



**GLEN EIRA
COMMUNITY ENGAGEMENT
ADVISORY COMMITTEE MEETING**

MINUTES

The Community Engagement Advisory Committee meeting commenced at 6.15pm.

19 February 2024

Function room – Murrumbeena Park Community Hub

Present:

Councillors: Cr Jim Magee (Chair) Glen Eira Councillor Committee Member
Cr Jane Karlake Glen Eira Councillor Committee Member

Community Representatives: Christopher Little Community Committee Member
Danielle Clarke Community Committee Member
Fiona Boyer Community Committee Member
Jacinta Smith Community Committee Member
Jennifer Knight Community Committee Member
Jo Blanshard Community Committee Member
Karyn Siegmann Community Committee Member
Naomi Cooper Community Committee Member
Vassiliki Dandanis Community Committee Member

Council Staff: Niall McDonagh Director Customer and Corporate Affairs
Alex Leamy Manager Public Affairs
Stacey Buchanan Coordinator Engagement and Insights
Rory Jackson Community Engagement Advisor

Apologies: Cr Simone Zmood Glen Eira Councillor Committee Member
Alexander Adamson Community Committee Member
Brenna Dempsey Community Committee Member
Jackie King Community Committee Member
Kudzai Alphonso Community Committee Member
Michael Brown Community Committee Member
Michael Kurc Community Committee Member
Peter Venn Community Committee Member
Peter Zeegers Community Committee Member
Sarah Bazzicchetto Community Committee Member

1. Welcome and Acknowledgement of Country

Cr Magee welcomed the committee and acknowledged Traditional Owners. Acknowledgement of late Cr Zygier's contributions to the committee.

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
Website inclusion and accessibility	Look into including country flags in the language selection tool on the Council website.	More languages have been added to Council's website, starting with Vietnamese and Japanese and further are planned. While adding a large number of flag icons isn't possible, we have added a globe of the world icon. We will also explore having the listed languages in the translated language (as it appears on Have Your Say).	Rosie Mullaly	Closed
Meeting minutes	Explore whether it might be worthwhile to have a summary of the minutes and a pictorial summary to improve inclusivity.	We will include an actions summary in future minutes.	Rory Jackson	Closed
IAP2 training	Send out EOI to committee members to gauge interest in short-form IAP2 training.	IAP2 training was promoted and delivered on 2 November.	Rory Jackson	Closed
Have Your Say accessibility	Explore options to improve the accessibility of Have Your Say.	A translation service has been installed. Officers are looking into any further accessibility improvements.	Stacey Buchanan	Closed
Community engagement forward plan	Look into providing a forward plan of upcoming community engagements to the committee.	The Community Engagement team will plan its 2024 activities in the coming months and share this information with the Committee at the March 2024 meeting.	Stacey Buchanan	Active
Community engagement project for committee	Investigate a suitable community engagement project for the committee.	A forward plan of activities for the Committee has been created which will include developing a Community Engagement Framework and brainstorming ideas for	Alex Leamy	Closed

		engagement for the next <i>Council Plan</i> .		
Next meeting date	Update the meeting schedule and advise all members.	The meeting date was updated to reflect committee's preferences.	Rory Jackson	Closed

4. Summary of meeting minutes from previous meeting

The previous meeting was held on 7 August 2023. The committee met for its second time, focusing on the communications and engagement methods used by Glen Eira City Council to engage with the community. Rosie Mullaly, Council's Coordinator Communications presented a detailed report around the approaches used to increase the accessibility of Council's communications.

Kate Jackson, Community Engagement Coordinator, outlined the variety of Council communications channels used to engage with the community. The committee discussed these reports, providing feedback around opportunities for Council to strengthen communications with the community.

Kate Jackson presented on the theory of engagement best practice, explaining the IAP2 spectrum and how Council uses it. It was suggested that IAP2 training could enhance the committee's knowledge and capacity.

In general business, an action was raised to improve accessibility of the Have Your Say platform with a translation service. The committee also expressed an interest in seeing a future plan of scheduled engagements and supporting the planning of a future community engagement activity.

5. Items for Discussion:

- 5.1** Noting the updated Community Engagement Advisory Committee terms of reference Cr Jim Magee (chair) 5 min

Cr Magee noted the updated terms of reference distributed to the committee and endorsed by Council. The updated terms of reference allow for up to 18 community members in the committee.

- 5.2** Members' reflections on IAP2 training on 2 November 2023 Stacey Buchanan 10 min

This reflection asked the committee members to provide feedback on their experience at a Council organised online training session. The session was run on 2 November by an IAP2 trainer and included an introduction to community engagement, why and how we engage at Glen Eira, the benefits of engagement, and the IAP2 methodology.

A community member commented on it positively, saying it was well paced and covered a vast range of ideas. Another community member agreed, saying it provided a good foundation for community engagement practice and why engagement is important. A community member also suggested that more training could be offered to allow attendance for those unable to make the previous session. A suggestion was raised to record any future training sessions.

Action: Explore further training opportunities for the committee.

5.3 Members' reflections on Our Priorities, Our Future from a community perspective

Alex Leamy

20 min

Alex presented a recap of Our Priorities, Our Future with an explanation of the engagement process, key learnings, and steps that have taken place since the engagement closed. The broader community's priorities and preferences were discussed, with graphs and data to show the information that come through in the engagement activities.

The community members were asked to discuss at their table what worked well, and how Glen Eira could improve for future engagements of this scale.

