
Research + Evaluation + Consultation
Advising Government and Community Sectors since 1981

Capability Statement

and

Corporate Profile

January 2012



Managing Director:
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BA DipEd
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FAIM



Qualified Practising Market Researcher

QPMR

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1. Who we are ... an introduction to the consultancy

Winton: Australia's leading social researcher and strategist on sustainability and related endeavours. (Anon)

Sustainable: providing and supporting optimal outcomes for the human and natural environments both now and into the indefinite future. (Wikipedia)

Research: a profession requiring special knowledge, skill, ingenuity, creativity and insight, in order to discover, interpret, explain and refine facts and phenomena. (Wikipedia)

Strategies: long term plans of action designed to achieve particular goals. (Wikipedia)

Les Winton is Managing Director of Winton Sustainable Research Strategies Pty Limited (WSRS). He is Australia's leading social researcher on energy efficiency, appliance labelling, climate change, sustainability, environment and water and other resource issues, having been involved in many of these and other areas since the early 1970s.



Les established the company (then named Artcraft Research) in 1981 as a broad market and social research organisation working for all three tiers of government on a wide range of projects.



However, recognising the need for effective, urgent and sustainable strategies to address climate change, Les renamed the company as Winton Sustainable Research Strategies in 2006 to highlight his commitment to social research projects, program and policy evaluations, community engagement activities and other strategic assignments on sustainability and related areas mainly for public sector clients in Australia and New Zealand.



Les is supported in the Sydney and Canberra offices by four core people of long standing, and a number of fellow consultants with whom he has worked for decades.

2. What we do ... our capabilities

A. Social Research

Research is our main game: we offer a wide range of social and marketing research capabilities and expertise, and state-of-the-art research techniques.



Social research is about measuring, describing, explaining and predicting social, cultural, environmental and economic phenomena. It often guides the development, implementation and delivery of policies and programs, and assists in the estimation and evaluation of their impacts and outcomes, and plays a crucial role in evidence-based policy-making.



Social research explores:

- social and economic structures;
- social attitudes;
- values and behaviours; and
- the factors which motivate and constrain individuals and groups in society.

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WSRS principals have conducted well over 1,000 research projects since 1971. Many of these projects in areas related to sustainability are outlined later.

We undertake both qualitative and quantitative research assignments, including social surveys, focus groups, small group sessions, in-depth interviews, case studies and many other techniques. We have conducted some of the largest and some of the smallest surveys undertaken in this country. We are quality accredited under ISO20252.



B. Community Engagement:

The nature of government, community and not-for-profit organisations at all levels is changing rapidly, including the need to become more accountable in the way they work and the services they provide.

For many organisations this process includes a growing desire to connect more effectively with the communities they serve.



There are a great many ways to seek people's views, including many public consultations approaches and many social and market research techniques, and WSRS has extensive skills and experience in these areas.



However, all too often, even with the best intentions, traditional community consultation ends up mainly listening to the 'squeaky wheels' and the people immediately involved in or affected by the issues. While the views of these people are clearly extremely valuable, it is also essential to ensure that the views of the broader community are taken into account.

To do this, we are firm believers in the role of research-based community consultation, in which as well as inviting 'the usual suspects' painstaking attempts are made using rigorous research-derived recruitment processes to screen and recruit from the general population (or target audience) to ensure inclusion of a broad (and hopefully close to representative) cross-section, including many people who would not normally become involved in consultations.



C. Program Evaluation:

At WSRS we work with our clients to help them understand the needs and priorities of their target audiences and stakeholders, contribute to the development of their programs and evaluate the impact of their work.

There is clear evidence that the need for independent program evaluations is growing rapidly in Australia and the world, largely in response to calls for greater accountability in the spending of public money, subsidies and grants.



For an evaluation to be seen to be credible, objective and professionally detached, it is important to commission an independent evaluation team with sound research and evaluation methodologies and experience.

D. Social Marketing:

Social marketing is the art of behaviour change, whether it be a specific target segment (eg. encouraging young people not to take up smoking) or a whole community (getting people to use water more efficiently), using concepts drawn from commercial marketing, and it has both strategic and tactical elements. In most cases, social marketing requires more finesse than traditional marketing campaigns.



Effective social marketing starts with sound research. To understand the target audience for any social marketing campaign, a review of previous research can often help us to get a feel for the beliefs and behaviour of the target segment.



Then further research needs to be undertaken to get to really know and understand the community, develop and pre-test ideas and concepts, provide accurate baseline measurements against which the campaign can later be monitored, and then regular monitoring, review and adjustment of the campaign.

As can be seen in the extensive list of projects in Section 4 below, the principals of WSRS have been actively involved in many social marketing campaigns over more than three decades.



E. Canberra and Region Social and Market Survey (CRSMS):

For clients in the Canberra region who are looking for prompt answers on the opinions, knowledge, understanding and behaviour of people in Canberra and the surrounding communities, our CRSMS provides a ready-made solution.



The CRSMS is a regular social and market survey tailored cost-effectively to meet the needs of a range of government, academic, not-for-profit and business clients. The survey covers the ACT and region – ie, it covers all of Canberra, plus when needed, we include an additional sub-sample in the surrounding centres of Queanbeyan, Jerrabomberra, Yass, Bungendore, Braidwood and Captains Flat and many rural-residential communities and villages in between.

