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And blackberry is a good example. Our community started to raise concerns, so we said, okay, well, why don't we get together and see if there's anything we can do about it ourselves? So it's not, maybe somebody should do something, maybe the government should do something, it's maybe we should do something. I guess the learning is, unless you've got ownership and involvement, you won't achieve anything. And people have to sign on to that and say, "I've got some ownership of this, "and I'm happy to step up."

The most important thing to support community-led action is to keep faith with the community, saying, "Well, what can we do, "and how can you help? "Your ideas are important." If you have a workshop and you've asked people to give you their time, if after the workshop they never hear from you again, and nothing ever happened, you'll be lucky to get them involved in anything again.