WACOSS

Western Australian Council of Social Service Inc

**Submission to the State Sustainability Strategy
Consultation Paper**
Focus on the Future:
Opportunities for Sustainability in Western Australia

April 2002

**Contact: Leanne Barron, Senior Policy Officer
          Ph: 9420 7222; Email: leanne@wacoss.org.au**

INTRODUCTION

The Western Australian Council of Social Service (WACOSS) is a peak non-government organisation for the social service sector. WACOSS represents more than 350 individuals and agencies providing social and community services to disadvantaged people and low income earners across Western Australia.

This submission has been developed in response to the State Government's Consultation Paper for the State Sustainability Strategy *Focus on the Future: Opportunities for Sustainability in Western Australia*. It reflects the results of WACOSS' work in relation to the development of a Model of Social Sustainability and ongoing consultation with the non-government social service sector on issues impacting on low income and disadvantaged people across the State.

WACOSS welcomes the opportunity to respond to the Consultation and to ongoing opportunities to input into the development of a State Sustainability Strategy for Western Australia.

The three tenets of the WACOSS submission are:

- Firstly, that sustainability is a worthwhile pursuit because it brings together the social, environmental and economic dimensions, and thereby provides an opportunity for decisions that take account of not only economic considerations, but also of environmental and social factors. It recognizes that all three dimensions are interconnected and impact upon each other, and that decisions and actions fail to take account of the environmental, social and economic implications are likely to lead to negative consequences in one or all of these domains.

- Secondly, that an understanding of and action directed towards <u>social</u> sustainability is critical to the sustainability of Western Australian communities. While there has been considerable work done in relation to the environmental and economic spheres, the social has tended to fall off the sustainability agenda. The WACOSS submission therefore focuses on the social dimension of sustainability.

- Thirdly, that sustainability is both a desirable outcome and a process, and therefore requires the development of a vision of a sustainable future, and the development of both long and short term strategies to move towards sustainability. This is reflected in both the structure and recommendations of the WACOSS submission.

The submission is structured as follows:

Section 1 addresses sustainability as a worthwhile pursuit, and the conceptualisations of sustainability which guide action towards sustainability.

Section 2 provides an outline of WACOSS' Model of Social Sustainability, developed as part of a *Housing and Sustainable Communities Indicators Project*. The Model represents both the 'outcome' aspect of sustainability in that it provides a picture of what Western Australian communities would look like if they were socially sustainable, and the process aspect, specifically in regard to the community engagement processes required to bring about sustainable communities.
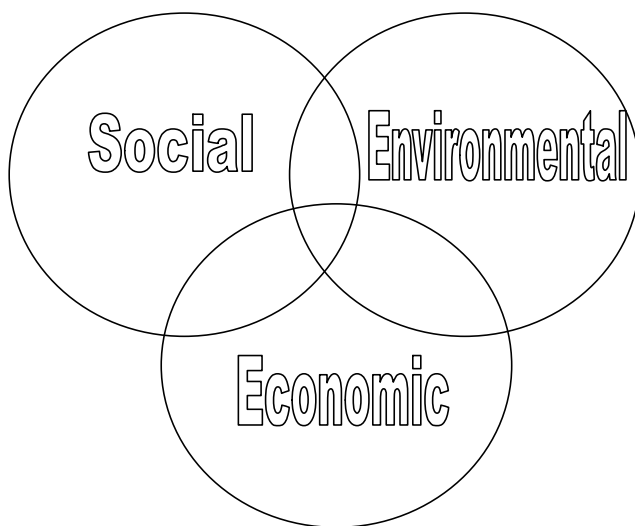
Section 3 provides recommendations for the implementation of a State Sustainability Strategy.

Section 4 identifies four priority issues and associated strategies that are critical to the creation of socially sustainable communities. The recommendations proposed are intended as short term steps to move communities towards social sustainability.
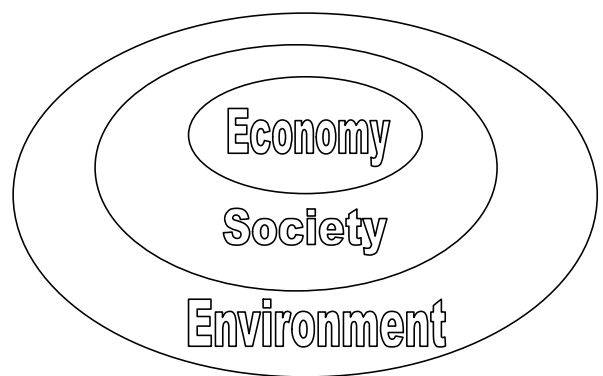
1. SUSTAINABILITY AS A WORTHWHILE PURSUIT

Sustainability is a worthwhile pursuit because it brings together the social, environmental and economic dimensions, and thereby provides an opportunity for decisions that take account of not only economic considerations, but also of environmental and social factors. It recognizes that all three dimensions are interconnected and impact upon each other, and that decisions and actions that aren't based on an understanding of the environmental, social and economic implications are likely to lead to negative consequences in one or all of these domains.

While there are a number of different ways of conceptualising sustainability, two models are overwhelmingly represented in the literature and are illustrated below:

Social   Environmental   Economic

Economy   Society   Environment

Interlocking circles model of sustainability   Concentric circles model of sustainability

Both models provide useful insights into how sustainability can be understood. In the model on the left, sustainability is represented as three interlocking circles, ie. the environmental, social and economic as three interconnecting systems. In this model, sustainability is understood in terms of an appreciation of the connections between the three spheres and also through achieving a balance between them. In particular, this model enables an examination of the dynamics that occur within each sphere and at the boundaries between the spheres.

In the model on the right, sustainability is represented as three concentric circles, ie. the environment, society and economy as systems within systems, with the economy and society sitting within the environment. Here, the economy exists entirely within society on the basis that all parts of the economy require human interaction. However, society is much more than the economy and includes a range of interactions other than those that simply relate to the exchange of goods and services. In turn, society is seen to sit entirely within the environment on which we rely for basic requirements such as air, food and water [1]. This model can be seen as offering a more radical interpretation of sustainability; a move away from the idea that we simply need to change things 'at the margin' in order to achieve sustainability. This model indicates that sustainability is not

---

[1] Sustainable Measures (1998-2000), *An Introduction to Sustainability* [internet] (accessed on 1 September 2001) http://www.sustainablemeasures.com/Sustainability/AbetterView.html

simply about the 'boundaries' where the three spheres overlap; rather it is a one-on-one mapping of how issues within each of the spheres influence and impact on each other, and in terms of policy prescriptions it points to the need for solutions that are win-win all round, and thus are better decisions.

WACOSS believes that a full appreciation of the detail and complexity of sustainability firstly requires an understanding of the dynamics that occur within each sphere and at the boundaries between the spheres (the interlocking circles model); and, following this, an examination of the overall relationship between the three elements of sustainability (the concentric circles model).

While there has been considerable work done in relation to the environmental and economic spheres, the social has tended to fall off the sustainability agenda. There is therefore a need to achieve a more detailed and in-depth understanding of the social dimension. This is one of the aims of the *Housing and Sustainable Communities Indicators Project* currently being undertaken by WACOSS. Specifically, this Project seeks to provide an in-depth and detailed understanding of the social dimension including where the social interacts with environmental and economic spheres (ie. the interlocking circles model). As part of this process, WACOSS has developed a Model of Social Sustainability, details of which are provided in the following section. Once there is an in-depth understanding of the social sphere, there is clearly a need for further work on the overall relationship between all three elements as represented in the concentric circles model. WACOSS therefore submits that the development of the State Sustainability Strategy for Western Australia provides the opportunity to both better understand the social dimension as well as the overall relationship between all three elements.