Each wave involves telephone interviews with a fresh, reliable core sample of 1,000 people, representative of the 18+ years Canberra community in terms of gender, age and location. Questions are analysed by relevant socio-demographics and by region and compiled into a succinct tabular report.

For any enquiries, and to book your questions into the next survey,



Australia's leading social researcher on sustainability and related issues since the early 1970s.

please call Les Winton now on 02 6232 6264 or 0414 504 832.

3. Who does it ... our people



LES WINTON *BA DipEd, MA (MktgComs), FAICD, FAIM, FAMI (CPM), MAMSRS (QPMR)*

has been a social and market researcher for 40 years. He holds a Bachelor of Arts degree in the Social Sciences, a Diploma of Education, and a Master of Arts in Marketing Communications. Les commenced in social and market research with ANOP (1971-83). He started his own consultancy (Artcraft Research) in 1981, adding Winton Sustainable Research Strategies (WSRS) to the fold in 2006.



LAURIE WEST has been in research for around 40 years. He worked with the Australian Bureau of Statistics for thirteen years (1969-81) on a range of economical, social and population surveys, before setting up his own consultancy in 1981. Since then he has worked with Les on many projects where his skills in project management, strategic thinking and attention to detail can be fully utilised.



ROBYN KUNKO works with Les as our National Field Consultant Manager, and has over 25 years of experience in market and social research. She assembled and manages a team of highly professional interviewers and recruitment personnel trained to her exacting standards and certified to the Market Research Standard AS ISO 20252:2007. Robyn has worked on many assignments for Les for more than two decades.



MARIE PEARS assists Les with the analysis of qualitative data from focus group discussions, in-depth interviews and community consultations. Before joining Les, Marie spent many years in the health and education sectors, and has developed expertise in the sourcing and assembling of secondary data and the building and accessing of databases.



MIKE HUNTER assists Les in the design and implementation of program evaluations. He also contributes to studies involving Indigenous, disadvantaged and rural and remote communities. Before joining Les, Mike spent more than 20 years working with various aid organisations and other NFPs as a project leader, mainly among rural and remote communities in northern Australia and in developing countries. He has a BA majoring in Sociology, and several training qualifications.

4. What we have done ... research and evaluation

Since 1971, Les Winton has undertaken well over 1,000 social and market research assignments for government, industrial and commercial organisations throughout Australia and New Zealand, including some of the largest (and smallest) research studies conducted here.

In founding his own company (then called Artcraft Research) in 1981, Les decided to specialise in communications, marketing and social research, program evaluation and community consultation for the three tiers of government as well as quasi-government and not-for-profit organisations, plus a small number of relevant commercial and industrial projects.

With the growing need for urgent responses to climate change, he changed the name of the company to Winton Sustainable Research Strategies (WSRS) to emphasise its specialisation in sustainability-related issues.

On the following pages are listed many of the projects undertaken in this field since 2000 (a list of studies undertaken by Les and Artcraft Research from 1971 to 2000 is available on request), under the following categories:

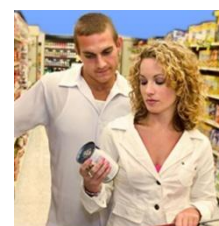


- A. Energy Efficiency [+ Appliance Labelling]
- B. Climate Change and Sustainability
- C. Renewables
- D. Water Labelling
- E. Water Issues
- F. Buildings
- G. Recycling
- H. Environment
- I. Planning
- J. Sustainable Transport
- K. All Other Projects

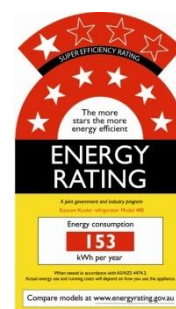


A. Energy Efficiency [incl. appliance labelling] (since 2000)		
● A landmark evaluation of the outcomes and impacts of the National Framework for Energy Efficiency (NFEF), for the Department of Resources, Energy and Tourism – May -October 2011	201003	A
● Market Research Assessing the Potential for Including Date Information on Energy Rating Labels, in order to manage MEPS Rescaling Transitions, for the Department of Climate Change and Energy Efficiency – May - October 2011	201003	A
● Labelling of Washing Machines: preparing and conducting a workshop on proposed major revision of the labelling of clothes washers – Department of Climate Change and Energy Efficiency – April 2011	201003	A
● The Phase-out of Incandescent Light Bulbs: A major quantitative research project to evaluate the phase-out program materials and guide development of a way forward for lighting communication for the Department of Climate Change and Energy Efficiency – September-October 2010	201003	A
● Labelling of Portable Air Conditioners: Report on a second research project to evaluate how best to communicate energy efficiency limitations of portable air conditioners -- Department of Climate Change and Energy Efficiency – April 2010	201003	A
● Labelling of Washing Machines: Report on research to assist with major revisions of the labelling of clothes washers – Department of Climate Change and Energy Efficiency – April 2010	201003	A
● The Phasing Out of Greenhouse-Intensive Water Heaters in Australian Homes: Report on Submissions Received in Response to the Consultation Regulation Impact Statement - Department of the Environment, Heritage, Water and the Arts – April 2010.	201003	A

