



**GLEN EIRA
COMMUNITY ENGAGEMENT
ADVISORY COMMITTEE MEETING**

DRAFT MINUTES

The Community Engagement Advisory Committee meeting commenced at 6.15pm.

7 August 2023

Caulfield Cup Room – Glen Eira Town Hall

Present:

Councillors: Cr Simone Zmood (Chair) Glen Eira Councillor Committee Member
Cr Tony Athanasopoulos Glen Eira Councillor Committee Member

Community Representatives: Alexander Adamson Community Committee Member
Christopher Little Community Committee Member
Danielle Clarke Community Committee Member
Fiona Boyer Community Committee Member
Jacinta Smith Community Committee Member
Jackie King Community Committee Member
Jo Blanshard Community Committee Member
Naomi Cooper Community Committee Member
Peter Zeegers Community Committee Member

Council Staff: Kellie Vise Director Customer and Community Experience
Rosie Mullaly Coordinator Communications
Alex Leamy Manager Comms, Engagement and Advocacy
Kate Jackson Coordinator Community Engagement
Rory Jackson Community Engagement Officer
James Athorn Executive Management Officer

Apologies: Cr David Zyngier Glen Eira Councillor Committee Member
Brenna Dempsey Community Committee Member
Jennifer Knight Community Committee Member
Karyn Siegmann Community Committee Member
Kudzai Alphonso Community Committee Member
Michael Brown Community Committee Member
Michael Kurc Community Committee Member
Peter Venn Community Committee Member
Sarah Bazzicchetto Community Committee Member
Vassiliki Dandanis Community Committee Member

1. Welcome and Acknowledgement of Country

Cr Zmood welcomed the committee and acknowledged Traditional Owners.

2. Conflicts of Interest Declaration

No conflicts of interest declared by attendees.

3. Action Items - Update from last committee meeting

Title/Item	Action	Update	Responsible Officer	Active/Closed
Accessibility of Council's communications	Report back at the next meeting on measures Council takes to ensure communication is accessible, such as easy-read resources and plain English with pictures.	See item 5.1 on the agenda	Kellie Vise	Closed
Communications and promotion of community engagement	Include an item in an upcoming meeting agenda about communication and the ways we promote community engagement.	See item 5.2 on the agenda.	Kate Jackson	Closed
IAP2 Training feasibility	Consider this and report back on the feasibility of offering IAP2 training for committee members.	A 1.5 hour training session will be offered to committee members.	Kate Jackson	Closed
Forward Meeting schedule	Council staff to review survey results and advise Committee members of the forward meeting schedule by email.	completed,	Kate Jackson	Closed
Meeting minutes	Explore whether it might be worthwhile to have a summary of the minutes and a pictorial summary to improve inclusivity.	CE team to meet with Community Development to investigate options.	Kate Jackson	Active

4. Summary of meeting minutes from previous meeting

At the previous meeting on 26 June 2023, the new Committee members met for the first time and introduced themselves, including Councillors and Council officers. Relevant documents were also introduced, covering the Terms of Reference, Community Engagement Strategy, and Community Engagement Policy. Returning community representatives spoke about the achievements of the previous Committee.

The Committee then discussed their vision and priorities; noting that they were keen to continue where the previous Committee left off, and create new frameworks, opportunities, accessibility improvements, and fine-tuning consistency in Council's approach to community engagement. Other topics of discussion included a focus on improving the community's knowledge and awareness of Council's services and improving services for young people with disabilities.

In general business, the Committee discussed the suitability of its title and remit, and agreed to keep it as is. The potential for training community representatives in an IAP2 (International Association of Public Participation) course was raised for further consideration. Attendees were reminded to submit their preference for future meeting times and were asked to contact James Athorn in the case of any inaccuracies in the minutes. Various actions were noted throughout the meeting, as outlined in the above table.

5. Items for Discussion:

5.1 Council Communication – Inclusion and Accessibility

Rosie Mullaly

This report was provided in response to questions arising from the previous meeting. Council's Communications Coordinator Rosie Mullaly explained that the role of the Communications team in providing advice and service to a range of business units across Council. She outlined how different business areas have different techniques and approaches to inclusion and accessibility depending on the needs of their users, for example Glen Eira Leisure, Libraries and Customer Services. Rosie explained that the team would review the Glen Eira website accessibility later this year in line with state guidelines around accessibility. She outlined the ongoing focus on the importance of communicating in other languages and explained that the Communications team is currently working on a campaign about accessible communications with the use of professional translators.

A community member asked about the use of braille and there was a discussion about screen readers and text to braille converters. Cr Zmood asked the community member about her knowledge of braille technology and the community member said they would follow this up and report back.

Another community member asked about the ease of access to the foreign language translation on the website. The Google Translate tool on the website was demonstrated. Cr Zmood asked about professional translations of communications and officers explained this was mostly used for 'evergreen content' with a long shelf life. Cr Athanasopoulos questioned the suitability of the Glen Eira website for younger age groups (such as millennials). Officers said this is something they are aware of and are working on improving.

A Community member suggested the use of flag symbols as part of the language selection tool on the website, either on their own or in addition to text, and officers agreed to look into this.

Action: Look into including country flags in the language selection tool on the Council website.