2.   THE WACOSS MODEL OF SOCIAL SUSTAINABILITY[2]

The WACOSS Model of Social Sustainability comprises:

(i)   a **definition** of social sustainability
(ii)   a set of **principles** which underpin social sustainability
(iii)   a set of **characteristics** which 'flesh out' what social sustainability means in the context of Western Australian communities
(iv)   a series of **statements** for each of the characteristics which provide a further level of detail about social sustainability in the context of Western Australian communities (attached at Appendix A)

and, arising from the above:

(v)   identification of **areas of overlap** between social, environmental and economic sustainability
(vi)   identification of **core issues** of social sustainability.

Each of these components is discussed below.

The Model was developed as part of a WACOSS *Housing and Sustainable Communities Indicators Project.* Research undertaken for the Project utilised a triangulated approach to develop the Model of Social Sustainability incorporating:
- an extensive literature research;
- a focus group and interviews with key metropolitan and rural regional and remote stakeholders; and
- a pilot consultation paper via we technology

(For further detail on the Model and methodology utilised, please see the forthcoming report Barron, L & Gauntlett, E (2002) *Housing and Sustainable Communities Indicators Project Stage 1 Report – Model of Social Sustainability,* WACOSS, Perth, Western Australia)

Definition of Social Sustainability

> *Social sustainability occurs when the formal and informal*
>
> - *processes;*
> - *systems;*
> - *structures; and*
> - *relationships*
>
> *actively support the capacity of current and future generations to create healthy and livable communities. Socially sustainable communities are equitable, diverse, connected and democratic and provide a good quality of life.*

---

[2] Taken from Barron, L & Gauntlett, E. (2002) *Housing and Sustainable Communities Indicators Project Stage 1 Report – Model of Social Sustainability,* WACOSS, Perth, Western Australia

There are three key elements of the definition:
- it highlights the importance of the <u>current</u> and <u>future</u> health and livability of communities;
- while it recognizes the importance of interactions between people, it also points to the importance of the structures, processes and systems that surround these interactions; and
- it captures the importance of <u>formal</u> and <u>informal</u> dimensions.

Principles of Social Sustainability

The principles capture the goals of socially sustainable communities and, to this end, are aspirational and visionary statements that describe what makes a community healthy and livable, both now and in the future.

1. **Equity** – the community provides equitable opportunities and outcomes for all its members, particularly the poorest and most vulnerable members of the community. While equity is listed as a separate principle, it is such a fundamental component that it can't be separated from the other principles. In this way, equity is a filter through which all other principles are viewed.

2. **Diversity** – the community promotes and encourages diversity.

3. **Interconnectedness** – the community provides processes, systems and structures that promote connectedness within and outside the community at the formal, informal and institutional level.

4. **Quality of Life** - the community ensures that basic needs are met and fosters a good quality of life for all members at the individual, group and community level.

5. **Democracy and governance** – the community provides democratic processes and open and accountable governance structures.

Characteristics of Social Sustainability

Each of the principles incorporates a number of characteristics of socially sustainable communities as represented in the following table.

PRINCIPLES	CHARACTERISTICS
1. Equity – the community provides equitable opportunities and outcomes for all its members particularly the poorest and most vulnerable members of the community.	• There is equal opportunity for all members. • There is equity for Indigenous people. • There is equity in relation to human rights. • There is equity in relation to disadvantaged members.
2. Diversity - the community promotes and encourages diversity.	• The community is inclusive of diverse groups. • The community values difference.
3. Interconnectedness - the community provides processes, systems and structures that promote connectedness within and outside the community at the formal, informal and institutional level.	• The quantity of social processes promote connectedness. • The quality of social processes promote connectedness. • The structures governing social processes promote connectedness. • Public and civic institutions promote connectedness. • Community services promote connectedness. • Arts and culture promote connectedness. • Planning and physical infrastructure promote connectedness. • Media and communications promote connectedness. • Recreation and sport promote connectedness. • Transport promotes connectedness.
4. Quality of Life - the community ensures that basic needs are met and fosters a good quality of life for all members at the individual, group and community level.	• Community members have a sense of belonging. • Community members have a sense of place. • Community members have a sense of self-worth. • Community members have a sense of safety. • Community members have a sense of connection with nature. • Community members have a sense of empowerment and responsibility. • Community members have a sense of self reliance. • Community members have a good quality of life in relation to education. • Community members have a good quality of life in relation to health. • Community members have a good quality of life in relation to employment. • Community members have a good quality of life in relation to income and standard of living. • Community members have a good quality of life in relation to housing. • Community members have a good quality of life in relation to clean air, soil and water. • Community members have opportunities for personal and social development.
5. Democracy & Governance - the community provides democratic processes and open and accountable governance structures.	• Community members have access to information, knowledge and expertise. • Participation processes are open and accountable. • Democratic processes and governance structures are effective. • There is integrity of democratic processes and governance structures. • Democratic processes and governance structures are accountable. • Democratic processes and governance structures incorporate justice and legal rights.

Statements Addressing Characteristics of Socially Sustainable Communities

The Model of Social Sustainability incorporates a series of statements which flesh out the above characteristics, thus providing a further level of detail about what communities would look like if they were equitable, diverse, connected and democratic and provided a good quality of life.

The statements are not intended to be a prescriptive list, rather they are illustrative of the types of issues that are identified as key components of the characteristics of socially sustainable communities.   The statements are therefore intended to be read together rather than as individual stand alone items. (The statements are attached at Appendix A)

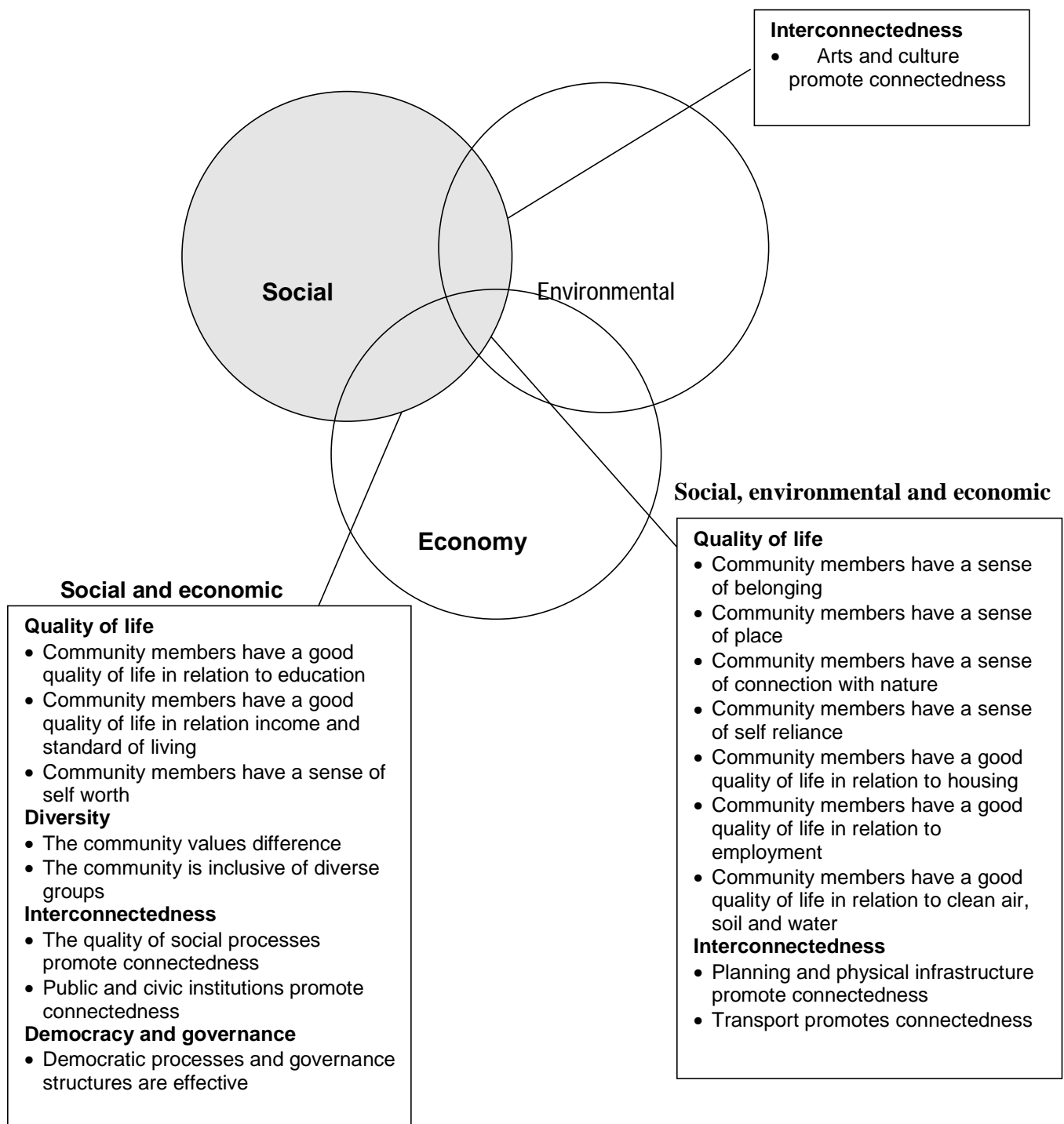## Areas of overlap between social sustainability and the environmental and economic spheres

