



Australian  
Capital  
Territory  
Government

Canberra 2000

# CANBERRA: BUILDING SOCIAL CAPITAL

AUSTRALIAN CAPITAL TERRITORY

B U D G E T 2 0 0 0

*Social Capital is the basis of our  
quality of life in Canberra*

# Guide to the Budget Papers

## Structure and Content of the 2000-2001 Budget Papers

The 2000-2001 Budget is presented in four Budget papers.

### Budget Paper No 1 - 2000-2001 Budget Speech

The Treasurer's Speech to the Legislative Assembly highlights the Government's Budget strategies and key features of the Budget.

### Budget Paper No 2 - The 2000-2001 Budget at a Glance

Presents a summary of the overall budgetary position together with information on the Government's expenditure in key service delivery areas. It provides cross references to other budget papers to assist readers in locating details of specific budget measures.

### Budget Paper No 3 - Budget Overview

Contains summaries of the 2000-2001 Budget and forward estimates for the general government sector, the public trading enterprise sector and the total Territory Government. Details of the projected 2000-2001 Budget results are provided, as well as background information on the development of the 2000-2001 Budget, including consultations with the community, economic conditions, and intergovernmental financial relations. The *Appropriation Bill 2000-2001* is appended.

### Budget Paper No 4 - Budget Estimates

Provides information on each department and their respective output classes, including descriptions of functions, roles and responsibilities, together with major strategic highlights. Full accrual financial information is provided for the general government sector as well as details of the Territory's public trading enterprises.

### Supplementary Paper - Canberra: Building Social Capital

Provides information on the Government's agenda for building social capital in Canberra. The paper describes social capital in Canberra, why it is important to the community and details the many examples of community, business and government partnerships which contribute to building social capital in Canberra.

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## CHIEF MINISTER'S INTRODUCTION

This Supplementary Budget Paper, *Canberra: Building Social Capital*, describes the strong social capital or strength of community in Canberra. It identifies the complex inter-relationships between the government, business and community sectors that contribute to social capital. These community based partnerships are important to the social and economic sustainability of the Territory.

The paper complements the *State of the Territory Report* which sought to provide a comprehensive picture of the quality of life within the ACT. Social capital is the basis of our quality of life in Canberra.

The Budget, the *State of the Territory Report* and work on social capital are key components of the Government's overall focus on strengthening the community and improving Canberrans' lives. Through prudent financial management, the ACT economy is now strong and growing. This has provided the foundation for building social capital.

The ACT Budget details the Government's commitment to the community. It outlines the services that the community can expect to receive during the year and what it can expect to pay for them. While the budget papers themselves are focused on the financial decisions taken by the ACT Government, this Supplementary Budget Paper addresses community well being and cohesion.

*Canberra: Building Social Capital* further develops the Government vision for Canberra as a clever, caring capital and the three outcomes in the Government Plan 1998 - 2001. These outcomes involve:

- a healthy, safe, diverse and contributing community;
- accessible, cost effective services; and
- a dynamic, sustainable economy.

The Government Plan sets the parameters for enhancing the well being of the Canberra community. Building on the plan, this paper outlines the actions the Government is taking to build social capital and explores some of the issues that are being considered.

Like the *State of the Territory Report*, this paper is a first attempt to analyse our community and its dynamics. While the paper includes only a selection of the thousands of examples of social capital that exist, I believe it provides us with an insight into our vibrant community.

My aim is to further progress work on social capital and quality of life in subsequent years. Through the community, business and Government working together we should be able to better define and measure the strength of social capital in Canberra.

My department will be responsible for overseeing the implementation of the Government's approach to social capital. It will ensure that the focus on building community well being remains central to the new programs funded in this Budget.

I am very proud to lead the first government in Australia to produce a supplementary budget paper on social capital. However, I recognise that more work on building social capital needs to be done. We still have a long way to go in ensuring that everyone has

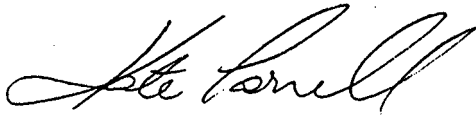
the opportunity to reach their full potential, both as individuals and members of the Canberra community.

Importantly, I am pleased to announce that the Government has made a significant financial commitment in the 2000-2001 Budget to building social capital. A total of \$3.5 million is being allocated to a Social Capital Fund which is detailed in section seven of this paper.

This fund indicates that the Government is serious about working with the community to build social capital and encourage a positive sense of belonging.

I recommend that all Canberrans read this paper and pay particular attention to the challenges presented on page 55. To move ahead as a community, we must work together to meet these challenges.

I look forward to working with you to make Canberra a better place to live.

A handwritten signature in black ink, appearing to read 'Kate Carnell', with a stylized, cursive script.

Kate Carnell MLA  
Chief Minister

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## **WHAT IS SOCIAL CAPITAL?**

Social capital is about the health and well being of communities. It is the sum of resources that communities use to achieve their goals. A community with social capital has well developed networks based on shared interests, enduring relationships and trust. Although social capital is more than just a collection of individuals in many respects it relies on their contributions. All members of a caring community with strong social capital are important and are able to make a valuable contribution.

Social capital is built from partnerships between the community, business and government sectors which facilitate and build interdependence, a high degree of trust, mutual support, shared values and collective action. Social capital exists in the reciprocal relationships between people who know and trust each other, and who have shared interests and beliefs. These relationships operate for the benefit of all involved. They are generated when people come together in families, at work, in neighbourhoods, sporting, social, religious, local organisations and formal as well as informal meeting places.

A community with high social capital supports and includes its disadvantaged members, enabling them to participate in valued social and economic roles. Strong social capital underpins high quality of life. Family and community support enriches peoples' lives and provides them with a stock of resources to maximise their potential.

The ACT Government is taking the lead by building on the unique aspects of the Canberra community to strengthen social capital.

Social capital is the fourth dimension of an economy. It adds to the market concept of financial capital which covers property and equipment; environmental capital such as land, farming and mining; and, human capital that includes the skills and education of the workforce.

Social capital is the harmonious network of community relationships and social institutions that provide the order which enables the other three elements of capital to be combined in an efficient economy.

Communities characterised by high levels of social capital tend to be highly productive. These communities establish and enhance networks of trust and obligation beyond immediate family and friends, facilitating economic partnerships. The partnerships are based on shared values and social objectives. Strong, resilient communities also minimise the need for excessive state regulation and red tape, which becomes necessary when there is a low level of mutual understanding and trust.

Governments around the world are realising the important role social capital plays and the value of communities as indicators of individual well being and economic and environmental sustainability. Many governments are now undertaking work across Australia and around the world, to describe the health and well being of individuals, economies and environments. Governments have recognised the need to better understand how social capital operates in order to build on the strength of communities.

Social capital is being nurtured and strengthened in the ACT through:

- community and government partnerships;
- community and business partnerships;
- business and government partnerships; and
- community, business and government partnerships.

This paper focuses on a partnership model of social capital. The partnerships outlined in the paper reflect those elements which are essential to the development of social capital. In particular, effective partnerships, of which there are thousands in Canberra, are underscored by high levels of trust, common expectations and goals, support, shared values and a unified sense of purpose. These partnerships deliver high returns to the whole community and reflect the time and resources invested by groups and individuals.

Government, community and business partnerships are integral to the health and well being of the ACT. While this paper includes many examples of these partnerships in action, it is not so much these partnerships which are themselves important, but more the values and unity they represent. These partnerships, therefore, are indicators of social capital. They are not examples of social capital in themselves.

The ACT Government believes that working together is the best way for the community to move forward and achieve its goals. The existence of so many strong and highly effective partnerships provides an excellent basis on which to strengthen social capital in Canberra.



## **THE IMPORTANCE OF SOCIAL CAPITAL TO CANBERRA**

Canberra is a progressive city with high levels of social capital that have been generated by government, community and business partnerships. The transition to a self-governing territory has seen the continued development and strengthening of these partnerships. As well, there has been the recognition that Canberra, as a community, needs to respond to emerging issues and challenges as it grows and diversifies socially, economically and environmentally.

Government in Canberra has always taken a major role in developing the community. Historically, Canberra focused on the Federal Government with the community developing around the business of government. Most businesses existed to provide services to the Federal Government. Many associations and groups were established to specifically meet the needs of Federal public servants.

Canberra's history of managing its own affairs is much shorter. Indeed, the Territory has gone through a period of growing pains as it has made the transition to self government. The partnerships that have grown out of these changes are built on resilience, perseverance and determination. A strong awareness of community has prevailed, which is the basis of the Territory's social capital today.

After self-government in 1989, Canberrans continued to look to the Government to take the lead in community partnerships. Government continues to take a central role in developing new suburbs and in providing infrastructure, community facilities, ovals and schools.

These partnerships, in part facilitated by the ACT's unique combination of local and territory government functions, have been instrumental in building Canberra's residential and business centres, its environmental quality and its sense of place and community.

In the 1990s it was adversity — cuts to the Federal Public Service and the economic downturn that resulted in the Territory — that put pressure on social capital. These cuts encouraged further cementing of business, community and government partnerships. Families, community groups, business and the ACT Government took action, individually and together, to support many people whose circumstances had changed as a result of job loss.

At the same time, the ACT experienced a significant reduction in Federal Government funding. Despite this situation, the ACT Government and businesses facilitated sustainable employment opportunities and diversified the Canberra economy — both essential to the Territory's social fabric.

Business/Government partnerships assisted ACT-based businesses to win federal public sector outsourcing contracts when the Federal Government began to downsize. Businesses took on extra staff. This eased some of the impact of federal public sector cuts. Further relief came from a substantial expansion in ACT Government funding for employment programs that led to more jobs in Canberra businesses. From adversity came resilience, based on strong partnerships among business, community organisations and the ACT Government.

Today the ACT has a dynamic and sustainable economy with diverse partnerships that are the foundation for further enhancing Canberra's social capital.

The ACT Government, has and will continue to play a major role in underwriting social capital. However, it cannot build community well being on its own. The ongoing improvement of social capital in the ACT and ultimately the quality of life of every Canberran requires the continued alliance of the community, business and government sectors, and the active participation of individual Canberrans.



## **COMMUNITY AND GOVERNMENT PARTNERSHIPS**

Community organisations and groups make essential contributions to the well being of Canberra and Canberrans, individually, as a sector and in partnership with the Government and business.

The ACT Government values these contributions. It works with peak organisations and directly with many of these specialist groups, providing funding to support a range of services that assist individuals and families to participate in community life.

The Government recognises that one of the many strengths of community groups is their close links to local neighbourhoods. These links add to the levels of trust and communication which make people feel a valued part of the community. Often these contacts have been built up over decades and are a focal point of community life.

The ACT Government supports and encourages these links by providing substantial funding to support an extensive network of community programs across Canberra. These include youth centres and local community services, neighbourhood houses, health support and self-help groups, information programs, and family and parent support activities.

The challenge for the ACT Government is to assist this valuable work, providing resources and expertise, where necessary, without reducing community independence or effectiveness.

The partnership between community and government is not, however, simply restricted to service provision. Community input is integral to the Government's policy and planning processes.

Many hundreds of Canberrans and community groups participate in a wide range of community consultations undertaken by the Government each year. The issues

considered are many and varied, some are very local, others affect or have implications for the broader community. Topics for consultation may include, for example, recycling, art and culture programs, community programs, public transport issues, how suburbs are planned and for whom particular services are provided.

Consultation is undertaken according to the *Community Consultation Protocol* which clearly outlines the ACT Government's commitment to involving the community in areas of significant policy development.

There are also more than 120 boards, committees and councils across the ACT Government that include community members, providing advice on a wide range of issues.

A very strong example of the partnership between government and the community is the ACT Women's Consultation Council. The council includes women from a range of community backgrounds, and advises the Chief Minister on the development and implementation of policies to advance the status of women.

The council's recent work has been the development of an *ACT Women's Action Plan for 2000-2001*, based on community consultation. The action plan focuses on four themes which are important to women in the ACT. These are: representation and recognition; health and well being; economic security, employment and education; and violence and community safety.

### **Assisting families**

There are over 75,000 families in the ACT. They play a major role in providing a supportive environment for children, in caring for older members and in assisting others. Families provide a solid foundation for social capital.

The community sector and government work together to build on the strengths and resilience of Canberra's families through activities such as:

- parent support programs;
- practical support and emergency welfare assistance;
- home visiting;
- advocacy, information and referral services;
- financial counselling; and
- alternative education.

Ongoing community/government collaboration aims to further improve, integrate and co-ordinate services to ACT families. This is done in many ways, for example, through schools, early childhood services, creches and other support organisations, such as refuges.

Wide ranging family and individual support is provided by organisations and services such as Barnardos, Galilee, Marymead, Open Family, the YWCA Family Housing Outreach Service and the Richmond Fellowship, with support from the Government. Family support workers reach out into the community through the seven regional community services.

These and many other community organisations, and individuals, worked with the Government to develop the *ACT Family Support Plan*. Ongoing community advice is provided direct to the ACT Government through the ACT Council for the Family.

These partnerships are part of the essential channels through which the government listens and responds to the community, as it seeks out new and innovative models for supporting families. They are part of a community with robust social capital.

### **Maximising opportunities for children and young people**

Young Canberrans contribute extensively to the community. Children and young people (aged up to 25 years), make up 38% of the ACT population.

In 1997 there were 53,100 children under 12 years and 72,000 young people aged 12 to 25 years in the ACT. The Government and its community partners provide a wide range of opportunities and support for the young people of the ACT.

Their contribution, like society itself, is diverse: through many charity, fundraising and community work activities, through their families and other support networks and simply through the aspirations they have for the future of our society.

Youth and community groups receive government funds to help support eight youth centres located throughout Canberra. Other recreational programs and services target specific groups, including young Aboriginal and Torres Strait Islander people.

The Youth Education Access Program supports marginalised young people by providing access to education, vocational and work experience opportunities for those who are not in formal education or who are unemployed. Based in a youth centre, the program operates on a drop-in basis.

Children's activities funded by the Government and provided by community groups include occasional and vacation care, playgroups, the ACT Children's Services Resource and Advisory Program and Noah's Ark Toy Library.



Preschools are another example of the community and government working in partnership. While they are staffed by employees of the ACT Government, they are managed by parent associations. Preschool associations are oversighted by the Canberra Preschool Society which works with the Government on early childhood issues.

Many recreation and skills development programs are conducted by community groups with assistance from the Government. These include the Girl Guides, Scouts, Police and Citizens Youth Clubs, the YWCA and YMCA, sporting and recreational groups.

