] be more involved?", and "we frequently enjoy community coffee catch ups at Keysbrook Park and noticed that the community mows the lawn and maintains [its] upkeep. [While this] is great...it would be appreciated if more Shire involvement could be arranged".

Amenities – Three participants commented on the lack of amenities at public green spaces throughout their local area and the greater shire. Two participants, for example, argued that there was a need for public toilets to be installed at local parks and playgrounds. The third participant identified a separate issue, noting that there was a need to improve pedestrian accessibility and parking at local green spaces, specifically Briggs Park.

Oldbury

Two Oldbury participants responded to this question and identified two separate concerns relating to amenities in the local area. The first stated that they needed, "public toilets and larger playgrounds", while the second felt there was a need for increased lighting on Gossage Road.

Karrukup

The one participant from Karrukup was concerned that existing playgrounds in the area were not accessible to people during summer. The participant felt that this issue could be addressed by increasing the amount of shade cover at playgrounds and parks.

6.2 Appendix B - Green Spaces Survey questions

Q1. Please tell us your email address

Q2. Please tell us your best contact number

Q3. Please enter your suburb.

Q4. Tell us a bit about the SJ green spaces you visit and why:

Q5. Are you part of a specific stakeholder group? Please tell us below.

Q6. The maintenance of green spaces in the Shire of SJ meets my expectations:

Q7. I believe that the frequency of maintenance activities in SJ Shire's managed green spaces is adequate:

Q8. There are specific open spaces or amenities (e.g. playgrounds, restroom facilities, walking trails) in the Shire of SJ that require more attention or maintenance:

Q9. The Shire keeps a level of service schedule to keep track of green space maintenance throughout the year. From what you have observed in your suburb, do you believe that the Shire's level of service schedule is adequate to care for our green spaces?

Q10. Your feedback will enable us to ensure that the Shire's green spaces meet community expectations. If you would like us to follow up with you regarding your feedback, please let us know below. Please also use the free text space below to elaborate on any concerns you may have, or any particular areas of interest you would like us to know about.