As indicated previously, the WACOSS Model of Social Sustainability is informed by the interlocking circles model of sustainability. Specifically, the Model focuses on the social sphere and where the social interacts with the environmental and economic dimensions.

The research undertaken to develop the Model highlighted two main areas or levels of overlap. Firstly, it became evident that social interactions affect what happens in the economic and environmental spheres. Promoting social sustainability therefore promotes sustainability overall and vice versa. Thus for example, we would argue that equitable social relations, which incorporate diversity and interconnectedness, are more likely to promote sustainable economic and environmental relations than unjust, competitive and divisive social principles which allow one group alone to set the agenda.

Secondly, over half of the statements about the characteristics of socially sustainable communities in fact contain significant reference to environmental and economic concerns and issues. These were particularly evident in relation to the *quality of life* and *interconnectedness* principles.

The overall relationship between social sustainability and the environmental and economic spheres is set out in Figure 5 which identifies the principles and related characteristics containing statements which address the following areas of overlap:

- Overlap between all three spheres – social, economic and environmental
- Overlap between the social and economic spheres
- Overlap between the social and environmental spheres

Interconnectedness
- Arts and culture promote connectedness

Social

Environmental

Economy

Social, environmental and economic

Quality of life
- Community members have a sense of belonging
- Community members have a sense of place
- Community members have a sense of connection with nature
- Community members have a sense of self reliance
- Community members have a good quality of life in relation to housing
- Community members have a good quality of life in relation to employment
- Community members have a good quality of life in relation to clean air, soil and water

Interconnectedness
- Planning and physical infrastructure promote connectedness
- Transport promotes connectedness

Social and economic

Quality of life
- Community members have a good quality of life in relation to education
- Community members have a good quality of life in relation income and standard of living
- Community members have a sense of self worth

Diversity
- The community values difference
- The community is inclusive of diverse groups

Interconnectedness
- The quality of social processes promote connectedness
- Public and civic institutions promote connectedness

Democracy and governance
- Democratic processes and governance structures are effective

Overlap between social sustainability and the environmental and economic spheres

(For further detail about the overlap between social sustainability and the environmental and economic spheres, see the forthcoming report Barron, L & Gauntlett, E (2002) *Housing and Sustainable Communities Indicators Project Stage 1 Report – Model of Social Sustainability,* WACOSS, Perth, Western Australia)

Core Issues of Social Sustainability

Research undertaken by WACOSS to develop the Model of Social Sustainability further resulted in the identification of a number of core issues of social sustainability, ie. **employment, housing**, the **provision of services** and **community engagement processes**. These issues appeared across a range of characteristics - indicative of the fact that they have multiple meanings for people and are linked to a number of characteristics of socially sustainable communities.

Employment

Employment was identified as clearly having an economic consideration, but a number of statements also highlight the social dimension of this issue. For example, the statements highlight the importance of employment in regard to people having a sense of belonging and a sense of self worth,[3] the need for employment to take account of family and cultural responsibilities and the importance of providing a good quality of working life.[4]

In addition, the economic, social and environmental dimensions of employment are articulated in the statement about the importance of employment strategies not having a negative impact on other communities.[5]

Employment is also seen as having a significant impact on the diversity of a community, with research participants highlighting the importance of people having access to a broad range of jobs as part of creating inclusiveness.[6]

Housing

Housing was similarly identified as a core issue of social sustainability. It plays a significant role in supporting connections between people (as part of planning and physical infrastructure) as well as being one of the most important factors in people's levels of poverty or wealth. In addition, a number of the contributors to the research emphasized that it is a key factor in terms of people having a sense of empowerment and responsibility and a sense of safety in their community.[7]

Housing is similarly seen as having a significant impact on the diversity of a community, with research participants highlighting the importance of people having access to a broad range of housing types as part of creating inclusiveness[8].

---

[3] See **Quality of life**: Community members have a sense of belonging; Community members have a sense of self worth (Appendix A).
[4] See **Quality of life**: Community members have a good quality of life in relation to employment (Appendix A).
[5] See **Quality of life**: Community members have a good quality of life in relation to employment (Appendix A).
[6] See **Diversity:** The community is inclusive of diverse groups (Appendix A)
[7] See **Quality of life**: Community members have a sense of empowerment and responsibility; Community members have a sense of safety (Appendix A).
[8] See **Diversity:** The community is inclusive of diverse groups (Appendix A)

Services

The provision of services impacts on people's level of poverty and is also a key factor in their quality of life (both subjective well-being and objective living conditions). In addition, it is a key factor in creating equity, interconnectedness and democracy. Statements developed by research participants highlight the importance of services:

- being accessible and affordable for everyone[9]
- being flexible and responsive to individual needs[10]
- being delivered in a coordinated manner[11]
- having clear points of entry[12]
- being cost efficient and meeting the needs of the people who use them[13]
- being based on an understanding and respect for different cultures[14]
- utilizing and building local expertise[15]
- being integrated and collaborative[16]

Community Engagement

In addition to the issues of employment, housing and services which appear across a range of areas, there were also a considerable number of statements that highlight the importance of community engagement processes in creating socially sustainable communities. This issue appeared in four of our five principles (*quality of life*, *equity*, *interconnectedness* and *democracy and governance*) and across a range of the characteristics. The statements highlight the importance of processes that:
- accommodate the needs of a diverse range of people[17]
- support a diverse range of people to participate in all decisions and processes[18]

---

[9] See **Quality of life**: Community members have a sense of self worth; Community members have a good quality of life in relation to health; Community members have a good quality of life in relation to housing; Community members have a good quality of life in relation to income and standard of living; Community members have a good quality of life in relation to clean air, soil and water (Appendix A); **Equity**: There is equity in relation to disadvantaged members (Appendix A); **Interconnectedness**: Community services promote connectedness (Appendix A)

[10] See **Quality of life**: Community members have a good quality of life in relation to education (Appendix A); **Interconnectedness**: Community services promote connectedness (Appendix A)

[11] See **Quality of life**: Community members have a good quality of life in relation to health; Community members have a good quality of life in relation to housing (Appendix A)

[12] See **Democracy and governance**: Participation processes are open and accountable (Appendix A)

[13] See **Democracy and governance**: Democratic processes and governance structures are effective (Appendix A)

[14] See **Equity**: There is equity in relation to Indigenous people (Appendix A); **Interconnectedness**: Community services promote connectedness (Appendix A)

[15] See **Interconnectedness**: Community services promote connectedness (Appendix A)

[16] See **Interconnectedness**: Community services promote connectedness (Appendix A)