The Children's Services Council and the Ministerial Youth Advisory Council are ACT Government forums through which the community is actively involved in planning, policies and programs for children and young people. Ways of better meeting the needs of young people are constantly being sought as the community and the Government together plan, develop and review children's and young people's services.

### **Involving people with a disability**

In 1998 it was estimated that 17% or nearly one person in every five, in the ACT had a disability. Of these, around 72% or 38,100 people had a disability affecting their communication, mobility and self-care.

Many of these people are involved in advocacy, lobbying and self help activities, with specific purpose community groups providing services and representing their interests.

The ACT Government helps underpin many of these speciality services, such as:

- Self Help Organisations United Together (SHOUT);
- Respite Care ACT;
- ADACAS; and
- Community Connections.

New community group houses at Fisher and Macquarie provide accommodation for people with disabilities, as do two prolonged care cottages at Hughes. These facilities have been provided through a partnership between the ACT Government, the National Brain Injury Foundation and the NRMA-ACT Road Safety Trust.

Families of children with a disability can attend after-school care and school holiday programs, provided by community organisations, with funding from the ACT Government.

Through the Accessible Transport Sub-Group, disability and older persons' organisations have worked with the Government to develop an action plan for accessible public transport. The plan addresses policy and planning considerations, operational issues and passenger information, as well as the design of vehicles, interchanges and bus stops.

Canberrans with disabilities and their carers contribute to government policy and planning activities through the Disability Services Advisory Committee. The committee and the community have worked with the Government on developing the *Strategic Plan for Disability Services in the ACT* which sets out the Government commitment to Canberrans with a disability.

## **Valuing older people**

In 1998, around 22% of the Canberra population was aged over 50 years, with a further increase in this proportion expected over the next decade. An obvious challenge for now and the future, as the ACT population ages, is to ensure an appropriate level of services for older people in the community. Equally important is the need to ensure that the wealth of skills and experience of older Canberrans continues to be valued and shared—older Canberrans contribute much to social capital.

Many older people already donate substantial time and energy to the health and well being of Canberra through community organisations, sporting groups and charities. They are frequently the mainstay of volunteer programs such as Meals on Wheels, hospital auxiliaries and grandparents' support groups. Throughout Canberra's suburbs older people are found caring for the young, the sick and the disabled.

The community highly values the contribution of senior citizens' associations. Clubs such as Probus and View raise considerable funds for charity and provide opportunities for people to meet and to work together to assist others in the community.

These activities are complemented by areas of ACT Government assistance. For instance, the Government supports the Seniors Card Scheme through funding to the Council on the Ageing (ACT). The council has also been provided with a new website to assist people with limited mobility.

In a practical example of the Government and the community working together, seniors' Internet centres have been opened in the Woden, Belconnen and Tuggeranong libraries, with volunteers from the PC Users Group providing free training.

The ACT Government's goals for service delivery for older Canberrans is outlined in the *Forward Plan for Older People in the ACT 2000-2003*. Older Canberrans are involved in the planning of health services and advising the government through the Aged Health Care Services Advisory Council.

## **Engaging Aboriginal and Torres Strait Islander people**

In 1996 there were about 3,098 Aboriginal and Torres Strait Islander people in Canberra, or around 1% of the ACT population. This is a small but vibrant community underpinned by a strong sense of kinship.

The ACT Government works with Aboriginal and Torres Strait Islander groups through a range of formal and informal structures that assist in maintaining their cultural identity and links. The Government supports a number of targeted services for Aboriginal and Torres Strait Islander Canberrans including Koori Pre-schools, Gugan Gulwan - Koori Youth Service and Winnunga Nimmityjah – Aboriginal Medical Service.

The ACT Aboriginal and Torres Strait Islander Cultural Centre at Yarramundi Reach is also supported by the ACT Government. The Centre will provide a meeting place, celebrating the rich diversity of local and national Aboriginal and Torres Strait Islander cultures and people.

This centre has developed out of the partnership that exists between the Government and Canberra's Aboriginal and Torres Strait Islander community. A board of management



consisting of representatives from the Aboriginal and Torres Strait Islander community, and a government representative will oversee the centre.

The Government is advised on issues by the Aboriginal and Torres Strait Islander Consultative Council, the Aboriginal Justice Advisory Council and the Indigenous Education Consultative Committee.

Aboriginal and Torres Strait Islander people are also included on other representative advisory bodies, such as the ACT Women's Consultative Council and the ACT Cultural Council, ensuring the Aboriginal and Torres Strait Islander community's views are reflected in the diversity of government policy.

### **Supporting people from linguistically and culturally diverse backgrounds**

Canberra is a multicultural community with 22% of its people born outside Australia. The diversity of individuals and families from other cultures adds to the richness of the ACT community in many ways.

This richness is evident in the everyday life of Canberra. The annual National Multicultural Festival is another opportunity only made possible because of the diversity of Canberra's population.

The Government works cooperatively with multicultural communities to ensure that Canberrans from linguistically and culturally diverse backgrounds have access to services and assistance. Over 100 associations and groups representing people from such backgrounds are registered with the ACT Office of Multicultural Affairs.

A multicultural policy is being developed by the ACT Government, in collaboration with the community. The policy aims to strengthen partnerships among business, community and government sectors to promote cultural and linguistic diversity. In 1998-99 the ACT Government funded for the first time a Multicultural Grants Program, with \$50,000 allocated to support the activities of community-based groups.

Canberrans from linguistically and culturally diverse backgrounds have input to government policies and services through the Multicultural Consultative Council.

### **Enhancing justice and safety in the community**

A safe community, underpinned by an accessible justice system, is a fundamental goal of any society that has a strong social capital.

In the ACT community, business and government agencies come together through various forums to work at improving Canberra's safety. Out of this has developed initiatives such as the Safety for Little People Project run by Northside Community Service in partnership with the Government. The project, based on early intervention, helps children develop protective behaviours and identify unacceptable behaviour towards themselves.

A growing area of concern to the Canberra community is the particularly troubling increase in burglary and car theft. The Government is working with the community on crime prevention initiatives to assist in dealing with such issues.

New initiatives announced in this budget are being developed to respond to relatively new problems, and will support a wide range of justice and safety initiatives already in place. These include Neighbourhood Watch, support groups for victims of crime, such as the Victims of Crime Assistance League, the Safety House Program, and safety-related publications.

The ACT Crime Prevention Council and the annual Community Grants Program also provide opportunities for local communities to become involved in crime prevention.

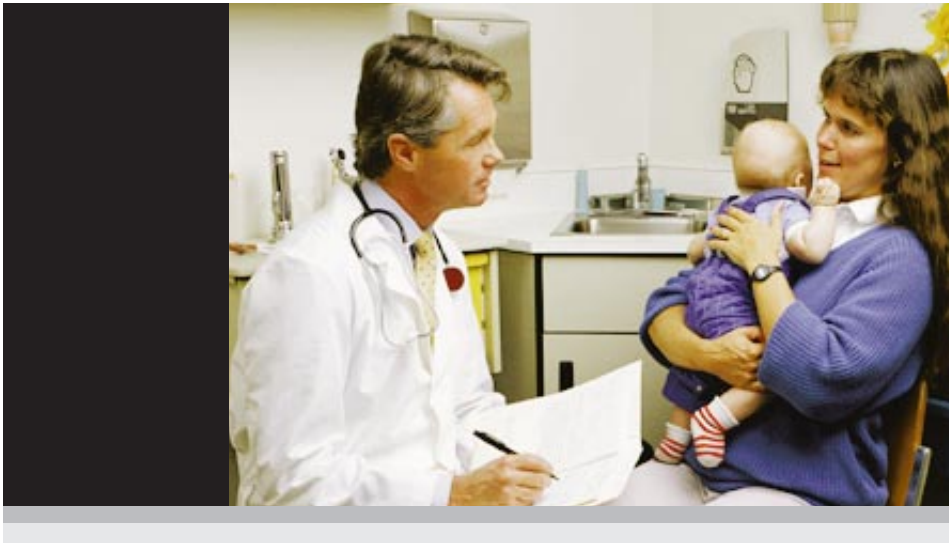
Education programs and support services to reduce house fires are also aimed at enhancing the safety of Canberrans. Officers from the ACT Fire Brigade visit homes on request to install smoke detectors purchased by the householder. This is a free service. Help is also available to the elderly and disabled to install smoke detector battery replacements and most ACT Housing properties have been fitted with smoke detectors as part of community safety programs.

Local residents and prominent Canberrans have worked with the Government on the Civic and Manuka Community Safety Committees in an attempt to develop responses to community safety issues. Recently the Government has been working directly with local communities in inner north Canberra to produce an inventory of safety issues to be included in section master plans.

A Crime Prevention Strategy is being developed, following on from previous community safety strategies. Community input to the strategy is provided through the ACT Crime Prevention Council.

### **Building healthy communities**

Expanding community-based health services is a priority of the Government, as is promoting the overall health of the community through projects such as Healthy Cities Canberra. Partnerships between community and government deliver services ranging from women's health, home and community care, sexual health, support services for areas such as diabetes and asthma, and health promotion activities.



Major reforms are underway to redirect the focus of mental health services to community based support and intervention. In partnership with the community sector, community-based residential support for people with mental illness has also been expanded and respite care is provided in the community for children with mental health problems or whose parents have mental illness. The Warren I'Anson Memorial Respite House which is managed by the Mental Health Foundation, is also supported financially by the Government.

Many health groups provide informal support to individuals and families affected by complex and chronic health conditions, such as autism, cerebral palsy, Repetitive Strain Injury, and Parkinson's disease. Women's health is another area where informal support and information groups are in place. Individuals and families also meet in informal groups to share their health experiences and information, and to provide support. Government support is provided in a range of ways to such initiatives.

The Junction Youth Health Service in Civic focuses on the health needs of young people in the Canberra community. The Junction brings together a range of youth health agencies in the one venue to better provide services to at risk young people. It is cooperatively funded by the ACT and Commonwealth Governments and managed by the Youth Coalition of the ACT.

### **Reforming human services**

The community sector and the ACT Government have collaborated on significant reforms to the funding of human services in Canberra. Four key community sector peak bodies have worked in cooperation with the Government for the past two years on the development of new ways to fund and reform community services. The ACT Council of Social Service, Youth Coalition of the ACT, Council on the Ageing (ACT) and Volunteering ACT have worked with the Government through funding reforms to improve accountability and quality service delivery.

To assist in this process, the ACT Government has funded ACTCOSS to establish a resource centre for community services to assist them in this reform process. Underpinning this partnership, these peak community organisations are working with the Government on a community compact which recognises and values the relationships between the community and government sectors.

### **Improving educational opportunities**

Schooling in the ACT is supported by long established partnerships between the Government and the community. These partnerships help schools to respond effectively to the educational needs and opportunities of their communities.

The role of parents and the wider community in school decision making affirms the importance of this partnership. Many parents work with the Government on a range of formal and informal bodies such as school boards, parents and citizens groups, and fundraising committees to support schools.

Parent and community representatives on government school boards work with the Government to determine school policies, consider budgeting issues and report on operations. Representatives of school boards and their peak group, the School Board Forum, work closely with the ACT Government on education issues. Parents and citizens' associations, and their peak group the ACT Council of Parents and Citizens Associations, also work with the Government to administer key activities such as after school care.

There are also many other examples of partnerships between the Government and the community. The Mind Matters Project at Lake Tuggeranong College is being undertaken with the Universities of Sydney and Melbourne. The project is a whole school approach targeting areas such as mental illness, grief and loss, bullying and harassment and building resilience. Around 25 community groups are involved in the project, which impacts on all areas of school life.

Other community links with schools are being developed. The police are working with Stromlo, Kambah, Ginninderra District and Melba High Schools on activities to develop strong partnerships with the school community. Police officers spend around a day a week in each school providing advice to students and helping with programs such as driver and drug education.

Holt Primary School staff have converted the adjacent former health centre building into the Holt School Community Centre. The centre connects the school with the community. The principal and the president of the Parents and Citizens' Association manage the centre which is used as a meeting place for community groups.

The ACT Government actively encourages community use of education facilities by providing school buildings to community groups at discounted rental for continuing education, religious, cultural and sporting activities. Through these and many other activities, schools are often the hub of community involvement.

Organisations such as the CSIRO, Landcare, local universities, community groups and sporting associations work with schools to provide a diverse range of activities and programs.

These partnerships are formally brought together in the Ministerial Advisory Councils on Government Schooling, Adult and Community Education and the Ministerial Advisory Committee for Non-Government Schooling. The Ministerial Advisory Council on Government Schooling has researched links between schools and their communities, with a view to enhancing partnerships.

### **Promoting sport and recreation**

Sport and recreation activities are an integral part of the social capital of Canberra, with recognised benefits for community health and well being, as well as for the individuals involved. The ethos of fair play and team work embodied in group sport and recreation contribute to building supportive relationships and enhancing community spirit.

Canberrans are keen participants in sport and physical activities. In 1998-99, 76% of males and 71% of females in the ACT participated in physical activity. The ACT Government plays a major role in supporting and facilitating this participation with Canberrans enjoying access to high quality facilities provided by the Government in partnership with community groups.

Community groups, with government assistance, manage sporting facilities and some sports grounds, provide sports and recreation programs and host major events. A range of community based sporting and recreation groups is also supported by the Government through sport, recreation and health promotion programs.

Sport and recreation clubs provide venues for children and adults to socialise and participate in continuing physical activity and to network socially. These groups are as diverse as Canberra itself, including women's cricket, little athletics and amateur sports.

Sport and recreation services in Canberra are planned in accordance with a range of specific policies and strategies. The ACT Sport and Recreation Council provides an avenue for the services to work closely with the Government. The Government's *Creating an Active Capital Territory Strategic Plan* focuses on community consultation, skilling organisations and facility planning.



## **Facilitating art and culture**

Canberrans have the highest rate of attendance at cultural venues in Australia, at around 74% of people over 15 years in 1998. Participation is particularly high in dance, theatre, music and visual and community arts. The community engages with artists and their work through exhibitions and performances.

Participation in art and culture either as a performer or patron supports the development of strong community identity and well being. Government funding of arts and cultural activities helps build community through a diverse range of activities, spanning the visual arts to public and performing arts and the management of cultural facilities.

Community arts centres in Belconnen and Tuggeranong, and the Gorman House Arts Centre in the heart of the city are funded through the ACT Arts Program. The centres are a focus for the arts communities and symbols of collaboration between the community and government.

