City of Melville

MEETING NOTES

FOR THE

**MEETING OF THE COMBINED REFERENCE GROUP
FOR THE DEVELOPMENT OF A NEW STAKEHOLDER
ENGAGEMENT STRATEGY**

HELD ON

MONDAY 19 MARCH 2018

**AT 5.30PM IN THE SWAN ROOM
2ND FLOOR
MELVILLE CIVIC CENTRE
10 ALMONDBURY ROAD, BOORAGOON, WA**

NOTES

Apologies:

Community Representatives:
Konrad Lajszczak
Richard Bazen
Karine Rogerson
Councillors:
Matthew Woodall

City of Melville staff:
Shayne Silcox
Martin Spencer
Leanne Hartill
Christine Young

Absent:

Community Representatives:
Lone Kelsey
Javad Seyedi
Cornelia Major
Jack Bruinsma

Attendance:

Community Representatives:

Justine Loggenberg	Charlotte Bramanis	Roger Reading
Jeanette Gilchrist	Graham Chauvin	
Jorge Hualpa	Lorraine Beckett	
David May	Steven Markham	
Alex Willis	Brian Hodges	
Kylie Stewart	Judith Bodger	
Allan Reid	Myuran Pathmanathan	

Councillors:
His Worship the Mayor   Russell Aubrey
Cr Steve Keppert
Cr Nick Pazolli
Cr Trish Phelan
Cr Duncan McPhail
Cr Tim Barling
Cr Nicole Robins
Cr Clive Robartson
Cr Karen Wheatland

City of Melville staff:	Title:	W/shop role:
Mog Piasecka	Stakeholder Engagement Coordinator	Facilitator
Sandra West	Administration Officer	MC
Stephanie Courtenay	A/Marketing and Communications Coordinator	Registration
Joey Bal	Community Engagement Officer (Digital)	Tech support for Poll Everywhere
Marcia Coelho	Coordinator Customer Relations	
Will Schaefer	Strategic Urban Planner	
Dean Cracknell	Senior Strategic Urban/Property Planner	
Mick McCarthy	Director Technical Services	
Kellie Bennett	Coordinator Community Development	

Steve Cope   Director Urban Planning
Marten Tieleman   Director Corporate Services
Brodie Dawkins   Manager Neighbourhood Amenity

1. Interactive exercise – Making connections

With the intention of creating a friendly, informal environment in which all participants could get to know one another, an icebreaker exercise was used whereby each person took a turn at reading out a tablemate's responses to questionnaire and then guessing who filled it in.

2. Presentation – Guest Speaker Linton Reynolds

Former Mayor of the City of Armadale, Commissioner to the City of Canning, Life Member of the Western Australian Local Government Association and WA Local Government Grants Commission member and Chairman, Linton was well able to share his observations about the difficulties of local governance and the potential of effective community engagement as a way forward.

3. Interactive exercise – m-participation

Workshop participants were introduced to the use of their mobile devices as a way to:
- provide anonymous and individual feedback in response to questions displayed in real time on a central screen via a range of formats e.g., word clouds, text walls, rating questions etc
- Get to know more about the people at the event beyond those that are on their tables

In the event that participants did not have access to a mobile device of their own, or had difficulty in preparing their device to get involved, recycled ready-for-use ipads were available on the tables.

3.1 Introductory question: How are you feeling today?

Participants could 'click' on the emoji that most reflected how they were feeling. The outcome was shown live onscreen with green pinpoints. 27 participants responded.

3.2 What was your year of birth?

Participants could text their year of birth. The word cloud display format identified that the most frequently recurring year was 1974, with most of the people present coming from Generation X (late 1960s to 1970s), closely followed by 1953 and the Baby Boomers. 34 participants responded.

3.3 Where in the world did you come from?

Participants 'clicked' a location on the image of the world to give a picture of their nationality. Most people were born in Australia.