5.2 Community Engagement Communications

Kate Jackson

This report was prepared in response to a suggestion from the last meeting. Council's Community Engagement Coordinator Kate Jackson outlined the variety of Council communication channels used to promote community engagement, such as *Glen Eira News*, the Community Engagement e-Newsletter, other Council newsletters and groups, the Council website banner, social media pages, posters, post cards, and fete boards.

She also spoke about mail-outs through Australia Post, and informal communications like discussions with community groups, traditional owners, local businesses, etc.

A community member queried whether Council responded to non-Council owned social media posts or groups, how many people read their copy of Glen Eira News, and how many people in their household read it.

A table discussion was held seeking further advice on opportunities to strengthen communication of engagement opportunities with the community.

A summary of the feedback is provided below:

Table 1 – Discussions focussed on how Council measures the analytics of its engagement methods, and how that is fed back to Councillors. Questions on closed Facebook groups, whether Council responded to non-Council owned social media posts or groups, and how Council directs people to the Have Your Say platform.

Table 2 – Discussions focussed on how Council has started to use more place-based signage, how *Glen Eira News* is a big focus for the community and gets a lot of feedback and how mailouts do work well, perhaps because they are not overused.

Cr Athanasopoulos suggested the use of larger place-based signage in better locations, perhaps through state funding. Cr Athanasopoulos also asked whether there is a way to include community contributions in the Glen Eira News noting that the *Leader* newspapers no longer service the local community.

5.3 Introduction to Community Engagement and IAP2 (presentation)

Kate Jackson

Kate presented a basic introduction to community engagement theory and the IAP2 spectrum. She explained that IAP2 is the peak body of community engagement and has a certification system for professional practitioners. The IAP2 spectrum of public participation provides the foundation for community engagement at Glen Eira and underpins the Community Engagement Policy. It spans the five engagement styles of: Inform, Consult, Involve, Collaborate, Empower.

Deliberative panels are an example of how the Collaborate level might be used at Glen Eira. This is when you get a selection of people from the community who put in the time and effort to learn and decide on a process, then play a key role in the outcome.

Cr Athanasopoulos discussed his experience of being a Councillor and how Councillors work with the community.

Discussion included questions on when co-design is used and where the ideas for Council projects come from. Cr Athanasopoulos says that co-design comes in at a strategic high-level, eg. the *Glen Eira 2040 Community Vision* and *Council Plan*, which inform Council's 4 year action plans and projects. Kate noted that these high-level strategies help inform the development of capital works projects and strategic plans which Council engages with the community on in more detail.

Two types of training in community engagement theory were discussed, a short-form IAP2 course delivered by an external facilitator. The full IAP2 course was noted as being less flexible, and more oriented towards professional engagement practitioners.

Cr Athanasopoulos suggested the short-form Council-organised training might be most suitable in the first instance as it is less onerous and still provides good foundational knowledge.

Action: Send out EOI to committee members to gauge interest in short-form IAP2 training.

6. General Business:

A Community member queried if the Have Your Say website has a translation service and Officers noted that Council has recently changed providers and options for translation are still being assessed for the new service. Cr Athanasopoulos suggested a note on the Have Your Say site to call if needing help with accessing the service.

Action: Explore options to improve accessibility of Have Your Say.

A community member queried if the committee should review Have Your Say surveys prior to distribution. Officers noted this suggestion.

A community member queried if there is a schedule for community engagement activities over the next six months. Officers advised that timing is often reliant on Council’s decisions and engagement will only proceed if approved by Council. In saying this though there is a high-level plan which could be provided to the Committee subject to Council endorsement. The group also discussed that they would love to be involved in the design of an engagement project from the start and it was agreed Officers would look at an option for this.

Action: Look into providing a forward plan of upcoming community engagements to the committee.

Action: Investigate a suitable community engagement project for the committee.

A community member suggested that given the next meeting is scheduled for Melbourne Cup eve, could it be moved. It was agreed the meeting be moved to Monday 13 November 2023

Action: Update the meeting schedule and advise all members.

Forward Meeting Schedule

DATE	Items	Officer/Member
Monday 13 November 2023, 6pm	<ul style="list-style-type: none">Measuring the success of community engagementOptional community engagement training session	Kate Jackson External facilitator
Monday 5 February 2024, 6pm		
Monday 13 May 2024, 6pm		

7. Next Meeting

13 November 2023

8. Closure of Meeting:

The meeting closed at 7.55pm.

Minutes to be confirmed at the next Ordinary Council Meeting on 5 September 2023.

- **Recommendations will be noted above under each agenda Item**

Nil

- **Actions from this meeting**

Title/Item	Action	Update	Responsible Officer	Active/ Closed
Language selection flags on Council website	Look into including country flags in the language selection tool on the Council website.		Rosie	
Community engagement training	Send out EOI to committee regarding community engagement training		Kate	
Have Your Say accessibility	Explore options for improving Have Your Say platform accessibility		Kate	
Community engagements forward plan	Provide a forward plan of community engagement activities		Kate	
Community engagement project	Investigate a Community Engagement Project that the committee can help to design		Kate	
Meeting Schedule	Move 6 November meeting to 13 November		James	closed