The Belconnen Cultural Planning Group comprises community members and Westfield Shoppingtown Belconnen Management, who work with the ACT Government on a volunteer basis on a variety of cultural and planning projects that enhance the Belconnen district. These projects include contributing local information for a cultural map on the internet and producing environmental tour brochures which have been distributed throughout ACT Government shopfronts.

The Iris Messengers Youth Suicide Prevention Program is managed by the Tuggeranong Arts Centre. The program is a good example of the role of the arts in building social capital. Funded by Healthpact and ArtsACT, the program aims to assist young people get through difficult times and develop resilience, strength, resourcefulness and skills. Involving several community groups, Iris Messengers provides artistic expression through artwork, street theatre and writing.

Policies and programs in the arts and culture area are underpinned by *Arts Capital* - the Arts Development Strategy for the ACT. Community views are presented to the Government through the ACT Cultural Council.

## **Protecting the environment**

Canberrans recognise the importance of the environment in building community health and well being. Importantly, it is an area of well being to which many Canberrans can contribute, often through making quite minor adjustments to how their daily lives are conducted.

The community and government are partners in the quest to reduce waste. Once the ACT Government established the infrastructure to support recycling, through kerbside collections and subsidised compost bins, Canberrans accepted the challenge. In five years Canberrans' recycling and waste reduction achievements have reduced disposal to landfill rubbish tips by 42%. In 1998-99 about 325,000 tonnes of material was recycled.

Over the years, Canberrans have worked closely with the ACT Government on broader environmental issues, although often the focus of groups is on a particular area, such as

local mountains, grasslands and native bushlands. Such local community based groups include:

- ACT for Trees;
- Monash Urban Carers;
- Cooleman Ridge Park Care Group;
- Friends of Farrer Ridge;
- Friends of Aranda Bushland; and
- Ginninderra Wetlands Care Group.

The ACT Government encourages family and neighbourhood activities which address local environment issues, such as Adopt a Road, Clean Up Australia Day and Landcare. Other community activities, including the National Parks Association of the ACT; the Wildlife Foundation; and Red Hill Regenerators Group, are supported by the Government.

The Government has worked closely with the community to develop Australia's most comprehensive environmental protection laws covering pollution, ozone protection and hazardous materials. As one of the first to develop a greenhouse strategy, the ACT Government continues to rely on the community to work with it to assist in its implementation.

The Environment Advisory Committee provides a structured mechanism for community input. Sub-committees targeting specific environmental issues such as Landcare, catchment management and nature conservation have been established. A community and government partnership project is being developed to encourage community driven, project planning.

### **Planning Canberra's neighbourhoods**

Canberrans' pride in their shopping centres, neighbourhoods and recreational facilities is reflected in the formation and activity of local community groups. These groups devise local solutions to local concerns.

Five community councils for North Canberra, Belconnen, Tuggeranong, Weston Creek and Gungahlin consult with their communities on issues such as planning, transport, housing, health and education. These councils present their communities' views to government.

A number of suburbs across Canberra have also established their own residents groups, such as the Braddon Residents Association, to work with business and government to improve safety, the local environment and infrastructure.

### **Encouraging volunteers**

Canberra is a caring community. In 1995, the latest year for which data is available, 26% of Canberrans aged 15 and over volunteered their time to help others. This level, the highest in Australia, is grass-roots evidence of the social capital of the ACT. Charitable activities in Canberra occur at many levels and involve the ACT Government, business and all sectors and people of all ages in the community.

Canberrans donate money, time and expertise to assist others through community services and groups across a range of areas including health, welfare, education, the arts, sport and recreation, tourism, emergency services and the environment. These include the regional community services, The Smith Family, neighbourhood houses, the Salvation Army, youth services and family support programs across Canberra.

There are many quiet achievers, with individuals and groups volunteering their time and often their money to feed people who are homeless, unemployed or have drug problems. One particularly strong example is Stasia Dabrowski who has been operating a free soup kitchen in Garema Place, Civic for the past 20 years. Often over 300 people receive a healthy meal from the soup kitchen each Friday night. The food is either donated by businesses or purchased, depending on availability. The Government provides support for a range of these activities including Ms Dabrowski's soup kitchen. In so doing, it is a partner with the community in building the social capital that results.

Volunteering ACT, Canberra's peak volunteer body, receives government funding to assist with the range of volunteer activities it co-ordinates. The organisation places around 700 volunteers a year into community agencies, mainly in the community support and disability sectors.

***Community and government partnerships in Canberra help create the conditions which make social capital and community wellbeing grow and flourish.***



## **2000-2001 ACT Budget Initiatives Supporting Community and Government Partnerships**

### **Support for the International Year of Volunteering 2001 - \$50,000**

This support will enable Volunteering ACT to implement initiatives to celebrate the International Year of Volunteers in 2001.

### **Lanyon Youth Centre - \$80,000**

This funding will allow for the establishment of a youth service program at the newly completed Lanyon Youth Centre, to be managed by a community organisation.

### **Supplementation for Foster Carers - \$110,000**

This funding will allow foster carers in Canberra to continue their valuable work, without any disadvantage following the introduction of the Goods and Services Tax.

### **Community Services Grants Program - \$200,000**

This increased funding for the Community Services Grants Program will allow for a greater level of support and resources for community development activities.

### **Arts Capital - \$150,000**

Additional funding to the Arts Program will support young emerging artists to develop skills and create and develop their work. Arts Online will also be developed, facilitating new arts products and ways of participating and interacting in the arts via the Internet.

## ***Case study: ACT Poverty Project***

The Poverty Project is a partnership between the ACT community and the ACT Government. The project is investigating poverty in the ACT and aims to develop strategies to help individuals and families.

The Poverty Task Group manages this joint initiative of the ACT Council of Social Service (ACTCOSS) and the ACT Government. The group comprises representatives from a diverse range of community groups, business and government interests. The Group is chaired by Bishop Pat Power, Auxiliary Bishop of the Catholic Archdiocese of Canberra and Goulburn.

Co-operation and partnership are the foundation of the project which commenced in early 1999. More than 40 service providers are involved in the project.

The extent to which community agencies and government service providers assist in alleviating poverty will be examined in the project. Policies and other factors which could exacerbate or contribute to poverty are being explored.

The project involves extensive community consultation through public meetings, focus groups, surveys and written submissions.

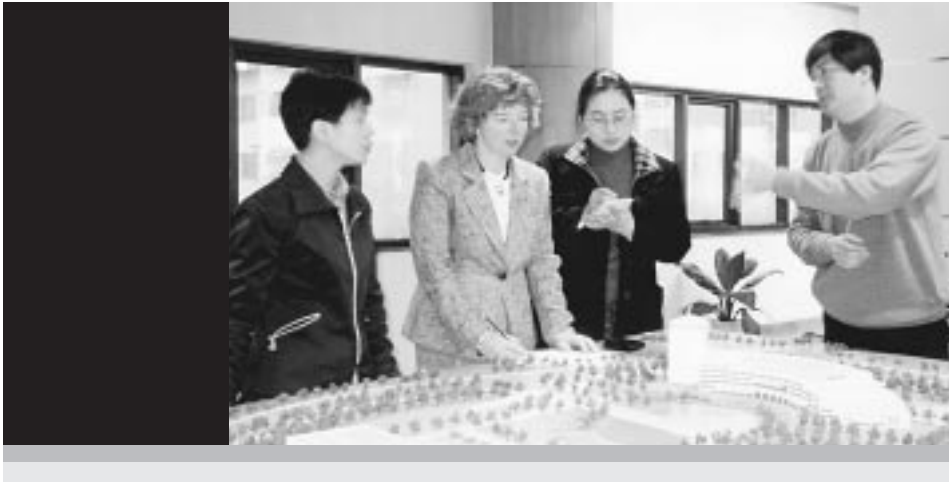
The community sector, through ACTCOSS and the ACT Government, has contributed significant resources to the project. Both partners are committed to alleviating poverty in the ACT. They recognise that working to overcome poverty is a community, business and government responsibility.

When the Poverty Task Group has finished its research, it will provide guidance on appropriate government and community policy frameworks to respond to poverty in the community.

An interim report of the Poverty Task Group was released in early May. The interim report covers the consultation phase of the project. The next phases of the project involve data collection and research and will provide valuable information about the extent of poverty in the ACT.

The project has been conducted in a spirit of genuine co-operation with a shared commitment to finding out the facts about poverty in the ACT and developing strategies to assist individuals and families affected.

*Contact Officer: Judith Therkelsen on 02 6207 7454*



## **COMMUNITY AND BUSINESS PARTNERSHIPS**

Community and business partnerships are a sign of a healthy community. In Canberra, they demonstrate that the community has grown beyond a dependence on the Federal Government. They have built a bridge between business and the community they serve, doing much to foster goodwill. Working together, Canberra businesses and the community harness resources to create opportunities for improving Canberrans' lives.

Canberra businesses provide a diverse range of employment opportunities and demonstrate a commitment to the future of Canberra. Businesses also make a valuable contribution to many worthwhile services in the community.

### **Helping build community**

Many Canberra businesses at the suburb or town centre level have strong relationships and goodwill with community groups.

These relationships have many facets. A common situation is where businesses provide venues for community meetings. For example, the Woden Plaza Community Centre has been established by Woden Plaza to provide a venue for community groups to hold functions.

Major shopping centres also contribute to groups in their local areas, with the Tuggeranong Hyperdome, Westfield Shoppingtown Belconnen, Woden Plaza and The Canberra Centre all providing financial assistance to community groups. Most shopping centres also provide space free of charge for community groups and charities to undertake fundraising activities.

Several associations in the ACT, such as the Rotary and Lions clubs have developed partnerships between businesses and community. These groups enlist the financial support of businesses to progress community projects.

## **Supporting children, young people and families**

Business support to children and young people involved in community activities is part of the smooth functioning of the ACT community. Business sponsorship or support extends to young people's involvement in many areas: sport, science, community services, career, education, culture, voluntarism and the arts.

Examples include:

- Canberra Young Citizen of the Year;
- Young Achievement Australia ACT;
- Ten Capital Kids Christmas Party; and
- Ronald McDonald House.

Businesses also contribute to groups which assist families in need. Examples of such partnerships include the Canberra Parent Line, supported by the NRMA, and Lifeline, which is supported by Telstra.

The Miltenyi Appeal organised by the ACT Eden Monaro Cancer Support Group is an excellent example of a partnership between business and the community. Millie Hagan, a young Canberra girl suffering from an immune disease similar to leukaemia required a bone marrow transplant using a new technique and a Miltenyi machine. The machine cost more than \$104,500 and through a public campaign, local businesses and community members donated over \$300,000 towards the appeal.

## **Working with people with a disability and older people**

People with disabilities are provided employment opportunities through a range of Canberra businesses, enabling them to improve their skills and future work options. Sponsorship is also an element of the partnership between business and disability groups. For instance the CPS Credit Union has provided assistance with purchasing sporting equipment for disabled sporting groups.

Many business people also participate as members of management boards for disability organisations, donating their skills and experience to building community wellbeing. For instance, the Board of Directors of Koomarri includes a lawyer and accountant, with business planning assisted by a private consulting company.

Business directs some of its community support to help meet the needs of older Canberrans. Instances of partnerships between business and older people's organisations are increasing. They include GIO Australia sponsorship of the Seniors Card Scheme, ACTEW and Lions Club sponsorship of the Community Liaison Advisory Safety Project and NRMA sponsorship of the Older Drivers Video.

The Council on the Ageing (ACT) is a non-government organisation which works to improve the lifestyle and welfare of older people. It undertakes policy development and analysis, advocacy, research and consultation, and the provision of information and advice to older people. The Council manages the ACT Seniors Card Scheme and a number of other programs, such as Overdrive - a refresher course in driving skills, the Seniors' Information Line and a Housing Options Advisory Service.

Many groups such as the Returned and Services Leagues Club offer a safe environment where older Canberrans are known, recognised and have a sense of belonging. These clubs have become the focal point for many older Canberrans and have developed a strong social support role.

### **Partnering for diversity**

Canberra businesses recognise the benefits of a diverse workplace. A number of businesses contribute financially to training programs that improve opportunities for Aboriginal and Torres Strait Islander Canberrans. Industries particularly involved in these programs include fitness training, security and protective services and the arts.

The Canberra National Multicultural Festival is one of the best examples of community and business working together. The Festival engages Canberra's vibrant multicultural community in activities that enhance cultural understanding. Canberra's businesses sponsor many of the festival's events such as the Balloon Fiesta, Dragon Boats, Carnivale and Kabuki Theatre.



## **Promoting a healthy community**

Businesses are helping build the social capital of the ACT by promoting an awareness of healthy lifestyles and by sponsoring the purchase of medical and health equipment. In many cases, businesses assist community groups with specific health issues.

Particular examples of business involvement in health include:

- Coles Supermarkets sponsorship of childhood asthma research;
- Woolworths Ltd sponsorship of cardio-thoracic surgery, through the Canberra Region Medical Foundation;
- Woden Plaza, Ten Capital, *The Canberra Times* and Rotary sponsorship of the Yellow Ribbon Youth Suicide scheme; and
- National Australia Bank support for Mental Illness Education ACT, through the granting of a CommunityLink Award.

## **Enriching education**

Businesses are taking an increasing role in developing opportunities for young Canberrans through collaboration with educational institutions, particularly in developing enterprise education in government schools. Enterprise education is about equipping Canberra's young people with the skills to become highly effective community members.

Business also works closely with many local school communities to enrich the curriculum and provide additional resources. For example, in conjunction with schools' parents and citizens associations, businesses are helping to provide sporting uniforms, information technology equipment and other goods and services. Three such contributors are Hungry Jacks, McDonalds and the Gungahlin Golf Club.

At the Co-operative School in O'Connor, businesses including Pioneer Building Products, Insulation Australia, Southern Plumbing, Boral Country Concrete and Quarries and Doorland have provided goods and services to renovate the school library and staffroom. Local builders, plumbers and electricians have also donated time to the project which is valued at \$50,000.

## **Facilitating participation in sport and recreation**

The high participation rates in sport and recreation activities in the ACT are greatly assisted by Canberra businesses. Support ranges from assistance for sporting teams to providing resources for adult and junior sporting activities. Examples include:

- CPS Credit Union sponsorship of Triathlon ACT and Canberra Cannons;
- sporting clubs' sponsorship of adult and junior sporting activities; and
- *The Canberra Times* support of the annual community fun run, with funds raised in turn supporting charitable causes.

Business works closely with community groups on sporting and recreation activities that contribute an estimated \$915 million a year in direct, and indirect economic activity. The sporting industry made up of community, business and government partnerships,

helps to facilitate community linkages and the acquisition of important administrative and management skills through club membership.