3.4 Rules of Engagement Revisited.

As identified in the Terms of Reference for the Combined Stakeholder Reference Group, it was important to review the 'rules' at the first meeting and to include additions submitted during the Expressions of Interest process. The group decided that the most critical rule to abide by was "Being friendly and constructive."
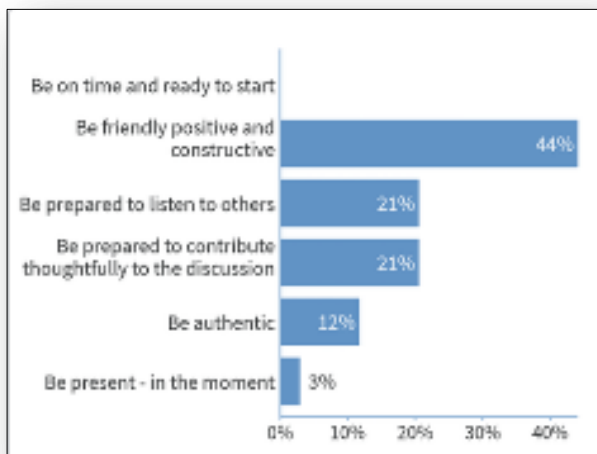
3.5 Why did you decide to attend?

Participants were invited to text their responses to this question which are listed in full in the table below. 36 participants provided 44 of the responses, some of which were tongue in cheek.

Want greater value
I [blank]
Community engagement is fun
I'm interested in seeking a solution to making sure we get a broad range of views when making decisions
Interest in future direction
To help CoM engage with homeowners better. Things could be better as it stands...
Wanted to help and make a contribution
Committed to genuine engagement
Wanted to do my bit for the City
To ensure diverse views are heard
To understand the views of others
To save the world from technological mayhem
To get to know the community I'm part of
Mog
To contribute to the City in a meaningful way
Interested in my council
Seeking change
Hope to benefit the community
To help Mog
Free food
Interested in the local government and the process undertaken.
Qualified in the design of the built environment
I think this is an essential tool for us to determine our direction and purpose for community
To be a part of community engagement, and to listen and share views.
Biscuits
Free food
I wanted to contribute to the community and be part of a process
To find out what is going on and to see if Melville are listening
More active participation in my community
Mog
Mog asked me/ told me
I am genuinely interested
Contribute to the City
As a responsible citizen wishing to contribute to my community
Thought it would be interesting
To hear Sandra speaking
To help
Make a contribution
I thought it was compulsory to attend.
To contribute positively to my community
Invited by Mog
To know what's council update
Wanted to help
I like hanging out with Mog

4. Interactive. How can the community complement the decision-making role of Council?

This question is related to the first goal of the proposed Stakeholder Engagement Strategy, as set out in the Terms of Reference for the Combined Stakeholder Reference Group, namely:

To increase levels of public participation in local governance (formation of policies, plans, strategies and service reviews) in ways that complement the decision-making role of Council

Participants were invited to discuss this question at their tables before using their mobile devices to submit the individual responses. 44 responses were provided by 20 participants.

A preliminary analysis of the responses identified common themes coded as follows:

M = Marketing and communications/Community education
I = Information seeking
C = Councillor/community engagement
E = Engagement options for local residents/ratepayers

Where participants identified activities as something local government should be responsible for, the letters LG have been added in brackets.

FEEDBACK	CODE
Liaise with their councillors, take an interest in local government and form community groups	C
Advertise a monthly hit list of key issues affecting the council/city and ask community to provide comment - advertise through various media to obtain wide community engagement	M (LG)
Ward councillors to involved at local level meetings	C
Offer solutions	E
Surveys via email	E
Canvas expressions of interest for community to get involved in topics and issues of interest	E (LG)
Respond to surveys	E
Ensure surveys are kept relevant and appropriate when used.	E (LG)
Keeping councillors accountable	C
come up with community projects and run with them	E
Online surveys for community to have their say on major projects and issues	E
To deliver value council has to be accountable for its decisions. Equally ratepayers must engage but to link them there has to be a formal process to share accurate financial data not just plans and budgets. Engagement must be with details on true costs and benefits.	I (LG), E
Start at the ground level schools to engage local residents	M (LG)
Live streaming of community views on items being considered by council	M (LG)
By gaining an understanding of local governance (as per the Local Government Act) and existing available opportunities to make input including community engagement activities and acting upon those opportunities	I
Send surveys via email regularly to the community with clear questions, not to detailed or time consuming	E (LG)
Join a reference / focus group	E