<ul style="list-style-type: none"> ● Portable Space Conditioners and Fixed Air Conditioners: A quantitative research study into ownership and usage of single-duct portable space conditioners and fixed air conditioners to develop an understanding of similarities and differences – Department of the Environment, Heritage, Water and the Arts – February 2010 	201002	A
<ul style="list-style-type: none"> ● National Legislation for Appliance and Equipment Energy Performance Standards and Labelling: Stakeholder consultations and other aspects in the development of a Regulation Impact Statement (with George Wilkenfeld) – Department of the Environment, Heritage, Water and the Arts – November 2009 	200911	A
<ul style="list-style-type: none"> ● Labelling (or not) of Portable Air Conditioners: Report on research to evaluate how best to communicate energy efficiency limitations of portable air conditioners – Department of the Environment, Heritage, Water and the Arts – November 2009 	200911	A
<ul style="list-style-type: none"> ● The Communication of Energy Efficiency of Computers to Consumers: Report on a research study – Department of the Environment, Heritage, Water and the Arts – July 2009 	200907	A
<ul style="list-style-type: none"> ● Energy Efficiency Labels on Swimming Pool Pump Units: Report on research to evaluate how best to communicate the introduction of mandatory energy efficiency labels on swimming pool pump units– Department of the Environment, Heritage, Water and the Arts – April 2009 	200903	A
<ul style="list-style-type: none"> ● Energy Efficiency Labels on Television Sets: Draft report on research testing of communication materials for their explanation and promotion– Department of the Environment, Heritage, Water and the Arts – March 2009 	200903	A
<ul style="list-style-type: none"> ● Towards a 10-Star Energy Efficiency Rating System for Major Household Appliances: A series of qualitative research studies throughout Australia and New Zealand – Australian Greenhouse Office (AGO), Department of the Environment, Heritage, Water and the Arts – January to July 2008 	200807	A
<ul style="list-style-type: none"> ● Energy Efficiency and Sustainability in Queensland: Research into individual behaviour regarding household energy efficiency and provision of a report recommending strategies to help inform and guide EnergyWise energy efficiency programs for the Queensland Department of Mines and Energy – September 2007 	200709	A
<ul style="list-style-type: none"> ● Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts in the ACT: A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 	200706	A
<ul style="list-style-type: none"> ● Exploring the Possibility of Energy Efficiency Labels for Television Sets and Home Computers: Exploratory research into consumer attitudes to the possible labelling of TVs and computers – Australian Greenhouse Office (AGO) – February 2007 onwards 	200702	A
<ul style="list-style-type: none"> ● Revising the Energy Efficiency Label for Refrigerators, Freezers and Air Conditioners: Research in Australia and New Zealand to assist in revising the energy efficiency rating labels to accommodate new algorithms – Australian Greenhouse Office (AGO) – February 2007 onwards 	200702	A
<ul style="list-style-type: none"> ● The Views of Stakeholders concerning the Advancing Energy Efficiency and Local Greenhouse Action Programs: A major national series of consultations to investigate the views of government, industry and community stakeholders concerning the two programs, for the Australian Greenhouse Office, Department of the Environment and Heritage – February 2007 onwards 	200702	A
<ul style="list-style-type: none"> ● Appliance Performance Labelling in Australia and New Zealand: Final Report on a Major Quantitative Study among Consumers and Retailers on the Labelling of Household Appliances: Covering a wide range of issues, attitudes and behaviours concerning the energy, gas and water labelling programs, including consumer segmentations aspects – Dept of the Environment and Heritage (AGO) – conducted late 2005, final report published August 2006 		
<ul style="list-style-type: none"> ● National Legislation for Appliance and Equipment Minimum Energy Performance Standards (MEPS) and Energy Labelling: Report on Submissions Received in Response to the Consultation Regulation Impact Statement , for Department of the Environment, Heritage, Water and the Arts – March 2010. 		
<ul style="list-style-type: none"> ● The Phase-out of Incandescent Light Bulbs: A qualitative research project evaluating point-of-sale communications for the Department of the Environment, Heritage, Water and the Arts – November 2008. 		
<ul style="list-style-type: none"> ● The ‘One Stop Green Shop’ Concept: A major consultancy to assist with the conceptualisation, scoping, design and development of an effective information website strategy for the Department of the Environment, Heritage, Water and the Arts – August 2008 onward. 		
<ul style="list-style-type: none"> ● Greenhouse Friendly Program – CFLs: A survey in the council area of Stonnington, Kingston and Yarra in Melbourne to assess the take-up and installation rate of compact fluorescent lights (CFLs), with Low Energy Supplies+Services (LESS) for the Department of Climate Change – June 2008 		
<ul style="list-style-type: none"> ● Incandescent Lighting Phase-Out: A survey to establish awareness of potential cost savings with CFLs, with Newspoll for the Department of the Environment, Heritage, Water and the Arts – June 2008 	200605	A
<ul style="list-style-type: none"> ● Greenhouse Friendly Program – CFLs: A survey in the council area of Glen Eira, Melbourne to assess the take-up and installation rate of compact fluorescent lights (CFLs), with Low Energy Supplies+Services (LESS) for the Department of Climate Change – June 2008 	200605	A
<ul style="list-style-type: none"> ● Greenhouse Friendly Program – CFLs: A survey in the council area of Glen Eira, Melbourne to assess the take-up and installation rate of compact fluorescent lights (CFLs), with Low Energy Supplies+Services (LESS) for the Department of Climate Change – March 2008 		
<ul style="list-style-type: none"> ● Greenhouse Friendly Program – CFLs: A survey in the council area of Glen Eira, Melbourne to assess the take-up and installation rate of compact fluorescent lights (CFLs), with Low Energy Supplies+Services (LESS) for the Department of Climate Change – February 2008 		