[17] See **Interconnectedness**: Planning and physical infrastructure promote connectedness; Media and communications promote connectedness; Community services promote connectedness (Appendix A); **Quality of life**: Community members have a sense of empowerment and responsibility (Appendix A); **Democracy and governance**: Democratic processes and governance structures are accountable (Appendix A); **Equity**: There is equal opportunity of all members (Appendix A); **Diversity**: The community is inclusive of diverse groups (Appendix A)

[18] See **Equity**: There is equity for Indigenous people; There is equal opportunity for all member; There is equity in relation to disadvantaged members (Appendix A); **Interconnectedness**: The quantity of social processes promote connectedness; Media and communications promote connectedness; Planning and physical infrastructure promote connectedness (Appendix A); **Democracy and governance**: Democratic processes and governance structure are accountable; Democratic processes and governance structure are effective; Community members have access to information, knowledge and expertise; Participation processes are open and accountable (Appendix A); **Quality of life**: Community members have a sense of empowerment and responsibility; Community members have a good quality of life in relation to housing; Community members have a good quality of life in relation to income and standard of living (Appendix A); **Diversity**: The community is inclusive of diverse groups (Appendix A)

- build capacity at the local level[19]
- are based on collaboration and partnerships[20]
- support local solutions and initiatives[21]
- are accountable to both current and future generations[22]
- treat people with dignity and respect[23]
- are based on a shared vision, goals and purpose[24]
- recognize achievements and contributions[25]
- incorporate formal and informal interactions[26]
- are open and transparent[27]

It is not surprising that processes (as well as outcomes) are seen to be so significant given that sustainability is viewed as both a desirable outcomes and a process. [28]

---

[19] See **Quality of life**: Community members have a sense of self reliance (Appendix A); **Democracy and governance**: There is integrity of democratic processes and governance structures (Appendix A)

[20] See **Equity**: There is equity in relation to Indigenous people (appendix A 3); **Interconnectedness**: The quality of social processes promote connectedness; The quantity of social processes promote connectedness; (Appendix A); **Quality of life**: Community members have a sense of belonging; Community members have a good quality of life in relation clean air, soil and water; Community members have a good quality of life in relation to health (Appendix A); **Democracy and Governance**: Participation processes are open and accountable (Appendix A)

[21] See **Interconnectedness**: Community services promote connectedness (Appendix A); **Quality of life**: Community members have a sense of self reliance; Community members have opportunities for personal and social development; Community members have a good quality of life in relation to health (Appendix A); **Democracy and governance**: Participation processes are open and accountable (Appendix A)

[22] See **Equity**: There is equal opportunity for all members; There is equity in relation to human rights (Appendix A); **Quality of life**: Community members have a sense of belonging; Community members have a good quality of life in relation to clean air, soil and water (Appendix A); **Democracy and governance**: Democratic processes and governance structures are accountable (Appendix A)

[23] See **Equity:** There is equity in relation to human rights; There is equity in relation to Indigenous people (Appendix A); **Diversity**: The community is inclusive of diverse groups (Appendix A); **Interconnectedness**: The quality of social processes promote connectedness; (Appendix A); **Quality of life**: subjective well being – sense of self worth (Appendix A); **Democracy and governance**: Participation processes are open and accountable (Appendix A)

[24] See **Interconnectedness**: The quality of social processes promote connectedness (Appendix A); **Democracy and governance**: Participation processes are open and accountable (Appendix A)

[25] See **Interconnectedness**: The quantity of social processes promotes connectedness; Arts and culture promote connectedness (Appendix A); **Quality of life**: Community members have a sense of self worth; Community members have opportunities for personal and social development (Appendix A)

[26] See **Interconnectedness**: The quantity of social processes promote connectedness; The quality of social processes promote connectedness; Planning and physical infrastructure promote connectedness; Recreation and sport promote connectedness (Appendix A); **Quality of life**: Community members have a sense of place; Community members have a sense of self reliance; Community members have a sense of connection with nature (Appendix A); **Democracy and governance**: Democratic processes and governance structures are accountable (Appendix A)

[27] **Democracy and Governance**: There is integrity of democratic processes and governance structures; Participation processes are open and accountable; Democratic processes and governance structures are accountable.

[28] See for example City of Austin (1998) Ibid; Ziller, A (2001) 'Social sustainability and the planning comfort zone' Paper presented at the Royal Australian Planning Institute Conference, Brisbane [internet] (accessed on 4 April 2002) http:www/rapi.com.au/conference2001/nesbitt.htm

Recommendation 1: That the WACOSS Model of Social Sustainability be adopted by the State Government for the purpose of triple bottom line reporting.

Recommendation 2: That the State Government develop indicators for all elements of the WACOSS Model of Social Sustainability.

Recommendation 3: That the State Government develop sustainability initiatives that target at least one of the core elements of social sustainability (ie. employment, housing, provision of services, community engagement processes) as identified by the WACOSS Model of Social Sustainability.

3. PROCESSES FOR IMPLEMENTING A STATE SUSTAINABILITY STRATEGY

WACOSS believes there are four components essential to the successful implementation of a State Sustainability Strategy:

(i) Establishment of a whole of community sustainability framework

There is a need to develop a whole of community sustainability framework, to include the development of indicators by which progress towards sustainability can be gauged.

The WACOSS Model of Social Sustainability has developed 5 principles and 36 characteristics of socially sustainable communities as part of a research project on Housing and Sustainable Communities. WACOSS believes there is a need to develop indicators against these 36 characteristics across State Government policy areas to gauge the extent to which communities are socially sustainable, and that a similar process needs to be developed for the economic and environmental dimensions of sustainability. It is further critical that the development of a framework and indicators is a consultative process which involves communities in envisioning what their State and/or communities would look like if they were sustainable.

(ii) Development of a 'sustainability checklist'

There is a need to develop a 'sustainability checklist' which acts as a framework for assessing the impacts of specific issues/policies/programs on the sustainability of the State and of specific communities.

The WACOSS Model of Social Sustainability provides a framework for assessing impacts on the social dimension of sustainability.

(iii) Development of sustainability pilot projects

WACOSS believes that a critical issue facing the development of a State Sustainability Strategy is the lack of engagement of the broader community with the sustainability agenda. One way of addressing this issue is through the development of sustainability pilot projects, which can to both show case and 'test' the sustainability agenda.

WACOSS believes it is critical that such pilots:
- be undertaken in both rural/regional/remote communities and metropolitan communities;
- include initiatives which address the issues of housing, employment and provision of services, which have been identified by WACOSS as core elements of socially sustainable communities
- address issues of inclusiveness by focusing on communities of interest as well as geographical communities
- incoporate community engagement as an essential element;
- incorporate whole of government coordination as an essential component, both at the policy level and at the level of service delivery. WACOSS recommends that

pilot projects are overseen by the Cabinet Social Policy Committee, with a lead Minister taking overall responsibility.

(iv) Provision of 'enabling resouces'

As stated above, WACOSS is concerned that the sustainability agenda, and specifically the issue of social sustainability, is not clearly understood by many members of the community including the non-government social service sector.   This sector plays a key role in communities in terms of providing much needed services and an interface between government and the community. These twin roles strongly suggest a need to engage this sector in the sustainability agenda.

A number of factors impact on the capacity of the sector to engage in sustainability issues. Foremost amongst these are: that workers' time is consumed by meeting the immediate demands of their client groups; that Competition Policy has created a 'fracturing' of the sector and a decrease in collaborative efforts; and that sustainability is perceived as purely an environmental issue.

There is clearly a need to educate this sector with regard to the sustainability agenda and the role that services might play in creating more sustainable communities, and to facilitate collaborative efforts towards sustainability.   WACOSS further strongly believes that work focused on the non-government social service sector will create 'flow-on' effects in terms of the engagement of the broader community.