### **Sponsoring art and culture**

A strong arts and cultural community is an indicator of social capital. The ACT has such a thriving community with high participation rates by Canberrans in a wide range of activities. In the 12 months to April 1999 the ACT consistently had higher attendance rates at cultural venues than the Australian average.

ACT business support helps to underpin local art and culture through mentoring, partnering and sponsorship arrangements.

Many major developments around Canberra showcase local art and culture. For instance, the Canberra Symphony Orchestra relies on a wide range of sponsors from the business community and WIN TV sponsored the Australian Archives' Living in Canberra in 1920s and 1930s exhibition.

Business values the arts as a vehicle for marketing. The arts welcomes the contribution that business makes to its long term viability and diversity.

Educational, professional and community members support Ausdance's activities for the dance community. Local businesses and community organisations that support Ausdance include the Fyshwick Fresh Food Markets and the National Heart Foundation.

### **Caring for the environment**

The community works with business to care for Canberra's environment.

Several major corporations, including BHP, BP Alcoa and Fuji Xerox, recognise the value of local community initiatives by sponsoring the Landcare Awards.



The Adopt a Road initiative involves Canberra businesses and community organisations maintaining the standard of nominated roads. Recently, the management of this initiative, funded by the Government, moved from Keep Australia Beautiful to Clean Up Australia.

National Australia Bank's CommunityLink Award recognises community activities such as the Mount Taylor Parkcare Group work on preserving native flora and fauna.

### **Keeping the community safe**

Businesses in Canberra are increasingly becoming part of justice and safety initiatives in a range of developing partnerships which involve financial and in-kind assistance.

Neighbourhood Watch, for example is sponsored across the ACT by Tattersalls. Many suburban businesses also sponsor their local Neighbourhood Watch committees and are active in the Safety House Program for children.

### **Philanthropy**

Canberra's businesses, large and small, are involved in an array of philanthropic activities which extend from the local butcher supporting school fundraising to larger corporate sponsorship. Philanthropic foundations also reflect the commitment of businesses to work with the community to improve people's lives.

Foundations and philanthropic agencies donate significant funding to support increasing numbers of community and charitable purposes. In Canberra, many community groups have received funding from a range of agencies, including the ANZ Staff Foundation and National Australia Bank CommunityLink.

The only ACT based philanthropic foundation was established in 1990 by Canberra businessmen, brothers Terry and George Snow, who endowed the Foundation with \$1m and a further \$500,000 in 1997. The Snow Foundation distributes grants annually to community groups, having so far donated in excess of \$700,000 to a range of activities and projects. The Foundation's main support has been for at risk young people, family welfare, disability and illness related projects and housing support.

Corporations' philanthropic activities also extend to programs that encourage self-reliance and create opportunities for people to make contributions to the community. For example, Bunnings Warehouse Angels are staff interested in helping others by providing assistance to people in the community.

***Business and community partnerships are essential to sustaining strong social capital. Business, acting as corporate citizen has an important role to play in assisting the development of healthy communities.***

## ***Case Study: Ten Capital Kids' Christmas Party***

The Ten Capital Kids' Christmas Party is a good example of a partnership between businesses and the community that builds social capital.

For the past four years, local television station Ten Capital has co-ordinated the Kids' Christmas Party. The party is organised for more than 1,400 children from Canberra, Queanbeyan and the surrounding region. The children either have a physical or intellectual disability, suffer from a life threatening illness, or are disadvantaged.

Local businesses sponsor the three and a half hour party. It features local and national artists, live music, a stage program and many other activities such as rides, face painting, merry-go-rounds and jumping castles. The children also meet celebrity guests and Santa Claus gives each child a Christmas gift.

Ten Capital screens a series of advertisements promoting the businesses that support the party. Many supporting businesses also attend the party and contribute to the function's success.

This is just one example where business in the ACT has responded to the needs of the community and contributed to its well being in very tangible and memorable ways.

*Contact Officer: Paul Munro, Ten Capital on 02 6242 2378*





## **BUSINESS AND GOVERNMENT PARTNERSHIPS**

The well being of the Canberra community is underpinned by strong business and government partnerships. These partnerships have helped build and sustain community activity in many areas of employment and training, education, health, sport, recreation, justice and safety.

The development of partnerships between business and government has been an essential aspect of community development. New employment opportunities in the private sector have helped the community make the successful transition from dependence on the Federal Government to self-reliance. The ACT Government has been a major partner with business in developing new markets and expanding employment options.

This partnership has created a sustainable private sector employment base that now employs over half of the Canberra workforce.

Businesses, however, are not simply about economic development. The levels of family involvement in small businesses make them important avenues of family support, as well as providing support to others in the community through employment and other activities.

Canberra's businesses are contributing with the Government to many community causes. They also participate in ACT Government policy development and planning, and actively promote Canberra as a tourism and residential location.

Many of Canberra's business associations, representing groups of industries and professionals, are active on ACT Government committees, ensuring high levels of service to the community. For example, in the health sector members of the medical community participate on Health Professions Registration Boards, setting standards, resolving community and consumer complaints and driving reforms.

## **Encouraging enterprise education**

Together the ACT Government and the business community work to promote enterprise opportunities for young people. Business initiatives to take enterprise into schools are paving the way for future employment opportunities, as well as providing other ways for young people to contribute to the community.

Through schools, the Government and the ACT and Region Chamber of Commerce and Industry work together on the Adopt a School Project. This project involves a selection of ACT businesses adopting high schools and working with them to implement a variety of initiatives. Students from Alfred Deakin High School enhanced their computer skills due to support from the Total Peripherals Group.

The NRMA assists with the Road Ready Learner Licensing Program which is taught in every government high school. NRMA is also the major sponsor of the ACT Safe Young Driver Awards Scheme.

Several ACT businesses act as mentors for the Boys' Enterprise Education Program at The Woden School. As an example, Urban Contractors provided boys with the opportunity to spend one day a week on gaining skills in paving and gardening. Other businesses provide opportunities for boys with intellectual disabilities to gain work related skills.

The Tree Tops Garden Centre at Jerrabomberra works with students at Caroline Chisholm High on small business management and horticulture. Kiah Environmental Designers worked with students at Canberra High School to redesign a section of the school grounds.

Businesses worked with the ACT Government on National Enterprise Education Week and Australian Business Week programs.

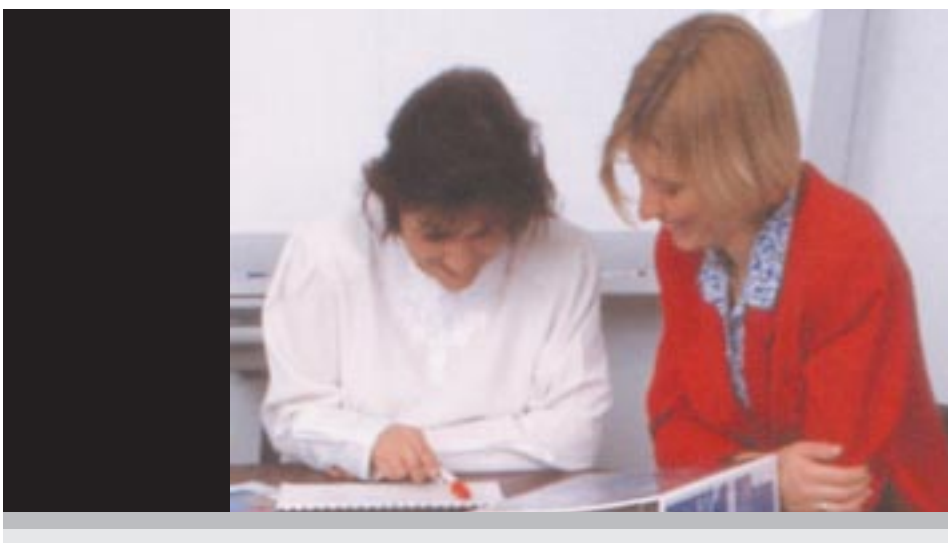
## **Developing vocational education and training**

The number of traineeships and apprenticeships in the ACT has increased by around 17% over the past year.

These opportunities for Canberra's young people are a direct result of ACT businesses working with the Government and private training providers to improve the skills of the ACT workforce. This partnership facilitates the training required by ACT industry to enhance the business community.

The new system of funding vocational education and training, based on competitive processes and user choice, has provided Canberra businesses with an enhanced opportunity to access funding for these programs. These arrangements have also resulted in a larger pool of trained personnel available to Canberra businesses and industry.

The Canberra Institute of Technology Advisory Council consists of business, community and government representatives who work together to ensure high quality vocational education and training at the Institute.



### **Facilitating employment opportunities**

The ACT Government in conjunction with business provides a range of employment programs which support a growing Canberra economy and contribute to improvement in employment levels.

Open Access Centres provide job search facilities and training to help people become 'job ready'. The Restart Program supports job seekers over 45 years of age by offering vocational skills training, job search, job matching and job placement assistance.

The Employment Industry Services Forum, established by the Government in 1998, fosters links and working partnerships between industry, employers, government and the community. The forum tackles unemployment and creates new opportunities through collaborative implementation of strategies, including the Pathways to Employment Opportunities package. Industry and government promote the package to the community through public seminars.

In addition to employment programs, the ACT Government works closely with many businesses through the ACT Business Incentive Scheme (ACTBIS). The scheme provides assistance including payroll tax deductions, land grants and other incentives to encourage business to establish new operations or expand in the ACT community. The focus of the ACTBIS program is on building local small to medium enterprises in the business community.

Canberrans are clear beneficiaries from these partnerships. Since 1996, 60 applications for assistance have been approved under the scheme. This has generated approximately 1,080 full time equivalent jobs in the ACT, with flow-on effects to other businesses. It is estimated that over 450 indirect jobs have been created to date, with up to a further 900 jobs to be generated if all ACTBIS companies realise their full growth potential.

The Canberra Business Development Fund is a government and business partnership with HIH Insurance. The venture provides investment finance to businesses seeking to

expand or diversify within the ACT. The fund is expected to earn a commercial rate of return on its investments. Finance was recently provided to the biotechnology company Biotron Limited. Biotron will work closely with the John Curtin School of Medical Research on cancer detection and HIV. The project, if successful, will benefit the whole community.

### **Assisting and attracting business**

The attraction of Canberra as a business destination is promoted vigorously by the Government and ACT business. Much has been done through this partnership to promote Canberra as a vibrant, liveable city which has significant benefits because of its cohesiveness and the strong value placed on community activities.

CanTrade, the ACT Government's advisory group on business development, promotion and marketing, takes a lead role, spearheading international business delegations, sister city relationships and a stronger emphasis on Canberra as a great place to do business.

Through the helpSHOP and precinct management programs, the ACT Government has provided financial support to refurbish twenty four of Canberra's local and group shopping centres. Through helpSHOP matching funding was sought from the local centres on a project by project basis. The programs encourage local traders to work together to improve their centres and jointly market their products. The refurbished shopping centres help attract and reinvigorate business ensuring they remain, or are once again a focal point of their local community.

Unemployed people are given opportunities to establish their own small businesses through the New Future in Small Business Program. To date, 75 unemployed Canberrans have been provided with training in establishing their own small businesses, due to ACT Government and business sector collaboration. The program is an ACT Government funded initiative that is also supported by Commonwealth Funds Management Ltd.

The ACT Small Business Mentoring Program assists small business owners and managers by providing six months of business mentoring services. To date 25 small businesses have benefited.

Through the Small Business Loans Guarantee Scheme the ACT Government provides guarantees to new small businesses (in operation for up to five years) for loans to assist in the development and operation of business.

The ACT Industry Development Program is another way in which the Government works with the business community. Through this program, smaller businesses are provided with access to strategic planning consultancy services for advice on business growth.

### **Encouraging local business**

The strength and continued growth of Canberra's social capital is underpinned in many ways — some more direct than others.

The 'buying locally' first-principle of the ACT Government's purchasing policies encourages local business, in so doing providing opportunities for employment which contributes to the development of strong social capital.

Firms operating and having an office in the Australian Capital Region area are regarded as 'local suppliers'.



Through the ACT Industrial Supplies Office/Supplier Development Committee the Government and the business community are working to develop industry capability and to enhance the opportunities for business to deal with the Government. This approach will ultimately have benefits for the community.

The ACT Industrial Supplies Office is part of a larger industrial supplies network across Australia and New Zealand. It maximises opportunities, particularly for small and medium business, by profiling businesses on an electronic database.

BASIS - the Buyers and Sellers Information Service - is an ACT Government initiative that provides a match-maker service for suppliers located in the Australian Capital Region. Regional buyers and sellers are brought together through an electronic Regional Business Directory which lists suppliers (products and services) and business opportunities across all levels of government.

The business community has input into ACT Government policies through the Business Advisory and Regulatory Review Team and CanTrade. Over the last 12 months the team has been involved in issues such as the review of workers' compensation, industry training, regulatory reform and licence reduction. Again, each of these activities has direct or indirect bearing on the social capital of the ACT.

### **Promoting and showcasing business**

The ACT draws upon key players in business, community and government partnerships to promote Canberra nationally and internationally. Honorary Ambassadors, each of whom is a successful member of the local business community, showcase Canberra, attract business to the ACT and assist the community through expanded employment opportunities and enhanced capacity.

The ACT Government is contributing \$1 million towards redeveloping the Canberra Business Promotion Centre, at Regatta Point. The centre will provide Canberra with a

prestigious, high tech, audio visual facility that promotes Canberra as the best place to do business. It will help ensure Canberra is globally recognised as a centre for the innovative industries of the future. The centre will be a showcase for Canberra as a preferred business destination for international and interstate business visitors and delegations. It will be available to the ACT community for a range of business related purposes.

The inaugural 'Focus on Business' event was held in March 2000. The event raised the profile of Canberra as a business destination, showcasing the strong business and government partnerships. It demonstrated the business investment potential of regional industries. Including an exhibition of over 100 leading Canberra and region businesses, the event will foster the development of further alliances between business, government and the community.

### **Diversifying the business sector**

Diversity in business has many similarities to the cultural and linguistic diversity of the ACT population in that it adds to the overall strength and well being of the Territory. It provides a solid foundation for the future.

Over the past few years the Government has focused on helping existing local companies to grow and has also sought to attract new individuals and corporate businesses to Canberra.

The opportunities of the increasing global community have been recognised by the ACT Government. The focus on attracting business to Canberra extends to prospective business migrants from around the world.

Sister city relationships such as the Canberra-Nara Sister City foster international understanding, business links, peace and goodwill and enrich the community.