Provide more freedom to councillors to canvas ideas on behalf of ratepayers before decisions are made.	C
They need to get involved first and foremost. We need to create a way for community members to want to get involved, to be listened to and for There opinions to be heard.	M (LG)
Local residents forming groups to create safer more connected communities - welcome new people	E
Joining a local friends / community group	E
By getting well informed about Council's role and vote for wide community representation	I
Community signs for information about things happening in the council that direct people back to the website to give feedback	I, M (LG)
Have a specific web page for open consultations and how to respond. Have a separate page that has the results of the consultations	I, E (LG)
Become more active citizens	E
Consultation groups like this obe	E
Easy to understand bigger picture view of the big things happening in Melville that will affect citizens.	M (LG)
Consultation groups like this one	E
Set up local resident groupings based on groups of suburbs which are lead by residents with a general interest in the betterment of the Melville community.	E
City open day	I, M (LG)
Active participation	E
Localised forums for community to gain access to councillors and provide input on topics	C
Getting access to data and documents to be better informed	I
Need to make the community aware of the multiple channels available to become involved	M (LG), E
Enter into a stakeholder group on a particular topic of interest	E
Need to find creative ways for the community to provide informal input about areas of interest and concern.	M
By getting interested and involved in local issues	E
I'd like the community to appreciate how complex local government issues are. It's easy blast the councillors and staff about a pet issue. How about we raise our concerns politely, on the premise that there may be reasons for the apparent problem that we don't understand? That would give councillors and staff more time to respond constructively.	M (LG)
Let residents know about "friends of..." groups so that people may want to join and become more active	E, M (LG)
Council must consult with full access to facts before final decisions. A formal group must be formed for all major decisions. These groups must have access to all the data.	E (LG), I (LG)
Citizens to be provided with the opportunity to provide input on things that aren't currently in the Corporate Plan	E
Face to face interactions are best. Stakeholders with specific interests should be invited to meet. Social media has a place but it is not truly representative and it lends itself to readily to abuse. So, community members, get involved more in face to face interactions with councillors!	E (LG?)
By understanding the role of local government	I
Greater awareness of Council decision making processes	I

Setting up formal reference groups to consider decisions carefully with all the facts BEFORE decisions are final.	E (LG)
Activate and nurture community discussion group to discuss upcoming events.	E (LG)
Council endorse and support community activities	E, M (LG)
Have feedback links on pages on the council website where consultation is invited. Eg on the page listing developments that are open to community consultation, include the appropriate email address.	M (LG)
Advertise upcoming issues and say how to respond	M (LG)
Community briefings to explain how the city provides facilities and delivers services for the community as a whole	M (LG)

5. Where to from here

The draft interactive Stakeholder Engagement Strategy is available for viewing on https://www.melvilletalks.com.au/CSRG. Currently, we are working on Objective 1 actions based on your feedback for inclusion in the document.

6. Next meeting:

Monday 26 March 2018 at the same venue

NOTE:
A question from the group related to what was meant by local governance and the facilitator's response was to broadly outline the various roles and responsibilities of local government describing them as 'processes.'

Further clarification on this question has been derived from Good Governance Guide website hosted jointly by the Municipal Association of Victoria, Victorian Local Governance Association, Local Government Victoria and Local Government Professionals group.

Good governance is about the processes for making and implementing decisions. It's not about making 'correct' decisions, but about the best possible process for making those decisions.

According to the site, the main characteristics of good governance are that it is:
- accountable
- transparent
- follows the rule of law
- responsive
- equitable and inclusive
- effective and efficient
- participatory.

The last characteristic of good governance – it is participatory – concerns how people affected by or interested in decisions of Council should have an opportunity to participate in the process for making that decision. This echoes the City of Melville's Stakeholder Engagement Policy and it's alignment with the Core Values of IAP2 (International Association for Public Participation).