WACOSS believes that 'enabling resources' are required to facilitate this engagement of the non-government sector and that WACOSS, as the peak non-government organization for the sector, is appropriately placed to utlilise these resources to facilitate the engagement of the non-government social service sector in the State Sustainability Strategy, and to provide ongoing monitoring of progress, particularly towards social sustainability, at the State and community level.

Recommendation 4: That the State Government develop a four- pronged approach to the implementation of a State Sustainability Strategy including:

(i) the establishment of a whole of community sustainability framework, including the development of indicators by which progress towards sustainability can be gauged. Further, that the development of indicators make use of the 5 principles/36 characteristics Model of Social Sustainability as developed by WACOSS.

(ii) the development of a 'sustainability checklist' (utilising the 5 principles/36 characteristics Model of Social Sustainability as above) which acts as a framework for assessing the impacts of specific issues/policies/programs on the sustainability of the State and of specific communities.

(iii) the development of sustainability pilots which both show case and 'test' the sustainability agenda, and that such pilots:

- be undertaken in both rural/regional/remote communities and metropolitan communities;
- include initiatives which address the issues of housing, employment and provision of services, which have been identified by WACOSS as core elements of socially sustainable communities
- address issues of inclusiveness by focusing on communities of interest as well as geographical communities
- incorporate community engagement is an essential element;
- incorporate whole of government coordination as an essential component, both at the policy level and at the level of service delivery; and
- are overseen by the Cabinet Social Policy Committee, with a lead Minister taking overall responsibility.

(iv) the provision of 'enabling resources' to WACOSS to facilitate the engagement of the non-government social service sector in the State Sustainability Strategy, and to provide ongoing monitoring of progress, particularly towards social sustainability, at the State and community level.

4. PRIORITY ISSUES

WACOSS has identified four priority issues to be addressed as part of the process of creating socially sustainable communities:

1. poverty
2. employment
3. housing
4. regional issues

These issues have been identified through WACOSS' work on the development of a Model of Social Sustainability and through ongoing consultations with the non-government social service sector. Many of the recommendations listed here are intended to alleviate hardship and poverty in the short-term. WACOSS believes they should be adopted as part of the State Sustainability Strategy, in conjunction with longer-term strategies, to ensure both the current and future health and livability of Western Australian communities.

POVERTY

A range of commentators have identified the growing gap between rich and poor at both the national and state levels. The Australia Collaboration, for example, states:

> "Incomes are less equally distributed, with a growth in both the high and very low ends of the income spectrum, and a hollowing out of the middle…. The growing gap between the rich and poor is a social trend of deep concern."[29]

Similarly, the WA International Year for the Eradication of Poverty (1996) Taskforce states:

> "Levels of relative poverty in Australia continue to grow, with the gap between the richest and poorest increasing by over 50 percent in the last 20 years"[30]

Poverty impacts on the capacity of people to "achieve a basic standard of living that is acceptable to the general community and to be able to participate in the life of the community."[31] These issues go to the heart of social sustainability, and relate to all five principles of social sustainability identified in the WACOSS Model.

Poverty is also interconnected with the environmental dimension of the sustainability agenda:

> "… if you don't fix the social equation and get a fair society, you won't be able to fix the environment." [32]

In order to ameliorate the impacts of poverty in the short-term and therefore work towards creating sustainable Western Australian communities, WACOSS submits the following recommendations:

---

[29] Yencken, D and Porter, L (2001) *A Just and Sustainable Australia,* ACOSS Paper 115, Melbourne

[30] International Year for the Eradication of Poverty (1996) Taskforce *Community choices – individual lives Report to the Government of Western Australia*, May 1998

[31] ibid

[32] Senator Bob Brown, cited in Powell, S (2001) 'Mission Brown' *The Weekend Australian,* Sydney, p. 23

Recommendation 5: Taxation/revenue
All state budget revenue proposals must be subject to a social impact assessment to ascertain whether separately or cumulatively they impact unfairly on low-income families and individuals. These proposals should be subsequently modified if they can be shown to disadvantage this target group.

Recommendation 6: Financial counselling

In order to help eradicate poverty and contribute to improved health outcomes of Western Australians, the State Government through the relevant departments must:

- Fund community education projects that encourage community awareness of poverty, sustainable living and general education on issues of credit and debt.

- Provide new funding for six (three in country and three in the metropolitan areas) Financial Counselling Services in unserviced areas of high need.

- Increase the base line funding for each financial counselling service by $20,000 per service.

- Provide further funding for training, support and professional development to ensure further capacity building of Financial Counselling Services.

Recommendation 7: Utilities reform
In recognition of the essential nature of the services provided by utilities, the State Government should:
- Implement a utilities assistance scheme for Health Care Card and Pensioner Concession Card Holders consistent with the Victorian Utilities Relief Grant Scheme. The scheme will operate in addition to existing concessions and rebates and assist those most vulnerable to disconnection.
- Provide resources to enable representation of the community sector in the reform of Utilities, particularly the Gas and Electricity market, to ensure that the interests of low-income and disadvantaged consumers are represented.
- Implement Essential Supply Legislation to cover the provision of Water, Gas and Electricity to protect those living in poverty from disconnection.
- Implement a 'no disconnection' policy for consumers with debts to be adopted by all Utilities as an interim measure while the Essential Supply Legislation is in the process of being developed.
- Develop clear and accessible regulatory codes and guidelines for each of the Utilities with meaningful consumer participation in this process.
- Introduce a connection fee rebate and daily supply charge rebate for Gas consumers on low incomes, similar to that currently offered by Western Power*.*

Recommendation 8: Transport

In recognition of the role of public transport as a key service used by low-income West Australians the State Government must ensure that there are no increases in state concession fares in public transport.

Recommendation 8: Education

School costs represent a significant burden on low-income families and as part of a commitment to eradicate poverty, funds are required to:

- Implement a rebate in the form of a Primary Assistance Scheme for primary school charges (up to $60 per child) similar to the Secondary Assistance Scheme.
- Increase the rebate available through the Secondary Assistance Scheme to cover the full cost of fees (up to $235 per child) in State High Schools for years 8-12.

EMPLOYMENT

As indicated above, employment emerged as a core issue in the WACOSS Model of Social Sustainability.

Whilst employment is identified as a core issue of social sustainability, the reality for a large number of Western Australians is that:

"Opportunities for secure, full-time work are declining alongside rapid growth in casual or part-time work, while those in full-time jobs work longer hours under increasing stress…(and) Employment is increasingly distributed unequally."[33]

Clearly a State Sustainability Strategy must address employment issues as a matter of priority.

WACOSS recommends:

Recommendation 9: The development and resourcing of a State Jobs Strategy, to include an inter-governmental commitment to generate more jobs which are more evenly shared.

Recommendation 10: That capital works project funded by the State Government include provision for targeting the long-term unemployed as a proportion of the workforce, and that this requirement be specified in project tender documents.

Recommendation 11: The adoption of specific and disaggregated targets for reducing unemployment and improving the quality of new and existing jobs, so that progress can be measured and adjustments made.

---

[33] Yencken, D. & Porter, L. (2001) *A Just and Sustainable Australia,* ACOSS Paper 115, September 2001

Recommendation 12: The development of specific industry development programs in the employment-intensive areas of health and community services and environmental protection and repair, so that job generation also meets social and environmental needs.

Recommendation 13: Substantial investment in the general education and training budget to increase skills in the workforce to meet the demands of the 'new economy'.

HOUSING

Housing was similarly identified as a core issue of social sustainability. The State Government initiated Homelessness Taskforce (2001) identified a range of issues impacting on the capacity of Western Australians to be effectively housed including: contraction at the low cost end of the private rental market; declining State and Commonwealth funding for public housing; and the lack of appropriate advocacy and/or support options for people who require them in order to access or maintain appropriate housing.

WACOSS recommends:

Recommendation 14: That the State Government continue to support and resource the development of a State Housing Strategy to respond to housing need in the short and the long term.