The first table commented that no-one on the table was involved, that hybrid meetings would help encourage participation, and that not all engagements would need to be at this scale to reduce change-fatigue. The table also asked about how we closed the loop. Alex presented on the methods used to close the loop, including email follow-ups, articles in the Glen Eira News, updates on Have Your Say and a future page on the Glen Eira website.

The second table commented that they liked the array of engagement activities that were provided, going further than just the survey. They appreciated that there was a proactive approach to engaging marginalised groups and would appreciate more specific targeting of people with disabilities.

Further group discussion centred around how the data was analysed and presented, and how different services were prioritised by the broader community. A community member raised concerns around diversity and inclusion being low on the list of the community's priorities. Cr Karslake commented that the top priorities may be services that are universally accessed and used by the community, while the lower priorities may be more niche services.

5.4 Brainstorming the creation of a Community Engagement Framework, including success measurements the committee thinks are most important

Stacey Buchanan

40 min

Stacey presented on the opportunity for the committee to codesign a new Community Engagement Framework in this item, and in the next meeting. The codesign process aims to align Council's approach to engagement planning and delivery methods with the advisory committee's guidance. Stacey notes how this framework will sit alongside other frameworks in the Public Affairs department, including the Advocacy and Building Community Trust frameworks.

The committee is asked to provide their feedback through an interactive tool and post-it notes for what a Community Engagement Framework should include. The feedback from the committee is:

Topic	Count
Criteria/when we will engage (triggers to engage)	5
Local people to have greater weighted say on local projects	
Target groups	3
Weighting of the various target groups so that minority groups accounted for eg. all abilities, women, LGBTIQ+, neurodiverse (access and equity lens)	
Accounting for all target groups	

Topic	Count
Evaluation methodology	2
Diversity and inclusion	2
Objective/mission/goal/vision	2
Measurement standards/success measures	2
Methodology/engagement approaches	2
Explanation (why, how)	1
Our community demographics	1
Principles	1
Accessibility	1
Liaison standards	1
Statement of intent	1
Introduction	1
Governance (roles of the CEAC)	1
IAP2	1
Timeframes	1
Who are decision makers	1
Transparency rules	1

The committee was asked to provide feedback on what Glen Eira could be doing better in its community engagement. The committee suggested improving local polling, clarity around what can and cannot be influenced, ensuring that all voices are heard, sending clear local messages to the state government, closing the loop on engagements, and setting realistic goals.

Stacey explained the next steps for this codesign process. An engagement framework will be drafted by the Community Engagement team using the committee's feedback, and then presented at the next committee meeting for further feedback. A revised Community Engagement policy will also go to Council for endorsement.

Action: Develop draft Community Engagement Framework.

5.5 Virtual tour of the new Community Engagement Advisory Committee portal on Have Your Say Rory Jackson 10 min

A new online interactive portal for the committee was presented live. The portal is a webpage on Have Your Say that provides a place for the committee members to discuss relevant matters and access documents, including minutes, agendas, and attachments.

A community member asked questions around the displayed timeline of meetings on the portal. Rory demonstrated how it shows the past, current, and upcoming meetings, and will be updated with any changes to create a reliable and relevant source of information for the committee.

A community member asked how to access the portal. Rory explained a link and password will be sent out to all committee members, and that this will be a collaborative team space for the committee.

5.6 Future Waste, Greener Glen Eira community engagement plan

Stacey Buchanan

15 min

The Future Waste, Greener Glen Eira engagement plan was presented, with details of the broad goals, engagement activities, targeted cohorts, and forms of feedback. The engagement plan recognizes waste as a high priority for our community and Council, and aims to align Council's waste services with broader community expectations and Council strategies.

Community members asked about the reasons and implementation of the glass bin. Niall explained that the separate glass bin is a state government directive for the Council to implement, and that Council is looking for community feedback on what implementation matches their preference.

A community member asked what engagement channels are being used and whether we are targeting harder-to-reach cohorts. Stacey explained the approach to harder-to-reach cohorts, including workshops, information sessions and newsletters targeted at people with disabilities, seniors, community groups, refugees, and more. This approach was informed by Our Priorities, Our Future.

5.7 Community Voice update

Stacey Buchanan

5 min

Stacey presented an update on the Community Voice, which is a large representative group of community members that provide ongoing feedback on engagements through a dedicated Have Your Say portal. The Community Voice is undergoing a refresh, and the committee will be invited to join with more information provided at the next meeting.

6. General Business:

No general business was raised by the committee.

7. Forward Meeting Schedule

Date	Items	Officer/Member
Monday 25 March 2024 at 6pm	Community Voice refresh	Stacey Buchanan
Monday 13 May 2024 at 6pm	Draft Community Engagement Framework review	Stacey Buchanan
August 2024 (date to be confirmed)	Council Plan engagement approach workshop	Alex Leamy

8. Next Meeting

6- 8pm, 25 March 2024

9. Closure of Meeting:

The meeting closed at 8.05pm.

Minutes to be confirmed at the next Ordinary Council Meeting on 19 March 2024.

- **Recommendations will be noted under each agenda item.**

Nil

- **Action summary from this meeting**

Title/Item	Action	Update	Responsible Officer	Active/Closed
Explore further training opportunities for the committee	Look into how Council may be able to provide training opportunities, potentially delivered by officers and recorded. Follow up with possible dates and training content.		Stacey Buchanan	Active
Community engagement forward plan	Look into providing a forward plan of upcoming community engagements to the committee.	The Community Engagement team will plan its 2024 activities in the coming months and share this information with the Committee at the March 2024 meeting.	Stacey Buchanan	Active
Develop draft Community Engagement Framework	Write up a draft Community Engagement Framework based off feedback received from the committee.		Stacey Buchanan	Active