<ul style="list-style-type: none"> ● NSW Government Energy Savings Fund: A survey in the Northern Tablelands of NSW to assess the take-up and installation rate of compact fluorescent lights (CFLs) and AAA-rated showerheads in response to Government offers, with Low Energy Supplies+Services (LESS) for the NSW Government Energy Savings Fund – August 2007 	200605	A
<ul style="list-style-type: none"> ● NSW Government Energy Savings Fund: A survey in the Drummoyne area of Sydney to assess the retention rate of compact fluorescent lights (CFLs) and AAA-rated showerheads in response to an offer from EnergyAustralia and local councils, with Low Energy Supplies+Services (LESS) for the NSW Government Energy Savings Fund – July 2007 	200605	A
<ul style="list-style-type: none"> ● NSW Government Energy Savings Fund: A survey throughout NSW to assess the take-up and installation rate of compact fluorescent lights (CFLs) and AAA-rated showerheads in response to Government offers, with Low Energy Supplies+Services (LESS) for the NSW Government Energy Savings Fund – May 2006 	200605	A
<ul style="list-style-type: none"> ● Energy efficiency information in Australia: Looking for the tipping point: A major review of energy efficiency programs in Australia and overseas, with Energy Strategies – Queensland Department of Energy, representing the NFEE Consumer Information Working Group – March 2006 	200603	A
<ul style="list-style-type: none"> ● Revising the Energy Efficiency Label for Refrigerators, Freezers and Air Conditioners: Provision of a paper exploring ways to revise the energy efficiency rating labels to accommodate new algorithms – Australian Greenhouse Office (AGO) – January 2006 	200601	A
<ul style="list-style-type: none"> ● Energy Efficiency Label for Air Conditioners in NZ: A study in Christchurch, New Zealand, exploring the air conditioner energy efficiency rating labels in the light of H2 (2°C) conditions in Christchurch – Energy Efficiency and Conservation Authority (EECA) NZ – September 2005 	200509	A
<ul style="list-style-type: none"> ● Gas Efficiency Labelling – Surveys among the general public, recent gas appliance purchasers, and gas appliance retailers: Major quantitative study among consumers, retailers and installers to guide the development of the national mandatory gas labelling program which is replacing the previous voluntary industry-based labelling program – Dept of the Environment and Heritage (AGO) – August 2005 	200508	A
<ul style="list-style-type: none"> ● Energy Labelling Possibilities for refrigerators and freezers in the context of the 2005 MEPS levels: Discussion Paper prepared for the Australian Greenhouse Office within the Department of the Environment and Heritage, for discussion at a NAEDEC Forum in Sydney – Australian Greenhouse Office – August 2005 	200508	A
<ul style="list-style-type: none"> ● Compact Fluorescent Lamps (CFLs) – A Consumer Research Study conducted for the Australian Greenhouse Office in the Department of Heritage and the Environment – May 2005 	200505	A
<ul style="list-style-type: none"> ● Uptake of the TESAW (Top Energy Saver Award Winner) Award: A study among appliance companies with models eligible for the Award but who have not yet applied for the Award, to identify their reasons for not applying – Australian Greenhouse Office – November 2004 	200411	A
<ul style="list-style-type: none"> ● Uptake of the TESAW (Top Energy Saver Award Winner) Award: A study among appliance companies with models eligible for the Award but who have not yet applied for the Award, to identify their reasons for not applying – Australian Greenhouse Office – November 2004 	200411	A
<ul style="list-style-type: none"> ● Small Inefficient Cupboard-Contained Electric Water Heater Labelling: A study in Sydney and the Gold Coast to establish appropriate wording for dis-endorsement labels for small inefficient electric water heaters, among people living in older flats where the more efficient model will not fit a cupboard built to Imperial measurements and the older inefficient model that fits is still allowed to be sold preferably only to these people – Australian Greenhouse Office – May 2004 	200405	A
<ul style="list-style-type: none"> ● Air-Conditioning Energy Efficiency Labelling: A study in Canberra and Sydney to establish appropriate wording for energy efficiency labels on reverse-cycle air-conditioners to identify clearly those that are effective when outside temperatures regularly drop below 7°C – Australian Greenhouse Office – May 2004 		
<ul style="list-style-type: none"> ● Resource Efficiency Labelling – Phase II: A major follow-up study in Australia and New Zealand, to further refine aspects of the energy, gas, water and other efficiency labels used in Australia to promote energy-efficient household and commercial appliances, and to develop labelling concepts for luminaires, commercial refrigerated drink cabinets and a top energy saver award label (replacing Galaxy) – Australian Greenhouse Office – October 2003 		
<ul style="list-style-type: none"> ● Energy Efficiency Labels in NZ: A study in Auckland, New Zealand, exploring specific aspects of various efficiency rating labels as they relate to NZ consumers – Energy Efficiency and Conservation Authority (EECA) NZ – May 2003 		
<ul style="list-style-type: none"> ● Resource Efficiency Labelling – Phase I: A Major Research-Based Review and Scoping of Future Directions for Appliance Efficiency Labels (Electricity, Gas, Water) in Australia – Australian Greenhouse Office (AGO) – May 2003 	200305	A
<ul style="list-style-type: none"> ● Energy Efficiency Best Practice – Workshop: Advice and participation in a workshop for prospective consultants on the Energy Efficiency Best Practice innovation workshops and Big Energy Projects – Department of Industry, Tourism and Resources – April 2002 	200204	A
<ul style="list-style-type: none"> ● Energy Efficiency Best Practice – Big Energy Projects: A study among technical specialists to develop and write an article for Australian Energy News on the Energy Efficiency Best Practice innovation workshops and Big Energy Projects – Department of Industry, Tourism and Resources – Feb 2002 		
<ul style="list-style-type: none"> ● Energy Efficiency Best Practice – Training Modules: An evaluation of the Energy Efficiency Best Practice pilot training modules in the brewing industry – Department of Industry, Tourism and Resources – Dec 2001 		
<ul style="list-style-type: none"> ● Australian Energy News: A third study among subscribers and readers to evaluate the effectiveness of the publication – Department of Industry, Science and Resources – Sept 2001 	200109	A