Recommendation 15: That the State Government argue strongly for the continuation of the Commonwealth State Housing Agreement and for the Commonwealth to increase their annual commitment by $26 million to $123 million. Further, that the State Government increase it's annual commitment by $11 million to $46 million to be funded through consolidated revenue*.*

Recommendation 16: That the State Housing Strategy develop targets for social and public housing stock both as absolute numbers and relative to total housing stock.

Recommendation 17: That financial modeling be undertaken to identify the amount of funding required to achieve these targets, and that the State Government develop a funding strategy to achieve these targets.

Recommendation 18: That the State Government investigate ways in which Local Government can contribute to creating affordable housing, for instance through planning incentives, local government affordable housing strategies, and rates concessions.

Recommendation 19: That the State Government explore strategies for increasing the supply of affordable housing involving private sector investment through, for example, the issuing of government housing bonds.

Recommendation 20: That the State Government implement measures that require developers to set aside a proportion of development for low cost housing in targeted areas that provide access to transport, employment and services.

Recommendation 21: That legislation pertaining to the abolition of letting fees for private rental be proclaimed and enacted immediately.

Recommendation 22: That local tenancy advice services (Local Service Units), with links to the existing Tenants Advice Service (Inc) as the specialist resourcing body, be established in the Great Southern region, the area between the Mid West and the Pilbara, and the expanding suburbs around Wanneroo and Joondalup and funded through the Rental Accommodation Fund, which comprises private renters' bond interest.

REGIONAL ISSUES

In consultations undertaken for the development of the WACOSS Model of Social Sustainability, rural/regional/remote stakeholders consistently identified a range of issues impacting on the social sustainability of their communities. These included:

- the higher costs of essential items, such as food, particularly in remote communities;
- the negative impacts of metrocentric policies and programs and the lack of consultation around policy and program development;
- higher rates of unemployment, particularly for some groups;
- the impact of 'fly-in fly-out' employment practices;
- the lack of affordable housing options, and particularly the severe contraction in the low cost end of the private rental market;
- the impact of the digital divide; and
- the lack of access to services and to diverse service types.

There is clearly a need to develop sustainability strategies which target rural/regional/ remote communities, and which acknowledge and address the very real differences between metropolitan and non-metropolitan communities and between various non-metropolitan communities. It is also clear that there is a need to engage communities in any sustainability initiatives.

Recommendation 23: As per Recommendation 4, WACOSS believes it to be critical that a proportion of pilot projects developed as part of a State Sustainability Strategy be targeted at rural/regional/remote communities, and that such projects:
- include initiatives which address the issues of housing, employment and the provision of services, which have been identified by WACOSS as core elements of socially sustainable communities;
- address issues of inclusiveness by including communities of interest as well as geographical communities;
- incorporate community engagement as an essential component;
- incorporate whole of government coordination at both the policy level and at the level of service delivery;
- are overseen by the Cabinet Social Policy Committee, with a lead Minister taking overall responsibility.

APPENDIX A

Statements Addressing Characteristics of
Socially Sustainable Communities

EQUITY

PRINCIPLE: The community provides equitable opportunities and outcomes for all its members, particularly the poorest and most vulnerable members of the community.

CHARACTERISTIC: There is equity in relation to human rights

STATEMENTS
The community …
- has a shared understanding of the definition and inalienability of human rights and a commitment to acknowledging, respecting and enforcing these rights in a way that doesn't compromise the sustainability of the local community or other communities
- recognizes the importance of Indigenous rights
- recognizes that human rights is about creating equality not a society in which everyone is the same
- at a minimum, ensures that basic needs are met and provides structures and opportunities to meet other needs
- treats all members with respect and supports inclusiveness
- provides education and information about human rights
- promotes individual freedom to the extent that it does not impinge on the rights and freedom of others both now and in the future[34]

CHARACTERISTIC: There is equity in relation to Indigenous people

STATEMENTS
The community …

- supports and encourages meaningful partnerships and dual accountability
- provides services based on understanding and respect for Indigenous culture
- encourages and supports actions aimed at decreasing and eradicating the gap between socio-economic indicators for Indigenous communities and those of non-Indigenous communities
- recognizes that Indigenous sovereignty over land, law, self governance and other rights has not been surrendered
- provides cross cultural education for long term benefits
- supports Indigenous control over policy development to overcome past wrongs and to achieve desired outcomes
- provides opportunities for Indigenous people to participate in all decisions
- recognizes and values the diversity that exists within Indigenous communities

---

[34] Wording taken from Waitakere City Council, *Waitakere's City Vision*, [internet] (accessed on 2 October 2001) http://www.waitakere.govt.nz/ecocity/susdyjst.htm

CHARACTERISTIC: There is equal opportunity for all members

STATEMENTS
The community …
- distributes resources based on an understanding that people have a fundamental right to essential resources and this right should not be impinged by class, gender, race, location or any other extraneous variable
- adopts both access and outcome indicators to measure its progress towards equal opportunity
- provides a diverse range of opportunities to enable all people to participate and be represented in community decisions and processes
- accommodates the different needs of the diverse range of community members both now and in the future
- provides support for people to live as independently as they can [35]
- promotes interaction between community members while also supporting the maintenance of cultural identity
- supports affirmative action to reduce levels of inequality

CHARACTERISTIC: There is equity in relation to disadvantaged members

STATEMENTS
The community …
- recognizes the forces that create disadvantage and actively works to reduce or abolish these pressures
- ensures that those experiencing disadvantage are integral to the community's decision making process to respond to and overcome these pressures
- provides access to basic services
- provides resources and support to enable disadvantaged people to participate

---

[35] Wording taken from Minnesota Milestones, cited in Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid

DIVERSITY

CHARACTERISTIC: The community values difference

STATEMENTS

The community…

- respects and values diverse viewpoints, beliefs and values as a source of community strength and opportunity
- supports the integration of its different cultures in the physical, social, cultural and economic environments
- provides opportunities for the diversity of community members to meet on common ground and share experiences and interests
- celebrates difference as an important aspect of community life
- promotes an understanding of diverse backgrounds, cultures and life circumstances

CHARACTERISTIC: The community is inclusive of diverse groups

STATEMENTS

The community…

- provides opportunities and facilities for social interaction which fosters inclusion
- encourages everyone to take part in work, leisure and decision-making
- has a range of housing types to enable community members from a range of social, economic and cultural backgrounds to live in the area
- has a diverse employment base, including a range of job types for community members
- treats everyone with compassion, dignity and respect

INTERCONNECTEDNESS

CHARACTERTISITC: The quantity of social processes promote connectedness

STATEMENTS

The community…
- provides opportunities for participation in local, state and national decision-making that are based on authentic collaboration and partnerships
- provides and promotes a range of participation opportunities that are relevant and accessible to the diverse range of community members
- has strategies to build the capacity and willingness of community members to participate while also respecting people's privacy and the right to determine their level of participation
- provides a lifestyle that promotes opportunities for a high level of formal and informal interaction between members of the community and with other communities
- provides local events that celebrate the milestones and achievements of the community, and recognize the contributions of community members
- has strategies that facilitate flows of information, exchange of ideas and debate
- provides a range of activities that expose community members to a broad range of experiences relevant to current and future issues in the community
- looks outside itself to obtain resources to address community issues
- recognizes the contribution of people who are not in the paid workforce

CHARACTERISTIC: The quality of social processes promote connectedness

STATEMENTS

The community…
- fosters trust through clear communication of decisions
- supports and encourages social processes (including employment) that encourage interaction between community members
- is based on formal and informal social processes that are characterized by warmth, friendliness, openness, respect and a positive regard for difference
- has a shared understanding about its purpose, vision and core values
- provides opportunities for people to engage in shared common interests
- is based on a spirit of shared mutual assistance and cooperation through partnerships and collaborative relationships between organizations and individuals
- provides opportunities for people to be involved in shared activities that are based on give and take