The exchange of high level visits between Canberra and Beijing/Hangzhou in the past two years has resulted in the establishment of two Co-operative Business Councils with these Chinese cities. The councils promote trade in the environmental management, information technology, education and tourism industries.

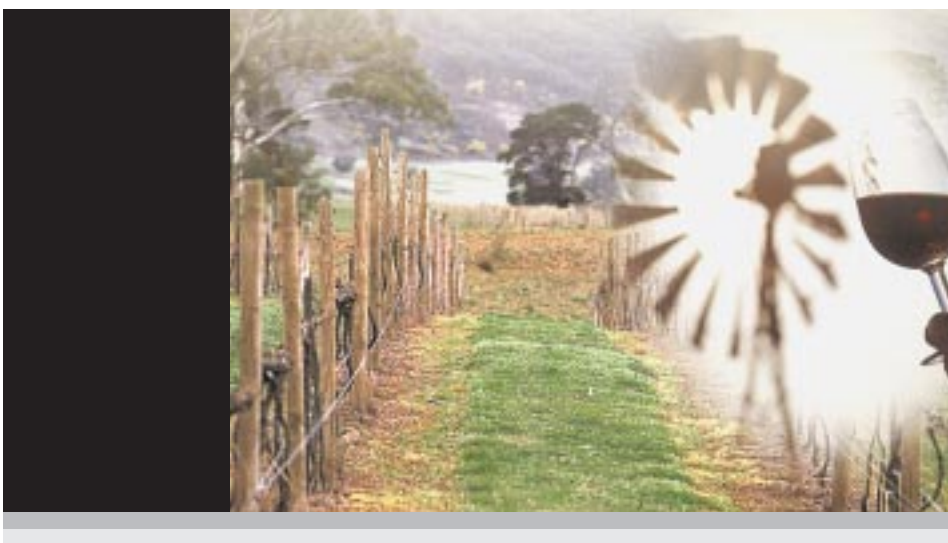
The ACT Government has partnered with Business Club Australia to capitalise on international business visitors who will be in Australia for the 2000 Olympic Games. It has provided a matching business service between ACT firms and international visitors.

### **Investing in business**

The industry base in the ACT has been traditionally small, with limited opportunities for employment, particularly in the less skilled areas.

Government initiatives to develop this sector include investing in an innovative partnership with BRL Hardy, one of the 12 largest wine producers in the world. BRL Hardy is investing up to \$20 million in Canberra on a 4,000 tonne winery and tourism complex.

Joint ventures between BRL Hardy Limited and local grape growers and wine makers include a number of contracts to purchase grapes from growers over the next five to



fifteen years. The locally sourced grapes will provide the content for premium and ultra premium wines, helping to consolidate the reputation of the Canberra District as one of Australia's newest, and fastest growing, quality wine regions.

Through this partnership there will be additional employment and skills training opportunities, a more diversified economy and a strong potential for further investment by other wine companies, grape growers, wine producers and venture capitalists. This will have benefits for the community.

The Federal and ACT Governments are working in partnership with the business community of Canberra on the Building Information Technology Strengths (BITS) project. A consortium comprising Canberra research and development institutions, a number of high technology firms, the Canberra Business Centres, facilitated by the ACT Government, is managing the project.

The BITS project aims to create a strong high technology small business incubation system that will be supported by both the Government and business sectors. The incubator will help to commercialise innovations coming from research and development institutions and private IT and communications sector of the ACT. It will complement other commercialisation initiatives and promote the ACT as the centre of information technology and communication excellence.

### **Recognising good customer service**

The ACT Customer Service Awards exemplify the partnership that exists between business and the ACT Government to benefit the community. The awards are a joint initiative of the Government and the ACT and Region Chamber of Commerce and Industry. They aim to reward and recognise exceptional customer service throughout Canberra.

The awards are held each May and November with individual and team winners. Customers who have received excellent service make nominations that are assessed by a panel from the ACT Public Service and business.

Pialligo Plant Farm, Mr Bob Maroney of the Torrens Pearce Newsagency, Gwen Williams of Chapman Pharmacy and the Physiotherapy Department of ACT Community Care were amongst the teams and individuals recognised in 1999.

Business sponsors of the awards include *The Canberra Times*, Qantas, MIX106.3, St George, WIN Television, *The Valley View*, Acorn Training and Consulting, CIT Solutions, Hyatt Hotel, Canberra Centre, Hellenic Club of Canberra, the Parkroyal, the National Convention Centre, Jim Murphy's Market Cellars and the Southern Cross Club.

This is just one example where business in Canberra is working with the ACT Government to acknowledge the importance of good service to the community.

### **Using technology to connect the community**

The ACT Government in partnership with business is committed to making Canberra a leader in information technology for both the public and private sectors by 2001.

The Information Industries Development Board has been established by the Government and information industries sector to ensure that the ACT is globally recognised as a centre for innovation.

The TransACT program is an example of a business and government partnership between the ACTEW Corporation and the Telecom Venture Group based in Hong Kong. The program will ultimately link all members of the Canberra community and involves the roll out of a network of fibre optic cable to all homes and businesses in the ACT.

The TransACT initiative epitomises actions being taken in the ACT to make information and other technologies readily available to all Canberrans, in so doing affirming Canberra as a clever community. TransACT will also assist in closing the digital divide and will make access to information more readily available to the Canberra community.





The ACT already has the highest rate of home computer usage in Australia at 66% and Internet connections at 58%. The TransACT program will enhance the use of information technology by the community.

### **Establishing a culture of innovation**

The Canberra population is highly skilled, well educated and community focused. The Government and business community are collaborating to encourage a culture of innovation in the ACT that draws on the resourcefulness and skill of the ACT people.

The Research and Development Grants Scheme has been established in this Budget to fund small and medium sized enterprises in the ACT that are undertaking innovative research and development. Research will be required to focus on market opportunity and the potential for commercialisation. The ACT Business Incentive Scheme Panel, comprising prominent business people and government representatives, will review applications for grants.

Exemptions from paying school fees will be granted to visiting international scientists who can demonstrate that their research furthers the aims of the Research and Development Grants Scheme. This research must be of benefit to the community and contribute to developing innovation in the ACT.

Prominent members of the ACT scientific and academic communities and senior government officials form the ACT Science and Technology Council. The council's role is to advise the Government on issues of significance in science and technology in the ACT. It also aims to increase the community's awareness of science and technology and identify growth potential and opportunities to develop linkages in innovation and advanced technology, with a focus on economic benefits.

## **Creating a healthy community**

Canberra businesses work with the ACT Government in a range of forums to improve the health of the Canberra community. In particular, the contributions made by businesses through the Canberra Region Medical Foundation have assisted with essential services and research.

There are also significant relationships between government and business that support sporting and recreational pursuits in Canberra. Such relationships build community spirit and contribute to enhanced community cohesion.

Healthy Cities Canberra facilitates partnerships between the Government, business and community to improve health and quality of life. Healthy Cities aims to promote a broader definition of health that includes physical, mental, social and spiritual dimensions of life and collaboratively address community health issues. The project directly assists in building social capital.

## **Maintaining a safe community**

Crime, particularly burglary and robbery, hits the very heart of social capital in any community. Many businesses are working with the Government in developing and targeting crime prevention in the ACT.

The City Heart Business Association, the ACT Government and the police worked together in developing and implementing safety cameras in Civic. AAMI is an active sponsor of the Crimestoppers Program.

Businesses also support government initiatives. For instance, the NRMA supports the Australian Federal Police through the CrimeSafe Program, by providing \$70,000 in funding for targeted burglary prevention campaigns. The NRMA also supports the Junior Fire Education Program, donating \$15,000 over three years.

***Partnerships between business and government in the ACT build social capital and show how working together improves life in the Territory, as well as delivering results.***



## **2000-2001 ACT Budget Initiatives Supporting Business and Government Partnerships**

### **Research and Development Grants Scheme - \$4m**

The Scheme will provide capital to small-to-medium research institutions and organisations at a vital stage in their development, leading to further development and commercialisation. The Scheme is expected to deliver increased economic development, industry diversification and new jobs for Canberra.

### **ACT Business Incentive Scheme - \$675,000**

The Scheme attracts and builds business activity in Canberra. It will continue to deliver on the aims of enhancing Canberra businesses and attracting appropriate businesses to expand the ACT's private sector employment base.

### **Assistance to BRL Hardy's Wine Tourism Project - \$464,000**

This funding completes the ACT Government's assistance package for the development of the Project, which includes a Wine Tourism Complex and infrastructure works. In addition to assisting local winegrowers, this will encourage new businesses and investment.

### **Australian Science Festival - \$96,000**

This support will enable the continuation of the Festival's work in promoting science and technology, fostering awareness through film, theatre and workshops. The Festival contributes to the local economy, through increased tourism.

### **Assistance to Smaller Clubs - \$120,000**

This funding will compensate smaller clubs for increased taxation rates arising from the introduction of the Goods and Services Tax.

## ***Case study: ACT Schools' Work Experience Program***

The ACT Schools Work Experience Program gives students at Canberra high schools, colleges and special schools the opportunity to participate in work experience placements. Through the Government and businesses working together, young Canberrans have excellent opportunities to gain experience in the world of work.

In 1999, 5,696 placements were organised. Almost 4,800 businesses and organisations indicated their willingness to participate in the program. The placements were made across a wide range of industries including childcare, panel beating, computer maintenance and geology. Students from NSW can also participate in work experience in the ACT. In 1999, 180 NSW students had approved placements in the ACT and 101 ACT students had work experience placements in NSW.

Although the program is co-ordinated by the Department of Education and Community Services, its success relies on the support of businesses to provide work placements.

Students, businesses and government all benefit from the work experience program. Students benefit by expanding their possible career choices. The program enables them to gain an insight into a broad range of aspects of life in the working world, such as the need for accuracy, honesty, co-operative relationships, and the adherence to deadlines. They may also develop networks of contacts for future employment options, as well as gain and demonstrate skills in different environments.

The program encourages students to appreciate the relevance of their school work and so possibly improve their motivation towards study. Work experience also enhances self esteem through the acquisition of new skills within the workplace.

Work experience benefits businesses by enabling them to better understand and provide input into the education system. It provides businesses with first hand contact with future workers.

The ACT Government benefits from the schools work experience program because it helps young people become work ready. It also encourages enterprising students, contributes to the development of effective citizens and connects students to society.

*Contact Officer: Gem Fraser on 02 6205 9352*



## **COMMUNITY, BUSINESS AND GOVERNMENT PARTNERSHIPS**

Any analysis of the role of partnerships in building social capital would not be complete without reference to those that involve government, business and the community. Many of these have already been mentioned in the paper.

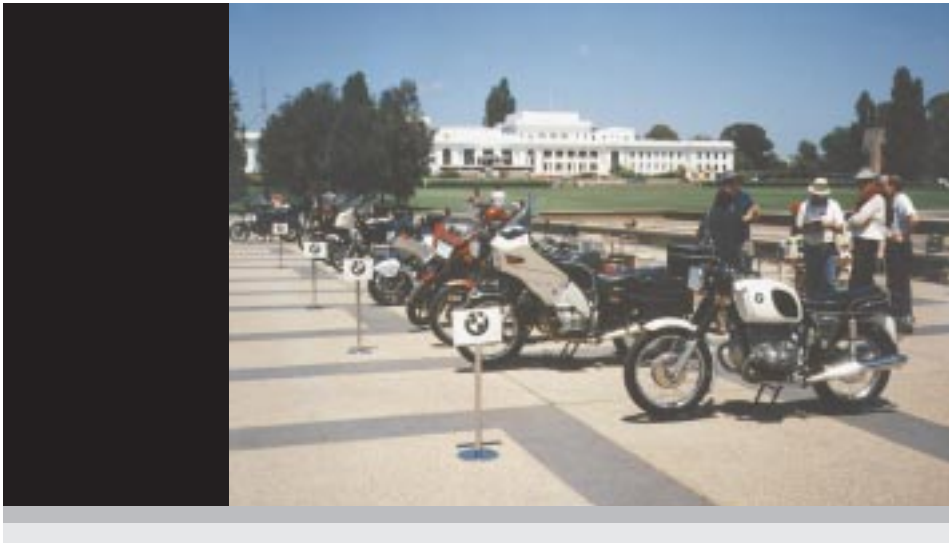
New possibilities for building and maintaining social capital are realised when partners from all sectors of the community work to common goals. Highlighted here are only a few examples to reinforce that these partnerships are powerful vehicles for building community wellbeing.

Increasingly, business, community and government are recognising the benefits of these partnerships. In Canberra there are many instances where the community, businesses and government work together to improve social capital. These partnerships extend across a wide range of issues such as housing, safety, waste reduction, planning, support networks and Seniors' Card discounts.

### **Partnerships for housing**

Community Housing Canberra is a non-profit community organisation that is working with businesses and the ACT Government to redevelop MacPherson Court in O'Connor. MacPherson Court was previously a large scale public housing complex. The new development will include some public housing, community housing and some units for private sale including housing suitable for people with disabilities and older people. This mix will provide better social housing outcomes for the community.

One of the advantages of the community housing model is that the community, including tenants, has direct input into the management of housing facilities. Community Housing Canberra works with small community housing providers to manage properties and support this sector in building stronger communities.



The building industry, the ACT Government and the University of Canberra are partners in a project to design and build an adaptable housing display home. Adaptable housing allows easy conversion to meet the changing needs of people with disabilities and frail older people. The home is being built on ACT Housing land and will be occupied by public housing tenants after the display period. Building is by Master Builders' Association apprentices and students from the University of Canberra are designing the landscaping. The Adaptable Housing Working Group, comprising community, business and government representatives, is overseeing the design and construction of the display home.

### **Working for safety**

The safety of young drivers is the focus of the Road Ready Young Drivers Program which aims to reduce the number of young Canberrans involved in serious road crashes. The program is a partnership between the NRMA-ACT Road Safety Trust, the Department of Urban Services and young drivers.

Parents, government and non-government educators and industry members, including the driver training industry and insurance companies, and the media are involved. Indeed, all Canberrans who have registered motor vehicles contribute via a levy paid with their vehicle registration to the NRMA-ACT Road Safety Trust. It is an example of all sectors of the community working to help young people, and social capital in action.

Working together through the ACT Crime Prevention Council, the Government, business and community sectors are seeking to tackle concerns about community safety. In addition to ongoing support for Neighbourhood Watch and the Safety House Program, the Council is developing a Crime Prevention Strategy for the ACT.