- **Residential Contestability of Electricity Supply:** A study to examine factors that might convince high-value residential electricity customers to switch suppliers when the market becomes contestable – for an energy consultancy and possible new market entrant – March 2001 200103 A

B. Climate Change and Sustainability (since 2000) 200900 B

- **Attitudes to Climate Change, Sustainability and Survival:** A national social research project – conducted on behalf of an environmentally concerned organisation – October 2008 B B
- **Energy Efficiency and Sustainability in Queensland:** Research into individual behaviour regarding household energy efficiency and provision of a report recommending strategies to help inform and guide EmnergyWise energy efficiency programs for the Queensland Department of Mines and Energy – September 2007 B B
- **Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts:** A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 B B
- **Attitudes to Climate Change and Related Issues in the National Capital:** A series of questions in our Canberra and Region Social and Market Survey (CRSMS) – for an environmentally concerned organisation – December 2006 B B
- **An Assessment of the Need to Adapt Buildings for the Unavoidable Consequences of Climate Change:** Major input on the social and lifestyle need of Australians and implications for modification of buildings in relation to climate change – for BRANZ and the Australian Greenhouse Office – June 2005 B B

C. Renewables (since 2000) 200900 C

- **Attitudes to Wind Farms:** A project involving both research and community consultation to look at the potential for installing wind farms in several locations in NSW and Victoria – for a company interested in investing in renewable electricity generation – September 2008 200611 C
- **Wind Energy:** Study scoping the potential for small-scale wind-powered generators for remote rural communities – for an international aid sponsoring organisation – November 2006 200611 C
- **Solar Panels:** Study on domestic demand, cost effectiveness, payback periods, and competitive factors – for a manufacturer contemplating the introduction of line extensions – November 2006 200611 C

D. Water Labelling (since 2000) 200900 D

- **Water Efficiency Labelling:** Major quantitative studies among the general public, recent electrical appliance purchasers, and electrical appliance retailers across Australia and New Zealand, covering a wide range of issues, attitudes and behaviours concerning the energy, gas and water labelling programs, including consumer segmentations aspects – Dept of the Environment and Heritage (AGO) – August 2005 200509 D
- **Water Efficiency Labelling:** Research among recent and intending water-using appliance purchasers to refine label design and content for a mandatory water efficiency rating and labelling scheme – Environment Australia – October 2003 200310 D
- **Water Efficiency Labelling:** Research among recent and intending water-using appliance purchasers to develop guidelines for a mandatory water efficiency rating and labelling scheme, in conjunction with George Wilkenfeld & Associates and Energy Efficient Strategies – Environment Australia – January 2003 200301 D

E. Water Issues (since 2000) 200512 E

- **The Sydney Water 'Love Your Garden' Waterwise Program:** A major research-based evaluation of the program – conducted for Sydney Water – July 2009
- **Energy Efficiency and Sustainability in Queensland:** Research into individual behaviour regarding household energy efficiency and provision of a report recommending strategies to help inform and guide EmnergyWise energy efficiency programs for the Queensland Department of Mines and Energy – September 2007
- **Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts:** A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007
- **Water Resources Strategy:** A further monitoring study of community behaviour and attitudes concerning water use in the ACT, after some communications activity – Chief Minister's Department – June 2006
- **NSW Government Energy Savings Fund:** A survey throughout NSW to assess the take-up and installation rate of compact fluorescent lights (CFLs) and AAA-rated showerheads in response to Government offers, with Low Energy Supplies+Services (LESS) for the NSW Government Energy Savings Fund – May 2006
- **ACT Water Resources Strategy:** Monitoring studies of community behaviour and attitudes concerning water use in the ACT, and awareness of the Water Resources Strategy after further communications activity – Chief Minister's Department ACT – March 2006; from 2003



