

Your Say Adelaide

Register to Participate

Your Say
Adelaide

Background

Your Say Adelaide is changing how we do things – but don't worry, it's just a little change. We're making a change to the way new people sign up and updating the information existing users have already given us.

As of 1 January 2015 we'll be making it mandatory for new users to register their details with us, before they provide feedback online. The reason we're doing this is because we want to know a little more about who you are and how you use the City and to ensure we get a higher quality of data to go along with your feedback. The data will help us determine for example, if shoppers have different feedback to residents or students in the City. It will also help us to target feedback from specific groups (e.g. age, gender) and in-turn will provide a richer and more valuable response to help Council make decisions.

Those people who are already registered, not much will change at all. However we will be asking you to update your details as we have included a few new questions to get to know you better and what areas of Council business you are interested in, and it should only take you a few minutes.

Benefits of mandatory sign up

- Improvement in the analysis of data collection and how it relates to other/similar projects;
- Easier separation of the differences/similarities of opinions between residents, business owners, students and workers etc. and age groups;
- Understanding the different data allows us to recognise issues specific to certain groups in the community (e.g. age categories) which will in turn allow us to tailor a recommendation to Council that is more strategic and effective for what you're asking for;
- Provides a valuable source of quantifiable data that can improve the information and recommendations to Council about what you want;
- Foster co-ownership of the communication process.
- Communication will now be less frequent and you will receive targeted information on areas of interest to you, rather than general communication.

Frequently Asked Questions

How does being a registered user benefit me?

As a registered user you can:

- Participate in Discussion Forums (email verification required as part of the registration process);
- We can send you details of engagement activities that specifically related to your nominated 'areas of interest' rather than general communication;
- Share your stories via the Guest Book;
- Stay up to date with current consultations via the monthly email;
- Fill out the quick poll; and
- You'll no longer have to fill out demographics information for every survey you fill out...you tell us once and that's it.

I'm already a registered user. What does this mean for me?

Well not much! You're already a registered user, so you can continue to participate in online consultations. However, we'd love it if you could log in to Your Say Adelaide and update your profile with a bit more information and we've helped you out by completing the form with the information you've already provided to us – so it should only take you a few minutes. The good news is, once you update your profile, you never have to do it again, unless something changes, like your address.

How do I update my profile?

First, log into your account on the Your Say Adelaide website. Once you're logged in you'll see your e-mail address underneath the main picture in the top right hand corner. Click on the drop down arrow, which will bring up a menu, then click Profile, fill out all your missing information and click save – simple!

As a registered user I receive a monthly newsletter. What will happen to this?

With the mandatory sign up process you will no longer receive a monthly newsletter. However, all the extra details you've provided us with means we'll be able to email you with open consultations that are relevant to the areas of interest you've indicated in your profile. This means the e-mails we send will be less frequent and will be about topics that are of importance to you specifically, and not a standard e-mail we send to everyone.

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Will my information be shared publicly?

Your privacy is very important to us. Even though you're providing us with information such as your name and address, data that identifies you personally won't be made public, not even to Council. In the event we have a legislative responsibility to provide your personal details, we will notify you prior to you providing your feedback, so you are made aware of this change. For information on Council's legislative responsibility please see:

- [Council's Public Communication and Consultation Policy.](#)
- [Council's Privacy Policy.](#)

Why do you need my information then?

Having you register as a user allows us to ensure you're legitimate in wanting your feedback to be considered and not one person filling out 10 surveys anonymously to make their feedback count more.

We'll also use information such as how you use the City and your age to provide Council with quantifiable data, which will in-turn help them to make decisions. Indicating your areas of interest will also allow us to communicate with you in a more targeted manner about what you might want to provide feedback on.

Why do you need my full name?

When a consultation is placed online that has a legislative requirement such as events to be held in the City, we require your name to be associated with the comments as a legal requirement. Your name will also help to ensure plans for future customer service projects remain effective and efficient.

Will my full name be made public when I participate online?

When you register we also ask you for a screen name, this is the only name that is visible when you participate in anything on the Your Say Adelaide website. Make sure you choose a screen name that you'll remember and that doesn't identify you personally if that's what you want. For example if your name is John Smith, you could use JS12 or go completely different such as FootyGuy1234.

Will I only be able to provide feedback on projects I've indicated are my main areas of interest?

Feedback for all Council projects, initiatives and activities are open to everyone regardless of your areas of interest.

If I don't want to sign up, how can I provide my feedback?

If you prefer to engage with Council using traditional methods, hardcopy consultation packs (including feedback forms) are downloadable online and also available in our Libraries, Customer and Community Centres.

Alternatively, get in touch with the staff contact on the specific project you're interested in. Their details are usually located in the FAQs.

How can I remove myself from the user database?

We'll be sad to see you go, but if you really want to delete your registration please email our Community Engagement Team at yoursay@adelaidecitycouncil.com

Please note though, that even though you've asked for your membership to be deleted, any online forums, Q & As or comments you've made will still be attributed to you online. The only things that will *change* are:

- You will no longer be a registered member of Your Say Adelaide; and
- You will no longer receive communication from us.

If you change your mind, we'll be glad to have you back, and all you'll need to do is e-mail our Community Engagement at yoursay@adelaidecitycouncil.com

Who can help me register, as I am not very good at using the internet?

Please feel free to contact the Community Engagement Team on (08) 8203 7203 to help you register online.

How many registered users are there?

There are currently 4,067 registered users with Your Say Adelaide as at 31 May 2016.

Contact

For more information, please contact:

Community Engagement Team

Phone: (08) 8203 7203

Email Address: yoursay@adelaidecitycouncil.com