The Community Liaison Advisory Safety Project (CLASP) is a joint business and community initiative run by COTA with sponsorship from ACTEW Corporation and Totalcare Industries. The ACT Fire Brigade, the ACT Ambulance Service and the Australian



Federal Police also participate in the Project. CLASP provides a comprehensive, home based service to advise people on crime prevention, personal safety and security issues. Around 2,000 home reviews have been completed since the project started in 1997.

### **Assisting parents**

The ParentLink Program helps to connect parents with information and support services in the ACT, including a telephone and Internet information service. The program is centred on a partnership between the ACT Government, the NRMA, Lifeline and community sector family support services. The NRMA provided a sponsorship package and their organisational efforts assisted in establishing the program.

Lifeline Australia is another example of government, business and the community working together. Lifeline receives support from Telstra, the ACT Government and the community to enhance the well being of the community through the provision of counselling and counselling related services. The core of Lifeline's services is a free 24 hour helpline service provided by trained volunteer telephone counsellors.

### **Discounting for seniors**

The ACT Seniors Card Scheme entitles people aged 60 and over who are not working full time to discounts at over 400 businesses in the ACT and others interstate. These businesses do not receive incentives for providing a discount to cardholders but do so as a goodwill gesture to show recognition of the contribution made by seniors in the community. The Council on the Ageing (ACT), a non-government organisation, manages the program and GIO Australia is its major sponsor. ACT Seniors Card holders are also entitled to discounts on ACT Government services such as vehicle registration and bus fares.

## Planning together

Planning communities is a complex exercise. It can best be achieved when business, government and community sectors work together to achieve shared outcomes that reflect the needs of the community.

There are six Local Area Planning Advisory Committees (LAPACs) across the Belconnen, North Canberra and South Canberra regions. These committees of local residents and business people meet monthly to discuss community issues and provide input to the assessment of some local development applications. The meetings are open to the public. These committees are a real community resource and have a direct role to play in building social capital.



### 2000-2001 ACT Budget Initiatives Supporting Community, Business and Government Partnerships

#### ***2000-2001 ACT Budget Initiatives Supporting Community, Business and Government Partnerships***

##### **Crime Prevention - \$1,292,000**

This funding will create a Crime Prevention Incentive Program, enabling the ACT Government to lead partnerships with industry (particularly the insurance industry) and the community, to facilitate action on reducing burglaries and car theft.

##### **YMCA Redevelopment Project - \$1,100,000**

This funding meets the government commitment to assist the YMCA with the inclusion of a Ronald McDonald House in the redevelopment of its block in the City.

## **Case Study: The Smith Family's Learning for Life program**



The Smith Family's *Learning for Life* program assists young, disadvantaged people to access the opportunities open to them through education. The program, which provides a financial scholarship and access to a support worker, is based on community, business and government partnerships.

The program began in 1987 as the EDU-CATE school assistance plan, specifically to assist students in years 7 to 10 with school 'fees' and other costs. Students in the program are less likely to be left out of activities for financial reasons and are encouraged to finish their education.

In 1997, the program evolved into *Learning for Life*, expanding to include senior high school and tertiary students, with primary school students included in 1998.

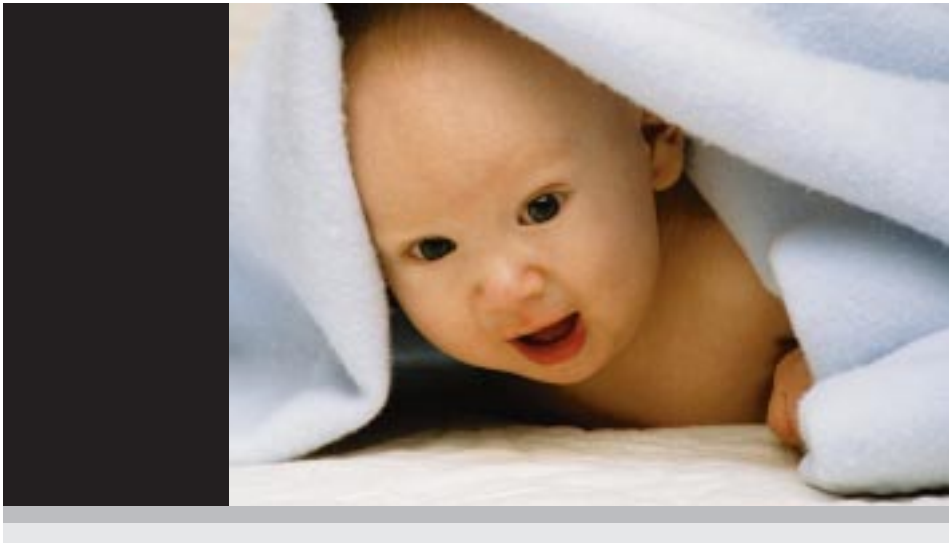
The scholarships are provided as direct sponsorships by individuals to the program. In Canberra and Queanbeyan, 280 primary school, 283 high school, 16 college and 7 tertiary students are supported. Twenty-five students are also supported at the Canberra Institute of Technology (CIT) through a joint CIT and *Learning for Life* program.

Individuals in the community can sponsor a student for between \$204 and \$2,000 a year, depending on the level of education. Corporations are becoming involved in the program to fund the network of support workers, while smaller businesses are being encouraged to do the same by providing annual donations in multiples of \$1,500.

The ACT Government and some of Canberra's largest businesses are providing this support funding.

The program is only one example of Canberrans using their financial resources to ensure that children from low-income families can take advantage of the opportunities to realise their potential.

*Contact Officer: Anne Clark, The Smith Family on 1800 633 622.*



## **THE 2000-2001 GOVERNMENT APPROACH TO BUILDING SOCIAL CAPITAL**

The many examples of partnerships outlined in this paper show that there is a strong commitment from all sectors of the Canberra community to contribute to the development of social capital. The Government funded programs represent long term investments in the community. These programs are designed to deliver stronger social outcomes and real benefits for the community.

Community-based activities which bring together business, community and government at the local level are the strongest evidence of a solid, underlying sense of trust, shared goals and commitment in the Canberra community.

The ACT Government, through the 2000-01 Budget, is making a clear commitment to contributing to the development and maintenance of social capital.

The ACT Government has allocated a further \$3.5m (increasing to \$4.5m in future years) to specific initiatives that build social capital in Canberra. Initiatives to be supported through the Social Capital Fund are grouped into three key programs:

- Supporting Families and Local Communities Program;
- Investing in Caring Communities Program; and
- Towards Future Communities Program.

### **Supporting Families and Local Communities Program**

The Supporting Families and Local Communities Program will draw together and develop the partnerships outlined in this paper. The aim of the program is to develop strong links between the community, government and business at a local level. The diversity

of the projects funded under this program recognises that there is no single, best model for building social capital, and that we need to test a number of possible models. Each project focuses on a different partnership. The projects are as follows:

### **Schools as Communities Project - \$700,000 per year**

Schools as Communities will aim to strengthen links between local communities and government. It will be centred around schools and the focus will initially be on families and children, particularly those at risk.

Schools as Communities will link families with health, community and education services. It will include specific initiatives to address the needs of children at risk, such as providing breakfast and before and after school programs. In the medium to longer term, the program will involve local schools becoming a hub for community activities in a broader capacity.

This project will involve government and the community working together to build social capital.

### **Community Renewal Project - \$500,000 per year**

The Community Renewal Project will involve precinct community groups developing partnerships that tackle broader community issues such as safety, the environment and opportunities for local employment.

This model builds on the representative structure already in place through precinct management groups. These groups were brought together as part of the Government's local centre renewal program.

This project will involve business and the community working together to build social capital.

### **Canberra Community Foundation - \$500,000 per year**

The Canberra Community Foundation will bring Government and business together in partnership to establish a philanthropic agency to support community initiated programs. Funding proposals will be initiated by local communities.

Funding will be sourced from the Government and sought from the business sector. An advisory body nominated by government and business will consider initiatives for funding and support.

This project will involve government and business working together to build social capital.

### **Investing in Caring Communities Program**

The Investing in Caring Communities Program is intended to deal with the particular needs of individuals who are at risk of being excluded from engagement in the broader community.

The emphasis in this program is on the needs of young people. This recognises that where young people are not productively involved in the community, social and economic viability is threatened. By tackling the needs of individuals at risk, the intention is to strengthen the social capital of the community as a whole.

The program will provide support to people so that they can be engaged in broader social and community networks, in conjunction with the Supporting Families and Local Communities Program.

This Program includes the following projects:

**Well Babies Project - \$90,000 per year**

The project will promote health and well being from the time of conception, focussing on good nutrition, reducing alcohol consumption and stopping smoking in pregnant women. Social supports will be provided to pregnant women with the aim of improving the birthweight of children born to mothers at risk.

**National Depression Initiative - \$70,000 per year**

The funding represents the ACT's contribution to the National Depression Initiative. The focus will be on de-stigmatising depression in Australia through community education and awareness, and working with the medical profession.

**Post Natal Depression Project - \$70,000 per year**

The needs of women experiencing post-natal depression, and their families, will be addressed through a community based service including information, support and professional counselling.

**Healthy Aboriginal and Torres Strait Islander Young People Project - \$120,000 per year**

This initiative will address the apparent increase in substance abuse by young Aboriginal and Torres Strait Islander people. The focus will be on improving the level of services to these young people, while also addressing issues relating to mental health.

**Child and Youth Nutrition Project - \$70,000 per year**

This funding will address issues of child and youth nutrition and eating disorders. Focussing on developing positive and sustainable eating habits, the project aims to reduce the levels of overweight people in the ACT.

**Preventing Youth Suicide Project - \$120,000 per year**

This funding will allow the continuation of the VYNE (Vision for Youth through Knowledge and Education) project, which provides workers with young people basic training in suicide risk assessment and crisis intervention. The aim of the project is to reduce youth suicide in the ACT by enhancing professionals' awareness of risk factors and youth resilience measures.

**Health of At Risk Young People Project - \$70,000 per year**

The funding will contribute to the ongoing functioning of The Junction Youth Health Service, through the employment of a youth counsellor. The counsellor is involved in the early identification and treatment of mental health issues in young people and works to strengthen partnerships within the service provider community.

### **Healthy Families – Drug and Alcohol Project - \$200,000 per year**

This project involves support for children and families with problematic alcohol and other drug use. It involves specific interventions to support parents and address early behavioural problems in children in families with drug and alcohol problems.

### **Healthy Families – Complex Needs Project - \$125,000 per year**

This project will address child health and family wellbeing, with a focus on home and community support for mothers and babies with complex or special needs. This will involve supportive, professional home visiting services.

### **Accommodation Support for Aboriginal and Torres Strait Islander Young People Project - \$185,000 per year**

This funding will provide accommodation options for young Aboriginal and Torres Strait Islander people at risk. It will address the need for these young people to have accommodation services available after leaving juvenile justice facilities.

### **Intensive Support for Juvenile Offenders Project - \$130,000 per year**

The initiative will address the need for co-ordinated, intensive support to young offenders, who typically present as clients of both juvenile justice and family services. It will draw on shared resources from the health, family services, accommodation and juvenile justice agencies.

### **Counselling Young Sex Offenders Project - \$200,000 per year**

The project will provide specialist resources for the purchase, implementation and evaluation of programs for young sex offenders. These programs will deliver specific accommodation, education and counselling services for these young people.

### **Focussing on Teenagers through Kids Friends Project - \$40,000 per year**

This funding will expand the inclusion of teenagers in the Barnardos Kids Friends Program. The Kids Friends program matches appropriate adults (after police checks and training) with disadvantaged children and young people to provide friendship and mentoring. Teenagers will receive guidance and support from a significant adult external to their family who can assist in many areas of their life.

### **Good Beginnings Project - \$80,000 per year**

This project will use volunteer home visiting as a way to meet the need of families for social support in different settings. The project uses local parents, after formal training by a professional co-ordinator and builds on other family support services available in the community.

### **Towards Future Communities Program**

The Towards Future Communities Program reflects the ACT Government priority of building a clever community with a focus on the information economy. The community linkages and online projects will encourage small, local groups to participate in the technology advances taking place in the community. The initiatives will provide the opportunity to promote Canberra's social partnerships in action.

Looking to the future also demands that capacity for community participation and leadership is enhanced. To achieve this, the Community Mentoring Scheme will draw on the skills of Canberra's business and community leaders to assist future leaders, in partnership with the precinct community groups.

#### **Community Mentoring Project - \$100,000 per year**

This project will focus on developing a new generation of Canberra leaders from local communities. Through the Precinct Community Groups established under the Community Renewal Program, the Scheme will promote leadership skills development for young Canberrans.

The project will use the vast knowledge and experience of Canberra's community and business leaders, through skills development and transfer, leadership development, formal mentoring and linkages to governance structures and systems.

#### **Community Online Project - \$50,000 per year**

Building on the support provided by the ACT Government in getting peak community groups on the Internet, this funding will focus on providing opportunities for local community groups to establish sites on the Internet.

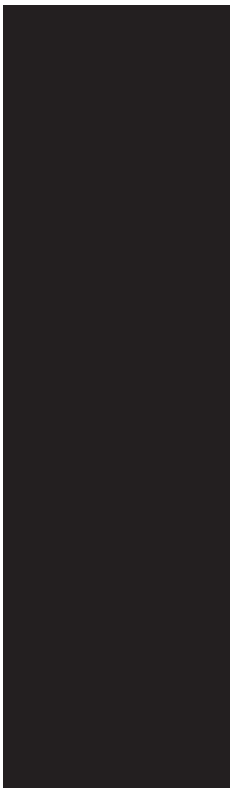
As many businesses and the Government have used the opportunities provided by having a presence on the Internet, this project will ensure that local community groups are able to share in these opportunities. It reflects the ACT Government's keenness to see that local community groups are not left behind, with many opportunities for growth being provided by the information economy.

#### **Community Links Portal Project - \$80,000 per year**

This project will provide a mechanism through which Internet information on the ACT community and community groups can be promoted through one site. It will provide links to community groups and resources available on community building initiatives, social capital, social and community policy, voluntarism and environmental groups.

## **Evaluating Social Capital Fund Programs**

The Government's approach to social capital involves all agencies working together in an integrated manner. This will ensure a high level of interaction between agencies and programs to ensure the Government's outcomes are met. The success of the Government's approach to building social capital will be assessed through an evaluation process that takes into account the views of all the partners that contribute to building social capital.



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## **THE CHALLENGES AHEAD**

This paper has endeavoured to map the strength of the community, or social capital that exists in Canberra. By defining social capital in its broadest sense, the paper has sought to capture all aspects of the Canberra community that contribute to quality of life.