<u>F. Buildings (since 2000)</u>	200900	F
<ul style="list-style-type: none"> ● Consultation Regulation Impact Statement on Mandatory Disclosure of Residential Building Energy, Greenhouse and Water Performance: Summary Consultation Report B, Report on Key issues from the Formal Submissions July 2011, Prepared for the National Framework for Energy Efficiency Building Implementation Committee, October 2011 	200609	F
<ul style="list-style-type: none"> ● Consultation Regulation Impact Statement on Mandatory Disclosure of Residential Building Energy, Greenhouse and Water Performance: Summary Consultation Report A, Report on Key issues from Verbal Feedback and Q&A Consultation Sessions July 2011, Prepared for the National Framework for Energy Efficiency Building Implementation Committee, September 2011 	200609	F
<ul style="list-style-type: none"> ● Queensland Sustainability Declaration: A major survey throughout Queensland to assist with a review of the Sustainability Declaration – QLD Department of Infrastructure and planning – November 2010 	200609	F
<ul style="list-style-type: none"> ● Queensland Building Codes: A major survey throughout Queensland to assist with revision of the building codes in the light of climate change and changing behaviour – QLD Department of Infrastructure and planning – mid-2008 	200609	F
<ul style="list-style-type: none"> ● NT Government Building Codes: A major survey in Darwin and Alice Springs to provide statistically reliable input into the 'NT Cost Benefit Analysis and Issue Paper Regarding Proposed Building Code of Australia Energy Efficiency Minimum Requirements (Class 1 - 9 Buildings)', with Energy Partners – NT Department of Planning and Infrastructure – July to September 2006 		
<ul style="list-style-type: none"> ● An Assessment of the Need to Adapt Buildings for the Unavoidable Consequences of Climate Change: Major input on the social and lifestyle need of Australians and implications for modification of buildings in relation to climate change – for BRANZ and the Australian Greenhouse Office – June 2005 		
<ul style="list-style-type: none"> ● House Energy Rating: A study to determine the impacts of mandatory energy Performance Disclosure requirements for dwellings in the ACT, in conjunction with George Wilkenfeld and Associates – Australian Greenhouse Office and ACT Department of Urban Services – July 2000 		
<u>G. Recycling (since 2000)</u>		
<ul style="list-style-type: none"> ● Household Recycling in Rural Communities: A study across regional and rural areas of Queensland, SA and WA to monitor household behaviour regarding recycling and reuse of a range of containers – for a packaging industry member – August 2008 		
<ul style="list-style-type: none"> ● Household Recycling in Canberra: Benchmark and Follow-up monitoring studies for a communications campaign – ACT NOWaste and Thiess Services – Jul 2008; Feb 2007 	200702	G
<ul style="list-style-type: none"> ● Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts: A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 	200706	G
<ul style="list-style-type: none"> ● ACT NOWaste by 2010 Strategy: Regular monitorings of community awareness and behaviour, after some communications activity – ACT NOWaste – June 2006; from 2004 	200606	G
<u>H. Environment (since 2000)</u>		
<ul style="list-style-type: none"> ● Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts: A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 	200900	H
<ul style="list-style-type: none"> ● Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts: A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 	200706	H
<ul style="list-style-type: none"> ● Community Awareness, Attitudes and Behaviour Regarding a Range of Sustainability Concepts: A major study in the ACT ranging across energy efficiency, the environment, global warming and climate change, water resources, household recycling, sustainable transport, household retrofitting of water and energy efficient appliances – ACT Department of Territory and Municipal Services – June 2007 	200706	H
<ul style="list-style-type: none"> ● National Pollution Inventory (NPI): An evaluation of the National Pollution Inventory among decision-makers in Federal Government Departments and Agencies, involving in-depth interviews and an on-line study – Department of the Environment and Heritage, June 2004. 	200406	H
<ul style="list-style-type: none"> ● State of the Environment Report: An evaluation of the 2001 Report among decision-makers in Federal Government Departments and Agencies, involving in-depth interviews and an on-line study, to investigate its usefulness and useability, in order to inform development of the 2006 Report – Department of the Environment and Heritage, October 2003. 	200310	H
<u>I. Planning (since 2000)</u>		
<ul style="list-style-type: none"> ● Centenary of Canberra, Report on a Telephone Survey of Community Awareness, prepared for the Chief Minister's Department Centenary of Canberra Unit, October 2011 	200900	I
<ul style="list-style-type: none"> ● Palerang Council 2011, Report on the 2011 Community Survey, Presented to Palerang Council, September 2011 		
<ul style="list-style-type: none"> ● Community Attitudes to the Hawker Shopping Centre: conducted for the ACT Land Development Agency – June 2011 		
<ul style="list-style-type: none"> ● Community Attitudes to the Proposed Development of the Old Brickworks at Yarralumla: conducted for the 		