CHARACTERISTIC: The structures governing social processes promote connectedness

STATEMENTS

The community…
- has structures which are flexible, responsive and transparent
- provides opportunities for members to have input into the design of social processes
- has leadership (formal and informal) which is diverse and representative of the age, gender and cultural composition of the community [36]
- has leadership that is visionary, shares power and works towards consensus [37]

---

[36] Wording taken from Center for Community Enterprise 2000, cited in Black, A. and Hughes, P. (2001) Ibid

- provides opportunities for the emergence of new community leaders
- has structures which allow time for reflection and feed-back
- has structures which contribute to building unity, connections and coordination across the community

CHARACTERISTIC: Public and civic institutions promote connectedness

STATEMENTS
The community…
- has public and civic institutions that are visionary, democratic, effective and efficient in their decision-making
- has public and civic institutions with institutional cultures that reduce barriers and exclusivity and promote diversity
- has adequately resourced public and civic institutions
- has public and civic institutions that foster good international relations [38]
- has public and civic institutions that value processes as much as outcomes in creating benefits for the community
- has public and civic institutions that are respectful and caring towards community members
- has a visible 'center' that includes commercial, cultural, recreational and civic uses and which creates a sense of 'place' or focus [39]

CHARACTERISTIC: Community services promote connectedness

STATEMENTS
The community…
- consults regularly with members both in relation to the identification of community needs and issues as well as the development of responses which build well-being
- provides community services that reflect and are responsive to cultural diversity
- provides community services that are integrated and collaborative
- plans for the provision of flexible and responsive community services to meet a range of individual and community needs over time
- provides community services that are accessible in relation to cost, location, appropriateness and information
- provides community services that utilize and build local expertise to respond to local issues
- provides a range of community services which provide members with choice in relation to meeting their needs
- provides community services that take account of both permanent and transient populations

CHARACTERISTIC: Arts and culture promote connectedness

STATEMENTS
The community…
- builds appreciation of the role and importance of arts and culture in community life
- provides opportunities for all members to be involved in cultural and artistic activities and events

---

[37] Wording taken from Center for Community Enterprise 2000, cited in Black, A. and Hughes, P. (2001) Ibid

[38] Wording taken from National Citizenship Project, cited in Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid

[39] Wording taken from Ahwahnee Principles, cited in President's Council on Sustainable Development (1997) *Sustainable Communities Taskforce Report*, [internet] (accessed on 2 October 2001) http://clinton2.nara.gov/PCSD/Publications/suscomm/suscoexe.html

- integrates community arts into all aspects of the community, including the landscape, public spaces, institutions and community events
- values the artistic contribution of all members of the community

CHARACTERISTIC: Planning and physical infrastructure promote connectedness

STATEMENTS
The community…
- has urban design that maximizes formal and informal interaction and engagement between community members
- has safe and accessible green open space, parks and recreational facilities
- has integrated multi-use spaces
- provides opportunities for community members to participate in planning processes
- provides adequate physical infrastructure, including housing, to meet the needs of all community members
- has integrated planning involving all relevant departments, private developers and community members which recognizes and responds to the specific nature of the community
- is pedestrian, bicycle and public transport friendly and is committed to ongoing improvements through engaging with new ideas and technologies
- integrates the economic and social aspects of the community
- is designed in a way that helps conserve resources and minimize waste [40]
- is connected to other communities via an integrated transport network

CHARACTERISTIC: Media and communications promote connectedness

STATEMENTS
The community…
- provides access for all community members to a diverse range of media and communications technologies for communicating both within the community and with other communities
- has a diversity of media representing a range of views, which is provided in a range of community languages and includes local content and input
- communicates positive aspects of the community
- has clearly articulated avenues for participation of diverse groups in the use, access and development of media and communications
- provides a range of venues and facilities for accessing media and communications technologies

CHARACTERISTIC: Recreation and sport promote connectedness

STATEMENTS
The community …
- provides access to different forms of recreation and sport that reflect the diverse needs of the community
- provides processes which facilitate active membership of formal and informal recreation and sporting activities and facilities
- provides opportunities for people to be entertained in or close to the local area [41]

---

[40] Wording taken from Ahwahnee Principles, cited in President's Council on Sustainable Development (1997) Ibid
[41] Wording taken from Western Australian Planning Commission (2000) Ibid

CHARACTERISTIC: Transport promotes connectedness

STATEMENTS
The community…
- provides a range of affordable transport options that integrate the places where people live, work and recreate
- develops planning and transport policies that support more sustainable transport use (ie. walking, bicycles, public transport)
- supports transport options that have a low environmental impact
- incorporates transport planning into all new developments

QUALITY OF LIFE

CHARACTERISTIC: Community members have a sense of belonging

STATEMENTS
The community …
- provides security so that members feel able to plan for the future
- recognizes and promotes its cultural heritage, history and natural beauty
- provides opportunities for meaningful employment
- provides opportunities and support to enable people to settle into and contribute to the life of the community
- provides opportunities for people to participate in shared interests
- creates opportunities for connections and collaboration
- meets the needs of current and future generations

CHARACTERISTIC: Community members have a sense of place

STATEMENTS
The community …
- is interesting, colourful, exciting and varied [42]
- continually reinvests in the community to meet identified needs
- has a shared understanding of its local history, cultural heritage, environment and economy
- is informed about issues which, if unattended, sustain tension, marginalisation and injustice
- supports the development and maintenance of informal relationships through all stages of planning and management of space
- fosters positive relationships between individuals and the built and natural landscape
- provides access to a variety of community spaces
- promotes local history projects and activities

CHARACTERISTIC: Community members have a sense of self-worth

STATEMENTS
The community …
- has a sense of pride, confidence and optimism about the future
- treats people with dignity and respect
- ensures that basic services are accessible and affordable
- involves community members in the maintenance of community facilities
- provides opportunities for meaningful employment
- provides opportunities for people to contribute and recognizes the range of contributions made

CHARACTERISTIC: Community members have a sense of safety

---

[42] Wording taken from Waitakere City Council Ibid

STATEMENTS

The community …

- has a shared responsibility for the safety of all its members
- provides opportunities for multiple interactions but at the same time ensures that people can retain their sense of privacy
- utilizes design features and infrastructure that enhance safety
- provides public resources which enable people to communicate quickly and readily
- encourages and supports activities that reduces isolation and marginalisation
- provides well maintained and safe housing

CHARACTERISTIC: Community members have a sense of connection with nature

STATEMENTS

The community …

- encourages and supports the preservation of the natural environment at the household and community level
- has a shared understanding of it cultural and environmental history
- supports and encourages informal and formal interactions with the natural environment
- supports settlement that recognizes natural constraints, density and location
- provides access to open space and parklands
- supports initiatives that link urban communities to local, regional and national environmental issues
- provides opportunities to link environmental outcomes with community building outcomes
- promotes an understanding of the role of the natural environment in Indigenous culture
- provides access to facilities and walkways at designated natural attractions [43]

CHARACTERISTIC: Community members have a sense of empowerment and responsibility

STATEMENTS

The community …

- takes responsibility for the well being of current and future members
- provides access to a diverse range of information, knowledge, skills, services and facilities for all members
- develops and implements a diverse range of community processes to address identified issues
- has a viable non government sector [44]
- fosters participation in decisions and ensures that clear information about decisions is provided to everyone
- provides a range of secure housing options
- supports and encourages interactions between communities of interest
- supports and encourages people to develop creatively, philosophically, intellectually and emotionally
- encourages people to participate in local community groups and processes, responds positively to people's input and recognizes achievements

---

[43] Wording taken from Western Australian Planning Commission (2000) Ibid
[44] Wording taken from Institute for Sustainable Communities, cited in President's Council on Sustainable Development (1997) Ibid