Canberra has strong social capital, with well developed networks based on shared interests, enduring relationships and trust. Family and community support enriches the lives of Canberrans and provides them with resources to face the challenges of the present and the future.

The business, community and government partnerships detailed in the paper and the synergies they create, embody those elements that have helped build social capital in Canberra. Of course, individuals play a pivotal role in these partnerships and continue to work with others to enhance the community.

While social capital stocks in Canberra are high, there is still more to be done by all Canberrans to make our community stronger. There are no easy solutions for many community issues such as alienation, disadvantage, poverty and exclusion. These issues must, however, be addressed if we are to continue as a caring community. To remain strong, our community depends on the participation of all Canberrans.

Canberra is no longer a small country town and the larger population has brought with it many of the challenges of larger cities. The nature of the Canberra population, its highly mobile workforce and population can result in dislocation, lack of extended family support and isolation for some older members. Although employment levels are high, the problem of unemployment is significant for some Canberrans.

These local factors along with globalisation, the information revolution, economic restructuring and the changing nature of work are a sample of the challenges that need to be addressed. Only a sustained commitment from all sectors of the community will ensure Canberra is successful in meeting the complex challenges of this century.

Canberra has comparatively high intrastate family mobility and relatively low home ownership rates. There are some residences and suburbs where people do not stay for long periods. This has an impact on the development of sustainable and neighbourhood networks. Some families are not in one place long enough for a sense of trust and co-operation to develop.

Mobility factors also have an impact on volunteering in the ACT. While involvement in community organisations has been rising over the past five years, associations report difficulties in obtaining people who are willing to undertake a management role. This could be a reflection of the modern labour market, with many people experiencing increased time pressures. After caring for family and other responsibilities, increased work pressure leaves reduced opportunities for community based activities or even socialising with neighbours.

For many, the week is dedicated to work and the weekends for doing housework, ferrying children to sport and gardening. There is only limited time to meet friends and people in the community. The downturn in participation in Neighbourhood Watch programs and other voluntary, suburb based activities is a reflection of a time poor community. Many organisations in the community now have to pay for people to undertake tasks that in past years relied on volunteer labour.



The ageing of Canberra's population will have an increasing impact on the community. Issues related to aged care and isolation will need to be further addressed. The challenge for the community is to develop an understanding of the emerging needs of our older members and work to ensure they lead active and fulfilling lives.

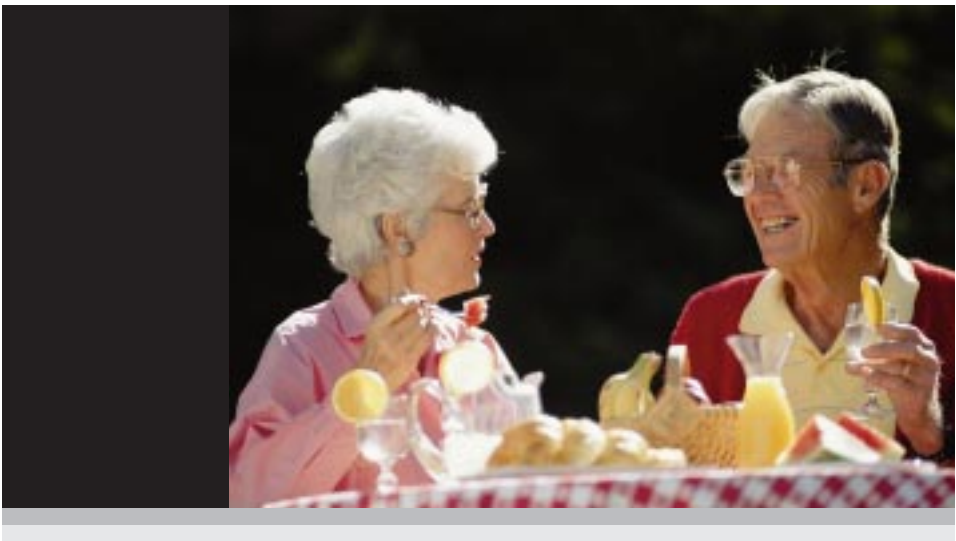
Building social capital within the Aboriginal and Torres Strait Islander community is one of our greatest challenges. Local communities throughout Canberra are keen to meet this challenge. Stronger links between communities and individuals must be built, with the promotion of diversity amongst our evolving young leaders. Indigenous health is also an area where improvements can be made.

Although Canberra remains a very safe city by national and international standards, perceptions about levels of safety in the community are not as high as they could be. Some in our community remain concerned about personal safety, for example whilst using public transport or walking in local areas alone after dark. Also the incidence of burglaries and car thefts has been rising.

In preparing our children and young people for life, we must ensure that they are given the literacy and numeracy skills sufficient to ensure that they are able to compete in an increasingly complex world. Through a range of processes, we must address the transparency of assessment mechanisms, demanding a higher level of involvement by parents and the community.

Addressing the *digital divide*, between the information rich and information poor in our community is a key concern. All Canberrans should have access to information and other technologies that will help improve their lives. Affordable options for giving the information poor in our community access to technology need to be further explored.

In building a dynamic and sustainable economy with a flourishing private sector, the ACT Government has provided the foundation for enhancing Canberra's social capital and overall quality of life. Preserving and enhancing our levels of social capital is an ongoing, co-operative process. The ACT Government can facilitate but it cannot build



community wellbeing on its own. It requires the continued alliance of the community, business and government sectors, and the participation of all Canberrans.

The ACT Government is committed to bringing together the community, business and government sectors to develop strategies for further improving the health of the Canberra community. It has allocated a sizeable amount of resources in this year's Budget to further build social capital. These initiatives will be evaluated to ensure they are yielding returns for the community and improving Canberrans' quality of life.

Social capital is, however, not just about dollars in budgets, government action and community partnerships. It can not be legislated into existence. It is about people and neighbours looking out for one another and taking an interest in their community. It is about all Canberrans, along with government, taking responsibility for developing innovative and caring solutions to create a better society.

Canberra is a place of opportunity. Canberrans want a just and caring community where all citizens are valued, diversity is celebrated and responsibility is shared for everyone's well being. It is hoped that this paper will provide a framework that prompts Canberrans to consider how they can make their community a better place to live.

## CONTACT LIST FOR SOCIAL CAPITAL PARTNERS

The following is a list of social capital partners listed in the body of this paper. Where possible, contact telephone numbers and Internet sites of further information have been provided. Please note that the contact point for some of these organisations may change following publication.

The phone numbers of larger organisations refer to appropriate staff regarding social capital projects, for general inquiries consult the White Pages or the Internet at [www.whitepages.com.au](http://www.whitepages.com.au).

<b>Organisation</b>	<b>Telephone</b>	<b>Internet Address</b>
AAMI	02 9957 5611	<a href="http://www.aami.com.au/">www.aami.com.au/</a>
Aboriginal and Torres Strait Islander Advisory Council	02 6207 1667	<a href="http://www.act.gov.au/government/department/cmd/comliaison/aboriginal_and_torres_strait_isl.htm">www.act.gov.au/government/department/cmd/comliaison/aboriginal_and_torres_strait_isl.htm</a>
Aboriginal Justice Advisory Committee	02 6207 0594	
Accessible Transport Sub-Group	02 6207 6244	
Acorn Training and Consulting	02 6281 6559	<a href="http://www.acorntraining.com">www.acorntraining.com</a>
ACT and Region Chamber of Commerce and Industry	02 6283 5200	<a href="http://www.actchamber.com.au/">www.actchamber.com.au/</a>
ACT Arts Program	02 6207 2384	<a href="http://www.arts.act.gov.au">www.arts.act.gov.au</a>
ACT Business Incentive Scheme	1800 659 249	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
ACT Children's Services Resource and Advisory Program	02 6295 3800	<a href="http://www.act.rap.org.au">www.act.rap.org.au</a>
ACT Council for the Family	02 6250 1226	
ACT Council of Parents and Citizens Association	02 6241 5759	
ACT Council of Social Service	02 6248 7566	<a href="http://www.actcoss.org.au">www.actcoss.org.au</a>
ACT Cultural Council	02 6205 0589	
ACT Customer Service Awards	02 6205 0208	<a href="http://www.act.gov.au/csa/">www.act.gov.au/csa/</a>
ACT Fire Brigade	02 6207 8360	<a href="http://www.esb.act.gov.au/fb/fb.htm">www.esb.act.gov.au/fb/fb.htm</a>
ACT for Trees	02 6241 2648	
ACT Government Shopfronts	02 6207 5139	<a href="http://www.act.gov.au/actinfo/shopfronts/">www.act.gov.au/actinfo/shopfronts/</a>
ACT Industrial Supplies Office	02 6232 4183	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
ACT Industry Development Program	1800 244 650	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
ACT Safe Young Driver Award Scheme	02 6207 6931	
ACT Science and Technology Council	02 6207 2171	
ACT Small Business Mentoring Program	1800 244 650	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
ACT Sport and Recreation Council	02 6207 2072	<a href="http://www.sport.act.gov.au/Index.htm">www.sport.act.gov.au/Index.htm</a>

ACT Women's Consultative Council	02 6205 0515	<a href="http://www.act.gov.au/government/department/cmd/comliasion/wcc/index.html">www.act.gov.au/government/department/cmd/comliasion/wcc/index.html</a>
ACTEW Corporation	02 6248 3411	<a href="http://www.actew.com.au">www.actew.com.au</a>
Adaptable Housing Working Group	02 6207 1277	
Adopt a Road	1800 024 890	
Adopt a School	02 6205 8533	
Aged Health Care Services Advisory Council	02 6205 1217	
Alfred Deakin High School	02 6205 5566	<a href="http://www.alfreddeakinhs.act.edu.au/">www.alfreddeakinhs.act.edu.au/</a>
ANZ Staff Foundation	03 9273 4492	<a href="http://www.anz.com/australia/charitabletrusts/Foundation.htm">www.anz.com/australia/charitabletrusts/Foundation.htm</a>
ArtsACT	02 6207 2384	
Ausdance	02 6247 9103	
Barnardos	02 6241 5466	<a href="http://www.barnardos.org.au">www.barnardos.org.au</a>
BASIS - Buyers and Sellers Information Service	02 6207 5564	<a href="http://www.basis.act.gov.au/">www.basis.act.gov.au/</a>
Belconnen Community Council	02 6251 1622	
Belconnen Community Service	02 6251 5926	
Belconnen Cultural Planning Group	02 6205 0464	
Biotron Ltd	02 6249 2550	
Boral Country Concrete and Quarries	02 6239 6841	<a href="http://www.boral.com.au">www.boral.com.au</a>
BRL Hardy	08 8392 2351	<a href="http://www.brlhardy.com.au">www.brlhardy.com.au</a>
Bunnings Warehouse	02 6293 3400	<a href="http://www.bunnings.com/">www.bunnings.com/</a>
Business Advisory and Regulatory Review Team	1800 244 650	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
Business Club Australia	02 9390 2117	<a href="http://www.businessclubaustralia.com.au/">www.businessclubaustralia.com.au/</a>
Canberra Business Development Fund	02 6207 0214	
Canberra Business Promotion Centre	1800 244 650	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
Canberra High School	02 6205 7000	<a href="http://www.canberraahs.act.edu.au/">www.canberraahs.act.edu.au/</a>
Canberra Institute of Technology	02 6207 3100	<a href="http://www.cit.act.edu.au/">www.cit.act.edu.au/</a>
Canberra Institute of Technology Advisory Council	02 6207 3101	<a href="http://www.cit.act.edu.au/javasite/docs/about/chiefexec/chieftoc.htm#1">www.cit.act.edu.au/javasite/docs/about/chiefexec/chieftoc.htm#1</a>
Canberra Parent Line	02 6205 8800	<a href="http://www.parentlink.act.gov.au">www.parentlink.act.gov.au</a>
Canberra Preschool Society	02 6286 2527	<a href="http://cps.orac.net.au/">cps.orac.net.au/</a>
Canberra Region Medical Foundation	02 6244 2362	
Canberra Symphony Orchestra	02 6247 9191	<a href="http://www.cso.org.au">www.cso.org.au</a>
Canberra Young Citizen of the Year	02 6205 0530	
Canberra-Nara Sister City	02 6207 5498	<a href="http://www.rotary.org.au/d9710/Canberra/can_nara.htm">www.rotary.org.au/d9710/Canberra/can_nara.htm</a>
CanTrade	02 6207 7446	<a href="http://www.business.gateway.act.gov.au/documents/dir96/doc500996.html#CanTrade">www.business.gateway.act.gov.au/documents/dir96/doc500996.html#CanTrade</a>

Caroline Chisholm High School	02 6205 7277	<a href="http://www.cchs.act.edu.au">www.cchs.act.edu.au</a>
Children's Services Council	02 6207 1090	
CIT Solutions	02 6207 4444	<a href="http://www.cit.act.edu.au/busindx.htm">www.cit.act.edu.au/busindx.htm</a>
City Heart Business Association	02 6248 7388	
Clean Up Australia	1800 024 890	<a href="http://www.cleanup.com.au">www.cleanup.com.au</a>
Coles Supermarkets	1800 061 562	<a href="http://www.colesmyer.com.au/cml_community/">www.colesmyer.com.au/cml_community/</a>
Commonwealth Funds Management Limited	02 6275 0500	
Community Consultation Protocol	02 6205 0404	<a href="http://www.act.gov.au/government/department/cmd/comliaison/consult/protocol/index.html">www.act.gov.au/government/department/cmd/comliaison/consult/protocol/index.html</a>
Community Crime Prevention Council	02 6207 0594	
Community Housing Canberra	02 6248 7716	
Community Liaison, Advisory and Safety Program (CLASP)	02 6282 3777	<a href="http://www.cota-act.org.au/safety_handbooks/clasp_handbook/clasp_handbook_toc.htm#Table of Contents">www.cota-act.org.au/safety_handbooks/clasp_handbook/clasp_handbook_toc.htm#Table of Contents</a>
Coolman Ridge Park Care Group	02 6288 7536	
Council on the Ageing (ACT)	02 6282 3777	<a href="http://www.cota-act.org.au/contents/contents.htm">www.cota-act.org.au/contents/contents.htm</a>
CPS Credit Union	02 6286 0555	<a href="http://www.cpsact.com.au">www.cpsact.com.au</a>
Crimesafe Program	02 6207 0594	
Crimestoppers	1800 333 000	<a href="http://www.crimestoppers.net.au/">www.crimestoppers.net.au/</a>
CSIRO	– switchboard – Green Machine	1300 363 400 02 6246 5296
Disability Services Advisory Committee	02 6205 1566	
Doorland	02 6260 1550	
Eden Monaro Cancer Support Group	02 6297 1261	
Employment Services Industry Forum	02 6207 2004	
Environment Advisory Committee	02 6207 2410	
Friends of Aranda Bushland	02 6251 1601	<a href="http://sunsite.anu.edu.au/canberra/arandweb/">sunsite.anu.edu.au/canberra/arandweb/</a>
Friends of Farrer Ridge	02 6286 3705	
Fyshwick Fresh Food Markets	02 6295 0606	
Galilee	02 6290 2191	<a href="http://critl.canberra.edu.au/GESsite/siteindex.html">critl.canberra.edu.au/GESsite/siteindex.html</a>
Ginninderra District High School	02 6205 6122	<a href="http://www.ginninderrahs.act.edu.au">www.ginninderrahs.act.edu.au</a>
Ginninderra Wetlands Care Group	02 6241 6334	
GIO Australia – sponsorship unit	02 9228 1552	<a href="http://www.gio.com.au">www.gio.com.au</a>
Guides ACT	02 6282 5328	<a href="http://www.guidesaus.org.au">www.guidesaus.org.au</a>