ACT Land Development Agency – December 2010

- **Community Attitudes to a Proposed Housing Development Adjacent to the Hawker Shopping Centre:** conducted for the ACT Land Development Agency – August 2010
- **Survey of Local Populations around Eight Closed School Sites to Complement Community Consultation:** Undertaken for GHD on behalf of ACT Chief Minister’s Department – August 2008
- **C100 – The Centenary of Canberra:** A Series of parallel focus group discussions to provide a community view on possible projects to be included in the Centenary of Canberra festivities. Conducted for Beaconhill Consulting on behalf of the ACT Government – July 2008
- **ACT Territory and Municipal Services Satisfaction and Outputs Surveys** A series of major annual surveys from 1997, to monitor performance across the Department (and its predecessor, DUS), to assist in the improvement in design and delivery of the wide range of services and facilities handled by the Department, and to explore topical issues – ACT Dept of Territory and Municipal Services (TAMS) – April 2007; since 1997
- **City of Canada Bay Council Citizen Satisfaction Survey:** Several studies to monitor performance across the Council, to assist in the improvement in design and delivery of the wide range of services and facilities – City of Canada Bay Council – Nov 2006; 2004; 2002
- **Palerang Council Surveys:** A number of surveys for Palerang Shire (and its predecessor, Yarrawlumla) – Palerang Council – November 2005; May 2005
- **Centenary of Canberra Celebrations:** A benchmark study of awareness and attitudes among the Canberra community eight years before the event – Chief Minister’s Department – September 2005
- **Gungahlin-Dunlop Post-Occupancy Study:** A major research study to assess the behaviour, views and aspirations of residents of the various suburbs in the Gungahlin Area, plus Dunlop, the newest suburb in the Belconnen area – ACT Planning and Land Authority – May 2005
- **City of Canada Bay Council Citizen Satisfaction Survey:** A second study to monitor performance across the Council, to assist in the improvement in design and delivery of the wide range of services and facilities – City of Canada Bay Council – October 2004
- **ACT Land Development Agency (LDA):** A series of research studies to assess community views on the Gungahlin Area and the Gungahlin Town Centre, to inform a marketing and communications strategy for new housing estates in the Area and to re-position the Town Centre – ACT Land Development Agency (and its predecessor, Gungahlin Development Authority) – July 2004, 2003, 2002; 2001
- **ACT Planning and Land Authority (ACTPLA):** Several major research studies among stakeholders and the community to support and inform ACTPLA’s Communications Strategy, and to identify the tools to implement the Strategy – ACTPLA – May 2004; March 2004
- **The Stromlo Community Study:** A detailed coding, analysis and reporting of a self-completion study delivered to all households in the ACT in April 2003, to examine their use of the Stromlo area (prior to the January bushfires) and their views and suggestions for the future – Planning and Land Management (PALM), ACT Government, May to June 2003
- **Community Perceptions on Dual/Triple Occupancies:** A study of attitudes of Canberrans living in dual/triple occupancy dwellings and surrounding dwellings – Planning and Land Management (PALM), ACT Government, September 2002
- **North Sydney Council Customer Satisfaction Survey:** A study to monitor performance across the Council, to assist in the improvement in design and delivery of the wide range of services and facilities – North Sydney Council – June to August 2002
- **ACT Government Chief Minister’s Department Customer Satisfaction and Performance Indices:** A series of major studies to monitor performance across the ACT Territory Government, to assist in the improvement in design and delivery of government services – ACT Government (Chief Minister’s Department) – March 2001; since 1997

J. Sustainable Transport (since 2000)

- **Cycling in Canberra**, Report on a Telephone Survey, for the ACT Government Environment and Sustainable Development Directorate Transport Planning Unit November 2011
- **Real Time Passenger Information System for Action Buses**, Report providing Analysis of Results of Online Survey among Canberra Residents, Prepared for Territory and Municipal Services Directorate, ACT Government, September 2011
- **Real Time Passenger Information System for Action Buses**, Report on Focus Groups among key stakeholders, Prepared for Territory and Municipal Services Directorate, ACT Government, August 2011
- **Walk21 ‘Make Walking Count Survey** undertaken for the ACT Department of Territory and Municipal Services – November-December 2010
- **Sustainable Transport Options in South-East Queensland:** An evaluation of various options and strategies for transporting a range of recreational, tourism, business and conference groups around the region on an ongoing basis – for a major tourism and transport operator – September 2008
- **The Views of Stakeholders of the TravelSmart Program:** part of a major national series of consultations to investigate the views of government, industry and community stakeholders concerning the Advancing Energy Efficiency and Local Greenhouse Action Programs, for the Australian Greenhouse Office, Department of the Environment and Heritage – Feb - May 2007