CHARACTERISTIC: Community members have a sense of self reliance

STATEMENTS

The community …

- supports local initiatives and local enterprise by building skills, encouraging entrepreneurial innovation and providing appropriate infrastructure and incentives
- encourages a balance between responsibility and rights
- provides access to communication mechanisms, resources, information and formal and informal networks
- has control over the production and distribution of actual and potential resources to meet the needs of the community
- is able to adapt and respond to social, economic, political and environmental changes [45]
- supports activities that create local employment opportunities
- has control over its own destiny and develops locally driven solutions to meet the needs of the community

CHARACTERISTIC: Community members have a good quality of life in relation to education

STATEMENTS

The community …

- provides access for all members to a diverse range of affordable, high quality and innovative educational opportunities through: the schools system; lifelong learning; and workplace training and education
- fosters and supports education opportunities for Indigenous Australians and other disadvantaged individuals and groups
- provides education services and facilities that are flexible and responsive to individual needs
- provides resources and support to enable children to start school ready to learn [46]

CHARACTERISTIC: Community members have a good quality of life in relation to health

STATEMENTS

The community …

- takes into account the values and priorities of the local community
- provides access to affordable and appropriate health and well being services for everyone
- supports the provision of fresh, affordable food
- focuses on preventing poor health and encouraging healthy lifestyles [47]
- facilitates the delivery of coordinated services
- fosters partnerships between public, private and non government sectors
- ensures that people are healthy and have the energy to participate [48]

---

[45] Wording taken from Waitakere City Council Ibid

[46] Wording taken from Minnesota Milestones, cited in Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid

[47] Wording taken from Tasmania Together (2001) [internet] (accessed on 20 September 2001) http://www.tastogether.asn.au

[48] Wording taken from Kenny 1994, cited in Black, A. and Hughes, P. (2001) Ibid

CHARACTERISTIC: Community members have a good quality of life in relation to employment

STATEMENTS
The community …
- provides meaningful employment opportunities that provide a healthy working environment, good wages, security of employment and good quality of working life
- supports and encourages planning policies and economic strategies that create local employment opportunities
- provides information technology and public transport to enable people to access local and non local employment opportunities
- recognizes the value of work that is not in the paid workforce
- supports affirmative action
- supports employment strategies that will not have a negative impact on other communities
- supports and encourages employment opportunities that take into account family and cultural responsibilities
- harnesses the potential for social and environmental responsibilities to create employment
- recognizes the social and environmental costs and benefits of employment activities

CHARACTERISTIC: Community members have a good quality of life in relation to income and standard of living

STATEMENTS
The community …
- provides all members with adequate means to participate in all aspects of community life
- supports community, regional and economic development initiatives that create local employment and training opportunities
- provides affordable, appropriate housing located with easy access to jobs, education, community facilities, services and transport
- provides employment that is safe and rewarding
- provides access to basic services and infrastructure
- provides flexible service delivery to meet individual needs
- provides an effective tax system that is equitable across all income classifications and across geographical regions
- supports local enterprises and initiatives

CHARACTERISTIC: Community members have a good quality of life in relation to housing

STATEMENTS
The community …
- provides access to diverse housing types and tenures which: have good access to services; have a low ecological footprint; provide security of tenure; are safe and healthy; are affordable in upfront and ongoing costs; and are comfortable and pleasant places to live
- provides resources to support tenancies and home ownership
- utilizes housing design that: reflects a wide range of cultural, environmental and social needs; provides access to open green space; and fosters good integration with neighbours and the local community while still allowing for privacy
- supports and encourages coordinated service delivery between the non government sector, all levels of government and the private sector
- supports community participation in the design and management of housing

CHARACTERISTIC: Community members have a good quality of life in relation to clean air, soil and water

STATEMENTS

The community …
- provides a clean, healthy, livable environment for both current and future generations
- takes collective responsibility for preserving and conserving natural areas and cultural heritage for their own sake
- is informed about the environmental impact of current and proposed activities
- provides access to basic services and infrastructure
- supports and encourages a collaborative approach to identify and resolve local issues
- recognizes that human beings are dependent on the natural environment for existence

CHARACTERISTIC: Community members have opportunities for personal and social development

STATEMENTS

The community …
- fosters the pursuit of personal and social development through accessible and diverse institutions and processes
- values the contribution of all members and recognizes achievements
- provides resources and facilities that enable people to embrace change and innovation
- supports local and community initiatives
- supports and encourages new ways of doing things and the sharing of skills and knowledge
- supports and encourages lifelong learning

DEMOCRACY AND GOVERNANCE

CHARACTERISTIC: Community members have access to access to information, knowledge and expertise

STATEMENTS
The community …
- provides access to public, independent and community based media that represent a diverse range of perspectives and cultures
- encourages discussion and informed debate through providing access to a range of affordable media, forums and technology
- provides opportunities for participating in decisions that effect the local community
- ensures that the decisions, processes and policies of agencies are documented and publicly available
- provides access to reliable and independent information to enable people to make informed decisions

CHARACTERISTIC: Participation processes are open and accountable

STATEMENTS
The community …
- encourages and supports openness, honesty and transparency in all decisions and processes
- supports innovative strategies and encourages local models and processes
- provides opportunities for people to participate from the beginning of processes based on collaboration, mutual respect, tolerance and a recognition of difference
- provides opportunities for people to develop and implement the visions and goals of the community [49]
- provides clear points of entry for people to access services and information
- enables individuals to determine their level of participation in decisions and processes
- supports decentralized decision making processes
- recognizes the unequal capacity of people to participate and works to actively redress this imbalance
- provides feedback on the outcome of processes

---

[49] Wording taken from Centre for Community Enterprise 2000, cited in Black, A. and Hughes, P. (2001) Ibid

CHARACTERISTIC: Democratic processes and governance structures are effective

STATEMENTS
The community …
- provides information, education and training to support people to be able to participate in community decisions and processes
- provides a diverse range of participatory forums and mechanisms
- provides access to a diverse range of media, information, views and opinions
- provides services that are cost efficient and designed to meet the needs of the people who use them [50]
- fosters positive relationships between the people living in the community and the organizations serving their needs
- provides adequate funding for community participation processes
- ensures that all views are considered and that principles of equity and justice prevail over simple majority
- plans for unintended consequences of social policy

CHARACTERISTIC: There is integrity of democratic processes and governance structures

STATEMENTS
The community …
- is committed to implementing community decisions and processes
- fosters trust through decisions and processes based on truthfulness and honesty
- provides feedback via a range of mechanisms on the outcomes of community consultations and processes
- supports and encourages processes that build the capacity of the community, both individually and collectively
- ensures that organizations and institutions are approachable and welcoming

CHARACTERISTIC: Democratic processes and governance structures are accountable

STATEMENTS
The community …
- provides access to a range of resources and facilities to enable people to be informed and exchange ideas
- supports the devolution of decision making processes to the local level
- fosters trust through honest, open, inclusive, transparent and accessible processes
- provides opportunities for people to participate in the development of criteria for accountability
- represents the views of all groups
- is accountable to both current and future generations
- supports governance structures that allow for maximum participation by those affected by decisions and processes
- supports 360° feedback mechanisms
- supports informal partnerships and non hierarchical consultations processes
- supports non adversarial processes that recognize inclusiveness and diversity

---

[50] Wording taken from Minnesota Milestones, cited in Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid

CHARACTERISTIC: Democratic processes and governance structures incorporate justice and legal rights

STATEMENTS
The community …
- provides equal access by all to a justice system that treats people with dignity and respect
- provides access to effective implementation and review mechanisms
- provides access to honest, independent and effective judges, police and legal officers [51]
- provides equitable treatment of all by courts, police and prison systems [52]
- provides education and support to enable people to have their rights upheld
- provides equal access by all to legal rights and legal advice [53]

---

[51] Wording taken from Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid
[52] Wording taken from Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid
[53] Wording taken from Salvaris, M., Burke, T., Pidgeon, J. and Kelman, S. (2000) Ibid