Gorman House Arts Centre	02 6249 7377	<a href="http://www.gormanhouse.org.au/">www.gormanhouse.org.au/</a>
Gugan Gulwan-Koori Youth Service	02 6295 8500	
Gungahlin Community Council	02 6242 0672	
Gungahlin Community Service	02 6242 8200	
Gungahlin Lakes Community and Golf Club	02 6242 6283	
Health Professions Registration Boards	02 6205 1599	
Healthpact	02 6205 1325	
Healthy Cities Canberra	02 6207 2499	<a href="http://www.healthycitiescanberra.org.au">www.healthycitiescanberra.org.au</a>
Hellenic Club of Canberra	02 6281 0899	<a href="http://www.hellenicclub.com.au/">www.hellenicclub.com.au/</a>
HelpSHOP	02 6205 0615	<a href="http://www.business.gateway.act.gov.au/documents/dir73/doc501073.html">www.business.gateway.act.gov.au/documents/dir73/doc501073.html</a>
HIH Insurance	02 6248 9744	<a href="http://www.hih.co.nz/index.htm">www.hih.co.nz/index.htm</a>
Holt Primary School	02 6205 7722	<a href="http://www.holtps.act.edu.au">www.holtps.act.edu.au</a>
Honorary Ambassadors	02 6207 6003	
Hungry Jacks	02 6251 2877	
Hyatt Hotel	02 6269 8700	<a href="http://www.hyatt.com/australia/yarralumla/hotels/hotel_canbe.html">www.hyatt.com/australia/yarralumla/hotels/hotel_canbe.html</a>
Indigenous Education Consultative Committee	02 6205 9295	
Information Industries Development Board	02 6205 3065	
Iris Messengers	02 6293 1443	
Jim Murphy's Market Cellars	02 6295 0060	
John Curtin School of Medical Research	02 6249 2550	
Junior Fire Education Program	02 6207 9032	
Kambah High School	02 6205 6933	<a href="http://www.kambahs.act.edu.au">www.kambahs.act.edu.au</a>
Keep Australia Beautiful	02 9633 3380	<a href="http://www.kabnational.com.au">www.kabnational.com.au</a>
Kiah Environmental Designers	02 6285 2826	
Kids Friends (Barnardos)	02 6241 5466	<a href="http://www.barnardos.org.au/">www.barnardos.org.au/</a>
Koomarri	02 6280 6143	
Koori Pre School	02 6205 9189	
Lake Tuggeranong College	02 6205 6222	<a href="http://www.laketuggeranongs.act.edu.au">www.laketuggeranongs.act.edu.au</a>
LandCare	02 6207 2261	<a href="http://www.landcareaustralia.com.au">www.landcareaustralia.com.au</a>
Learning for Life Program	1800 633 622	
LifeLine	02 6247 0655	<a href="http://www.act.lifeline.org.au">www.act.lifeline.org.au</a>
Lions Club	02 6254 4013	<a href="http://www.lionsclubs.org.au">www.lionsclubs.org.au</a>
Local Area Planning Advisory Committees (LAPACs)	02 6207 2935	<a href="http://www.palm.act.gov.au/devplan/manag/lapac/index.htm">www.palm.act.gov.au/devplan/manag/lapac/index.htm</a>
Marymead Family and Children's Centre	02 6295 2755	

Master Builders Association	02 6247 2099	
McDonalds	02 6248 0460	<a href="http://www.mcdonalds.com.au">www.mcdonalds.com.au</a>
Meals on Wheels	02 6287 4311	
Melba High School	02 6205 6711	<a href="http://www.melbahs.act.edu.au">www.melbahs.act.edu.au</a>
Mental Health Foundation	02 6230 5789	
Mental Illness Education ACT	02 6257 1195	
Ministerial Advisory Committee for Non-Government Schooling	02 6205 9301	
Ministerial Advisory Council on Adult and Community Education	02 6205 7050	<a href="http://www.decs.act.gov.au/services/OTAE~Ace.htm#">www.decs.act.gov.au/services/OTAE~Ace.htm#</a>
Ministerial Advisory Council on Government Schooling	02 6205 9163	
Ministerial Youth Advisory Council	02 6207 1101	
Monash Urban Carers	02 6292 2434	
Mount Taylor Parkcare Group	02 6231 6326	
Multicultural Consultative Council	02 6207 6199	
National Archives of Australia	02 6212 3600	
National Australia Bank CommunityLink	03 8641 3237	<a href="http://www.national.com.au/link/1628.htm">www.national.com.au/link/1628.htm</a>
National Brain Injury Foundation	02 6282 2880	
National Convention Centre	02 6247 8999	<a href="http://www.centra.com.au/framesets/main.asp">www.centra.com.au/framesets/main.asp</a>
National Heart Foundation	02 6269 2635	
National Multicultural Festival	02 6207 6477	
National Parks Association of the ACT	02 6282 5813	
Neighbourhood Watch	02 6245 7457	<a href="http://www.nhwact.asn.au/">www.nhwact.asn.au/</a>
New Future in Small Business Program	1800 244 650	<a href="http://www.business.gateway.act.gov.au/documents/dir54/doc501054.html">www.business.gateway.act.gov.au/documents/dir54/doc501054.html</a>
Noah's Ark Toy Library	02 6287 1117	
Northside Community Service	02 6257 2255	
NRMA	02 9292 9421	<a href="http://www.nrma.com.au">www.nrma.com.au</a>
NRMA-ACT Road Safety Trust	02 6207 6931	<a href="http://www.act.gov.au/services/information/publications/nrma/">www.act.gov.au/services/information/publications/nrma/</a>
Office of Multicultural Affairs	02 6207 0555	<a href="http://www.act.gov.au/cmd/organisation/oma.cfm">www.act.gov.au/cmd/organisation/oma.cfm</a>
Open Family	02 6285 6681	
ParentLink	02 6207 1096	<a href="http://www.parentlink.act.gov.au">www.parentlink.act.gov.au</a>
Parkroyal Canberra	02 6247 8999	<a href="http://www.centra.com.au/framesets/main.asp">www.centra.com.au/framesets/main.asp</a>
Pathways to Employment Opportunities	02 6207 8866	<a href="http://www.business.gateway.act.gov.au/documents/dir1/doc501001.html">www.business.gateway.act.gov.au/documents/dir1/doc501001.html</a>

PC Users Group	02 6253 4911	
Pialligo Plant Farm	02 6247 5752	
Pioneer Building Products	02 6239 2763	<a href="http://www.easier4u.com.au">www.easier4u.com.au</a>
Police and Citizens Youth Clubs	02 6296 1292	<a href="http://www.afp.gov.au/actregion/pcyc.htm">www.afp.gov.au/actregion/pcyc.htm</a>
Police in Schools Program	02 6245 7450	
Poverty Task Group	02 6248 7566	<a href="http://www.actcoss.org.au/Poverty/home.htm">www.actcoss.org.au/Poverty/home.htm</a>
Precinct Management Groups	02 6207 6911	<a href="http://www.parksandplaces.act.gov.au/frames.cfm?section=precincts">www.parksandplaces.act.gov.au/frames.cfm?section=precincts</a>
Probus	02 6254 7076	<a href="http://www.effect.net.au/probus_belconnen/">www.effect.net.au/probus_belconnen/</a>
Red Hill Regenerators Group	02 6239 6239	
Research and Development Grants Scheme	02 6207 6393	
Respite Care ACT	02 6288 0955	
Returned and Services Leagues Club	02 6248 7199	<a href="http://www.act.rsl.org.au/">www.act.rsl.org.au/</a>
Richmond Fellowship	02 6248 6118	
Ronald McDonald House	02 9875 6631	<a href="http://www.mcdonalds.com.au/McRMHC.asp">www.mcdonalds.com.au/McRMHC.asp</a>
Rotary	02 6218 2000	<a href="http://www.rotary.org.au">www.rotary.org.au</a>
Safety for Little People Project	02 6257 2255	
Safety House Program	02 6256 7500	<a href="http://www.afp.gov.au/actregion/safehse/safehse.htm">www.afp.gov.au/actregion/safehse/safehse.htm</a>
Salvation Army	02 6270 3107	<a href="http://www.salvos.com">www.salvos.com</a>
School Board Forum	02 6205 9370	
Scouts Act	02 6257 2251	<a href="http://www.act.scouts.asn.au">www.act.scouts.asn.au</a>
Self Help Organisations United Together (SHOUT)	02 6290 1984	
Seniors Card Scheme	02 6282 3777	<a href="http://www.cota-act.org.au/seniors_card/seniors_card_main.htm">www.cota-act.org.au/seniors_card/seniors_card_main.htm</a>
Small Business Loans Guarantee	02 6205 0596	<a href="http://www.business.act.gov.au">www.business.act.gov.au</a>
Snow Foundation	02 6209 3333	
SouthCare Rescue Helicopter	02 6207 8383	
Southern Cross Club	02 6283 7200	<a href="http://www.cssc.com.au/">www.cssc.com.au/</a>
Southern Plumbing	02 6239 3066	<a href="http://www.southern-plumbing-plus.com.au/">www.southern-plumbing-plus.com.au/</a>
Southside Community Service	02 6295 7572	
St George	02 6243 5884	<a href="http://www.stgeorge.com.au">www.stgeorge.com.au</a>
State of the Territory Report	02 6205 5439	<a href="http://www.act.gov.au/stateofterritory/">www.act.gov.au/stateofterritory/</a>
Stromlo High School	02 6205 6166	<a href="http://www.stromlohs.act.edu.au">www.stromlohs.act.edu.au</a>
Tattersalls	03 8517 7544	<a href="http://www.Tatts.com">www.Tatts.com</a>

Telstra – sponsorship	1800 808 687	<a href="http://www.telstra.com.au/contact/abspons.htm">www.telstra.com.au/contact/abspons.htm</a>
Ten Capital	02 6242 2400	<a href="http://www.tencapital.com.au/">www.tencapital.com.au/</a>
Ten Capital Kids Christmas Party	02 6241 0490	
The Canberra Centre	02 6247 5611	<a href="http://canberra.citysearch.com.au/E/V/CANBE/0025/68/52/1.html">canberra.citysearch.com.au/E/V/CANBE/0025/68/52/1.html</a>
<i>The Canberra Times</i>	02 6280 2122	<a href="http://www.canberratimes.com">www.canberratimes.com</a>
The Co-operative School	02 6205 6340	<a href="http://www.coop.act.edu.au/">www.coop.act.edu.au/</a>
The Junction Youth Health Service	02 6247 5567	
The Miltenyi Appeal (Eden Monaro Cancer Support Group)	02 6297 1261	
The Smith Family	02 6285 2299	<a href="http://www.smithfamily.org.au">www.smithfamily.org.au</a>
<i>The Valley View</i>	02 6293 2159	
The Woden School	02 6205 5966	
Torrens Pearce Newsagency	02 6286 1479	
Total Peripherals Group	1300 360 855	<a href="http://www.tpgi.com.au">www.tpgi.com.au</a>
Totalcare Industries	02 6207 5587	
TransACT	02 6247 7056	
Tree Tops Garden Centre	02 6299 9870	
Triathlon ACT	02 6257 2230	<a href="http://Sunsite.anu.edu.au/canberra/TriathlonACT/">Sunsite.anu.edu.au/canberra/TriathlonACT/</a>
Tuggeranong Arts Centre	02 6293 1443	
Tuggeranong Community Council	02 6292 1843	
Tuggeranong Community Service	02 6293 2916	
Tuggeranong Hyperdome	02 6293 1000	
University of Canberra – Design School	02 6201 2913	
University of Melbourne	03 8344 4000	<a href="http://www.unimelb.edu.au">www.unimelb.edu.au</a>
University of Sydney	02 9351 8531	<a href="http://www.usyd.edu.au">www.usyd.edu.au</a>
Urban Contractors	02 6249 1815	
Victims of Crime Assistance League	02 6295 9600	
View	02 6249 8963	
Volunteering ACT	02 6242 1311	
VYNE	02 6201 6111	
Warren I'Anson Memorial Respite House	02 6247 1936	
Westfield Shoppingtown Belconnen	02 6251 4333	
Weston Creek Community Council	02 6288 8975	
Weston Creek Community Service	02 6288 4744	
Wildlife Foundation (ACT)	02 6296 3114	

WIN TV	02 6234 5699	<a href="http://www.wintv.com.au">www.wintv.com.au</a>
Winnunga Nimmityjah-Aboriginal Health Service	02 6247 1941	
Woden Community Service	02 6282 2644	
Woden Plaza	02 6283 6010	
Woden Plaza Community Centre	02 6281 1722	
Woolworths Ltd	02 6281 5822	<a href="http://www.woolworths.com.au">www.woolworths.com.au</a>
Work Experience Program	02 6205 9352	
YMCA	02 6232 5188	<a href="http://www.ymcacanberra.org.au">www.ymcacanberra.org.au</a>
Young Achievement Australia ACT	02 6205 0762	<a href="http://www.yaa.org.au/frameset.html">www.yaa.org.au/frameset.html</a>
Youth Coalition of the ACT	02 6247 3540	
Youth Education Access Program	02 6247 3392	
YWCA	02 6239 6878	<a href="http://www.ywca.org.au">www.ywca.org.au</a>
YWCA Family Housing Outreach Service	02 6242 6211	<a href="http://www.ywca.org.au">www.ywca.org.au</a>

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