200900 I

200506 J

200309 I

200702 I

● Intentions versus Behaviours – Social Change: A project attempting to sustain behaviour change in favour of greener transport alternatives (ie, walk, bike or bus vs drive) in Brisbane – for a management consulting group on behalf of transport operators – June 2006	200309	I
● Green Bike Lanes Strategy: A number of studies of community behaviour and attitudes concerning the introduction of green bike lanes at veering intersections in the ACT, after some communications activity – Department of Urban Services, ACT – 2003; 2004	200309	I
● TravelSmart Staff Survey: An Internet-based survey of attitudes and behaviour of staff of ACTPLA regarding travel to and from work, – ACT Planning and Land Authority, to inform development of a TravelSmart strategy for the organisation – November 2004	200309	I
● Motor Vehicle Registration: A study among vehicle owners to examine their views and behaviour regarding the motor vehicle registration process, payment options and processes, and related issues – Canberra Connect – March 2004.	200309	I
● The Canberra Spatial Plan: A number of major studies on Canberrans’ perception of Canberra and their desires and suggestions for its future planning and development, with reference to the January bush fires – Planning and Land Management (PALM), ACT Government, August 2003; 2002	200308	I

K. Other Projects (since 2000)

- **Infrastructure for Sustainable Growth:** A statistical overview of remote Indigenous communities and infrastructure, prepared for Infrastructure Australia – June 2011
- **Bushfire Emergency Communications,** Report on a Telephone Survey of Awareness and Attitudes During the Summer of 2010-11, for the ACT Emergency Services Agency, April 2011
- **Research to guide the 50+ Network Service pilot in the Weston Creek region** undertaken for the ACT Department of Land and Property Services – September 2010 onward
- **Attitudes to Bill Posters:** Undertaken as part of the May 2009CRSMS for Parks Conservation and Lands Territory and Municipal Services – May 2009
- **Community Attitudes to Health and Related Issues:** A communications research study conducted for ACT Health, following up on one conducted in 2005 – February 2009
- **Attitudes to Licensed Clubs:** Undertaken as part of the February 2009CRSMS for ACT Planning and Land Authority – February 2009
- **Horse Parks:** Several assessments of the survey process for measuring user attitudes to the management of horse parks in the ACT – July 2008; 2007; 2006
- **Fireworks in the ACT:** A study among consumer and industry to explore options and to further inform policy development and guide communications activities – ACT Chief Minister’s Department – February 2008; Oct 2007
- **Calvary Hospital:** A benchmark study involving both qualitative and quantitative research for a major communications campaign – Calvary Hospital – June 2007
- **National Seniors:** A major study among ‘Baby Boomers’ to assess priorities for future advocacy on behalf of this major population grouping – National Seniors, Canberra Policy Unit – May 2007
- **New Arrival Registration of Change of Address with Medicare:** Research to inform a communications campaign, for the ACT Chief Minister’s Department – March 2007
- **ACT Seniors Card:** A study to assess awareness, attitudes and usage regarding the ACT Seniors Card, to assist in further development of the services and facilities it covers – ACT Government (Chief Minister’s Department) – January 2006
- **Community Attitudes to Health and Related Issues:** A communications research study conducted for ACT Health – June 2005
- **Asbestos Assessment Team:** Various studies to assess perceptions and reactions of the community, real estate agencies and the building industry to the asbestos assessment process, its effects and suggestions for improvement – ACT Chief Minister’s Department, Asbestos Assessment Team – May 2005; Jan 2005
- **Carers Australia:** Various studies, including a research-based evaluation of the National Carer Counselling Program across Australia – Carers Australia, July 2004; 2003
- **The Strategic Priorities Program (SPP):** An evaluation of client satisfaction with purchasing arrangements for the SPP, conducted for the Training and Adult Education Branch – ACT Department of Education, Youth and Family Services, June 2004.
- **DITR Intranet:** Provision of advice and consultancy for an internal evaluation of the Department’s Intranet – Department of Industry, Tourism and Resources, June 2004.
- **Elder Abuse:** A study to assess community and stakeholder awareness, understanding, and attitudes concerning elder abuse in the ACT, in order to inform development of a communication strategy – Office of Ageing, ACT Chief Minister’s Department, October 2003 onwards
- **PictureAustralia – A Service of the National Library of Australia:** An on-line study to identify user characteristics and their usage of and attitudes to the service, to support development of a Communications Strategy – National Library of Australia, October 2003.
- **Defence Internal Communications:** Evaluating various aspects of the communications roll-out of DMO’s Materiel Policy and Services process initiatives within the Department, in conjunction with Paterson Media and Marketing and Barclay Consulting – Department of Defence, March 2003 onwards.

- **Small Business in the ACT:** A Survey of small businesses in the ACT, to gain an insight into their characteristics the nature and scale of their business activities, their use of technology, the effects of the January fires on their businesses, and their growth plans for the future – BusinessACT – May 2003
- **Combating Vandalism at Schools:** A study to assess community views about vandalism at schools and possible solutions, including erecting perimeter fencing – ACT Department of Education, Youth and Family Services, March 2003.
- **ICT Skills Awareness Campaign:** Concept testing of advertising material on behalf of the ICT Skills Unit, Office of Information Technology, NSW Department of Information Technology and Management, September 2002.
- **Consumers' Health Forum:** An evaluation of the effectiveness of the consumer representatives concept, in association with Chalkley Consulting – Department of Health and Ageing – Dec 2001 to April 2002